

Time for change!

An example from the
University Medical Center
Utrecht, The Netherlands



Speaker: Maggy Ovaa

Agenda



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- Introduction
- UMC Utrecht
- Time for change!
 - Starting position
 - Processes, registration and information
 - Definition of responsibilities
 - Participation of target group
- Results
- Discussion



Introduction



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Maggy Ovaa

- Head of the International Office UMC Utrecht
- 9 years at Inholland University of Applied Sciences in various international positions



***Case: Improvement quality of
student exchange 2009 – 2012***





- Faculty of medicine integrated in the UMC Utrecht
- Department of training and education develops, organizes and coordinates education
- Study programmes

Situation in 2009: dark clouds....



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- No central registration student mobility
- High work load
- One person responsible
- Not integrated in university procedures
- No “ownership” International policy
- Limited monitoring tools for quality of exchange
- Focus on medicine

**Low student
satisfaction**

Time for change!



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Policy decisions Executive Board:


- New position international office
- Different focus: education, research & patient care
- Internationalization integrated in strategy UMC Utrecht



Work processes & registration



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Utrecht Students International Students Internationals News and







h Us.



onal Office offers meaningful exchange opportunities
study and practical training. These experiences are
ants, faculty and researchers from within the UMC
ty of Medicine as well as to those coming to the UMC
other institutions and countries.

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Internship abroad

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Stellenbosch University

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Report Experience Abroad

GNK Students

Name: Pieter de Veij Mestdagh
Email address: pieterdvm@hotmail.com

Type of internship: Gynaecology and Obstetrics (regular internship)
Hospital / University abroad: Tygerberg Hospital, Stellenbosch University
City: Cape Town/Stellenbosch (Ziekenhuis ligt in een buitenwijk van Cape Town)
Country: South Africa

1. Preparations

a. What? When? Where?
From October 3rd until November 18th 2011 I did an internship Gynaecology and Obstetrics at Stellenbosch University in South Africa.

b. Address / Contact person abroad: How did you get in touch?
Via the International Office I got in touch with Mariëtte Anri, who works at the International Office.

Responsibilities on faculty level



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- Registration internship abroad in central University database
- All relevant departments involved
- Global Health course coordinated and organized by faculty member
- Evaluation integrated in the regular tools of the faculty



Participation of students



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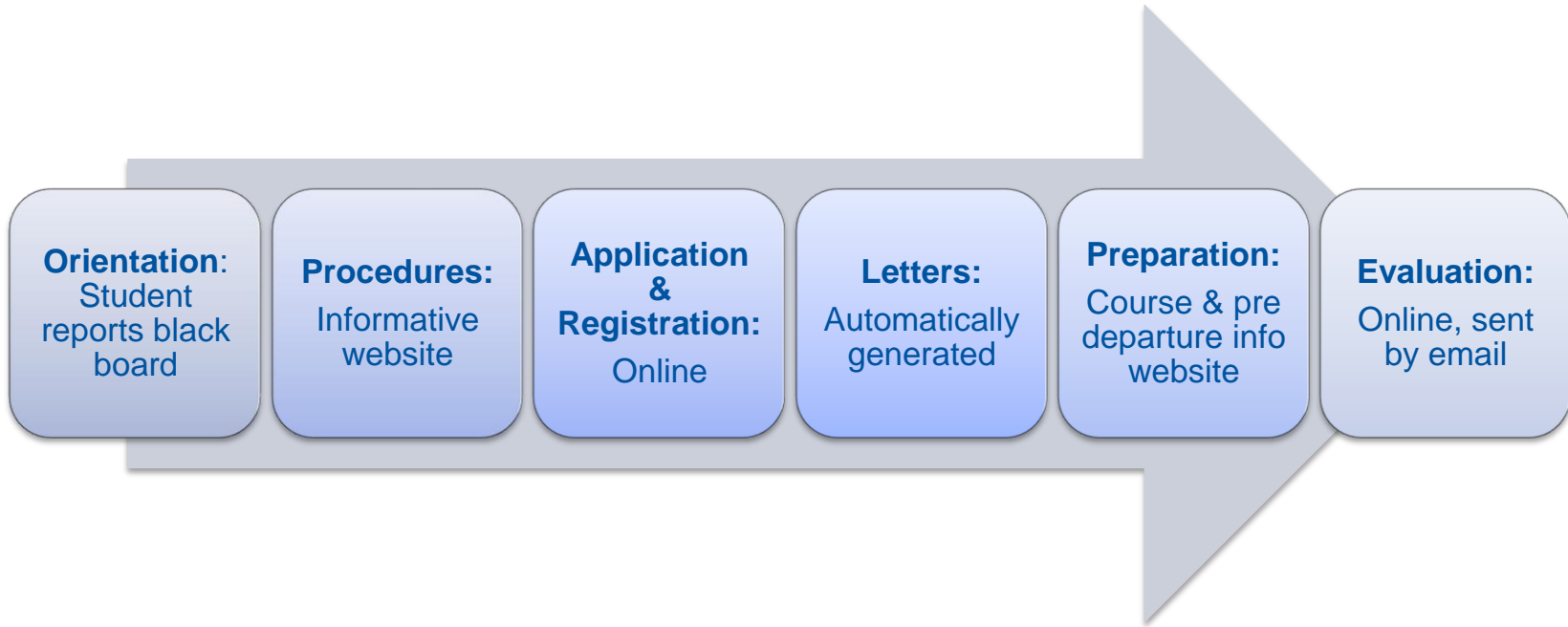
- Student committees for advise
- Test users of systems and websites
- Initiators and co-organizers of new initiatives (e.g. Global Health course, meet the researcher, facebook groups)



Result: efficient, online, work flow



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And also...



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- Efficiency: about 30% of work reduction
- New initiatives and developments: global Health course, meet the researcher, face book groups
- Quality: increased focus on quality
- Student satisfaction: “positive changes” “faster and better communication”, “clear website”



Discussion



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If you have an apple and I have an apple and we exchange these apples then you and I will still each have one apple.

But if you have an idea and I have an idea and we exchange these ideas, then each of us will have two ideas.

~George Bernard Shaw~