

Theme B

The Role of Administrative Staff in Assisting Students with Difficulties



Title:

Counseling Services for International Students in KAIST, Korea

Kim Soohyun

Korea Advanced Institute of Science & Technology

Abstract

The number of international students in Korean universities has been increased. In order to help their successful adjustment and completion of study, counseling services for international students has become necessary. KAIST has provided professional English counseling services for international students since 2014 and has developed wonderful teamwork between Counseling Center, Stress Clinique, and International Scholars and Student Services (ISSS) Team. The presenter, as an International Student Advisor will present following issues; how KAIST run psycho-social support services and how ISSS helps international students who especially have psychological difficulties. Art therapy techniques has been used to facilitate the communication with counselees. How arts can help international students to express their feelings and thoughts without language barriers or resistance will be explained.

Counseling services for international students in Korean universities will be discussed as well. Recently, the Network of International Student Counselors (NISC) has been organized in Korea-wide. NISC has been developing the Scale for International Students in Korean Universities in Chines and English. And NISC has published the International Student Counseling Manual including the theories and practices of international student counseling. The mission, practice and experience of NISC will be shared.

CV

Kim, Soohyun, PhD. studied fine art and special education in Korea. Got master's degree in Creative Art Therapy from Drexel University in Philadelphia, US. Then completed doctoral degree in Child and Family Studies in Syracuse University in Syracuse, US. Have experience of teaching Early Childhood Education at Idaho State University in Pocatello, US. Now helping International students in KAIST, Korea as an International student advisor since 2014. Working as a member of International Student Counseling Network in Korea since 2015.

Using creative activities such as art, drawing, writing, etc. as a medium to conduct English counseling service. Also organizing diverse extra activities, such as culture classes and events, to provide cheap and convenient opportunities to help international students' stress reduction, socialization, exercise, and networking as a preventive intervention

How to help students with difficulties: Counseling Services for International Student in KAIST

International Student Counseling

ISC: International Student Counseling

Importance of ISC

- Academic achievement is directly related social adjustment and emotional condition.
- Difficulties due to the cultural, social, political, language differences (Park, Whang, & Jung, 2010).
- Systematic supports including emotional cares such as counseling are key to success.
- Successful adjustment of IS is directly related to the survival of Korean Universities.

Reality in Korea

- Lots of IS have adjusting difficulties, academic problems, and discrimination.
- They complain the lack of psycho-social support services such as counseling.
- IS counseling is new area for Korean counselors.
- Currently no systematic IS counseling has been established nor provided.
- No professional counselors of IS, no research, no manual, no educational or training programs for professional IS counselor.

Difficulties & Needs of IS

Academical/Adjusting

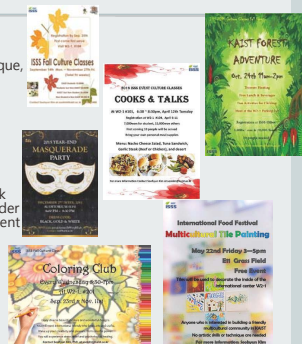
- Language barrier
- Team work with Korean Students (KS)
- Different teaching style
- Competing with KS
- Financial difficulties
- Housing issues
- Food differences
- Korean drinking culture
- Korean hierarchical culture: senior students, professors
- Sleeping, eating problems
- Addiction: game, alcohol
- Suicide

Social/Emotional/Cultural

- Making friends
- Social isolation
- Miscommunication with advisor
- Roommate conflict
- Discrimination/Prejudice
- Lack of knowledge of Korean laws, regulations, traditions
- Depression, anxiety, loneliness, anger, aggression
- Lack of social support, safety
- Previous problems from native country
- Romantic relationships
- Career development

Keys to Provide Effective Counseling

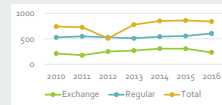
- Student-centered: Lunch session, Phone counseling
- Team Approach: Stress Clinic, KAIST Counseling Center, ISSS, Each Department
- Long-term Relationship: Continuous follow-up
- Advertisement: OT, Culture classes, Online, SNS, Various events, etc.
- Creative thinking: Don't stick to a traditional approach. Consider uniqueness and creativity of recent students. Organizing Culture Classes
- Continuous education of counselor: Professional development, Self-care for preventing burn-out



Statistics

International Student in KAIST

- Total 861 in 2016: 8% of KAIST
- From Vietnam, Pakistan, China, Indonesia, India, US, Europe, etc
- Goal is to reach 10% of IS eventually
- 33rd in terms of the number of IS among Korean Universities (2016).

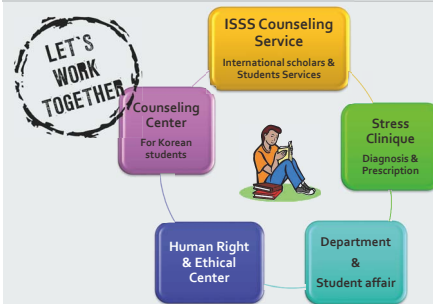


International student in KOREA

- Currently about 90,000 in KOREA.
- Rapid increase since 2003
- Korea needs more International students due to the decrease of Korean student population. Political trend towards internalization.
- From mainly china, Vietnam, Japan, Mongolia, Taiwan, etc.

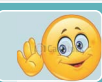


KAIST IS counseling system



ISSS Counseling Service for IS

IS: International Student



Traditional Counseling Services

- Individual Counseling: Face to face, One on one, Lunch meeting
- Group Counseling: Student Seminars, Support Groups, Community meeting
- Psychology tests: Personality test, Projective Drawing test, etc.



International Student Advising

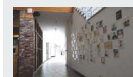
- Conflict Intervention among students, faculties, &/or departments
- Academic advising: How to study, how to contact with advisor, etc.
- Consult on Career Development



Culture Classes/ Events

- Regular Sports Classes to help physical health & reduce stress
- Artistic and Social events to facilitate positive social life
- Providing part time job opportunities for international students

KAIST Satisfaction Rate



Under	Grad	Exchange
71.8% Satisfied	74.3%	85%
I choose KAIST Expenses 77%	Reputation 77%	Reputation 78%
Quality 71%	Quality 75%	Quality 74%
Reputation 69%	Employment 35%	Quality 68%

	2015	2016
Overall Satisfaction	81% satisfied	75.9%
Quality of Education	75.3% satisfied	75.9%
Quality of Lecture	66.4% satisfied	66%
Quality of English Lectures	66.9% satisfied	70.4%
Enough number of English Lecture	75.3% yes	72.3%
I will choose KAIST again	87% yes	85%
I will recommend KAIST to others	77.2% yes	73.6%

Contact:

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Title:

A brief introduction to the services of NTHU incoming exchange students from Greater China

Lee-Wei Yang, Man-Hsi Kao

National Tsing Hua University.

Abstract

During each semester and summer term, approximately 380 students from the top universities of China, Macao and Hong Kong spend over four weeks or a semester participating NTHU exchange program. We are dedicated to providing all kinds of assistances for exchange students, supporting them to deal with perils of culture shock, academic learning and adapt to the new environment.

CV

Lee Wei Yang is the chief of Division of International Students of Office of Global Affairs, National Tsing Hua University. Also, he is an Associate Professor at Institute of Bioinformatics and Structural Biology, National Tsing Hua University, received his PhD degree in Molecular Genetics and Biochemistry from School of Medicine, University of Pittsburgh (2005) and his Post-doctoral training in University of Tokyo (2006-2009), La Jolla Bioengineering Institute and Department of Chemistry, Harvard University (2010-2011) before joining NTHU in 2011.

Man Hsi Kao is the program manager of Division of International Students of Office of Global Affairs, National Tsing Hua University. She is in charge of counseling services for incoming exchange students from China, Hong Kong & Macao, summer school program, outgoing exchange program to China, Hong Kong and Macao and NTHU short-term exchange program to China.

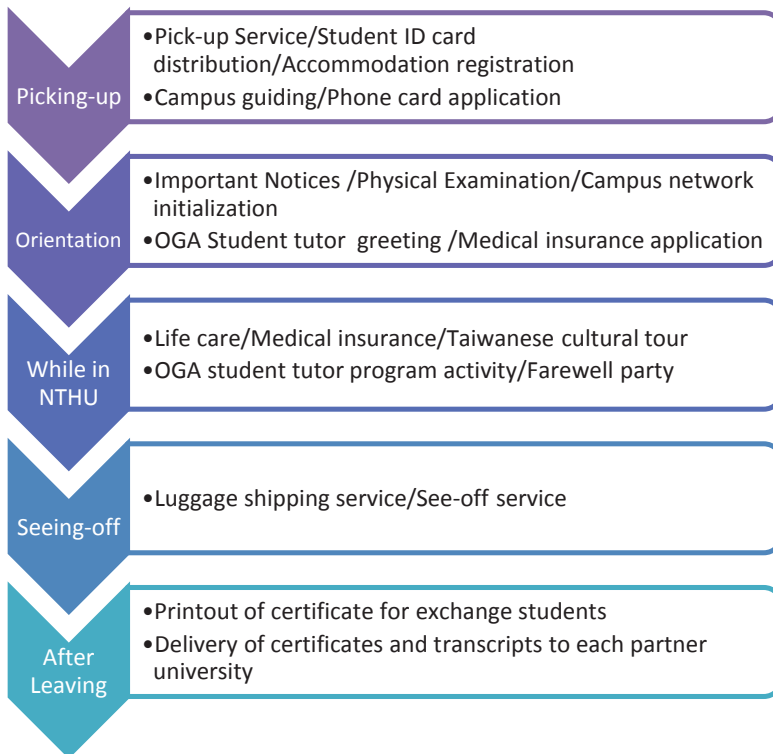
Introduction:

During each semester and summer term, approximately 380 students from the top universities of China, Macao and Hong Kong spend over four weeks or a semester participating NTHU exchange program. We are dedicated to providing all kinds of assistances for exchange students, supporting them to deal with perils of culture shock, academic learning and adapt to the new environment.

Before arrival:



After arrival:



Learning Resources

- Library-check out
- Center for teaching and learning development-Tutoring system
- NTHU Writing Center-Chinese and English Writing courses

Life Coaching

- Student Assistance division-Dorm life assistance
- Department-Tutor and Learning buddy
- Division of International Students Office of Global Affairs-OGA student tutor program

Title:

BETTER UNDERSTANDING, BETTER ASSISTING

LI SHUANG

FUDAN UNIVERSITY

Abstract

This report introduces the mechanisms and experiences of aiding students with difficulties at Fudan University at a time when China is experiencing a social restructuring and higher education reform.

First of all, it categorizes the students with difficulties: students from low social economic status, disabled students (physical and mental health problem), minority students, students who study abroad for the first time, students have problems to adapt to university life, students with low GPA, and students with difficulties in finding a job.

Next, the report introduces the administrative structure of student services at Fudan. Fudan adapts a centralized system, while Schools and departments have a relatively independent system. Examples of programs include financial aid, organized peers support activities, social engagement programs, special programs for students from different ethnic groups, psychological counseling programs. Both the university and the Schools/Departments conduct a variety of surveys to understand the needs of students. It also helps to analyze the difficulties of students case by case and on a deeper level.

Sharing the experience from universities overseas, Fudan is taking a more attentive look at the 90's groups, the LGBT students, and those students who are prone to drug and alcohol.

CV

Li Shuang is the Chief Student Affairs Officer in the School of Social Development and Public Policy (SSDPP) of Fudan University. Student Affairs Office at SSDPP has 3 full time staff and 14 part time staff. Student Affairs Office is responsible for 900 SSDPP students' well-being, personal development, academic achievement, internship program, career service and mental health. She holds Bachelor and Master Degree in Sociology from Fudan University (2007) and is now a Ph.D. candidate in Sociology at Fudan.

Li Shuang has over thirteen years of experience as student advisor at Fudan and she is an experienced project manager coordinating more than 20 sociological surveys in the areas of Youth Studies and Puberty Education. In 2006, she founded a NGO (Yuan Zhen Club), which is the oldest and also ranked top ranking student organization at Fudan. Lishuang has wide-ranging research interests in student affairs that center on the student's values and student's integration.

Better Understanding, Better Assisting

The Role of Administrative Staff in Assisting Students with Difficulties
Li Shuang, 2017.2.8



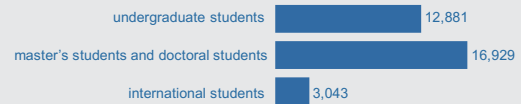
Numbers about Fudan students



32 schools and departments



16 affiliated hospitals



Students with difficulties in Fudan context

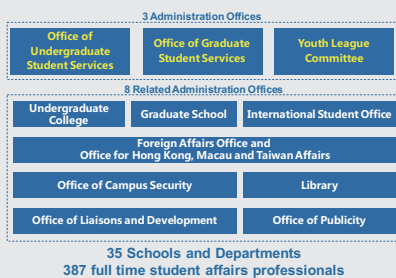


- Students from low social economic status
- Disabled students (physical and mental health problem)
- Minority students
- Students who study abroad for the first time
- Students have problems to adapt to university life
- Students with low GPA
- Students with difficulties in finding a job

Mission



Student affairs structure



Programs



- Financial aid**
 - ✓ Grants
 - ✓ a fee waiver
 - ✓ a work-study job
 - ✓ student loan
- Organized peers support activities**
 - ✓ psychological counseling & help
 - ✓ study groups
- Social engagement programs**
 - ✓ community services
 - ✓ on-campus services
 - ✓ underdeveloped area services

Programs



- Special programs for students from different ethnic groups**
 - ✓ Special scholarships
 - ✓ Intensive counseling
 - ✓ Cultural programs
- Psychological counseling programs**
 - ✓ Mental health education
 - ✓ One-on-one counseling
 - ✓ Crisis management

Understand students' needs



- University level**
 - Survey on the mindset of university students
 - Survey on the values of university students
- school level**
 - Survey on the first year experience at Fudan
 - Survey on the students from rural areas

Title:

Wonderful Experiences at Nanjing University

PU Lijie, XU Xin

Nanjing University

Abstract

Nanjing University (NJU) has set up comprehensive supportive system to assist international students living and studying at Nanjing University. It can be concluded in three words: network, journey, and unity (NJU). We provide great support for international students from university-level, school-level, and student-level. The experiences of international students at Nanjing University will be a journey of obtaining knowledge as well as an unforgettable experience to tasting Chinese culture and getting to know more about Chinese people. By creating good living and learning atmosphere on campus, we are committed to establishing strong partnership and friendship with universities around the world.

CV

Professor Pu Lijie is the Associate Vice President of Nanjing University and also a Professor in Physical Geography.

Professor Pu mainly involves in the teaching and research in the field of land resources and environment. He chaired and participated in over 30 provincial, ministerial, national and international projects, and achieved great research results. He was awarded the second Prize of Science and Technology Advancement Award by Chinese Academy of Sciences in 1992, first Prize of the Excellent Planning Award by the Ministry of Land and Resources of China. In the meanwhile, over 100 academic papers and 6 books have been published. He serves as the leading scientist for the discipline of "Land Use and Planning", a key discipline supported by Jiangsu Province, and for the National key discipline of "Physical Geography".

In 2001, he was awarded the Sixth National Youth Geographic Technology Award by the Geographical Society of China; in 2003, selected for the Program for Cross-century Excellent Talents of Ministry of Education; in 2004, awarded the title of Chinese Excellent Young Worker in Science and Technology by China Society of Natural Resources; in 2009, won the title of the First National Outstanding Worker in Geography Science and Technology.

Wonderful Experiences at Nanjing University (NJU)

Supportive System for International Students

- University Level:** Section for Student Exchange (Nomination System of Incoming Exchange Students): <http://stuex.nju.edu.cn/en/>
- School Level:** Intellectual support, coordinator for international affairs
- Student Level:** Buddy Program

Network

試探難徑 勤學致行

Journey at NJU: fruitful, joyous

- Academic: English & Chinese courses
- Cultural Activity & Excursions
- Buddy Program

English-Taught Courses:

- English-Taught Courses of 2019 Fall Semester
- The English-Taught Courses of 2019 Spring Semester
- English-Taught Courses for 2019 Spring Semester
- The US Road and China
- Exploring Nanjing
- Advanced English Lab
- Management Communication
- Advanced English Seminar

Our Rankings:

ESI Rankings of NJU

Several Famous Rankings of 2016:

2016 QS Rankings

試探難徑 勤學致行

Nomination System of Incoming Exchange Students

試探難徑 勤學致行

Cultural Activity & Excursions

(Chinese Traditional Cultural Activities)

試探難徑 勤學致行

Orientation Meeting

- At beginning of each semester
- Announced on the website and also email to the students

(Orientation Meeting 2016)

試探難徑 勤學致行

Buddy Program: We are more than friends!

Association of International Communication(AIC)
Students International Exchanges & Cooperation Association(SIECA)

Buddy WeChat Group

(Members from AIC & SIECA)

試探難徑 勤學致行

Guide Materials

試探難徑 勤學致行

Unity: Partnership & Friendship

- close links with more than 280 universities, working for more cooperation!

Incoming Students (past 5 years)

Region	Percentage
South America	1.12%
North America	9.96%
Oceania	5.47%
Asia	24.54%
Europe	58.91%

試探難徑 勤學致行

Title:

The Role of Administrative Staff in Assisting International Exchange Students and Difficulties

Nguyen Thi Vu Ha

Nguyen Bich Ha

Abstract

With the strategy of internationalization clearly described in the Development Cooperation Strategy of VNU University of Economics and Business (VNU-UEB) through 2025 vision to 2035, we focus on developing international exchange programs, which contributes to attract the international students to VNU-UEB every year. Each year, VNU-UEB attracts more than a hundred of international students to attend the exchange programs and study for one or two semesters. Thus, the role of administrative staff in coordinating and assisting students is very important to make the students feel like at their home. At VNU-UEB, the International Relations Officer will support the students mostly before the mobility, and when the students arrive, there will be the buddy system from faculty to support them. The buddy includes the local student and administrative staff/lecturer at faculty where students take courses. With the increasing number of inbound students, the administrative staff has to deal with certain difficulties, especially in developing the professional system and fixed team to support students.

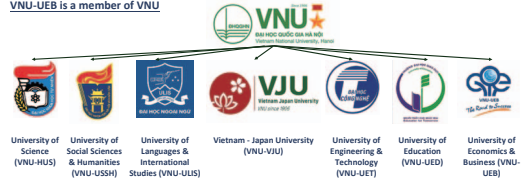
CV

Dr. Nguyen Thi Vu Ha is currently the Deputy Head of Office of Research and Partnership Development, VNU University of Economics and Business. Dr. Vu Ha received her PhD. in International Economics at VNU University of Economics and Business (2014).

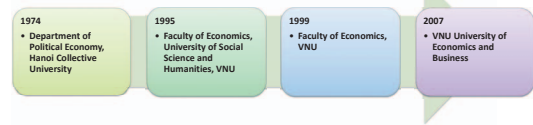
She is in charge of organizing conferences/workshops, international research projects and other activities related to scientific research of lecturers and students. Dr. Vu Ha has many years of experience in teaching, research and consultancy in the field of International Economics.



VNU-UEB is a member of VNU



VNU - UEB History



VNU-UEB Vision

To be come a research university, ranking among the leading universities of Asia in 2030

VNU-UEB Organizational Structure

Offices	Faculties/School	Centers/Institute
<ul style="list-style-type: none"> Office of Journal and Publishing Office of General Administration Office of Inspection and Legislation Office of Human Resources Office of Finance and Planning Office of Communication and Public Relations Office of Research and Partnership Development Office of Student Affairs Office of Academic Affairs 	<ul style="list-style-type: none"> School of Business Faculty of Finance and Banking Faculty of Development Economics Faculty of Political Economics Faculty of Accounting and Auditing Faculty of International Business and Economics Center for International Training and Education 	<ul style="list-style-type: none"> Vietnam Institute for Economic and Policy Research Center for Economic Development Studies Center for Business Administration Studies

VNU-UEB Student & Staff Numbers

259 lecturers	4,607 students
<ul style="list-style-type: none"> 91 permanent local lecturers 133 visiting local lecturers 35 visiting foreign lecturers 71% of lecturers are doctors, associate professors 55% lecturers can teach in English 	<ul style="list-style-type: none"> 2,125 Full-time Bachelor 1,337 Part-time Bachelor 1,117 Master 28 PhD 10,762 alumni

VNU - UEB: KEY INTERNATIONAL PARTNERS



VNU - UEB: COOPERATION ACTIVITIES: LOCAL AND INTERNATIONAL COLLABORATION INVOLVING STUDENTS



VNU - UEB: Current International Exchange Programs

Short term Exchange	Credit-Transfer Exchange with:
<ul style="list-style-type: none"> Global Partnership of Asian Colleges - GPAC including 8 universities from Asian countries Asian Art Festival hosted by UKM - The National University of Malaysia Summer School at Chiba University, Japan International Student Forum Short training at Yokohama National University Cultural exchange with Waseda University Average number of inbound student per year: 132 Average number of outbound student per year: 41 	<ul style="list-style-type: none"> Uppsala University, Sweden Rennes University, France Varna University of Management, Bulgaria Oita University, Japan Akita International University, Japan Universities in Asian University Networks (AUN) EU SHARE Mobility Programme Average number of inbound student per year: 10 Average number of outbound student per year: 5

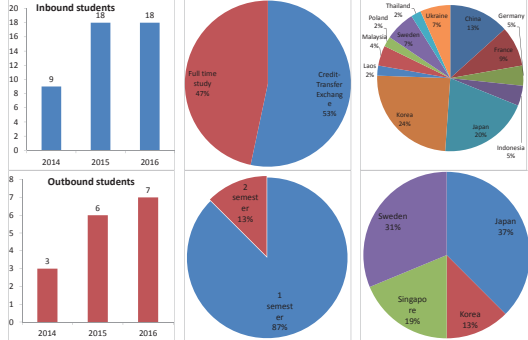


Main Roles of Administrative Staff in the International Affairs activities:

- Manage/Coordinate the international cooperation programs, including:**
 - Establishing and managing international joint training programs
 - Organize events including signing ceremonies, meetings, workshops, conferences
 - Coordinate the international scholar exchange programs: Make logistical arrangements for international lecturers, experts including visas, transportation and accommodation bookings...
 - Coordinate the student exchange programs: organize the program, assisting students in visa, accommodation, and other miscellaneous...
 - Assist lecturer and student on their abroad business trips
 - Develop other international cooperative activities
- Assistance for the International Students joining in the Exchange program:**
 - Pre-departure: provide information on courses, visa, accommodation, insurance...
 - Arrival: arrange airport pick-up and orientation
 - During exchange period: arrange one staff/student at faculty to support for the whole time of period
 - Departure: arrange airport see-off if needed
 - After exchange period: provide the transcripts in English



Some Facts & Figures relating to student exchange activities:



Difficulties in Assisting the International Students

- The overlap in the responsibility of administrative staff of Functional Office and the Faculty/School in managing/assisting student.
- The change in administrative staff at the Faculty/School, which result to the inexperience in International Coordination.
- The activities for international students is not developed in a system basis, just case by case
- The lack of financial support for students



Further information: <http://www.ueb.vnu.edu.vn>; <http://www.ueb.edu.vn>

Title:

DIFFICULTY RISK REDUCTION MANAGEMENT: UPD's Protocols and Programs for Mitigating Difficulties of International Mobility Students

NOELLE CAMILLA R. RIVERA¹

JEFFREY C. ABELLON²

¹ International Programs Officer & Head of Teaching and Learning Section

² International Programs Officer & Head of Research, Creative, and Extension Works Section
Office of International Linkages Diliman, UNIVERSITY OF THE PHILIPPINES DILIMAN

Abstract

The University of the Philippines Diliman (UPD) is the flagship campus of the University of the Philippines System – the sole national university in the country. With the recent shift in academic calendar schedule, as well as the official creation of the Office of International Linkages (OIL) Diliman – an office dedicated solely for overseeing various internationalization activities of UPD, creation of support programs and university policy reviews have been implemented to further strengthen internationalization efforts. In effect, there was a notable increase in the number of UPD's international engagements. In particular, the number of students participating in international mobility programs have doubled. However, while there are already existing systems in place for the smooth implementation of these mobility programs, some students encountering difficulties are still inevitable.

This poster will present protocols and programs implemented by OIL Diliman to address the difficulties that students risk encountering during their international mobility programs. The protocols and programs implemented are presented using the PPRR (prevention & mitigation, preparedness, response, recovery) model adapted from the field of Disaster and Risk Reduction Management. Similar to natural disasters, difficulties faced by students during their study abroad may not be totally prevented. Instead, several measures may be undertaken in order to mitigate, if not prevent these difficulties from re-occurring in the future. It is the role of international offices (IOs) to make sure that there are protocols and procedures in place for addressing the difficulties to ensure that the well-being of the student will not be jeopardized. IOs must continuously learn from each problem encountered and improve protocols to better address similar issues in the future. Improvements may take the form of support programs (e.g. for students, faculty, staff), updating of administrative policies, etc. As the process is cyclical, much emphasis is placed on the regular updating of an operations manual, the key reference material of IOs in ensuring continuity and optimum implementation of support programs and services.

CV

Noelle Rivera joined the University of the Philippines Diliman (UPD) Office of International Linkages Diliman (OIL Diliman) in 2012 right after she graduated from the same institution with a Bachelor of Arts degree in Public Administration. She currently heads the Teaching and Learning section of OIL Diliman, and her responsibilities include organizing and coordinating visits of international visitors and delegations, organizing and overseeing internationalization-related events, activities, and programs (e.g. roundtable discussions, symposia, international receptions), writing UPD internationalization reports, reviewing internationalization-related university policies and formulating policy revisions, and reviewing and facilitating signing of Academic Cooperation Agreements with international institutions, among others. She also currently serves as part of the Secretariat of the following: 1) Faculty and Staff International Mobility Committee, 2) Philippine Studies Short-term Extramural Program for International Students, and 3) University Teaching Course on Managing International Diversity (a seminar for faculty members). Before she became the head of the Teaching and Learning Section, she served as coordinator of the inbound and outbound student exchange programs of UPD for two years.

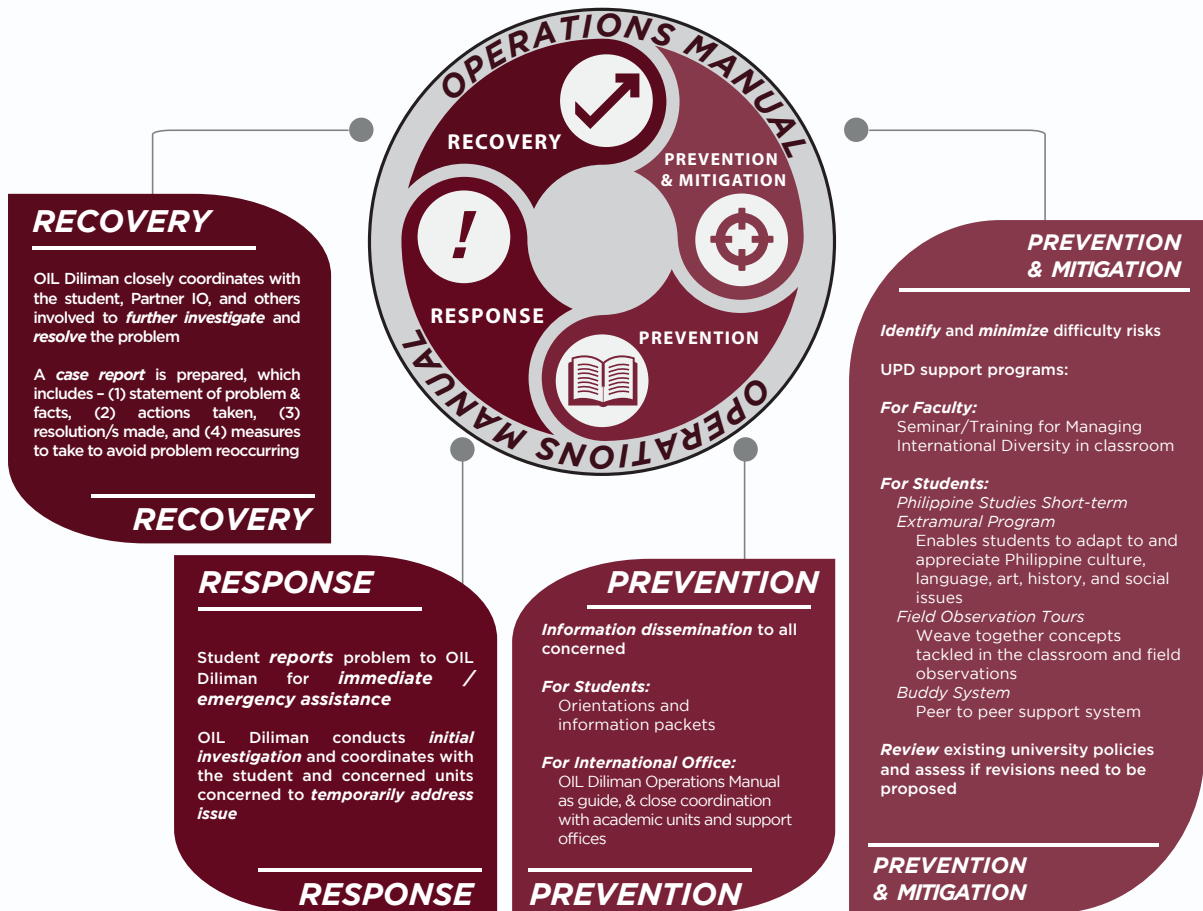
DIFFICULTY RISK REDUCTION MANAGEMENT

UPD's Protocols and Programs for Mitigating Difficulties of International Mobility Students



AUTHORS:
NOELLE CAMILLA R. RIVERA
JEFFREY C. ABELLON
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AFFILIATION:
Office of International Linkages Diliman,
Office of the Vice-Chancellor for Academic Affairs
UNIVERSITY OF THE PHILIPPINES DILIMAN



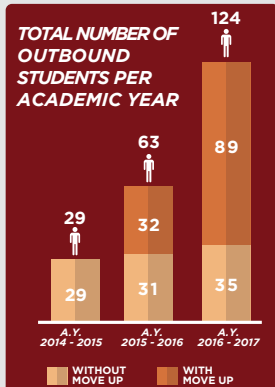
IT'S INTERESTING TO NOTE THAT...

Starting 2015, UP's financial assistance program enabled more UPD students to participate in international mobility programs

MOVE UP SCHOLARSHIP

UP'S MOBILITY FOR VIGOR AND EXCELLENCE

A merit-based scholarship for UP students to enable them to take courses and sandwich research work in international HEIs, with a goal to produce more world-competent and well-prepared graduates, thereby providing future manpower in areas needed by the country.



ABSTRACT

Similar to natural disasters, difficulties faced by students and faculty during their international mobility programs may not be totally prevented. OIL Diliman addresses these difficulties using the PPRR (prevention & mitigation, preparedness, response, recovery) model adapted from the field of Disaster and Risk Reduction Management. International Offices (IOs) should ensure that there are protocols and procedures in place for addressing these difficulties. Protocols must be continuously improved based on past experiences to better address similar issues in the future. Much emphasis is placed on the regular updating of an operations manual, the key reference material of the IOs in ensuring continuity and optimum implementation of support programs and services.

THE 12TH UNIVERSITY ADMINISTRATORS WORKSHOP

February 7-8, 2017 | International Conference Hall, Kyoto University Clock Tower

Theme Building Sustainable Relationships: Developing and Maintaining Effective Internal and External Communication

Sub-theme The Role of Administrative Staff in Assisting Students with Difficulties



UP DILIMAN : www.upd.edu.ph
OIL DILIMAN : www.up.edu.ph
(soft launch)

Title:

Learning environment to ensure reasonable accommodation is provided to university students with disabilities

Chisato NIU

Student Affairs Planning Division, Student Affairs Department, Kyushu University

Abstract

The number of students with disabilities is increasing recently. In Japan, around 21,000 students with disabilities are learning in higher education institutions. Especially, the number of students with developmental disorders is rising.

Japan signed the UN Convention on the Rights of Persons with Disabilities in 2007, and in order to align domestic laws with the Convention, Act on the Elimination of Discrimination against Persons with Disabilities took effect in 2016. That means any organization must not discriminate people with disabilities and must ensure that reasonable accommodation is provided to persons with disabilities. Then, what is 'reasonable accommodation' ?

Article 2 of the Convention defines some of the key terms including 'reasonable accommodation'. According to the Convention, "reasonable accommodation means necessary and appropriate modification and adjustment not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms" .

Kyushu University seeks to respect the rights of people with disabilities and eliminate any social barriers by offering various services. Some examples of our university's efforts are presented in one of the poster sessions.

CV

<Work Experience>

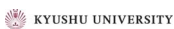
From Aug. 2013 to present

Administrator, Student Affairs Planning Division, Student Affairs Department, Kyushu University

Chisato Niu joined Kyushu University in 2013, and since then she has worked for Student Affairs Department. Her Division is responsible for management of external fund projects (mainly educational projects funded by the Japanese government). She helps make projects run smoothly while achieving project objectives such as schedule, budget, and staff allocation.

Learning environment to ensure reasonable accommodation is provided to university students with disabilities

Chisato NIU
Student Affairs Department, Student Affairs Planning Division, Kyushu University



1 Background

Signed Convention on the Rights of Persons with Disabilities in 2007

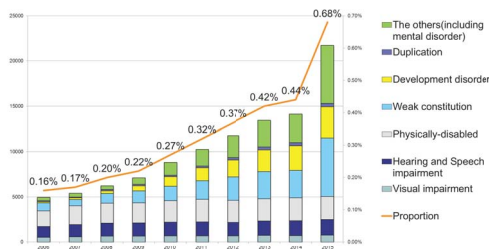
Enforced Disability Discrimination Act domestically in 2016

Universities must provide support based on "Reasonable accommodation"

Necessary and appropriate modification and adjustment **not imposing a disproportionate or undue burden**, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms



2 The number of students with disabilities in Japan

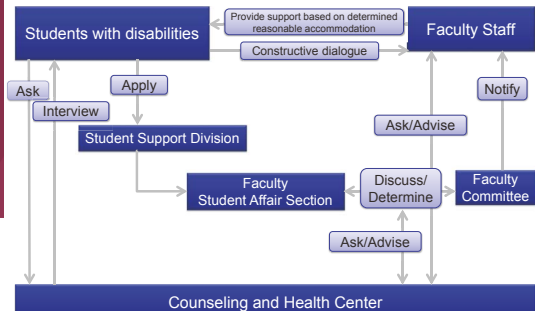


3 Kyushu University activities

- Construction of a university-wide system for determining the specific details of reasonable accommodation
- Ensure learning and working opportunities
- Networks of internal and external partnerships
- Development of barrier-free facilities
- Personal support
- Human resource development in a society based on global coexistence
- Awareness activities and Awareness surveys



4 The process of determining the specific details of reasonable accommodation



5 Case 1 – With developmental disorder (Excessively nervous and sensitive)

- Extend the course term
- Adjust air-conditioning during the classes
- Support the absent class
- Inform important information directly(not only orally but also visually etc.)
- Secure the aisle seats at the exams



6 Case 2 – With limb deficiencies

- Permit to take the classes along with a hired helper
- Permit to use a bookrest
- Permit to typewrite lying during the classes which need to use PC
- Use lecture papers simplex printed
- Student Supporters assistance for the experiments



7 Issues

- To improve all staff members' understanding of the creation of barrier free environment
- To inform students thoroughly to provide all students who need support
- To cooperate with high schools closely

