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From: UUM CORPORATE COMM.
Sent: Monday, January 20, 2020 3:04 PM
To: UUM - All Staff; UUM - All Students
Subject: UUM Management Of International Students Praised



UUM Corporate Comm.
Universiti Utara Malaysia

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"UUM : UNIVERSITI PENGURUSAN TERKEMUKA"
(THE EMINENT MANAGEMENT UNIVERSITY)

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UUM MANAGEMENT OF INTERNATIONAL STUDENTS PRAISED



UUM ONLINE: Universiti Utara Malaysia (UUM) received a two-day visit from the management engagement team led by Senior Assistant Director, Madam Nur Wahidah Harun of the Education Malaysia Division (EMD), Higher Education Department, Ministry of Education on 15 January.

The delegation which was also accompanied by representatives from EMGS and Universiti Sains Malaysia (USM), was welcomed by the Director of CIAC, Assoc. Prof. Dr. Badariah Haji Din at the Universiti Utara Malaysia (UUM) Centre for International Affairs and Cooperation (CIAC).

She said the purpose of the visit was to carry out impact assessment and making improvements to the procedure of international student enrolment at UUM to be identified in an effort to increase the number of international students at this university and Malaysia.

A total of seven (7) clusters were evaluated: Cluster 1: Management of International Office, Cluster 2: Marketing of Study Programmes at Public Universities, Cluster 3: Management of Application and Study Offer, Cluster 4: Management of Visa and Student Pass Application,

Cluster 5: Management of Student and Dependants Welfare, Cluster 6: Management of Termination of Student Studies and Cluster 7: Management of International Student Alumni.

In addition, it was also aimed at determining whether the services offered by UUM to international students were outstanding thus proposing a standard guideline specifically for improving the management of international students at UUM.

Throughout the visit, UUM received positive comments. Amongst them included the visa application management system at the U-Assist counter would be brought to EMD as a benchmark for other public universities, UUM had good marketing system last year, UUM's user-friendly websites and students had no problems opening a bank account at the one-stop centre.

In addition, the systematic counsellor consultation sessions were able to serve as benchmark for other Malaysia public universities. Not only that, the standard operating procedures (SOPs) involving student welfare and crisis management were also complete.

The management engagement body was established to carry out monitoring of international student management procedures at Malaysia public universities beginning from student application to the public university until the completion of studies.

The body was set up to identify the current performance of each public university in dealing with international students in meeting the needs of the various stakeholders in Malaysia.

The two-day session also involved the Academic Affairs Department, the Student Affairs Department, the Alumni Centre and the UUM Centre for Foundation Studies in Management.



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