

## Assessment Cycle 2021-2022

### International Student Resource Center & Study Abroad

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**Northwestern State University Mission.** Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

**University Affairs Mission.** University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance and management services in support of education and research at Northwestern State University. University Affairs is committed to being fully responsive to the needs of faculty, students, staff and the public, as provided by the Physical Plant, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

**International Student Resource Center & Study Abroad Mission:** The International Student Resource Center & Study Abroad assists prospective international students residing overseas, currently in the U.S. on a student visa, as well as any applicant with transcripts from a non-U.S. institution, in their application and enrollment process to NSU.

We promote a welcoming atmosphere through intercultural social interactions and support international students in their transition from their home countries to becoming a student at NSU, and throughout their studies. We serve NSU's international student population through orientations, advising, immigration services, and cultural programming.

The International Student Resource Center & Study Abroad provides opportunities for student mobility as well. We promote Study Abroad opportunities through Bilateral agreements with partner universities around the world and through the ISEP program

The International Student Resource Center & Study Abroad also promotes opportunities to Study Away at colleges and universities throughout the U.S., Canada, Guam, Puerto Rico, and the U.S. Virgin Islands through the National Student Exchange program.

**Methodology:** The assessment process includes:

(1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and returned to the director.

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- (2) The director will analyze the data to determine whether the applicable outcomes are met.
- (3) Results from the assessment will be discussed with the staff.
- (4) Individual meetings will be held with staff as required (show cause).
- (5) The director, in consultation with the staff, will determine and propose changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

### Service Outcomes:

**SO 1: Increase the scope of international students who are aware of options for employment, on and off campus, before and after graduation, and the application process.**

#### Measure 1.1 Direct

Have an increase from semester to semester in CPT and OPT applications, informed inquiries from students (specific questions about CPT and OPT and on campus employment options), and a general increase in students' inquiries about CPT and OPT. 90-100% of international students will be informed about their on-campus and off-campus employment options, regulations, and procedures.

**Findings:** Target was met.

#### OPT Applications

|             |   |
|-------------|---|
| Fall 2021   | 2 |
| Spring 2022 | 4 |
| Summer 2022 | 1 |

#### CPT Applications

|             |    |
|-------------|----|
| Fall 2021   | 1  |
| Spring 2022 | 12 |
| Summer 2021 | 1  |

**Analysis:** In the AC 2020-2021 the target was met. Based on the analysis of the 2020-2021 results the following changes were implemented in AC 2021-2022 according to the plan of action from 2020-2021. The ISRC & Study Abroad improved the convenience of when/how the information was delivered. We created on-demand recorded content to be view by the students. We also made every OPT or CPT meeting with students more efficient. The ISRC required that prior to any meeting students had reviewed all information and handouts and had taken a and passes a quiz about basic OPT and CPT regulations. We continued to offer workshops throughout the semester, scheduled at key times during the semester. We continued to offer in-person and virtual workshops and meetings. Virtual workshops and meetings were adopted because of COVID and we continued to offer them.

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**Decision.** Based on the analysis of the results in 2021-2022, in 2022-2023 the following changes will be implemented. We will no longer measure the success of delivering information based on the number of applications for CPT or OPT. Student can be informed, but they do not necessarily need to apply. We will measure the success of delivering information by the number of students who attend the orientation sessions, based on the number of students eligible to apply for CPT or OPT each semester. We will also continue to update the website so that students have informational sessions recorded available on the website. We will also schedule informational meetings, or a handout, for professors working with students majoring in degrees prone to require CPT experiences.

**SO 2: Increase awareness of Study Abroad opportunities available for NSU students that wish to participate in an exchange program through a NSU bilateral agreement with an institution of Higher Education abroad.**

### Measure 2.1 Direct

ISRC will have at least three students studying abroad per academic year through a NSU bilateral agreement.

**Findings:** Target was not met.

#### Study Abroad through NSU Bilateral Agreements

|             |   |
|-------------|---|
| Fall 2021   | 0 |
| Spring 2022 | 2 |
| Summer 2022 | 0 |

**Analysis:** In the AC 2020-2021 the target was met. Based on the analysis of the 2020-2021 results the following changes were implemented in AC 2021-2022 according to the plan of action from 2020-2021. Based on the analysis of the results in 2020-2021, in 2021-2022 the following changes were implemented to drive continuous improvement. In AC 2021-2022 the ISRC continued to promote Study Abroad Opportunities during in-event, in collaboration with other offices on Campus, such as FYE. We continued to train Student workers to communicate Study Abroad opportunities, so that students heard about it from peers. We continued to explore virtual exchange opportunities and collaborations.

**Decision.** Based on the analysis of the results in 2021-2022, in 2022-2023 the following changes will be implemented. We will continue to collaborate with FYE to promote Study Abroad opportunities. We will increase the number of stakeholders on campus with which we can create programming or projects to promote Study Abroad. We will work with Campus Housing to do at least 2 events per semester in their facilities. We will also work with the TRIO program to identify students who want to apply for a federal scholarship to study abroad and help them in the process to complete the application.

We will also add in our count the students who participate un study abroad experiences through ISEP and NSE, as both programs are now under the supervision of this office.

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### SO 3. Measure the level of adaptability of new international freshman to NSU and the U.S.

#### Measure 3.1 Direct

ISRC will measure the level of adaptability of new international freshman to NSU and the U.S.

**Findings:** The target was met.

**Analysis:** Based on the analysis of the 2020-2021 results the following changes were implemented in AC 2021-2022 according to the plan of action from 2020-2021. We introduced a new Service Outcome to measure the level of adaptability of new international freshman to NSU and the U.S. Our new goal was to facilitate and measure the adaptation of newly arrived international students with focus groups and regular cohort structured follow-ups. We measured their level of adaptability with their GPA after their first and second semester.

**Decision:** Based on the analysis of the results in 2021-2022, in 2022-2023 the following changes will be implemented. We will continue to monitor newly arrived international students through monthly informal gatherings. Students were not responsive to a call for structured focus groups. Informal coffee gatherings will create a more relaxed atmosphere, where students can drop by when available, and chat about their impressions and any issues we can help them resolve. We will invite staff and/or faculty to talk informally to the students about services available on campus. For students unable to attend, we will only monitor their mid-term and final grades.

**Comprehensive Summary of key evidence of improvements based on analysis of results.** *Provided are all the things done in 2021-2022 to seek improvement based on the analysis of AC 2020-2021 assessment results.*

- Continued targeting OPT communications to 100% of graduating seniors, organizing at least 2 workshops and offer on-on-one information meetings, sending communications at different times throughout the semester to students eligible. Implemented a quiz that students had to take prior any meeting, to maximize the time of each meeting to review OPT applications.
- Continued delivering information about the CPT work permit during arrival, and at key times during the semester, such as before the deadline to register for classes, at the end of the semester for students planning to work during summer or breaks.
- We pivoted towards online informational sessions for Study Abroad, to maintain students informed about the opportunities available for the future.
- We introduced a measure to monitor newly arrived international students to measure their success at NSU and be able to identify early any issues that we could help resolve.
- We continue to seek partners on campus to promote Study Abroad and Away opportunities.

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### Plan of Action moving forward.

| SO | Measure | Plan  |
|----|---------|---|
| 1  | 1.1     | We will no longer measure the success of delivering information based on the number of applications for CPT or OPT. Student can be informed, but they do not necessarily need to apply. We will measure the success of delivering information by the number of students who attend the orientation sessions, based on the number of students eligible to apply for CPT or OPT each semester. We will also continue to update the website so that students have informational sessions recorded available on the website. We will also schedule informational meetings, or a handout, for professors working with students majoring in degrees prone to require CPT experiences. |
| 2  | 2.1     | We will continue to collaborate with FYE to promote Study Abroad opportunities. We will increase the number of stakeholders on campus with which we can create programming or projects to promote Study Abroad. We will work with Campus Housing to do at least 2 events per semester in their facilities. We will also work with the TRIO program to identify students who want to apply for a federal scholarship to study abroad and help them in the process to complete the application.<br>We will also add in our count the students who participate un study abroad experiences through ISEP and NSE, as both programs are now under the supervision of this office.    |
| 3  | 3.1     | We will continue to monitor newly arrived international students through monthly informal gatherings. Students were not responsive to a call for structured focus groups. Informal coffee gatherings will create a more relaxed atmosphere, where students can drop by when available, and chat about their impressions and any issues we can help them resolve. We will invite staff and/or faculty to talk informally to the students about services available on campus. For students unable to attend, we will only monitor their mid-term and final grades.  |