



SUPPORTING THE AFTER STUDENT MOBILITY PHASE WITH ICT:

The institutional perspective

Arthur Mettinger

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Initial Questions

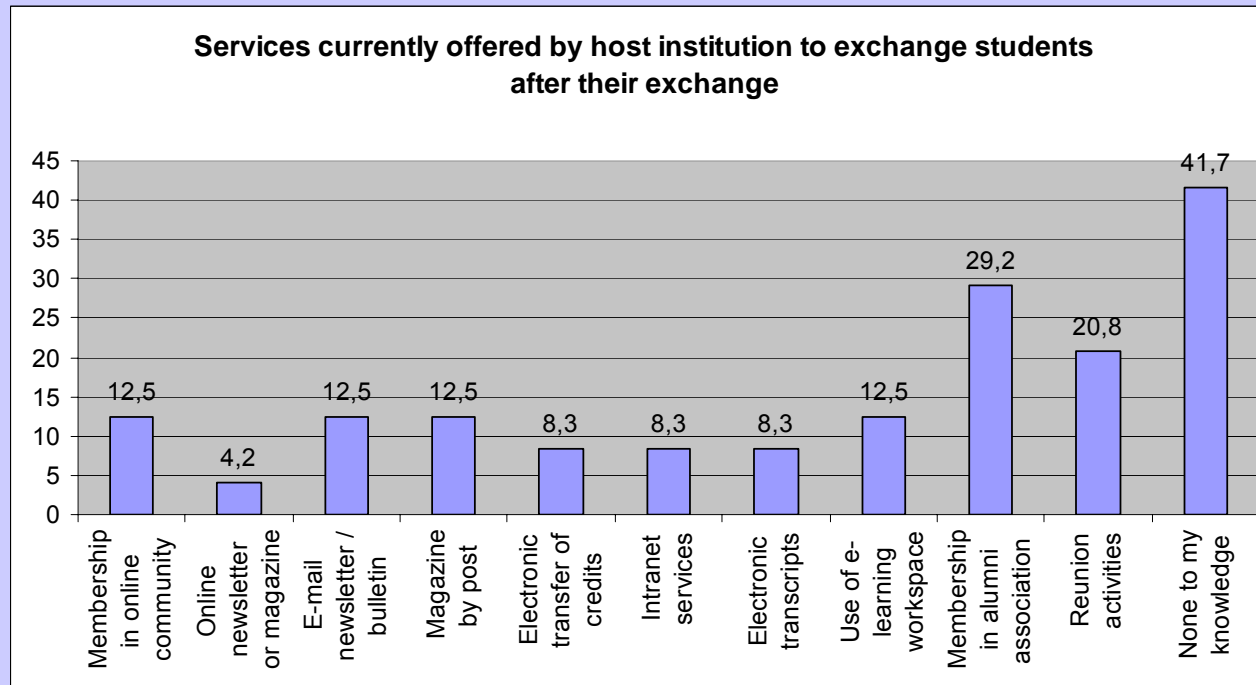
- Do universities show interest in keeping in touch with post-exchange students (incoming)?
- What services do universities offer (think of offering) to post-exchange students?
- Why do universities think it is important to keep in touch with post-exchange students?

The Online Staff Survey

- ✓ Response from 23 (out of 41) UNICA universities
- ✓ Response from Laurea University of Applied Sciences
- ✓ Most respondents' work is related to international relations (58%) and student mobility (29%)
- ✓ Almost no responses from staff involved in marketing/PR, alumni activities, ICT services, e-Learning

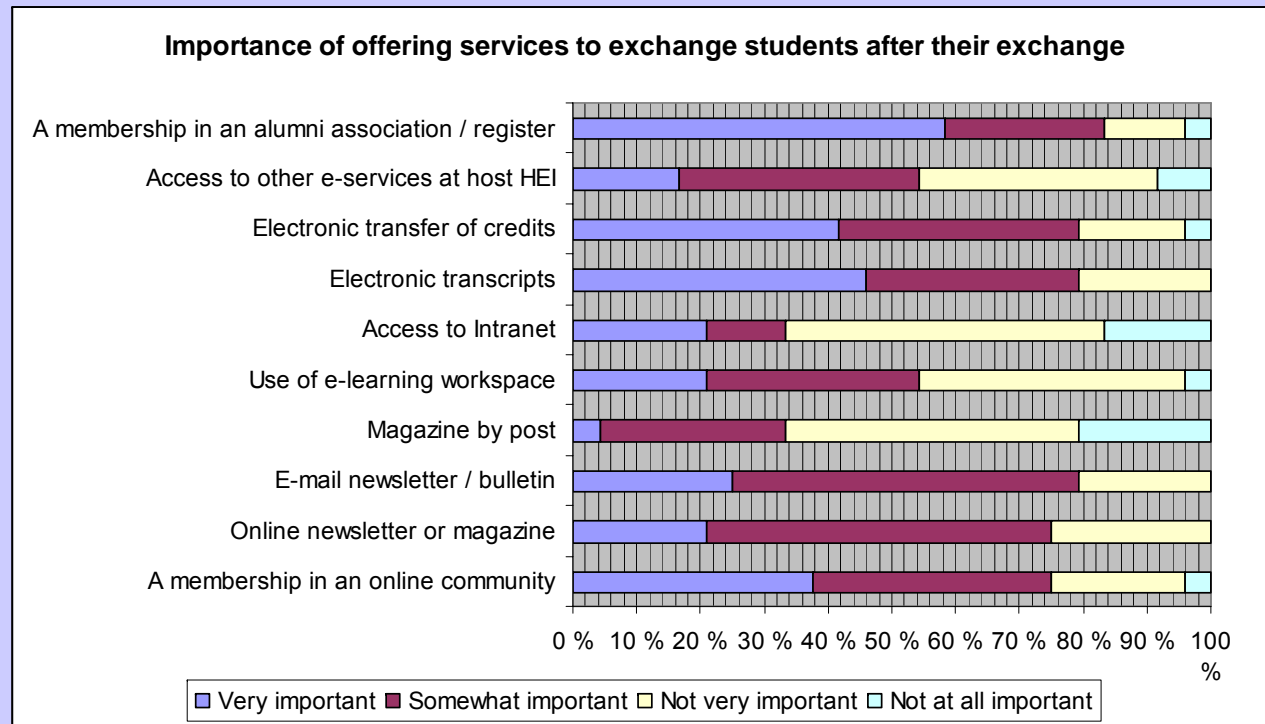


Services actively offered to post-exchange students



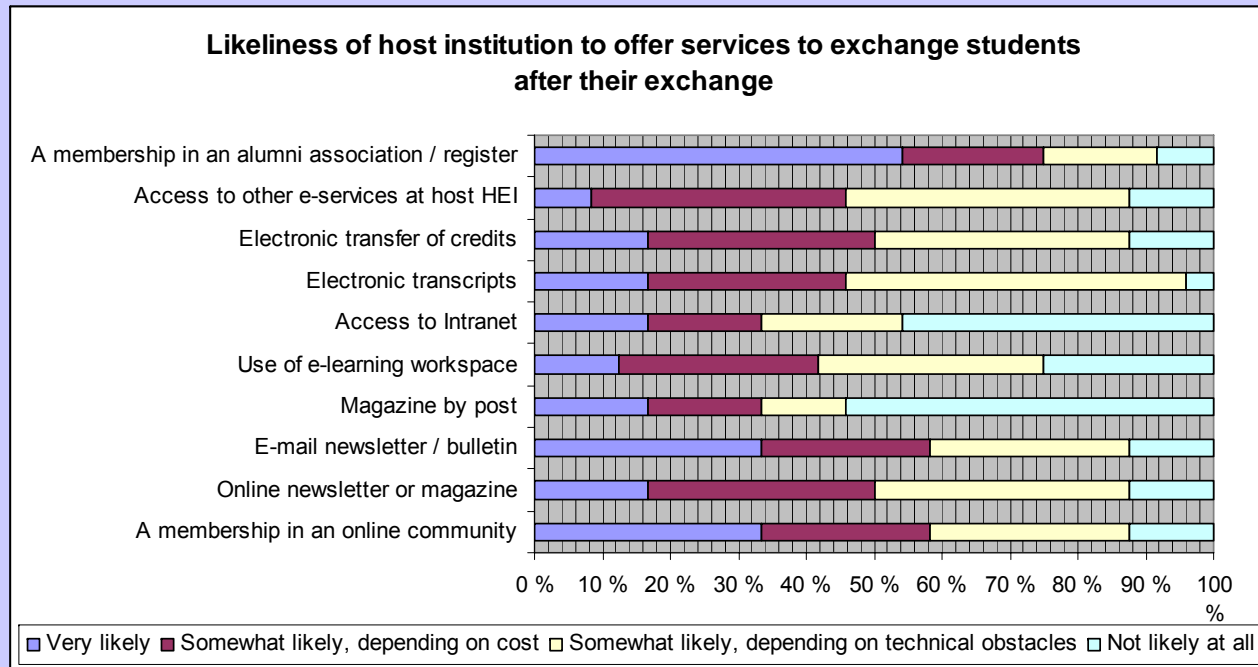


Kinds of services regarded as important to offer to post-exchange students



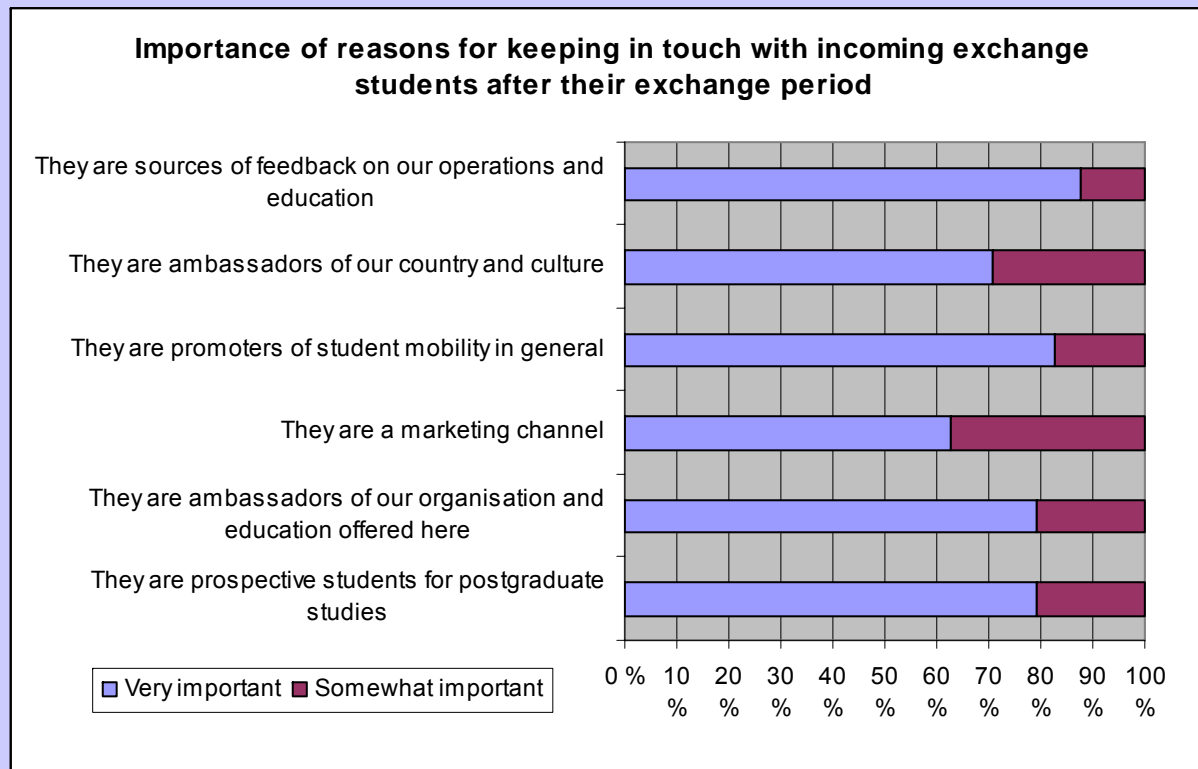


Services held likely to be offered



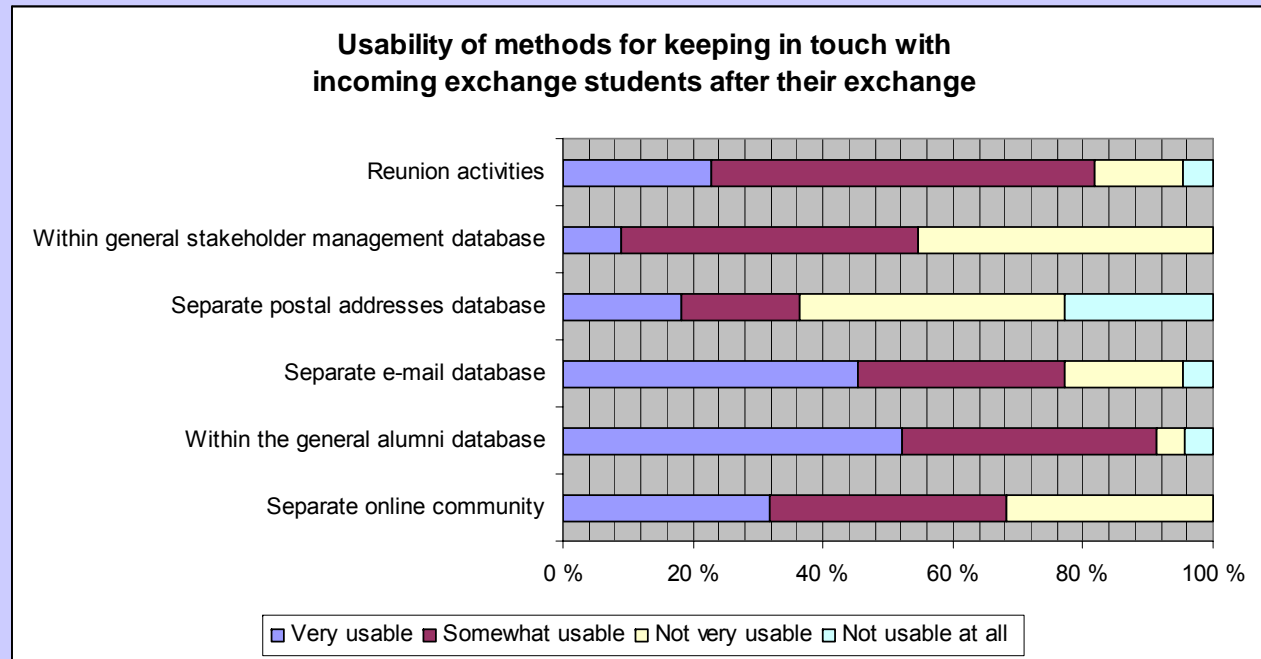


Reasons for keeping in touch with post-exchange students





Methods for keeping in touch regarded as useful



Observations & Conclusions

- Little awareness of the necessity to keep in touch
- Awareness of the usefulness but
- (too) few ideas as to how
- Discrepancy between students' wishes and institutions' offers
- → institutions should listen more to students and adapt their offers accordingly

Thank you for your attention!

