



Development Work Package 2: Planning Document

Lead: Tel Hai College & Management Center Innsbruck

1) Statement of purpose for your work package

Integration of protocols, guidelines and procedures to improve student services and IROs through a comprehensive IaH. This will be achieved by delivering trainings and workshops combining theoretical approaches and practical formation both in EU and Israel.

The content of the training sessions will be the following:

- Formation on IaH policy and formulation of appropriate strategies
- Formation on strategic management of IaH
- Formation on organisation and management of international student services
- Formation on self-assessment tools for IaH (together with preparation, dissemination and management WPs)
- Formation on promotion and marketing strategies for IaH
- Formation of social integration programs for international students.
- Preparation of protocols and guidelines for international students, based on needs of partner institutions.

2) Strategy

- Preparation of training modules by EU experts in organisation of student services
- International marketing for IaH
- Establishment of IaH strategies
- Implementation of programming at each IL HEI based on results
- Organisation of trainings in EU and Israel
- Organisation and production of guidelines, protocols and procedures for foreign students
- Piloting of services and social integration systems offered

Specifically, the documents prepared will seek to:

- Inform incoming students of institutional services and social integration schemes according to EU standards
- Provide guideline for faculties and central services in making resource and development choices
- Ensure an IaH dimension in all the Israeli HEI policies, strategies and processes
- Encourage international competitiveness

3) Milestones and timeline

Activity	Description	Responsibility	Date	Action Items
Organization of guidelines, protocols and procedures for international students.	Collect and compile relevant info materials from all participating IHE 's (accommodation, visa, insurance, finance, safety, health).	MCI & Tel Hai	June 2019	Request all participating Institutions to send all the material
Social and cultural integration	Integrate international students into Israeli social and cultural setting; making local students aware of different cultures through connection with international students	Tel-Hai & ESN	<ol style="list-style-type: none"> 1. July 16-25, 2019 First mentoring visit of ESN 2. July 25, 2019 –workshop for student unions/staff working within international students. 3. November 2020 5-12 second mentoring visit of ESN 4. April 2021, third mentoring visit of ESN 	<p>Involve ESN in the process through mentoring/annual visits of ESN and workshops.</p> <p>Based on each institution's needs, social integration programs will be developed at each partner HEI.</p>

Create a matrix of required information	<ol style="list-style-type: none"> 1. Identify the various fields of information and define priorities. 2. Attach links to the various protocols/guidelines 	Tel Hai	Sept 2019	The collected materials will be categorized and recommendations made for presentation of the various materials (brochures, websites, etc.)
Plan of consortium training activities in the area of student support services	Based on the Institutional Internationalization at Home strategies, and on the skill sets of each EU partner (as reflected in the mapping from the preparation workpackage), THC will work with EU partners to determine the content of EU training.	Tel-Hai Team in cooperation with EU institutions hosting the visits.	December 2019 Present initial draft of training program at MUNI meeting	By Nov 2019, THC will produce a document which outlines what the content of the trainings at each EU institution will be based on 1) the needs expressed in the institutional IaH strategies of the Israeli institutions; 2) mapping of preparation which identifies strengths; 3) suggestions after initial site visits to EU institutions.
Israeli partner training: Administrative training for internationalization and for safety and security of	Training will be twofold: 1) Help provide awareness and tools for administrative faculty on working with international students in areas such as cultural	Tel-Hai & MCI & HUJI 2 day meeting – 1 st theory 2 nd hands on activities to create first	January/Feb 2020 This will be organized by Tel Hai, in collaboration with HUJI in the area of safety and security. Part of the training	THC will work with subcontracted NGO for security and with HUJI to determine content of this training and determine the date.

international students	<p>sensitivities and increase visibility of IaH across administrative staff;</p> <p>2) Training to help Israeli institutions develop guidelines for safety and security of international students while on their campus.</p>	draft protocols for security and safety.	<p>will include learnings from the SUCTI training handbook on administrative training.</p> <p>By October 1, 2019, a Save the date for this training should be sent out to all Israeli partners with draft of content.</p>	
MUNI visit: Implementation of marketing training & student services for international students	<p>4 days at MUNI, training for Israeli partner institutions on international marketing and development of international office. Additional topics for the training may be added depending on needs of Israeli institutions from the Institutional IaH report.</p>	MUNI	<p>June (?) 2020</p> <p>Check date with Violetta</p>	Plan more specifically for this visit after seeing the report from THC on the IaH institutional strategies documents.
<p>Institutional multiplier meetings/trainings for administrators/faculty on working with international students and on safety/security</p> <p>AND</p> <p>Begin to develop/improve institutional guidelines and protocols on safety/security.</p>	<p>Based on the above training of the Israeli partners, each institution will work to devise its institutional guidelines and protocols in the area of security and safety.</p>	All Israeli partner institutions	<p>June 2020 – deadline for submission of safety & security protocols that have been approved by the relevant authority in the institution - in writing</p>	<p>1) Meetings and trainings at partner institutions will be devised.</p> <p>2) Each institution will submit their new/revised protocols/guidelines on safety and security for peer review.</p>
MCI visit: Implementation of	Israeli partners travel to MCI for 3 day training	THC & MCI	Currently listed as: February 2-4– 2021,	Dependent on the report, MCI will

student services support training	on selected topics. Topics to be determined as a result of the report from THC on the needs expressed from the Institutional IaH strategy documents and on MCIs expertise as seen in the mapping and from the site visit.		We need to see if we can move this to April-May 2020!!	develop content accordingly in preparation for the visit.
Israeli institutions interim report of new protocols for incoming international students and international student services based on trainings/collaboration with partner and EU institutions	After a process of receiving partner institution's guidelines and material (year 1) trainings and collaboration on best practices (year 2), each Israeli partner will develop their new/revised guideline and protocols for incoming students and improving student services.	All Israeli institutions	August 2020 (before the onset of the new academic year 3 of WILLIAM). Note: prior to this time, all guidelines/protocols should be approved by management and ready for implementation in the final year of the project.	Each institution will be required to submit their revised guidelines, protocols, and explanations for implementation processes.
MUNI visit: Advanced training for international marketing	To be determined depending on needs and skills of the partner institutions.	MUNI	June (?) 2021	Based on results/outcomes of first training, the second training will be structured.
Piloting of new services (based on guidelines/trainings) and of social integration programs	Based on consortium trainings and collaboration, each Israeli institution will pilot their newly developed services/put guidelines and protocols into action.	All Israeli institutions	September 2021	

<p>Training on International office support</p>	<p>Training content will be determined based on needs of Israeli institutions in the Institutional IaH strategy report.</p>	<p>Tel Hai and Pula</p>	<p>Currently listed as: Oct/Nov, 2021 – Israeli partners travel to UNIPU for 3 days training on selected topics See if we can move to Feb. 2-4, 2021</p>	<p>Plan more specifically for this visit after seeing the report from THC on the IaH institutional strategies documents.</p>
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4) How will best practices be collected

- Guidelines, protocols and procedures e.g. services available to foreign students, key contact persons, possibilities for social integration system, safety and security protocols, role of local students in integration process, participation in international activities, welcome in Israel packages, emergency services, etc., will be collected from the various IHE in Israel and in the EU, who already offer various programs and services for foreign students.
- An ongoing communication will be established with the Committee for International Academic Programs in the CHE and we will work in cooperation with their policies.

5) Names and email for contact people in WP2

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