

Australian Trip Report

For January 15 – 21, 2009

Respectfully Submitted on 21 January, 2009 by
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The following illustrates the meetings I had while in Australia. While I understood that I had to complete my travel to Australia in January due to my previous delays in planning, January was not the best time to visit universities in Australia. The summer holiday made it difficult to schedule appointments. However, due to high interest in our program, many officials took time away from their holiday to meet. The only University I was unsuccessful in connecting with was Monash University, whose leadership communicated an interest in our students in the communication process prior to my going to Australia. However, I was not able to convince anyone to leave their holiday to meet with me. I will continue to follow up with Monash via email exchanges.

Purpose: The purpose of these meetings was to pursue each university's interest in working with me to design internships for our masters and doctorate students at each university. Prior to going to Australia, I was in email communication with each institution's leadership in order to identify appropriate contacts and arrange meetings.

Context: ARPE's graduate academic programs enroll students who study administrative practices in higher education. In particular, these students focus their research and practice around identifying academic and student support services, policies, and processes that contribute to students' academic success. In other words, these students intend to learn about good practices for student success so that they can improve the designs of programs that support student success at their own institutions. These students' motivation and desire to excel tend to create mutually beneficial relationships on the campuses where they intern.

Five of our students are seeking specific internships in Australia this summer (2009). Their specific interests are attached. My goal was to find institutions that would place them while gauging interest in future internships for other students as well.

Details of the internship requirements can be found at:

http://interwork.sdsu.edu/student_affairs/current_students/Internship_Opportunities.html
The internship requires at least 135 on-site contact hours and we facilitate the learning via hybrid lecture course. The students would most likely be conducting these internships in late May through early August 2009; the specific time for which can be arranged at the site supervisor's and student's convenience. The internships are typically not paid, although those seeking to intern in Australia would welcome subsidized housing costs and any other travel aid possible. However, such subsidization and aid are not required for their participation.

The following summarizes the results of each meeting.

January 15th Morning

Arrive Melbourne

Rob Carmichael, Senior Audit Director, *Australian Universities Quality Assurance Organization (AUQA), Melbourne*

AUQA initially expressed interest in hosting internships. However, due to a recent report from a federal government task force (the Bradley Report) and the conversations that have ensued as a result of that report, AUQA's current role is most tenuous. It has become so tenuous that the colleague with whom I was meeting has chosen not to renew his contract with the organization until more information has been provided about the role changes expected for AUQA. Needless to say, I was left speechless. We both agreed that this was not an appropriate time to place students in the organization. While the information I share in this report has not yet been made public, I will be kept abreast of the future role revision of AUQA, as I am an auditor, to determine whether future internship placements will be possible.

The positive result of this meeting is that Rob will be sharing our desire for internship placements and student exchanges with the Australian universities.

January 15th Afternoon

Bruce Lines – Academic Registrar and Director, Student and Academic Services, *University of Canberra, Canberra*

Bruce is very interested in providing the students with internships but is concerned about the ability to free up staff to supervise the students; they are just too tightly scheduled. I told him that the students would need to be supervised or their learning would be hindered. I also explained that doctoral students would need less supervision than Masters students but in order for the internship experience to be truly what it was designed to be, supervision would be required.

So, we focused more on the opportunities for doctoral students who will need less supervision. They considered two options; given our doc students' primary interests 1) Canberra is able to offer internships in disability services, but primarily only in student consultations. However, they would welcome a student intern because they want to improve this area of their service. 2) Student equity is quite fragmented in Australia and at this institution; it is primarily an academic role and is at a very immature stage. They pride themselves on access and have three routes for students to enter the uni.

Given these two scenarios, I think that the doc students would have the better opportunities for internships in the access/student success area. However, he is still concerned about supervision. He is going to visit with the Dean of Students, Michelle Flemming, around student equity strategies and the potential to host a doctoral student in this area.

He will consider his ability to supervise disability services and will get back to me after January 26th with confirmation of their ability to provide one or both of the internship experiences.

Late May, June, July, or early August is in the time frame. He will check into offering subsidized on-campus housing and will get back to me. Apparently, housing in Canberra is pretty difficult to come by.

University of Canberra, while small, has new leadership that is quite progressive. The leadership invites and welcomes new ideas. They desire to improve their programs and are looking for international best practice models. Not having a Centre for the Study of Higher Education puts them at a disadvantage to best serve our students; however, their enthusiasm for improvement makes for an exciting and supportive learning environment for our students.

January 16th Morning

University of Melbourne, Melbourne

I was supposed to meet with Barbara Hammond and when I made the confirmation contact when I arrived in Melbourne on 15 January, I received a response back that she had just resigned. Toni Waugh was my next contact (Barbara's interim replacement) but she was understandably unable to fit me into her schedule and let me know that she would try to find someone with whom I could meet. However, she was not able to do so because of the holiday. I did drop a packet of information off with her however.

I took one more chance and popped into the Centre for the Study of Higher Education. The director, Professor Richard James, did not have time to meet with me but he took five minutes so that I could at least introduce him to the reason that I was there. He was more than gracious with his time and he indicated that he would examine the information. I will follow up with him.

While University of Melbourne would be an excellent place for our students to be in large part because of their Center for the Study of Higher Education (CSHE - - it is the most productive CSHE in all of Australia and is much respected), this university is predominately interested in inviting American students to support their research efforts. Thus, if we have students who want to conduct their research in Australia, this institution would be perfect for them. (FYI – University of Melbourne recently underwent a significant curriculum reform in an effort to maximum graduate student enrollment and research.)

January 16th Afternoon

Professor Kerri-Lee Krause, Professor and Director
Griffith Institute for Higher Education, ***Griffith University, Brisbane***

Kerri-Lee happened to be attending a meeting at the University of Melbourne so that made this an extra special day. I was able to meet her there and discuss the details of securing our students internships. It was a wonderful meeting.

Kerri-Lee immediately thought they could support three masters or doctorate students in internships in student success, access, international student affairs, career services, or disability services as long as we were OK with co-supervision. What she meant by co-supervision is that site staff in student support services would supervise the students in the technical application of the jobs and she would supervise them in their critical inquiry processes. I thought this was dynamite so I told her that arrangement would be fine.

She also indicated that she would be interested in hosting any students wanting to study student career pathways and the first year experience.

She is checking on accommodation subsidization and will get back to me after 26 January. Once I have that answer, I will propose these opportunities to the students. She would like to have a somewhat firm confirmation of specific student participation by February 5th in order to work out the specific details of the internship.

Griffith University is the only other Australian institution that has a viable Centre for the Study of Higher Education (CSHE). This means that they have faculty who are committed to studying student success in higher education. Such an environment for our students means that they will be supported in the critical inquiry as they engage in their internship practice on site. (FYI – Kerr-Lee moved to Griffith from University of Melbourne, where she worked in the CSHE. She was instrumental in getting me in the door to visit with Professor James.)

January 17th Morning

Dr. Josephine Palermo

Lecturer, Organisational and Industrial Psychology School of Psychology, *Deakin University, Geelong*

And President of the *Australian Association for Institutional Research (AAIR)*

Josephine was very interested in the programs we offer, particular the Certificate of Institutional Research, Planning, and Assessment (IRPA), which also has a required internship component. At the present moment, Josephine said they could offer an internship to a student to work with their faculty equity group, which she shares. The intent of the internship would be to invite a student to conduct a capacity study on the programs and policies that Deakin needs to create in order to create better access for and support of under-represented students. She will talk with her colleagues to investigate additional internship opportunities given students' expressed interests. She will also check on subsidized housing possibilities.

Josephine did share that she thought our students may qualify for Endeavor scholarship money and will check into that possibility.

Her primary interests were securing student internships with AAIR. These internship opportunities would be perfect for the IRPA students, but at this point, I told her that our students were not prepared to engage in these types of internships without the appropriate preparation. I told her that we would have students ready to participate in this type of

internship during the summer of 2010. We both recognized that financial support for this internship could be garnered from AIR (the American host to AAIR).

January 17th Evening

Depart for Sydney

January 18th Morning

Contacted Professor Kerry Ferguson, Pro Vice-Chancellor for Equity and Student Services, *La Trobe University, Bundoora*

When I was at the University of Melbourne on Friday, I literally ran into a former colleague of mine from the States, who is now the Pro Vice-Chancellor (Curriculum and Academic Planning) at La Trobe University. We chatted briefly about the internship opportunities and he connected me via email this morning with Pro Vice-Chancellor Ferguson. We have begun an email exchange and Kerry is very interested in learning more. However, she is on holiday until 2 February. She will contact me after she returns.

January 18th Afternoon

Professor Geoff Scott, Pro Vice-Chancellor (Quality), *University of Western Sydney, Sydney*

I had a fabulous meeting with Geoff Scott. He was very interested in the programs that we offer and confident that he could place all of our students in internships at his campus. He will check on subsidized housing but felt reasonably confident they could find homes for the students to stay in, free of charge. (New housing won't be in place until 2010). I will follow up with him once he returns from his holiday on 1 February.

In addition to the internship conversation, Geoff shared his recent research that includes the study of higher education leaders in 13 countries. He is sending me an advanced copy of the book that reports his and his colleagues' research findings, along with a sample of software that helps higher education leaders learn how to lead through critical issues scenarios. I look forward to reviewing these materials and seeing how we can incorporate them into our curriculum or possibly working with Geoff to adapt them for a community college setting.

University of Western Sydney (UWS) would be an excellent place for our students to be who are interested in working with low socio-economic student populations and highly diverse student populations. UWS has one of the highest Indigenous student populations in Australia. They have over 50% first generation students as well as hosting international students from over 170 different countries.

January 19th Morning

Professor Ian Wilson, Professor of Medical Education, *University of Western Sydney, Sydney*

I had a lovely meeting with Professor Wilson. He is head of their medical education degree, which is a five year undergraduate degree in its third year. As such, he communicated great need for establishing several student support services that do not yet

exist and that are needed. This would be a wonderful opportunity for our students to design new programs and learn about the process of doing so in a supportive environment. Specifically, Professor Wilson needs students to help 1) design support programs for Indigenous populations, 2) design transition programs for international students, and 3) design community outreach programs.

January 19th Afternoon

Dr Julian de Meyrick, Dean of Students and Catherine Everett, Internship Program Coordinator, *University of Macquarie, Sydney*

This was an interesting meeting. Julian felt confident he could place our students in transition program internships and possibly disability services. (He made a point of letting me know that Macquarie had just acquired the rehabilitation counseling school from another uni.) While these conversations went well, the kicker was that they wanted to charge our students \$4,900 for the internship experience, which included an accommodation, among other things. This was most unfortunate.

January 20th Afternoon

Professor Joan Cooper, Pro-Vice Chancellor (Students) & Registrar, *University of New South Wales, Sydney*

This was another great meeting; I met with Joan and 7 of her directors, all from various traditional areas of student affairs and all interested in securing student interns as they had a successful internship experience with two student affairs masters students from the University of South Carolina last year. They were particularly excited about hosting students who wanted to work on retention programs, transition programs, support programs for international students, and disability services. What I really loved is that as a part of the internship experience, they wanted the students to prepare a training presentation for them so they could learn what they need to know about whatever given topic the student was assigned or that the student elected to do.

Housing again, is a concern. Joan will check on some possibilities and get back to me. May is definitely out as housing will not be possible.

University of New South Wales is one of the more prestigious institutions in Australia; however, you would never know that talking with Joan. She is very committed to serving their first generation (they call it first in family) students and developing retention and transition programs for all of their students. They are also interested in developing educational programs for faculty and staff about best facilitation of learning for their students with disabilities. Yay! In addition, Joan is only one of two Pro-Vice Chancellors in Australia charged with studying student success for the country of Australia. She is delightfully hungry for new ideas and more information. She and her

team of leaders would provide a very challenging and supportive environment for our students.

January 21st

Leave Sydney

Summary

Out of all the universities I visited, I believe the most supportive environment for the students' education and transition to Australia, as well as support while they are in Australia learning will come from Griffith University, University of Western Sydney, and University of New South Whales. I am truly grateful to San Diego State University for heavily subsidizing this trip. While it is true that you can have so much of this conversation over the internet, nothing can replace a site visit in order to see where students will be, visit with potential supervisors, and have conversations to determine the level of commitment of the university to the students' learning experience and most importantly their well being while they are half way around the world.

No university was interested in offering stipends to students, nor support for air travel as the university must make an investment in supervising the student while on site. However, most of the universities are checking into subsidized or free housing opportunities for the students. In some cases, that will mean that students will be housed in homes.

I am seeking more information on grant funding to aid in the cost of their flights overseas.

Next Steps

I will disseminate this information to the students today and will ask them to set up meetings with me the first week of February so they can begin to narrow their interests in specific locations. Once narrowed, I will connect them with the appropriate contacts so they can begin to finalize their plans. I will follow up with a placement report once all students have been successfully placed.

Prior to departure, I will provide students with information on Australian higher education and other brief orientation advice. In addition, they will be required to attend an orientation with the International Study Abroad office as well as complete all necessary paperwork.

Detailed expenses for the Trip

Expenses for the trip far exceeded the allocation for the trip. That again, is my responsibility for going over budget as when I first requested this trip; flight costs were much lower than they are now. I understand that I won't be reimbursed beyond the agreed upon \$2,968 allocation. Nonetheless, I wanted to provide an itemized cost of the trip for accountability purposes.

Flight (note there are three flights) the original flight was just on hold and no money was put forward. That rip was cancelled due to my home fire. The second flight was booked. I am providing a receipt for this booked flight cost as I had already paid for that trip before needing to cancel due to illness. In addition, I provide the third flight which is the one that I actually took.

First flight = \$1,739.70 USD (scheduled but wasn't paid for)

Second Flight = \$2,799.00 USD (scheduled and paid for)

Third flight = \$3,623.00 USD (re-scheduled)

Transport from airport to hotel = \$55.00 AUD

Hotel in Melbourne = \$169.87 USD plus \$30 AUD

Transport to universities for meetings = \$ 6.60 AUD (3.70 +2.90)

Meals = \$ 60.35 AUD (17.50 + 16.95 + 10.40 + 7.00+ 8.50)

International Doctor Visit and Medication from Stomach Flu = \$ 135.92 AUD (60.00 + 56.97 +18.95)

Dry Cleaning = \$ 22.00 AUD

Transport from hotel to airport = \$60.00 AUD

Hotel in Sydney = \$431.51 USD

Transport from airport to hotel and back to airport = \$43.60 AUD

Transport to universities for meetings = \$51.10 AUD (26.00+25.10)

Meals = \$112.90AUD (19.90 + 5.40 + 62.00 + 6 + 6 + 5.60+ 8.00)

Laundry = \$ 14.00 AUD

Internet and Phone calls = \$29.99 USD (I added a global package to my blackberry so that I could use my phone while in Australia)

Grand total = \$4,254.37 USD plus \$591.47 AUD