

Annex 3. Institutional questionnaire for higher education staff involved in the delivery of support measures for international academics

This questionnaire was designed for the EU-funded Erasmus+ [UniWeliS](#) (*Supporting internationalisation of higher education through professionalising services for mobile academic staff*) project. Coordinated by SAIA, n. o. (Slovak Academic Information Agency), UniWeliS brings together the Academic Cooperation Association (ACA), Polish National Agency for Academic Exchange (NAWA), the University of Nis, Sofia University “St. Kliment Ohridski” and Comenius University Bratislava.

The aim of the interviews was to collect evidence and data on (a) obstacles to more advanced support services offered at higher education institutions to international researchers, lecturers, and PhD students and (b) professional development needs of higher education staff involved in the support of incoming academics in Central-Eastern and South-Eastern Europe.

Questionnaire

Introduction

- UniWells project
- Objectives and structure of the interview
- Policy & confidentiality

Part 1: Participants' profile

1. What is your institutional affiliation (name of organisation and service)?
2. What is your position?
3. What is your role with regard to international researchers/lecturers (incl. PhD students)?
4. Do you work exclusively with international researchers/lecturers (incl. PhD students) or also with international (Master's or Bachelor) students?
5. What kind of support do you offer to international researchers/lecturers and at what mobility stage?

Part 2: Institutional approach

6. How many foreign researchers and PhD students are roughly employed at your institution (on temporary and permanent contracts)?
7. How committed is your institution to attracting and supporting international researchers/lecturers (incl. PhD students)?
8. Does your institution have a standard procedure in place to organise and support the stay of international researchers/lecturers (incl. PhD students)?
9. What services does your institution offer to support international researchers/lecturers (incl. PhD students)?
10. How big is the support team roughly?
11. Does your institution maintain contact with international researchers/lecturers (including PhD students) after the end of their stay?
12. Do you cooperate with any external partners to provide support services?
13. Are there any professional development opportunities for HE support staff dealing with international researchers or PhD students at your institution?
14. Who else provides support to international researchers/lecturers (incl. PhD students) in your country to your knowledge?
15. What problems do you see, if any, when it comes to providing support services to international researchers/lecturers (incl. PhD students)?
16. How could the services offered to international academics be further improved at your institution?

Part 3: Desired staff competence

17. What knowledge is required to support international researchers/lecturers including PhD students?
18. What skills are important to support international researchers/lecturers (incl. PhD students)?
19. What kind of attitude is important?

Part 4: Professional development and training

20. What knowledge/skills/attitudes do you feel you need to have to excel in your support role?
21. What major challenges have you experienced in fulfilling your support role?
22. What kind of training would you like to get to enhance your competence and to develop professionally?

Closing