

The Inspiration of the International Student Management Service Mechanism of the University of Alberta to Universities in China - Taking China University of Geosciences (Beijing) as an example

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Abstract. As the window of China's education opens to the outside world and the boost of "double first-class" construction, how to strengthen the construction of management and service mechanism of education for students studying in China is an important issue facing the management workers of education for students studying in China. China University of Geosciences (Beijing) has made certain achievements by adopting the convergent management mode for education for students studying in China, but there are still some problems in the standardized process, departmental coordination, staff quality and information network level. The University of Alberta in Canada provides services for international students, and the time dimension covers four stages before arrival, when coming to the university, during study and after graduation, and the service team is specialized and student-oriented, and the successful experience achieved has great significance for the international study management services of Chinese universities, and Chinese universities can improve the service concept, improve the service quality, strengthen the team construction, form the service cooperation, enhance the Chinese universities, and can promote the connotative development of education for students studying in China by improving service concept, improving service quality, strengthening team building, forming service cooperation, improving service level, and doing a good job of alumni.

Keywords: University of Alberta, International Students, International Student Services, China University of Geosciences (Beijing).

Management and service of education for students coming to China

It is an important way to enhance China's soft power and international influence, a powerful embodiment of internationalization and a booster for the construction of "double first-class". In the past ten years, education for students coming to China has achieved a leap-forward development. In order to implement the National Medium and Long-term Education Reform and Development Plan

(2010-2020), the Ministry of Education formulated the Plan for Studying in China in September 2010, and the primary task is "by 2020, the number of foreign students studying in mainland universities, primary and secondary schools will reach 500,000, including 150,000 international students receiving higher academic education. The top priority of the Plan is "to reach 500,000 foreign students in mainland universities, primary and secondary schools by 2020, including 150,000 international students receiving higher education." According to the data of the Ministry of

Education, the total number of foreign students in China in 2010 was 265,000, and the number of academic students was 107,000; the total number of foreign students in China reached 510,000 in 2019, reaching the scale set in the Plan for Studying in China ahead of schedule.

In 2018, General Secretary Xi pointed out in his speech at the National Education Conference that "it is necessary to build a more internationally competitive education for studying abroad", which fully affirms the cause of education for studying in China and at the same time points out the direction for the work of education for studying in China and puts forward higher hopes and requirements for education for studying in China. 2020 epidemic period, Xi The letter of the General Secretary to all Pakistani students of the University of Science and Technology Beijing expressed even more expectations for the cause of study in China in our country. Under the new situation that the state attaches great importance to the education for students in China which is booming, how to strengthen the construction of the management and service mechanism of education for students in China is an important issue for the education management workers of education for students in China (Zhou, 2002).

Overview of Study in China at China University of Geosciences (Beijing)

The scale of international students in China is expanding year by year and the level is gradually increasing. The University has formed a multi-level training system of undergraduate, master's and doctoral degrees, and 90% of the international students come from developing countries, which have a greater demand for exploration, openness and research in geology, resources and environment, which is highly compatible with the University's disciplinary advantages, schooling characteristics and development status. This is highly compatible with the disciplinary advantages, characteristics and development status of the university. "During the 13th Five-Year Plan period, 211 international students have been trained in China, and the percentage of graduate students is 60%. Through offering special courses in Chinese for geology majors, actively promoting English lectures, organizing regular symposiums for international students, and publicizing typical cases of outstanding international students, we encourage them to set higher goals and strive for more progress, and cultivate people who know and love China (Huang et al., 2023).

Management and Service Model of International Students of China University of Geosciences (Beijing)

The International Students Office is under the Office of International Cooperation and Exchange, and it is the department responsible for the management and service of international students in China. The main responsibilities of the International Students Office include: enrollment, admission, registration, education, cultural

activities, handling of emergencies, reporting of various data, production of student certificates, issuance of certificates of completion and graduation, issuance of degree certificates for undergraduates, registration of academic registrations for academic students; completion of the recruitment of scholarship students by the China Scholarship Council; annual evaluation of scholarship students and issuance of scholarships. It is also responsible for language training, teaching language and culture courses of academic students and HSK examinations, and coordinating with other related departments to carry out their work.

Besides the International Students Office, some other departments of the university are involved in the management and service of international students. Graduate School is responsible for the examination of the qualification for graduation, issuance of graduate degree certificates and degree registration. Academic Affairs Office is responsible for the course selection and cultivation of undergraduate students. Finance Office is responsible for the collection of tuition and accommodation fees for self-financing students. Logistics Group is responsible for the logistics service of international students' dormitory. Colleges are responsible for the professional courses and cultivation of international students.

Problems and Solutions in Management Services

The International Students Office of China University of Geosciences (Beijing) has played a great role in the stage when the scale of international students was not large, and it can provide effective management and services for international students in China by concentrating on human and material resources as well. As the scale and level of international students are expanding year by year, the previous division of labor and management service mode can no longer meet the needs of the development of international students in the new situation, and the new era has put forward higher requirements for the work of international students in universities.

At the beginning of 2023, the International Students Office of China University of Geosciences (Beijing) visited 16 international students' cultivation units of the university and summarized more than 30 opinions and suggestions on the management and service of international students, which are summarized as follows;

(1) There is a relative lack of full-time international students' management cadres in colleges and cultivation units, and the international vision, cross-cultural communication ability and language ability of management cadres need to be improved, and counselor positions should be established as required.

(2) The process of international student enrollment management should be clarified. At present, the service channels provided by the university are not very smooth,

and it takes a long time and many departments to coordinate a simple task.

(3) International student volunteers play a big role in students' study and life, but it is not institutionalized and standardized.

(4) The functional departments of the university lack a comprehensive understanding of the work of studying in China. There are limitations in the communication skills for policy grasp and language, and there are management barriers between departments. The information communication between the departments and the training units should be strengthened.

(5) The level of information network of the university needs to be improved. There is a need to improve the operability of the website, the use of passport registration and the interface between Chinese and English for international students.

(6) There is still room for alumni work, and alumni-related activities can be more colorful.

University of Alberta International Student Management Services Experience

Founded in 1908, the University of Alberta (UA) is one of Canada's leading research universities, ranked in the top five in Canada and 110th in the 2023 QS World University Rankings. The university has five campuses and 18 colleges. The University of Alberta has more than 700 agreements on teaching, research and student mobility with government departments, organizations and institutions of higher learning in nearly 100 countries around the world. According to the University of Alberta website, in the academic year 2021- 2022, the university has more than 40,000 students, including more than 8,000 international students from 155 countries and regions, and in 2013 became the world's largest recipient of China Scholarship Council (CSC) that funded students and scholars (<https://www.ualberta.ca/>).

In addition to the University's high international ranking, high teaching quality, strong research power and relatively low tuition fees, the comprehensive, meticulous and thoughtful services provided by the University of Alberta to international students are also a factor that should not be overlooked.

Time dimension of the services provided by the University of Alberta for international students

The services provided by the University of Alberta to students, especially international students, cover the period from application to admission, to arrival, to study, to graduation, and to after graduation, in a variety of forms and contents (Shen, 2017) (Table 1).

Services provided to students by various departments and groups at the University of Alberta

The University of Alberta has various departments and groups that provide services to students in accordance

with their respective areas of responsibility. The "One Stop Shop" is located in the University Centre Administration Building and is a centralized location for all student services.

Student Services

The Student Affairs Office at the University of Alberta is responsible for the management of student affairs, and is specialized and focused on student affairs, including psychological counseling, emergencies, sexual assault protection, health services, insurance, career planning, grievances, support and scholarships, liaison with student government and student groups, and Aboriginal affairs, which includes almost all non-academic student affairs.

Student Union

Student Union services include: orientation week organization and planning, conducting activities, peer support, career help, grants and scholarships, academic help, and providing space for students to help them relax and socialize, as well as representing students' interests and reflecting various student demands to the university. The Student Union is available to help students whether they have problems in their studies or in their lives.

Information System for Student Service Management

The information system for student service management is rich in content, covering basically all aspects from students applying to schools, inquiring about system information, enrolling and registering, orientation arrangements, payment of fees to graduation, helping students save time and improve efficiency.

Library and Academic Affairs: The Library and Academic Affairs Office support students academically.

Alumni Association: The Alumni Association of the university actively contacts graduates, establishes an alumni network, maintains contact throughout the year, and pushes out the latest information on alumni activities for alumni (Lv, 2018).

International Department

In addition to the international students at the University of Alberta enjoying the same on-campus services as local Canadian students, the International Department is dedicated to providing international students with a variety of thoughtful and detailed services aimed at enhancing communication between international students and their home students, integrating into the local culture as soon

Table 1. University of Alberta services for international students (on the time dimension).

Stage	Time	Student behavior	UA behavior
Pre-arrival	Before submitting the applications		Admissions Promotion
	When submit the applications	Students have access to information on scholarship applications, on-campus housing applications and visa applications with their campus computer accounts.	UA provides students with an email address with the UA domain name (@ualberta.ca) and Campus Computer Identification.
	When official acceptance letter mailed	Students can make inquiries at any time through the online platform (live-chat); UA contacts current students for applicants to answer their questions.	UA sends an email to students with a pre-trip announcement and a monthly newsletter with relevant information.
Arrival	Two weeks before the start of the fall semester		Chinese Students and Scholars Association set up a reception desk for new students at the airport
	One week before the start of the school year		UA International offer approximately 31 hours UA+ courses, which are customized bridging courses for international students to help them adjust to the upcoming study abroad experience.
	First week of school		UA arranges formal orientation activities. In addition to campus tours, UA organizes Orientation, which includes several lectures on mental health education, study planning, guidance on course selection, personal financial management, visa processing (including immigration policy), etc. UA reports the orientation party. The International Office organizes a barbecue and a welcome party for parents of students (Parents Reception).
Ongoing	After the start of studies	Students take the initiative to consult with the relevant departments for help. Website, information management, inquiry and answer office - multi-departmental collaboration.	UA holds occasional workshops to educate international students about additional information and resources, organizes community and various activities for students, and develops a peer- program for new students, including cultural adjustment, safe travel, job search, financial planning, family life, food information, health care, academic support, financial aid, and legal assistance. UA offers volunteer groups.
Post-graduation	When graduate		UA provides counseling, including the development of work-study plans, career planning, and career guidance to facilitate students' successful employment.
	After graduation		The Alumni Association establishes an alumni network to keep in touch throughout the year and push out the latest information on activities for alumni. Set up alumni mentorship program, organize alumni reunion activities, and carry out alumni activity week, etc. Presenting "Alumni Awards" to alumni for outstanding contributions.

as possible, reducing cultural differences, and improving international students' ability to adapt to culture and communicate across cultures Including;

1) Pre-departure preparation services: The International Division of the University of Alberta provides a variety of services for newly admitted international students from the time their acceptance is confirmed to the time they arrive at the University, including the University of Alberta newsletter (April-August), pre-departure preparation, accommodation preparation, online counseling, international student handbook, and buddy services (peer services).

2) Orientation Services: Before international students arrive in Canada and are officially enrolled, University of Alberta International provides international students with pick-up services, campus check-in services to help international students familiarize themselves with the living and learning environment; U of A plus services, orientation services for international students who arrive early, immigration and policy services.

3) In-school services: In-school services for international students provide international students with a range of resources and access upon arrival in Canada, designed to help students successfully complete their studies. These services are distinctly international student-specific and targeted. They include cultural adjustment services, peripheral travel services, work services, financial services, family life services, health services, and academic support services.

4) Integration Services: Integration services provide channels and information for international students to actively participate in campus and community life, and help students to participate in student activities or school development through clubs to enhance participation. Sharing the culture of their home countries reduces the cultural misunderstandings that exist in communication (Lv, 2018)

Reasons and Characteristics of Quality Services at the University of Alberta

There are several reasons why the University of Alberta has been able to provide such detailed and comprehensive services to international students. There is a structural advantage of both division of labor and cooperation among departments. The staff structure is diversified and widely sourced, with a clear division of labor and frequent training, which has the advantage of human resources. There are many volunteers and a high level of management information (Shen, 2017).

Service concept is student-oriented

Like major European and American universities, the University of Alberta's student service work is based on the

core concept of providing student services, covering admissions, academic support, counseling advice, accommodation, financial support, physical health, mental health, student activities, career guidance and alumni association. At the same time, student services at the University of Alberta emphasize a humanistic approach with specialized service centers for diverse groups on campus, such as Aboriginal, international, disabled and sexual minority students.

Campus facilities also reflect a student-centered mindset, such as dedicated spaces for religious services, and access and facilities for people with disabilities, to ensure that all students are treated equally and that they think and work from a student perspective.

Professionalization of student service teams

The University of Alberta has a professional and international high performance team, both at the university level and at the level of the faculties. The management and service staff, who basically have degrees in management, counseling, and higher education, have a strong sense of responsibility and take their responsibilities to students, the university, and society very seriously.

Students play an important role in school management. Students are the main body of the school. The Board of Trustees, the School Council, the Convocation, and other important decision-making bodies of the school have student members, including three student representatives on the Board of Trustees and 60 student representatives on the School Council, who represent all students in the discussion and formulation of school-related policies.

Student organizations are responsible for organizing and implementing many of the campus activities and student services, and the University of Alberta plays an important role in the functioning of students.

Implications for our universities

The management and service mechanism of the University of Alberta can be learned but not copied. The management and service of studying in China depends on the general environment of the society. The higher the degree of socialized management of international students, the more favorable it is for universities to let go of their hands to recruit and cultivate international students and provide quality educational services for them. At the same time, the higher the degree of convergence of the university, the better it is for the international student affairs department to provide professional management and humanized services to foreign students.

The internationalization and management service level of the University of Alberta can be studied by Chinese universities, but due to the specific social background and its own school system, its management and service model

cannot be copied. The high level of convergence and socialized management and service of the University of Alberta is the development direction of the management and service of education for foreign students in China under the new situation (Zhou, 2021).

Combination of rigid management and flexible service

In the work of education for foreign students in China, both the government and the university must first rely on a complete organization and a strong system of management system of education for foreign students in China to guarantee the implementation of the management and services of education for foreign students in China. In the concrete implementation work, the management of education for studying in China is strengthened by rigid means, so that the management of education for studying in China is standardized, institutionalized and professionalized. The government strengthens the supervision of the schools' education for studying in China, and after setting rules and standards, the schools must abide by them and impose corresponding penalties in case of violation. At the same time, the government also provides quality services for education for foreign students in China by flexible means, creates a good social atmosphere for education for foreign students in China, and escorts the development of education for foreign students in schools from the development of schools and discipline construction.

The same applies to the management and service of international students. The administration of international students restrains the bad behaviors of international students by rigid means, and if they violate the laws and regulations and school discipline, they will be treated equally with Chinese students, and will not be tolerated or condoned. The university also provides international students with the same educational resources as Chinese students according to the special characteristics of international students, but not equal to them, and provides flexible services to help them integrate into the university and society quickly and complete their studies successfully. They pay attention to the regulation and proportion in the service so as not to cause unnecessary interference of public opinion.

In the new era, the education of students studying in China has entered a new stage of strategic transformation, and the promotion of the "double first-class" construction of universities has made it urgent to realize the management and service model of education for students studying in China in line with international standards, and has put forward higher requirements for the management and service of education for students studying in China.

The comparison of the international student education management and service mechanisms of China University of Geosciences (Beijing) and the University of Alberta shows that a high level of education management and

service for students studying in China requires the joint efforts of the government, the society and the university, with the guarantee of a rigid management system and the support of a sound and complete management and service mechanism, in order to better provide considerate and humane flexible services on this basis. Only by complementing each other with rigid and flexible standardizing management and providing services, can the quality and efficiency be improved and the connotative development of education for students studying in China be finally promoted (Zhou, 2021).

Multi-measures to improve service quality

To a large extent, student management at the University of Alberta is realized in the form of "service", that is, it is student-centered, people-oriented, and provides necessary and considerate services for international students. It is a humanistic service, which "emphasizes the center of the managed and seeks new ways of socialization and humanization of the managed". This kind of service consciousness, service concept and service method are worthy of reference for Chinese universities in many aspects. We can start from the following aspects to improve the overall service level of universities' work on studying in China (Shen, 2017).

Improving personnel quality and service concept

Chinese universities should pay attention to the improvement of comprehensive quality of international student management cadres. The state can regularly hold business training for the personnel of international student management (hereinafter referred to as international student management), and provide pre-job training for the new personnel on basic knowledge and skills, such as work flow, enrollment policy, cross-cultural communication and handling of emergencies, so as to make them familiar with their job responsibilities and work requirements as soon as possible. Teachers who already have experience in detention should also have regular rotational training, which is conducive to the continuous improvement of detention staff's business level and facilitates communication and exchange among peers; the university should also encourage and support detention staff to further their own training and improve their own quality, and provide a variety of training opportunities to broaden detention staff's international vision and enhance their international awareness.

Improving service quality with students as the center

We should provide students with services that are easily recognizable, both relatable and accessible, and services

that they can perceive and recognize. We should focus our efforts on the international student population and study the spiritual and cultural needs of international students. For example, we should increase pre-departure information to minimize students' insecurity due to lack of information; deepen orientation education to enable new students to adapt to the new living and learning environment as soon as possible; and increase services to provide services such as pick-up, work-study assistance, psychological counseling, and peer support that new students actually need. In terms of student activities, it is also important to focus on students and try to give full play to their enthusiasm and motivation. Student activities can be proposed, planned and organized by students themselves, while teachers are only the gatekeepers, advisors and participants, so as to give greater play to the main role of students.

Strengthen team building and give full play to the role of volunteers

A service team with the participation of full-time detention staff, teachers and Chinese and foreign volunteers should be formed to provide multi-faceted and multi-level services for international students. In particular, we should play the role of volunteers and advocate the spirit of volunteerism; we should establish and improve the rules and regulations of volunteer activities for international students in colleges and universities to institutionalize and standardize volunteer activities; we should mobilize the enthusiasm of volunteers and create opportunities for international students to participate in volunteer activities, so that they can have a sense of belonging to the school and college, a sense of identification with volunteer activities and a sense of pride in helping others, thus satisfying their self-esteem and reflect their own value.

Pay attention to inter-departmental communication and form a service synergy

The university administration department should not only strengthen the communication with the functional departments of the university, but also take the initiative to communicate and cooperate with the relevant departments such as academic affairs, finance, security, logistics, information management, library and graduate school to improve their understanding of the work of international students, and also communicate with the professional departments to get the understanding and support of the teachers and administrators of the professional departments. Only when all departments and faculties of the university have a deep understanding of international students' work, the service concept of the university can be improved as a whole, and a university-wide service synergy can be formed to gradually turn management into "people-oriented" service.

Utilize information network to enhance service level

The purpose of campus informatization construction is application, so schools should pay attention to both one-time investment and construction in the early stage and continuous maintenance and updating in the later stage, as well as training and technical support for teachers and students, especially for international students to learn to use and be able to use the school's information network conveniently. The school's information management department should provide students with useful information they need and give full play to the functions of the information network, so that students can use the network to self-administer services such as registration, payment of fees, room reservation, registration, class placement, course selection, attendance, grade inquiry and printing, and printing of certificates of attendance, etc., which previously required the hands of the management teachers. The advanced network information technology effectively frees up the time and energy of classroom teachers and detention teachers, freeing them from complicated daily tasks and giving them more energy to provide higher-level services.

Treat current students well and do a good job of alumni work

Current students can earn the university a good reputation as well as a bad reputation because their words, actions, and feelings can influence not only their own decisions but also those of their friends and family. Therefore, it is important to serve international students well and to treat them well, so that they can promote the school with their own feelings and experiences while at school. The university should pay attention to the contact and emotional communication with the graduates and increase the sense of belonging and honor of the current students and alumni by publicizing the achievements of outstanding alumni, so as to build up the alumni's identity to the university and the international community's identity to the university, and form a good brand effect (Shen, 2017).

Conclusion

The comparison of international student management and service between the University of Alberta and China University of Geosciences (Beijing) shows that the high level of management and service of education for students coming to China needs to be guaranteed by a rigid management system, and on this basis, thoughtful and humane service should be provided by the university. Chinese universities such as China University of Geosciences (Beijing) can improve the service concept, improve the service quality, strengthen the team building, form the service cooperation, improve the service level and do a good job in alumni work, so as to achieve the complementary advantages of rigidity and flexibility,

standardize the management and provide the right services, in order to achieve the improvement of quality and efficiency, and finally promote the connotative development of education for students studying in China. While serving students, it will accomplish the development of the university's education opening to the outside world.

Support Information

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