


Interculturality on a daily basis: CHARM-EU Joint Virtual Administrative Office (JVAO)

JVAO team - authors

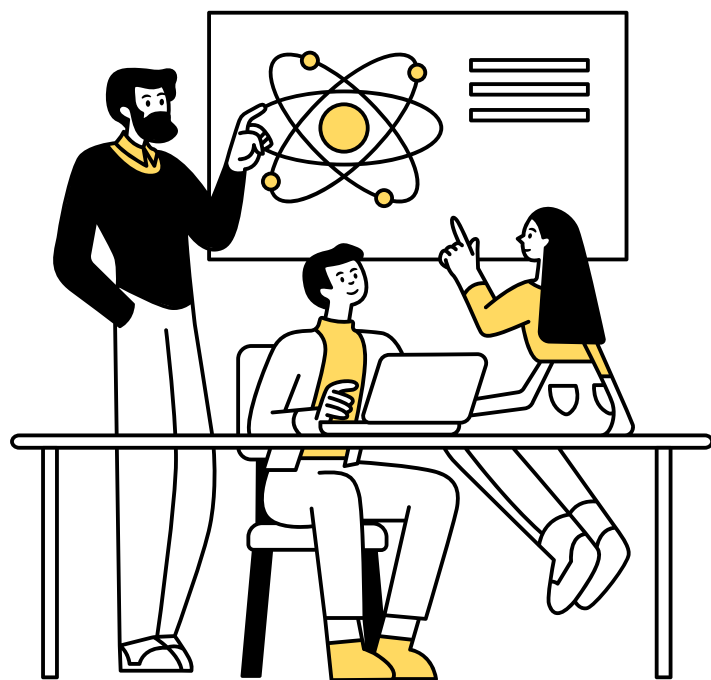
Miriam Gasol, Jenny Kirkwood, Femke ten Bloemendal, Anna Bieniasz, Ádám Csáky, Anja Bleidorn, Johanna Quiroz-Schauman, Laura Eckert, Toril Ivarsoy



Managing INTERCULTURALITY is at the  of our daily work:

LANGUAGE & COMMUNICATION

- Advantage for native speakers of English.
- Need of a shared glossary to ensure we talk about the same things.
- We are special care in written texts and in oral communication.
- Managing expectations from students from different backgrounds.



GRADING & ASSESSMENT

- The importance of correct use of language in the feedback students get.
- Grading is different in each country, and deeply connected with values 'how well you are doing'.

Class	Wits Percentage	Code
First	75% and over	A
Upper Second	70% to 74%	B
Second	60% to 69%	C
Third	50% to 59%	D
Fail	0% to 49%	F
FABS	Failed Absent	F

DIPLOMA & GRADUATION

- Legal requirements: signatures, format, kind of paper...
- Some universities have graduation ceremonies, others do not.
- Importance of the parchment differ per country: digital certificate is enough or wanting it framed on a wall.

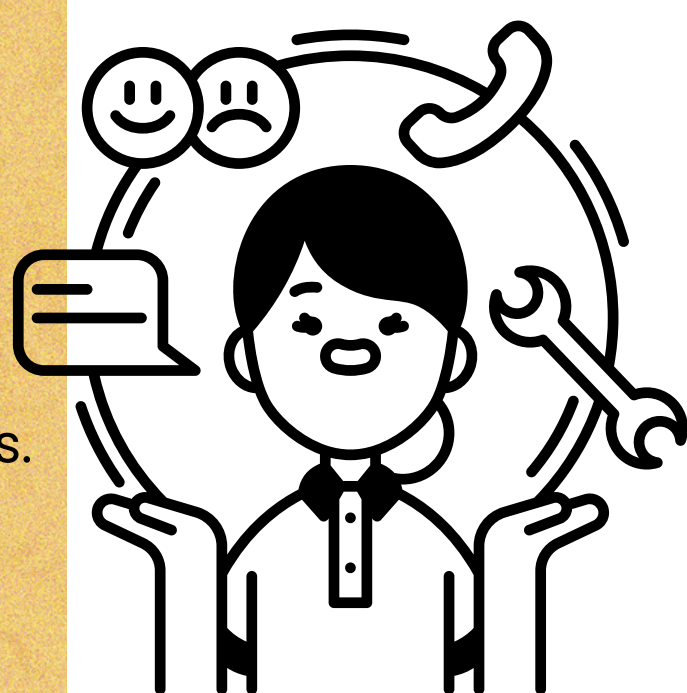
TIME MANAGEMENT

- Planning meetings in different time zones
- Breakfast / lunch / dinner times can clash with meetings
- Match timetables, time zones, bank holidays



MOBILITY & SERVICES

- Different regulations for Erasmus+ grants even though it is a EU programme.
- Cost of living differ a lot per country.
- Finding accommodation is also more difficult in some countries than in others.
- The expected service level differs per student.



ADMISSIONS

- Admission requirements for a Master's degree are different in each country.
- Documents issued by universities are not the same either.



We are happy we can share so many things and learn from each other:

