When Parents are Informed, Students Benefit: Connecting International Parents to Your Campus Community

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University of California San Diego
November 2013
Goals for Today

• Learn about the importance of international parents in your campus community.
• Identify important characteristics of a successful program collaboration.
• Find out ways to engage international parents.
• Determine next steps to connect international parents to your campus community.
• Get excited about this initiative.
About UC San Diego

Students
- 30,310 undergraduate & graduate students
- More than 80,000 undergraduate applications for Fall 2013 admission.
- Average admitted high school GPA was 4.09

Fields of Study
UC San Diego offers more than 100 undergraduate majors in six disciplinary areas:
- Social Sciences (37.8%)
- Biology (21.7%)
- Engineering (18.3%)
- Science/Math (9.4%)
- Special/Undeclared (5.9%)
- Humanities (3.6%)
- Arts (3.2%)
Parent & Family Programs

Partnership

• We view the relationship we have with our students’ parents and families as a partnership – a partnership created to help students be successful. Our motto is “when parents are informed, students benefit.”

Student Success & Family Interaction

• Students with higher grades tended to view their parent/family interactions as not intrusive.
• Students felt strong support from their parents/families to succeed in higher education.
• As students aged, they allocated more time to their families.
• Non-first generation students were engaging with their families at higher percentages than first generation families.
• Students are more successful when their parents and family members are involved in their higher education experience (NSSE, 2007).
Parent & Family Programs

Communication
• University Parent Guide
• Triton Transitions Calendar
• *Triton Family Connection* Monthly E-newsletter
• Parents’ helpline, email, website, Facebook and Twitter

Programs/Events
• Triton Day with Admissions
• Summer Send-Offs with UCSD Alumni
• Pre-Arrival Webinars, Triton Bus Program, and International Parent & Family Orientation with the International Center
• Orientation with Colleges
• Family Weekend
• Siblings Weekend
# International Students & Programs Office

<table>
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<th>Advising and Counseling</th>
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<tr>
<td>Programming</td>
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<tr>
<td>- Pre-Arrival, Orientation, Enrollment, Engagement, and Retention</td>
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<td>Advocacy</td>
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<td>Compliance</td>
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<td>Assessment and Analytical Studies</td>
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<td>Recruitment and Yield</td>
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<td>Alumni Development</td>
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International Students at UC San Diego

Fall 2013 (Week 3 Final Data)

- Total UCSD student population = 30,310
  - Undergraduates = 23,805
    - 2,740 international students or 11.5% of the total UG population
  - Graduate Students = 4,247
    - 1,416 international students or 33.3% of the total GR population
Demographics: International Students at UC San Diego

Fall 2013: Total International Student Population Served by the International Center=4,704

- Undergraduate: 2576, 55%
- Graduate: 1416, 30%
- Non-Degree: 507, 11%
- Post-Completion: 205, 4%

Source: UC San Diego Data Warehouse
Demographics: International Students at UC San Diego

Fall 2013: Total New Registered International Student = 1,869

- 784, 42% Freshmen
- 477, 26% Graduate
- 455, 24% Transfer
- 153, 8% Non-Degree

Source: UC San Diego Data Warehouse
Demographics: Country/Region of Origin

- UC San Diego’s students come from more than 80 different regions/countries.
- Nearly 85% of all international students are from the Asia/Pacific region.

Source: UC San Diego Data Warehouse

Fall 2013: Top 5 Regions/Countries of Origin of International UGs

- China
- South Korea
- Hong Kong
- Taiwan
- India
Why Do International Parents Matter?

- Decision-making role in application and admission process.
- Continue to play a key support role during program of study.
  - “Tandem Bicycle” concept
- Service delivery efficiency
  - “Information vacuum”; Over-reliance on students to inform parents
- Collaborative approach to student success
  - MOTTO: When Parents are Informed, Students Benefit!
- Relationship building and campus development initiatives.
- Linked to strategic mission of institution, unit, and office.
Our Story
Collaborating Effectively with Campus Partners

Four Possible Strategies of Working Together (Networking, Coordinating, Cooperating, and Collaborating)

• **DEFINITION:** Collaboration is exchanging information for mutual benefit, altering activities, sharing resources, and enhancing the capacity of another to achieve a common purpose.

• **TIME:** Formal

• **CHARACTERISTICS:** Extensive time commitments, very high levels of trust and extensive areas of common turf; enhancing each other’s capacity to achieve a common purpose is the primary focus.

• **RESOURCES:** Full sharing of resources, risks, responsibilities, and rewards.

Collaborating Effectively with Campus Partners

Model 3: Joint Program Office

Imagine two complementary organizations that separately maintain their various program offices. A merger may not fit their needs, but an overlap in some programs or services may provide the opportunity for collaboration.

A joint program office requires no new programs or organizational structures. Rather, two or more organizations combine on one or more programs for the purpose of strengthening the efforts of both organizations.

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<th>conditions</th>
<th>challenges</th>
<th>benefits</th>
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<td>Similar, but not exactly the same, programs and services offered to the same audience.</td>
<td>Determining an appropriate and fair mix of program staff from each collaborator.</td>
<td>Synergy from joined forces.</td>
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<td>Competition for funding.</td>
<td>Clear rules for which organization is responsible for program fundraising, strategic direction, and operating expenses.</td>
<td>Economy of scale for select services, resulting in more efficient use of resources.</td>
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<td>A shared, overall mission.</td>
<td>Establishing appropriate lines of communication from the joint office to each collaborator.</td>
<td>Retained sovereignty of collaborators.</td>
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<td>Recognizing the benefits of collaboration, but not a substantial integration.</td>
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<td>Facilitates communication on shared issues and concerns.</td>
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Engaging International Parents in the Campus Community

- **Pre-Arrival**
  - Webinars
- **Onboarding and Transition**
  - Triton Bus Program
  - Orientation for International Parents
- **Duration of Program and Beyond**
  - Website
  - Online Newsletter
  - Email communication
  - Point of contact and advocacy for key issues
Engagement: Pre-Arrival

Webinars
• What International Parents Need to Know About UC San Diego
• Pre-Arrival for International Parents & Families

Participants
• Nearly 100 parents participated from more than 20 different countries.

Getting Started Webinar:
What International Parents Need to Know About UC San Diego

Join us for a Webinar on April 24

Dear International Parent,

Welcome to the UC San Diego family! We know this is an exciting time for everyone in preparing for your son or daughter to study abroad at UC San Diego. To help you and your family with this transition, the International Center and the Office of Parent & Family Programs at UC San Diego have joined together to offer a getting started webinar filled with helpful information.

Topics will include:
• International Center Services & Programs for International Students
• Parent and Family Programs
• Higher Education System in the United States
• Finishing the Admissions Process
• Starting the Visa Application Process
• Housing and Dining

During the webinar, you will also be welcome to submit questions. Our International Center and Admissions Office staff will be on hand to answer questions or refer you to the appropriate resource. We hope that you are able to join us for this webinar.

Sincerely,
International Students & Programs Office
Office of Parent & Family Programs
UC San Diego, International Center
http://students.ucsd.edu
http://parents.ucsd.edu/

Title: Getting Started Webinar: What International Parents Need to Know About UC San Diego
Date: Wednesday, April 24, 2013
Time: 8:00 AM - 9:00 AM PDT

Space is limited.
Reserve your Webinar Seat Now at: https://www3.onemining.com/register/222353394
Engagement: Onboarding & Transition

- **Triton Bus Program** picked up more than 300 new international freshmen and their families from Los Angeles and San Diego airports.
- Pilot program in Fall 2013.

[Link to event details](http://parents.ucsd.edu/events/bus)
# Engagement: Onboarding & Transition

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<th>Time</th>
<th>Session</th>
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<tr>
<td>8:30 – 9:00 a.m.</td>
<td>Check-in</td>
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<tr>
<td>9:00 – 9:15 a.m.</td>
<td>Welcome/Parent &amp; Family Programs Overview</td>
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<td>9:20 – 10:05 a.m.</td>
<td>Academic, Student, and Residential Life information</td>
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<td>10:10 – 10:35 a.m.</td>
<td>International Center Welcome &amp; Overview</td>
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<tr>
<td>10:40 – 11:05 a.m.</td>
<td>Money Matters</td>
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<td>11:10 – 11:35 a.m.</td>
<td>Campus Safety</td>
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<tr>
<td>11:40 a.m. – 12:05 p.m.</td>
<td>Student Health Services &amp; Student Health Insurance</td>
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<tr>
<td>12:10 – 1:30 p.m.</td>
<td>Lunch</td>
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<td>1:30 – 2:30 p.m.</td>
<td>Campus Tours</td>
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<td>2:45 – 4:00 p.m.</td>
<td>Community Vendor Fair* (local banks, cell phone companies, etc.)</td>
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Nearly 250 people attended **International Parent & Family Orientation** for Fall 2013 from 29 countries.
Engagement: During Program of Study and Beyond

International Parent & Family Orientation

Invitation to Families

At University of California, San Diego, we view the relationship we have with our students' parents and families as a partnership—a partnership created to help students be successful. We also know that when parents are informed, students benefit. Therefore, we would like to invite you to a special program just for families during New International Student Orientation.

What to Expect

International Parent & Family Orientation will help you get acquainted with the special services and programs offered to your student and will address questions and concerns you may have. It will also offer insights into the adjustments into student life at UC San Diego. Additionally, you will have the opportunity to meet staff and current students.

Tuesday, September 17, 2013

You can register now or review the information below before making your decision. If you have any questions about International Parent & Family Orientation, please contact us at (858) 534-7273 or e-mail parents@ucsd.edu.

We hope you will be able to join us for this important program. We are eager for your student and your family to feel at home at UC San Diego!

Note:

This orientation program is separate from the college orientation. If possible we recommend attending both orientations. If you are only able to attend one, we highly encourage you to attend your college orientation session (at Revelle, Warren, Marshall, Muir, Roosevelt, or Sixth College).

http://parents.ucsd.edu
Next Steps: Connecting Your International Parents to the Campus Community

- **Understand** the core mission of your institution
- **Identify** unmet needs and challenges
- **Determine** viable partners and develop strategic alliances
- **Explore** common purposes and goals
- **Maintain** flexibility and be willing to pilot programs
Questions

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Thank You!

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