Annual Report

September 1, 2005 - August 31, 2006
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:

1. the academic and personal development of international students, other international members of the Queen's community, and their families;

2. the academic and personal development of Queen's students, staff and faculty interested in Education Abroad; and

3. the internationalization of the campus by working with university departments, offices, groups and individuals to enhance and diversify the international learning environment at Queen's through educational and training activities.

Internationalization means reshaping the way(s) we know. Some examples of the Centre’s activities that assist staff, faculty, students and volunteers in making the shift to new ways of knowing and understanding as they encounter diversity on campus are:

- Working with Human Resources and various departments to introduce international students and their various cultural perspectives through workshops;
- Hosting an 11-month internship for a newcomer to the international education profession;
- Setting up a training program for the Centre’s 350 volunteers that features developing international competencies and diversity training;
- Delivering the International Educators Training Program (IETP) for professionals in the field of international education.
Throughout the year 2005-06, Queen's University International Centre (QUIC) has continued to serve the Queen's community through our programs and services. Each challenge, whether of an individual or global nature, has provided us with an opportunity to extend our expertise and support, and to fashion links and relationships between various members of the University. In short, QUIC is about building community.

It seems that today’s world offers us far more opportunity to foster individual growth and establish self-contained communities than to build bridges and nurture relationships. While the challenges of traveling across national boundaries for study are better known than they were 50 years ago, with cross-cultural handbooks, risk management outlines, and pre-departure checklists all existing in abundance on the internet, can we actually apply this knowledge to the building of community?

Community building is about engagement. In this process QUIC staff and volunteers commit themselves to the combined role of host, communicator and facilitator. Hosts receive students, faculty and staff and introduce, or re-introduce, them to their new home. As communicators, they ensure that the newcomers or returning students understand the cultural and instructional messages that are being issued and which require action. As facilitators, they link the newcomers through QUIC programs to individuals and community groups to help them adjust to the Queen's and Kingston community. This role becomes especially important when difference is recognized and acknowledged as a key element in the newcomer’s identity. QUIC staff and volunteers must feel comfortable working together with and learning from those from different cultural backgrounds or with different orientations to our world.

The concept of engagement has also been discussed in Principal Hitchcock’s strategic initiative for “Engaging the World”. With the publishing of the draft strategic plan in April 2006, all members of the Queen’s community were asked to provide their comments and suggestions. Over the past year we have had several opportunities to express our views at town hall meetings. It seemed to me, as one who attended a number of the meetings, that members of the Queen’s community who experience the world through different eyes than those in the mainstream were asking for two things. First they want difference to be institutionally recognized so that the policies, practices and curriculum reflect the worlds that they know and celebrate; and second, they want the tools and resources to make difference and differing world views a recognized and operative value across academic and non-academic programs in the university.

For QUIC the voices that have been raised during these various meetings have been welcome, as over the years the challenges of community building have required champions. Those members of Queen’s calling for a deep intrusion of diverse and differing orientations into the way we carry out our business at Queen's include these champions. We welcome their leadership and will continue to listen to their voices so that we can reflect upon and transform the services and programs of QUIC to meet the needs of our changing Queen's community.

While some things are in the process of changing, others continue the same. The continued support of our generous sponsors and a wealth of energetic volunteers has made our work, especially on the difficult days, not only manageable but also very enjoyable. The work of volunteers whether they be from the Queen’s or larger Kingston community makes it possible for us to maintain ties to our roots and to those who have contributed to our growth over the years. Many thanks to each of you for your work and contribution.

Wayne Myles
History of the Centre

Founded in 1961, the Queen's University International Centre has continuously supported international students in their adjustment to a new culture. Through the seventies and eighties, the Centre and its influence expanded greatly as a result of government funding in the area of international education for high school students and the community at large. Thirty years after the Centre’s founding, the Senate of Queen's University approved a revised mandate for the Centre to support both international students/researchers coming to Queen's and Queen's students wanting to study or work abroad, as well as to enhance the international learning environment of Queen's in cooperation with its departments and faculties.

During the nineties, the Centre produced a video and an award-winning television series on international students as they settle into Queen's and Kingston; it then began to administer the University Health Insurance Plan (UHIP) for international students, workers, and their dependants. The Centre joined with Ontario Universities to form the Work, Study Abroad Network (WSAnet) to enhance their resources on education abroad, and then created the Emergency Support Program for Study/Work/Travel Abroad Students through its Risk and Responsibility office.

In 2000, a nine-month International Education Internship was initiated to provide training and experience to those intending to make a career in the area of international education. In 2001, an International Housing Office was established to provide a centralized housing service for new international students, scholars and postdoctoral fellows. In the summer of 2003, with a generous contribution from the Anna and Edward C. Churchill Foundation, the first International Educators Training Program offered training for international education support service workers and professionals. In 2004, the International Education Internship was extended to eleven months to provide an extended introduction to the Centre and its programs. Also in 2004, the Centre began promoting itself as the Queen's University International Centre (QUIC) in order to broaden its appeal to all Students, and added a second International Student Advisor (ISA) position, with one ISA concentrating on degree program students and visiting researchers, and the other concentrating on exchange and School of English students.

Queen's University International Centre (QUIC) Staff

Wayne Myles
Director

Susan Anderson
International Student Advisor

Kate Jennings
Education Abroad Advisor

Justin Kerr
International Student Advisor – Short Term Programs

Cathy Lemmon
Coordinator, International Housing and Risk & Responsibility for Study/Work/Travel Abroad Programs

Alison Cummings
Coordinator, International Educators Training Program

Alison Cummings
Sandra Jeffers
Emergency Support Program Assistant

Arunima Khanna
Cross-Cultural Counsellor

Riley Dillon
International Education Intern

Haifang Wang
International Education Intern

Hanna Stanbury
Education Abroad Program Assistant

Bonnie Lawrie
Administrative Assistant

Kathy Beers
Sandra Jeffers
Administrative Secretary

CASUAL STAFF

Wenhu Tian
Computer Assistant

Jessie McCahill
Education Abroad Assistant

Larissa Calancie
Fangpeng Dong
Heather Kennedy
Dunjia Lukic
Haifang Wang
Hongwei Xia
Fall/Winter Office Assistants
During the 2005-2006 academic year, the Centre finalized its Vision Statement for 2005-2010.

In the fall of 2005, the Welcome Back magazine, a Kingston publication written for students at Queen's University, Royal Military College and St. Lawrence College, included an article entitled “The World Among Us” that mentioned QUIC’s international housing and orientation programs.

In the fall of 2005, the Centre offered Volunteer Training Sessions to all volunteers at QUIC that provided volunteers with a general introduction to QUIC and initial training related to their specific positions. Volunteers were also invited to attend the Diversity Training series.

During the fall of 2005 the Centre worked with five student services offices to offer Diversity Training, a series of volunteer information/training sessions geared toward international and Canadian students. Sessions included Workplace and Presentation Skills, Strategic Volunteering, Diversity at Queen’s, Human Rights, Cross-cultural Communication, and Mental Health.

The Crossing Borders Work/Study Abroad Fair was held on September 29, 2005, and featured representatives from 46 work, study and volunteer abroad programs. As part of the interdepartmental “Work, Study, Travel... What’s Next?” program, held during the week of September 26, QUIC shared advertising and rental costs with Career Services and the Graduate & Professional Schools Fair.

Exchange Student Receptions were held November 22, 2005, and March 28, 2006, to provide opportunities for current, returned and potential exchange students to meet and to celebrate the growing number of Queen’s exchanges.

International and internationally-minded students from the groups associated with the Centre met and chatted with Principal K.R. Hitchcock at a reception hosted by the Centre on January 26, 2006.

In March 2006, filming began on an ‘International Student Advising’ video for the International Educators Training Program.

In May 2006, Arunima Khanna organized the Queen’s University Cross-Cultural Counselling Training Institute’s second annual workshop, entitled “Multicultural Skills in Counselling and Therapy – Raising the Bar of Practitioner Competence,” presented by Dr. Thomas Parham, Vice-Chancellor and Director of the Counseling Centre, University of California (Irvine).

The fourth annual International Educators Training Program (IETP) was held June 11-16, 2006. Eighty-seven participants took part in workshops and courses ranging from one to six days.

In the summer of 2006, production began on two videos for the pre-departure program: one for general overseas destinations and another for those bound for the U.S.

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**Highlights of 2005-2006**

Tracy Xu
Fabian Yu
Fall/Winter Office Assistants

Ying Feng
Rosemary Hamilton
Alexander Lai
Fabian Yu
International Educators Training Program

Irshan Kodrat
Michael Roger
Haifang Wang
Orientation Assistants

Daniel Ogutu-Were
Resource Library Clerical Assistant

Faisal Abdow Salah
Mugdha Arora
Heather Kennedy
Miao Li
Xhiyong Tang
Summer Office Assistants

PROJECT STAFF

Reena Kukreja
Video: Advising & Programming for International Students and International Educators Training Program

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Tower of Belem (Submitted by Annie Hung)
QUIC offers a wide variety of services and programs and its lounge provides a home away from home for International students, staff and their dependants, we offer the following programs:

**Club support** - space and facilities are provided to associated groups for meetings and activities. Group representatives receive volunteer staff training on security, safety and housekeeping to allow them to supervise their group’s events held in the Centre outside working hours.

**Culturally sensitive counselling** – available through the Cross-Cultural Counselor, for international and minority Canadian students and students for whom cultural factors are an issue.

**English language support** - provided year-round by volunteers through a once-weekly conversation group and a one-on-one assistance program.

**In-centre facilities** - include table tennis, three daily newspapers, tea and coffee, and microwave ovens.

**Information sessions** - held throughout the year on issues such as Canadian politics, immigration, income tax and cultural adjustment.

**International Housing Office** - assists in securing temporary housing upon arrival on campus, provides information on short- and long-term housing options; maintains a searchable database of rental submissions for use by international students and scholars, as well as offering outgoing exchange students a venue to advertise their upcoming rental vacancies for use by their incoming student counterparts; maintains a web site that provides education regarding housing and links with other on- and off-campus agencies; and liaises with the International Living Centre.

**International student advice** - available through the International Student Advisors, 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.

**News & Events** - updated regularly on our web site to inform the community about events and programs.

**Orientation** - includes reception service, information kits, and twice-yearly orientation seminars. A video series introduces the academic culture of Queen's and our health services, and gives practical job search advice. The fall orientation also includes a trip to Gould Lake amongst other community-building activities.

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

**Social activities** - range from a Thanksgiving dinner to bus trips (Niagara Falls, and Ottawa in the fall and during Winterlude), skating parties, hockey games for those who can’t skate, and cultural events.

**UHIP administration** - enrols, de-enrols, and provides subscribers with information on the health care system.
For students interested in Study/Work/Travel Abroad, we offer the following programs:

Country Representatives program and database - brings international students and returned exchange/education abroad participants together with prospective education abroad participants through one-on-one consultations, the speaker series, pre-departure orientations, as well as display tables for educational events. Country Representatives may also choose to sign onto the Language Exchange and/or the Emergency Translator program.

Education abroad advice - available, by appointment, from the Education Abroad Advisor to students preparing for international study/work/travel, and to students returning from sojourns outside Canada.

Study/Work/Travel abroad information sheets - these sheets guide students through stages of preparing for, participating in, and returning from study/work/travel abroad programs, including information on health insurance, cultural adaptation and selecting a study/work/travel abroad program. Specialized information sheets are also available, such as those related to teaching English abroad and gay, lesbian, bisexual and transgendered travelers.

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

Crossing Borders Study & Work Abroad Fair - hosts international organizations for a one-day gathering in the early fall. Visitors can gather information about opportunities abroad at exhibitor booths.

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

Emergency Translator Program - volunteers from the Queen's community provide translation services in the case of an emergency in which communication in a language other than English is required.

Information and advisory sessions - offered on pre-departure orientation, culture shock and cross-cultural communication. Also offered is a seven-part speaker series on regional, and a five-part series on program, opportunities abroad.

Orientation - pre-departure orientations are held during the year for participants leaving on a study/work/travel abroad experience, as well as re-entry support upon their return.

Resource Library - houses print and audio-visual resources, computer databases, World Wide Web access, and application forms for study/work/travel abroad programs, as well as cultural and international education resources.

Resource Library Volunteer Program - returned study/work/travel abroad, exchange, and international students and community members assist in maintaining the library and hosting students who are researching their options for study/work/travel abroad.
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 2005/2006

Jonathan Rose
Chair of Council

Bruce Anderson
Senate (Faculty)

Kathy Beers and Janice Deakin
Office of the Associate Vice-Principal and Dean of Student Affairs

Irene Bujara and Stephanie Simpson
Human Rights Office

Irene Bujara
University Advisor on Equity

Bob Burnside and Randy Kadonaga
Rotary Club of Kingston

John Dixon
Office of the Vice-Principal (Academic)

James Graham
Senate (Student)

Mary Ann Higgs
Anna and Edward C. Churchill Foundation Associate

Jennifer Holub
Alma Mater Society

Barry Keefe
St. Lawrence College

Jan Mennell
School of Graduate Studies

Wayne Myles
Queens University International Centre

Ana Ortiz de Guinea Lopez de Arana
Residence Life Office

Patricia Payne
Queen’s University Staff Association

Ausa Peacock
Queen’s University International Centre Associated Clubs

Maryann Severin
Office of the University Registrar

Olga Sokolova
Senate (Student)

Peter Thompson
Senate (Faculty)

Mohamed Youssef
Society of Graduate and Professional Students

International Resource Library Volunteers keeping their brains active during a quiet moment.
Student clubs and groups are given the opportunity to sign an association agreement with the Centre each year. By doing so the groups are assigned a mailbox and given the opportunity to book parts of the Centre outside of regular operating hours to host their events.

A.I.E.S.E.C. (International Association for the Exchange of Students in Economics and Commerce)  
Varun Malhotra

African and Caribbean Students' Association  
Tka Pinnock

Campus Association for Baha’i Studies  
Sarah Lougheed

Chat Program, The  
Cheryl Bulpitt

Iranian Students’ Association of Queen's University  
Arezou Mohammadi

Japanese Relations at Queen's  
Arata Tatsuta

Korean Society of Queen's  
Vicky Bae

Queen's American Students' Association  
Ausa Peacock

Queen's Asian Cooking Club  
Sara Chan

Queen's Bangladesh Students Association  
Kalam A. Mir

Queen's Chinese Students Association  
Penny Lam

Queen's Chinese Students & Scholars Association  
Qian Wu

Queen's Hong Kong Students’ Association  
Gary Leung

Queen's Indian Students Association  
Dilbag S. Puar

Queen's International Food Appreciation Team  
Shelley Wilkinson

Queen's International Tea Party  
Mike Gowing

Queen's Korean in Canada  
Sanghoon Han

Queen's Pakistani Students Association  
M. Hashim Khan

Queen's Project on International Development  
Katherine Daly

Queen's Rotaract Club  
Tanaz Khory

Queen's South Asian Association  
Nishant Upadhyay

Queen's Students on the Romani Trail Club  
Sara Parhizgarinnu

Queen's Taiwanese Students Association  
Amy Chen

Queen's Tamil Students Association  
Reyanshi Rogation

Queen's United Chinese Students’ Association  
Shirley Li

Queen's Vietnamese Students’ Association  
Megan Tran

Queen's WUSC Local Committee  
Madeleine Nerenberg

Solidarity for Palestinian Human Rights Queen's  
Yazan Al Saadi

Spanish and Latin American Students Association  
Isis Vargas

Thaqalayn Muslim Association  
Moosa Fadhel
International Students at Queen's University (November 1, 2005)

Regions of Citizenship of International Students

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<th>Region</th>
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*ESL: Queen’s School of English

** North America includes Mexico (15 Students)

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

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Degree and Exchange Students (less School of English Students) at Queen’s Over a Ten-Year Period as of November 1:

|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|

Statistics shown above provide a snapshot of the number of international students at Queen’s University on November 1, 2005. Because new students arrive to begin their studies in January and in May, the actual number of international students over the twelve-month period is approximately 1,400.
### Queen's Students on Exchange, Study or Work Abroad (2005-2006 Academic Year)

**Region** | **Graduate** | **Undergraduate** | **Total**
---|---|---|---
| Exchange | Direct Enrolment | Independent Study/Research | ISC* | Internships | Field Trips | Conferences | All Programs
| | | | | | | | |
| AFRICA | | | | | | | |
| ASIA | | | | | | | |
| CARIBBEAN | | | | | | | |
| CENTRAL AMERICA | | | | | | | |
| EUROPE | | | | | | | |
| OCEANIA | | | | | | | |
| SOUTH AMERICA | | | | | | | |
| NORTH AMERICA** | | | | | | | |
| TOTAL | | | | | | | |

* International Study Centre at Herstmonceux
** North America includes Mexico (30 sojourns)
*** These figures do not include exchange, internships or field trips to Canadian destinations, nor do they include faculty, staff or community work or travel.

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**Destination Region for International Sojourn**

- Africa
- Asia
- North America
- South America
- Oceania
- Europe
- Caribbean
- Central America

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**Type of International Sojourn**

- Exchange
- Direct Enrolment
- Independent Study/Research
- Internships
- Field Trips
- Conferences
- ISC

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**Queens Students on Exchange, Study or Work Abroad Over an Eight-Year Period (Emergency Support Program initiated in 1998-99):**

- 1998-1999 (387)
- 1999-2000 (424)
- 2000-2001 (671)
- 2001-2002 (963)
- 2002-2003 (1117)
- 2003-2004 (1367)
- 2004-2005 (1113)
- 2005-2006 (1331)
Acknowledgements

Anna and Edward C. Churchill Foundation

We appreciate that the Anna and Edward C. Churchill Foundation, which Anna and Ed established, continues to build upon their contributions over the past 45 years. Funding generated by the Edward and Anna Churchill Trust Fund, established on July 21, 1993, reminds us of the constant care and generosity that they showed toward the Centre.

The Rotary Club of Kingston

The Rotary Club of Kingston has contributed generously to our programs and activities over the years. Its support has enabled the Centre to work with international students and staff through the services of a student coordinator, and the Education Abroad Program and its Resource Library.

Our Volunteers and Resource People

We are grateful for the more than 350 volunteers involved with the Centre over the past year. These include: council members, students, staff, faculty, friends from the community, Citizenship and Immigration Canada and Revenue Canada 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.

Special Project Contributors

Anna and Edward C. Churchill Foundation
Canadian Bureau for International Education (CBIE)
Queens University
St. Lawrence College

Studentguard Insurance
Verge Magazine
World Education Services (WES) Canada

Queens University International Centre Endowment Fund Donors

Donors through the Office of Advancement.

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Games Night - September 2005

Environmental Note:
QUIC is pleased to note that this Annual Report is printed on elemental chlorine free paper using 10% post consumer fiber and rubber-based ink.