Our Vision
The International Office aims to become the pathway to international education at the University of Ottawa and to foster intercultural dialogue.

Our Mission
To offer our students an opportunity to benefit from an international experience that will enrich student life on campus.

To collaborate with the academic community to develop and nurture strategic partnerships that foster learning and engagement on a global scale.

Our Values
1. We support student success by continuously searching for solutions, cultivating a collaborative mindset, and striving for excellence.
2. We value respect, empathy, and diversity.
3. We are committed to innovation and sharing best practices.
At the heart of internationalization, the International Office, in synergy with the academic community throughout Canada and across the globe, welcomes and supports students from abroad in an inclusive environment. Through partnership development, we create opportunities for students to enhance their international and intercultural skills and enable them to thrive in the evolving global labour market. To achieve this, we offer programs such as uOGlobal, the International Exchange Program, the Buddy Program, and uOCoach, which allow students of the 21st century to expand their skills.

Inspired by the vision outlined in the University of Ottawa’s “Transformation 2030” strategic plan, the International Office is committed to contributing to the proposed achievements. To do so, the International Office will use a more agile approach to interacting with students and collaborators in order to efficiently achieve our goals and deliver an optimal customer service experience. We will contribute to an interconnected world by fostering relationships between the University of Ottawa and the global community. Through our new initiatives, we will implement sustainable practices in all areas of our operations, including the environment, our infrastructure, and our financial resources. Finally, the International Office will play an impactful role in raising the profile of international education and contributing to internationalization in all its forms on campus and around the world.
Area 1: Partnerships

1. Create and nurture sustainable international partnerships for the University of Ottawa by:
   - Including our faculties in the partnering process and defining the roles and responsibilities of major stakeholders;
   - Improving our data maintenance practices;
   - Implementing partnership assessment tools and permanent evaluation processes to ensure our partnerships remain productive:
     - Discontinue ineffective partnerships;
     - Developing new targeted partnerships that add value to our existing portfolio.

2. Establish partnerships that correspond to the interests and needs of the University of Ottawa students by:
   - Consulting with students through surveys, discussion groups, and more;
   - Exploring different types of collaborations;
   - Tailoring our program offerings and partnerships accordingly.

3. Implement an inclusive approach to the internationalization of the student experience at the University of Ottawa by:
   - Identifying groups who are underrepresented in internationalization initiatives;
   - Understanding the obstacles to student participation and reducing those challenges;
   - Implementing measures to encourage student participation, including adapting programs and partnerships, and aligning priorities.
Area 2: Mobility and Administrative Personnel

Offer destinations that correspond to the needs of our students and align with our programs.

Actively disseminate international partnerships on a broad scale to allow the academic community to benefit from them fully. Foster engagement from on-campus partners by informing them about mobility programs.

Strengthen collaborative relationships between faculties and academic units to promote mobility programs.

Provide continued support services to the University of Ottawa students participating in mobility programs as well as students from partner institutions.

Multiply international training opportunities for administrative personnel by increasing awareness about the staff mobility program.

Ensure that students who participate in an international mobility experience are adequately prepared.

Area 3: International Student Welcome and Support

Support international students’ success and enhance the student experience by working closely with faculties and the academic community.

Become experts in the academic community on matters related to immigration for international students seeking temporary residency.
Area 4: Internationalization

Mobilize the academic community toward developing the global and sustainable skills necessary in a global society and labour market.

Raise awareness of respect and inclusion of cultural diversity.

Share best practices and be attuned to new trends in international education.

Work toward the internationalization of the curriculum and programs.

Support the international experience on campus.

Provide international student with tools, information, and services to assist them before their departure and after their arrival, including assistance with health insurance, orientation on potential educational, social, and cultural differences (e.g., university policies, cultural adjustment, etc.) and offer advice about immigration, all in a timely manner.

Make sure that the University Health Insurance Plan covers all eligible students according to Sun Life’s company standards.
WHAT ACTIONS ARE WE TAKING?

International Partnership Development and Management

Improve our international partnering process by:

- Defining and communicating a process that is both transparent and flexible for developing and managing partnership agreements;
- Implementing a shared database to make the list of international partnerships available to the academic community.

Student and Staff Mobility

Respond to the needs and aspirations of our students and their education/program. To accomplish this, we will:

- Survey students at the University of Ottawa about student mobility, trends, and destinations to gain a better understanding of their interests and needs;
- Consult with department heads and examine the program offering to identify requirements and needs concerning mobility or studying abroad;
- Focus on activities that provide an optimal balance between students’ learning needs, program requirements, and partnering demands;
- Continuously improve the mobility programs’ participatory processes to provide an optimal student experience;
- Strengthen relationships with European partners to increase the mobility program offering for our administrative staff through European funding programs;
- Design and implement a robust safety protocol for students travelling abroad and ensure buy-in from the academic community.
**Support Services for International Students**

1. Improve support for academic success through earlier identification of academically struggling students. To accomplish this, we will:
   - Implement screening mechanisms that coincide with Fall interim grades and guide at-risk students to appropriate services and faculties;
   - Work with the Offices of Undergraduate Programs and complete periodic follow-ups with at-risk students.

2. Communicate essential information to international students in a timely manner, starting from the offer of admission to graduation, using a range of communication tools including workshops, emails, targeted newsletters, social media, information sessions, videos, webinars, and one-on-one meetings.

3. Provide students with additional information about the academic transition before their arrival at the University of Ottawa.

4. Develop services focused on delivering immigration advice to international students who wish to obtain temporary residency in Canada. To accomplish this, we will:
   - Create information sessions;
   - Launch a website focused on immigration;
   - Examine the impact of immigration policies on University regulations and supporting documents;
   - Be proactive by informing our students and the academic community of continuously evolving immigration policies.
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Make sure that participants of the uOGlobal Recognition program can obtain credits that are recognized by their program of studies and work toward the viability and growth of the uOGlobal program.

Establish a community of international sharing and learning through the uOGlobal Recognition, and enable the academic community to shape their intercultural skills and communication through facilitation in uOGlobal workshops.

Develop participants’ employability skills through an experiential learning approach that reaches beyond their academic training and corresponds to the needs of the 21st century.

Work closely with all services and faculties (TLSS, Coop, Community Engagement, professors, deans, and administrative staff) to create internationalization programs that are beneficial to everyone and celebrate cultural diversity.

Nurture the development of global citizenship values and the active engagement toward sustainable development objectives through experiential workshops and activities.
Increase the visibility of the International Office by sharing a new brand image and promoting it on an institutional and international scale.

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