

March 2020

Remaining Nimble in the Madness:

Fort Hays State University's Approach
to International Student Services
During the Pandemic Shutdown



About Fort Hays State University



Founded in 1902, Fort Hays State University was originally located on the grounds of Fort Hays, a frontier military outpost.

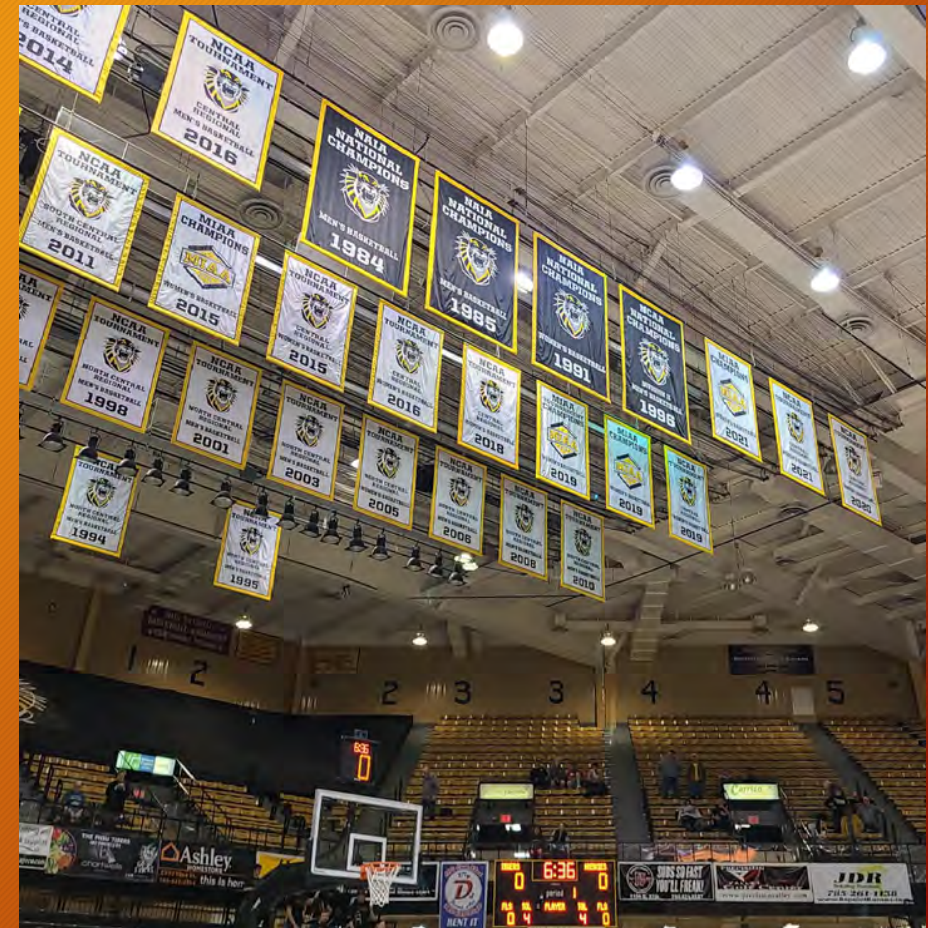
FHSU is now a regional comprehensive public university whose mission is to develop the engaged global citizen-leaders our world needs today.

The FHSU Tigers are members of the D2 Mid-America Intercollegiate Athletics Association (MIAA) conference.

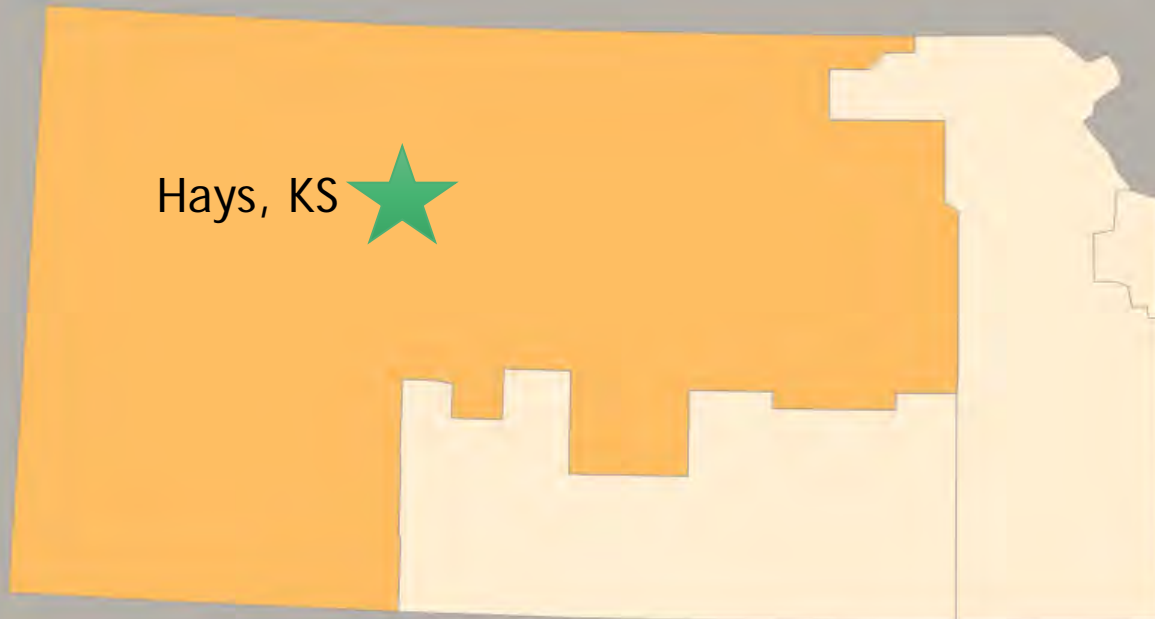
Winning Record: Snapshot of Internationalization at FHSU

- On-campus | Online | Cross-border
- Lengthy history of remote/online education at FHSU
- Track record for good quality
- Economic impact of international students

“We were in the right position at the right time to flip.”



We ARE global



District 01 | Kansas

District 01

Benefits From International Students

Financial Contribution	\$45.5 million
Jobs Supported	413
International Student Enrolled	1,865

*International students
are good for Kansas!*

Recruitment: Rethink the playbook



- Weekly Zoom meetings with current students (present & remote)
- Engaged online with prospective students
- Added Duolingo as an online testing option
- More flexibility with documentation
- More individualization

Zone Defense: Teaching Innovation and Learning Technologies (TILT)

Focus on international students *abroad*:

- Their expectations: connection!
- Colonialization fallacy: Our educational system isn't the world model
- Perceived limitations (the Great Firewall)



“

We can't take for granted that we have the best approach. We have to take into consideration the cultures we're working with. That's our starting point.

”

- Andrew Feldstein, FHSU Assistant Provost
Teaching Innovation and Learning Technologies

Pivot: Adjust to the context



- Pare down to basics
- Conversions into Mandarin
- Async vs lecture delivery
- Server hosting in-country
- Blackboard integration into WeChat
- Whitelisting individual email accounts

“ We can be confident that we do a lot of things well, but we must do them well in context. ”



Special thanks to my FHSU teammates:

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Matt Cook

