

Queen's University International Centre

Annual Report

September 1, August 31,
2008-2009

Affairs, the only subject is you

with Student 

need to develop a new perspective on our work and possibly new skills for planning and delivering our programs and services. We must extend and deepen our network within Queen's and beyond in order to assist students and staff in meeting their academic and personal goals.

In a sense it is the students who are leading the way in teaching us how we can cope with the changes that we are experiencing by being examples and exhibiting the courage we require for moving from one context to another. Our temptation is to close down our systems and protect our remaining resources. Or we can enter the fray and try our hand at creating our world anew because of our love for life. The staff at QUIC takes the latter approach. We are committed to working as a team together with the students, faculty and staff to reorganize and redevelop our programs and services to bridge the gap between what exists and what we need to continue our work. This means that over the year ahead the staff at QUIC will further develop our intercultural skills both as a way to deepen our competence in this area, and to provide a key focus for our programs and services as we strive to remain effective in serving students as resources decline.

Clearly QUIC staff alone cannot accomplish this task. Thankfully each year over 300 volunteers come forward to help us deliver our programs and work within the QUIC community to enable newcomers to deepen their intercultural competence and their understanding of the academic culture of Queen's. Many thanks to the volunteers, you make the difference in QUIC. Also many thanks to our sponsors and donors, you are a constant support to everyone at QUIC. Between you both, you keep our fires burning.

One final note as we focus on the changes that have been taking place at QUIC. For those who visit or revisit the Centre, the familiar face of Bonnie Lawrie, the Administrative Assistant at QUIC for 27 years, will be absent. In April 2009, Bonnie retired. We wish her all the best as she offers her skills and energy to her several volunteer and community efforts.

-- Wayne Myles

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.

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. 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 of care.

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 (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.

As a result of the ongoing success of the IETP, the position of International Training Coordinator, which focuses on training opportunities for Queen's staff, was created in 2007.

Queen's University International Centre (QUIC) Sta

Full-Time Sta

Wayne Myles
Director

Susan Anderson
Assistant Director

Rowena Selby
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

Maryann Severin
University Exchange Coordinator

Sandra Jeffers
Emergency Support Program Assistant and
International Housing Program Coordinator

Bonnie Lawrie
Stacey Tibbutt
Administrative Assistants and UHIP Administrators

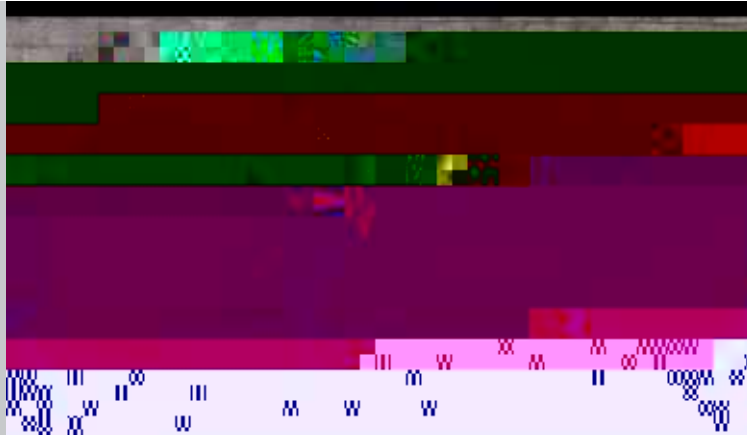
Ekta Singh
Communication / Information Officer

Hanna Stanbury
Education Abroad Program Assistant and Student
Programs: Promotion & Volunteer Coordinator

Kathy Beers
IETP Assistant

Stacey Tibbutt
Megan Raycroft
Administrative Secretaries

Andrew Crosby
International Education Intern



Casual Sta

Fangpeng Dong
Michael Xiao
Computer Assistant

Lauren Goodman
Caroline Klinkhoff
Education Abroad Assistant

Seyed Omid Mousavi Hejazi
Miao Li
Dunja Lukic
Ravi Sundaramoorthy
Tracy Xu
Fall/Winter Office Assistants

Desiree Gajonera
Xu Liu
Rajesh Parmar
Abdolrasoul Soleimani
International Educators Training Program

Janine Lee
Unokhaso Mono
Orientation Assistants

Xin Jin
Summer Office Assistant

for International Education; in March 2009, QUIC's Susan Anderson and Ben Yang of the University of Toronto offered staff at Nova Scotia Community College a two-day workshop in intercultural communication.

With gratitude for over 16 years of service to international students, QUIC said good bye to volunteers from the Kingston community, Peter and Pat Gordon, coordinators of the English Conversation Group. Three more community members have taken on the role as coordinators for this popular and valuable program.

After reviewing the content and layout of QUIC's website, a new site was created using a tool developed by our colleagues in the Residence Technology Office. All QUIC staff participated by reviewing areas of the site for which they were responsible. Coordinators at QUIC now have the capability to monitor and update the sections of the site related to their responsibilities at the Centre. The new site went "live" in early January 2009 and has received much positive feedback from users.

In addition to the overall redesign of the QUIC website, additional efforts were made to improve the user interface of the housing listings in the International Housing Office section of the site. Each listing now includes a map of its location. In addition, the map has optional overlays with the housing zones identified initially by Queen's Community Housing and points of interest in Kingston (ie. health care providers, banks, etc.). The International Housing Office section of the site is very heavily used and the efforts to simplify its resources have drawn much positive feedback.

In February 2009, QUIC hosted a successful International Coffeehouse with a range of student presenters.

March 2009 saw QUIC host a Gala Exhibition for our International Photo Contest which received over 200 submissions from members of the Queen's Community. The images submitted represent international experiences, including Canadian sites for international students as well as locations around the world. A selection of the images have been included in this Annual Report.

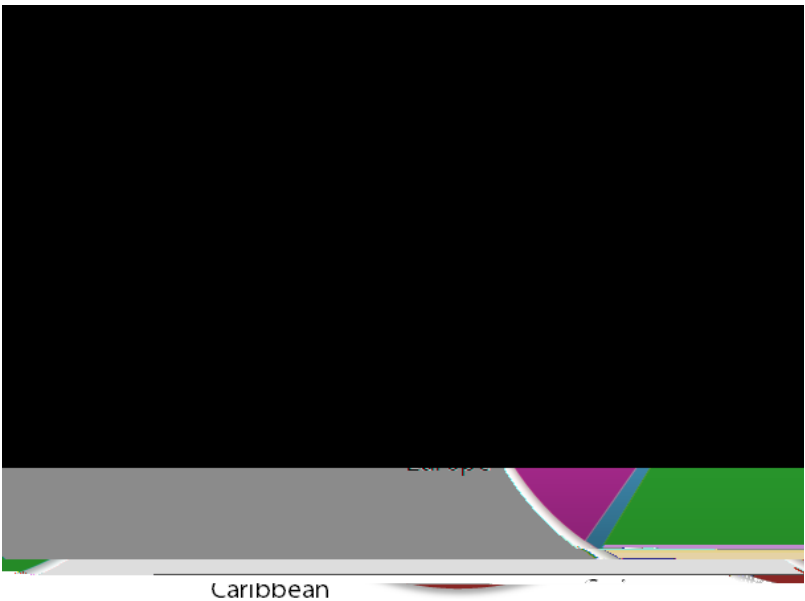
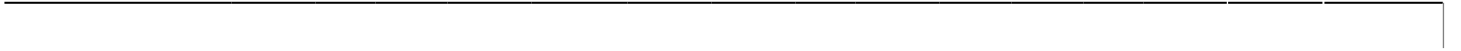
QUIC was instrumental in the creation of an International Opportunities on Campus page on the university's international website. The page offers members of the Queen's Community numerous ways to have an international experience without leaving campus.

In April 2009, Bonnie Lawrie retired from her position as Administrative Assistant at QUIC after 27 years.

In June 2009, Cathy Lemmon participated in Excell Socio-cultural Competency Training. The program can be used to orient new-arrivals to a new culture or prepare those about to depart on an international sojourn for the cultural transition that they are about to undertake.

As of the beginning of July, a position was created at the Centre to primarily oversee the Housing and English Language Support Program along with other volunteer efforts.

The University Health Insurance Plan (UHIP) Administration Team, along with the summer work study students,



Did You Know?

This Annual Report contains a great deal of information about the history of the Centre as well as some of our more recent events and programs, **but did you know:**



The Queen's University International Centre will celebrate its 50th Anniversary in 2012?

Queen's University welcomed students from 104 countries in the 2008-2009 academic year?

The photos in this annual report are the some of the submissions to the 2009 International Photo Contest? The photos represent the perspectives of international students in Canada and students who have participated in international work, study or travel.

It is mandatory for undergraduate students traveling internationally (on a Queen's program) to enroll in the Emergency Support Program for Study, Work or Travel Abroad?

Queen's students visit approximately 100 countries each year as part of their Study, Work or Travel Abroad activities?

The Ed Churchill Hall of Friendship at the Queen's University International Centre was named for the Rotarian Edward C. Churchill? His generous donation allowed for the creation of the Centre.

There are board games and table tennis available to visitors to the Centre?

There is wireless internet access at the Queen's University International Centre?

Queen's has exchange agreements with approximately 100 institutions on 5 continents?

The Queen's University International Centre has a telephone available for public use?

The Queen's University International Centre logo is made up of four interlocking Q's?

Associated Clubs and Groups

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,

Anna and Edward C. Churchill Foundation



The Queen's University International Centre (QUIC) reports to the **Associate Vice-Principal (Academic & International)** and the **Associate Vice-Principal and Dean (Student Affairs)** while working with their partners at Queen's and beyond.

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