‘The challenges of a predominately International student satellite campus’

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What am I trying to communicate?

- Insights from a predominantly International campus on student issues/relationships
- Insights on how this affects the central administration and other campuses
Our words and actions have impact on our international students

Sometimes in unexpected ways
CQUniversity Sydney

- Commenced in Sydney 1994
- 85% International, fully international before student caps cap off
- Predominantly Indian Subcontinent and Chinese students and South East Asian Students
- Currently 15% Domestic 85% International – but still split along program lines
- Predominantly Postgraduate
CQUniversity Australia

- 24 campuses and study centres across 5 States
- 370* different programs
- 660 academic / teaching staff (excl casuals)
- 915 administrative staff (excl casuals)

* approximate
CQU SPREAD OF INTERNATIONAL STUDENTS

Metro campuses

Distance other
Challenges of International students

- Cultural barriers, offences and misunderstandings, and treatment of women
- Relational vs Individualistic
Challenges of International students

- Expressions and colloquialisms
Challenges of International students

- Deadlines, bargaining and pleading and the de-sensitivity effect
Challenges of International students

- visa
- sick relative back home
- homesickness
- listening to friends
- working too much
- breaking out of strict communities
- being taken advantage of
- different educational experience
- Understanding financial arrangements
- Getting international students involved in activities (many cultures don’t place the same emphasis on leisure time)
How can we help students

- Allow time to get to the real issue
  Help them get through the university maze

- Develop communication phraseology

- Universal communication
  - Concern
  - Empathy
  - Letting them know you are helping
  - Respect
  - Listen
  - Reiterating what your role is and where your limits are
How can we help students in a satellite campus model

- Off campus administrators may not be sympathetic to a student issue (after all everyone else gets it right).
- Off campus administrators may not trust internationals due to their bargaining nature
- Off campus administrators are very concerned about deadlines – for good reason
- Off campus academics may not understand the academic background and approach that the student has
- Students do not understand the time constraints of academics and staff

Sometimes you need to provide the 2 sides of the situation or explain it to the student so they can navigate it better (avoid pleading letters)