

Report from ENU

1. 3 initiatives that can be easily implemented in your institution:
 - 1) Survival guides prior to and upon arrival
 - 2) Welcome session, preparatory 1-2 weeks (course content & structure, language & soft courses)
 - 3) Student hub/space with free wi-fi, library, office equipment, snacks & coffee machine

2. 3 priority areas for your internationalization process:
 - 1) Increase programs taught in English
 - 2) improve internal communication (raise awareness on the internationalization process among all staff)
 - 3) English language courses for administrative staff

3. The 3 most important services that the international office should provide/improve:
 - 1) Help desk/Reception
 - 2) Orientation week (campus tours), farewell party
 - 3) Training program for administrative staff (registrar office)