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## SUPPORTING INTERNATIONAL STUDENTS IN THE UK

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# SUPPORTING INTERNATIONAL STUDENTS IN THE UK DURING COVID-19

RAOUF NAGUIB

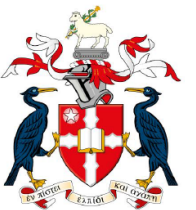
Liverpool Hope University  
UK



LIVERPOOL HOPE  
UNIVERSITY

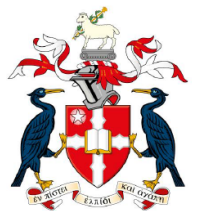
# Overview

- General Effects on Students and Mitigation Measures
- Academic Provision, Assessment and Graduation
- IT Provision and Support
- Library and Resources
- Recruitment and Advance Planning



# DLSU Students in the UK

Institution	Number of Students	Programme	Subject	Start Date	Completion Date	Funding Body
	2	MSc	Data Science	Sep 19	Sep 20	CHED - TNE
Liverpool Hope University	1	MSc	Robotics Engineering	Sep 19	Sep 20	CHED - TNE
	1	PhD	Robotics Engineering	Feb 19	Feb 22	DOST-ERDT
University of Nottingham	1	PhD	Sustainable Energy Technology	Feb 18	Feb 21	DOST-ERDT
University of Leeds	1	PhD	Mechanical Engineering	Apr 18	Apr 21	CHED - Newton
University of Plymouth	1	PhD	Business with Management	Apr 19	Dec 21	EU
University of Glasgow	1	PhD				



# General Effects on Students and Mitigation Measures...

- February 24: A Coronavirus Working Group was convened and monitored the situation on a daily basis.
- March 17: All face-to-face teaching suspended for the remainder of the academic year and moved to online mode.
- All services and communication with student maintained at all times.
- March 23: All buildings, including the Library are closed; halls of residence remain open and accessible.



# General Effects on Students and Mitigation Measures...

- Only key critical staff and a small proportion of the Hope community remain on campus, looking after the remaining students and ensuring the security of the estate.
- Buddy system in operation for international students (especially those in halls of residence) through a Resident Tutor and/or security personnel; also on Facebook, through the International Buddies Group.
- Number of dedicated web pages providing information and advice on every aspect of the situation deployed and updated on a daily basis as it evolves.



# General Effects on Students and Mitigation Measures

- Dedicated 'Student and Well-being Service' for further advice and/or assistance; provided to all students and accessible, both electronically (email) and by phone.
- This service is also extended to worried or concerned parents.
- Mental health support services provided via 'Counselling and Mental Health' and 'Well-being' teams through a dedicated Student Gateway on the University portal, and also via telephone and video calls.



# Academic Provision, Assessment and Graduation...

- No curriculum is being cut short or watered down due to the present situation.
- Online provision will adhere to all QAA (Quality Assurance Agency) and PSRB (Professional Statutory and Regulatory Bodies) requirements; although these have been slightly relaxed by the respective bodies, core requirements remain unchanged.
- Additionally, any changes made to our provisions must be communicated to the OfS (Office for Students), which is the independent regulator of higher education in England.
- All exams modified and moved to online assessment.





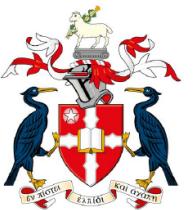
# Academic Provision, Assessment and Graduation...

- Masters students to undertake alternative online class tests and/or pieces of assessment in place of the examinations; these will be at scheduled times set up by the respective departments.
- If struggling with data collection under the new arrangements, students are to discuss with their tutor/supervisor as soon as possible to get them to help find a solution.
- If a student is unwell they may ask for an extension; the introduction of a centralised system for extension requests is being set up, which will speed the process up.



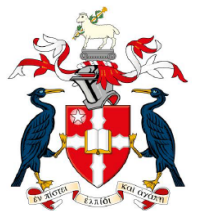
# Academic Provision, Assessment and Graduation

- A degree result will be *timely* awarded if the student submits all required elements of assessment, including the dissertation.
- Summer 2020 graduation ceremonies postponed till December 2020.



# IT Provision and Support

- A free licence to download and register for the Zoom App provided to all students and staff.
- Adobe Creative Cloud Desktop App provided for temporary home access by all students and staff to allow remote working to continue.
- Other online communication apps, such as Google Hangouts and Microsoft Teams, also accessible where required.
- Remote desktop facility and VPN access provided to all students.
- IT services and infrastructure challenged in order to securely cope with the extra online traffic in the face of significantly increased hacking attempts.



# Library and Resources

- Support mechanisms put in place, including uninterrupted availability of Library staff.
- All online Library resources remain available through OneSearch.
- Most e-books have been upgraded so there are no limits on how many people can use them at the same time.
- All Library loans have been automatically extended into the next academic year.
- Finance staff, careers advisers and accommodation office staff are all accessible online.
- Many of the University's suppliers are providing access to additional resources during the coronavirus situation.



# Recruitment and Advance Planning...

- Recruitment for international students going on.
- We hope that all international students scheduled to join UK Universities in the next academic year (whether under TNE, CHED, DOST, or Newton arrangements, in the case of the Philippines, or otherwise) will still do so, subject to the prevailing Tier 4 student visa regulations.
- However, UKVI (UK Visa and Immigration) regulations and rules governing the issuance of the CAS (Confirmation for Acceptance of Studies) have not yet been finalised, with respect to the next academic year, in light of the COVID-19 situation.



# Recruitment and Advance Planning

- From a Liverpool Hope University perspective, planning for academic online provision is already underway, including alternative arrangements for lab work, data collection, fieldtrips, etc, along with the additional IT support required.
- Under any circumstance, the University will ensure that student formation is sound and adheres to all regulatory and professional body regulations.



# Finally...

- Liverpool Hope University, along with all other UK universities, updated on a daily basis by PHE (Public Health England) regarding COVID-19 developments.
- Support also provided by UUK (Universities UK), which is the collective representative of all 137 universities in the UK.
- The University remains totally committed to protecting our international students, both physically and mentally, reassuring them of the solutions being found to keep their courses on track.
- For Philippine students from DLSU, whether at Hope or at other UK universities, regular contact is being maintained through myself, as TNE Lead and de-facto representative of DLSU in the UK.



# THANK YOU

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