



**Liaison Officers Meeting 2009
GHENT UNIVERSITY**

Version 9/10/2009

Date : 15-17 October 2009

Place : Ghent University – Belgium

Focus :

1. International indicators/benchmarking : an international perspective
2. Recruiting international students : how to promote your institution abroad ?
3. Use of software tools for internationalisation
4. Internal SG business

Provisional programme :

	morning	lunch	afternoon	dinner
Thursday 15/10			arrival	20.00 <i>Het Pand</i>
Friday 16/10	meeting Het Pand 9.30 – 12.30	Sandwich lunch Pand 12.30 – 14.00	meeting Het Pand 14.00-17.00	19.30 <i>Foyer</i>
Saturday 17/10	meeting Het Pand 9.30-12.30	<i>Boat trip</i> 13.00 - 14.00	cultural programme 14.30 – 16.30	Departure

Info UGent :

<http://www.ugent.be/en>

Info Gent :

<http://www.visitgent.be/>

Route description to IRO

<http://www.ugent.be/en/teaching/internationalisation/iro/contact.htm/route.htm>

We meet in De Pand at Onderbergen 1 (just across the IRO in the same street)

(https://www.ugent.be/en/facilities/pand/how_to_reach)

Accommodation :

Ibis Hotel Gent Centrum Opera

Nederkouter 24-26 - 9000 - GENT

Tel : (+32)9/2250707

<http://www.accorhotels.com/nl/hotel-1455-ibis-gent-centrum-opera/index.shtml> (in Dutch)



→ 30 single rooms provisionally reserved for 2 nights (Thursday and Friday)
Reservations for Saturday night fall outside the scope of the meeting

Detailed Programme (provisional)

Thursday 15 October

Afternoon : Arrival and check-in at hotel Ibis Opera

20.00 - Dinner in Restaurant Het Pand (Onderbergen 1, 9000 Gent) offered by the IRO, Ghent University
Welcoming package

Friday 16 October

Venue : Het Pand

9.30 - 10.30 Welcome by rector Van Cauwenberge of Ghent University and introduction

10.30 - 12.30 « *International indicators and Benchmarking* »
Guest Speaker : Michael Joris, Flemish Bologna Expert
Questions and discussion

12.30 - 14.00 Sandwich Lunch at Het Pand

14.00 – 15.30 Workshop in groups on international indicators and benchmarking : the practical perspective, concrete situation and opportunities

15.30 – 17.00 Group discussions (consecutive)
1. *Recruiting international students* (45 min)
Introduction followed by group discussion
2 *Use of software tools for internationalisation*
Introduction(s) followed by group discussion

19.30 - Dinner at Restaurant Foyer

Saturday 17 October

Venue : Het Pand

9.30 – 11.00 Internal SG business, Part I

- report on SG General Assembly meeting in Cluj (Anneroos Dijkhuis)
- possible new membership policy : criteria
- image of SG among outsiders
- EAIE conference Madrid
- Partner search results for EMECW and preferential partnerships
- Possible topics for SG workshops
- Use of Google Groups software
- Idea for a quick survey on intra SG mobility
- Communication around the work of the task forces
- (items can be added)



11.15-12.00 Internal SG Business, Part II
Discussion with John Tuppen, President of the Santander Group

12.00-12.30 Closing session

13.00-16.30 Lunch and cultural programme

EXTRA INFORMATION

Workshop 16/10/2009

International Indicators

Major changes are taking place in European Higher Education. Competition has risen significantly urging Higher Education Institutions (HEIs) to increase their attractiveness on the market and profile themselves much more significantly. Curricula need to be reformed in line with the Bologna Process and research has become very strategic. European HEIs are encouraged to become strong players in the European economy and the global knowledge society.

Quality is key to support all these developments and in this context, enhancing university performance and modernising university management must be on the agenda of all university leaders and decision-makers in. A clear understanding and transparency of modes of operations and processes with a view to improve them continuously is needed. Many HEIs are developing strategies to achieve these goals.

Although the key benefits of benchmarking are well-known, there is still a significant gap in the use of benchmarking practices in European HEIs. Indicators and benchmarks are needed by university leaders to make informed choices for strategic developments and support the competitiveness of HEIs on the international scene. Benchmarking is a powerful strategic tool to assist decision-makers to improve the quality and effectiveness of organisational processes.

Useful links :

<http://www.nuffic.nl/international-organizations/docs/mint-inkt/MINT-webtool-Users-Manual.pdf>

<http://www.nuffic.nl/international-organizations/services/quality-assurance-and-internationalization/mapping-internationalization-mint>

http://www.che-consult.de/downloads/How_to_measure_internationality_AP_92.pdf

<http://www.u-map.eu>

<http://www.nkaoko.kz/en/rating>

Concrete questions

5 discussion points among moving groups with chairpersons:

1. Opportunities – disadvantages of benchmarking



2. Level of mapping : Research – education
 Faculty – department – institution
3. Self-evaluation vs. ranking
4. Data gathering : objectivity of data, interpretation, how to agree on definitions
5. What are the priority international indicators that should be present at all times (various levels) ?

Discussion Groups 16/10/2009

1. Recruiting international students

Recruiting international students can vary from marketing your university with the aim of attracting international students in any way. You may rely on brochures, external agents, education fairs, networking fairs or set up collaboration schemes with partners that lead to exchanges and or degree students.

The idea of this interactive workshop is to explore the practices of the Santander Universities in terms of profiling themselves and recruitment.

Concrete questions

How do you profile your university in general?

Do you have a policy on international recruitment ?

Are you more concerned with quality or with quantity ?

Which kind of students do you want to attract?

Do you also attract students via the partners you cooperate with or networks? Is there a role for SG here ?

Do you use external agents ?

What do you think about Education Fairs such as EHEF ?

What about network fairs like NAFSA – EAIE....

What is the situation of tuition fees in your university ?

Do you use Erasmus Mundus Master Courses or Erasmus Mundus External Cooperation for branding purposes

What is the policy of your institution on these issues?

2. Use of software tools for internationalisation

The need for databases and software to keep track of student and (academic) staff exchanges, collaborations, projects, Erasmus bilateral contracts, institutional bilateral and consortium agreements and the figures related to them (e.g. for benchmarking) is very important in international relations offices.

Several dedicated software exists e.g. Move-On, SOP.

What are the issues involved and how can we learn from each other?



That is what this discussion will be about.

Concrete questions

Do you work with special software/databases to keep track of internationalisation e.g. Move-on, SOP

Are there special problems and/or opportunities?

Is your software part of the general student administration software of your university or part of it ?

Is this information restricted to Erasmus data ?

Do you use the software for statistics and/or the retrieval of key data that could be used for e.g. benchmarking?

Do you use it for partner search – International collaboration ?

Internal SB Business 17/10/2009

Annerooos : report GA + *executive committee*