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# The management countermeasures exploration of overseas students under the background of Internationalization

Yingkun Sun<sup>1</sup>, Yingnan Lu<sup>1</sup>, Chengji Liu<sup>2</sup>

<sup>1</sup>Department of Student Affairs Management, School of Medicine, Jiangsu University, Zhenjiang, Jiangsu 212013, China

<sup>2</sup>Central Laboratory, Zhenjiang Municipal Physical Culture Bureau, Zhenjiang, Jiangsu 212001, China

## Email address:

ykunsun@126.com (Chengji Liu)

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**Abstract:** Nowadays, the management of overseas students' education has become an important part of higher education in our country. To improve the effectiveness of the management, this paper analyzed the characteristics of overseas students and furthering enumerated the existing problems of the current management, and then put forward new management countermeasures such as establishing scientific management systems, improving "people-oriented" service consciousness, developing management team and constructing campus culture and so on.

**Keywords:** Foreign Students, Internationalization, Colleges and Universities

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## 1. Introduction

Under the background of economic globalization, the pace of internationalization of higher education is becoming more and more advanced and international communication and cooperation has become the general trend for the development of higher education. During the internationalization of higher education, the number and origin of overseas students was much richer following the principle of "expanding the scale, improving levels, ensuring quality, perfecting management".<sup>[1]</sup> Additionally, more and more universities and colleges could accept the overseas students; and the Chinese government supply the scholarships; which promoted more and more overseas students coming to China. According to statistics, the number of overseas students and countries and regions where the students come from has all set new records. Of course, their arrival has injected new vitality into our country's education system. However, the management for overseas students has been challenged because of the students' weak senses of collective consciousness, different nationalities, uneven levels, different self-disciplines and culture habits. Therefore, it is becoming an urgent mission to furthering strengthen and optimize students' management and to guarantee the smooth development of the higher education internationalization<sup>[2]</sup>.

## 2. Analysis of International Students' Group Characteristics

### 2.1. Communication Barriers

From different countries and regions, students speak English with obviously local accents. And Chinese university teachers' oral English level are also uneven. In the process of communication between students and managers, there are difficulties in understanding each other. Especially for fresh students, they are not familiar with Chinese campus culture, teaching methods, management modes and life customs; which make the managers and students not well communicate and understand each other.

### 2.2. Cultural Differences and Conflicts

The cultural differences exist not only between Chinese and overseas students, but also among themselves. Students with particular cultural elements have formed their own world outlook on life and values. Therefore, their way of seeing and solving problems in study, life and work was different a lot from Chinese and it is hard for them to adapt to Chinese culture, language habits, education system and management concept. They could even have produce misunderstandings and conflicts with their managers in the process of communication. And overseas students have the different

backgrounds such as nationalities, cultures, histories, religions, languages and so on; which makes students communication show complexity, sensitivity and groupment, even if sometimes lead to conflicts and worsening their relationships in life and study<sup>[3]</sup>.

### **2.3. Widespread Psychological Un-adaptation**

Students come to a new social environment facing with various challenges, going through adaptation in environment, lifestyle, self-awareness, interpersonal communication, goal establishment and so on. They tend to have anxiety and tension, as well as strong senses of insecurity, loneliness, nostalgia and helplessness, which often cause them psychological problems including anxiety, irritability and depression. These psychological instabilities make these students subconsciously reluctant to cooperate with the teacher's requirements on teaching and management, and even lead to psychological crisis events, and more easily bring hidden danger to management work.

## **3. The Problems Existing in Students Management**

### **3.1. Innovation of Management Mode**

At present, most colleges and universities have adopted an independent system to manage the overseas students. This management system like to be "extracorporeal circulation". Across our country, there are three types management modes. These include: one is department of the International Cooperation and Exchange to manage overseas students; the other is secondary schools for teaching Chinese to manage overseas students; the third is organizing the overseas school to manage students. The above management modes not only take up a lot of the school management resources but the teaching management and student status management are completely separated from schools' management function on Chinese students, which goes against the assimilation of foreign students' education management<sup>[4]</sup>.

### **3.2. Lack of Humanistic Care in the Management Process**

Overseas students' management work ranges very wide, and was trivial and meticulous. Managers are required to have enough patience and high humanistic quality. However, currently during the process of students management, most managers rely on normative system to manage students and was few consideration about cultural differences, psychological gap and adaptation level of the students, which often leaves a bad impression on the students and causes their sense of disgust and confrontations.

### **3.3. The Shortage of Foreign Students Education Faculty**

High-quality teachers are the key to ensure that international students education management goes well. However, the current knowledge structure of the teaching staff is way too simplex and their mandarin and foreign

language are not at a high level. The existing management staff lack international consciousness, the spirit of devotion and the sense of responsibility, which requires them to improve their comprehensive qualities including language communication ability, cross-cultural communication ability and humanistic quality, etc. These problems seriously hinder the pace of internationalization and development in colleges and universities.

## **4. New Countermeasures for Overseas Students Education Management**

### **4.1. Construct a Scientific and Rational Mode**

At present, most universities manage overseas students in a "closed" and "nanny-style" way, and the students are separated from the Chinese students both in teaching and life management. Such management was unsatisfactory. In order to change the situation, colleges should implement assimilation management policy, unify standards and scales in teaching management. They are also required to unify standards and arrangements in daily-life management, and follow new routine and methods that do not specialize the management.

### **4.2. Formulate Scientific and Rational Management System**

Without laws and rules, orderliness cannot be achieved. So it is significant to formulate regulations and strictly to follow them in order to do a good job in management. Colleges and universities must formulate specific "student handbook" in the entrance education stage to educate these international students about the school regulations as well as reward and punishment existing in the institution. We can also invite some related professionals to explain our country's relevant laws and regulations to them. It is also necessary to emphasize the system of examination management regulations, leaving and reporting back system, apartment management regulations, etc. We should help overseas students adapt to school life as soon as possible and let them understand the disciplines, and eliminate procrastination, laziness and negative learning attitude. These will lay a solid foundation for the education management of international students.

### **4.3. Improve "People-Oriented" Service Consciousness**

Previously, we emphasized too much on the management of international students, which is a form of top-down and lacked the concept of "human nature". And it is not good for their education and management. During work, managers should reflect the "people-oriented" management concept at all times, take the students as the center of all policies, do all for the students, adhere to the principle of justice, and respect students in relation to their cultural backgrounds and emotional needs. We also need to provide more help for them on learning and normal life on campus. We should provide more ways and space on the campuses to make students feel the warm hospitality in the unfamiliar environment. This will

enable them to gradually develop a sense of belongingness, which will be advantageous to balance their emotional instabilities and eventually provide a good plan for their management.

#### **4.4. Create High-Quality, High-Level Student Management Team**

In order to improve the efficiency of management systems, managers are required to have better comprehensive abilities. Universities can improve managers' management skills, communication skills, abilities to find and cope with problems and their understanding domestic and foreign cultures via various trainings, exchange of ideas, integration of all resources and other approaches, which will enhance the comprehensive quality of students' managers. Besides, universities can also draw up an action plan that will introduce high-level professional talents, and gradually build a overseas students' management team, which will be relatively stable, conscientious, familiar with foreign affairs and good at management. Additionally, managers should take the initiative to learn about the politics, economics, cultures, religions and other conditions in different countries in order to understand the habits and the psychology of the students, respect and understand them<sup>[5]</sup> from the perspective of the students.

#### **4.5. To Make Full Use of Campus Culture and to Promote Chinese Cultural Exchanges**

In order to promote foreigners to understand and appreciate Chinese cultures and to reduce communication barriers, colleges and universities should carry out a number of rich and colorful cultural activities, such as school art festivals, sports festivals or Chinese competition, to make students learn more about Chinese culture and history while they fully participate

in these activities so that their Cultural adaptation ability can be improved. These activities which they participate in encourage the exchanges and mutual understanding, and narrow the distance between them and Chinese students. It can be agreed that experiencing the passion and friendship of the Chinese deepens their sense of identification with their universities, reduces the psychological sense of exclusion and the sense of loss and loneliness, creates advantages for their daily management, and finally reduces the resistance and conflicts in the management work.

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