

As we enter the second decade of the 21st Century, it has become clear to me as I reflect on the growth of internationalization activities at Queen's, including the dramatic increase in flows of international students to Queen's and of Queen's students to destinations abroad (see "Multi-Year Trends"), that the main challenge confronting both those in transition across cultures and those who reside here within the main campus community, is how to respond to the social and cultural differences that we encounter in our daily lives. While issues arising from cross-cultural interaction both at the personal and the institutional levels can at times be daunting, this challenge provides an opportunity for the University to address how it will enhance the cultural ethos of campus and educate the University community to successfully receive students, faculty and staff who arrive from across Canada and from around the world - all of whom bring with them a diverse range of cultural perspectives.

The International Centre (QUIC) bears a critical responsibility for helping to make our campus a place where intercultural communication works for all concerned. Historically we have stated that QUIC will "promote an internationally informed and cross-culturally sensitive university community". In our 48-year history, we have purposefully focused our programs and services on preparing students for their sojourn in a new host culture, whether as international students at Queen's or through study abroad across the globe. A significant part of our work under the international education tag has included increasing the skills and knowledge of our program participants for communicating across cultures. Our staff members have completed formal studies and professional programs that have assisted us to integrate the theory and practice of relating across cultures into our daily work. However, with the increased flows of students to and from campus and the number of incidents requiring individual and group work around intercultural conflict management, I believe that it is now time for QUIC to advance its role as a campus resource for promoting and delivering intercultural training programs.

Over the past ten years, through the generous support of the Anna & Edward C. Churchill Foundation, QUIC has been able to establish a nationally recognized leadership role in training for international education professionals. This role is best seen in QUIC's establishment of the International Educators Training Program (IETP) [quic.queensu.ca/ietp](http://quic.queensu.ca/ietp). On Queen's campus, QUIC has also worked diligently to develop on-campus programming including the Perspectives in International Education Certificate delivered through Human Resources and an Intercultural Training series of four sessions for QUIC volunteers. Captured under this institutional and national umbrella of activities are training opportunities for assisting international educators and those interested in things international to extend their competencies in the area of intercultural communication.

While preparing the staff of QUIC to facilitate these sessions began a number of years ago, more recently we have consulted universities that have a long track record in intercultural training to assist us in our work - the University of Minnesota International Student and Scholars Services (ISSS), the Society for Intercultural Education, Training and Research (SIETAR), the Centre for Intercultural Communication at UBC, Thompson Rivers University (TRU) Internationalization of the Curriculum Program, and the Intercultural Communication Institute (ICI) in Portland, Oregon. A number of recommendations have emerged from these advisory sessions to assist QUIC in the next stage of our development. Currently QUIC staff are becoming trained in facilitating various intercultural workshops and sessions including the Intercultural Developmental Inventory (IDI) [idiinventory.com](http://idiinventory.com), the Intercultural Conflict Style Inventory (ICSI) [icsinventory.com/about.php](http://icsinventory.com/about.php), and Sociocultural Competency Training (SCT) [socioculturalcompetency.wordpress.com/program](http://socioculturalcompetency.wordpress.com/program), as well as taking part in various experiential programs. Over the next three years the training will continue, as will the revision of our current programming and the development of new aspects to the Centre's work.

## Internationalization - continued

This developmental work in intercultural communication is critical to implementing the goal of Queen's to internationalize our campus. As our international student population continues to grow and our campus gains a larger percentage of students from diverse cultural backgrounds, we will need a campus populated by faculty and staff members who are both knowledgeable and skilled in intercultural communication. The intercultural training sessions offered by QUIC along with other key units on campus, will expose members of the Queen's community to the theory, knowledge and practice underlying cultural diversity and intercultural communication. These courses, sessions and workshops, will address concerns and apprehension around cultural difference and will increase the sense of owned cultural values and practices, making the campus community feel more secure when dealing with intercultural and international difference. This heightened awareness and acceptance of cultural difference throughout the campus, will invigorate the mutual exchange of diverse perspectives in all aspects of campus and academic life.

While internationalizing Queen's ethos is no panacea for the everyday challenges of intercultural interaction, the questions raised as we progress will help us to stop and reflect on the process of knowing how to work with in

## Internationalization

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 other university departments, offices, groups and individuals to enhance and diversify the international learning environment at Queen's through educational and training activities.

# Student 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. The Centre 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 & Edward C. Churchill Foundation, the first International Educators Training Program (IETP) 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.

In 2005, the Centre 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.

In January 2007, the University announced that QUIC would report both to the Associate Vice-Principal (Academic & International) and to the Associate Vice-Principal and Dean of Student Affairs. This change brought our mandate into line with the Queen's Strategic Plan "Engaging the World" and aligned QUIC with the central internationalization efforts of the University.

In 2008 QUIC partnered with Queen's Human Resources to offer the first sessions in a 7-part Certificate in International Perspectives.

# Queen's University International Centre (QUIC) Staff

## Full-time

**Wayne Myles**  
Director

**Susan Anderson**  
Assistant Director

**Rowena Selby**  
**Nilani Loganathan**  
Education Abroad Advisor

**Justin Kerr**  
International Student Advisor

**Cathy Lemmon**  
Risk & Responsibility Program Coordinator and  
International Programs Advisor

**Alison Cummings**  
International Training Coordinator

**Arunima Khanna**  
Cross-Cultural Counsellor

**Sandra Jeffers**  
Emergency Support Program Assistant

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

**Hanna Stanbury**  
Student Programs: Promotion & Volunteer  
Coordinator

**Kathy Beers**  
IETP Assistant

**Megan Raycroft**  
**Ita McConnell**  
Administrative Secretary

**Terrence Hamilton**  
**Carrie Ngo**  
International Education Intern



## Part-time

**Michael Xiao**  
**Michelle Xiao**  
Computer Assistant

**Jeff Burrow**  
Education Abroad Assistant

**Heather Smith**  
English Language Support  
Assistant

**Shuo Liu**  
Housing Assistant

**John Lu**  
**Desiree Gajonera**  
**Kabo Moruakgomo**  
**Faith Opio**  
International Educators Training  
Program

**Seyed Omid Mousavi Hejazi**  
**Tomo Nishizawa**  
**Kabo Moruakgomo**  
**Kenosi Japane**  
**Xin Jin (Summer)**  
Office Assistants

**Diana Chau**  
**Jacqui Mmono**  
**Xiren Wang**  
**Jianhua Yao**  
Orientation Assistants

### Facilities

The Queen's University  
International Centre (QUIC)  
has a telephone and wireless  
internet available for public  
use.

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

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**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.

**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, daily newspapers, tea and coffee, microwave ovens and comfortable lounge space for members of the Queen's community to interact.

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

**International Housing Office** - 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 the Assistant Director and the International Student Advisor 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.

**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.

**Orientation and Welcome** - includes extended hours for the Centre, information kits, individual support and twice-yearly orientation seminars and 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, outdoor activities, community lunches, and cultural events.

**UHIP administration** - enrolls, de-enrolls, and provides subscribers with information on the University Health Insurance Plan (UHIP) and the health care system.

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QUIC is committed to providing training programs and sessions that will increase intercultural and international knowledge and skills, and thus create a more welcoming and accepting environment at Queen's, and on campuses across Canada. QUIC's training activities for students, staff, faculty and other international education professionals include the following:

**Certificate in International Perspectives** - offers Queen's staff seven workshops that give them a better sense of the many aspects of internationalization of the campus, as well as some basic skills and knowledge that help them to become more interculturally effective in their workplaces.

**International Educators Training Program (IETP)** - delivers in-service training to international education professionals from across Canada and around the world, through its Summer Institute, workplace training, and the Certificate for International Education Professionals offered in partnership with Queen's Faculty of Education.

### International Student Representative Program

**Country Representatives volunteer program and database** - brings international students and returned education abroad students together with prospective education abroad participants through various programs.

**Education abroad advising** - available from the Education Abroad Advisor to students preparing for and returning from international study/work/travel/volunteer experiences.

**Study/Work/Travel abroad information sheets** - guide students through stages of preparing for, participating in, and returning from study/work/travel abroad programs.

**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 to promote opportunities abroad for students.

**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.

**Orientations** - region-specific and general pre-departure orientations are held during the year for participants leaving on a study/work/travel abroad experience, focusing on travel logistics, cultural adjustment, health/safety abroad and re-entry support. Sessions for students returning from experiences abroad are also provided.

**Resource Library** - newly updated, it houses print and audio-visual and online resources, computer databases, and application forms for study/work/travel abroad and QUIC volunteer 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 international options.

**Scholarship & funding information for students going abroad** - comprehensive information is provided to students looking for funding opportunities to study abroad.

### Internationalization

Internationalization means reshaping the way(s) we know. All aspects of QUIC's efforts relate to this goal in some way. Those specific to institutional outreach include:

**Queen's University International Program Committee (QUIPC)** - QUIC program coordinators work, as part of QUIPC, with faculties and other internationally-minded units to review and expand existing programs, and plan, design and implement new internationalization initiatives.



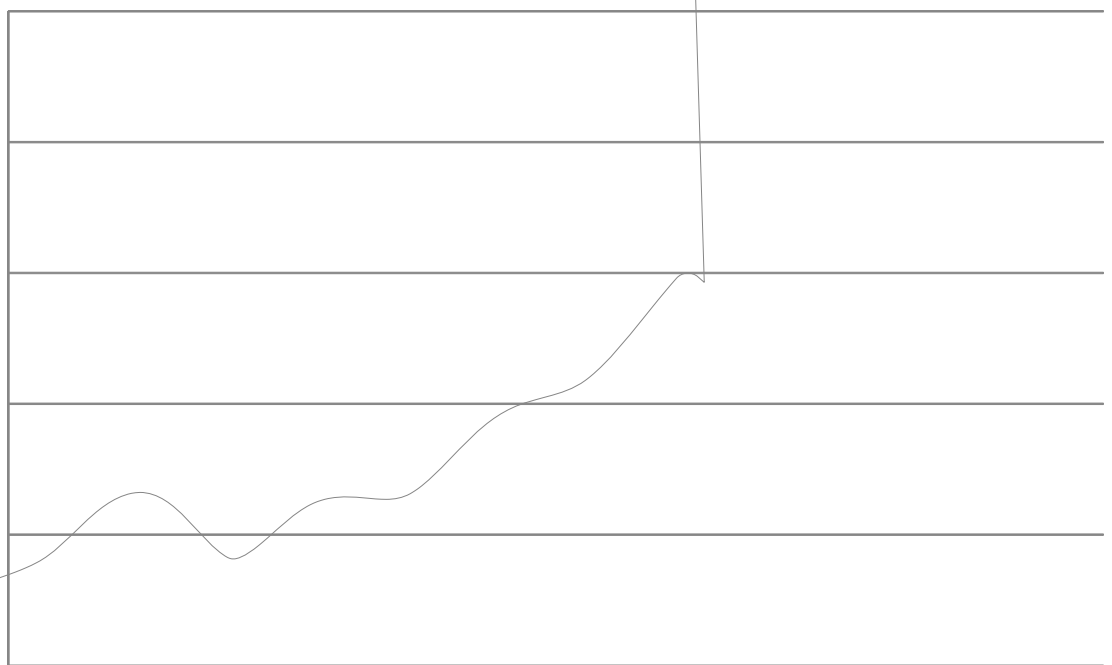
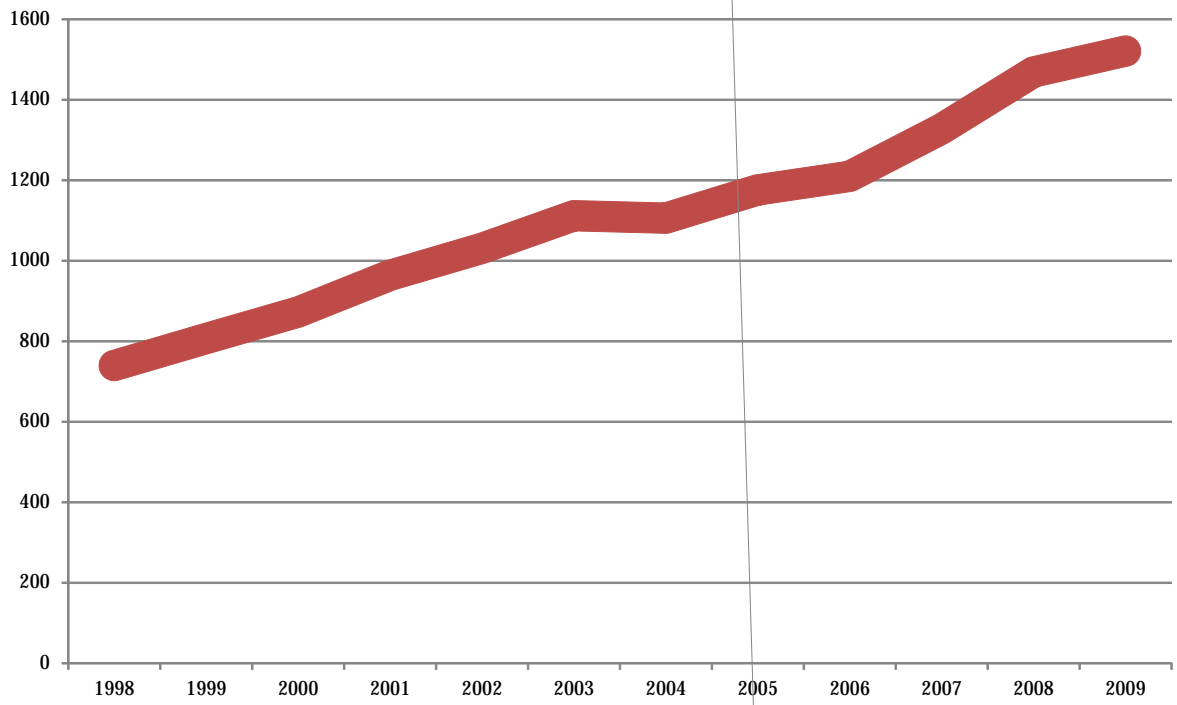


QUIC developed a template for hosting staff of the university with an interest in international education and the work of the Centre. During the spring of 2010, Gamila Abdalla, a student advisor at the Ban Righ Centre, participated in the pilot-project which saw her meeting individually with many of the staff.

Community-building lunches continued at QUIC from September 2009 to April 2010. Over 600 students, staff and faculty attended







# Associate Student Groups

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)**  
Margaret McKenzie

**Queen's Asian Cooking Club**  
Miling Wang

**Queen's Bangladeshi Student Association**  
Kamrul Islam

**Queen's Chinese Students Association**  
Alvin Szeto & Karen Chan

**Queen's Indian Student Association**  
Monisha Harricharan

**International Food Appreciation Team**  
Liza Howard

**Japanese Relations at Queen's**  
Lucinda Wong

**Queen's Project on International Development**  
Rebecca Gill

**Synergy Multicultural Club**  
Jae Park

**Queen's Taiwanese Students' Association**  
Kitty Yen

**Queen's Tamil Student Association**  
Priya Dorairy, Supriya Ramesh & Thivviya Vairamuthu

**Queen's Vietnamese Student Association**  
Jessica Nguyen

**Queen's Culinary Arts Society**  
Jenny Song-li Chen & Esther Yu-Chieh Teng

**The CHAT Program**  
Jason Chan

**Iranian Students Association of Queen's University (ISAQU)**  
Talieh Bakhshai

**Campus Association for Bahai Studies**  
Thea Schmalenberg

**QUIC**  
QUIC is active on both Facebook ([facebook.com/queenuniversity](#)) and Twitter ([twitter.com/queenuniversity](#)).

**Table Tennis**  
The Centre has table-tennis for all visitors and skates available for international students to borrow.



# University of Regent International Centre

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.

**Jan Mennell**  
Chair of Council

**Wayne Myles**  
International Centre

**Steacy Tibbutt**  
Recording Secretary – International Centre

**P. Geoffrey Hodgetts**  
Senate (Faculty)

**Samantha Boyce**  
Alma Mater Society

**Stephanie Simpson**  
Human Rights Office

**Irene Bujara**  
University Advisor on Equity

**Bob Burnside and  
Pat Baker**  
Rotary Club of Kingston

**Ruth Tearreau-Lousley**  
Senate (Student)

**John Dixon**  
Office of the Vice-Principal (Academic)

**Aasma Khan**  
Society of Graduate and  
Professional Students

**David Rappaport**  
School of Graduate Studies

**Jason Laker and Barbara Fretz**  
Office of the Associate  
Vice-Principal and Dean of Student Affairs  
(Delegate / Health, Counselling & Disability  
Services)

**Ekta Singh and Gaitree Oogarah**  
Immigration Services Kingston & Area (ISKA)

**Bruce Anderson**  
Senate (Faculty)

**Sandra McCance**  
Faculty of Education

**Susanne Cliff-Jungling**  
Queen's University Staff Association

**Md. Ha**

## **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 the past 48 years. Funding contributed by the Foundation, reminds us of the continued support 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 student advisors, and the Education Abroad Program and its Resource Library.

## **Our Volunteer and Resource People**

We are grateful for the more than 250 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.

## **International Entrepreneurship**

Donors through the Office of Advancement.

## **Corporate Contributors**

**Anna & Edward C. Churchill Foundation**

