

welcomeoffice

FRIULI VENEZIA GIULIA



Ten years of welcoming

2010 / 2020



Ten years of welcoming

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Introduction

Welcome Office Friuli Venezia Giulia is the hospitality scheme for international students and researchers to the region. Developed within the SiS FVG – Scientific and Innovation System – which brings together 17 major research institutions based in Friuli Venezia Giulia, Welcome Office is managed by Area Science Park and aims to boost the attractiveness of the regional institutions. As its starting point it has the experience gained with the EURAXESS Service Centre, the pan-European initiative that supports the mobility and career development of researchers.

The shared organisational model promotes international hospitality by pooling the competences of individual partner institutions and thanks to a network of local and national Public Administration stakeholders collaborating with each other. These include police departments, prefectures, immigration offices, local health authorities, and municipal offices.

This report presents the main results and activities carried out by Welcome Office FVG since 2010, when the scheme was rolled out to the entire region, offering services, developing tools and providing support programmes for students and researchers arriving and staying in Friuli Venezia Giulia, and their host institutions.

* The ten years of activity refer to 2010-2019.

Partners

SiS FVG Institutions:

UNIVERSITIES AND MUSIC COLLEGES

University of Trieste
University of Udine
SISSA - International School for Advanced Studies
Conservatory of Music Giuseppe Tartini, Trieste
Conservatory of Music Jacopo Tomadini, Udine

NATIONAL RESEARCH INSTITUTIONS

Area Science Park
Elettra - Sincrotrone Trieste S.C.p.A.
National Institute of Oceanography and Experimental Geophysics – OGS
CNR - IC Institute of Crystallography, IOM Materials Workshop Institute, ISM Institute of Structure of Matter, ISMAR Institute of Marine Sciences
INAF - National Institute for Astrophysics - The Astronomical Observatory of Trieste
INFN - National Institute of Nuclear Physics, Trieste

INTERNATIONAL RESEARCH INSTITUTES

ICGEB - International Centre for Genetic Engineering and Biotechnology
The Abdus Salam International Centre for Theoretical Physics – ICTP
TWAS - The World Academy of Sciences for the advancement of science in developing countries
IAP - InterAcademy Partnership

SCIENCE AND TECHNOLOGY PARKS

Friuli Innovazione Research and Technological Transfer Centre
Polo Tecnologico Alto Adriatico Andrea Galvani S.C.P.A Technology Park

Institutions of the Trieste city of knowledge Memorandum of Understanding:

ARDISS - Regional Agency for the right to education of Friuli Venezia Giulia
MIB Trieste School of Management
UWC Adriatic - United World College of Adriatic



The context



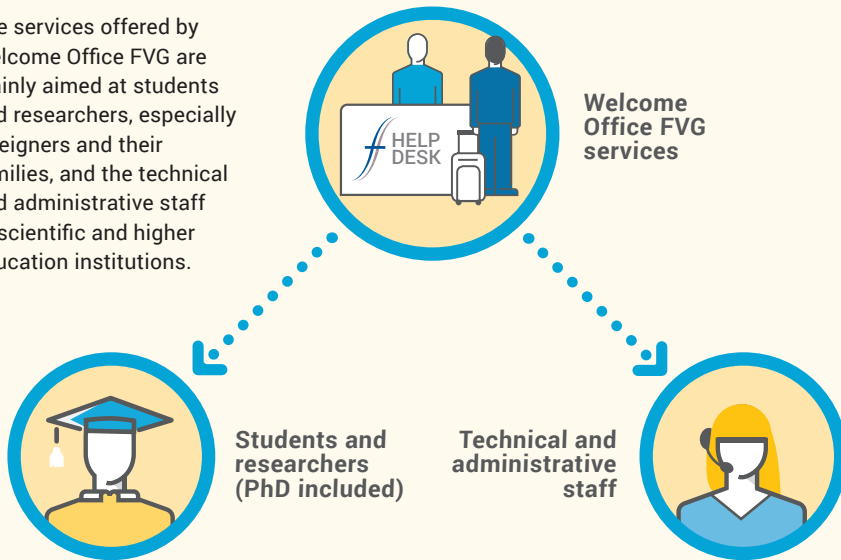
The scheme was developed to meet the need of the region's science and higher education institutes to develop, integrate and boost their existing hospitality services for the numerous international students and researchers who choose them every year.

It also acts as an umbrella organisation, providing support to the institutions by:

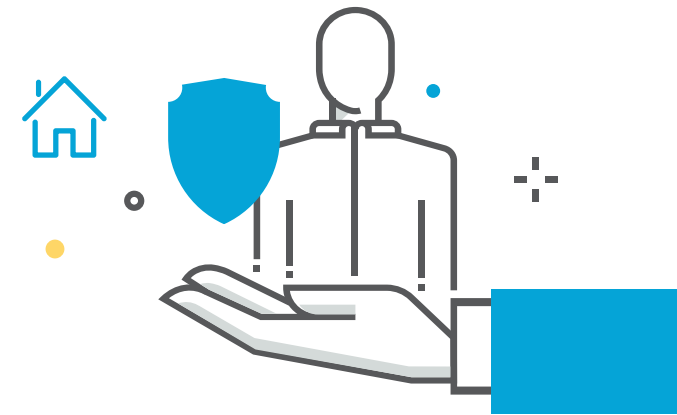
- liaising relations with public authorities to solve specific issues;
- offering targeted training and information;
- developing new tools/services to facilitate hospitality.

THE TARGET

The services offered by Welcome Office FVG are mainly aimed at students and researchers, especially foreigners and their families, and the technical and administrative staff of scientific and higher education institutions.



Welcome Office FVG activities




Support for students and researchers includes:

- pre-arrival information, with updates on www.welcomeoffice.fvg.it;
- on-site assistance via the Welcome Office help desks based in Trieste and Udine.

The website in English provides information about procedures for entering the country and aspects of everyday life (e.g. tax

identification number, health insurance, accommodation, language courses, foreign driving licences, etc.). Over the years it has been added with several online tools to help guests plan and organise their arrival and stay. These include the customisable To Do List of actions to be taken before leaving and upon arrival in Italy, a video tutorial and the Welcome Office FVG in a Nutshell infographic.

THE WEBSITE


114.000
 page views
 on average per year

WWW 
42.320
 website visits
 on average per year


150
 countries on average visit
 the website every year



Welcome Office FVG activities

Support for international mobility organisations includes:

- networked information and targeted training to share new legislation and operating practices, in partnership with local and national public authorities (police departments, prefectures, immigration offices, health authorities,

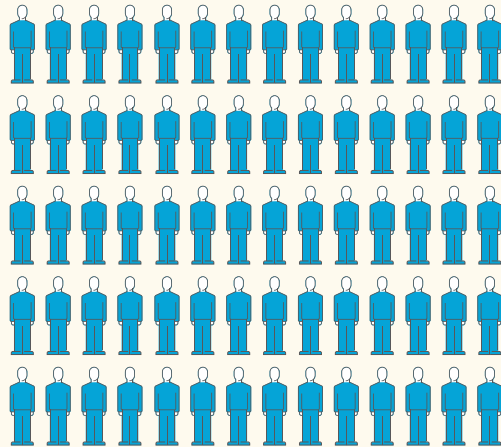
municipal offices, the Foreign Ministry's visa office);

- targeted support and mediation with public authorities;
- Service Charter (since 2015) illustrating the beneficiaries, activities, services provided and access modes.

USER TRAINING



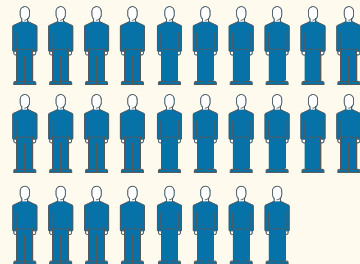
70 researchers involved
on average per year



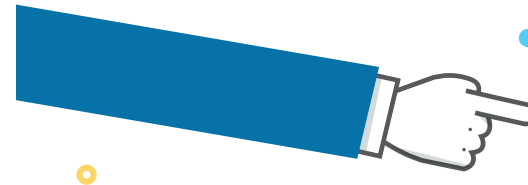
STAFF TRAINING



28 administrative officials
trained on average per year



Internationalisation activities



Over the years, Welcome Office FVG has taken part in various projects and initiatives aimed at strengthening the international appeal of the region's research centres and universities and promoting the career development of researchers. The main activities include:

1) EUROPEAN COMMISSION SCHEMES TO INCREASE THE ATTRACTIVENESS OF HUMAN CAPITAL

EURAXESS - Researchers in motion

Pan-European Network supporting the mobility and career development of researchers in more than 40 countries through a network of over 597 service centres and information websites worldwide.

HRS4R - Human Resources Strategy for Researchers

HRS4R aimed at facilitating full adoption throughout Europe of the European Charter for Researchers and the Code of Conduct for the Recruitment of Researchers (C&C), through a series of actions that research institutions and universities can take on a voluntary basis to implement the C&C principles.



RESEAVER - Retirement Savings Vehicle For European Research Institutions

A Europe-wide pension scheme for researchers and personnel in the field of research to encourage mobility and attract talent through complementary pension solutions.

2) INTERNATIONAL PROJECTS

Talents Strategy

Programmes for incoming and outgoing international mobility for expert researchers: TALENTS, TALENTS UP, TALENTS FVG and TALENTS3.

Duration: 2010-2018.

Financing: 7PQ-COFUND Action, ROP ESF, the Autonomous Region of Friuli Venezia Giulia.

Objective: to strengthen human capital for the regional research system, and international collaboration between scientific institutions.

DIAnet - Danube Initiative and Alps Adriatic Network

A project to boost relations between research centres and universities in FVG and those in the Alps-Adriatic Rectors' Conference (AARC) and Danube Rectors' Conference (DRC).

Duration: 2012-2015.

Financing: ROP ERDF.

Objective: to support interregional and transnational actions and networks for research and learning.

Ciência sem Fronteiras - CsF

Special international mobility programme for Brazilian students and researchers.

Duration: 2011-2015.

Financing: Brazilian government.

Objective: to facilitate international mobility for Brazilian students and researchers to high-prestige universities and research centres in the rest of the world.

EURAXESS T.O.P II

Duration: 2012- 2014.

Financing: 7PQ - PEOPLE.

Objective: to improve and upgrade the overall quality of the services provided by the EURAXESS Centres and the information on the national websites.

EURAXESS TOP III

Duration: 2015-2018.

Financing: H2020.

Objective: to expand the portfolio of services and activities of the EURAXESS Centres to increase the attractiveness of talents and strengthen the network internationally.

EURAXESS TOP IV

Duration: 2018 -2022.

Financing: H2020.

Objective: to strengthen and enhance the services provided by EURAXESS for researchers, with a focus on partnering with the private sector and career opportunities in non-academic sectors.

REBECA - REsearchers BEyond aCAcademia mentoring programme

Pilot mentoring programme under the European EURAXESS TOP IV project.

Duration: 2019.

Financing: H2020.

Objective: to support young researchers in their career development and when seeking opportunities outside the academic world.

Students and researchers testimonials



"Welcome Office FVG could play a bigger role for us, as understanding laws in a foreign country can be complicated, even more for foreigners."

"This service was more than I was expecting, and made my move a whole lot easier."

"I am very satisfied with Welcome Office and I am very grateful for the help and all the questions answered."

"We are very glad for these almost 5 years, we had a wonderful time, thank you again for helping us, for sure this made our journey much easier."

"Thank you for quick response and support, whenever needed."

"I would like to thank the Welcome Office FVG for the timely help every time."

"It helped me put my documents together, provided with necessary information and guided at various steps."

The Trieste help desk



The Trieste help desk is managed by Area Science Park and was set up in 2009 as a pilot scheme as part of the “Trieste City of Knowledge” project. It offers students and researchers advice on the main aspects of mobility, including arrival and stay, health insurance, accommodation, moving with family members, etc. It complements the hospitality services offered by individual institutions and supports third parties such as companies, start-ups, universities and national public and private research centres. On average, around 1000 consultations are provided every year.

It also liaises with local authorities, such as the police, prefecture, Municipality of Trieste etc. and organises activities for a smoother arrival and stay in the city, such as collective pick up of residence permits, Welcome Office city tours, etc. Lastly, it takes part in scientific dissemination and outreach schemes, like the European Researchers’ Night and the Trieste Next Science Festival, as well as the welcome days some organisations arrange for their international guests.

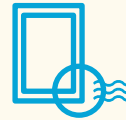
The help desk also provides training and career development support for researchers in the region’s Scientific and Innovation System through its collaboration with APRE FVG Trieste and the EURAXESS Centre managed by Area Science Park.



The Trieste help desk

CONSULTATIONS

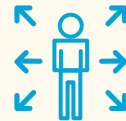
The most requested topics



Entry and stay



Accommodation

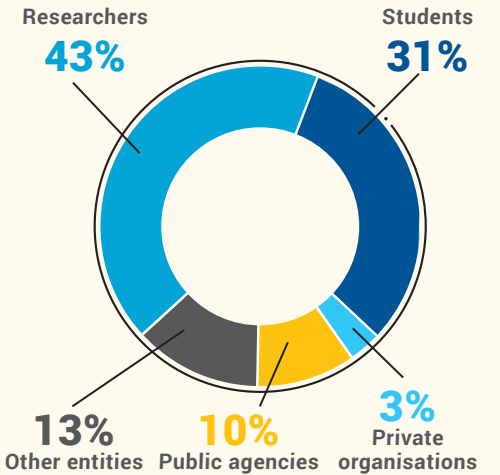


Study/research opportunities



Health insurance

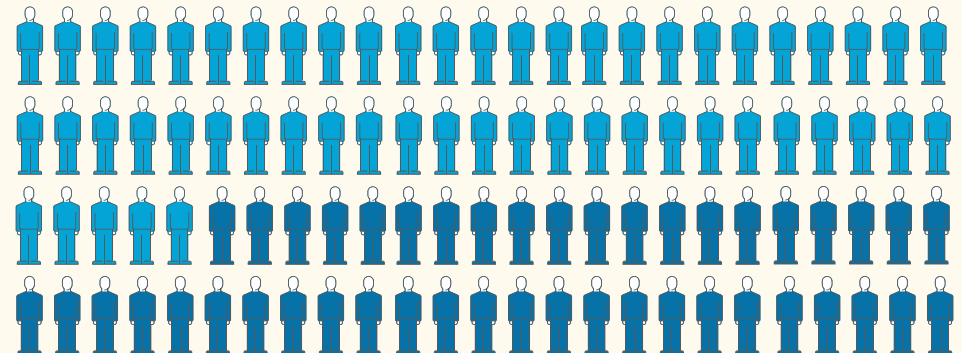
Who they are for



USERS



413
average number
of users every year



The Udine help desk



The help desk is managed by the University of Udine at the back of its experience with the International Student Service and was opened in 2010, one year after the Trieste office and alongside the roll-out of the Welcome Office FVG scheme across the region.

It provides services exclusively to users with links to the university. Its main target is incoming foreign students who have chosen the University of Udine for a period of study or research before returning to their own institutions. Over the years, support has been extended to international students enrolling at the university for full degrees or short courses and to incoming researchers. On average, around 7,600 consultations are provided every year.

The help desk is also involved in on-site services and works with the university during special meetings involving

international guests and the academic and administrative staff. Lastly, the university runs a EURAXESS centre providing hospitality to researchers.



The Udine help desk

CONSULTATIONS

The most requested topics



Pre arrival information



Health insurance



Accommodation

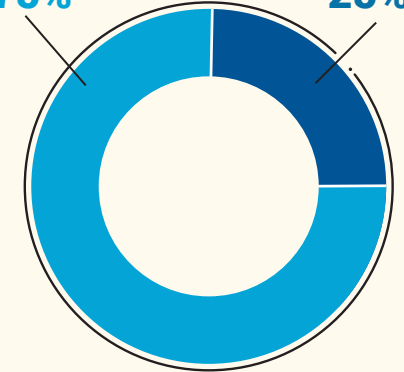


Italian language courses

Who they are for

Students
75%

Researchers
25%



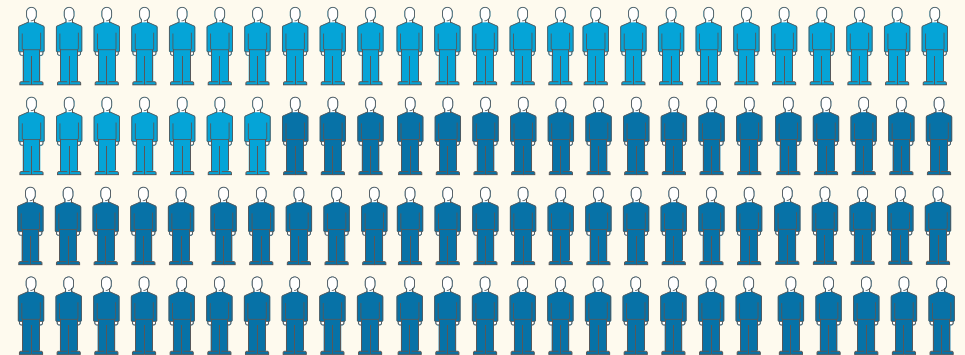
User data available as of July 2014

USERS

Non-EU users
32%

460
average number
of users every year

EU users
68%



User data available as of July 2014

Development of services and tools

- 2009** ● **Welcome Office Trieste**
Start of pilot scheme, opening of Trieste help desk and creation of www.welcomeoffice.trieste.it website
- 2010** ● **Welcome Office FVG**
Scheme rolled out across the region, creation of www.welcomeoffice.fvg.it website and opening of the Udine help desk at the university
- 2011** ● **Publication**
"Welcome Office Friuli Venezia Giulia - organisational models and shared processes for international hospitality"
- 2012** ● **Welcome Office Advisory Services**
Start of targeted advice services and activities planned for institutions, including housing, pre-arrival support, etc.
- 2013** ● **Moving Abroad**
Launch of mini website for outgoing students and researchers within the DIAnet project
- 2014** ● **Physics in FVG**
Launch of mini website for study opportunities in physics in the region
- 2015** ● **Service Charter**
Document to improve access to international hospitality services provided and managed by Welcome Office FVG
- 2016** ● **Website restyling and video tutorial**
Launch of the new website and video for incoming users
- 2017** ● **To Do List**
Customisable checklist to help students and researchers arriving and staying in the region with the main administrative procedures
- 2018** ● **Handbook for registering with the health service**
Document for SiS FVG institutions in partnership with Trieste's ASUGI health districts
- 2019** ● **Handbook for residence permits**
Document for SiS FVG institutions in partnership with the Trieste Police Department's immigration office

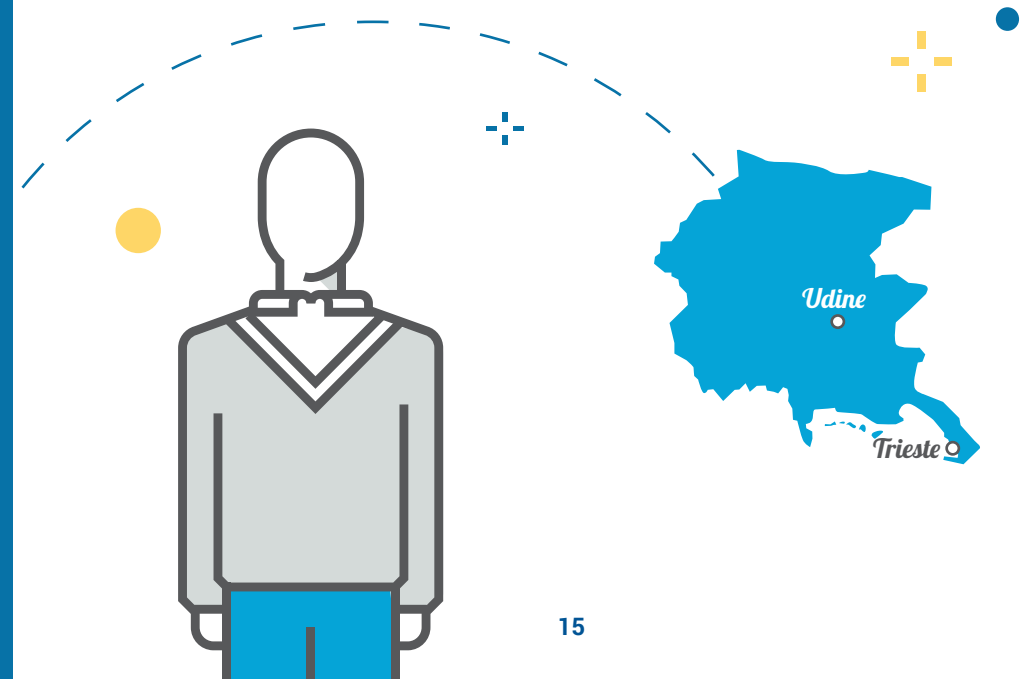
Conclusions

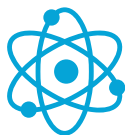


The attractiveness of an area can be measured by its ability to welcome qualified human resources to its scientific and research centres and guide them in the process through a series of pre-arrival and on-site services. In its 10 years of activity, Welcome Office FVG has established itself as a point of reference for international guests and the institutions hosting them, thanks to partnerships with local, regional and national public offices that deal with foreigners.

The future of Welcome Office FVG will be to continue to work alongside institutions, by offering new digital tools for sharing information, opportunities for interaction with the authorities and targeted training.

We would like to thank the Autonomous Region of Friuli Venezia Giulia for their constant support in this scheme, along with all the partner institutions for their valuable collaboration over the years.





For further information:
www.welcomeoffice.fvg.it
www.sisfvg.it

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