

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 Mission: The International Student Resource Center is dedicated to assisting international students in their transition from their home countries to becoming a student at NSU. We advise future international students and promote a welcoming atmosphere through intercultural social interactions. The ISRC also promotes opportunities for NSU students to participate in long or short-term study-abroad programs.

Methodology: The assessment process includes:

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

Assessment Cycle 2020-2021

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 2020	4
Spring 2021	8

CPT Applications

Fall 2020	3
Spring 2021	3
Summer 2020	0

Analysis: In the AC 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. The ISRC continued targeting OPT communications to 100% of graduating seniors but decided to send communication at different times throughout the semester. 100% of students graduating were informed of OPT and other after-graduation options, and all in-coming international students were informed during the arrival orientation of the CPT option to work while studying. However, since they can apply for the CPT work permit only 1 academic year after their initial arrival, the information needs to be repeatedly presented to them after the initial arrival introduction. As a result of these changes, in AC-2020-2021 the target was met. All 100% of graduating seniors were informed that they had the option to apply for OPT after graduation, and all 100% incoming students were informed during arrival orientation of options to legally work off-campus while pursuing their degree at NSU.

Decision. Based on the analysis of the results in 2020-2021, in 2021-2022 the following changes will be implemented to drive continuous improvement. The ISRC & Study Abroad we will improve the convenience of when/how the information is delivered. We will create on-demand recorded content to be view by the students. We will also make every OPT or CPT meeting with students more efficient. The ISRC will require that prior to any meeting students have reviewed all information and handouts and have taken a will require that they take and pass a quiz about basic OPT and CPT regulations. We will continue to offer workshops throughout the semester, scheduled at key times during the semester. We will continue to offer in-person and now virtual workshops and meetings. Virtual workshops and meetings were adopted because of COVID and we will continue to offer them.

Assessment Cycle 2020-2021

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 met.

Study Abroad through NSU Bilateral Agreements

Fall 2020	3 online
Spring 2021	0
Summer 2020	0

Analysis: In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. Based on the analysis of the results from 2019-2020, in AC 2020-2021 we had planned to continue to carry out information sessions at locations of heavy student traffic, during Demons Days and throughout the semester. However, we pivoted towards online informational sessions. As a result of these changes, the ISRC was able to continue informing students of study abroad opportunities for the future, in an online delivery format. And although Virtual Study Abroad is not the preferred way to Study Abroad, 3 students were able to participate in a Language program with Kanagawa University, a foreign NSU's partner.

Decision. Based on the analysis of the results in 2020-2021, in 2021-2022 the following changes will be implemented to drive continuous improvement. In AC 2021-2022 the ISRC will continue to promote Study Abroad Opportunities during in-event, in collaboration with other offices on Campus, such as FYE, Housing and TRIO. We will continue to train Student workers to communicate Study Abroad opportunities, so that students hear about it from peers. We will continue to explore virtual exchange opportunities and collaborations.

For the AC 2021-2022 the ISRC will work with FYE and TRIO to create a new Global Competency program. The goal of this program will be to put together a cohort of students that from early on will be exposed to the international opportunities NSU offers, on and off-campus.

Assessment Cycle 2020-2021

Comprehensive Summary of key evidence of improvements based on analysis of results. *Provided are all the things done in 2020-2021 to seek improvement based on the analysis of AC 2019-2020 assessment results.*

- Continued targeting OPT communications to 100% of graduating seniors but decided to send communication at different times throughout the semester.
- 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.

Plan of Action moving forward.

SO	Measure	Plan
1	1.1	The ISRC & Study Abroad will improve the convenience of when/how the information is delivered. We will create on-demand recorded content. We will also make every OPT or CPT meeting with students more efficient by requiring students to read the information prior to the meeting and passing a quiz.
2	2.1	The ISRC will continue to offer online Study Abroad informational sessions, in addition to the in-person regular study abroad Open House that we will resume in Fall 2021. We will also create on-demand content recorded, to be posted on the website. We will collaborate more closely with 2 key service departments on campus, TRIO and FYE to create a cohort of freshman students to be introduced to international exposure on and off campus.
3	3.1	We will introduce a new Service Outcome to measure the level of adaptability of new international freshman to NSU and the U.S. Our new goal will facilitate and measure the adaptation of newly arrived international students with focus groups and regular cohort structured follow-ups. We will measure their level of adaptability with their GPA after their first and second semester, and a survey.