

Orientation Manual for International Students at ISU

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1 Problem Introduction

The current orientation manual provided by ISU is the same for all new incoming students, leaving many problems unsolved for international students who have different concerns from domestic students. Meanwhile, the page designs are not appealing and the content only offers superficial answers. It is also difficult to retrieve information quickly.

2 Objective

Compose a new manual that is appealing and audience-oriented, so readers would want to read it rather than have to read it.

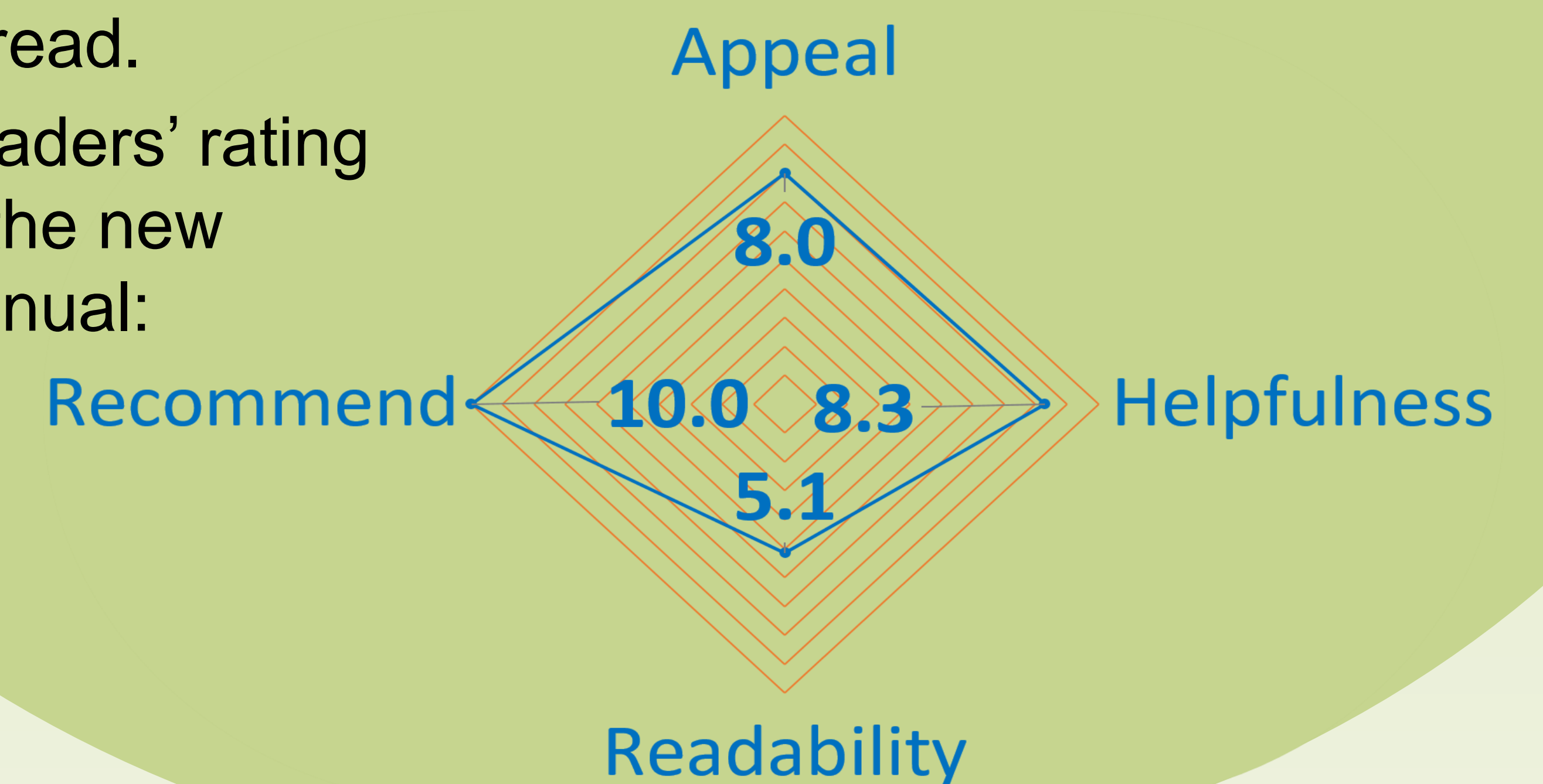
3 Method

Surveys and interviews were first conducted with current ISU international students, Chinese high school students, and an instructor from the ISU Intensive English and Orientation Program. The manual was then composed based on the feedback.

5 Highlights and Final Evaluation

- ✓ Steps of accomplishing different tasks and answers of various questions in travel preparation, medical matters, accommodation and much more.
- ✓ A chronological order and hyperlinks on key words for easier information retrieval.
- ✓ Knowledge about American culture and holidays are spread throughout the manual in text boxes.
- ✓ Relevant comics and pictures also make the manual fun to read.

- ✓ Readers' rating of the new manual:



4 Interviews and Surveys Results

Surveys of the current manual:

- An average of two pages were read;
- The current manual was not appealing, disorganized, and lack of useful information;
- 19 concerns and suggestions were collected.

Interview with Chinese high school students:

- ✓ American culture should be introduced.

Interview with current international students:

- ✓ 31 questions and concerns regarding living, dining, transportation, traveling, and academics were collected.

Interview with an lecturer from the ISU Intensive English and Orientation Program:

- ✓ Syllabus was not regarded as an important tool to succeed.
- ✓ Teacher-student relationship was different between Western and Eastern culture

Participants' Nationalities:

