

Quality Assurance in Student Exchange

An Australian Case Study

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RMIT University

Overview

- Student Mobility Profile
 - Australia & RMIT University
- Institutional Frameworks & Policies
- Student Exchange Life Cycle
 - *Before* the Student Exchange
 - *During* the Student Exchange
 - *Post* Student Exchange



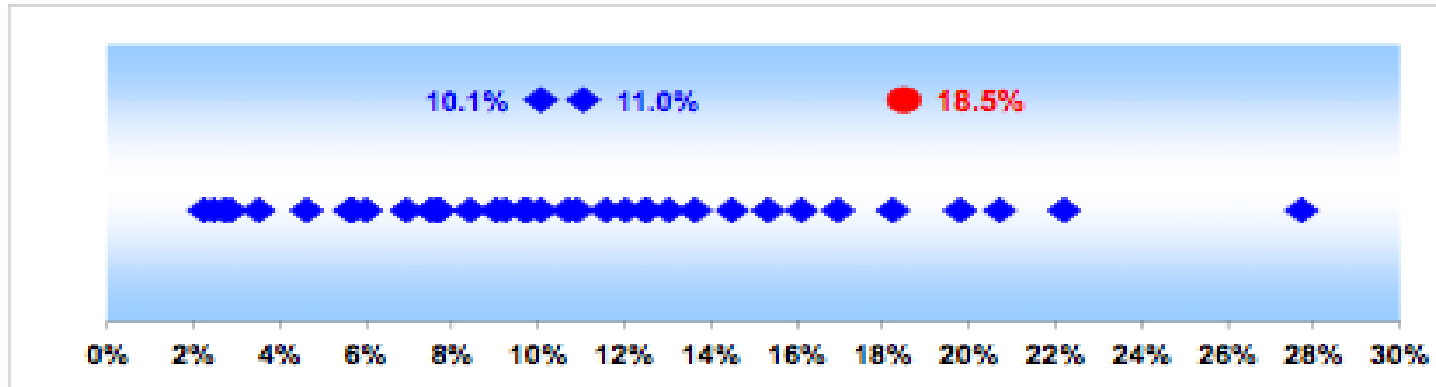
Student Mobility Profile - Australia

- Government linking with other countries i.e. Australia India Education Council (AIEC)
- Government increased financial support
- International Education Association of Australia (IEAA) Student Mobility Special Interest Group (SM SIG)
- Student mobility is key initiative in university strategic plans
- Australian universities committing more funds
- Third party providers small but increasing
- Sector-wide collaboration
i.e. Forum and Fair Circuit



Student Mobility Profile - Australia

Access to International Study Experiences: Australian Undergraduates: 2010



Olsen, A. (2010) AUIDF Mobility Benchmark Report

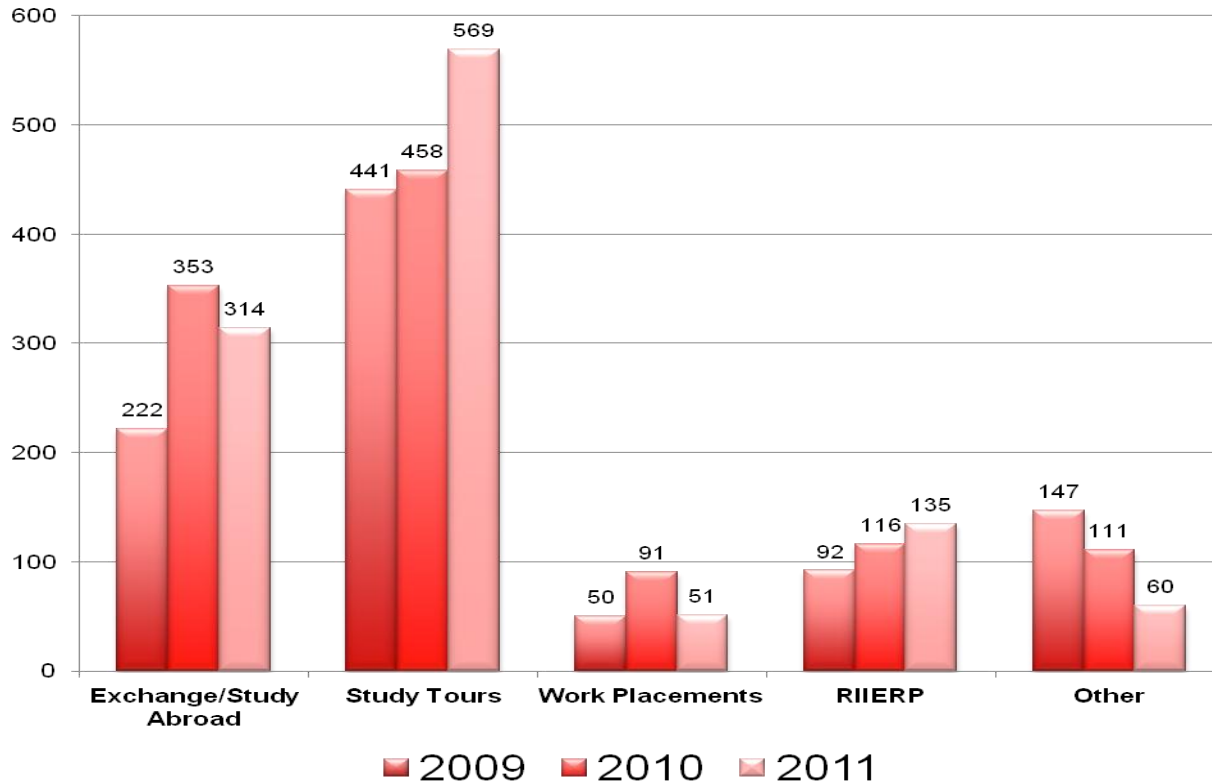
- Australian Universities International Directors Forum (AUIDF) Student Mobility Survey 2010
- Average: 11.0%
- Median: 10.1%

Student Mobility Profile - Australia

International Study Experiences 2010 by Type	
Type	Number of Experiences
Exchange	6,696
Other Semester or Year Programs	228
Short Term Programs	5,889
Placements or Practical Training	2,650
Research	2,309
Other	568
Total	18,340

- 37 of the 39 Universities participated in this survey
- Based on 242,647 completions at all levels
- 12,809 AUS UG undertook international experience
- 12% AUS UG up from 8.8% in 2009
- Open Doors reported 9.6% US UG studied abroad in 2008/09

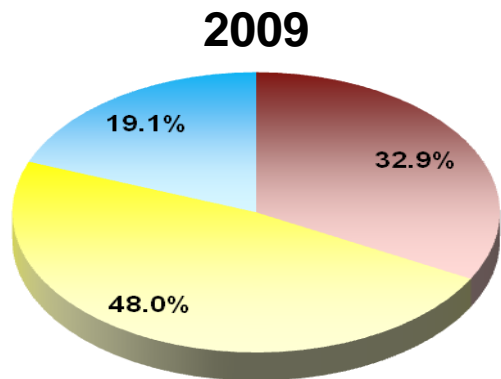
Student Mobility Profile - RMIT



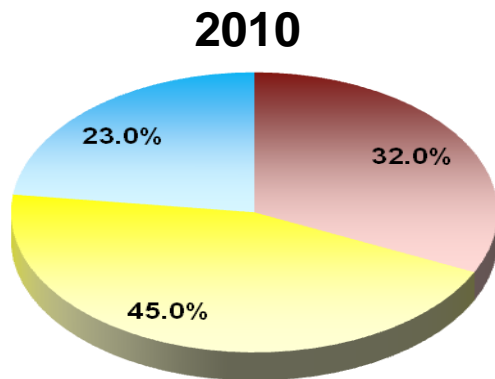
Source: Outbound Student Mobility Activities 2009, 2010, 2011. Data is obtained from Schools and central units.

Activities listed as "Other" include Industry Placements (paid and unpaid), Projects, Fieldwork, Conferences, Research, Dual Degrees, Clinical Placements, International Competitions, Overseas Studios, Professional Practice and WIL Vietnam.

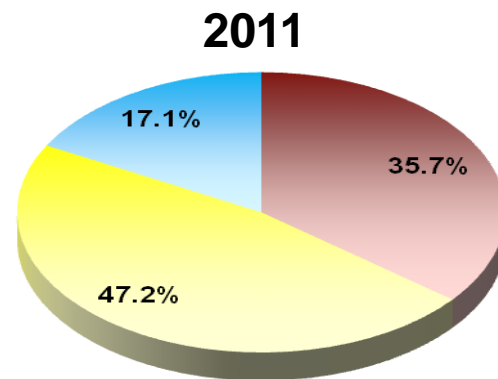
Student Mobility Profile - RMIT



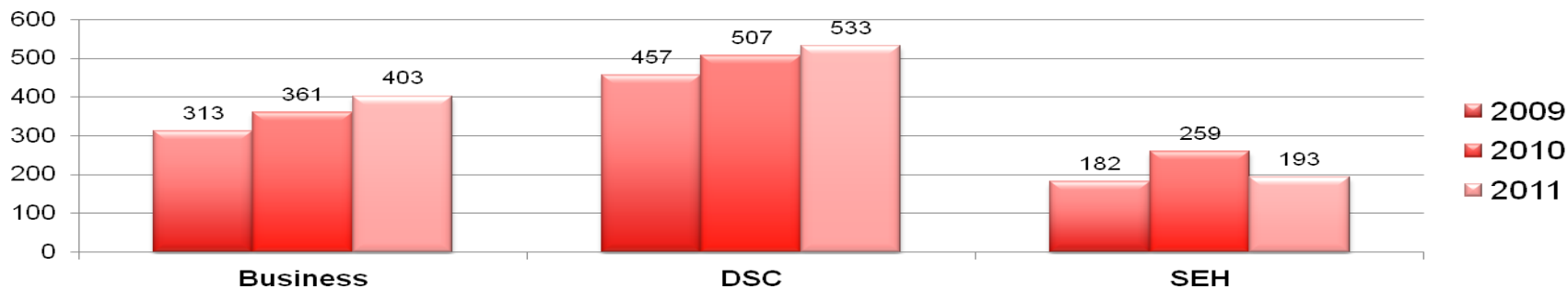
■ Business ■ DSC ■ SEH



■ Business ■ DSC ■ SEH



■ Business ■ DSC ■ SEH



Creating Institutional Frameworks & Policies

- **Outbound Mobility Policy**
 - Governance and general conditions
 - Distribution and review cycles
- **Supporting procedural documents**
 - Insurance guidelines
 - Funding guidelines
 - All program types: semester exchange, study tours, internships, clinical placements
- **University-wide audit of student mobility activities**
 - Review of MOUs and study abroad agreements
 - Collection of mobility across all academic areas and campuses

TRANSFORMING THE FUTURE

STRATEGIC PLAN RMIT 2015

TO ACHIEVE OUR VISION, WE WILL BE:

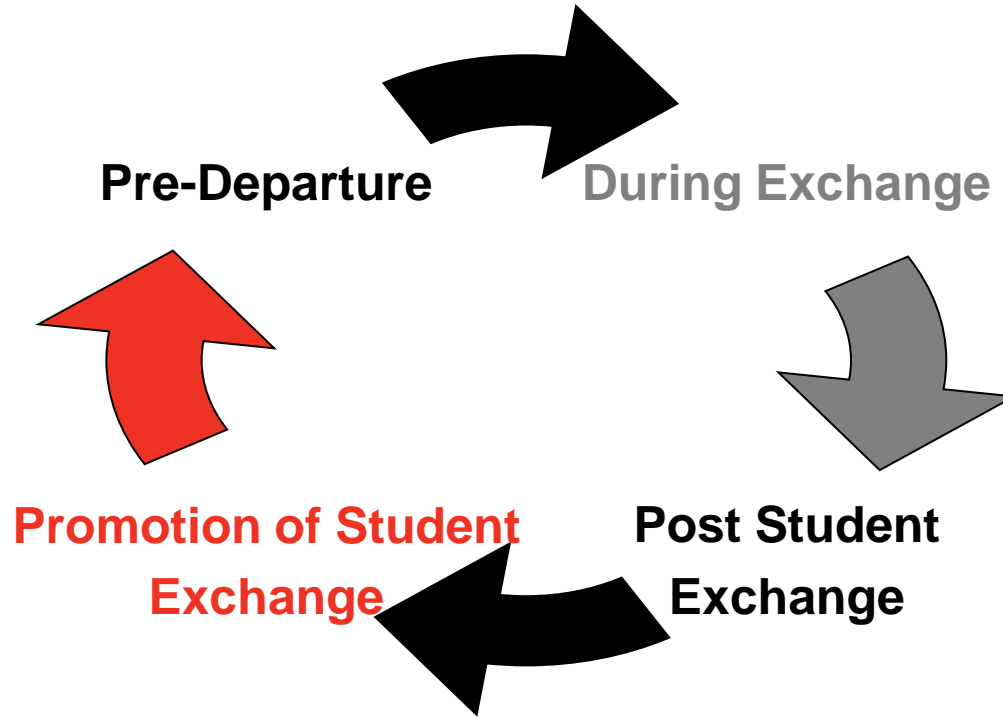
- 1 **Global** in attitude, action and presence, offering our students a global passport to learning and work.
- 2 **Urban** in orientation and creativity, shaping sustainable cities and drawing inspiration from the challenges and opportunities they provide.
- 3 **Connected** through active partnerships with professions, industries and organisations to support the quality, reach and impact of our education and research.

Creating Institutional Frameworks & Policies

- **Student Mobility Advisory Group**
- **Student Exchange Committee**
 - Reviews applications bi-annually
 - Assistant Director, International Relations
 - RMIT EAO Advisors
 - Academic Representative
- **Conditions of Participation**
 - 1 copy for student & 1 copy for file



Student Exchange Cycle



Before the Student Exchange

Promotion of Student Exchange



- Utilising returned students
- Levering the influence of faculty (SMAG)
- Pre-approve students for exchange based on academic performance
- RMIT EAO Global Lounge
- Exchange Fairs
- Information sessions
- Facebook
- Targeted email campaigns

RMIT Student Drop in Office



Office Hours

Monday – Friday

10am – 3pm

Servicing incoming and outgoing students: semester study abroad & exchange; internships; study tours


RMIT Facebook Page

facebook


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Home Profile Account ▾

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RMIT Education Abroad Office
School · Melbourne, Victoria, Australia



Basic Information

Location	Building 15, Ground Floor, 124 La Trobe Street, Melbourne, Australia 3000
Hours	Mon - Tue: 9:00 am-5:00 pm Wed: 9:00 am-2:30 pm Thu - Fri: 9:00 am-5:00 pm
About	Start travelling before you graduate, and experience a life-changing adventure at the same time as enhancing your career prospects!
General Information	Education Abroad facilitates overseas study for outbound students and assists inbound students from countries outside Australia who would like to study at RMIT.
Mission	We provide advice and support for RMIT University staff about student mobility and exchange agreements, and resources for Study Abroad Agents, Partner Institutions, and potential partner visits. www.rmit.edu.au/browse;ID=44blv6efp8ca1
Public Transit	visit http://www.metlinkmelbourne.com.au/ for details about public transport
Email	eao@rmit.edu.au
Phone	+61 3 92253947

Likes and Interests

Likes
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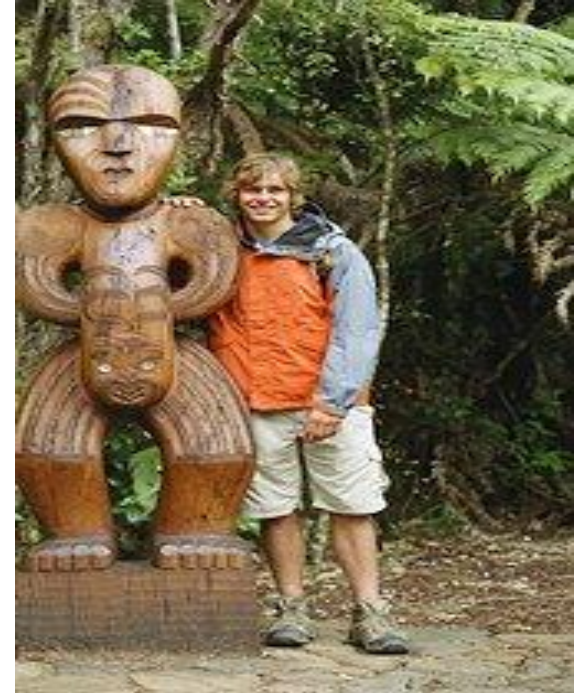
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Chat (20)

Internet 100%

Pre-Departure Information Management

- Physical and virtual environment for students to obtain information
- Information is up to date and accurate
- Utilising direct (not deep links) to partner sites
- Utilising Facebook to access info
- Advising tools to assist with advising – Fact Sheets



Pre-Departure Student Selection – 6 months

- MoveOn database management
- Collecting accurate and meaningful information
- Faculty screening/sign off
- Student Exchange Committee Review of applications



Pre-Departure Phase I – 3 months

Acceptance Reception

- Official Reception **congratulating students**
 - **“Get Set”**
- Full **Acceptance Package** is presented
- Overall timeline is reviewed—realistic **expectations** are discussed
- General Conditions & **Responsibilities** are outlined

Pre-Departure Phase II – 2 months

Getting Started Session

- Immediately following the Acceptance Reception
- **Returned Students** are present to provide first hand advice back to departing students
- Host institution **applications** are submitted back to EAO
- Signed documents are submitted
- ONLINE pre-departure

Pre-Departure Phase II

Final Pre-departure

- **Country specific** pre-departures via Consulates
- Final **Checklist** to Review
- Final **Pre-departure booklet** provided
- Provided with an RMIT **Fast Fact Sheet** to promote RMIT programs at host institution
- Presentation/Discussion of important topics:
 - Safety & Security
 - Important documents
 - Culture Shock
 - RMIT Responsibilities



During the Exchange

- **Critical Incident Response Plan**
 - Familiar with the University-wide plan
 - Established feasible Education Abroad CIRP
 - Staff training and availability of CIRP
- **International SIS City Brief** – Risk Management System
- **Smart Traveller** – Australian Department of Foreign Affairs and Trade
- **Email & Facebook**
- **Privacy** – next of kin contact

Risk Management



Medical & Security Alerts Ukraine 1/16/2012 9:35:00 PM Measles outbreak • • • • • Ecuador 1/19/2012 10:38:00

Search for a Country or Disease

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Personal Risk

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CRIME

Petty crime is no worse than in most European countries and is a cause for concern only in city centres and the capital Dublin, where personnel are at risk from muggings and car theft, particularly at night. Visitors are advised to be aware of pickpockets and bag-snatchers in crowded areas such as markets, stations and tourist attractions; theft from vehicles is another problem and also takes place in rural locations that are popular with tourists. Crime against property (vehicles and residences) is mostly concentrated in urban areas, particularly Dublin; thieves have targeted rental cars and tourists near tourist sites in the capital. ATM scams and credit card fraud are on a rise.

Security at international hotels is generally good. Nevertheless, thefts occur. The lobbies, lifts, restaurants and bars of expensive hotels may attract pickpockets and bag-snatchers. Short walks between hotels and restaurants in well-lit streets are generally safe. The Temple Bar and O'Connell Street districts of central Dublin have a high concentration of bars and restaurants, and are consequently the focal point for both petty crime and occasional alcohol-fuelled fighting. Caution should be exercised when in these areas. Violent robberies of individuals are unusual.

TERRORISM

Northern Ireland experienced a protracted terrorist campaign by a number of terrorist groups, beginning in the late 1960s. Republican groups seeking the north's independence from British rule and union with the south used Ireland as a 'safe haven'. The main Republican (Irish nationalist) terrorist organisation, the Provisional Irish Republican Army (IRA), has observed a ceasefire since the Good Friday Agreement of 2001, but dissident Republican groups continue to pose an indirect threat to security in Ireland. Their freedom of action is impaired by continued security operations on both sides of the border, and they are most unlikely to target business travellers or Irish citizens; they still have public sympathy in some border areas. Most loyalist (pro-UK) terrorist groups have observed a ceasefire since 1994. They have very rarely operated outside Northern Ireland and are most unlikely to attack targets in Ireland. However, security measures, alerts and hoax warnings can inconvenience travellers. Unattended bags are a cause of occasional security alerts, so visitors should keep belongings with them at all times.

SOCIAL UNREST

There has been no major civil unrest in the country. However, demonstrations are possible especially over socio-economic grievances and spending cuts, which may cause some travel disruption in urban centres.

BUSINESSWOMEN

The security risk to women is low. There is little tradition of harassment of lone women, though unaccompanied females should take standard security precautions against theft, mugging and other street crime.

In a business setting, women are taken seriously and it is not unusual to see women in senior posts, though there are few women in the highest positions. The political environment remains male-dominated, but the female presence in government is increasing; a woman served as deputy prime minister from 1997-2006, while the country has had two consecutive female presidents.

CONFLICT

Ireland has long maintained a policy of neutrality in international relations and does not face any serious external risks. Relations with the United

Post the Student Exchange

- **Welcome Back Function / Homecoming**
- **Students receive a Welcome Back Pack including**
 - Reverse Culture Shock info
 - How to get involved in the Exchange Club
 - Tips on how to leverage your exchange experience in future job interviews, etc.
- **Workshops:** Culture Works & Careers Office
- **Photo competition**
- **Student advising**
- **Evaluations – Survey Monkey**

WORKSHOP

Student mobility life cycle

1. Promotion
2. Pre-departure
3. During exchange
4. Post-exchange