

# Annual Report 2007 - 2008

## Part 1

### Section A

#### Unit Information

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Unit:

Global Initiatives and International Services

Mission Statement:

The Office of Global Initiatives and International Services provides overall leadership to Florida Gulf Coast University in developing, coordinating and promoting international education opportunities for students and professionals. The office offers guidance, resources, support services and programs to the university to initiate or enhance student opportunities and professional development experiences. The principal goals of the office are to advance global perspectives, prepare us for success in a global society and promote mutual understanding of, and respect for, diverse cultures.

### Section B

#### Unit Goals within Last Year's (2006-2007) Report

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##### Strategic Plan Goal

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?**

Goal 1: High Quality Education Goal 2:  
The Student Community

##### **Unit Goal**

**Goal for 2007-2008**

1. Enhance Study Abroad opportunities  
2. Increase the presence of International Scholars on campus  
3. Conduct faculty and staff development seminars  
4. Support the existing exchange programs  
5. Increase international student enrollment  
6. Sponsor International Programs and events

**What actions have you taken to achieve this goal?**

Increased number of sponsored international scholars to 7, and broadened placement into Student Affairs, College of Professional Studies, College of Arts & Sciences. Promoted to colleges. Awarded an IREX Global UGRAD student from Moldova and a Fulbright Language Teaching Assistant- Chinese. Further developed website information and FAQ's working with Admissions offices to improve international student recruitment and applications. Promoted College of Business (COB) exchange programs to students and assisted COB with application, enrollment and services for exchange students. Offered workshops for faculty on developing and leading Faculty Led Study Abroad Programs. Provided administrative support and guidance to 4 Faculty Led Study Abroad programs with over 40 student participants. Provided international programs and events throughout the year 9 International reception, International Education Week, Study Abroad Fairs, International Celebration, and scholar presentations.

**What measures have you taken towards assessment of this goal?**

Filed an annual report for international exchange scholars and students with the US Department of State. Convened a review and discussion of the Faculty Led Study Abroad Programs with the faculty leaders to assess their successes, needed improvements, faculty needs, interests and concerns. Website information was updated in spring 2008, developed a standard response template for inquiring prospective international students and met with or provided consultation to many of these students and their family or sponsors.

**Describe the progress you have made toward attaining this goal including the anticipated completion date.**

A number of changes were suggested for the Faculty Led Study Abroad programs related to risk management, promotion, assisting faculty with planning, etc. and will be implemented for all of next year's programs. Continued promotion and support of opportunities to host scholars is planned for next year. Will apply to continue hosting a Fulbright Language Teaching Assistant- Chinese for next academic year if Language & Literature department is interested.

**Describe how the results of assessments have been used to improve student learning or your department's activities.**

Results from assessments have helped us to improve and redesign information provided to prospective students, making the application process a little more efficient. Changes in the Faculty Led Study Abroad Program planning, approval and operations have made the process more efficient, better managed and enabled faculty to create diverse learning opportunities abroad for students. Suggestions from evaluations of student orientations, study abroad fair and various programs are reviewed by staff and incorporated in future planning.

## Section C

### Program or Service Specific Assessments

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**What program or service specific assessment occurred in the current academic year?**

International student orientations (fall & spring) evaluations were issued to participants. Council on International Initiatives and Services gave input on the department operations and general international education matters for the university. Study abroad fair provider agency reps evaluated fair and made suggestions for future events. Office visitor's logs were maintained to document travel flow and service requests for clients.

**How were the results of the assessment used to improve programs or services?**

Suggestions and feedback from international students attending orientation were reviewed by staff and incorporated as appropriate to improve and update the orientation program. Council members assisted the department in developing planning documents for furthering international education, including prioritization of needs, accomplishments to date, and priorities. Study abroad fairs were conducted as in the past, as feedback from agency reps indicated the design and format we use is excellent. Office visitor logs are tabulated monthly and shared with department's supervisor, and at our Council on International Initiatives and Services meetings. Information from this report was used in drafting a staffing plan for the department.

**Section D**

**Unit Contribution to President's Performance Measures**

Please review the [President's Performance Measures for 2007-2008](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Goal II: contributed to the diversity of students by supporting prospective students inquiring and /or needing assistance in applying, and for those matriculating into FGCU (ie: pre-arrival, orientation, and continuing services) Goal IV: Supported the increase and diversification of a talented, dedicated and diverse faculty, through hosting of international exchange scholars

**Part 2**

**Section A**

**Unit Goals for Coming Year (2008-2009)**

**Strategic Plan Goal**

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 1: High Quality Education Goal 2: The Student Community

**Unit Goal**

Goal for 2008-2009

1. Monitor student's study abroad interest and provide service accordingly.
2. Develop better risk management practices for faculty led study abroad programs
3. Respond to growth and client needs through expanded

- department staff and services
4. Improve institutional operation and administration of international education initiatives and services.

**What action(s) will you undertake to achieve the goal?**

Survey FGCU student study abroad interests. Assist faculty in planning and development of study abroad programs and monitor closer adherence to guidelines and deadlines. Provide improved crisis management support for programs. Procure an institutional insurance program for study abroad programs. Review department needs in response to growth and service requests. Implement appropriate practices, policies and procedures to improve office operations and compliance for clients and institution.

**By what means will you assess goal achievement?**

Completion of surveys and evaluations, review of client services and utilization of department offerings, and general conversations with colleagues will be used to assess goal achievement. Creation of practices, policies and procedures that provide guidance to the department, clients and the institution on compliance and best practices. All faculty led study abroad programs receive better support and guidance in developing and conducting study abroad programs.

**How will you know if you have successfully attained each goal?**

Comparative analysis of hard data and general improvements from previous approaches to service delivery and program operations. Feedback from students, faculty, scholars, agency representatives and others. Documentation of office visitors. Minimize risk to participants and institution.

**How will the results of the above assessments be used to improve student learning or services?**

Results will be incorporated as planning tools in department development, strategic planning for institution, policy creation as appropriate, changes in services and /or service delivery methods, etc.

## Section B

### Resources

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**What additional resources have you requested and received a commitment for during 2008-2009 from your area VP or the President that is based on your analysis of assessment data for 2007-2008?**

A strategic plan for FGCU International Education was developed, submitted and discussed with the President, Interim Provost, Provost and Associate VP for Planning and Institutional Performance that requested two additional staff members and re-classification of current staff. However, this plan was not supported.

## Section C

## Assessment Plans

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### What assessments are you planning to conduct during 2008-2009?

A study abroad interest survey will be conducted. Evaluations will be conducted of each international student orientation. Study abroad fair representatives will be asked to evaluate the fairs. Client service and office traffic will be recorded. Input from the Council on International Initiatives and Services will be sought. Ongoing institutional requests will be reviewed and considered in department and strategic planning. Discussions with supervisor will incorporate continuous assessment of services.

## Section D

### Coming Year - Strategic Plan Contributions

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