

Welcome! We're glad you're here.

- Your audio is muted on arrival.
- Please tech check yourself:
 - turn audio on and off. check volume levels.
 - use video sparingly to help with bandwidth levels
- **please type in chat: say hi, share your role, institution, subject area**
- If you are here for another reason, please let us know in the chat!

Note: These sessions are recorded and shared on the BCcampus COVID-19 website

A Few Guidelines for Webinars

- Please refrain from identifying individuals and institutions
- Be mindful that everyone comes to this space with their own experience and needs
- Be respectful of everyone's emotional and mental boundaries at all times
- Use this time to practice respectful dialogue
- The BCcampus Code of Conduct includes webinars

Be Calm. Be Kind. Be Safe.

– Dr. Bonnie Henry

Adapting to COVID-19: Innovative Approaches to Supporting the International Student Experience

Part 2 of a 3-part series

Rohene Bouajram, University of British Columbia

Teresa Brooks, snəwəyət̓ leləm Langara College

Anne Harris, College of New Caledonia

Kate Jennings, Vancouver Island University



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Territorial Acknowledgement

We gratefully acknowledge and honour the territory and the lands on which we are gathered:

In the Lekwungen people (Songhees and Esquimalt Nations), and WSÁNEĆ (Saanich).

On the unceded, ancestral and traditional territories of the Coast Salish peoples – specifically the *skwxwú7mesh* (Squamish), *sel̓íl̓wítulh* (Tsleil-Waututh), and *xʷməθkʷəy̓əm* (Musqueam) nations. (University of British Columbia, Vancouver)

On the unceded, traditional and ancestral lands of the *hən̓q̓əmin̓əm̓* speaking Musqueam First Nation (*snəwəy̓əł̓ leləm* Langara College, Vancouver)

On the unceded traditional territories of the Lheidli T'enneh people (College of New Caledonia, Prince George)

On the unceded traditional territories of the Coast Salish peoples (Vancouver Island University, Nanaimo)

And other nations across British Columbia (and beyond) - type yours in the chat!

Agenda

- Welcome
- What to expect/learning outcomes
- Innovative Approaches - examples from 4 institutions
- Sharing - examples from your institution
- Q&A
- Next session

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Who is with us today?



Three part webinar series

Adapting to COVID-19...

- Understanding the challenges of International Learners (Part 1 - July 14th)
- Innovative Approaches to Supporting the International Student Experience (Part 2 - July 15th)
- Break-out sessions for International Student Onboarding and Support (Part 3 - July 23rd)

By the end of this session...

- Participants will
 - Learn about 4 specific institutional initiatives that build on the themes explored on July 14
 - Learn a bit about initiatives at other institutions that are participating in the webinar
 - Begin to identify comparable opportunities to support international students at their own institutions



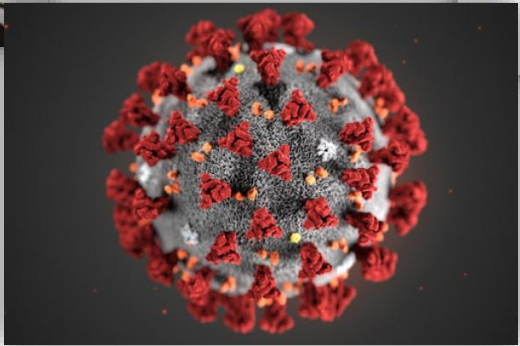
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Opportunities: Addressing Financial Challenges



photo credit: Forbes



Direct help and engagement

- Phone survey of all international students registered in Intersession (Summer) semester: gauged a variety of topics including financial wellness.
- Direct emergency funding: surplus funds at the end of fiscal 2019/20 directed to the CNC Students' Union to administer. Through this program, one-time emergency funding provided to eligible international students who had either lost their jobs or had a reduction in working hours, and were not eligible for CERB funds from the Federal Govt. Amounts ranged from \$250 - \$700.

Adjustments to processes and policies

- Tuition payment plans: stepped up automation of application process to allow international students to apply to pay fees in installments, and apply remotely without needing to come to campus.
- Fee payment deadline for Fall 2020 semester extended to end of August - allows students additional time to secure funding
- Future students: temporary adjustment of refund policy revised to allow 100% refunds of tuition deposits for students who wish to cancel their application due to COVID-19. Flexible deferral policy for students wishing to defer to future semester.

Your Turn - Padlet

How is your institution addressing your international students' financial concerns?



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Opportunities: Addressing Immigration/Border Considerations

Increasing Immigration Literacy

UNIVERSITY AND UNIVERSITY FROM UBC'S WEBSITE. FROM THE UBC'S WEBSITE. FROM THE UBC'S WEBSITE.

THE UNIVERSITY OF BRITISH COLUMBIA
Vancouver Campus

Student Services

New to UBC Courses, money & enrolment Health Campus life Career & experience UBC Life blog COVID Supports

Student Services » COVID-19 student resources » International Students: Immigration and Health Insurance FAQ on COVID-19

International Students: Immigration and Health Insurance FAQ on COVID-19

Latest updates

The information on this page is based on information available at the time of publishing and may not always be up to date.

On this page

For the most up-to-date and authoritative source of information about the University's response to COVID-19, please visit covid19.ubc.ca.

Last updated on June 14, 2020 @ 5:35 pm PDT

Frequently Asked Questions

Search the topics below to filter and get specific information:

- > Immigration applications
- > Travel restrictions
- > Work eligibility
- > Health insurance
- > Financial assistance
- > New students

Search by topic

On this page

- [Latest updates](#)
- [Frequently Asked Questions](#)
- [Related COVID-19 resources](#)
- [If you have questions](#)
- [Back to top ^](#)

UBC International Student Guide FAQ: <https://students.ubc.ca/covid19/international-immigration-health-insurance-faq-covid-19>

Spotlight: UBC Mastercard Scholars Program

- Dedicated advisor for immigration support
- Online questionnaire to consider ability to study from outside of Canada
- Group zoom meetings to go over impact of studies + immigration requirements e.g. travel restrictions, PGWP length or eligibility, etc.
- 1:1 phone conversations to address concerns and answer questions
- Set deadlines for decisions
- Work with faculties (graduate) to support deferrals
- Build pre-arrival contingency plans - virtual orientation, support letters to meet essential purpose, coordinate self-isolation plans, etc.

Pivot. Re-visit. Communicate. Plan.



THE UNIVERSITY
OF BRITISH COLUMBIA



Scholars
Program

Your Turn - Padlet

How are you addressing your international students' immigration concerns?

What strategies have you found helpful in assisting students with the level of uncertainty?



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Opportunities: Addressing Increased Exclusion & Racism

Increasing Sense of Belonging & Engagement



Current/ongoing support services:

- Daily drop-in advising by International Student Advisors
- On-going online webinars on various topics
- Weekly student-led “i-Chat” zoom sessions
- Virtual Learning Supports – one-on-one sessions and community cafés
- International Student Orientation Resources webpage
- iGuide Mentorship program (online)
- Instagram posts and stories that promote engagement (i.e. polls, comments, incentive prizes)

Increasing Sense of Belonging & Engagement

For Fall Semester:

- College-wide Orientation Experience (collaboration with several departments)
- Orientations offered at non-traditional times (ie. 7am to 8:30am or 6pm to 7:30pm)
- Langara Student Success Course (LSSC)
- Potential opportunities for in-person advising sessions
- Actively on the EOC Recovery teams (3 reps in 3 different sections)



Addressing Racism

- College public statement
- Anti-Black Racism statement and resources - internal message
- Centre for Intercultural Engagement
 - Webinars focused on Inclusion
 - “White Fragility” Book Club
 - Commitment to action

BUT MORE NEEDS TO BE DONE.



Your Turn - Padlet

How have you adapted your services to help address students' sense of isolation and to support their sense of belonging?

What are your institutions plans to address systemic/structural racism?

How is your institution supporting intercultural learning for employees and students?



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Opportunities: Supporting Wellness and Wellbeing



Student Wellness and Wellbeing Supports



First weeks of COVID and beyond

- dedicated email for covid related questions from IS with special triage team
- quick shift (within 1-2 weeks) to remote advising & clinical counselling for IS
 - dedicated ICC team (plus central team)
 - zoom, email, FBlive, and phone
- large focus on virtual community engagement
 - online cooking lessons, community moments, zoom-zoomba, etc
- wellness packages delivered to all students in residence and homestay

Fall 2020 and beyond

- extended hours of IS service in fall (7:30am to 9pm 3Xdays per week)
- online pre-arrival course
 - already in place but enhancing further (D2L)
- online orientation
 - shifted from 2-day F2F conference model to 6week onboarding, which is integrated with all onboarding activities across campus

Stakeholder Engagement



First weeks of COVID and beyond

- dedicated COMS person for international communications
- “VIU Cares” - daily drop-ins hosted by various staff across VIU
- zoom and facebook live sessions to address concerns/questions
- tip sheet re considerations for international students for academic and other areas
 - timezones, privacy/content laws in other countries, tech access, etc
- EAL classes offered at 3 times - starting at 5am PDT until late evening

Fall 2020 and beyond

- campus wide quarantine plans, with student wellbeing at core
- extended hours - other areas hoping to offer extended hours at least 2 days per week, including IT call centre
- new student engagement app for all onboarding and co-curricular record activities - Involvio; focus on community building & engagement
- dedicated safe study spaces on campus with tech access

Your Turn - Padlet

How are you supporting your international students' wellness and wellbeing?

Which stakeholders are you engaging and in which activities?

And from yesterday..

What are you doing to ensure your own oxygen mask is on first?



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Questions?



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Thank-you

<https://covid19.bccampus.ca/category/webinars/>

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