

International students report – UEA response – September 2016

No	SU Recommendation	Response
1	We recommend that the University ensure that Academic Advisers are using feedback, logging, and reporting systems to monitor their meetings with Advisees. Further, UEA need to ensure that Senior Advisers and Deputy Senior Advisers have the necessary means to adequately oversee the operation of the Advising System in their respective School of Study.	Agreed. This is in hand with LTS, and is part of Tier 4 visa compliance too.
2	At present, mandatory training for all Academic Advisers is on a triennial basis. We believe that the University needs to ensure that all Academic Advisers and Supervisors have completed mandatory training before they are allowed to begin acting in an advisory role, and we recommend that the University organise a mandatory training session in the next academic year (2016/17). Further, we believe that the University should extend the training to include the following components: Equality and Diversity training, mental health training, student welfare training, and cultural awareness and cultural sensitivity training. We believe that this training will better prepare Academic Advisers and Supervisors, particularly in Schools of Study with a high international student concentration, to accommodate the specific needs of international students highlighted throughout this report.	Agreed. All University staff have to complete equality and diversity training already.
3	We recommend that, for a period of three years, the University form a subgroup of the Student Experience Committee to supervise, monitor, and review the implementation of the new Academic Adviser structure.	There is already an annual reporting structure on the operation of the Advising System, which goes from Senior Advisers through FTLQCs to LTC.
4	We believe that the University should endeavour to record all lectures and group-based teaching and learning activities and make them available online for private and independent study. This will give international students the opportunity to listen to the lecture at a more accessible pace. Additionally, the University has a responsibility, under The Equality Act 2010, to make reasonable adjustments for students with disabilities, who, according to our registration data, comprise 18 per cent of the	This is not straight-forward, especially as we move to lectures becoming much more interactive. Jon Sharp and Helena Gillespie are working on arrangements for students recording lectures.

	international student population. Further, the University should ensure that, where available, equipment such as microphones should always be used by lecturers when delivering teaching materials.	
5	When increased number of students are foreseen, we recommend that the University makes provision for increased funding for professional services such as the Learning and Teaching Services, the IT Services, the Dean of Students, Estates, and the Students' Union, accordingly.	Divisions' resource needs are annually assessed in the light of student numbers. Divisions are also working on improved systems to improve the efficiency of existing resources
6	We believe that it is vital that the University and the Students' Union develop a new strategy to ensure that more "hard to reach" international students are targeted during the pre-arrivals phase and arrivals period. This is also an ideal opportunity to ensure that detailed information about Support Services are provided to all international students in a variety of formats to increase international student awareness of student Support Services.	International arrivals and orientation arrangements are reviewed annually, and a series of enhancements have been put in place this year including strengthened promotion of support services.
7	We recommend that the University allocate more funding to the Dean of Students and Counselling Service to allow them to run mental health and wellbeing workshops and courses for international students. More funding will allow these services to recognise the complex needs of many international students and allow them to continue to adapt their services for international students. Further, we believe that the Counselling Service would benefit from a specialised international students Counsellor trained to support the complex needs of international students.	The new Student Support Service is in place for the 2016/17 academic year and a set of new staff appointments have been made.
8	We recommend that the University increase the funding available to the Students' Union to allow us to continue our internationalisation strategy and actively pursue international student engagement and equality of opportunity, and continue raising cultural awareness of the diverse student body, for instance, through the International Student Assembly or our cultural exchange events such as Go Global, for instance.	
9	At our annual Committee Training, we will stress the importance of including international students in extra-curricular activities and the need to ensure that international students feel both welcomed and encouraged to participate in Sports Clubs and Student Societies. Additionally, we believe that Sports Clubs and Student Societies should be required to host at least one alcohol-free social event each semester to ensure that a wider range of international students feel welcome to participate.	The University is content for the Students Union to encourage this.