

Ice Breaker

- Find a partner (someone you do not know)
- Talk for two minutes about how your family celebrates birthdays





Starting the Conversation: Fisher College's International Student Focused Initiatives for the First Year

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Agenda

- Assessing need
- Academic initiatives
- Co-Curricular initiatives
- Fisher International Friends Conversation Partner Program (FIFCP)
- FIFCP end of semester survey results
- Goals for future
- Questions/Discussion



International Undergraduate Student Experience

- Brief released in May 2013 by the Office of International Affairs & the Center for the Study of Student Life reported that in comparison to their domestic peers, international undergraduate students have:
 - Less satisfaction with their academic experience
 - Greater involvement in identity-based organizations
 - Lower sense of belonging
 - More negative perception of campus climate (CSSL & OIA, 2013)
- 2012 national study found that more than one in three international undergraduate students reported having no close U.S. friends (Gareis, 2012)
- Develop programs to promote cross-cultural awareness, dialogue, and integration



Fisher College's International Student Population

- **UBUS enrolls ~6300 undergraduates**
 - 1246 total UBUS international students (19.8%)
- **AU14 entering UBUS class:**
 - 1160 NFYS: 184 international (15.9%)
 - 430 Transfer: 115 international (26.7%)
- **INTL students % of total UBUS NFYS/Transfer enrollment:**

	2011	2012	2013	2014
NFYS	20.6%	24.2%	9.4%	15.9%
Transfer	46.7%	38.8%	22.0%	26.7%



Fisher College's International Student Population

- **Top Countries:**
 - China
 - Korea
 - Malaysia



Academic Initiatives

- **China Pre-Departure Orientation (PDO)**
- **Undergraduate Business Summer Language Program**
- **International Student Orientation**
- **EDU T&L 5892**



China Pre-Departure Orientation

- Pre-arrival academic advising housed in Carmen “course”
- Overview of business curriculum (1st year) and first semester courses
- Instructions for completing ESL and math placements online
- Opportunity to be enrolled in BUS ADM 1100, Math, and ESL composition courses prior to arrival
- 70 students enrolled / 41 completed



China Pre-Departure Orientation

- **Challenges:**
 - Accessibility: Online access inconsistent
 - Timing: SIS upgrade
 - Eligibility: Tracking of in-country participants
- **Successes:**
 - Registration: Enrolled in critical courses prior to arrival
 - Preparation: Completion of ESL & Math placements before arrival
 - Belonging: Community of new peers



Undergraduate Business Summer Language Program

RODO: Ready on Day One

- **3-week intensive language and culture program designed to help students “be ready” for the first day of Autumn semester classes**
- **Comprised of intensive English language instruction, academic & cultural preparation**
- **Introduced students to the kind of classroom environments and assignments they will encounter as a business student at Ohio State**



Undergraduate Business Summer Language Program

Pilot: Summer 2014

- 4 UBUS students:
 - 2 NFYS, 2 transfer
- Campus & city exploration, company visits, leadership development, professional networking, capstone marketing plan
- Will track students' academic success & college involvement



International Student Orientation

- **Old way:**
 - One day
 - Pick classes and alternate classes, advisor makes schedule
 - 2 hours of contact
- **New way:**
 - Two day orientation
 - Aligns with domestic student orientation
 - Allows for more time to look over open course list
 - Students schedule their own classes in computer lab
 - 4-5 hours of contact
- **Benefits:**
 - Sense of ownership regarding schedule
 - Can see how limited course offerings are/better able to identify
 - Less schedule changes in the first week, and if making a change, better able to identify appropriate classes
 - Students know how to search for classes and use schedule planner, thus are better prepared to schedule classes in the future



Rationale

- Concern that UBUS international students have difficulty speaking English in the classroom context:
 - have difficulty adjusting to US classroom style
 - not accustomed to active classroom discussion
 - hard to understand spoken answers or discussion
 - challenges working well in groups
- Lack of Engagement/Participation at Fisher, other OSU organizations:
 - involvement often limited to nationality groups
 - “live” in library/dormitory, don’t engage outside culture bubble



Who

- Taken by all new international UBUS
- Exempted: 26 or higher on TOEFL IBT spoken
 - less than 5%



What

- 2-credit intercultural communication course
- Practice spoken English skills in the context of business career preparation
- Objective: Increased confidence in oral proficiency and cultural competence in formal face-to-face interactions, media interactions, oral presentations, and informal/spontaneous interactions (such as networking events).



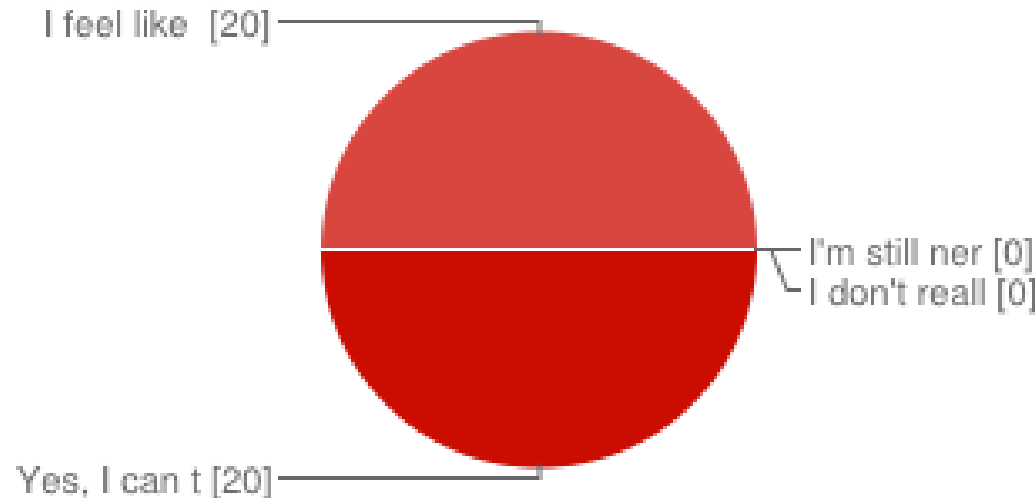
Curriculum

- Discussions (in-class & on-line)
- Communication activities
- Self-assessment & fluency improvement plan
- Participation in FCOB networking events and student organizations
- Professional LinkedIn profile
- 2 presentations: Elevator Pitch



EDU T&L 5892

Social Practice - Speaking Confidence

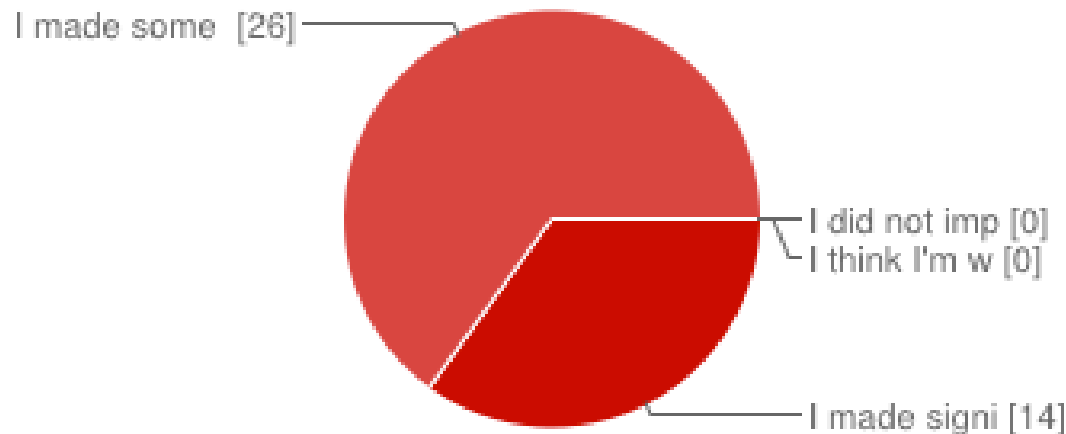


Yes, I can talk to both people I know and people I don't know on campus.	20	50%
I feel like I can talk to most people but still feel a little nervous about talking to people I don't know.	20	50%
I'm still nervous when talking to people on campus.	0	0%
I don't really care to interact with other people outside my close social group.	0	0%



EDU T&L 5892

Elevator Speech Improvement Progress



I made significant improvement - I can speak confidently about who I am, where I am from, etc.	14	35%
I made some improvement - I'm happy with my progress but I can do a lot more.	26	65%
I did not improve my elevator speech - I still do not know what I need to say in a short time and it sounds like I am reciting something I memorized.	0	0%
I think I'm worse than when I started.	0	0%



Co-curricular Initiatives

- **Going Global, Feeling Home**
- **Fisher International Friends Conversation Program**



Going Global, Feeling Home



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- Committed to helping international students feel more at home in the U.S.
- Increase connection to OSU and Fisher College



Going Global, Feeling Home

Goal is to provide programs and events are designed to help students:

- Learn more about their campus home
- Experience the culture of Ohio State & Fisher College
- Promote their personal, academic, & professional growth



Going Global, Feeling Home

Previous events include:

- Spring Holidays & Festivals
- Football 101
- Autumn Holidays & Festivals
- Winter Crafts & Cookie Decorating



Going Global, Feeling Home



THE OHIO STATE UNIVERSITY
FISHER COLLEGE OF BUSINESS

Going Global, Feeling Home

Successes:

- Marked increase in attendance
- Positive feedback from participants

Challenges:

- Increase participation from students outside of FIFCP
- Funding for events



Fisher International Friends Conversation Program

- Pairs first year international students with domestic students for language practice and cultural exchange
- Semester long program
- Voluntary
- Now in 4th semester of program (started AU13)



Fisher International Friends Conversation Program

- Students receive email about program
- Sign up online
- Attend FIFCP orientation where they meet partner
- Encouraged to meet at least 1/week
- Emphasis placed on activities that promote conversation
- NOT a dating service or study buddy



Fisher International Friends Conversation Program

- **Goals:**
 - Help international students gain fluency and confidence in spoken English
 - Forge friendships between domestic and international students
 - Promote greater global awareness among all participants



Fisher International Friends Conversation Program

Participation AU14:

- 89 international students / 86 domestic students
- International participants:
 - 51 NFYS / 38 new transfer
 - 58 female / 31 male
 - Chinese, Korean, Taiwanese, Egyptian, Malaysian
- Domestic participants:
 - 30 NFYS / 56 continuing students
 - 55 female / 31 male



Fisher International Friends Conversation Program

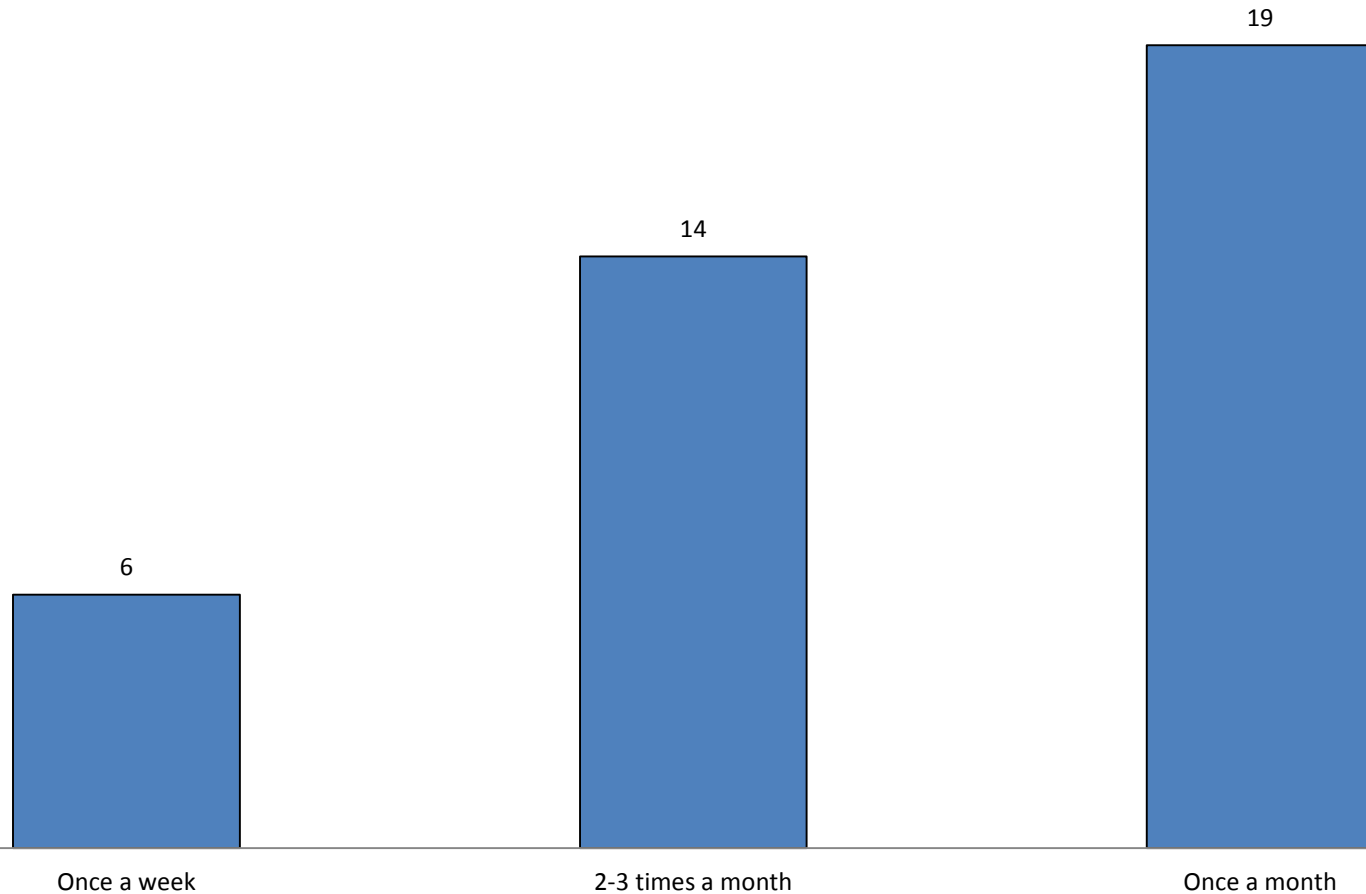
An anonymous, voluntary survey was given to participants at the end of Autumn 2014 semester.

- 41 students responded (~24% of all FIFCP participants)
- Some questions were targeted at International Students
- Both quantitative and qualitative questioning
- Notable attrition



Fisher International Friends Conversation Program

FIF Partner Meeting Frequency



Fisher International Friends Conversation Program

Common Activities:

- Going out to eat
- Making food together
- Getting coffee
- Rec sports (ping pong, tennis, basketball)



Qualitative Inquiry

- Four questions:
 - What did you learn about yourself through this partnership?
 - How, if at all, has the partnership changed your perspective/behaviors regarding international students
 - How, if at all, has the partnership changed your perspective/behaviors regarding U.S. students?
 - What do you believe to be the biggest benefit of the Fisher International Friends Program?



Themes

- **Communication**
- **Cultural Awareness**
- **Breaking stereotypes**
- **Similarities**
- **Friendship**
- **Learning about Self**



Theme One: Communication

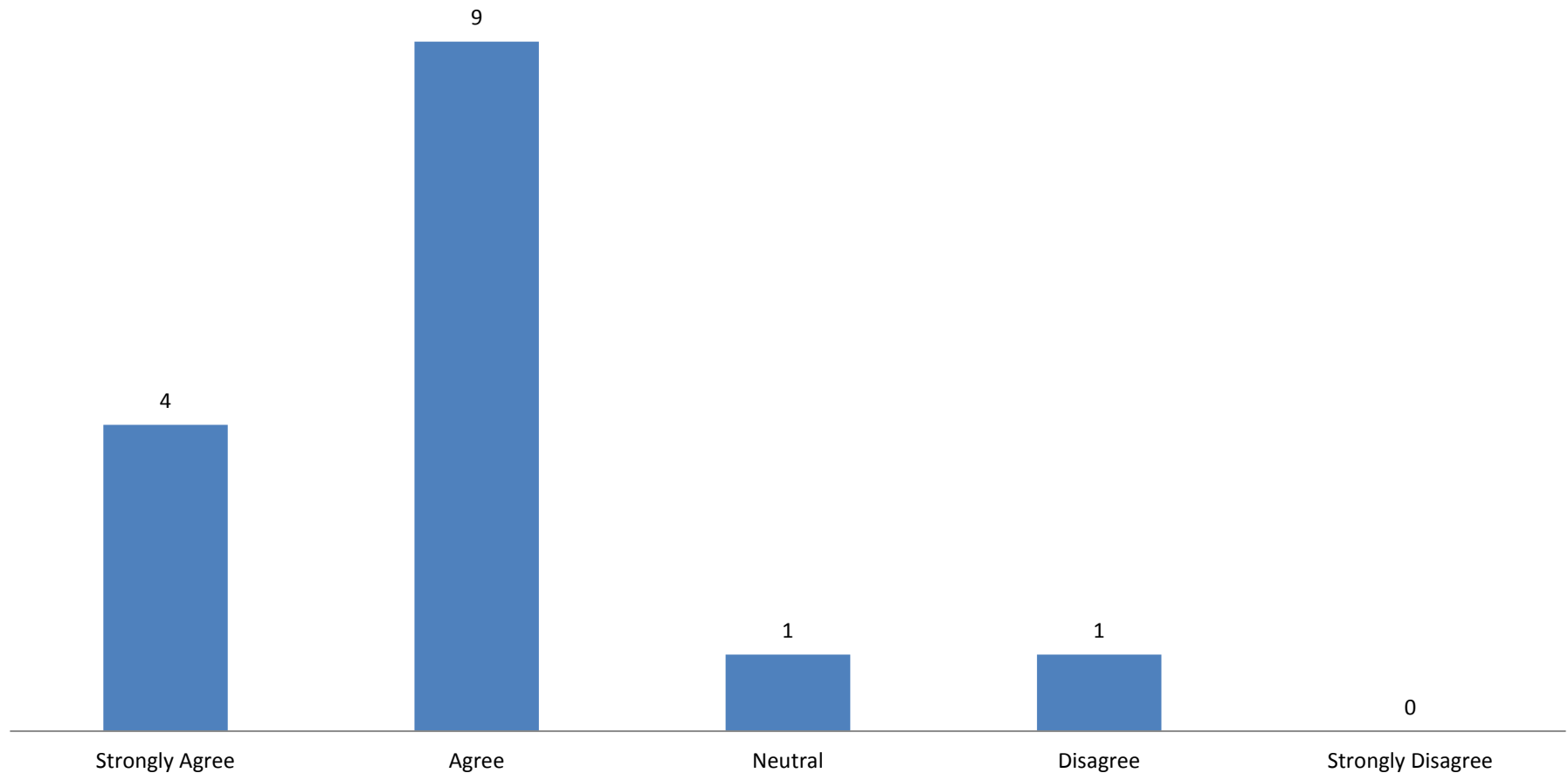
Met program goals:

- *Improved English*
 - I speak better English and I feel more confident.
- *Increased interaction*
 - Meeting someone from across the globe that you most likely would never have met before.
 - It give me better chance to communicate with US students
 - I feel that I will reach out to international students more to make them feel more welcome.
- *Increased confidence/comfort in interacting*
 - I learned how to reach out to other cultures and communicate effectively
 - I find that in general I am much more comfortable with working around communicational misunderstandings I have with international students.
 - It broke kind of an invisible barrier that seemed to permeate with the international students.



Fisher International Friends Conversation Program

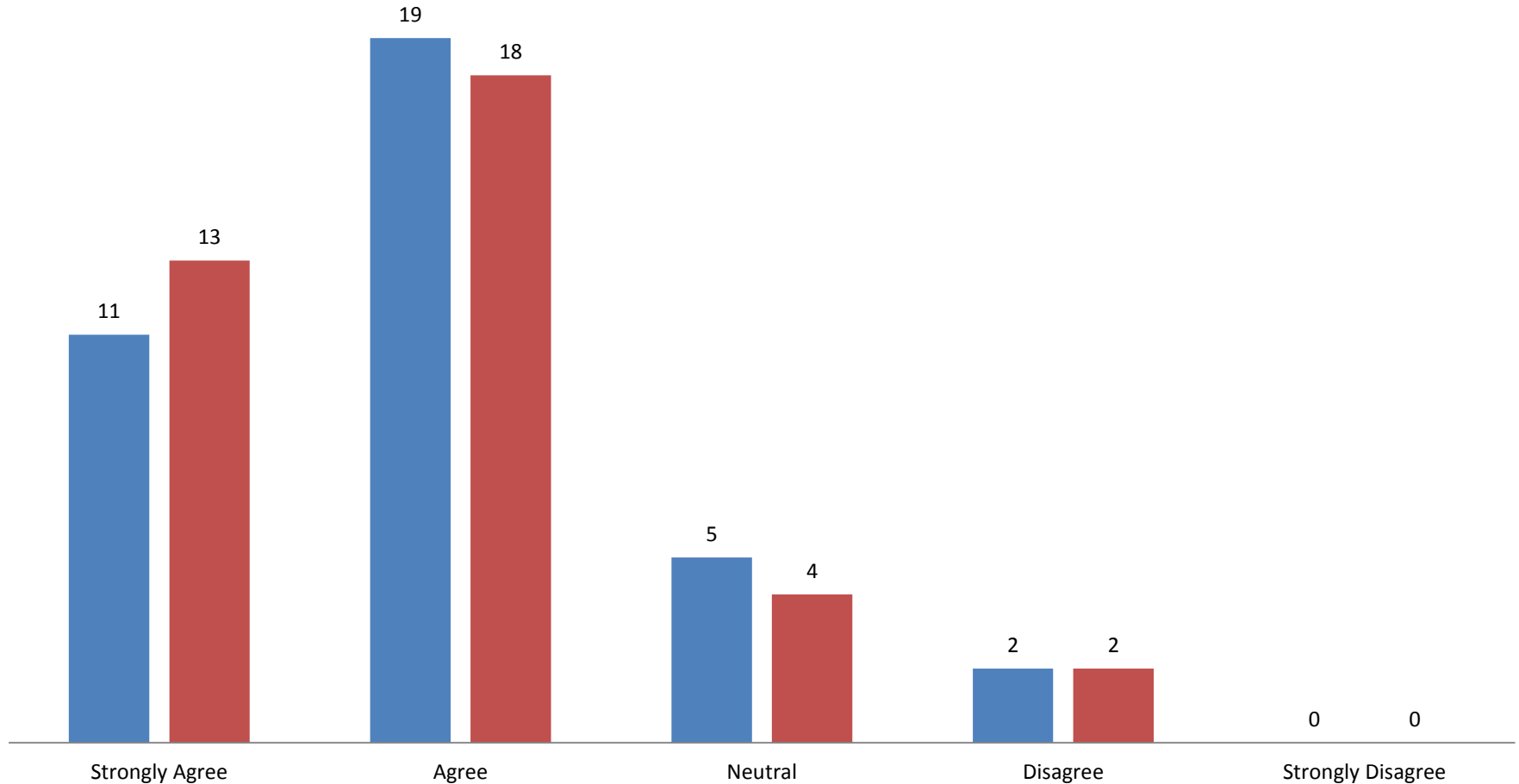
Improved English Communication Skills



Fisher International Friends Conversation Program

Increased Comfort Interacting

■ Academic ■ Extracurricular



Theme Two: Cultural Awareness

Cultural awareness and understanding increased:

- I learned how to respect other cultures
- I need to be more open to other cultures because I can learn a lot from people from other parts of the world
- I learned the importance of global awareness

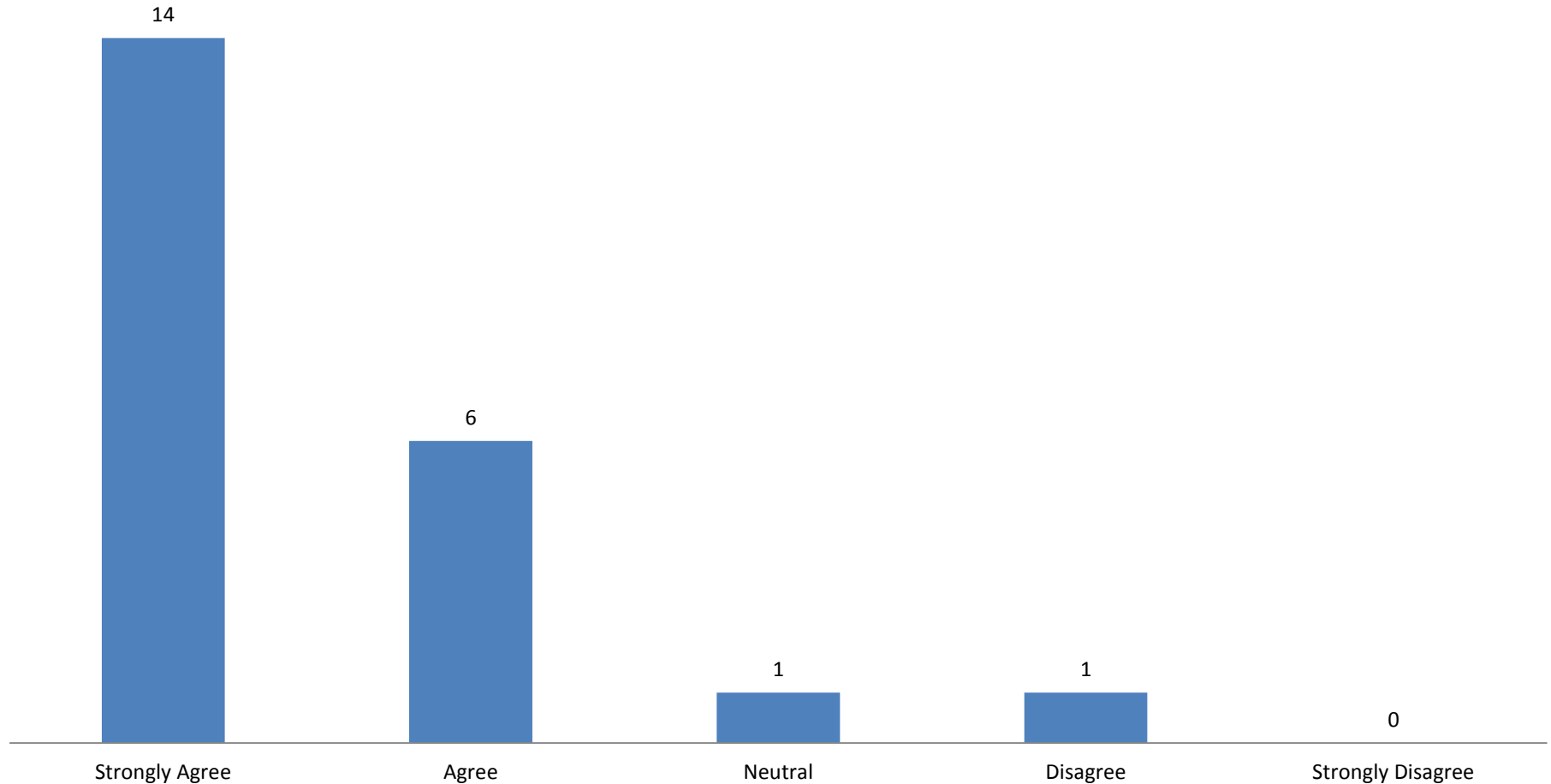
Greater understanding of the international student experience:

- It helped me better understand the challenges international students face
- I'm much more understanding of their certain mannerisms and am much more friendly towards them. I loved the program as a whole as it helped me to open my eyes and not be so judgmental
- Participating helped to break down communication and cultural barriers between international and domestic students.



Fisher International Friends Conversation Program

Improved Understanding of Another Culture



Theme Three: Friendship

Partnerships led to real friendships!

- Gaining a real friend throughout the rest of my time at OSU
- I have made a new friend in a large college
- I have a good friend now
- The biggest benefit was make a good friends
- Just gaining a new friend
- Have more chances to get in touch with a 'real' U.S friend and learn more about the U.S culture.
- Having friends who already know about resources which definitely helpful to international students.
- 78% of those surveyed said they plan to continue to meet with their partner after the conclusion of the program



Theme Four: Breaking Stereotypes

Interaction debunked stereotypes:

- Sometimes stereotypes come natural to us, but we have to do our best to put them to the side. Also, putting myself in another's person's shoes is a great learning experience.
- My partner is really positive, vigorous, and nice person among people that I know here. He changes my view of American people a lot.
- My conversation partner is hard-working and change my idea that American students did not care about studies



Theme Five: Similarities

Decreased views of the difference:

- I learned that I am more similar to international students than I originally thought.
- I have learned that just because we are from different parts of the world and grew up in different cultures that we still have similar interests and can get along.
- I learned that we are very similar
- I saw how alike we are



Theme Six: Learning About Self

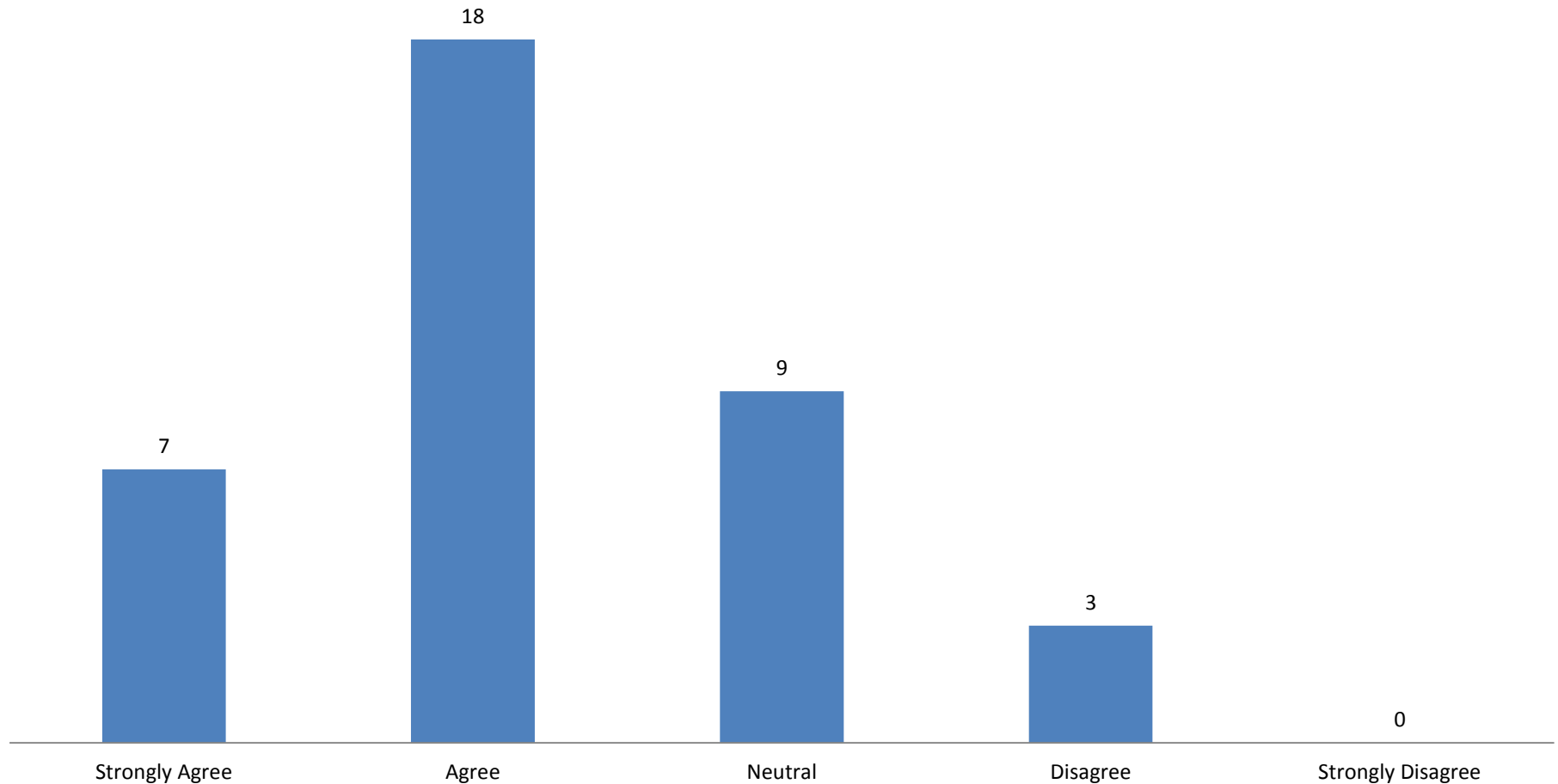
Learning about self was an unexpected benefit of FIFCP:

- The biggest benefit was the learning about not only another culture but learning about your own as well.
- I was forced to really look at the stances I took on certain issues such as patriotism or my religion and really flesh out what I believe.
- I learned that I need to be more active to hang out
- I learned that I enjoy getting to learn about different cultures.



Fisher International Friends Conversation Program

Improved Understanding of Own Culture



Fisher International Friends Conversation Program

Additional Successes:

- Marked participation in program year over year
- 100% of those surveyed said they would recommend the program to their classmates

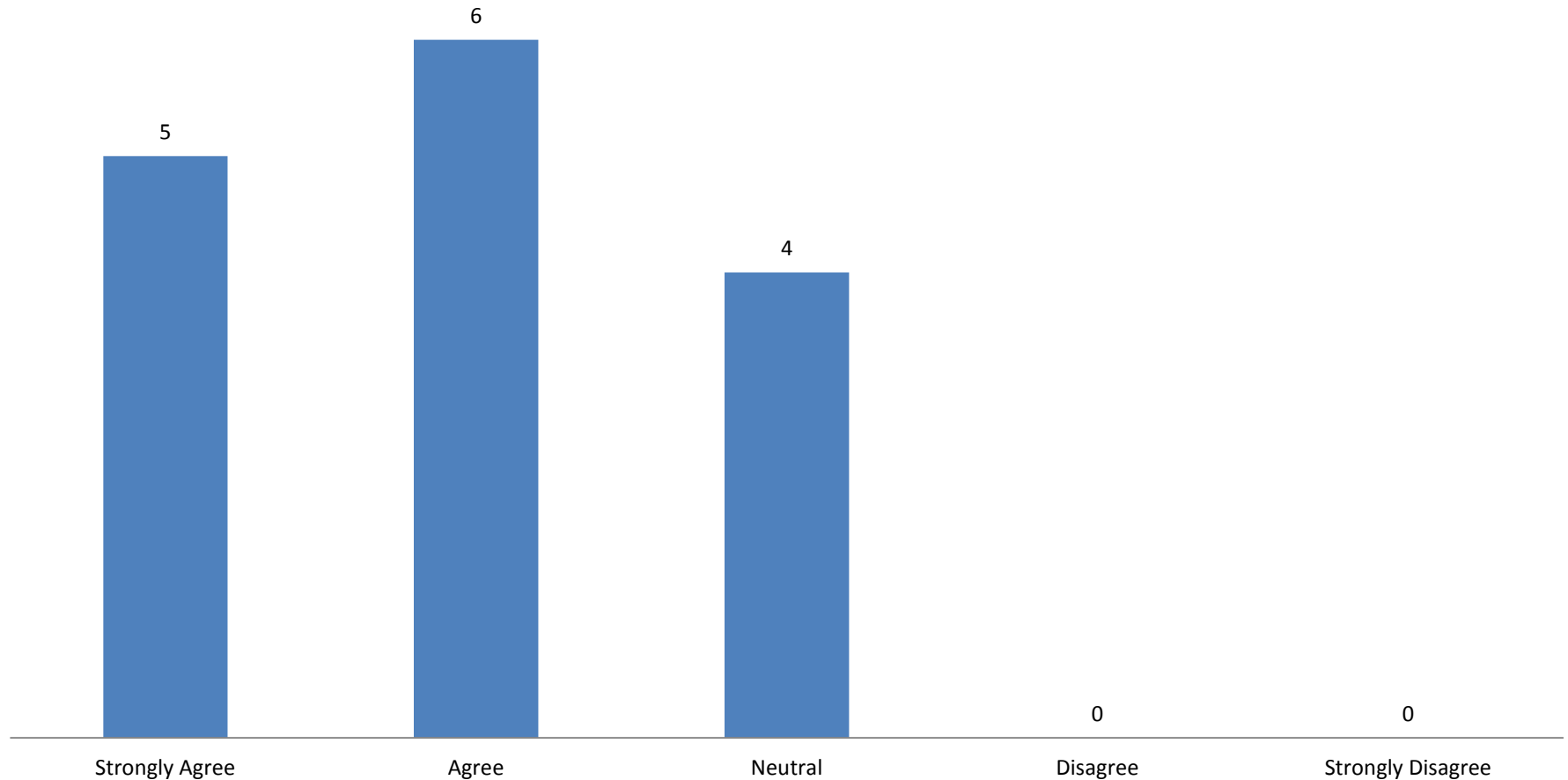
Challenges:

- Increase meeting frequency
- Increase participation-potential to include all international NFYS
- Funding for events



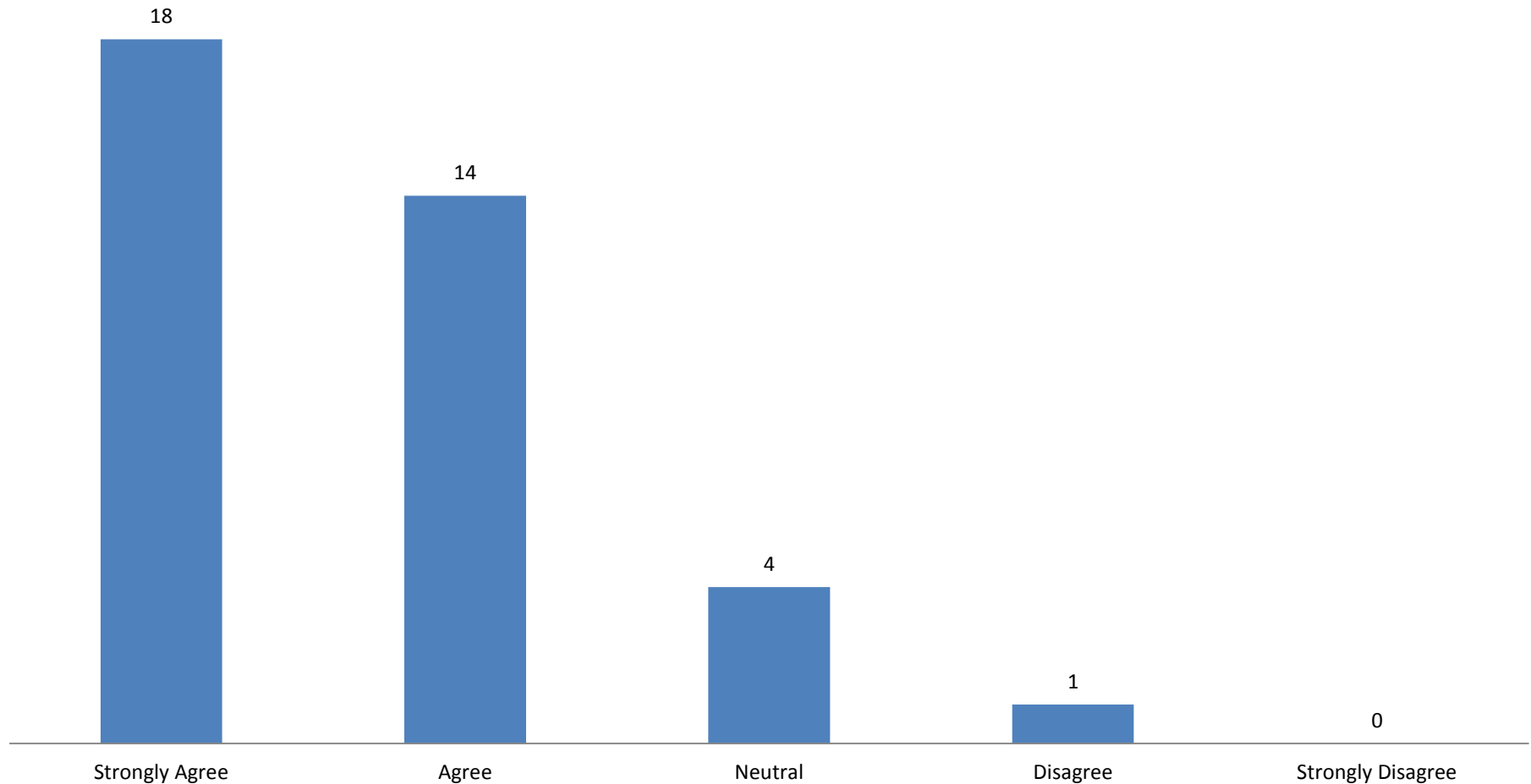
Fisher International Friends Conversation Program

Increased Connection to Fisher



Fisher International Friends Conversation Program

Require Participation by All First Year International Students



Goals for the Future

Fisher International Friends Conversation Partner

- Set up a weekly group conversation time
- Match 100% of incoming international students with a conversation partner
- FIFCP becomes a student org

Going Global Feeling Home

- Increase GGFH attendance outside of FIFCP
- Create more activity based events
- GGFH becomes a student org

Undergraduate Business Summer Language Program

- Increase participation

Get funding!



Questions?

- FIF Blog:
- <http://u.osu.edu/fisherinternationalfriends/>
- Presenters:
- Jane Palmer.241@osu.edu
- Jessica Hall.1464@osu.edu
- Lindsay McGory.10@osu.edu



Resources

- CSSL & OIA. (2013). *International Undergraduate Student Experience: Inside and Outside the Classroom.*
- Gareis, Elisabeth. (2012). Intercultural Friendship: Effect of Home and Host Region. *Journal of International and Intercultural Education, volume 5 (4).*

