

## SIUE New REALITY Work Team Reporting Template

Final Reports are due 1/10/14

Submit to [pcobb@siue.edu](mailto:pcobb@siue.edu)

Work Team: Developing International Programming and Improving Campus Support for International Students

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### SUSTAINING INTERNALIZATION BEYOND THE REALITY PROJECT:

*To effectively and successfully implement short and long-term priorities in programming and improving campus support for international students, the following structural changes should be incorporated immediately.*

- *One senior-level administrator at the university should be designated as the champion of all international initiatives at SIUE to effectively provide a seamless and collaborative system of support for international students, to lead recruitment efforts to attract international students to the university, and to remove existing barriers and silos. This person should have the responsibility and authority to plan, coordinate, commit to and carry out campus-wide international initiatives in collaboration with academic and student services units.*
- *The 2010 SIUE Internationalization Task Force Plan should be revived and implemented immediately, as led by the senior-level administrator referenced above. Progress on international initiatives should be reported to Chancellor's Council on a semester basis.*
- *One person in each academic and student services unit should be designated as the champion of international initiatives. This person should be charged with the responsibility to plan, coordinate and carry out change within the unit for international initiatives in collaboration with the university-level administrator who will coordinate the efforts in all units. This person should regularly communicate and collaborate with other international coordinators/administrators at SIUE. International initiatives should be incorporated into annual unit goals and strategic plans and annually reported to the vice chancellors.*

**Summarize what SIUE has been doing in the area under consideration by your work team. Please investigate the scope and success of SIUE's prior efforts. (Bullet points are fine.)**

- In general, faculty/staff develop personal contact and relationships with international students at SIUE.
- SIUE plans many campus events (recreational, sports, cultural) for both International and domestic students.

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- SIUE has varied housing resources and options for international students that are conveniently located.
- The community-sponsored International Hospitality Program provides ongoing support for international students. This Program is coordinated with the university community where international students are matched with a host family. International students are included in family events, cultural outings, etc. The purpose of the program is to support international students and help them connect with people in their new environment so that they can be successful.
- A number of academic international programming initiatives in several colleges and schools have been successful (e.g., Engineering programs with Turkey, School of Business travel study).
- A successful orientation program for all new international students is offered the week prior to the start of each semester (Jan, May & Aug).
- A comprehensive immigration advisement program for degree-seeking international students, visiting & exchange students and scholars has been successful.
- A new, successful, but limited, International Ambassador Program that links current domestic and International students has been implemented. Domestic students are trained and employed to assist with international student orientation activities and are paired with new international students, primarily during the orientation activities.
- Successful Visiting Scholar's programs have been developed to provide opportunities for personal interaction between the visiting scholars and SIUE faculty and students that will facilitate cultural understanding, and curricular and research collaborations (e.g., School of Education International Training Program in Pedagogy).
- Various lectures from visitors promoting international issues are offered to the campus community (typically organized by ISS).
- SIUE has devoted resources for international recruitment with the recent employment of three international recruiters.
- SIUE is continuing work to ensure the success of a campus English language program.

<p><b>Describe promising models from other universities that could be modified, adapted or enhanced for our campus.</b></p>
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- Many institutions provide access to *all* international services from the home page of the web site. International services includes links to resources including a current list of international faculty members, current list of international initiatives (by link to unit), admissions information, campus events link, etc.
- Several institutions provide a physical space for international students, like a meeting area or lounge area or a building focusing on international services.
- Several institutions train and organize Student Ambassadors to provide structured support to international students from the time they arrive on campus throughout the semester.
- Some institutions have an organized international initiatives advisory committee who engage in the following activities: advise on international programming issues, track and disseminate information on international programs throughout the university, make recommendations for new international initiatives, etc.
- Successful institutions offer English as a Second Language program.

- Several institutions instituted an international campus so that domestic students can easily study abroad.
- Some successful universities target specific international countries/regions for recruitment.

**Using what you have learned, please outline innovative ideas of your own. Again, please list these as bullet points.**

- Organize and plan two formal fellows programs: 1) faculty/staff volunteers connect with individual students early (first week of arrival) and extensively (throughout the semester/year) and 2) domestic students (who are trained) pair with international students from the beginning of the semester through the end of the semester. Models for this program include URCA, Faculty Fellows program in housing, and the STARS program through Admissions.
- Provide formal ombudsman program for international students (much like the faculty ombudsman program).
- Designate one contact person for international students in each office/school/college. Train this person to respond appropriately to international student issues. Ideally, this person would collaborate with other units (coordinated through the senior-level administrator).
- Designate a liaison in the International Services office and International Recruitment offices to regularly communicate and to coordinate responsibilities. The liaison should be someone who regularly works with international students on a day-to-day basis.
- Create a handbook for faculty – How to Advise International Students.
- Provide a programming specialist who would be responsible for assisting international students throughout the semester and coordinating services (primarily through volunteers). This program could be modeled after URCA and the Faculty Fellows Program in housing.
- Reassess and streamline international admissions policies and procedures and the training of staff involved. Procedures should be clarified and widely disseminated. International faculty and those with international expertise should be represented on admission and procedure review committees.
- Enhance the SIUE web site so that international services and initiatives are clearly accessed on the front page. Access should include all international services and activities (admission, profiles of international faculty, international initiatives, etc.). Student access to international services information should be seamless, not compartmentalized.
- Use social media to convey important information to international students and to connect international and domestic students (e.g., YouTube, Twitter).
- Consider surveying students to make rooming decisions in housing.
  - Ask returning Study Abroad students if they wish to room with a new international student;
  - Ask incoming domestic students if they wish to room with an international student (current practice);
  - Ask incoming international students if they wish to room with a domestic student.
- Investigate implementation of an international campus.

- Designate a physical space for international students to gather and meet (like the Center for Global Citizenship at SLU).
- The enrollment processes for international students should be revised so that students can enroll and access important services prior to arrival on campus. This revised process should include “pending approval for enrollment”. Holds should be lifted for one semester.
- The ISS and International Recruitment offices should develop a system to regularly collaborate and communicate, with the goal of providing seamless transition of international students to SIUE and successful retention. Discussion items should include, for example, how to fill gaps in the services needed by students between admission and arrival on campus, how to collaborate and personalize each student’s experience at SIUE, how to connect students to faculty members, troubleshooting, etc.
- Engage student organizations on campus to mentor and connect with international students.

**Please describe two short-term initiatives that your team views as priorities for SIUE. You should include a rationale and description of resources needed.**

1. Implement and reinvigorate the 2010 SIUE Internationalization Task Force Plan immediately. Planning and progress on international initiatives should be reported to Chancellor’s Council, Dean’s Council and other suitable venues on a semester basis.

As an administrative structure for championing international initiatives, designate a single highly qualified administrator or, in the interim, resuscitate the dual administrative structure (Academic Affairs and Student Affairs) effectively exploited in developing the 2010 Task Force. Through this structure provide a seamless and collaborative system of support for fundamental aspects of internationalization, including international research and professional development. In collaboration with academic and student service units, this administrative structure should coordinate campus-wide international initiatives, ensuring that initiatives both trickle down and percolate up.

\* Rationale: The recommended organizational structure is comprehensive and could positively impact both international student recruitment and retention campus-wide. The structure was designed for effective implementation of the goals and recommendations listed in the 2010 “SIUE Campus Internationalization Task Force” report for continuous improvement of campus internationalization.

\* Resources Needed: The structure does not require additional resources.

2. Expand the current student international ambassador program (sponsored by ISS) to include: 1) employment of additional student ambassadors for the full academic year; 2) pairing of student ambassadors with incoming international students; 3) regular, ongoing, and structured international student interactions as part of a comprehensive student support program; 4) the ISS office would be charged with planning, coordinating and implementing this program as an extension of the current orientation program.

\* Rationale: Expansion of this program would positively affect international student retention and could attract international students. Student ambassadors would maintain ongoing and strong connections with international students throughout the semester.

\*Resources Needed: Resources can be obtained by changing the fee charged for international student orientation (\$60 per student) to a fee consistent with the fee charged for Springboard (not to exceed \$200 per student).

**Please describe other short-term initiatives that your team would like to recommend.**

### **HIGHEST PRIORITIES**

- Designate one contact person for international students in each office/school/college. Train this person to respond appropriately to international student issues. Ideally, this person would collaborate with other units (coordinated through the senior-level administrator).
- Reassess and streamline international admissions policies and procedures and the training of staff involved. Procedures should be clarified and widely disseminated. International faculty and those with international expertise should be represented on admission and review committees.
- Enhance the SIUE web site so that international services and initiatives are clearly accessed on the front page. Access should include all international services and activities (admission, profiles of international faculty, international initiatives, etc.). Student access to international services information should be seamless, not compartmentalized.
- Assess the needs of new international students periodically (one month, three months) to gather specific input on what was helpful/not helpful during the initial period of adjustment (use focus groups with an incentive to participate). Modify services based on the data. NOTE: This assessment could become part of the Division of Student Affairs new assessment committee.
- Ensure that the university presents a clear message through all avenues in marketing that international students are valued at SIUE.
- Use social media to convey important information to international students and to connect international and domestic students (e.g., YouTube, Twitter).
- Provide formal ombudsman program for international students (much like the faculty ombudsman program).
- Utilize international faculty as a resource group to advise admissions and ISS.
- Update the list of countries where TOEFL scores are not required. This list should include countries where the official language is English. Resources from the U.S. Embassy in the country might be useful.
- Clarify the roles, responsibilities, and duties of staff working with international students in the Admissions Office and Office of International Services to fill gaps in student communication after admission and prior to arrival on campus.

- Plan and implement additional training for faculty and staff on how to work with International students.
- Revise the enrollment processes for international students so that students can enroll and access important services prior to arrival on campus. This revised process should include “pending approval for enrollment”. Holds could be lifted for one semester.
- Housing: Survey incoming students to ask if they wish to room with an international student (current SIUE practice) and make rooming decisions based on this information. With the information, develop a new form of International House at Cougar Village.
- Market and communicate housing costs by specifying cost per month (not by semester only) in all information given to International students
- Regard visiting scholars as faculty members with different housing needs, orientation needs, etc. Similarly, consider Fulbright scholars (e.g., Teaching Assistants, Senior Scholars) as visiting scholars with faculty privileges.
- Provide clear, concise information for international students about where to locally purchase foods and where to practice their religions.
- Provide clear, concise, and ongoing information to international students on weekend activities (e.g., sports activities like intramural, perhaps organized for international students).

#### **OTHER IMPORTANT PRIORITIES**

- Create a handbook for faculty – How to Advise International Students.
- Provide designated scholarships for international students and for domestic students who agree to provide service in international activities.
- Partner study abroad students with international students.
- Provide a programming specialist who would be responsible for assisting international students throughout the semester and coordinating services (primarily through volunteers). This program could be modeled after the URCA program or the Faculty Fellows program.
- Provide a formal course (maybe through Instructional Services) for international students focusing on US culture, academic issues.
- Integrate international issues into New Freshman Seminar so that domestic students (and international students in these courses) begin to value international connections.
- International education should be fully integrated into all aspects and at all levels of the University.
- To promote the value of diversity, in- state tuition or scholarships to bring costs consistent with in state tuition should be given to international students.
- Enhance processes to develop and highlight Faculty led travel.
- Enhance foreign language program offerings (e.g., Arabic) at the undergraduate level.
- Develop meaningful minor programs focusing on international issues (e.g., Middle East and Islamic Studies) for undergraduate students.
- Identify ways in which SIUE can be more friendly and attractive to international students in terms of housing, shopping, transportation, etc.

**Please list and describe three long-term initiatives that SIUE should consider to improve in the area under consideration by this work team.**

1. Provide a physical informal space dedicated to international students and faculty for meetings, recreation, discussions, etc. This space could be staffed by student ambassadors. The space could ultimately be shared with a diversity and multicultural center.
2. Globalize the curriculum to better educate students about international issues.
3. Establish an international campus.