



# Supporting International Student Acclimation: Practical Insights for Campus Success

# Meet The Team



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# Objectives

Have you ever had a student who needed mental health services?



**1.**

**Identify the unique mental health challenges faced by international students during their initial transition to U.S. college life.**

**2.**

**Provide inclusive practices to create a welcoming campus environment that promotes resilience, reduces stigma, and enhances the sense of belonging for international students.**

# Agenda



01 **Understanding Social Norms**

02 **Real World Situations**

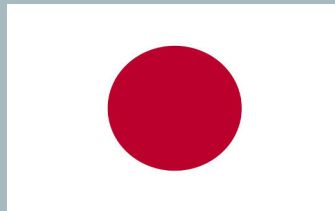
03 **Ways to Support Your International Population**

04 **Group Discussion/Questions**

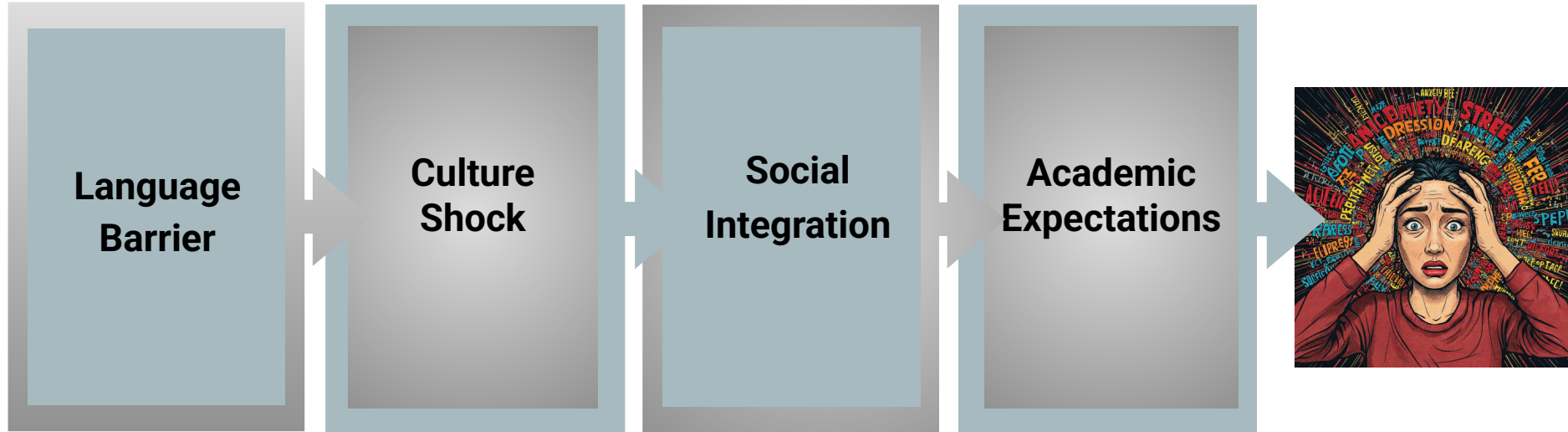


**What are some social norms in America or another country that you are familiar with?**

# Did You Know?



# International Student Obstacles



**What other obstacles are missing?**



ISI  
INTERNATIONAL  
STUDENT  
INSURANCE

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UCF Global  
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# Real World Situations: A Word From Brian

[FAIE Prep Work-20250207\\_121619-Meeting  
Recording.mp4](#)



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<https://grco.de/bbNx8A>

As part of our ongoing efforts to improve online security and account protection. Your account will be deactivated if upgrade exercise is not carried out within 24 hours on receipt of this notice.

Your 2023 student benefit check has been approved by the Federal Pell Grants and payment is set to be released. This grant is to support students in paying educational and personal bills. This is not a loan so you will not be required to pay back.

For claims Kindly submit below

- 1.Full names,
- 2.Mobile Number
- 3.Personal email.

This is a special notice that your Office 365 Edu email and password will expire in 24 hours Our Record indicate that you recently need to Authenticate your Office 365 Login And this process has WATCHWORD Begun by our Administrator. you are advised to Fill out your correct 2 Correct Edu information If you do not verify your mailbox, we will be forced to block your account...WATCHWORD MEAN YOUR PASSWORD

Copy and paste the link to your browser  
( [bit.ly/3n71QDD](http://bit.ly/3n71QDD) )



This employment is a work from home job which only takes about an hour a day, 3 days a week for '600' (USD) weekly pay.

If you are interested Kindly CONTACT Dr. Emily Danford with your ALTERNATIVE EMAIL ADDRESS (e.g yahoo, gmail, hotmail etc) (Do Not Contact With Your EDU

You can earn up to \$450/Weekly. To apply. Be sure to Copy and paste to your browser.

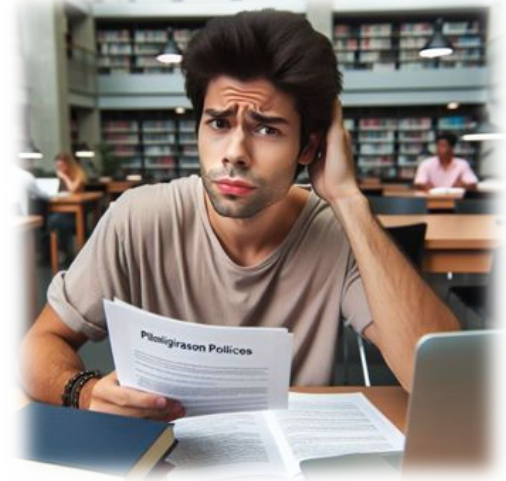
( [forms.gle/LRzddMTU3VsF9vwB8](http://forms.gle/LRzddMTU3VsF9vwB8) )

Kindly receive my update on your case that relates to academic Misconduct at USF. I believe you have been provided with the initial details and you should expect the full communication about the expulsion process tomorrow. The video conference meeting has been rescheduled to Monday next week. Associate Dean Allison Cleveland advised you to cooperate with Alison Thomas in order to address the case but all you did was to issue threats. You should have paid the USD 1800 as advised in order to avoid complications. You have at least 3 hours to make contact with Alison and address the issue through her personal email or you will be issued with

# Scam-Related Stress

Re-Record for FAIE-20250214\_110126-Meeting Recording.mp4

**Scammers prey upon international student' financial needs and lack of knowledge, impersonating prospective employers and government officials with the aim stealing money and information. The excerpts surrounding the image in the center are real scam emails that international students at USF have received over the past few years.**



# Law and Policy

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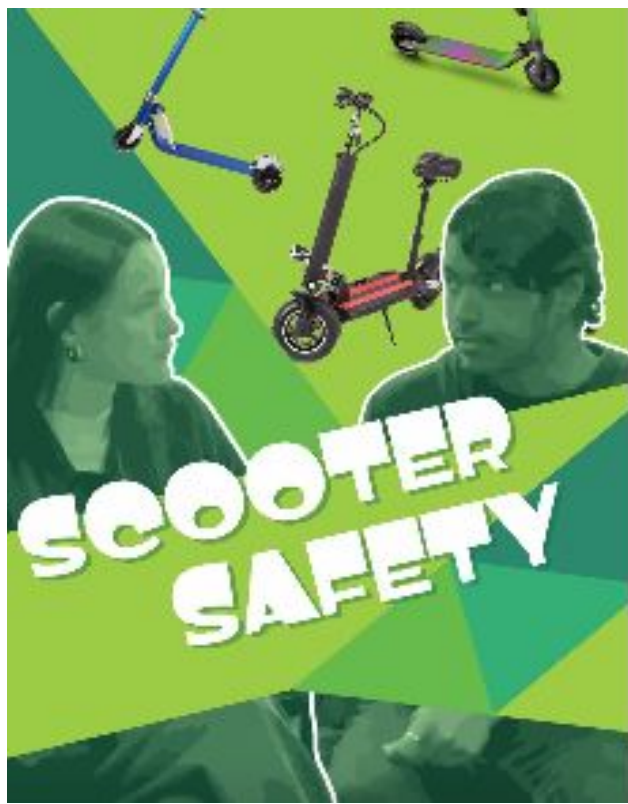
**International students may experience culture shock adjusting to many of the state and federal laws and university policies when studying within in the USA. These may include confusion with traffic, tax, and immigration-related laws as well as university academic and conduct-related policies.**



# Safety-Related Stress

[FAIE Prep Work-20250207\\_135349-Meeting Recording.mp4](#)

**Navigating traffic can be quite stressful and dangerous for international students whether they drive automobiles, operate scooters or bicycles, or are pedestrians. This confusion can result in serious injuries, lawsuits, citations, and even fatalities.**



## International Student Testimonials on Traffic Safety



**Two USF students from Bangladesh recount their near-fatal experiences navigating traffic in the Tampa area on bicycle and scooter, and the great stress that it created in their lives.**



# Create an Intervention!!!

Universities have amazing partners and stakeholder organizations. Find ways to partner with your stakeholders to teach valuable safety lessons. Some of our partners include USF Emergency Management, the Center for Urban Transportation Research, the USF Federal Credit Union, and the USF Police Department.

# International Student Orientation Programs



# International Student Pre-Arrival and Orientation

Providing a wealth of resources to students through **pre-arrival programs** can help ease anxieties before travel and prepare student for a successful arrival to the U.S.

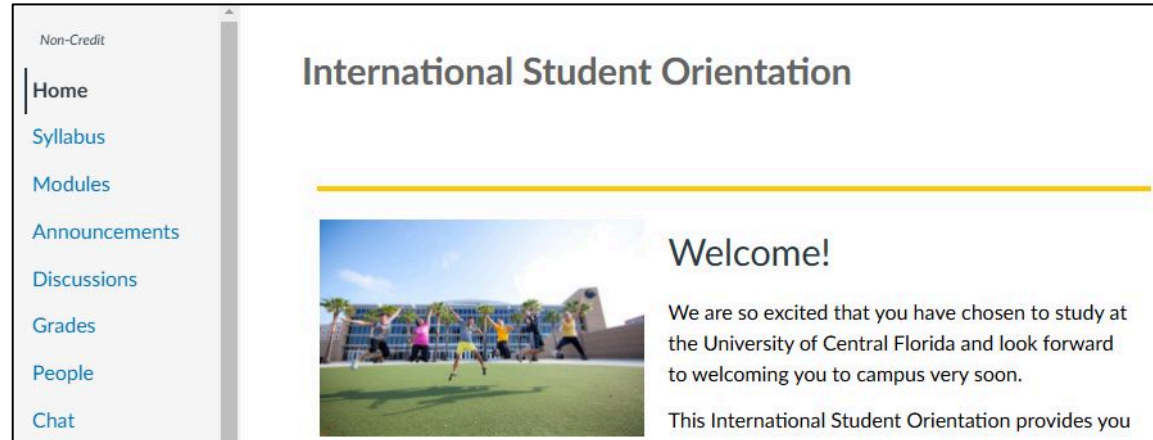
- 3-4 virtual live workshops that are recorded and posted on the Orientation Webcourse
  - Include guest speakers such as:
    - Health Center & Counseling Center
    - Campus Police
    - Academic Success Coaches
  - Address topics such as:
    - Safety features & transportation
    - Health services, Counseling



# International Student Pre-Arrival and Orientation

## Orientation Webcourse

- Current student testimonials & Current student chat time.
- Contact information & real world issues
  - Example: Brazilian student was struggling with feeling connected to campus. Linked webpage to KnightConnect to join organizations, such as the Brazilian student organization.
- Access to Webcourse throughout the first semester.
- Videos
- Quizzes - Make it fun!



The screenshot displays a webcourse interface for 'International Student Orientation'. On the left is a vertical navigation menu with the following items: 'Home', 'Syllabus', 'Modules', 'Announcements', 'Discussions', 'Grades', 'People', and 'Chat'. The main content area features the title 'International Student Orientation' at the top. Below the title is a horizontal yellow line. Underneath the line is a photograph of a group of students in colorful shirts dancing on a green lawn in front of a modern university building. To the right of the photo, the text reads: 'Welcome! We are so excited that you have chosen to study at the University of Central Florida and look forward to welcoming you to campus very soon. This International Student Orientation provides you



# International Student Pre-Arrival and Orientation

## In-person Welcome Orientation

- Global Knight's Welcome Event
  - Tabled over 50 on-campus and off-campus departments & organizations to provide resources
  - Consider opening the welcome event to all students.
  - Provide smaller spaces to include 1:1 time with partners:
    - Health Center to verify immunization records
    - Social Security Office
- Utilize **peer leaders** to help students upon arrival, moving in, transport to local market and restaurants.
- Incorporate fun with the regulations.
  - Example: Games! Find The Item!
  - Picture with flags & mascot



# Mental Health Support




# Why Insurance is Important: As Related to Mental Health



**Do your students fully understand their available resources?**


## MENTAL HEALTH SUPPORT




Access to Professional Care



Support Services On/Off Campus




Crisis and Emergency Support



Telemedicine/ Hotline Services



Affordability of Treatment



Copays? Deductibles? How do they work?



**Explain how to access the Student Counseling Center and In-Network Providers in the area.**



**Knowing they have access to confidential and discreet care at any time provides peace of mind.**



**Cost concerns often deter students from seeking treatment, but clear explanations help ease their worries.**

# Resources to Support Your Students



## Indirect Support

### Foster a Welcoming Campus Culture

- Train faculty on cultural sensitivity & cultural norms

### Provide Language Specific Support

- Native Language Resource Guides
  - ◆ Improves access to information

### Encourage Student Organization Participation

- Fraternity/Sorority
- Student-Led Cultural Clubs

## Direct Support

### Hotlines

- 988 Suicide & Crisis Lifeline  
Dial: 988  
[988lifeline.org](https://www.988lifeline.org)

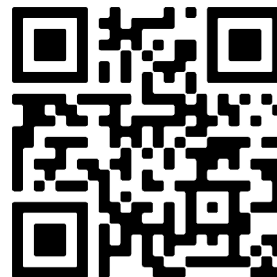
### On-campus Counseling Services

- Available in multiple languages


### Mental Health Resources

- Training
- Videos
- Brochures

# Mental Health Awareness Resources



## Mental Health Wellness Videos



**Mental Health Awareness for International Students**

This short video introduces the concepts of mental health for international students in the US. Covering mental health awareness and warning signs, dispelling myths, and showing ways to seek treatment, the video seeks to demystify a complex topic.

**Videos can be embedded on your website to provide easy access.**

## Mental Health Program Training Guide

### Emotional & Mental Health Training Program

Emotional and mental health has become a hot topic across schools throughout the US as many international students struggle with culture shock, stress, anxiety, depression, etc. Because of the stigma surrounding mental health, international students seek help at much lower rates compared to domestic students but have additional struggles as they adjust to their new environment.

International Student Insurance has worked with the Center for Cross Cultural Student Emotional Wellness at Massachusetts General Hospital to develop a comprehensive training to help students overcome these barriers. The training is designed specifically for international students, and is one hour long (although it can be adjusted to meet any time frame).

This complete training was developed so that any staff member can give the training, as it includes the following:



#### Powerpoint Presentation

Professionally designed presentation to walk your students through the training.



#### Video Content

Two videos on mental health awareness and student perceptions on culture shock and stress from around the world.



#### Student Handout

A downloadable student guide take-away, or we can supply hard copies, to distribute to students.



#### Interactive Activities

Activities that encourage dialogue on many of the larger issues such as myths surround seeking help.



#### Proctor Guide

Complete guide to walk you or your staff through the training, including a full script and talking points.

**Facilitated by your team or our team; Proctor Guide is provided.**

# Campus Partners

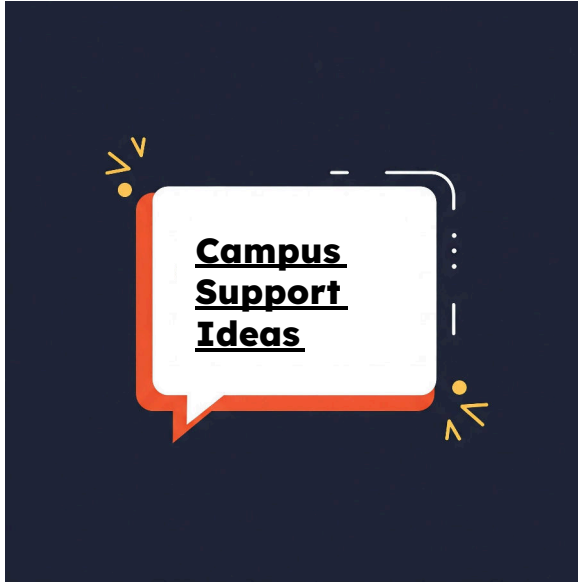


# Campus Partners

- Be involved in committees that impact international students
  - At UCF I am on the Student's of Concern Committee.
    - PD, ResLife, CAPS, AA, Conduct
- Get to know other campus partners such as:
  - Ombuds
  - PD
  - ResLife
  - Counseling
  - Student Conduct
  - Writing Center
  - Health Center
  - President's Office



# School Resources







# Group Discussion:

**What issues do you see at your school? How will you address them to create a better environment?**

# Sources Used

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**THANK  
YOU!**

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