

## UNIT REPORT

**FY24 Assessment Plan**

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**ISSSO Mission****Description:**

International Student and Scholar Services advances the goals of Student Affairs and the Dean of Students by providing for the special needs of international students and exchange visitors related to their status as non-immigrants of the United States. It fulfills the University of Houston's responsibility to comply with the laws and regulations of the U.S. government and promotes internationalization through the highest level of knowledge and expertise in advising, comprehensive services and programs.

**Date last revised:** 06/15/2023

**ISSSO Vision****Description:**

International Student and Scholar Services Office (ISSSO) strives to cultivate the academic and professional success of international students and exchange visitors through its specialized support and services. ISSSO remains committed to being an effective advocate and resource to the international community.

**Date last revised:** 06/15/2023

**1 Programming and Engagement****Description:**

ISSSO will leverage the campus community partnership with the Dean of Students and Wellness to engagement our new international students in the buddy program. ISSSO will partner with offices and departments in DSA and Academic Affairs to coordinate IEW (International Education Week) celebration. I

**2 Marketing and Communication**

**Description:** ISSSO will share the students/alumni's testimonial and successful stories through its website and social media platforms.

**3 Utilizing Current Technology****Description:**

ISSSO will work with the Campus Solution, Admissions and Graduate School to identify a better software for SEVIS batching, status and communication tracking and etc.

**1 Programming and Engagement****Program/Service Being Assessed:**

1. Buddy program for new international students. 2. International Education Week (IEW)-Celebrating rich culture with international students and visiting scholars.

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

ISSSO will collect student IDs and demographic information from Buddy-Program participants and also survey them on networking outcome.

UH international students, visiting scholars and campus community will be asked to participate in the IEW and provide the feedback of the events with demographic information to identify the populations that is . The data will be collected to be shared with IEW Committee to future program planning.

**Frequency / Timeline of Assessment Activity:**

One time survey will be contacted in the spring 2024 semester for Buddy Program.

One time assessment will be collected after the IEW.

**Connection to Goals/Mission:**

This assessment activity will provide data analysis to better understand the needs and interests of international students and how the program can support their leadership, organization and communication skills and best UH experience.

**2 Marketing and Communication****Program/Service Being Assessed:**

ISSSO will record videos from orientation and share the students/alumni's testimonial and successful stories through its website and social media platforms.

**Assessment Method:** Quantitative

**Description of Assessment Activity:**

ISSSO will request IT to provide data of website viewers on this information and compare the data before/after the changes.

**Frequency / Timeline of Assessment Activity:**

This assessment activity will be conducted on either semester basis or annually.

**Connection to Goals/Mission:**

This assessment activity will provide data analysis to better understand the interests of international students and how the program can support their leadership, organization and communication skills and best UH experience.

### 3 Benchmarking Utilization of Current Technology

**Program/Service Being Assessed:** Software(s) are used for SEVIS batching, tracking inquires and communications.

**Assessment Method:** Both (quantitative and qualitative)

**Description of Assessment Activity:**

ISSSO will research with a set of questions to survey through Qualtrics, emails, website, phone calls or in-person to about 10 institutions among the top 50 public institution(s) to find out what and how they use the current technology for processing SEVIS batch, making individual or group appointments, tracking inquiries and communications.

**Frequency / Timeline of Assessment Activity:**

This assessment activity will be completed in the spring 2024.

**Connection to Goals/Mission:**

The assessment activity will assist ISSSO to learn from the best institutions to make a right selections on software for compliances and services.

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