

2017-2018
Unit Assessment Report
Division: Academic Affairs

Unit:

I Mission and Goal/Outcomes Statement:

The mission of the Office of International Education is to provide a high quality services to both international students and study abroad participants and serve as a resource for the Fitchburg State University faculty, community and their partners. Provide leadership in promoting global awareness by enhancing the understanding of our context in a global society.

(Provide overall Mission/Goal Statement and then provide summary of goals for 17-18.) -

II Personnel:

Administrative Staff:

<u>Name</u>	<u>Position</u>
Brittanye Mackey	Staff Assistant - new hire on August, 2017
Tracey Sarefield	Study abroad advisor – part-time (contractual)

Support Staff:

<u>Name</u>	<u>Position</u>
Kelly Scrima	Graduate Assistant (20 hours per week)
Violet Punungwe	Graduate Assistant (10 hours per week – shared with Admissions Office until May 16, 2018)
Imani Hunter	Work Study until May 17, 2018

(Note all personnel changes that occurred during 17-18.)

III Facilities/Equipment: - Computer and desk furniture for the new APA hire- Brittanye Mackey; upgrade computer used by the GA at the front desk.

(List any new facilities/equipment/software etc. acquired during 17-18.)

IV Budget Expenditure Analysis:

Budget was level funded but due to the demand of the workload in the Study Abroad area, we increased the number of hours per week of the contractual Study Abroad Coordinator. The budget did not meet the number of hours worked.

Less budget limits the number of activities and programs implemented. Add budget line item for receiving guests from partner institutions and add budget line item for recruitment of international students.

(Was budget expended as planned? Were additions/changes made, if so, explain.)

V Action Plan for 2017-18:

N/A

(List Objectives for 17-18)

VI Programs/Activities: (conferences, networking, agents, **visits by Kleve,**
Programs: international Women's day, programs faculty-led with CTL; worked on 2 new
faculty-led programs (Costa Rica and Ghana), graduation reception

1. International women's Day
2. Inaugural Martin Luther King Day celebration
3. International Student Orientation (Fall and Spring)
4. Graduation Reception
5. Diwali celebration
6. Holi event
7. Exchange student farewell luncheon
8. One-on-one check-ins with incoming UG international students (Spring 2018)
9. Two new faculty-led programs (Costa Rica and Ghana)
10. Study Abroad outreach to Students: Rock the block, Spring Study Abroad Fair (hosted IEO Study abroad providers), 12 classroom visits/information sessions and three Admissions Open Houses
11. Study abroad outreach to faculty: CTL presentation; Faculty Resource page on website updated to include presentation, updated forms; Collaborate with Faculty/Deans on program development; Collaborate with Departmental Advisors/Registrar to complete Pre-registration Approval Form
12. On-boarding/training of Staff Assistant and Graduate Assistant
13. Website updates: Study Abroad website is completely updated and interactive, the office paperwork digitized to provide students the opportunity to interact in the manner they are accustomed, this requires constant management.
14. Pre-Departure Orientations: 14 Study Abroad students and 5 faculty led programs
15. Prepare 16 students for 2018-2019 Semesters abroad
16. Fourteen Semester Study Abroad students
17. A total of five faculty-led programs with 57 students participating
18. Planning committee members in the Fall and spring workshops of MaCIE
19. Professional Development – conferences attended:
 - a. Attended American International Recruitment Council conference to meet with agents and network with colleagues about international student recruitment.
 - b. Participated in two site visits in Europe to see and evaluate programs offered by API and CIE Study abroad providers.
 - c. Attended Forum on Study Abroad conference to learn best practices for faculty-led programs and met with prospective Study Abroad providers for future expansion.

- d. Attended and Presented at two conferences: MaCIE Fall workshop & NAFSA Region XI conference on Study Abroad Safety and Study abroad programs, respectively.
 - e. Participated in the Lessons from Abroad Conference as a Resume reviewer.
 - f. Attended Diversity Abroad Conference: met with current and future IEOs; Connected with colleagues committed to diversity in IntlEd; and Gained access to resources for OIE's current and future endeavors.
- 20. Assistance to prospective students overseas through role play on how to pass the interview for F-1 visa application.
 - 21. NAFSA Membership
 - 22. American Association of University Women (AAUW) member and participated in several programs that led to recruiting two transfer prospective students who are in the application process to Fitchburg State.

(List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also provide professional development of all staff)

VII Accomplishments 2017-2018:

For international programs:

Accomplishments 2017-2018. List your accomplishments for the year.

(See attached)

VIII Assessment Report:

(Were the Action Plan objectives met? Provide in list format that parallels item V.)

IX Future Directions:

Strategic Goals 2018-2019

- 1. Increase and diversify the number of international students.
(Increase two undergraduate students and five graduate students and at least one new country added).
- 2. Continue the work on establishing partnerships with English Language schools, international institutions/organizations, Advising Centers and agents for the purpose of increasing the number of international students and study abroad participants.
Five agents contracts signed and one MOU with an overseas institution)

3. **Increase study abroad participation by an average of 15% by 2020.**
(Add at least one new faculty-led program this year and one new country destination for Study Abroad students)
4. **Services for student retention and success: Collaborate with student life to develop high-impact programs that integrate international students into the community and expand opportunities for student leadership and involvement.**
(Cultural program for the both American and International Students)
5. **Develop programs for faculty and students to encourage more participation in the study abroad programs.**
(Implement two programs for faculty and at least four programs for students)
6. **Increase visibility of the Office of International Education**
(conference' presentation by OIE staff).

(Provide general summary. Attach Action Plan for 18-19)

X Supplemental Information:
(Optional)