INTERNATIONAL STUDENT SERVICES EVALUATION AND ASSESSMENT PLAN

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OFFICE OF INTERNATIONAL STUDENTS

The Office of International Student Services (ISS) provides advising on immigration regulations for international students. They process immigration-related documents, create programming and events in order to encourage international students to meet with other international students and with domestic students. In addition, the Office helps international students with cultural adjustment issues, identifying and accessing campus resources, and providing orientation for new students and scholars.

MISSION

Our objective is to ASSIST international students and scholars on maintaining their visa status while studying at Kent State University. We also encourage students and scholars to attend our many PROGRAMS AND EVENTS, which provides them an opportunity to meet other international and domestic students. The ISS advisors also help international students and scholars with CULTURAL ADJUSTMENT issues and OTHER ISSUES they may face as new students to Kent State University and living in the United States.

FUNCTIONS

1. **ASSISTING STUDENTS**
   Professional full-time advisors meet with students to assist them in immigration-related issues: maintain their visa status, employment, reduced course load, reporting responsibilities, transferring in or out, or program extension.
2. **PROVIDE PROGRAMMING**
   The Office of ISS creates programming for international students so they can see different cities in the US, they can attend sports games, they can share their culture and learn about other cultures, and they can participate in workshops.
3. **CULTURAL ADJUSTMENT**
   By facilitating programming, the Office creates time and place that encourage cross-cultural conversations among international students and domestic students.
4. **COLLABORATION & RESOURCES**
   The Office aspires to collaborate with other offices on campus so the ISS advisors could provide a point of connection and direct international students where they can find the needed resources.
5. **PROMOTING INTERCULTURAL COMPETENCE**
   The ISS staff assists other offices to provide information on how to create a safe, friendly environment for international students where they feel welcome and thrive by providing resources, trainings, and presentations.

OUTCOMES BY FUNCTION

FUNCTION #1 - ASSISTING STUDENTS

O1: ISS advisors will provide immigration advice to international students.
O2: ISS advisors will offer advising times to international students at convenient times.
L1: International students will EXPLAIN their immigration requirements.
L2: International students will LOCATE information about how to maintain their visa status.
L3: International students will COMPLY with all immigration regulations.
P1: International students' feeling of intimidation of immigration requirements will decrease.
P2: The number of non-compliant international students will decrease.

FUNCTION #2 - PROVIDING PROGRAMMING

O1: ISS staff will create and host events related to American culture and traditions for international students.
L1: International students will DESCRIBE elements of American culture and traditions.
L2: International students will SHARE their culture and traditions with other students, staff, and faculty.
P1: The sense of belonging of international students will increase.

FUNCTION #3 - CULTURAL ADJUSTMENT

O1: ISS staff will offer advice on cultural adjustment and cross-cultural communication for international students.
L1: International students will RECOGNIZE signs of cultural adjustment and culture shock.
L2: International students will COMPARE their own culture to the American culture.
P1: Students' preparedness to thrive throughout their academic journey will increase.
P2: Students' coping skills with cultural adjustment issues will increase.

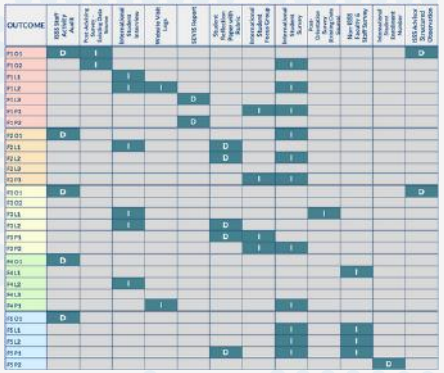
FUNCTION #4 - COLLABORATION AND RESOURCES

O1: ISS staff will network throughout all Kent State campuses.
L1: Non-ISS faculty and staff will LOCATE resources for international students.
L2: International students EMPLOY the resources ISS staff provides to them.
P1: Resource utilization rates will increase for international students, and Non-ISS faculty and staff.

FUNCTION #5 - PROMOTING INTERCULUTRAL COMPETENCE

O1: ISS staff will share information via resources and presentations about how to create a safe, welcoming space for international students.
L1: Non-ISS faculty and staff members will ARTICULATE elements on a welcoming environment for international students.
L2: Non-ISS faculty and staff members will DISCOVER tools to use when encountering international students.
P1: Faculty and staff will be perceived as welcoming and open to the experiences of international students.
P2: International students enrollment will increase.

OUTCOMES TO TOOLS



TOOLS

INTERNATIONAL STUDENT SURVEY

The survey will request information online from students about their current experiences at Kent State. The survey will be sent to all international students with an active immigration status via the weekly newsletter. The survey is anonymous. — Outcomes covered: 11 | Quantitative

NON-ISS FACULTY AND STAFF SURVEY

The Non-ISS Faculty and Staff Survey will inquire information from faculty and staff members about their preparedness of interacting with international students and about finding the needed resources for international students. — Outcomes covered: 4 | Quantitative and Qualitative

INTERNATIONAL STUDENT ENROLLMENT NUMBERS

The "15th Day Report" serves as a census of international student enrollment and includes breakdowns by a number of academic and demographic categories, including academic program, and counts by gender and country of origin. — Outcomes covered: 1 | Existing institutional data

INTERNATIONAL STUDENT FOCUS GROUP

The focus group will engage about 8-10 students to provide a platform where the ISS Staff can listen to the voice of the students, explore issues in depth, and possibly to obtain insights that might not occur without the discussion they provide. — Outcomes covered: 4 | Qualitative.

CLOSING THE LOOP

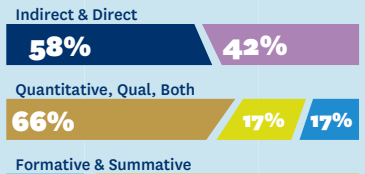
04 Using the Results

Why? To raise awareness of the importance of the international student experience as well as to showcase the transparency and accountability for the institution. Sharing the findings not only with students but also with stakeholders on a broader level such as parents, donors, or alumni can result in a more favorable opinion of the institution's stewardship and commitment to international student success serving as a broader public relations purpose.

- Sharing with staff and faculty
- Creating training for staff & faculty
- Publishing in academic journals
- Improving quality of services

TOOLS (CONT'D)

Other tools include website visit logs, SEVIS reports, student reflection paper with rubric, ISS advisor structured observation, post-advising survey, port-orientation survey, ISS staff audit, and more.



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