

## 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.

## Assessment Cycle 2022-2023

- (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.

**Analysis:** In the year 2021-2022 the target was met. Based on the analysis of 2021-2022, the following changes were implemented in the AC 2022-2023. We no longer measured the success of delivering information based on the number of applications for CPT or OPT. Student can be informed, but they do not necessarily must apply. We measured the success of delivering information by the number of students who attended the orientation sessions, based on the number of students eligible to apply for CPT or OPT each semester. We continued to update the website so that students have the information they needed on the website. We made every effort to meet the students when they were available to deliver the information. We created a RSVP form for orientation meetings, sent to all students who were eligible to apply. For the students who could not attend the scheduled meetings, we asked them to schedule a one-on-one meeting using our Bookings system. We also made sure to share the regulations information prior to each meeting and requested the students to complete an online quiz prior to the meeting so that we could optimize the time together and complete each application successfully.

**Decision:** In the Academic Year 2023-2024 the ISRC will change the Director. The new Director will establish plan for the Academic Year.

## Assessment Cycle 2022-2023

**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 2022	1
Spring 2023	1
Summer 2023	0

**Analysis:** In the AC 2020-2021 the target was met. Not enough students participated in international semester exchanges. We did not count the students participating in the National Student Exchange program, under the supervision of this office as well, but we should have. Based on the analysis of the 2020-2021 in 2022-2023 the following changes were implemented. We continued to collaborate with stakeholders on campus to increase the visibility of the office amongst the students. We created more promotional material using “Demon” graphics instead of the generic ones sent by ISEP or NSE. We tried to make the experience look closer to their NSU experience. We trained Student workers to communicate Study Abroad opportunities, so that students heard about it from peers.

**Decision.** In the Academic Year 2023-2024 the ISRC will change the Director. The new Director will establish pan for the Academic Year.

**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 not met.

**Analysis:** In the year 2021-2022 the target was met. Based on the analysis of 2021-2022, the following changes were implemented in the AC 2022-2023. We monitored newly arrived international students. However, we were not able to monitor them through monthly informal gatherings. We were only able to monitor them through their mid-term and final grades.

## Assessment Cycle 2022-2023

**Decision:** In the Academic Year 2023-2024 the ISRC will change the Director. The new Director will establish pan for the Academic Year.

**Comprehensive Summary of key evidence of improvements based on analysis of results.** *Provided are all the things done in 2022-2023 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 monitored 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.

### **Plan of Action moving forward.**

In the Academic Year 2023-2024 the ISRC will change the Director. The new Director will establish pan for the Academic Year.