



Manual for Tutors

Ver. 21

University of Tsukuba



For starters

Starting a new life as an International Student means putting oneself in a new environment where culture, customs, organizations, and languages are different. It is way harder than we think. Remember, when you started something new, it was exciting but also nerve-wracking, right?

When we come across problems in a foreign country, or something we do not understand from a different culture, it makes us feel anxious in a way we could not comprehend. As people who are familiar with daily life in Japan, a lot of things we take for granted are complicated or difficult to understand from an international student's point of view.

Working with international students will make you realize that "knowing something by reading a book or listening to a story" is completely different than "understanding from actually interacting" with that something. As a tutor, you will discover a new way of thinking, that will change the way you see and experience things. Along with international students, you will be able to experience "their new life in a new culture". This is a rare opportunity that we hope will be a great learning experience for all tutors.

Coming into contact with people who have a completely different point of view from your own will enable you to broaden your horizons as a person. Of course, there are many challenges involved in coming into contact with different cultures, and there will be times when you may have trouble understanding others. The International Student Advisory Room will support you in this regard. Please take advantage of this opportunity to develop your international mindset and hone your multicultural skills.

Tutor System

What is it?

- It is a system where international students who have just arrived in Japan receive help from other students who know a lot about the University of Tsukuba and Tsukuba City. By providing support, especially at the time of their arrival, a period filled with complicated administrative procedures, tutors can help International students, who are still not used to Japan, feel less anxious. The Tutor system also helps with long-term adaptation.
- It is a system in which the University of Tsukuba officially issues a work request.

For who?

- For undergraduate students, graduate students, non-degree research students, exchange students, exchange research students, and Japanese language course students. Students must be within 6 months of their enrollment and must not

have a Japanese nationality (double nationality included) in principle.

- Other than the above, international students recognized as having special educational needs are also included.



Responsibilities

Assist new students after their arrival

Paperwork for

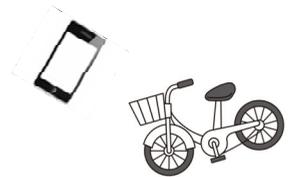
- Moving to dormitory
- City office procedures

(Residence registration, National Health Insurance Registration, Application for National Pension Contribution Special Payment System for Students)

- Opening a bank account (Yucho Bank for MEXT students or other banks)

Help for daily necessities

- Showing where to buy groceries
- Paperwork to get a Japanese phone number
- Home appliances, bicycle (registration included), and other everyday items.



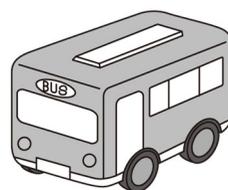
Campus Guide for

- The Library, Computer Room, and Cafeterias
- The Japanese lessons placement test (registration included)

- Bicycle Registration System
- Course registration, TWINS, the automatic certificate machine
- International Students exchange, tutors, talking about the “annual education plan” with an academic advisor

How to use transportation

- Buses and trains
- Campus transportation system user card



Informational Support

- Grocery shopping: how to buy imported foods, halal food, etc.
- Medical care: hospitals, hospital visits (in Japanese) , etc.
- Extracurricular activities: clubs. T-ACT etc.
- Studying: where to receive study support
- Housing support: register for student accommodation for the next year, look for an apartment
- Car: driving license, car ownership (name, insurance) etc.
- City office: National Health Insurance, etc.

Financial Support

- How to apply for scholarships



- How to apply for the tuition waiver

Japanese language learning support

- How to find a partner for everyday conversation
- Cooperation in participation in supplementary Japanese language courses (when requested by international students)

Relocation Assistance

- About rental agreement procedures
 - * The joint guarantee program for rental housing by Division of Student Exchange was terminated in AY2018.
- Procedures for change of address at city hall (notification of change of address, procedures for change of National Health Insurance)
- Notification of change of address for the post office
- Register a new address on TWINS
- Other address change procedures to various registered addresses (bank, credit card, cell phone, etc.)

Support upon leaving Japan ※ only for short-term students

- Disposal of garbage and appliances
 - * Do not leave personal belongings at the dormitory

- Procedures for moving out

- City Hall paperwork upon returning home

(Notification of moving out, return of National Health Insurance Card, and confirmation of payment of National Health Insurance tax)

- Submission of "Notification of the accepting organization (Left the organization)" to the Immigration Bureau
- Cancellation of bank account and cell phone

How to proceed

Tutoring period

First semester : for students enrolled between **April and August**

…Until the end of September

Second semester : for students enrolled between **September and January**…… Until the end of January

(Example) Arrival in August : from the day of arrival to the end of September

Arrival in September : from the day of arrival to the end of January

- ※ For one semester only (first semester or second semester)
- ※ Regarding students enrolled in April, they will get a tutor in April, even if they arrived in March.

Tutoring schedule and period

30 hours (20 hours for students enrolled in January)

※No carry-over from one semester or fiscal year to the next is allowed.

Apply before becoming a tutor

Prepare a guidance plan after confirming between the tutor, the international student, and the academic advisor what the

international student needs. Please submit this plan to the corresponding area academic office of the educational organization which the student belongs to.

Please make sure not to go over 20 hours per week inside the University.

Submit a report afterwards

After receiving confirmation from the academic advisor and the international student, an implementation report should be prepared and submitted to the corresponding area academic office of the educational organization to which the international student belongs or to a location designated by the area academic office.

You have until the 5th of the next month following the completion of the tutoring period to submit your report. In case the 5th is a National Holiday, please submit it on the next business day. The final submission deadline is early October for the first semester and early February for the second semester.

About remuneration

It is 1000 yen per hour. Based on your activity report, you will be paid for the time you spent tutoring. The amount will be

transferred to the bank account designated by the tutor for each first and second semester.

Others

We might sometimes check how things are going while you are a tutor or after the tutoring is over.

If you have any questions or concerns, please consult with the Student Support or Academic Affairs staff in each area Academic Office.

Culture Shock and Intercultural Adaptation

Culture shock is something that happens gradually as stress builds up when being in a culturally different environment. When culture shock is experienced, the following behaviors are observed:

- Washing hands excessively. Feeling anxious over drinks, food, plates, and bedding.
- Being dependent on compatriots. Rejecting Japan and the Japanese language.
- Strongly being worried about being tricked. Slight pain or injury causes great worry.
- Homesickness. Wanting to eat in familiar restaurants or talk to people who can understand you.
- Insomnia. Lethargy. Being unable to focus and feeling lonely. Irritability over small things.

Experiencing culture shock is never a bad thing, on the contrary, it means that cultural differences are being acknowledged. However, adapting to a new culture can be both fun and mentally taxing at the same time, so we ask tutors to lessen this impact as much as they can.

Adjusting to a different culture involves many processes such as excitement at the differences between one's own culture and the host culture, confusion when realizing that ideas and values are different, rejection and frustration at the cultural differences, and acceptance and relaxation at the similarities and differences.

When adjusting to a different culture, it is very important to have self-confidence, social support, and the ability to release stress well. Listening carefully to international students and understanding their feelings without lecturing or denying them can be a reassuring support for them.

Reference : YASHIRO Kyoko and others 『Intercultural Training
Sanshusha、2011

Intercultural Communication

We communicate by using our five senses, but the way we communicate is different depending on the person and the culture. Looking for any likeness and similarities as well as differences between different cultures can lead to new insights.

Verbal Communication

Spiral Communication :

You don't express your claims or your opinions but explain the situation instead to the other person so that they can draw their conclusions themselves.

Linear Communication :

You express your claims and your opinion and then proceed to explain the logical reasons behind them to seek the other person's understanding and agreement.

Step-by-step communication :

Among all the information that needs to be conveyed, only the part that needs to be verbalized is put into words. The rest is conveyed by the context without words.

Intramural communication :

You explain yourself thoroughly, without omitting any details.

Non-Verbal Communication

What is obvious to you might not always be obvious to others. Thus, it leads to situations where you do not understand the other person's intentions or, they do not understand your nuances. Some are taken differently depending on the relationship between people, between men and women specifically, age, etc. Please pay close attention to the following.

- Semi language : rhythm and pace of speech, tone of voice, emotional sounds, silence
- Time : sense of time and priorities
- Body language : gestures, postures, facial expressions, eye movement, personal distance
- Physical characteristics : attractiveness, hair, breath • body odor, skin/eye/hair color
- Contact behavior : handshakes, hugs, physical contact

Reference : YASHIRO Kyoko and others 『Intercultural Training

Sanshusha, 2011

FAQ

- Q:** The international student seems anxious and doesn't seem to feel well. What should I do?
- A:** Being a tutor doesn't mean that you have to take upon yourself everything. If there are any problems, we will work together to find a solution, so do not hesitate to go to the International Student Advisory Room, University Hall building C9, 2nd floor, Room P205.
(We suggest to make an appointment by email to contact smoothly.)
- Q:** I don't really get along with the student I was assigned to, can we make a change?
- A:** Tutors can be changed. First, please consult with the academic advisor or the International Student Advisory Room. Depending on the needs of the international student, the tutoring can be discontinued or changed. Please submit the "Change of Tutors for International Students (Report)" to the Area Support Office of the educational organization to which the international student belongs.

Q: What should we do when the International student wants to rent an apartment and needs a guarantor?

A: They can use a guarantee company affiliated with the real estate broker. For details, they will need to ask the real estate broker.

Contact Information

«Student Support related organization URL · Contact Information»

◆International Student Consulting Room (University Hall, building C9, 2nd floor, Room P204)

URL : <https://www.tsukuba.ac.jp/en/campuslife/support-international/counseling/index.html>

Email: gc-support@un.tsukuba.ac.jp

(They also accept inquiries from tutors)

◆Tsukuba University Health Center

URL : <http://www.hokekan.tsukuba.ac.jp/>

TEL : 029-853-2410

◆Student Advisory Room (University Hall, building B, 4th floor Room 411)

URL : <https://soudan.sec.tsukuba.ac.jp/gakusou>

Inquiries TEL : 029-853-2415

Counseling TEL : 029-853-2406

◆General Consultation Service

URL :

<http://www.tsukuba.ac.jp/campuslife/studentplaza.html>

• Student plaza 3F TEL : 029-853-8430

• Kasuga Area 7B Building 2F TEL : 029-859-1207

◆Bureau of Human Empowerment

URL: <https://dac.tsukuba.ac.jp/>

○Accessibility Support

URL : <https://dac.tsukuba.ac.jp/shien/>

TEL : 029-853-4584

○Career Support

URL : <http://syushoku.sec.tsukuba.ac.jp/career/>

• Student plaza 2F TEL : 029-853-8444

○Gender Support

URL : <http://diversity.tsukuba.ac.jp/>

TEL : 029-853-8504

Ask Us Desk provides counseling to international students on daily/campus life, and assists them with writing related to these issues.

Members are students from the University of Tsukuba. Tutors are very welcome to ask for advice! We are at the student support center, Building 1A, 1st floor, 101.



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