

Conclusion of all previous analysis

The investigations I have done have showed that the form of how information is provided is responsible for most of the problems foreign UDLA students face when coming to UDLA.

It could be observed that students got information in different ways. Some consulted printed information such as the UDLA's publications or travel-guides, others searched the internet and consulted the UDLA's website, others talked to persons who have been to the UDLA or Mexico before and yet others stated that they would prefer personal contact with Mexicans who could help them during their first weeks in Mexico. Therefore it would be helpful to provide the necessary information in different ways to increase the possibility that the student gets this information in one way or the other.

It is most important that all departments who have to deal with foreign students decide on producing only one printed publication to inform the student about what he has to do and what to expect. Printed information should be physically appropriate, which means that it agrees with different format systems used in countries the UDLA's international students come from. Therefore I propose the format 210 x 279.5 mm, which makes it storable in Din and US-letter systems.

All information which serves in daily student life, such as information about tourist sights, a public transportation map or explanations of certain sports, for example American Football, should be provided in form of little booklets. The format I propose is 145 x 100 mm, what makes it a bit smaller than a passport. This document size fits in the back pocket of a pair of trousers or in the front shirt pocket, so it is handy and portable. Landscape format would make it comfortable to handle despite its small size.

All information should be provided digitally as well on the website of UDLA's International Affairs Office, to make it possible to consult needed information in different places and independent of printed information which has to be carried.

For students who prefer personal contact for information, a mentor system would be helpful. That means that Mexican students function as mediators for foreign students who come to the UDLA. This system could be helpful not only for the foreign student, but also for Mexican students who plan to go abroad. They could get the chance to get in contact with a person from the country they want to go to, to practice his language skills and to get to know the foreign culture.

A lot of exchange students stated that they did not read the information UDLA sent to them because they did not have enough time to read such extensive information. Nor could they identify the relevant facts or that all information is provided bilingual. All information the student needs to read before coming to Mexico has to be short, clearly structured and easy to understand to save the student's time in the stressful period before leaving his country and to prevent him missing important facts.

By improving intercultural communication within UDLA the university will increase its image of being an international university. UDLA could improve its already good reputation in Mexico and worldwide, as well as help its international students enjoy their sojourn.