

# Invitation to draft the perfect welcome journey for your incoming students & PhD's at the InComm Project End Conference

## Invitation

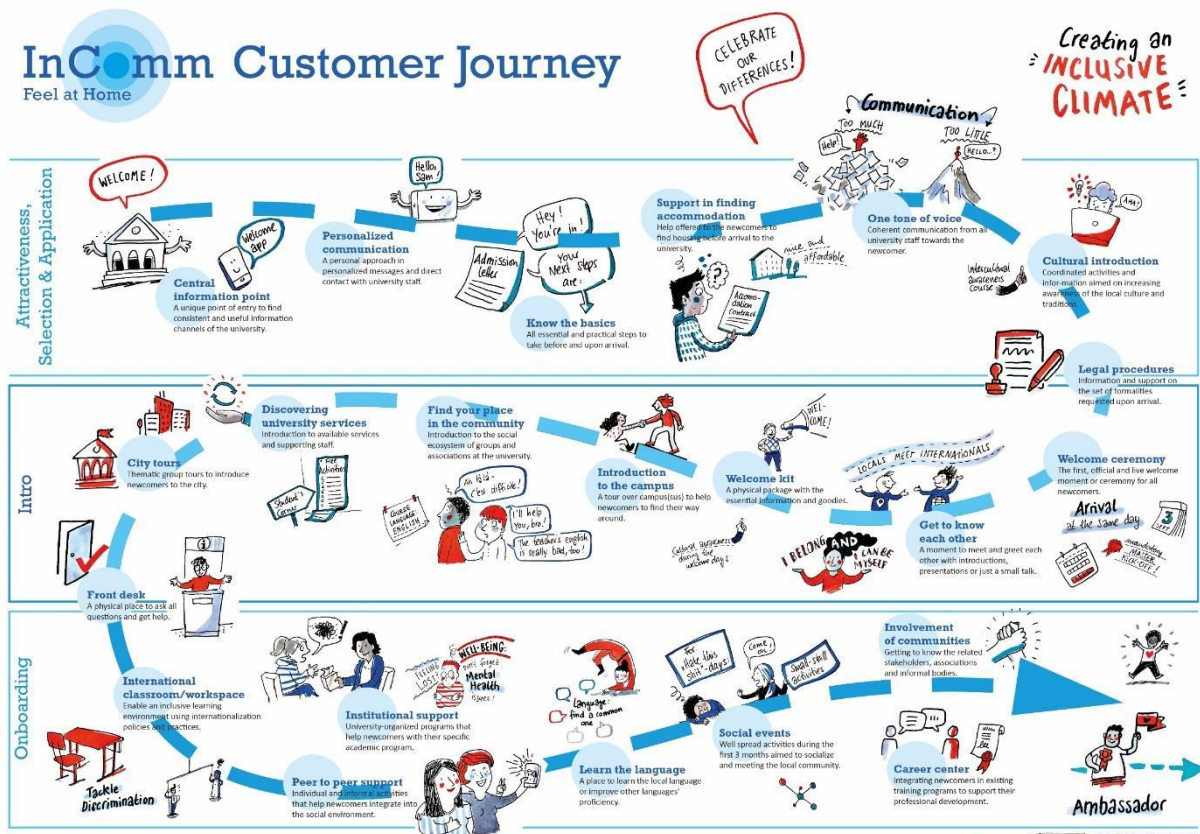
The InComm project developed a more inclusive welcome process at the partners universities, where students and staff from all backgrounds feel welcome in one international identity, to become truly international universities. We want to share this with you!

We cordially invite you to our InComm End Conference at **UPC Barcelona, Monday 28 and Tuesday 29 November**. The Barcelona Conference will teach you how to improve your welcome process at your institution, with inspiring best practices, hand-on tools and new connections.

## About the InComm Project

Scope of the InComm project is the welcoming process, from roughly 100 days before enrollment till 100 days after enrollment. There is the **Interaction phase** after application, about 3 months before arrival, the **Introduction** at the local institution, generally a week and the **Onboarding phase**, the first 3 months at the university in various programs (education, workspace, professional training, social activities). We call this our 'InComm Customer Journey'.

The InComm Customer Journey is made of **a set of elements**, together forming a complete welcome process for incoming Master students and PhD's. It was written from the Newcomers perspective, with no differences in nationality, by 6 universities. **By filling in the different elements, a fitting journey can be made** for your institution.



## Program

The InComm team carefully developed a conference program where you can learn about InComm and all tools developed, but also exchange ideas and thoughts in our interactive sessions.

### Monday 28 November 2022

**12:00 Registrations (including light lunch)**

**13:00 Opening Presentations**

Knowing the basics about InComm and tools to work on a better welcoming process

- Key-note: presentation InComm, by Eindhoven University of Technology (TU/e)
- Key-note: results and how to get there yourself, by Royal Institute of Technology (KTH)
- Key-note: NAPE student support unit at Instituto Superior Técnico de Lisboa (IST)

**15:00 Parallel 1: Working on it!**

Exchanging best practices, building networks, getting inspired

- Application/selection by KTH and IST
- Intro programs, by Technische Universität Graz (TU Graz) and Universitat Politècnica de Catalunya (UPC)
- Onboarding, by Technische Universität Darmstadt (TUD) and TU/e
- Working on your Customer Journey with the InComm+ Tool, by KTH and TU/e

*Note that each participant can choose two sessions, one on Monday and one on Tuesday*

**17:00 Measuring Impact & Wrap up**

**18:00 Connect with my Culture Social Networking event**

**20:00 Dinner**

### Tuesday 29 November 2022

**09:30 Kick-off**

**10:00 Parallel 2: Working on it!**

See the sessions above

**12:00 Panel Q&A**

With experts from all partners

**13:00 Lunch / End of conference**

## Target group

Professionals, student & PhD organizations/representatives working on welcoming incoming Masters & PhD's. It is also suggested that you bring one of your Master students or PhD's to the conference.

## Location

Universitat Politècnica de Catalunya (UPC), Barcelona

## Costs

The program is free of charge and includes both lunches, the dinner (on 28th November) and all coffee-breaks. Participants are expected to cover their own traveling & accommodation expenses.

## Registrations

[Via this link](#) before October 25th.