



NATIONAL RESEARCH
UNIVERSITY

The Role of Universities in developing
human capital for a new economy
Session 3. Student Experience.

ONLINE TOOLS FOR GETTING INTERNATIONAL STUDENTS ENGAGED WITH UNIVERSITY COMMUNITY AND ENVIRONMENT

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THE GOAL AND THE APPROACH

- develop an effective, standardised integration process for internationally recruited faculty & students
- to build up & implement effective interaction with relevant counterparts on the faculty & departmental levels based on analysis of existing procedures & registered problems

Major Obstacles Identified

- Language Barrier
- Differences in the inner structure of academic environment
 - Cultural differences
- National regulatory environment

Strategy Undertaken

- Management of expectations – <http://ifaculty.hse.ru> & <http://istudents.hse.ru>
- Non-discriminatory access to internal information – Expert Translation Centre
- Sense of community - The Facebook + [The HSE Look \(https://ifaculty.hse.ru/fresh/\)](https://ifaculty.hse.ru/fresh/) + Wide range of cultural events

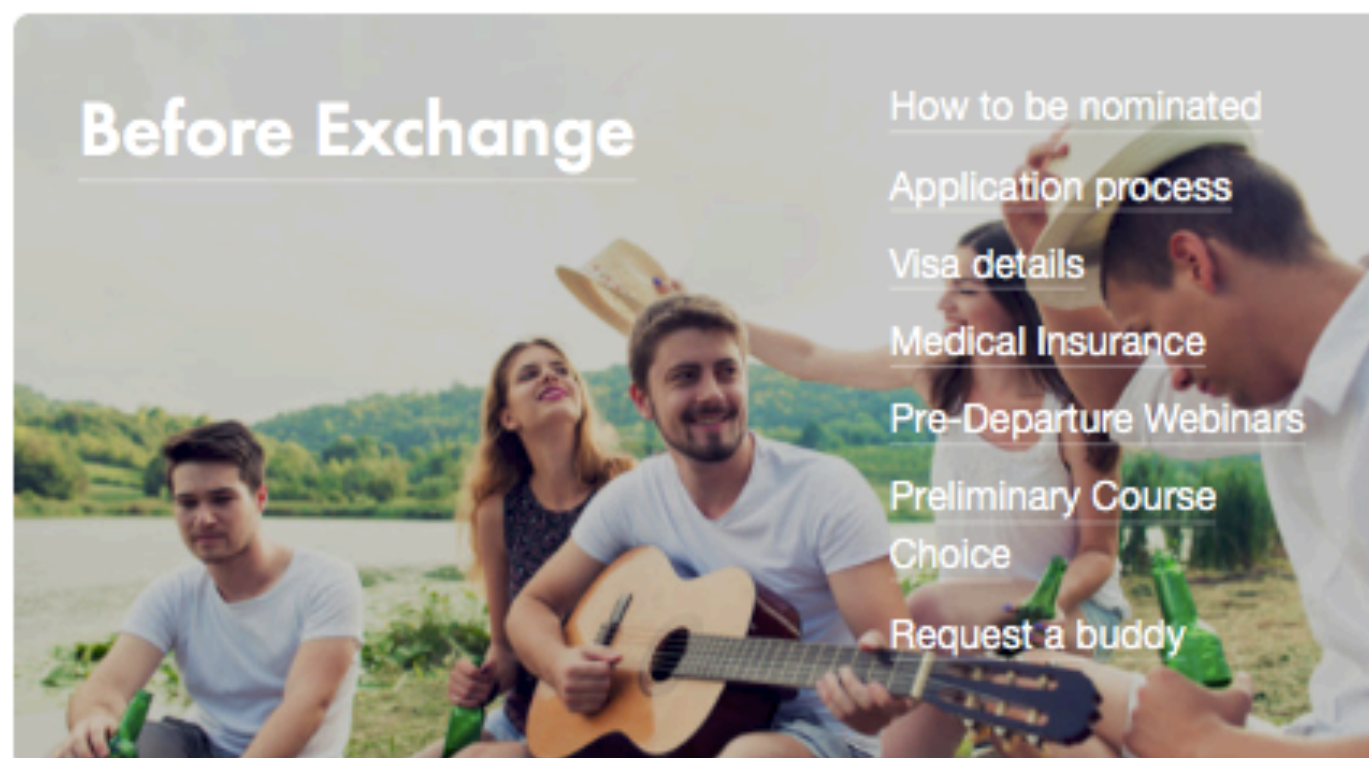


STUDENT JOURNEY

| Life Cycle | Key Factors |
|--|--|
| Making the decision to join (pre-arrival) | <ul style="list-style-type: none">• Easy access to all information• Possibility to ask for additional info both formal services and informal (peers) |
| Way in (upon arrival = adaptation & Integration) | <ul style="list-style-type: none">• Orientation events and support• Support |
| Life inside | <ul style="list-style-type: none">• Internal communication channels (sense of community)<ul style="list-style-type: none">• Support & trouble-shooting• Clear policies and conditions• Sociocultural integration (uni-wide events)<ul style="list-style-type: none">• English interface for all major services |
| Way out | <ul style="list-style-type: none">• Clear policies• Clear options to stay in touch |

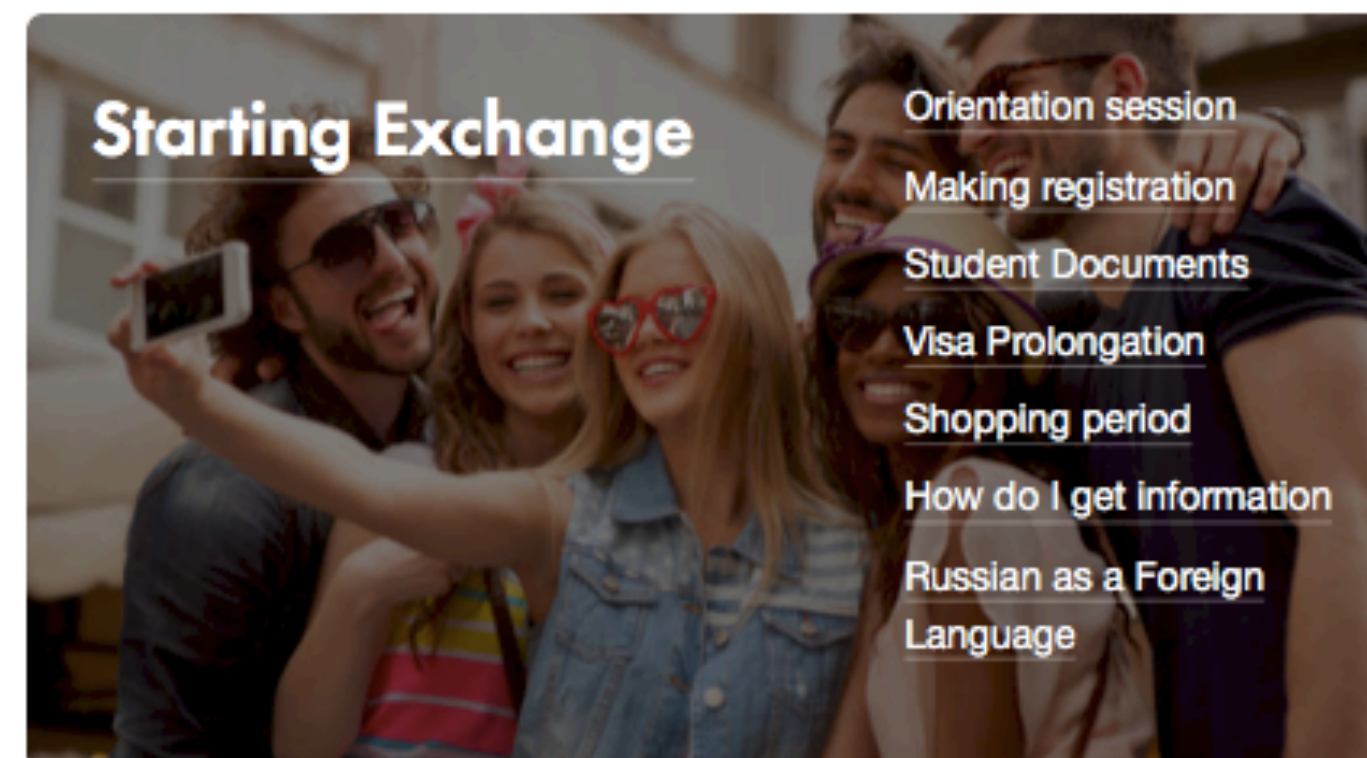
ONLINE SOLUTION

For Exchange and Visiting Students



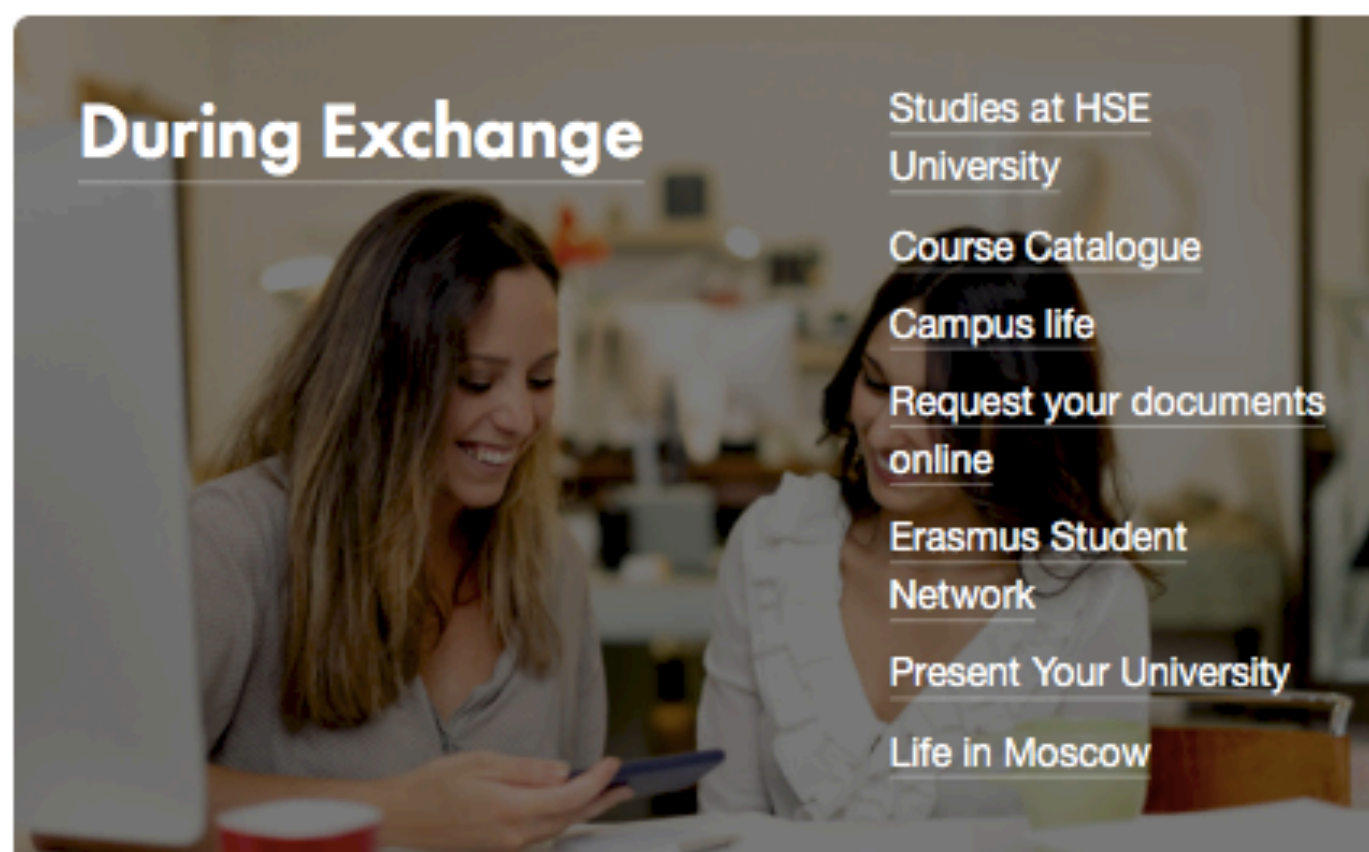
Before Exchange

- [How to be nominated](#)
- [Application process](#)
- [Visa details](#)
- [Medical Insurance](#)
- [Pre-Departure Webinars](#)
- [Preliminary Course Choice](#)
- [Request a buddy](#)



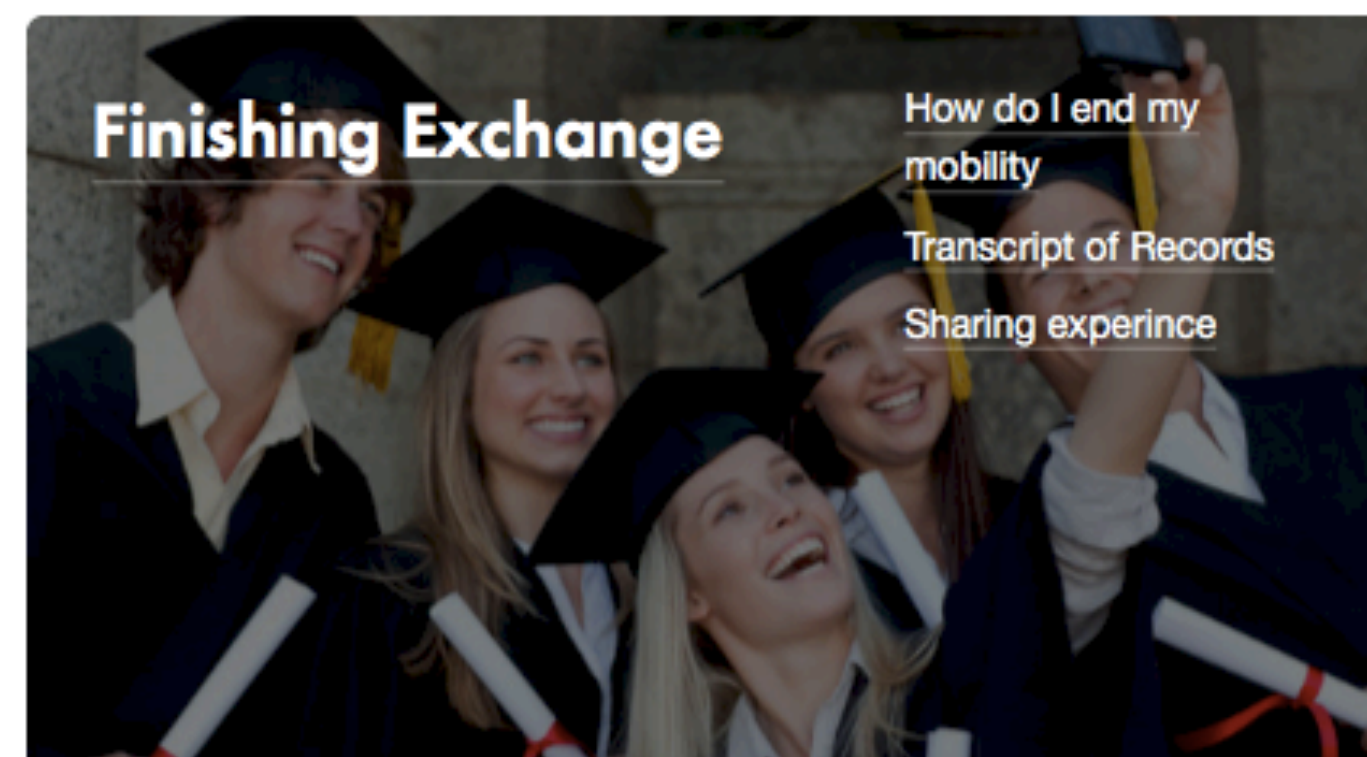
Starting Exchange

- [Orientation session](#)
- [Making registration](#)
- [Student Documents](#)
- [Visa Prolongation](#)
- [Shopping period](#)
- [How do I get information](#)
- [Russian as a Foreign Language](#)



During Exchange

- [Studies at HSE University](#)
- [Course Catalogue](#)
- [Campus life](#)
- [Request your documents online](#)
- [Erasmus Student Network](#)
- [Present Your University](#)
- [Life in Moscow](#)



Finishing Exchange

- [How do I end my mobility](#)
- [Transcript of Records](#)
- [Sharing experience](#)

Faculty Support

Feedback Form



Download the [International Student Handbook](#)

Request a buddy

CONTACTS

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Mon. – Wed., 10:00 – 13:00

Thu. – Fr., 14:00 – 17:00

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