UNIVERSITY OF ALBERTA INTERNATIONAL

International Student Advisory Committee (ISAC)
January, 2020
5:00 pm to 7:00 pm
Telus Center 215E Boardroom

Attendees:

- Dr. Helen Villianatos, Associate Dean of Students
- Kumarie Achaibar Morrison, Associate Director of International Student Service, UAI
- Gavin Palmer, International Student Engagement Program Coordinator, UAI

Updating from meetings:

1. **SLAC update:**
   - Students interested in using data for their study => Rutherford library has access to Canadian statistics
   - There are 25 student journals if students want to publish their research
2. **GSA:**
   - General applications are out (??)

Meeting Minutes:

1. **From Dean Student Service:**

   1.1. The office of the Dean of Students is gathering data from students for self-study and peer review process. A self-reflective assessment will be carried out with the help of professionals from other institutions

   1.2. What DoS services do you know?
   - Health center
   - Access outreach (open mind)
   - Counselling clinical service
   - Academic success center
   - URI
   - Career center
   - Writing center
   - Sexual assault center
   - Student ombuds
   - Discipline officer

   1.3. What have been your experiences with DoS services? What are you suggestions to improve those services?
   - Miscommunication between professors and student => students ombuds is not very helpful since they stand in the middle
   - Student cannot explain the issue properly due to the language barrier
   - Wait time for health center is longer than family doctors
   - Washrooms for female/male only => there should gender-neutral washrooms
   - Website for health center which allows for booking an appointment
   - The access to ualberta website is restricted in some countries

- Honors advisor which talks to people in groups unlike Engineering Honor advisor who has one on one sessions => going from one to another service might be confusing sometimes
- Costs associated with Career center services including revising CV, resume, etc. => the reason for small fee is that sometimes students tent to sign up and do not show up if it is free
- Center4writers
  - 30 min is not enough, may consider longer sessions
  - Helpers from different faculties because each faculty has different essay structure
  - Work hours (they close early and some students might not be able to make it)
- Speaking club for improving English
- Issue with courses => talk to student ombuds => appeal (not knowing the deadlines for writing the appeal letters)
- Counselling service => not understanding students' language
- Info regarding education abroad in different programs that students should be aware of
  - The info on website is confusing (education abroad)
  - Students are not knowing the language and cannot find the service (mental health)
  - Expressing emotions to people is easier when they understand the language
  - When newcomers looking for student clubs, friends => difficulty in finding one => need more promotion
  - eClass => it does not keep all the contents from previous classes

1.4.   What are your support network now?
  - UAI, professor + counsellor, cultural community (off campus)
  - Supervisor, student associations
  - InfoLink, ISSS
  - Career center, GSA
  - Library service
  - Retired supervisor
  - Student union
  - English Conversation Club
  - Unitea, Campus Food Bank
  - Scholarship students
  - Peter Lougheed
  - Friends
  - Financial Help
  - Access Outreach => counselling + follow up after the session

2. From International Students Services:
2.1.   What have been your challenges with where you live?
- On campus
  - Change in meal plan => Food Hall closes too early, so students might not be able to get food
- Off campus
  - Transportation (too far)
  - Frequency of bus (busses only come at certain times)
  - Do not know how to read the contract
- Car parking
  - Law regulation
  - Fee for parking is expensive
- Roommate conflict

- Robbery
- Finding the right neighborhood

2.2.   What are the apps students use for chatting

- WeChat
- WhatsApp
- Messenger
- TikTok
- Instagram
- Line
- Facebook

2.3.   What would you like to see?

- Tax clinic lessons
- Presentation for fraud
- Proofread contracts e.g. lease contracts, translator services, and workshops on permanent Residency