

Weber State University

International Student and Scholar Center

Program Review 2017

Recommendations and Plan of Action Report

Recruitment

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
If recruiting is considered an essential part of the strategic plan, then hiring additional personnel dedicated to recruiting is essential.	<ul style="list-style-type: none"> This has been proposed but no decision has been made. Resources will need to be allocated to support this recommendation 	2017-2018	
Be more active and intentional on social media to support current students and strengthen recruitment efforts. Collect and promote stories of student success and share their experiences to build stronger bridges within the campus community.	<ul style="list-style-type: none"> The current website will be updated to be easily navigated with available information Marketing resources needed to promote video stories of international students at WSU and develop other marketing materials The ISSC has a current facebook page for students Work with marketing and communication to determine other acceptable social media outlets for ISSC to use such as Instagram. An hourly person may need 	Summer 2017 2017-2018 In place On going	

Student Support

RECOMMENDATIONS	PLAN OF ACTIONS	TARGET DATE	COMPLETED
Review the team's workload as a process rather than as individual jobs, how should workload flow through the office in a seamless transition for both staff and students.	<ul style="list-style-type: none"> Processes are in place for SEVIS related issues Admission processes need to be refined through the use of appropriate software 	In place 2017-2018	

Support ISSC team members' initiatives on streamlining internal processes and procedures.	<ul style="list-style-type: none"> Provide opportunity during staff meetings to share ideas on streamlining processes. Ideas that are helpful to the ISSC can be discussed and added to an office procedure's manual. 	2017-2018	
Conduct student satisfaction survey (annual basis?) to provide opportunity for student feedback and continuous improvement of international student services support.	<ul style="list-style-type: none"> This has been done and will continue on an annual basis. The assessment team will assist in an improved design. 	On going	
Digitize current student files for greater efficiency (older student files have already been digitized).	<ul style="list-style-type: none"> This is an ongoing process. Discussions need to be held to identify a software that will enable a paperless solution to current student file. This will require resources 	2018-2019	
Encourage a culture of continuous assessment and evaluation to track changes in the international student demographics (students' country of origin, academic programs of study, visa type, retention rates, GPA, etc) on semester/annual basis to use as a benchmark for international enrollment targets.	<ul style="list-style-type: none"> ARGOS is currently used to track data for the ISSC but is not adequate. A CRM would be needed to track and collect accurate data from point of contact to graduation. This will require resources 	2018-2019	
Leadership and Staffing			
RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Develop a clear strategic plan supported by student affairs, academic affairs, and continuing education.	<ul style="list-style-type: none"> The current strategic plan will need to be revised to encompass the recommendations and include the Ruffalo-Noel Levitz recruitment and retention strategies. 	2017-2018	

Provide continuous professional development and ongoing training opportunities to the ISSC staff to maintain regulatory compliance and share best practices in the international education field.	<ul style="list-style-type: none"> • Advisors attend regional NAFSA and State (UBIE) conferences. Administrative Assistant also attends the UBIE conference. Provide opportunity to attend the National conference as well. Funding is needed for continuous and regular attendance to conferences. • To supplement training, participation in webinars will need to be available for DSO's. Funding will be required for this plan 	On going	
Promote stronger internal collaboration among ISSC team members and externally showcase their expertise and knowledge base.	<ul style="list-style-type: none"> • Currently staff members have opportunities to engage in planning events that enhance collaboration among the ISSC team members. • Encourage staff members to present research or share knowledge during events such as SA conference or International Education Symposium 		
Engage with campus stakeholders to strengthen international students and scholar support on campus to include Housing, Career Services, Women's Center, Counseling Services and Student Health, Registrar, Financial Services, etc.	<ul style="list-style-type: none"> • Continue to develop opportunities to share information with other departments on how to assist and support international students throughout their time at WSU. • ISSC is currently improving orientation to increase the involvement of Academic Advisors with international students 	On going On going	
Financial Resources and Budget			
RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Review current international student fees to determine if fees are adequate and in alignment with strategic mission.	<ul style="list-style-type: none"> • Invite the appropriate stakeholders and decision makers to review of the current international student fees to determine its adequacy and appropriate use. 	2017-2018	
Financial resources are a big part of making overall recommended improvements in the ISSC as outlined in several areas within the document.			

Ethics and Legal Responsibilities

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Improve and increase digital footprint: complete website improvements currently under way including adding comprehensive policies, internal and external procedures and international resources for students, faculty, advisors, and other stakeholders; and be more active and intentional.	<ul style="list-style-type: none"> Continue working with the SA social media team to improve the website and include policies and procedures; as well as other resources for all stakeholders 	On going	
Empower ISSC team to provide on-demand trainings on U.S. immigration regulations and support to WSU faculty, staff, and students to ensure an appropriate interaction.	<ul style="list-style-type: none"> The ISSC currently is working with the Office of Advising to provide an annual training for all advisors with a Q & A section. Currently the ISSC is offering and will continue to offer more workshops to international students that is informative and essential in helping maintain valid immigration status 	On going	

Facilities, Technology and Equipment

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Consider procurement of immigration management software CRM (Ellucian, TerraDotta, or Sunapsis) to implement a batch SEVIS reporting process and ensure data integrity.	<ul style="list-style-type: none"> The need for a CRM has been discussed in the institutional recruitment and strategic planning. A decision has yet to be made on the timeline to acquire the software for use in the ISSC 	2017-2018	
Consolidate front desk locations and administrative functions	<ul style="list-style-type: none"> There is currently a remodeling plan 	2018-2019	