

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.

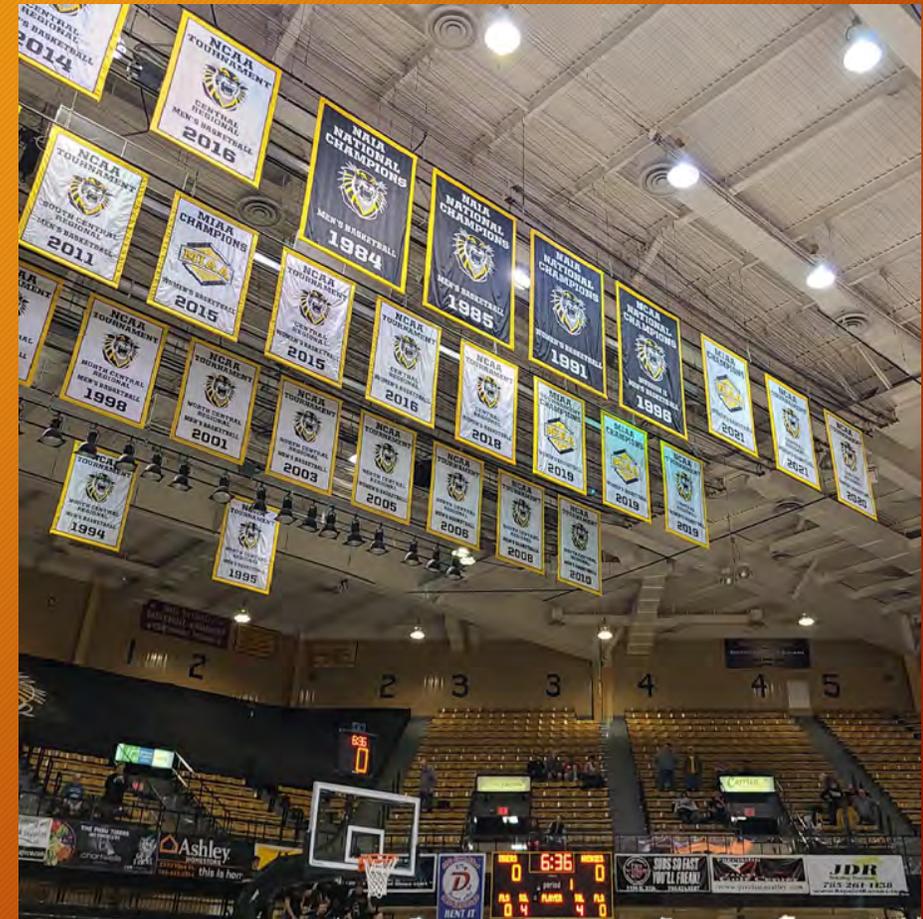
FHSU is now a regional comprehensive public university whose mission is to develop the engaged global citizen-leaders our world needs today.

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

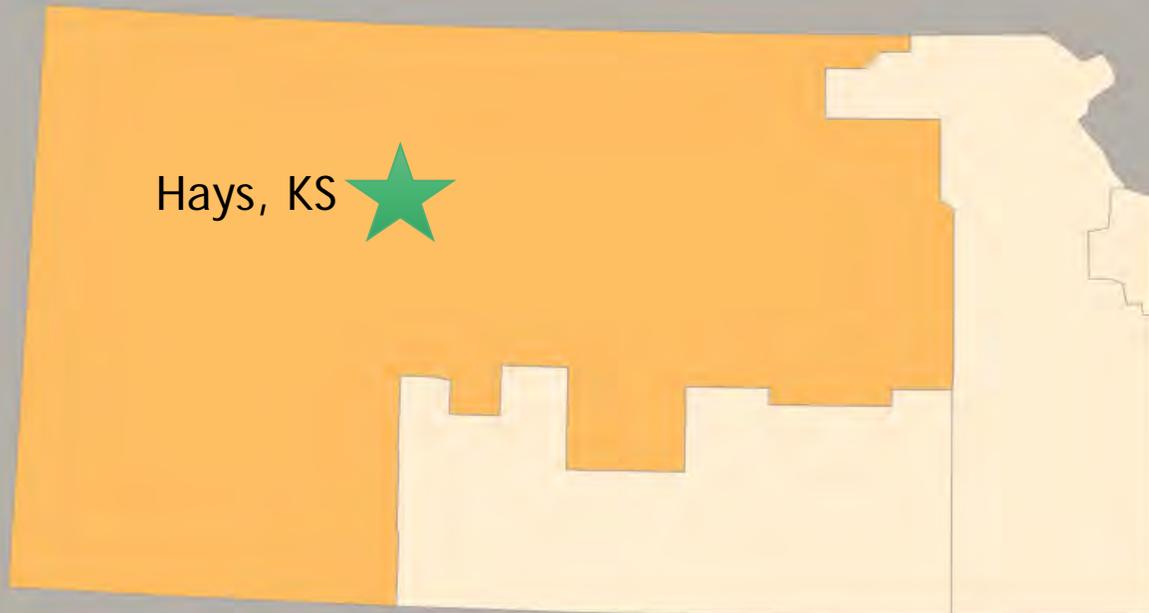
# Winning Record: Snapshot of Internationalization at FHSU

- 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

<b>Financial Contribution</b>	<b>\$45.5 million</b>
<b>Jobs Supported</b>	<b>413</b>
<b>International Student Enrolled</b>	<b>1,865</b>

*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)



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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.

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- 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. ”



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