



B Universitat de Barcelona



Relacions
Internacionals

Faculty of Economics and Business





**IROs work
at a
decentralized
level**

This allows:

**The providal of specific
information**

**The establishment of
specific procedures**

**One-on-one customer
service**



For instance...

**The Faculty of
Economics and Business**

Has a specific:

Course list

**International student's
guide**

**Online course
registration system**



This helps us to better work according to our special needs and particularities

In our case.. the high volume of regular students & incoming exchange students

Other Faculties have course packs, preparatory courses and their own information/procedure systems according to their particularities

The Buddy Programme

Launched the
academic
course 10/11

Why?



2 + 1 main reasons:

1) Encourage the meeting of international and local students.. Is there any way to end with the segregation international/local students?

2) Provide help to international students -this also helps the IRO!

3) Have a motivated team of local students participate in some of the events organized by the IRO





Courses 10/11, 11/12 and 12/13 Buddy Programme features

Purely unselfish motivation

**No face-to-face contact arranged
by the IRO**

**Solely based on the exchange of
emails between the international
students and their buddies**

**Once the international students
had already arrived**

**We looked for a big group of
buddies to pair up**



Results: Failure!

Very little contact.

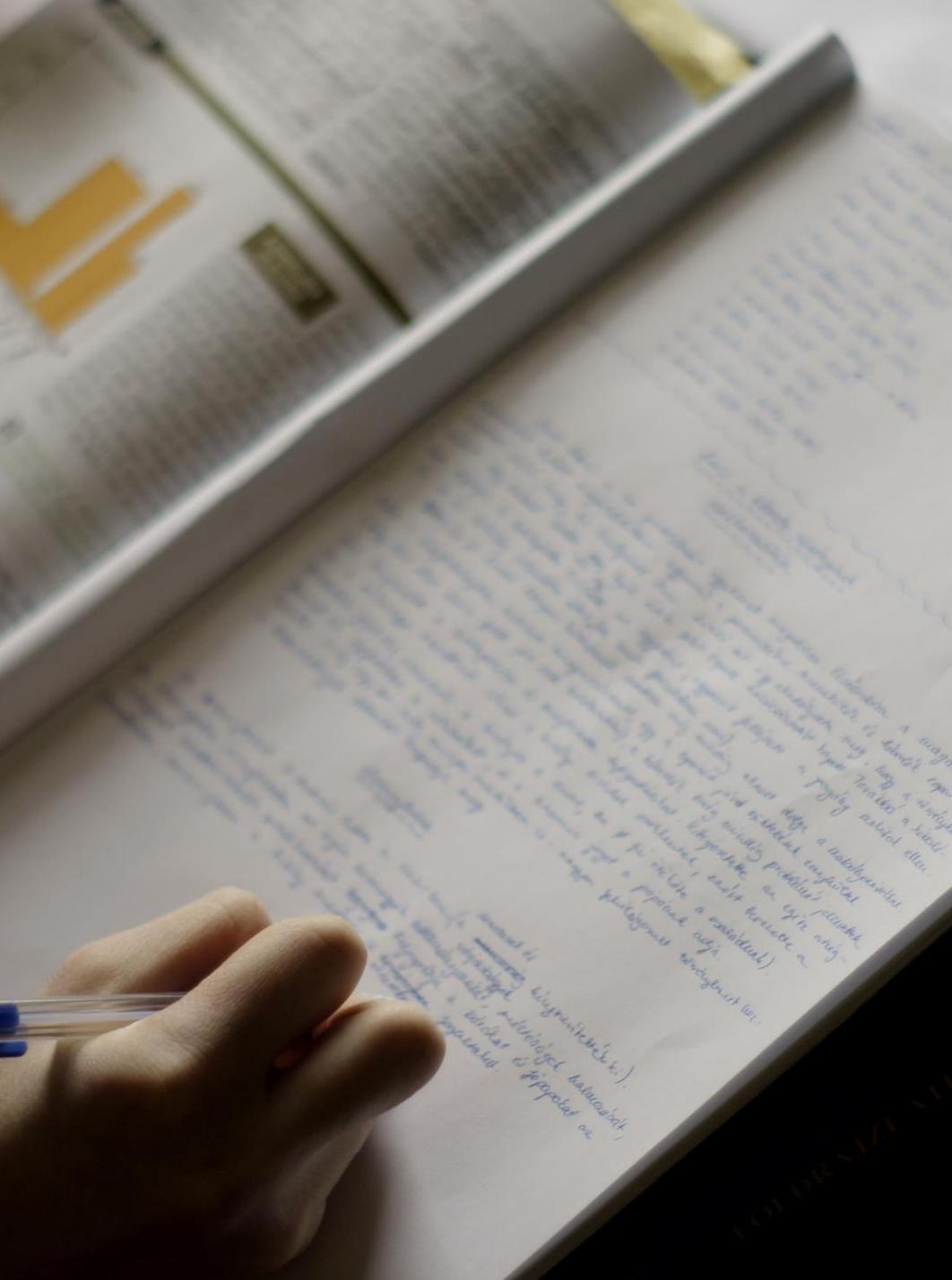
Faculty students were disappointed because international students hardly paid any attention to them.

Insufficient help provided because of bad timing of the buddy programme.

We got very little participation – from local students- in the events we asked them to help us with.

**Conclusions:
Having a buddy
programme was
not enough in and
of itself.
The Buddy
programme and
all the wonderful
expectations we
had of it were not
going to be
attained
overnight!**





What did we learn?

Personal contact is needed to establish links

**The sooner, the better!
International students need help & look for orientation mainly before their arrival and just during the first days!!**

Giving rewards helps to have more motivated local buddies.



What did we do?

We re-launched our buddy programme.

Faculty of Economics and Business brand new Buddy programme was re-launched this academic course 13/14.

New features:

Local students participating in the buddy programme are given ECTS credits

(therefore we have more committed students and.. we can make some activities mandatory for them)



Mandatory activities:

Attending some seminars:

- IRO
- Library services
- Multiculturalism, cross cultural communication and management

Participation in the Welcoming Session!

Evaluation of the programme and survey to the international students



On the local buddies side:

We look for a small group of quality buddies

...with a high level of commitment

...they establish face-to-face contact from the very beginning

...and have to participate mandatorily in some of the activities the IRO organizes



Results:

For the time being, the experience has been much more positive.

We've established way more contact and involvement

International students have made good use of their buddies.

They have created a facebook group to clear up doubts, organize meetings...

Together they organized several social events.



The three main proposed objectives have been met, which were:

to have someone providing extra help to international students during their stay here

To establish interaction between local and international students

To have local students helping and participating in the events organized by the IRO



More improvements going on:

Annual Buddy Programme

Group of buddies working since July. So they will be able to help international students before their arrival, and also during the IRO summer break

Buddy coordinator to better organize activities and to act as a spokesperson with the IRO

**For further
details:**

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