International Relations Office Services

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Workshop:
IRO Services Development and Networking and Opportunities

Marrakesh, 26-28 Février 2011
OBJECTIVES

- To examine the correlation between activity and service offering, as well as planning for service set-up and execution.

- To configure a "minimum service set", determined by the partners.
CONTENT

I. CONFIGURING A VISION
   - Strategic position of an IRO within the institution
   - Purposes of an IRO (Mobility, projects, strategy, administration, etc.)

II. CREATING CONDITIONS
   - Determining services for an IRO: Fit for the purpose
   - Service set-up: What resources are needed?
CONFIGURING A VISION

I. Strategic position of an IRO within the institution

II. Purposes of an IRO (Mobility, projects, strategy, administration, etc.)

WHAT IS IT ABOUT?
1. Define goals and strategy & indicators for continuous improvement
2. Raising awareness of int. culture in institutions integrating it into the institutional mission. Bridge cultural gaps through IRO
3. Become a leader in int. education
4. Create and enhance networking
5. Establish links with partners of TIES & others
6. Maintain relations with agreements
7. Creation of a project man. Office inside the IRO as a service – encourage the participation in projects and raise awareness
8. Promote, Increase and enhance mobility of staff and students
9. (Glob into internationalisation) Create equity between partners (?)
10. Create conditions for human and institutional capacity building
11. Programme accreditation and int. recognition (quality issues) – assist quality unit
Strategic position of an IRO within the institution

PURPOSE

- To do a reflective valuation about

  1. the multidimensional key role played by an IRO within a Higher Education institution at the Planetary Era*, which makes it a strategic position within the institutions (purposes + relevance).

  2. the actual role of our IROs within our institutions, establishing new goals if needed (What do we have/want?)

*Edgar Morin
“The university must be the conscience of society, a place where we can have a comprehensive view of the world”

UNESCO, Paris 95
WHO ARE YOU?

WHERE ARE YOU FROM?

WHERE DO YOU LIVE?
¿WHERE DO WE LIVE?
MARINA...
¿WHERE ARE YOU?
In my bedroom...
In my house...
In my neighborhood...
In my city...
In my country...
In my continent...
In my planet?....

IN WHICH WORLD DO YOU LIVE?
GLOBAL WORLD

- Borders redefined worldwide/Interdependence
- Innovative production models, driven by science and technology
- Economic value of knowledge, science and technology
- Rapid growth of information and knowledge
- Changes in roles and gender relations
- Accelerated environmental degradation

- Information and communication technologies (ICT) development
- New settings of qualitative and quantitative global demographic picture
- Restructuring of relations between countries

Informatics and communication technologies (ICT) development

New settings of qualitative and quantitative global demographic picture

Restructuring of relations between countries

Changes in roles and gender relations

Accelerated environmental degradation
GLOBAL WORLD

Internationalisation

economy, war, terrorism, justice, knowledge, information, environmental issues, inequality and poverty

HIGHER EDUCATION
A complex world that challenges education to change its vision and action...

- Recognizing the blindness of current knowledge: error and illusion
- Teaching understanding
- Teaching earthly (planetary) identity
- Teaching the whole human condition
- Facing the uncertainty
- To establishing a knowledge relevant and inclusive
CHALLENGES

QUALITY/EXCELLENCY

GLOBAL COMPETENCES

SUSTENABILITY

ACCESIBILITY

ICT + DISTANT LEARNING

SCIENCE & TECH

INNOVATION

LONG LIFE LEARNING

EQUITY

RESEARCH

COLABORATION

FINANCING

SOCIAL RELEVANCE + RESPONSABILITY

INTERNACIONALISATION

MANY OTHERS....
IRO’S PURPOSE

To integrate the international dimension in the culture, mission, functions and dynamics of the institution and its actors, by developing strategies, mechanism and services that make it possible.

INSTITUTIONAL AND SOCIAL DEVELOPMENT
IRO’S MULTIDIMENSIONAL KEY ROLE

- **Trends observation** (quality, relevance, social needs and demands, external opportunities)
- **Contextualized vision formulation**
  - International culture
  - Relations building
  - Strategic objectives definition regarding to internationalisation and cooperation
  - Programmatic activities development
  - Systemic management for I&C
  - Processes design
- **Services provision**
Structure and purposes for implementing/sustaining institutional internationalisation

Institutional Committee for Internationalization / IRO

Sub-Committee
Internationalisation of Teaching

Sub-Committee
Cultural Development (I&C)

Sub-Committee
Internationalisation of Research

Sub-Committee
Internationalisation of Institutional Development

Sub-Committee
Internationalisation of Extension
IRO’S STRATEGIC POSITION AND PURPOSES AT MY UNIVERSITY...

PROPOSALS

2. Mansoura – working and vision def. under president. Optimistic, wants to market this service.
3. UM5S - Incl. In VP for RTD and partnership. Needs to define relevant services and publicity for IRO.
4. Phil. uni – is working on a strategic plan. More systematic approach to coord. These activiites.
5. PSUT – needs to raise awareness of internationalisation.
IRO’S STRATEGIC POSITION AND PURPOSES AT MY UNIVERSITY...

PROPOSALS

1. Beirut Arab uni – president supports IrO. Accreditation is to be focused.
2. Sidi Mohd uni – Under research dept, well positioned. Wants to open up to new areas (LA, Asia, etc)
4. Tunisian inst. – IROs and unis do not have autonomy for certain activities. It is on the agenda....
IRO’S STRATEGIC POSITION AND PURPOSES AT MY UNIVERSITY...

PROPOSALS

1. Tzizi – have IRO structures and is well positioned. Challenge is to raise internal awareness of int. Culture.
2. MUBS – IRO is part of knowledge management. Aim is to transfer tacit info into explicit info.
3. Kai. Uni – Objective to increase project participation, and mobility of students and staff.
III. Determining services for an IRO: Fit for the purpose

IV. Service set-up: What resources are needed?
Determining services for an IRO: Fit for the purpose

PURPOSE

- To recognize the wide spectrum of services that might be offered by an IRO, identifying resources needed to assure quality, relevance and sustainability.

- To define a basic set of purposes, services and resources for our IROs, that can foster and support Internationalisation and Cooperation, considering a systemic approach.
Determining services for an IRO: Fit for the purpose

**PURPOSE**

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**WHAT IS IT ABOUT?**

1.
2.
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<table>
<thead>
<tr>
<th>CATEGORIA</th>
<th>AREA</th>
<th>INTERNAL AND EXTERNAL PROCESSES AND SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>STRATEGIC</td>
<td>Institutional Platform</td>
<td>Preparation and updating of general guidelines, policies, regulations, strategies, processes and projects of I &amp; C: Formulation of institutional regulations that guide and rule the internationalization and cooperation activities</td>
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<tr>
<td>STRATEGIC</td>
<td>Planning and Finance</td>
<td>Strategic /operational planning and budget: Budget for teachers and students mobility</td>
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## INTERNATIONALISATION AND COOPERATION DEPARTMENT

VICE-PRESIDENCY FOR TEACHERS DEVELOPMENT, STUDENT SERVICES AND INTERNACIONAL AFFAIRS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>AREA</th>
<th>INTERNAL AND EXTERNAL PROCESSES AND SERVICES</th>
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| CORE                | **International Culture Development** | Capacity Building  
Courses, workshops, events, focus groups,  

- **Management**  
  - Coordinating Internationalisation and Cooperation System/  
  - I&C Committee  

|                       | **Internacionalisation and Cooperation** | **International Relations:**  
- Identifying and contacting academic peers  
- International negotiation  
- Promoting internal synergy to produce processes and deals  
- Accompanying the development of proposals  
- Agreements: formulation and monitoring  
- Attention to international visitors |
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<th>INTERNAL AND EXTERNAL PROCESSES AND SERVICES</th>
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</table>
| CORE      | Internacionalisation and Cooperation | Mobility and Cooperation:  
✓ Attracting students and visiting professor  
✓ Attention students and visiting professors  
✓ Identifying mobility opportunities for local students  
✓ Fostering virtual mobility  
✓ Search for alternative funds  
✓ Institutional representation in networks and activities  
✓ Integrating internal actors into cooperation and research networks  
✓ Formulation of projects and proposals |
## Processes and Services System

### Universidad APEC

### Internationalisation and Cooperation Department

**Vice-Presidency for Teachers Development, Student Services and Internacional Affairs**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>AREA</th>
<th>Internal and External Processes and Services</th>
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<tbody>
<tr>
<td>SUPPORT</td>
<td>Administrative services</td>
<td>Updating administrative files and databases</td>
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<td>Universities</td>
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<td>Partners</td>
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<td>MOU</td>
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<td>Communication and events</td>
<td>Updating Website information</td>
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<td>Scholarship opportunities and mobility</td>
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<td>International activities at UNAPEC</td>
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<td>Call for papers</td>
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Service set-up: What resources are needed?

To foster the development of an International Culture

- “I&C is for Us”: Cultural and Capacity Building Program
- Program Coordinator
  - Facilitators
  - Classrooms/materials
    - Website
    - Budget...

Purpose X, Y, Z...

Services

Resources

* Internationalisation and Cooperation
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<tr>
<th>PURPOSE</th>
<th>SERVICES</th>
<th>RESOURCES</th>
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<td>Visibility</td>
<td>Int. Publicity and Marketing (web &amp; media)</td>
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<td>Associations (reg. int.)</td>
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<td>Organisation of conferences</td>
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<td>Internationalisation abroad</td>
<td>International recruitment</td>
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<td>1. Mobility</td>
<td>Exchange programmes</td>
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<td>Scholarships</td>
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<td>Joint RTD &amp; Acad Programmes</td>
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<td>Internationalisation at home</td>
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<td>1. Extracurricular activities</td>
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<td>2. teaching and learning process</td>
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<td>Regional Cooperation</td>
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<td>1. Networking</td>
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Gracias! Thank you! Merci beaucoup

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Vicerrector for Teachers Development, Students Services and International Affairs

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