

Quality Assurance in Student Exchange

Case Study: La Trobe University

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La Trobe Abroad Manager

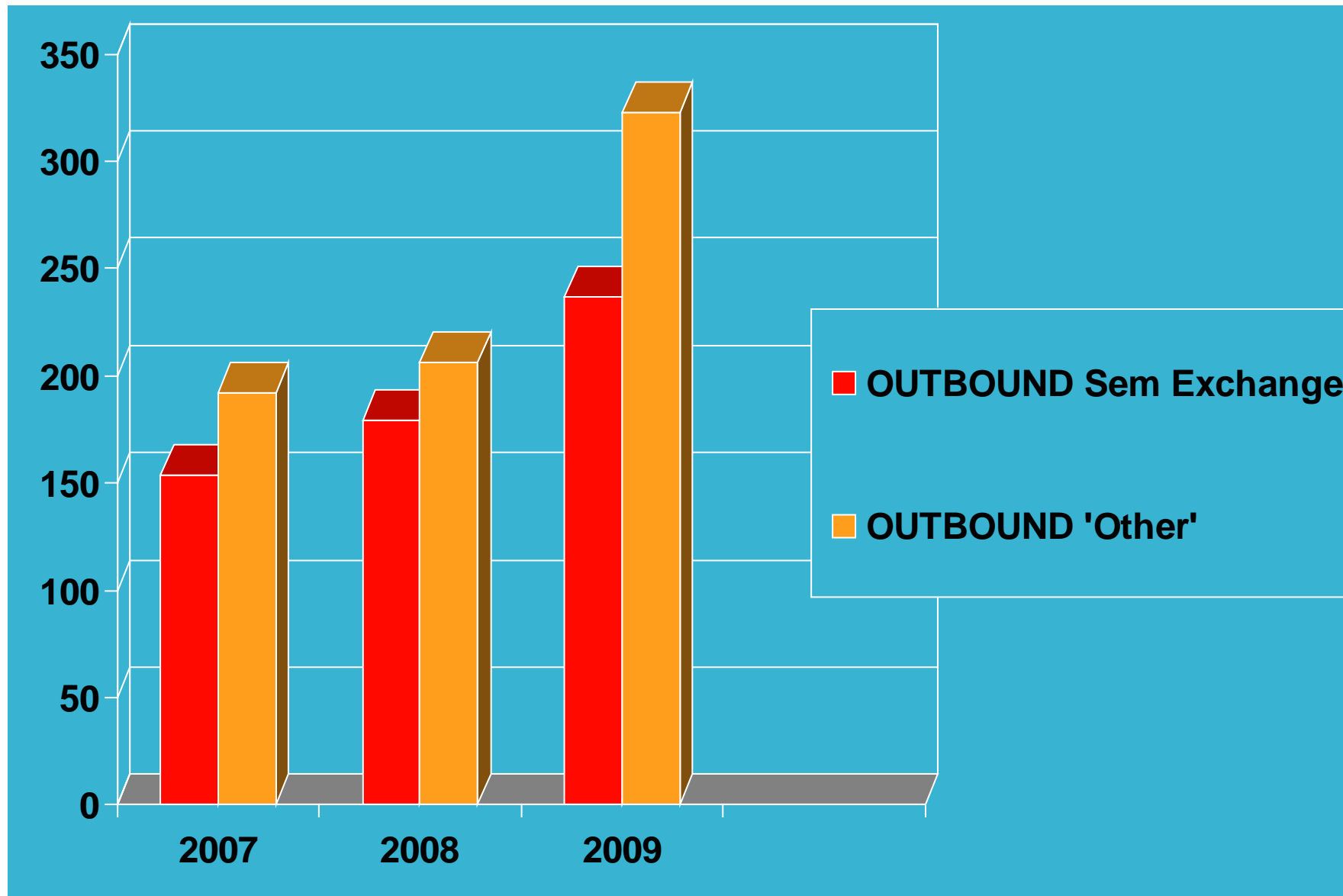
September 2010

Overview

- **Student Mobility Profile – La Trobe University**
 - **Institutional Frameworks & Policies**
 - ***Before the Student Exchange***
 - Promotion & Advising of Programs
 - Phases of Student Pre-departure
 - Information Management
 - ***During the Student Exchange***
 - Risk Management
 - Information Sharing
 - Student Support
 - ***Post Student Exchange***
- 

La Trobe University

Student Mobility Profile



Creating Institutional Frameworks & Policies

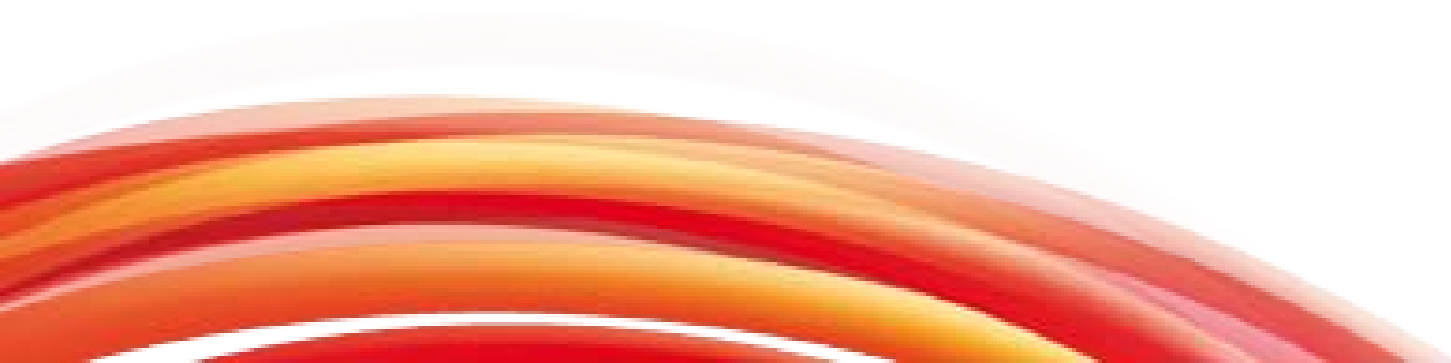
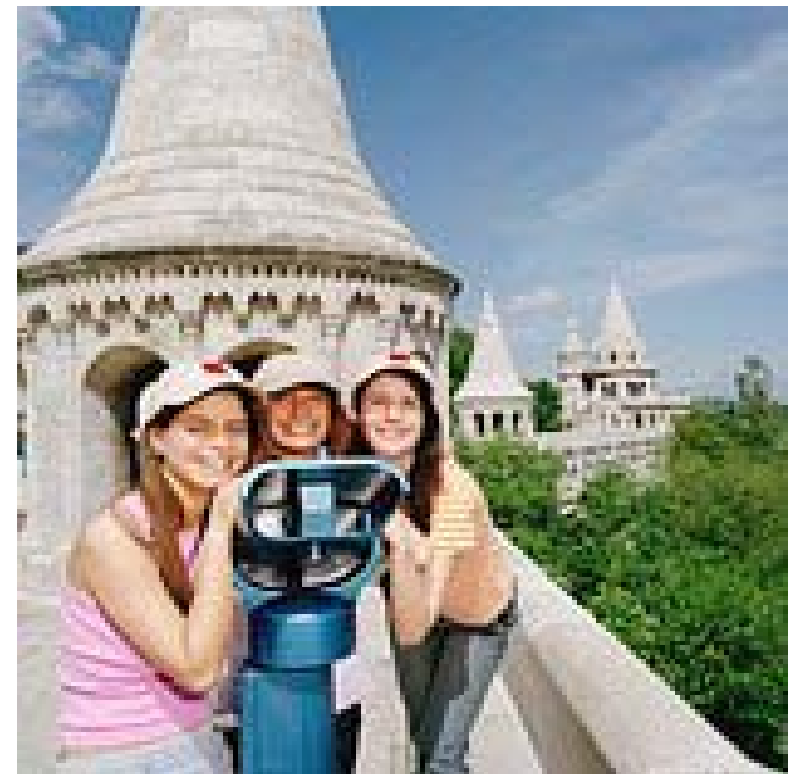
Outbound Mobility Policy

- Governance & General Conditions
- Semester Exchange/Short term/Clinical Placements
- Funding amounts/methods of disbursement
- Review date
- Conditions of Participation for students
- Distributed annually to appropriate stakeholders

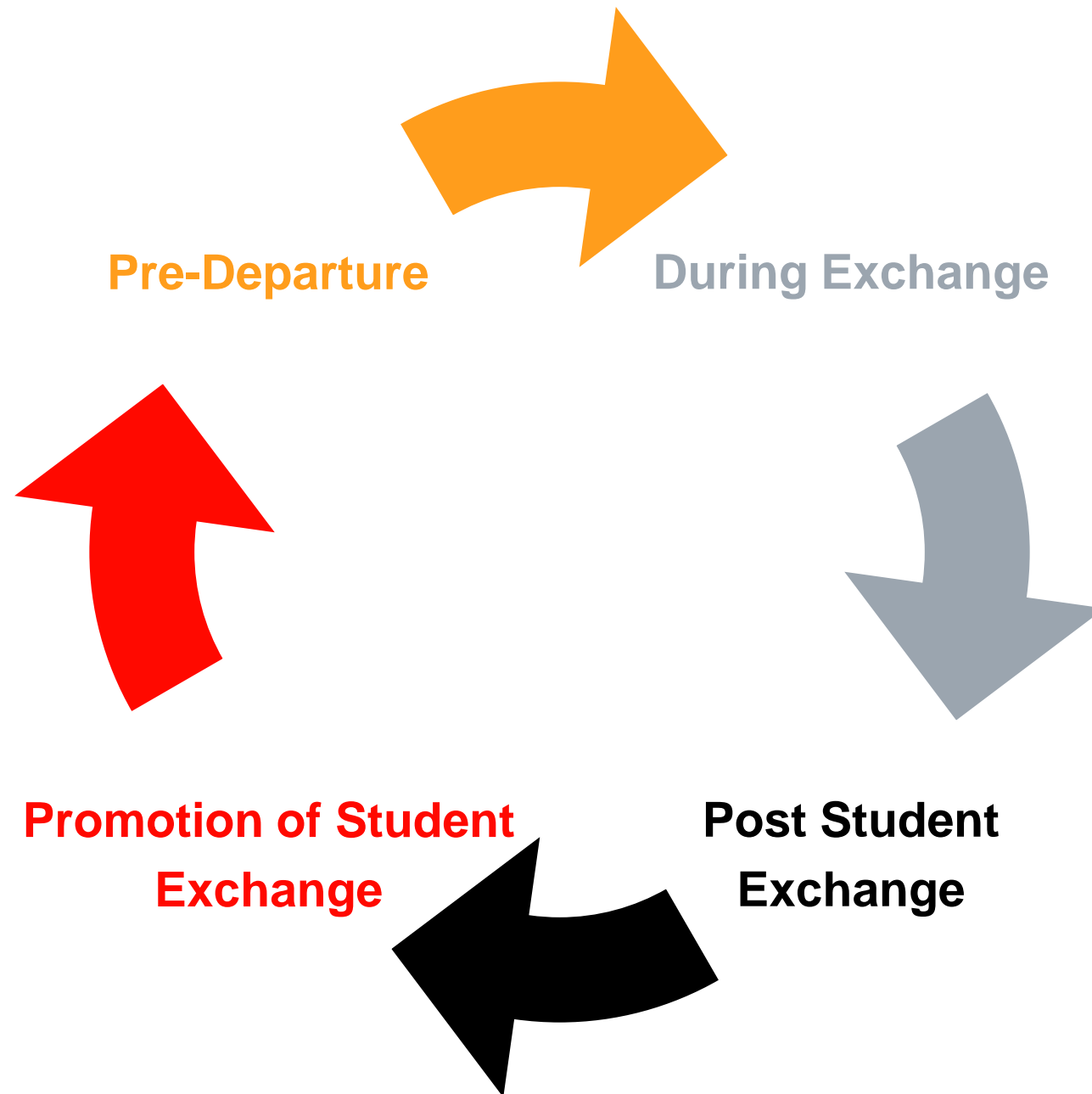


Creating Institutional Frameworks & Policies

- **Student Exchange Committee**
 - Reviews applications bi-annually
 - Education Abroad Manager
 - Education Abroad Advisor
 - Academic Representative
- **Conditions of Participation**
 - 1 copy for student & 1 copy for file



Student Exchange Cycle



Before the Student Exchange

Promotion of Student Exchange

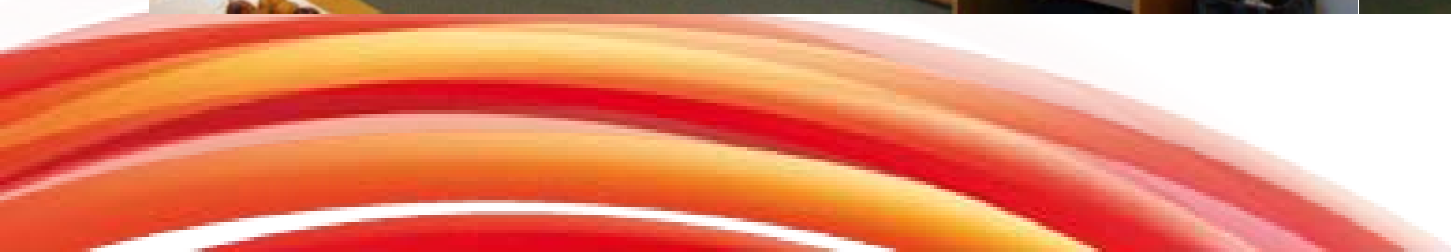


- Utilizing returned students
- Levering the influence of faculty (University-wide student mobility Committee)
- Pre-approve students for Exchange based on Academic performance
- La Trobe Global Lounge
- Exchange Fairs/information sessions
- Facebook

La Trobe Global Lounge

Office Hours M-TR; 11am – 3pm

Incoming/outgoing Students



Facebook – LTU Page

Sorry, the new facebook is temporarily disabled.


facebook Profile edit Friends ▾ Inbox (16) ▾ home account privacy logout

Search

Applications edit

- Page Manager
- Photos
- Groups
- Events
- Marketplace
- Movies
- Cities I've Visited
- more

La Trobe University [Browse more Organizations](#)



Add to my Page's Favorites
View Updates
Share +


Fans
6 of 1,148 Fans [See All](#)

- Kieran Clarke
- Darren Green
- Joanna Storti
- Robert Garbe
- Angela Ninis Chandarana

Course Finder

Find a course
Search our courses and subjects

POSTGRADUATE EXPOS



Events
4 upcoming events [See All](#)

- Postgraduate Expo (Albury-Wodo...
Wodonga, Australia
Tomorrow, September 10 at 12:00am
- MBA & Postgrad Expo (Melbourne...
Melbourne, Australia
Tuesday, September 16 at 12:00am

Telephone: Future Students: 1300 135 045
International Students: (+61 3) 9627 4805
General Enquiries: (+61 3) 9479 1111

Locations: Campus Locations and Maps

Location: La Trobe University
Melbourne, Australia, 3083

La Trobe University Library Search
Catalogue for Books and more...

Search: [Search](#)

Entire Collection ▾ by keywords ▾

[Advanced Search](#) [Login to My Library](#)

Simply RSS

La Trobe University Feeds
RSS feeds from latrobe.edu.au

Done Internet

Facebook- SA/EX Group

Sorry, the new facebook is temporarily disabled.

facebook Profile edit Friends ▾ Inbox (16) ▾ home account privacy logout

Search

Applications edit

- Page Manager
- Photos
- Groups
- Events
- Marketplace
- Movies
- Cities I've Visited
- more

Find A Dog Minder online

Become a Member - and find a Dog Minder in your area. Become a Minder - and get paid to care. An online service searchable by postcode.

More Ads | Advertise

La Trobe University Study Abroad and Exchange Program Global

Information edit

Photos X

Displaying 4 of 83 photos Add Photos | See All

Video X

No one has uploaded any videos. Add Videos.

Posted Items X

Displaying 3 of 6 posted items See All

Post a link: Post

La Trobe University International News - Home

Source: www.latrobenews.net.au

La Trobe Times is La Trobe University news portal for the international community., La Trobe University Times - La Trobe's International Online Newspaper

Posted by Antoanela Kokinos

Melbourne (Bundoora) Campus Support Services - International - La Trobe University

Source: www.latrobe.edu.au

La Trobe International La Trobe University Victoria
3086 AUSTRALIA Tel: +61 3 9479 1199 Fax: +61 3 9479 3660 Email: international@latrobe.edu.au

LA TROBE INTERNATIONAL Language and Cultural Exchange Program (LACE)

A great initiative by the International Student Life team, LACE, now gives students the opportunity to meet new friends, exchange language skills and share knowledge about each other's different and varied cultures and experiences.
Great for those looking to improve their second language skills whether it be English, Spanish, Chinese or any other language!!
Check it out!

Posted by Benita Ho

La Trobe University

Education
1,128 Fans

“ Become a fan of La Trobe University! ”

Posted by Kieran Clarke

View Discussion Board

Message All Members

Edit Group

Edit Members

Edit Group Officers

Invite People to Join

Create Related Event

Leave Group

Share +

Events X edit

14 past events See All

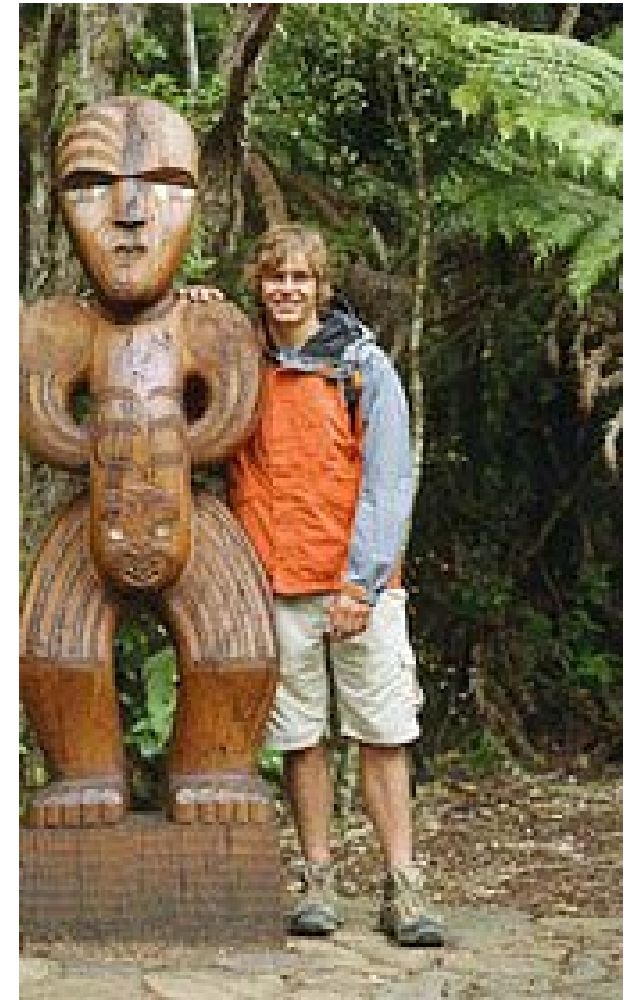
- Tecnologica de Monterray and M...
Bundoora, Australia
Monday, August 18 at 12:00am
- Sounds of Aus Documentary - Sp...
Bundoora, Australia
Monday, July 21 at 6:00pm
- Welcome Party
Fitzroy, Australia
Friday, July 11 at 6:00pm
- Welcome Festival July 9 - July...
Bundoora, Australia
Wednesday, July 9 at 9:30am
- Edge of the Outback Photograph...
Mildura, Australia
Sunday, July 6 at 12:00pm
- Canadian Pre-departure
Melbourne, Australia
Wednesday, May 28 at 2:00pm
- Study Abroad & Exchange Farewe...
Bundoora, Australia
Wednesday, May 14 at 6:00pm
- Meet & Greet with Mr. Earl M I...
Bundoora, Australia
Tuesday, April 22 at 3:30pm
- International Exchange FAIR!!!
Bundoora, Australia
Tuesday, April 22 at 11:00am
- Exchange Fair 2008!
Melbourne, Australia
Tuesday, April 22 at 11:00am

Related Groups X

- La Trobe University
Student Groups - Academic Groups
- I grew up in Australia in the 90s
Just For Fun - Totally Random
- Glenn Collegians
Student Groups - Drama & Performing Arts

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



Pre-departure Student Selection

- Online Application
- Collecting accurate and meaningful information
- Faculty screening/sign off
- Student Exchange Committee
Review of applications



Pre-departure: Phase I

Acceptance Reception

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



Pre-departure: Phase II

Getting Started Session

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



Pre-departure: Phase III

Final Pre-departure

- Final **Checklist** to Review
- Final **Pre-departure booklet** provided
- Provided with an **LTU Fast Fact Sheet** to promote LTU programs at host institution
- Presentation/Discussion of important topics that include:
 - Safety & Security
 - Important documents
 - Culture Shock
 - LTU Responsibilities



During the Student Exchange

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



Risk Management

City Brief Risk Management System

Control Risks CityBrief
Home | Contact | About | Help | Email Alerts
Summaries | Risk Ratings | Global Issues | World Terrorism | Evacuation | Security Advice

Logout | City Index | City by Country Index

www.control-risks.com

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Evacuation Monitor Levels

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Evacuation Monitor | Current Alert States

CURRENT ALERT STATES

PREPARATORY PHASE

Risk factors justify the preparation of an evacuation procedure, though business can continue as normal.

Angola, Armenia, Azerbaijan, Bahrain, Bolivia, Burkina Faso, Cambodia, Cameroon, Congo (Brazzaville), Ecuador, Egypt, Equatorial Guinea, Ethiopia, Fiji, Guatemala, India, Israel, Jordan, Korea (North and South), Kosovo (UN protectorate), Kuwait, Madagascar, Niger, Oman, Papua New Guinea, Peru, Philippines, Qatar, São Tomé and Príncipe, Solomon Islands, Syria, Taiwan, Tajikistan, Thailand, UAE, Vanuatu.

ALERT STATE ONE

Potential for the security situation to deteriorate rapidly.

ALGERIA

Reason: Continuing guerrilla and terrorist campaign against state and civilians. Threat of terrorist attacks against Western interests.

Triggers to influence a move up to next Alert State could include:

- Sustained anti-government violence in Algiers
- Series of terrorist attacks targeting Western personnel or assets
- Sustained violent unrest in the northern Kabylie region

BANGLADESH

Reason: Persistent risk of political unrest ahead of parliamentary elections scheduled for December 2008. Latent risk of terrorism.

Triggers to influence a move up to next Alert State could include:

- Dramatic increase in unrest and violence leading to a total breakdown of law and order across the country
- Series of terrorist attacks against Western interests

BURMA (MYANMAR)

Reason: Risk of protest activity and violent suppression of protests by security forces in the country's major cities, including the commercial capital Rangoon (Yangon).

Triggers to influence a move up to next Alert State could include:

- Serious violence targeting Western or foreign personnel or assets
- Indiscriminate violence leading to large-scale killing of civilians

CENTRAL AFRICAN REPUBLIC

Reason: Chronic instability in remote parts of the country, particularly the north. Socio-economic tensions.

Triggers to influence a move up to next Alert State could include:

Post the Student Exchange

- **Welcome Back Function**
- **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.
- **Evaluations – Survey Monkey**
- **E portfolio**



Survey Monkey

The screenshot displays the SurveyMonkey interface for a survey titled "UniMates program review". The user is logged in as "LTUexchange". The interface includes a navigation menu with options like "Home", "Create Survey", "My Surveys", "Address Book", and "My Account". The main content area shows a "Response Summary" for the survey, with a current report of "Default Report".

Summary statistics:

- Total Started Survey: 14
- Total Completed Survey: 14 (100%)

Navigation options include "design survey", "collect responses", and "analyze results". The current report is set to "Default Report".

The survey question is: "1. Please indicate what you thought of the UniMate sessions." The results are displayed in a table with columns for rating categories and response counts.

	Very Poor	Poor	Average	Good	Very Good	Did Not Attend	Rating Average	Response Count
International Trivia Night	0.0% (0)	7.1% (1)	14.3% (2)	50.0% (7)	28.6% (4)	0.0% (0)	4.00	14
Indoor Rock Climbing	0.0% (0)	0.0% (0)	0.0% (0)	7.1% (1)	64.3% (9)	28.6% (4)	4.90	14
Ten Pin Bowling	0.0% (0)	0.0% (0)	0.0% (0)	7.1% (1)	64.3% (9)	28.6% (4)	4.90	14
Movies	0.0% (0)	0.0% (0)	28.6% (4)	14.3% (2)	35.7% (5)	21.4% (3)	4.09	14
Get to Know Your UniMates	0.0% (0)	0.0% (0)	14.3% (2)	35.7% (5)	14.3% (2)	35.7% (5)	4.00	14
International Dinner	0.0% (0)	0.0% (0)	7.1% (1)	7.1% (1)	78.6% (11)	7.1% (1)	4.77	14
Additional Comments view								4
answered question								14
skipped question								0

The interface also includes a sidebar with options like "View Summary", "Browse Responses", "Filter Responses", "Download Responses", and "Share Responses". The bottom of the page shows the Windows taskbar with the Internet Explorer icon.

WORKSHOP BREAK OUT TIME



THANK YOU!

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La Trobe University

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