INTERNATIONALISATION ADVISORY COMMITTEE

A meeting of the Internationalisation Advisory Committee was held on Thursday 9th June 2011, from 1:30pm – 3:30pm via videoconference in Room -1.18, Glyn Davis Building (N72) and Room 1.04, The Chancellery (G34).

MINUTES

PRESENT:

Professor Gillian Bushell (Chair)
Mr Chris Madden
Mr Tony Shiel
Dr Ray Hibbins for Professor Michelle Barker
Professor Paul Cleveland (for Dean (Academic) (AEL)
Professor Chris Auld
Professor Debra Henly
Professor Yew-Chaye Loo
Ms Joanna Peters
Ms Margaret Price for Ms Kathy Grgic
Ms Nicole Brigg
Ms Rosemary Marson (Secretary)

APOLOGIES:

Professor Parlo Singh
Ms Ilva Sporne
Ms Lucinda Chappell

1.0 CONFIRMATION OF MINUTES

The minutes of the 1/2011 meeting of the Internationalisation Advisory Committee (IAC), having been circulated, were taken as read and confirmed.

SECTION A: RECOMMENDATIONS AND REPORTS TO ACADEMIC COMMITTEE AND ITS SUB-COMMITTEES

2.0 UNDER 18 INTERNATIONAL STUDENTS

2.1 The Committee considered the policy for Under 18 International Students in Australia (doc 2011/0004005), which was introduced by Mr Chris Madden in the absence of Ms Lucinda Chappell, who had prepared the policy.

2.2 The policy has been drafted in the context of the National Code and DIAC Student Visa Regulations, which require any international student visa holders under the age of 18 to have appropriate accommodation, welfare, and support mechanisms in place. If students are coming with applicable family members to reside in Australia, this support is provided by the family. However, there are students who do not come with family and the University must provide this support if accepting these students to study at Griffith. This policy sets a framework for provision of these services by the University.
2.3 Members recalled that at the 1/2011 meeting of the IAC, the Committee had noted a number of concerns around the provisions identified under section 2.0 of the policy, which outlines the various points of Welfare Provision to be provided by the University for such students. Mr Madden thanked the Committee for its detailed feedback and advised that he and Ms Chappell had referred to Griffith’s Student Misconduct Policy and the Student Accommodation Policy to assist in addressing the concerns raised by the IAC in March 2011.

2.4 The revised policy, as marked up in document 2011/0004005, was approved and recommended to the Academic Committee.

Resolution

2.5 The Internationalisation Advisory Committee **resolved** to recommend the policy on Under 18 International Students, as described in doc 2011/0004005, to the Academic Committee for immediate implementation.

3.0 INTERNATIONAL STUDENT EXTENSION OF STUDY POLICY AND PROCEDURE

3.1 The Committee recalled that the International Student Extension of Study (COE) Policy and Procedure was considered by the IAC at its March 2011 meeting. This policy sets a framework for extensions of study beyond the normal full-time duration for international student visa holders in accordance with ESOS legislation. Members further noted that this policy is due for review in 2011.

3.2 The IAC was advised that the proposed revisions to the policy have been prompted by the following factors: a number of students unsuccessful with their applications for a Confirmation of Enrolment (COE) to extend their study have successfully appealed; a number of these successful appeals related to students not enrolling correctly, adding another major, courses only being offered in alternate semesters on a campus; and difficulties undertaking a full-time load due to pregnancy.

3.3 Members recalled that during consideration of this Policy at the 1/2011 meeting concerns were raised about the following point, listed under 3.0 **Grounds for Provision of Extension/NewCOE.**

Where program structure requirements, incorrect student enrolment, or the addition of a new/changed program plan prevent students from completing within the standard full-time degree duration.

Under the University’s current academic planning policies, all proposed changes to majors, minors, streams, program structures can only be approved by Group Boards and Programs Committee if all parties are assured that no current student will be disadvantaged by such changes. Therefore, the current wording of the dot point listed under 3.3 needed to be revised to reflect University policy. Mr Chris Madden spoke to this item in the absence of Ms Lucinda Chappell, who had prepared the revised Policy, and advised that the above-mentioned paragraph has been removed and is to be replaced with the following:

- A student who has enrolled incorrectly and is required to complete further core and/or elective courses in order to successfully complete their degree program.

- A student who requests to add a major/specialisation that results in further core and/or elective courses being required to be completed.
Members of the IAC endorsed these changes, noting that International students who fall under these categories will incur additional fees.

Mr Madden also advised that an additional point concerning HDR students has been added to the Policy:

- Where a Dean/Deputy Dean (Research) approves an extension to the maximum submission date for higher degree by research students based on exceptional circumstances, where the progress has been delayed by factors beyond the control of the student.

Resolution

3.4 The Internationalisation Advisory Committee resolved to recommend the revised policy for International Student Extension of Study (COE) Policy and Procedure, as described in document 2011/0004004, to the Academic Committee for immediate implementation.

SECTION B: ACTION UNDER DELEGATED AUTHORITY

NIL

SECTION C: OTHER RECOMMENDATIONS AND REPORTS
(TO PERSONS/COMMITTEES OTHER THAN THE PARENT COMMITTEE(S))

4.0 GRIFFITH INTERNATIONAL STUDENT EXPERIENCES: A QUANTITATIVE SNAPSHOT OF INTERNATIONAL STUDENT BAROMETER (ISB) 2010 FINDINGS

4.1 The IAC considered a copy of the ISB 2010 Report, noting that the DVC(A) had forwarded a copy of the Report to the PVCs. In her communications, the DVC(A) advised that a key issue was the degree to which the University could demonstrate the ways it has responded to the student feedback, and then advised the students of the outcomes. The PVCs were asked to consider the data and work out ways in which their group or unit could respond to the findings listed in the Report. The DVC(A) noted that several items relate to central services, in addition to items arising from academic elements.

4.2 The Chair of the IAC advised that the DVC(A) recommended that reporting on initiatives arising from the 2010 ISB Report would be better managed through the IAC. Members are therefore requested to discuss this with their colleagues, then provide a report to the next meeting of this Committee. The consolidated report will then go to Academic Committee.

4.3 The ISB Report provides information on four key areas evaluated by the ISB and listed below, along with the Overall Satisfaction of respondents.

- Arrival and Orientation
- The Learning Experience
- The Living Experience
- Support Services
4.4 Members of the IAC noted the following key points from the Report’s Summary:

- 87% (n=172 – first years only) of Griffith international students are satisfied with their **overall arrival experience**. After an improvement of 4%, this is comparable to the Australian mean (87% expressed satisfaction; base number of 31,671 total respondents from 29 universities) but slightly behind the IRUA mean (88% were satisfied; comprising 4,828 respondents from 7 universities) which improved by 5% this year.

- 85% (n=637) of Griffith international students are satisfied with their **overall learning experience**. After a slight improvement this is ahead of the Australian mean but just slightly behind IRUA (86%) and the international ISB mean (121834 total respondents from 139 universities).

- 86% (n=581) of Griffith international students are satisfied with their **overall living experience**. Despite the drop of 3% this year, Griffith's score is still ahead of the international ISB, Australian and IRUA mean.

- 90% (n=583) of Griffith international students are satisfied with the student support services provided by a range of elements across the University. This has improved by 3% this year, increasing Griffith’s lead on IRUA (87%), Australia (86%) and the international ISB mean (84%).

- In 2010, as in 2009, 87% (n=675) of Griffith respondents are satisfied ‘overall’ with ‘all aspects of [their] University experience’. This is marginally behind the international ISB mean of 88%.

- 76% of respondents would recommend Griffith to others; this is up by 3% and now places Griffith 2% ahead of IRUA and Australia, but still 3% behind the international ISB mean.

4.5 Members of the IAC observed the following:

4.5.1 The findings indicate that Griffith is performing well in relation to students’ perceptions of their Learning Experience – (i) 93% (n=624) are satisfied with ‘the subject area expertise of lecturers/supervisors’ with (93% IRUA and ISB; 91% Aus); (ii) 88% (n=618) are satisfied with the ‘academic content of [their] program/studies’ (89% IRUA; 88% Aus; 87% ISB); and (iii) 87% (n=602) are satisfied with having ‘academic staff whose English I can understand’ (90% IRUA; 89% Aus, 88% ISB).

4.5.2 In contrast to this generally positive outlook, members of the IAC observed that feedback on the Living Experience raised a few challenges for Griffith in terms of the cost of accommodation and the cost of living:

- Only 64% (n=583) are satisfied with ‘the cost of accommodation’; this is down by 2% this year, but is still better than the Australian and IRUA mean (62%) and the ISB mean (63%).

- Similarly, only 61% (n=598) are satisfied with ‘the cost of living’. This is lower than IRUA (62%), Australia (64%) and ISB (68%). Among Griffith international students, the cost of living satisfaction is down by 7%. There has been a similar decline of 8% for IRUA and 5% for the Australian mean. On the other hand, satisfaction with cost of living across ISB overall has improved by 3%.

4.5.3 Members agreed that although the IAC and Griffith are not in a position to impact upon the cost of living or accommodation, it can note the particular concerns raised by International students in relation to the range and quality of food and beverages – particularly the lack of quality tea – at the University’s
campuses and forward these concerns on to the appropriate organisational element. (Only 66% n=448) are satisfied with ‘campus eating places’; this is down by 11% this year, taking it from being above IRUA, Australia, and ISB to now being below all three.)

4.6 In relation to the responses on the Learning Experience, members of the IAC noted with interest the concerns raised by International students regarding opportunities for work experience/work placements as a part of their studies – a response, which is 62% (n=601) up by 3% this year, but behind the IRUA and ISB mean (both 65%). Members agreed that, given Griffith’s recognised strengths in, and public commitment to ‘service learning’ and work-integrated learning, levels of student satisfaction should be higher in this category.

4.7 The PVC (International), advised that students from Germany and the Scandinavian countries in particular are keen to gain suitable work experience as part of their studies in Australia. The PVC (International) also noted that, judging from his recent visit to North America, Northeastern University in the US is internationally recognised as a leader in work-integrated learning packages for its students and that perhaps there is an opportunity for Griffith to develop a similar niche for its International student cohort within the Asia-Pacific region. The PVC (International) suggested that he consult with Carol-Joy Patrick and Calvin Smith on this matter with a view to presenting a briefing paper to the IAC at a future meeting.

4.8 In relation to this point, the Director, Student Services, advised that Professor Kerri-Lee Krauss (GIHE) is currently undertaking an extensive study of Griffith’s core and co-curricular studies and the capacity for increased service learning opportunities. The Chair agreed that there is scope for university-wide collaboration on this matter and endorsed the suggestion from the Director, Griffith International, to develop a briefing paper on this matter for consideration by the IAC at its August meeting. The Director, Student Services, also suggested that she report on the Jobs on Focus project at the August meeting of the IAC.

Recommendation

4.9 The Chair recommended that these comments, in addition to the ones submitted by the PVCs, be considered at the 1 August meeting of the IAC, with a view to forwarding a Report to the Academic Committee for its meeting on 15 September.

SECTION D: MATTERS NOTED, CONSIDERED, OR REMAINING UNDER DISCUSSION

5.0 OFF-SHORE INDUCTION

5.1 Dr Ray Hibbins provided a verbal report on Off-shore Induction, which included tabling copies of the current Off-shore Induction brochures at the meeting. Dr Hibbins advised the IAC that the two brochures – one concerning orientation and the other induction – are due to be updated and that, while he has undertaken some reviews, he is keen for the Committee to consider the revised documents before they are published. The Chair (IAC) recommended that Dr Hibbins bring the revised documents to the August meeting of the IAC and distribute them as attachments, which will allow members to read and comment on them.

6.0 WEBSITE - INTERNATIONALISATION

6.1 The Chair (IAC) advised that the information concerning and relevant to international students on the Griffith website is under review and that the review is led by the DVC (Academic)’s office in consultation with the Chair (IAC). The focus of the review is to examine the current content with a view to updating this and its position on the Griffith
website. Members were asked to consider what information should be where, in relation to the target audience.

6.2 Members agreed that such a review poses a significant challenge in that information needs to be constantly updated on the web to remain attractive and relevant to this significantly diverse student cohort. Members also agreed that the navigation of such materials also needs to be highly intuitive, as statistics indicate that 37-40% of students find Griffith through the web and, if satisfied, will continue to use this resource.

6.3 The PVC (International) advised that, while there will always be a place for a website, increasingly students, including international students, are relying on mobile platforms to maintain up-to-date information on key items of interest, including possible university destinations, and that this is an area that Griffith needs to explore if it is to maintain its place in the higher education international arena.

6.4 The Chair thanked members for their comments and advised that members need to bring more detailed submissions on this matter to the August meeting.

7.0 MEMBERSHIP

8.1 The IAC welcomed Ms Margaret Price to the meeting in her capacity as the nominee of the Academic Registrar and Dr Ray Hibbins, who is taking the place of Professor Michelle Barker while she is on ASP leave in semester 2, 2011.

8.0 CHAIR’S REPORT

8.1 The Chair congratulated Professor Yew-Chaye Loo on receiving the honorary title of The World Chinese Top 10 Enterprising Pioneer, which was awarded to Professor Loo at the National People’s Congress Conference Centre, Beijing on 21 May 2011.

9.0 PRO-VICE CHANCELLOR’S (INTERNATIONAL) REPORT

9.1 The PVC (International) drew members’ attention to the following key factors that have impacted on Griffith’s International student body since the Committee last met in March, 2011:

9.1.1 EFSL Figures for International Cohort – compared with 2010 figures, there is a 1% drop in the pipeline for retention and a 5% drop for commencement overall for this cohort. The PVC (International) advised that many Australian universities are experiencing greater drops in the 2011 intakes.

9.1.2 Australia’s Political Climate – the Federal government’s treatment of immigration-related and refugee issues within Australia and the immediate region is having a noticeable impact on overseas countries responsible for sending international students to Australian universities, including Western countries, whose perception of Australia is increasingly one where international students are not welcome.

9.1.3 The Australian Economy – the strength of the Australian dollar, particularly in relation to the US dollar, has resulted in a significant increase in the cost of living in Australia, impacting on the ability of International students to meet basic living requirements, including accommodation and food.

9.1.4 Robertson/Sunnybank/MacGregor Community Liaison – the PVC (International) is involved in a Community Liaison Committee, which comprises police (including members of the ethnic policing section), state and federal
parliamentary members, local council members, and representatives of the tenancy action groups for the suburbs of Robertson, MacGregor, and Sunnybank. The Community Liaison Committee was established as a result of pressures brought to bear by the Neighbourhood Action Group, which has voiced strong feelings about the international students in these areas, many of whom are from Griffith, but who also attend QUT, UQ and South Bank TAFE, and who live in shared accommodation housing. The discussion focused on the need to regulate this section of the student accommodation market, where as many as 30 students can share the one house. One of the suggestions raised involves introducing a register of students living in such accommodation as a means of limiting the number of students in group-housing to reasonable levels. The state member, Judy Spence, agreed to support this suggestion.

10.0 DEANS AND DIRECTORS (INTERNATIONAL) REPORTS

10.1 As a new initiative for 2011, the Chair invited each of the Deans/Directors (International) to provide a brief report on internationalisation activities in their areas.

10.1.1 The Director, Student Services (AA), Ms Joanna Peters, reported on a number of initiatives concerning international students, including a WIL session for International students (13 May); a note from Health Services that 37% of client base is made up of international students; that the Health Week has been replaced by a progressive awareness program across the academic year; and that the tenancy issue is one that Student Services is also concerned about in terms of its impact on the welfare of international students.

10.1.2 Science, Environment, Engineering and Science (SEET) – Professor Yew-Chaye Loo reported that in 2011 the SEET Group will focus on recruitment in China, particularly in relation to engineering students; SEET is also exploring possibilities concerning joint supervision of PhD candidates with key Malaysian universities.

10.1.3 Griffith Health – Professor Debra Henly reported that Griffith Health has experienced an 8.3% increase in its international student numbers, from 24 to 26 students (members noted that there are no second semester intakes for Griffith Health). Professor Henly reported that the Health Group is focusing on two markets that have strengths in English language proficiency, namely Canada and Singapore; the latter forming part of a wider articulation pathway with Singapore’s Polytechnics.

10.1.4 Arts, Education and Law (AEL) – Professor Paul Cleveland (Director QCA) spoke to this item and advised that the basis of his report would be the activities at the Art College. Professor Cleveland advised that the Bachelor of Design degrees offered in Hong Kong were currently undergoing accreditation. He further advised that the QCA is seeking a 2+2 undergraduate bachelors degree model for Film and Animation with Shandong University in China.

10.1.5 Griffith Business School (GBS) – Professor Chris Auld advised that because of the changes in the international economic climate, the GBS is seeking to diversify its international student base, including exploring pathways in Latin America and Vietnam. Professor Auld also reported on the current processes for students who have received exclusion notices and who are required to appeal within a given period – the timeframes can be quite tight and it can be difficult for students to re-enrol.
10.1.6 Office for Research (OR) – Mr Tony Shiel reported on the positive feedback that OR has had from the incoming Director of External Relations, particularly in relation to the outcomes from the ERA findings for Griffith and the opportunities that these represent for highlighting Griffith’s research strengths to the international communities. Mr Shiel further reported on the launch of the Simon Fraser Collaborative Research Fund with Griffith, which involves the allocation of $100k for each of the next five years to undertake research in public health.

10.1.7 Griffith English Language Institute (GELI) – Ms Nicole Brigg advised the IAC that Griffith is exploring a range of tests for competency in English Language, including the Pearson, Cambridge.

11.0 GRIFFITH UNIVERSITY’S INTERNATIONAL AGREEMENTS

11.1 The Chair drew members’ attention to an initiative of the DVC(A), who has asked the Internationalisation Advisory Committee to consider the University’s Register of International Agreements. The University’s record of its International Agreements is held by Griffith International, who have been consulted over this project. Members noted that this item will be brought forward for future discussion.

12.0 NEXT MEETING

The next meeting of the Internationalisation Advisory Committee will be held on Monday, 1 August from 1:30pm – 3:30pm via videoconference in Room 2.06, Bray Centre (N54), Nathan and Room 1.04, The Chancellery (G34).

Confirmed: ..............................................

(Chair)

Date: ..............................................
DISTRIBUTION LIST
Committee Members

CHAIRPERSON OF THE COMMITTEE
DEPUTY CHAIR, ACADEMIC COMMITTEE
Professor Gillian Bushell

PRO VICE CHANCELLOR (INTERNATIONAL), OR NOMINEE
Mr Chris Madden

DEAN, GRIFFITH GRADUATE RESEARCH SCHOOL
Professor Parlo Singh

DEPUTY VICE CHANCELLOR (RESEARCH) OR NOMINEE
Mr Tony Shiel (nominee)

DEAN (STUDENT OUTCOMES) AND DIRECTOR, GIHE OR NOMINEE FROM AMONGST THE ACADEMIC STAFF OF THE GIHE
Dr Ray Hibbins for semester 2 - Professor Michelle Barker on ASP leave (nominee)

A DEAN OR DIRECTOR FROM EACH ACADEMIC GROUP WITH RESPONSIBILITY FOR INTERNATIONALISATION
Professor Claire Wyatt-Smith (Arts, Education and Law) up to 31 December 2011
Professor Chris Auld (Griffith Business School)
Professor Debra Henly (Griffith Health)
Professor Yew-Chaye Loo (Science, Environment, Engineering and Technology)

ACADEMIC REGISTRAR OR NOMINEE
Ms Margaret Price (nominee)

DIRECTOR, STUDENT SERVICES OR NOMINEE
Ms Joanna Peters

DIRECTOR, GRIFFITH ENGLISH LANGUAGE INSTITUTE OR NOMINEE
Ms Nicole Brigg

ONE UNDERGRADUATE INTERNATIONAL STUDENT, APPOINTED BY THE DEPUTY CHAIR, ACADEMIC COMMITTEE
Vacant One year up to 31 December 2011

ONE POSTGRADUATE INTERNATIONAL STUDENT, APPOINTED BY THE DEAN, GRIFFITH GRADUATE RESEARCH SCHOOL
Ms Ilva Sporne One year up to 31 December 2011

COOPTED MEMBERS – ANY MEMBER OF THE UNIVERSITY COMMUNITY OR AN EXTERNAL EXPERT WHERE PARTICULAR EXPERTISE OR INSIGHTS ARE REQUIRED
Nil

Other Copies (with attachments)
Binding (CARMS) copy
Working copy
Spare copy