

Queen's University International Centre (QUIC)

Annual Report

September 1 August 31
2014 – 2015



Director's Message

Internationalization has become even more central to Queen's planning for the future and QUIC is contributing to the University's success in achieving these intended goals.

In this year, Queen's University released its Strategic Framework for the 2014 – 2019 period which holds 'Internationalization' as one of four interconnected strategic drivers. This was followed quickly by the University's first Comprehensive International Plan setting out campus-wide priorities for internationalization based on four pillars, three of which are directly supported by QUIC's services and programming.

Internationalization at Home aims to increase the numbers of student, faculty and staff undertaking intercultural training such as that offered by QUIC through Human Resources training, the QUIC certificate program and customized training. Early indications are that the goals will be not only met, but exceeded.

QUIC contributes to International Mobility which in part, concerns the movement of study abroad students across borders. QUIC provides education abroad assistance in the form of pre-departure and re-entry sessions, guidance and administrative support for the Off Campus Activity Safety Planning (OCASP) and the Emergency Support Program. Finally, the International Enrolment Management goals project an increase of international students to represent 10% of the student body.

Webinars offer information and support at a critical stage of the recruitment process; QUIC programming throughout the academic year supports retention of students through successful cultural transition and integration into the Queen's community. The recent addition of ATLAS, a program for first-year degree-seeking students, and collaborations with Student Affairs partners have been key to providing quality programming particularly designed for international student needs.

As we move forward, QUIC will continue to innovate and collaborate to provide international students with the support they need for success at Queen's and in the world beyond.

-- Susan Anderson



QUIC Volunteers and Student Staff
at DSA Student Recognition Reception,
Queen's ARC, March 2015

Our Mission

Queen's University International Centre (QUIC) is an international education support service for students, faculty and staff at Queen's. Through its activities the Centre promotes an internationally informed and cross-culturally sensitive university community.

QUIC programs and services support:

- the academic and personal development of international students, other international members of the Queen's community, and their families;
- the academic and personal development of Queen's students, staff and faculty interested in Education Abroad; and
- the internationalization of the campus by working with other university departments, offices, groups and individuals to enhance and diversify the international learning environment at Queen's through educational and training activities.

Queen's University International Centre (QUIC)

Full-Time Staff

Susan Anderson
Director

Alison Cummings
International Training Coordinator

Justin Kerr
International Student Adviser

Cathy Lemmon
Risk & Responsibility Program Coordinator and
International Programs Adviser

Nilani Loganathan
International Student Adviser

Laura Marchese-Smith
Education Abroad Adviser

Ita McConnell
Administrative Secretary

Hanna Stanbury
Student Programs: Promotion & Volunteer Coordinator

Stacey Tibbutt
University Health Insurance Plan (UHIP) Administrator/
Administrative Assistant

Jennifer Shui Kay Ma
Pugaleni Iynkaran
International Education Interns

Casual Staff

Elaine Choi
Samta Garg
Community Lunch Assistants

Shadi Khalifa
Computer Assistant

Angela Burns
Education Abroad Assistant

Teresa Zhang
English Language Support Assistant

Ahmed Abdel Razek
Roya Hamidi
Soheil Hamidi
Farzana Haq
Parisa Karimi
Harkiran Kaur
Zhi Lei
Kira McCutcheon
Janet Mwamba
Ayman Sabbah
Office Assistants

Harkiran Kaur
International Educators Training
Program (IETP) Assistant

Paola Santiago
Shauna McGinn
Ahmed Abdel Razek
Orientation Assistants

Gaby Myers
Promotions Assistant

Sachil Singh
Social Activities Assistant



What the Queen's University International Centre (QUIC) offers

In addition to a comfortable setting for relaxing and engaging with members of the Queen's Community, QUIC offers the following services and programs:

International Students, Staff and Dependants

Calendar of Events - published at the beginning of each academic year and updated regularly on our web site to inform the Queen's and broader community about events and programs.

Club Support - space and facilities available for associated groups, with representatives receiving training on safety, security and good housekeeping which allows them to hold their events at the Centre outside working hours.

Culturally-sensitive Counselling - available through the Cross-Cultural Counselor, for international and domestic students for whom cultural factors are an issue.

Emergency Volunteer Host Program - during the busy arrival period of late summer, some new international students are hosted by local volunteers. The transition to a new community is eased by a warm welcome and a safe place to stay for the first few nights.

English Language Support - provided year-round by volunteers through a weekly conversation group and a one-to-one assistance program.

In-Centre Facilities - include public computers, wireless internet access, table tennis, tea and coffee, microwave ovens and comfortable lounge space for members of the Queen's community to relax and interact.

Information Sessions - held throughout the year on issues including immigration, income tax and cultural adjustment.

International Housing Support - provides information and education on short- and long-term housing; assists outgoing exchange students to advertise their rental vacancies; and liaises with Queen's Residences and others.

International Student Advising - available through International Student Advisers who provide guidance and support on issues such as immigration, taxation, cross-cultural understanding and communication, and accessing services on campus and in the community.

Orientation and Welcome - includes extended hours for the Centre, information kits, individual support and twice-yearly orientation seminars which lead into community-building activities and transition programs.

Program Facilitation - cooperating with campus and community groups to promote international education.

Social Activities - range from a Thanksgiving dinner to bus trips, outdoor activities, community lunches, and cultural events.

UHIP Administration - enrolment, information and support in the University Health Insurance Plan (UHIP) and in understanding the Canadian health care system.

QUIC Training

QUIC's team of trainers offer a variety of workshops that help the Queen's community gain the competencies to be effective and respectful in the intercultural and international environment of our own campus, as well as when they seek out educational experiences around the globe. QUIC's training activities include:

Certificate in Intercultural Competence - students can participate in a series of four workshops that increase the knowledge and skills they need to have meaningful intercultural interactions during their time at Queen's, as well as if they participate in education abroad activities elsewhere.

Certificate in International Perspectives - QUIC partners with Queen's Human Resources to offer staff a series of seven workshops, facilitated by QUIC staff and various guests; the goal of the program is for staff to gain the skills and knowledge that will lead to a greater understanding and appreciation of Queen's international activities, and the internationalization of our campus.

Customized Training - upon request, QUIC staff develop and deliver training workshops that specifically meets the international and intercultural needs of various units on campus.

International Education Internship - this program provides an 11-month position for a recent Canadian post-secondary graduate to learn the various aspects of international education while working alongside QUIC staff.

What the Queen's University International Centre (QUIC) offers - continued

International Educators Training Program (IETP) - the IETP provides practical training for international education professionals working across Canada through 1) its annual Summer Institute each June, 2) its Certificate for International Education Professionals that is offered in partnership with Queen's Faculty of Education, and 3) customized training delivered in clients' workplaces and at conferences across Canada.

Socio-cultural Competency Training (SCT) - is an experiential program that aims to assist newly-arrived international students to adjust to life in the Canadian culture. Participants learn and practice culturally appropriate behaviour for a variety of situations, in the Canadian context.

Study Abroad Training - QUIC prepares Queen's students, faculty and staff for their various roles in the Study Abroad experience: it offers pre-departure and re-entry sessions, training for Program Emergency Contacts (PECs), and training in the preparation of a risk assessment for travellers who are completing the Safety Planning Record required by Queen's Off-Campus Activity Safety Policy (OCASP).

Volunteer Training - QUIC offers training specific to the needs of volunteers in its English Language Support (ELS), Income Tax Assistance, and World Link programs.

Study/Work/Travel Abroad students

Education Abroad Assistance - preparing students for a safe and successful learning experience abroad and re-entry to Queen's.

Educational Events - organized in cooperation with various departments, student clubs, and associations.

Emergency Support Program - provides study/work/travel abroad participants with an emergency contact card and 24-hour on-call emergency support during their sojourn abroad.

International Photo Contest - provides domestic and international Queen's students, who have lived, studied, worked, or volunteered abroad, the chance to share their international experiences with the Queen's University and greater Kingston communities. A photo exhibition takes place annually, in early March.

Resource Room - houses print and audio visual resources on a variety of cultural, intercultural and international education related topics.

Pre-Departure Orientations and Re-entry Sessions - to support Queen's participants in their preparations for study, work and travel abroad, QUIC now offers both on-line and in-person pre-departure orientation. Students embarking upon international opportunities from Queen's receive information on risk and risk management, travel logistics, cross-cultural adjustment, health insurance, and the Queen's Emergency Support Program. Sessions for students returning from experiences abroad are also provided, and include support and advice for students re-adjusting to being back in Canada after an extended period away.

OceanPath Fellowship - administered by QUIC, this offers an opportunity for 2 recent Queen's graduates annually to receive fellowship funding to undertake 8 - 12 month projects in international locations. This year marks the end of the pilot phase of the program.

Queen's Go Abroad Fair/Career Fair - a one-day event for students to meet with exhibitors representing various study/work/volunteer/teach abroad organizations, under the direction of Career Services.

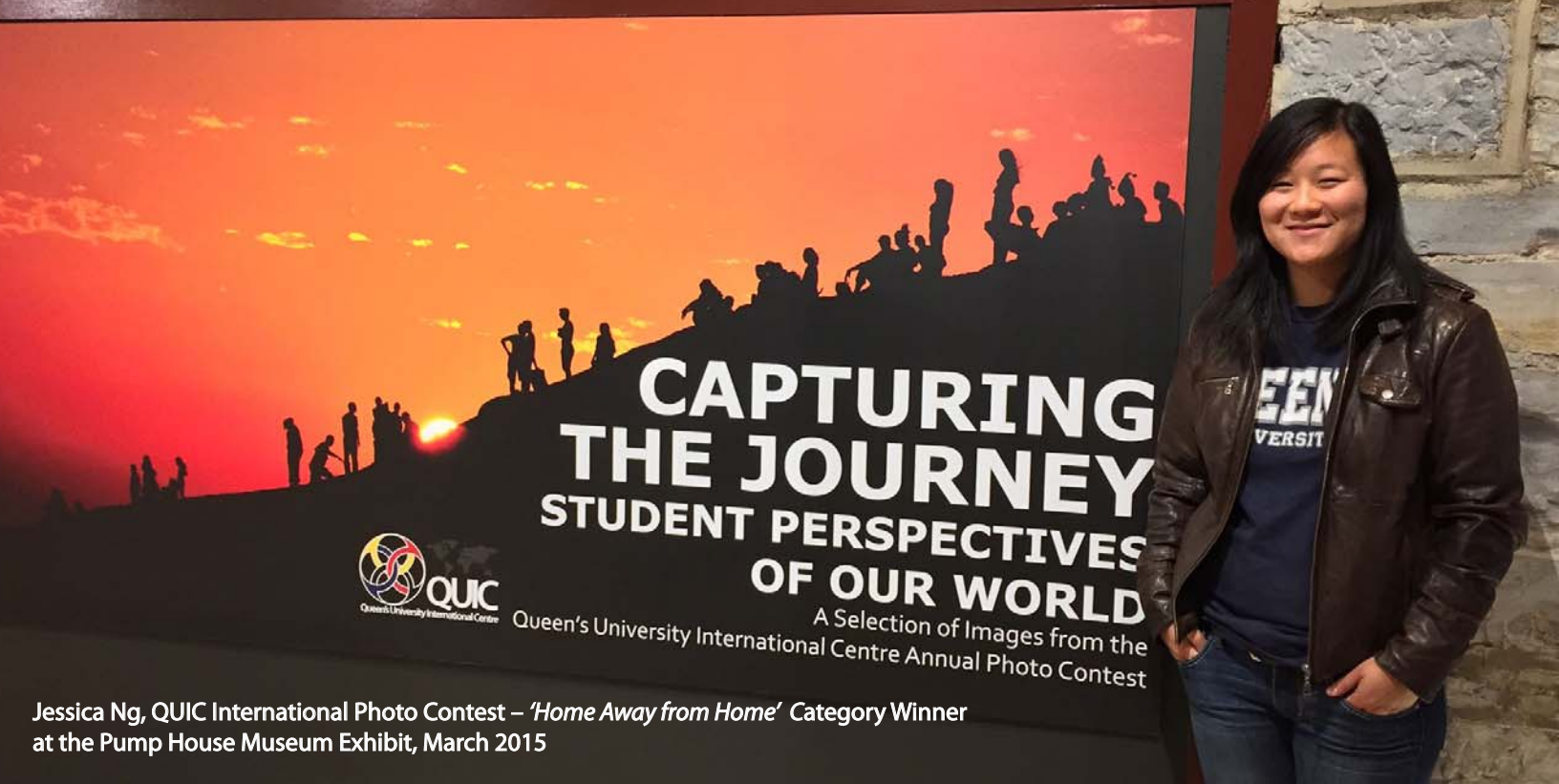
QUIC Blog - provides an opportunity for members of QUIC community and volunteers in particular, to learn about the international and intercultural experiences of others and to share their own.

World Link Volunteer Program - World Link volunteers are undergraduate and graduate international/full-year exchange students, or students who have recently returned from an experience abroad. The program is intended to support the cross-cultural experiences of Queen's students, to create opportunities for students to act as resources to others interested in going abroad or learning more about specific international destinations, and to increase the visibility of internationalization at Queen's through events.

Internationalization

Internationalization challenges us all to be open to the many ways of doing, knowing and being. QUIC's services and programs are designed with these challenges in mind. They additionally include:

Queen's University International Programs Committee (QUIPC) - QUIC's Director works with the Office of the Vice-Provost (International), faculties and other campus departments to support the review and expansion of existing programs, and plan, design and implement new internationalization initiatives.



Jessica Ng, QUIC International Photo Contest – *'Home Away from Home'* Category Winner at the Pump House Museum Exhibit, March 2015

Highlights of 2014 - 2015

Students interested in international opportunities again had the chance to connect with representatives of numerous international organizations at the Go Abroad Fair organized by QUIC in September.

QUIC welcomed representatives of the United States Consulate in Toronto to the Centre for an information session on U.S. Visa regulations. The session served both international and domestic students with interest in visiting, studying and/or working in the United States.

In conjunction with the School of Graduate Studies, a representative of Ontario's Provincial Nominee program for permanent residency came to Queen's to share information with interested international students. This was followed by a separate session offered by representatives of Citizenship and Immigration Canada who spoke about federal pathways to permanent residency status in Canada.

QUIC introduced the Chat Program to the broader Queen's community. Almost 2000 language buttons were also distributed to members of the Queen's community during this time.

More than 100 students submitted their photos to the 7th annual International Photo Contest in January. The Contest provided a significant engagement opportunity on the QUIC Facebook page when students used the platform to vote for their favourite photos for the Peoples' Choice Prize. As a special project, the International Photo Contest collaborated with the City of Kingston Cultural Services on installing a retrospective public photo exhibit at the Pump House Steam Museum in downtown Kingston. The exhibit was very well received by the larger community, and demonstrated cultural learning and student engagement in international/intercultural education at Queen's University.

The English Language Support Program had a successful year with 60 Language Buddy matches, and a steady attendance at the English Conversation Group, averaging 25 participants per session.

QUIC's training team provided customized training for various groups on campus: the Aboriginal Teacher Education Program, the Centre for Teaching and Learning, Physiotherapy and Occupational Therapy programs at the School of Rehabilitation Therapy, the Master's in Public Health program, the School of Graduate Studies, Career Services, and Queen's men's rugby club.

In the past year, QUIC's IETP continued to deliver training across the country: workshops for deans and senior administrators at Cape Breton University, as well as for a wide range of staff at Nova Scotia Community College; an Intercultural Development Inventory (IDI) Qualifying Seminar in Halifax; and pre-conference mental health training at the annual conference of the Canadian Bureau for International Education (CBIE).

Highlights of 2014 - 2015 - continued

QUIC delivered the four workshops of its Intercultural Competence Certificate in four different series in the Fall and Winter terms; an additional series was added for SGPS executive members and other student leaders on campus. Almost 80 students and staff received their certificates for attending all four workshops.

International Networking Nights were held in both the Fall and Winter terms. These events were offered with the support of the academic faculties at Queen's and were designed to bring together students who had recently returned from their time studying abroad, international students currently at Queen's, and other internationally-minded students.

QUIC acts as "Person in Authority" providing final approval for the Off-campus Activity Safety Policy (OCASP) – Safety Planning Records for all undergraduate students on International Exchange and International Letters of Permission. More than 700 of these records were approved.

Administered by QUIC in conjunction with Campus Security & Emergency Services, Administration, and other partners, the Queen's University Emergency Support Program (ESP) offered support during 17 incidents, and contacted students, staff or faculty 36 times, via email, to alert them to Department of Foreign Affairs warnings or news reports regarding situations in areas they were traveling to or through.

The Cultural Engagement Group enjoyed continued success as membership in the Facebook group used to connect interested participants grew from 400 to more than 650. The Cultural Engagement Group brings international and domestic students together informally, to foster friendships and build community.

During the fall term, the World Link volunteer program participants organized events for QUIC's second annual celebration of International Education Week. An international food tasting event was followed by a film night and international trivia night.

Community-building lunches continued three times each term. These regionally-themed events saw increasing attendance and brought together hundreds of students, staff, and faculty.

The Communication Skills for Success in Canadian Culture workshop series as continued as QUIC's implementation of Socio-Cultural Competency Training offering an opportunity for new arrivals to Canada.

One of QUIC's International Student Advisers gained certification as a Regulated Canadian Immigration Consultant to ensure continued comprehensive immigration-related advising for international members of the Queen's Community.



'Pause' by Fenton Issac - QUIC International Photo Contest
Winning Photo, 2015

International Students at Queen's University (November 1, 2014)

Region	Graduate						Undergraduate						ESL ¹	Total	
	Degree		Exchange		Other	ALL	Degree		Exchange		Other	ALL			
	FT	PT	1T	2T			FT	PT	1T	2T					
Africa	42	--	--	--	--	42	39	1	--	--	1	1	41	2	85
Asia	337	4	13	3	16	373	340	13	88	10	16	--	467	100	934
Caribbean	6	--	1	--	--	7	11	--	3	--	2	2	16	--	23
Central America	1	--	--	--	1	2	3	--	--	--	--	--	3	--	5
Europe	74	--	39	6	8	127	32	1	158	91	2	2	284	1	412
Middle East	165	3	4	1	21	194	19	3	8	1	--	--	31	23	248
Oceania	6	--	4	--	--	10	--	--	44	5	--	--	49	--	59
South America	18	--	--	--	6	24	5	--	1	1	12	--	19	4	47
North America ²	192	3	3	--	1	199	67	2	3	1	2	--	75	1	275
Total	841	10	64	10	53	978	516	20	305	109	35	5	985	131	2094

¹ESL: Queen's School of English

²North America includes Mexico and U.S.A.

Degree students: Full- (FT) and Part- (PT) Time

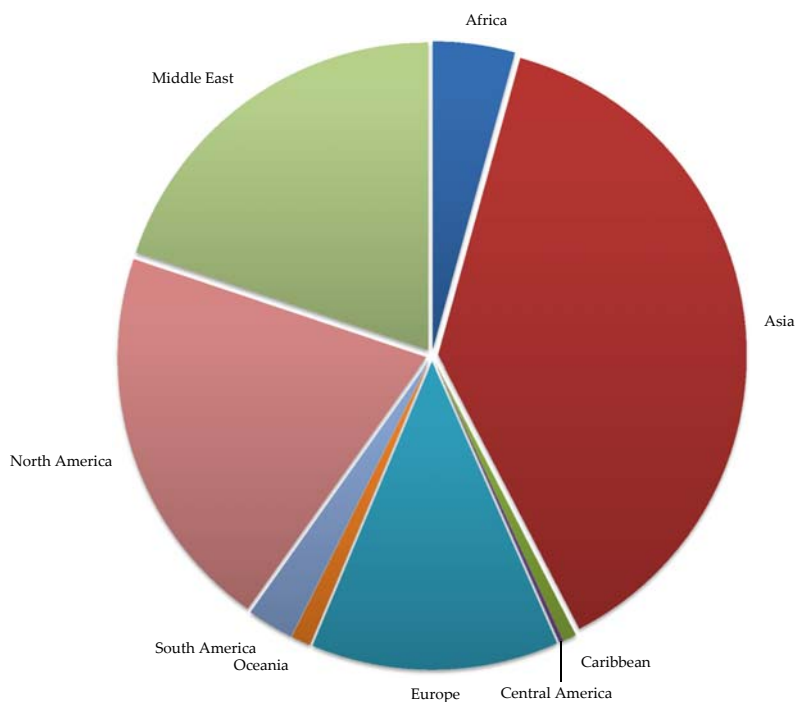
Exchange students: One (1T) and Two (2T) Terms

The statistics shown above provide a snapshot of the number of international students at Queen's University on November 1, 2014. Because new students arrive to begin their studies in January and in May, the actual number of international students at Queen's over the full academic year is noticeably greater.

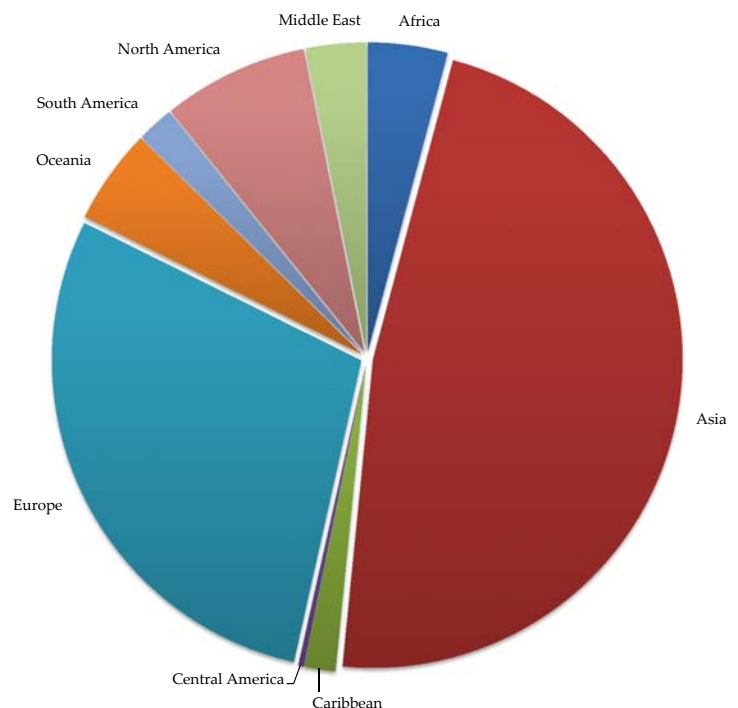
Degree and Exchange Students (less School of English Students) at Queen's over the previous 10 years on November 1:

2004 (934), 2005 (1026), 2006 (1097), 2007 (1222), 2008 (1326), 2009 (1397), 2010 (1424), 2011 (1558), 2012 (1607), 2013 (1683)

Region of Origin - Graduate

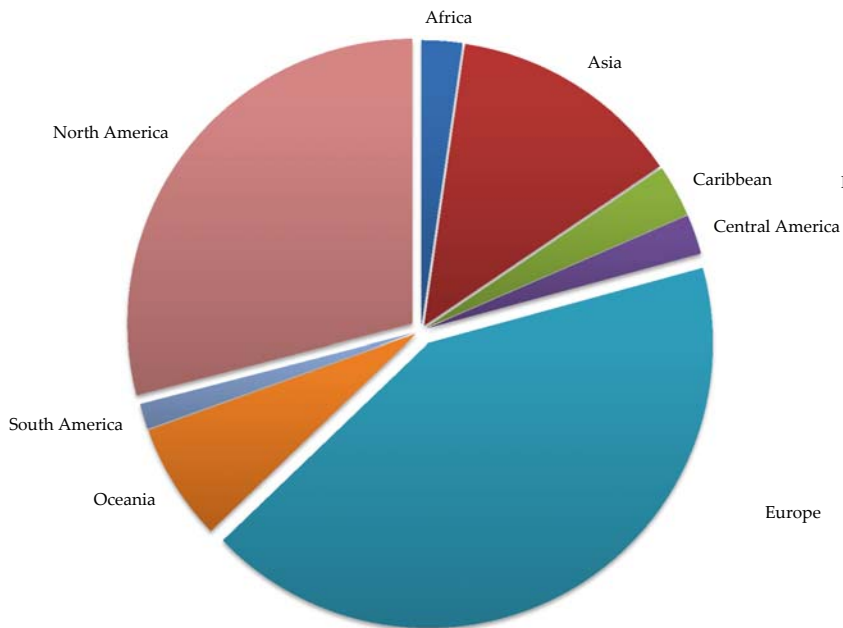


Region of Origin - Undergraduate

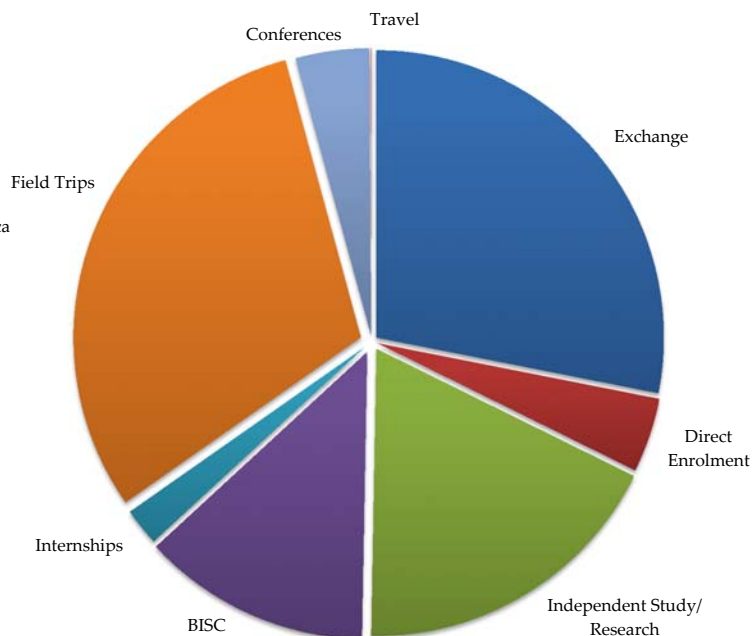


Queen's University Participants on a Study/Work/Travel Abroad Program (2014-2015 Academic Year)

Destination Region



Type of Sojourn



Region	Graduate										Undergraduate ⁷										Total All Programs		
	Exchange		Direct Enrolment		Independent Study/Research ^{3,6}		Internships ⁴	Field Trips ⁵	Conferences	Travel	Exchange		Direct Enrolment		Independent Study/Research ^{3,6}		Bader International Study Centre (BISC)		Internships ⁴	Field Trips ⁵		Conferences	Travel
	1T	2T	1T	2T	1T	2T					1T	2T	1T	2T	1T	2T	1T	2T					
Africa	--	--	--	--	13	1	6	--	--	2	3	--	5	1	20	--	--	--	--	1	--	--	52
Antarctic	--	--	--	--	--	--	--	3	--	--	--	--	--	--	--	--	--	--	--	--	--	--	3
Asia	--	--	--	--	28	1	9	14	--	--	105	13	40	2	68	--	--	--	2	17	--	--	299
Caribbean	--	--	--	--	6	--	--	26	--	--	3	1	--	--	20	--	--	--	--	11	--	--	67
Central America	--	--	--	--	5	--	--	5	--	--	--	--	1	--	18	--	--	--	--	22	--	--	51
Europe	8	--	--	--	11	--	8	2	--	--	409	33	35	5	69	--	184	107	1	69	10	--	951
Oceania	--	--	--	--	7	--	--	1	--	--	57	--	2	--	81	--	--	--	2	1	--	--	151
North America ²	--	--	--	--	9	--	5	152	11	--	2	--	2	--	26	--	--	--	12	365	72	--	656
South America	--	--	--	--	2	--	3	1	--	--	2	--	2	--	22	--	--	--	--	--	1	--	33
Total¹	8	--	--	--	81	2	31	204	11	2	581	47	87	8	324	--	184	107	17	486	83	--	2263

¹ Figure does not include any Canadian destination or any faculty, staff or community member travel.

One Term (1T) Two Terms (2T)

² North America includes Mexico and U.S.A.

³ Executive MBA, Development Studies, Practicum, and Research are included in "Independent Study/Research" columns.

⁴ QHO and QPID are included in "Internships" columns.

⁵ Athletic Events are included in "Field Trips" columns.

⁶ OceanPath Fellowship is included in "Research" columns

⁷ For the purposes of this report, Faculty of Law students are considered undergraduate students.

Statistics compiled with the agreement of Queen's University Environmental Health and Safety

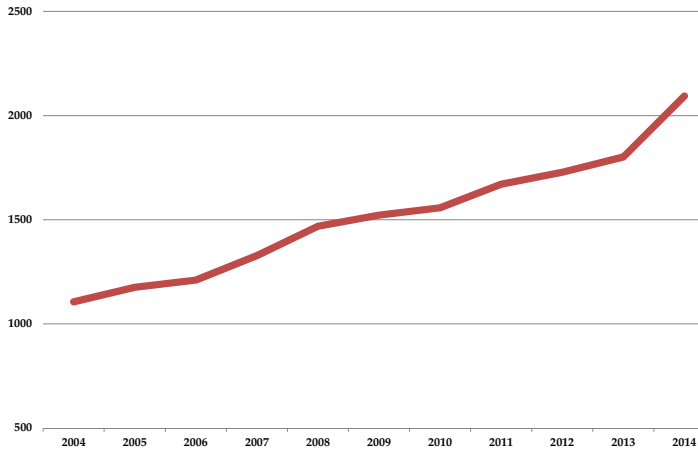
Queen's University Participants in a Study/Work/Travel Abroad Program Over a Ten-Year Period:

2004-05 (1113), 2005-06 (1336), 2006-07 (1363), 2007-08 (1668), 2008-09 (1813), 2009-10 (2205), 2010-11 (2088), 2011-12 (1899), 2012-13 (2070), 2013-14 (2167)

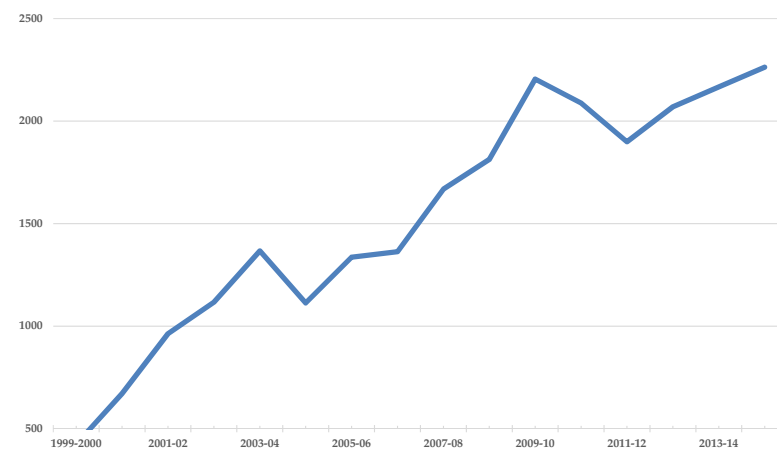
Multi-Year Trends

The charts below illustrate the trends in numbers of students coming to Queen's from around the world as well as students going abroad on Queen's-related study, work and travel.

International Students at Queen's (November 1)



Queen's Participants in Study/Work/Travel Abroad Programs (Over the Full Academic Year)



The chart above provides a snapshot of the number of international students at Queen's University on November 1 of each year. Because new students also arrive to begin their studies in January and in May, the actual number of international students at Queen's over the full academic year is often substantially higher.

Associated Clubs and Groups

Student clubs and groups are given the opportunity to sign an association agreement with QUIC each year. Associated clubs and groups are assigned a mailbox and given the opportunity to book parts of the Centre outside of regular operating hours for events that they host.

African and Caribbean Students' Association (ACSA)

Isabelle Lobo, President

AIIESEC (Global Internship Program)

Bhargavi Patel, President

Cultural Engagement Group (CEG)

Ahmed Abdel Razek, President

Egyptian Student Association in North America (ESANA)

Abdallah AbdelRahman,
Vice-President (Social Affairs)

Japanese Relations at Queen's (JRQ)

Jae Ho Shin, Logistics

Queen's Bangladeshi Students' Association (QBSA)

Mahmudul Shojib
Vice President, Internal

Queen's Castle Connections (QCC)

Dario Paola, Vice President

Queen's Chinese Student Association (QCSA)

Anthony Tran, Vice-President
(Operations)

Queen's Indian Students Association (QISA)

Simin Dewji, Logistics (Dance Team)

Queen's Pakistani Students Association (QPSA)

Syed Mehdi, Co-President

Queen's Project on International Development (QPID)

Dana Fallis, General Director

Queen's Rotaract Club (QRC)

Elena Pakka, Volunteer Coordinator

Queen's South Asian Association (QSAA)

Christine Cyr, Co-communications
Director

Queens Spanish & Latin American Student Association (SALSA)

Elizabeth Perez, President

Queen's Tamil Students' Association (Q's Tamil SA)

Geeththana Sriharigalan, Co-Chair

Queen's Union on Tropical Access to Health (QUOTAH)

Christine Cyr, Co-President

Queen's University Muslim Students' Association (QUMSA)

Hind Marai, President

Terms of Reference - International Centre Council

The Council shall assist the Director in managing the operations and affairs of the Centre. It shall review the Centre's operations and provide advice to the Director with respect to its policies and activities. When it deems necessary, the Council may pass motions and by-laws for the better administration of the Centre's activities. The Council may establish standing or *ad hoc* committees.

Council 2014 - 2015

Bruce Anderson
Chair of Council

Susan Anderson
Director - International Centre

Ahmed Abdel Razek
International Centre Associated Clubs

Arig al Shaibah
Assistant Dean Student Affairs -
Delegate of Student Affairs

Erica Baker
Senate (Student)

Irene Bujara
University Advisor on Equity

Bob Burnside
Rotary Club of Kingston

Laurie Davey-Quantick
Anna & Edward C. Churchill
Foundation Associate

Gina Eom
Senate (Student)

Jhordan Layne
Society of Graduate and Professional
Students (SGPS)

Kim McAuley
School of Graduate Studies

Ita McConnell
Recording Secretary – International
Centre

Jan Mennell
Senate (Faculty)

Ruth Noordegraaf
Immigration Services Kingston & Area
(ISKA)

Joanne Rotermundt-de la Parra
Senate (Faculty)

Nasser Saleh
Senate (Faculty)

Stephanie Simpson
Human Rights Office

Emily Wong
Alma Mater Society

Barbara Yates
Manager, International Programs and
Initiatives - Delegate of Associate Vice-
Principal's Office

Acknowledgements

Anna & Edward C. Churchill Foundation

We appreciate that the Anna & Edward C. Churchill Foundation, which Anna and Ed established, continues to build upon their contributions over more than 50 years. Funding contributed by the Foundation reminds us of the continued support and generosity that they show toward the Centre.

Our Volunteers and Resource People

We are grateful for the more than 100 volunteers involved with the Centre over the past year. These include: council members, students, staff, faculty, friends from the community, and Ontario Ministry of Citizenship, Immigration and International Trade representatives. As a result of hundreds of hours of volunteer time, hard work and dedication on the part of so many, the Centre has been able to fulfill its goals and responsibilities.

International Centre Endowment Fund Donors

We are also grateful to the donors whose contributions, through the Office of Advancement, have supported QUIC's capacity to meet the changing needs of the students we serve.

Special Project Contributors

Pathy Family Foundation
PFF Community Leadership Program – OceanPath



The Queen's University International Centre (QUIC) is part of the **Division of Student Affairs**, working with partners at Queen's and beyond.

Queen's University International Centre (QUIC)
John Deutsch University Centre
Kingston, Ontario
K7L 3N6
Canada

T. +1.613.533.2604
F. +1.613.533.3159
W. quic.queensu.ca

