

Mission

Keep our international students and their welfare, success and safety at the center of everything we do by applying this simple question - **how is this helping our students?**

Vision

Offer comprehensive services and support specifically tailored to the personal and career needs of international students.

Values



Collaboration

- » Ensure departments, schools and partners communicate effectively so that efforts are aligned.
- » Support each other and listen to our students' voices and community partners.



Equity, Diversity & Inclusion

- » Promote a global perspective where respect, understanding and inclusion are central to our actions.
- » Strive to eliminate systematic barriers and foster a culture of openness.



Wellness

- » Help international students be physically, mentally and spiritually healthy.
- » Inform, educate and assist international students about keeping safe in our communities.



Innovation

- » Seek better ways, methods and processes to support and service international students.
- » Utilize evidence based research, assessment and student feedback to enhance the international student experience.

Guiding Principles & Service Standards That Create Student Success



Responsive

Student receives response
in a timely manner.

*Within 48 hours (72 hours
if weekends involved).*



Accessible

Student accesses support when,
where and how they want it.

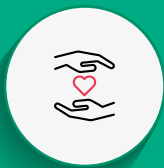
*In person, virtual, email,
social media.*



Engaged

Campus activities and college
communication is meaningful
and inclusive.

4-6 events posted weekly.



Caring

College makes a positive and
purposeful effort to help Student
achieve their goals.

Key Performance Indicators (KPI).



Equitable

Student is treated fairly and equally
based on policies and standards that
protect integrity of their credential.

Effective Student Policies.

Access Points to International Student Support Services



1 Arrival

Pre-Arrival - 1st semester

Pre-Departure Webinars Pre-Arrival Orientation Academic Success Modules Post-Arrival Orientation

City Transportation Health Insurance Housing Temporary Accommodation Airport Pickup Keeping Safe Course Student Safety

2 Adaptation

1st - 3rd semester

Mental Health & Wellness Budgeting & Financial Health On and Off-Campus Employment Visa & Permit Advice Academic Advising

Co-Curricular Engagement Food Services Student Council Student Activities Career Services Peer Mentoring Tutoring Library Services Personal Counselling

3 Enhanced Career

4th semester and post-graduation

Co-op and WIL Services Convocation Post Graduate Support & Services