University of Alberta International House

Policy Manual

International House Management Committee

Approved with Revisions May 25, 2016
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I-House Management Policy

International House (I-House) is managed under the general policies of the University of Alberta and its Residences. The following policies apply to the unique management of I-House.

1.0 General I-House Policy

1.1 I-House Mandate

International House University of Alberta (I-House) is a joint initiative of Ancillary Services and University of Alberta International. I-House is one of 16 member organizations in International Houses Worldwide and the only Canadian member. The Management Committee is a decision making body charged with ensuring the objectives of I-House are met, that the vision is advanced and the potential for I-House is realized.

1.2 Vision of I-House

An intentional community built upon respect and openness that fosters global citizenship, socially responsible leadership and enduring friendships (see Appendix A. Definitions).

1.3 Objectives of I-House

- To provide Canadian and international students an opportunity to live and learn together in a supportive and stimulating environment and thereby build enduring friendships among residents.

- To promote understanding of the global community and promote awareness, understanding, and respect for cultural diversity; enhance student intercultural competencies; recognize that all members of the global community share equal rights and responsibilities for each other; and cultivate educated and socially responsible leaders.

- To enhance the academic and professional success of the residents.

1.4 Roots of the International House Community

The values and practices of I-House are also expressed in the Roots of the International House Community document (see Appendix B. Roots of the International House Community).
1.5 Operating Principles

In undertaking its activities the Management Committee will ensure:

- The residence meets or exceeds budgeted occupancy
- A comprehensive Residence Life program and the foundational Global Education Program fully collaborate to create the unique I-House community environment.
- Efforts are made to align with the requirements for membership in International Houses Worldwide (see Appendix C. Requirements of an International House).

1.5 Scope of the Committee

The activities of the committee will evolve over time and will respond to the current needs of I-House including:

- Policy development and implementation
- Communications
- Recruitment and selection of residents
- Programming
- Alumni relations
- Fund development
- Community relations

Additional scope of activities will be added as required.

1.6 Membership

Ancillary Services and University of Alberta International will each appoint up to 4 members to the Management Committee. Appointments should include senior staff with responsibility for making decisions on behalf of their unit.

In addition the Committee will include up to 4 residents of I-House.

1.7 Committee Operations

Responsibility for chairing and providing secretarial support to the Committee will alternate each year between Residence Services and University of Alberta International. Responsibilities will rotate July 1st each year.
The Management Committee will meet regularly throughout the year and will create working groups as required to deal with issues and topics that arise. Working groups may include individuals not on the Management Committee.

All management policy will be communicated via electronic and/or print media to relevant groups with appropriate notice.

Changes to internal policy of UAI, Residence Services, or the I-House Community Council will be communicated to the I-House Management Committee by applicable members when relevant.

2.0 Communications Policy

2.1 Abbreviation of International House

The format used to abbreviate International House is I-House.

2.2 Visual Identity

The following marks are used to identify I-House. They are used on I-House communications pieces that are targeted towards I-House residents and alumni about matters relevant to all of I-House that pertain to the I-House objectives. Please see Appendix D. for the color palettes used in the marks.

2.3 Internal and External Communication
Visual communication, intended for an internal audience (I-House residents) from either Residence Services or UAI will use a visual identity consistent with University of Alberta principles by following either UAI or Residence Services guidelines.

Visual or print communication intended for an internal audience (I-House residents) that is student-based will be guided by program staff to foster quality print communication skills.

Visual communication intended for an external audience (anyone not currently living in I-House) will use a visual identity consistent with University of Alberta principles by following either UAI or Residence Services guidelines.

2.4 I-House Webpages

UAI and Residence Services will each maintain independent webpages for I-House; efforts will be made to ensure consistent communication and uniform experience for the user.

Changes to either webpage will follow protocols for approving and publishing within each unit, but notice will be provided to the Management Committee about substantive changes.

2.5 Media Relations

Media relations for I-House will be managed by either Residence Services or UAI, and follow relevant protocol. If either unit engages media relating to International House, they will inform the other.

2.6 Contacting Residents and Alumni

Residents may be contacted by staff from UAI and Residence Services by following either UAI or Residence Services guidelines.

UAI will be provided with up-to-date student information upon request from Residence Services that is relevant for program purposes (see Appendix E. for FOIP Agreement).

3.0 Application Policy

3.1 Eligibility

All students interested in the objectives of I-House are encouraged to apply; preference will be given to students who demonstrate the maturity and experience required to flourish in an environment like I-House, which is typical of upper year undergraduates and graduate students.
English Language Program (ELP) students may live in I-House, but preference is always given to students with full time status.

3.2 Application Deadline

Annually, deadlines will be established and communicated by Residence Services and the Management Committee for the returner application deadline, new applicant deadline, the first round of selections, and the second round of selections.

3.3 Renewing Applications

I-House operates on academic and summer term contracts. A current resident who wishes to stay in I-House must apply if they wish to be considered for an additional contract.

Returning applicants typically have a 3 year maximum residency at I-House, based on selection criteria.

Reminders will be sent out to current residents to renew applications for residency at I-House.

3.4 Four Month Contracts

A limited number of four-month (1 term) contracts are available; a preferred maximum of twelve four-month contracts is desired. More than twelve September four-month contracts may be permitted if balanced by January applicants. Eight-month contracts are generally preferred.

3.5 Summer Residency

Students who have been living in I-House during the September to April school year can continue to live in the residence but need to apply by the appropriate deadline. These students may be required to change units to accommodate maintenance and cleaning demands.

4.0 Selections Policy

4.1 I-House Demographic

The ideal ratio for international students and Canadian students in I-House is within the range of 60% or 2/3 (92 to 103) international students and 40% or 1/3 (42 to 51) Canadian students. Efforts will be made to maintain this range.
I-House aims to house students from over 40 countries every year.

The maximum number of international students per country allowed is ideally twelve.

4.2 Selection Committee

The selection committee is made up of the Global Education Coordinator, Residence Coordinator, and Assignment Coordinator, and as many other representatives from I-House and either UAI or Residence Services as the three standing committee members agree to be necessary and practical at that particular time of year, with the goal of including student participation.

4.3 Selection Criteria for New Applicants

Applicants will be selected based on the following criteria:

A. Identity priority
   a. Global Nomads (Canadians and international students)
      A “global nomad” or “third culture kid” is a person who grew up living in many different places before they were able to make this choice themselves.
   b. Aboriginal students (Canadians and international students who identify as Aboriginal/Indigenous)
   c. International Students (60% or ⅔ = 93 to 103 students)
      i. From all regions/ethnicities of the world
      ii. Priority to regions/ethnicities that are underrepresented
      iii. Apriority/separate waitlists to those who are overrepresented (we like to keep a cap at about 12 students from one country)
      iv. Application must be satisfactory
   d. Canadians (⅓ or 40% = 51 to 62 students)
      i. Originally from a country other than Canada
      ii. Lived in a country(ies) other than Canada
      iii. Worked/studied in a country(ies) other than Canada
      iv. Students from other parts of Canada (e.g. Far North, East Coast, rural areas)
      v. Traveled to a country(ies) other than Canada
      vi. Cultural immersion

B. Attitude Priority
   a. Prepared for personal growth
   b. Intercultural sensitivity/competence
   c. Aim to Increase global awareness
      i. Geo-Political
ii. Religious
iii. Cultural
d. Openness to learning
e. Open-mindedness
f. Diversity of past experiences

C. Activity priority
   a. Leadership qualities
   b. Past positions and experiences
      i. Facilitation/teaching experience
      ii. Organizational/event planning Skills
      iii. Takes initiative
      iv. Communication skills
      v. Demonstrated involvement in “global” activities
      vi. Volunteer/work experience
      vii. Non-governmental organizations
      viii. Cultural communities
   c. Unique skill-sets and demonstrated willingness to share/teach/participate
      i. Arts, athletics, language, cooking, etc.

D. Other considerations
   a. Recommendations from other I-House members
   b. Uniqueness
   c. Previously lived in Residence
   d. Maturity and experience
   e. Diverse areas of study

Please see Appendix F. Application and Selection Process for New Applicants.

4.4 Selection Criteria for Returning Applicants

Returning applicants or “returners” will be selected with the additional criteria of demonstrated involvement in I-House: In addition to being a good neighbour, every International House resident is required to significantly contribute to and demonstrate an ongoing commitment to the International House community. For example: plan an event, assist those putting on events, take the lead on a project or initiative, regularly attend and contribute to IHCC meetings, be a supportive and enthusiastic community member.

Please See Appendix G. Application and Selection Process for Returners.

4.5 Room Assignments
Rooms will be assigned in order to balance the objectives of I-House and the needs of the individual student through a cooperative process by the Global Education Coordinator, the Assignment Coordinator, and other relevant parties that they agree to be necessary and appropriate.

Effort will be made to deliberately compose each floor according to country, gender, returning resident status, and demonstrated involvement.

5.0 Guest Suite Policy

Guest Suites within I-House are managed by Conference Services. While staying in the suites, guests may be informed about the unique community of I-House, and may be invited to participate in some events.

6.0 Community Development and Program Policy

I-House has a unique mandate. Rather than aiming only to create a pleasant living and learning experience for residents for one year, I-House has a long-term vision to grow an on-going community of global leaders prepared to tackle critical issues facing the globe.


I-House’s unique staffing structure includes staff from the UAI Global Education Program and Residence Life whose responsibility it is to ensure that the design and implementation of programming and service provision in I-House best meets the I-House Objectives.

6.1 Community Development

Leadership development and the involvement of students is the core of I-House community development. Therefore, involving students in all levels of leadership, scouting new students for potential involvement, and creating leadership opportunities wherever possible is a top priority in I-House.

In I-House, the I-House Community Council is involved in the development of the community in order to leverage diversity, determine the most interculturally sensitive courses of action, and ensure multicultural team development.
A full Global Education program will be implemented for 8 months of the year (September to April) that includes intentional leadership development opportunities for student volunteers and staff, supporting student leaders’ visions and programs, and targeted events to meet I-House Objectives.

6.2 Spring/Summer Programming

During the Spring and Summer terms, Global Education programming will include leadership training and preparations for the year ahead.

Residence Life will provide a variety of programming for Spring/Summer residents, including orientations, social events, house management, and other programming.

7.0 Facility Use Policy

7.1 I-House Meeting Room

The I-House Meeting Room (Room 110 I-House) is the primary programming space for I-House residents. The I-House Residence Coordinator and UAI Global Education Coordinator manage the space including bookings, equipment, appropriate usage, and cleanliness. The I-House Booking Calendar is owned by the Residence Coordinator, who is responsible for addressing conflicts in meeting space/time requests in accordance with the priority groups listed below.

7.1.1 Categories and Priority of Meeting Room Users

Three categories are permitted to use the Meeting Room, with booking preferences identified as per the guidelines below, provided they are sponsored by a key-carrying staff member.

Group A – Programs offered by the students of International House, or the Global Education Program. Priority will be given to the events which contribute to the objectives of I-House.

Group B – Programs offered by University of Alberta International or Residence Services that contribute to the objectives of I-House.

Group C – Meetings or programs of University of Alberta International or Residence Services.

7.1.2 Set-up and Cleaning

The Meeting Room must be left in the same configuration it is found in. Therefore, it is the responsibility of the event organizer to return the room to the original condition it is found in (room set-up and clean-up) and windows are closed.
All users of the Meeting room are responsible for both front and back end cleaning and room preparation. Users are required to leave the meeting room in the same condition in which they found it (garbage removed, tables and floor cleaned, etc.). Mistakes occur which may result in users finding an unclean space. Users are expected to document problems with the initial condition of the room and forward those concerns to the Residence Coordinator.

Every effort will be made to give the prior user the opportunity to clean without calling contract cleaners. This will happen by contacting the I-House RC or the responsible party to take care of the issues. Time and the amount of cleaning will dictate if cleaners should be called (e.g. if its just a small spill on a table please clean it yourself, if there is a lot of cleaning and a meeting scheduled that day cleaners could be called). Charges for the cleaning will be sent to the I-House RC who will inquire and investigate as per Residence Services Judicial Process and assess them to the appropriate group.

7.2 East Campus Commons

The East Campus Commons is available for I-House events that cannot be accommodated in the Meeting Room. The ECC is managed by the Residence Area Coordinator and can be booked out for large scale I-House events.

7.3 Passive Programming Space
Programming space in lounges, on walls, bulletin boards, in the elevator, and all areas of I-House should be used to meet I-House objectives providing safety regulations and existing policies are taken into account. Decisions to make changes to the facility should be done in consultation with the Global Education program and Residence Services staff. In situations where consensus cannot be reached, such issues will be forwarded to the I-House Management Committee for a decision.

8.0 Residence Community Standards

The University of Alberta strives to provide a living environment where students can excel academically as well as pursue their personal goals. Rules exist so that all residents can live peacefully in their residence, free from discrimination and harassment. The Residence Community Standards encourage a positive and respectful community in which to live and learn. Residence Services staff are committed to creating an atmosphere conducive to supporting academic achievement, sustainability, safety, community involvement, wellness, and diversity.

The Residence Community Standards contain the policies and regulations for residents and their guests. All students and their guests are responsible for reading, understanding and abiding by the Residence Community Standards. Not knowing the community standards is not
an excuse for not following them. These standards encourage the mutual respect upon which productive, diverse communities thrive. The Residence Community Standards can be found at either the Residence Services or University governance websites.

8.1 I-House House Rules
Community rules pertaining specifically to I-House can be found online on the Residence Services website. These House Rules address noise levels, cleaning and community care, alcohol consumption, and other safety related items. The House Rules can be changed by Residence Services with input from and in consultation with the I-House Management Team and the I-House Community Council. House Rules should not be changed in the middle of an academic term.

9.0 Alumni Policy

I-House will engage alumni in various programs and projects to further the mandate and objectives of I-House.

Alumni are all students who have resided in I-House for any length of time.

I-House will support and collaborate with the International House Alberta Alumni Association (IHAAA).

I-House will maintain an alumni database that is distinct from the list of alumni maintained by Alumni Relations. This will ensure the ability of I-House to engage all alumni (not restricted to University graduates) in various projects and programs.

Projects and programs involving alumni include but are not limited to: social, educational, mentorship, career advising, fundraising.

The Alumni Policy does not supercede any existing University of Alberta policy or practice.

10.0 Fund Development Policy

I-House will actively seek donations for programs and projects to further the mandate and objectives of I-House.

Donors and sponsors can be recognized in various ways as per agreements between the donor/sponsor and the University and consistent with the practices of the University.
11.0 Community Relations Policy

I-House will create positive relationships with communities external to the University for mutual benefit.

Appendix A. Definitions

Intentional Community
A planned residential community designed to meet specifically articulated goals and purposes. In the case of I-House, this means the community is designed to have a high degree of social cohesion and teamwork based on a common vision.

Global Citizenship
Patterns of behavior/action based in high intercultural competency and global issues awareness.

A global citizen:
- Understands she or he shares a common humanity with all others.
- Understands diversity to be essential for life.
- Understands the rights and responsibilities of citizenship and the local and global implications of these rights and responsibilities.
- Recognizes the connection between local and global events and actions.
- Views himself or herself as involved and able to participate in the world.
- Understands the importance of multiple perspectives, and can access and reflect critically on a diverse range of views and information.
- Interacts appropriately and effectively in an intercultural environment.
- Accepts the responsibility to take action for the common good with regard for local and global consequences.

Socially Responsible Leadership
Effecting positive change in a community through inclusive and therefore creative means in order to synthesize best community practices.

Enduring Friendships:
Friendships that last beyond residency at I-House.
Appendix B. Roots of the International House Community

We . . .

Share our time, heart, and energy to nurture our global community.

Respect our own stories and value diverse perspectives and worldviews.

Recognize the interconnectedness of our lives and actions in the past, present, and future.

Explore our potential in mind, body, spirit and emotion, and support growth in those around us.

Make choices with the awareness that each of our actions has global repercussions.

Honor the interdependence of all living beings.

Develop the skills we need to create the future that we want to see.

Trust the strength of our community to support collective success, peace building, and enduring friendships.

Commit ourselves to life-long learning and personal development.

Embrace the world as global citizens.
Appendix C. Requirements of an International House

The distinctive characteristics of an International House which qualifies it for membership of “I-House: International Houses Worldwide”

A member of the “I-House: International Houses Worldwide” would meet the following criteria:

- Residential: Normally of a size which enables programmes to be self sustaining. As a guide a minimum of around 100 residents although a lower number could be acceptable depending on the historical environment and resources committed to the mission.
- Freestanding or Affiliated to a university with a self-governing Board independently able to promote the distinctive I-House mission
- Charitable, not-for-profit status
- Tertiary students: undergraduate and/or postgraduate or visiting scholars
- A minimum of about 50% international students
- At least 25% local students
- Diversity of cultures
- Diversity of academic disciplines
- Provision of programs with the purpose of the betterment of international understanding by facilitating and enhancing cross-cultural and cross-national interaction
- Active concern for the well-being of residents
- Admissions policy dedicated to promoting broad based cultural and educational exchange
- Central dining facility
- Central social and meeting facilities
- Full-time senior C.E.O. who is responsible to the self-governing Board

An individual institution may happen not to meet every criterion as a technicality but demonstrate by its activities that its primary mission is to promote better international understanding by providing a vibrant interacting international community of students and/or scholars living together which is distinct from that normally experienced in a university residential life facility.
Appendix D. I-House Marks and Color Palette

The following marks are used to identify I-House, along with their colors from the University of Alberta color palette, accessed April 18, 2016 (updated May 15, 2018) from the University of Alberta’s Marketing and Communications Toolkit, which provides for standardized requirements for University of Alberta units.¹

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¹ [https://www.ualberta.ca/toolkit/visual-identity/our-colours](https://www.ualberta.ca/toolkit/visual-identity/our-colours)
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Appendix E. FOIP Agreement for I-House

The purpose of Appendix D is to inform students and staff of the University of Alberta’s I-House Management Committee about the operational impact of privacy legislation and how the University will collect, use, disclose and protect information under the custody and control of the University. Appendix D is intended to provide guidance on how:

- to request access to information
- the University conducts "best practice" in compliance with the privacy legislation.

FOIP Act

The Freedom of Information and Protection of Privacy Act ("FOIP") generally applies to any records that are collected, used or disclosed in the course of the operations of the University (subject to some limited exceptions). FOIP imposes obligations on the University to:

A. Provide access to records under the custody or control of the university, subject to limited exceptions; and

B. Protect the personal information that is under its custody or control by making reasonable security arrangements against risks such as unauthorized access, collection, use, disclosure or destruction.

Under FOIP, units within the University can share personal information on a need-to-know basis. I-House (Residence Services and University of Alberta International) needs to know this information to fulfill the I-House mandate, which is to provide unique, specialized services and programming in addition to housing. That programming, in effect, continues after the residents have left I-House via engagement and various activities.

Students are selected based on specified criteria and then the programming works hand in hand to support the mandate of the building. I-House (Residence Services and University of Alberta International) needs personal information to do its job. The sharing of information will be limited to receiving information on the current residents. This information is used to build a database which will then allow for communication with students after they leave.

I-House defines alumni more broadly than the University as whole. I-House includes all people who have lived at I-House as alumni. Although the majority of I-House students are awarded UA degrees, there are a small percentage of people such as ESL students and exchange students who do not get degrees and are not ‘official’ U of A alumni. For the purposes of this Agreement, that does not matter.
I-House has an official University of Alberta alumni chapter through central Alumni Affairs. It was established at the time of the I-House 10th anniversary in 2014, and is officially known as the IHAAA (I-House Alberta Alumni Association).

The exchange of personal information will enable I-House to fulfill its mandate more efficiently and effectively. This information can be shared electronically. The sharing of student information will be done in a secure fashion; not using an email attachment, for example. Google Drive is considered a secure means.
Appendix F. Application & Selection Process for New Applicants

Application Process
In addition to a standard Housing Application, each applicant is required to answer two questions:

1) Why do you want to live in International House at the University of Alberta?
2) What experiences, talents, ideas or interests will you share with the International House community?

It is our job to determine who to pick based on how each applicant fits the Selection Criteria in Section 4.3.

Please Note: The selection team should be familiar with these guidelines, but they must be applied holistically. Every person is a unique combination of the variables and must be considered overall in terms of how they will contribute to the I-House vision: An intentional community built upon respect and openness that fosters global citizenship, socially responsible leadership and enduring friendships.

Selection Process
The applications are split between international and Canadian students. Each member of the selection team ranks the applicants on a 6-point scale; afterwards, the scores are added up and the applicants are ranked. Then, the team (or GE Coordinator) looks to ensure country diversity in the international pool and other desired elements (like global nomads) in both pools as the group seeks to find a score that seems to be the reasonable cut-off limit for the particular round of selections. Naturally, this number will vary depending on the number of people ranking applicants.

A+ = 6 Indicates an ideal candidate, absolute YES!
A = 5 Very good candidate, probably a YES!
A- = 4 Good candidate, likely a YES!
B+ = 3 Decent candidate, would be okay to be a YES!
B = 2 Ok/permissible candidate, if need be! (if from a desired region, more weight to this score)
B- = 1 Not a desirable candidate (doesn’t matter what region!), likely a NO! but sometimes permitted
C = 0 Should not live in I-House, definite NO!
Appendix G. Application and Selection Process for Returners

Definition:
A “Returner” or “Returning Applicant” to I-House is anyone who ever lived in I-House during the Fall and/or Winter terms.

Deadlines:
Early Returner Applications are due and offers will be sent according to dates specified each year.

Returner Applications may also be submitted according to subsequent deadlines such as the deadline for guaranteed housing.

Application Steps:
1) Fill out the online residence application.
2) Create and hand in your hard-copy Profile Poster (see below) to the East Campus Residence Services Office. Please enclose it in the provided envelope with your name and student ID# on the outside of the envelope.

Profile Poster
Every I-House resident is required to significantly contribute to and demonstrate an ongoing commitment to the International House community. For example: plan an event, assist those putting on events, take the lead on a project or initiative, regularly attend and contribute to IHCC meetings, be a supportive and enthusiastic community member. Your Profile Posters will be evaluated based on your contributions to I-House and the quality of your Profile Poster (please ensure that you follow the guidelines below).

This is a competitive process and returner spaces in I-House are limited.

Each applicant must create an 11 x 17 sized hard-copy “profile” poster. We encourage you to be creative and really show us who you are! All of the profiles will be laminated and displayed publicly in the I-House Hall of Honour on the first floor to showcase returning residents as mentors in the community.

Your profile must include:
1. Your name
2. A clear photo of you wherein you can easily be recognized by newcomers (no smaller than 4x4 inches or 10x10 centimeters). Please do not use photos that cover your face differently than you would normally appear in the community.
3. Three statements that include the words and complete the following phrases:
1. Last year I: *(write about and show how you contributed to the I-House community)*
2. I can help you with: *(write about and show what you most can help new people with)*
3. My I-House dream is: *(write about and show something real and practical that you want to make happen in I-House)*
4. Anything else that you would like to include. Please be as artistic and creative as you would like in order to express your personality and introduce yourself as an I-House returner in this way.

Returning Applicants who do not meet the first deadline may submit their applications in accordance with New Applicant deadlines.

If you have any questions, please contact Leslie Weigl, Global Education Coordinator leslie.weigl@ualberta.ca or 780-492-1604.
If you have any personal concerns about completing the application, please contact one of your International House RAs or your Residence Coordinator.
## Dates of Policy Amendments

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