

Academic & Support Services Assessment Report

International Education

Acad and Student Support (8.2.c)-International Education

Mission Statement: Welcome to the Office of International Education (OIE) at the University of South Alabama. The OIE is a division of Global USA and works to advance the Global Engagement Priority of the University's Strategic Plan. OIE provides to the University community information and support on international partnerships and is responsible for the coordination, facilitation, and oversight of the University of South Alabama's international programs. It is charged with developing and administering study abroad; establishing international academic exchange programs; creating and maintaining institutional international agreements; reviewing and approving university related travel abroad for students, faculty, and staff; and serving as a resource for international visitor protocol.

The mission of USA's Office of International Education (OIE) ties directly into Goal 3 (Embrace Diversity) in the university's Long-range Planning Goals and Objectives. Specifically, OIE works to achieve: Objective 3.1 - Provide a welcoming environment; Objective 3.3 - Increase opportunities for study abroad and international faculty and student exchanges; and Objective 3.4 - Infuse a global perspective across the curriculum.

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
Student preparation and support - The Office of International Education will provide support and key factors for students while choosing study abroad opportunities and will report satisfaction with the process.	Survey-Student - The Office of International Education will collect information from a General Student Satisfaction Survey distributed in Spring 21 by the Office of Institutional Effectiveness. Target: All questions involving satisfaction with customer service will report agreement at 80%	Responses to the General Student Survey, implemented spring 2021, met all criteria for student impressions of customer service, resolution of outcomes, and meeting needs in a timely, professionally, effectively and satisfactorily way. Additional questions covered hours of operation and accessibility, availability of staff, and overall satisfaction with services. Related Documents: International Education.pdf InternationalEducationComments2021	Measure Status: Criterion Met Analysis: Since all questions indicated satisfaction at or above 80%, OIE will continue to provide satisfactory customer service with regular monitoring. Action: Plan for next round of customer satisfaction surveying.
	Survey-Student - The Office of International Education will collect information from the Faculty-led Program Student Satisfaction Survey distributed in Summer 2022. Target: All questions involving satisfaction with customer service will report agreement at 80%	Responses to the Faculty-led Program Student Satisfaction Survey, distributed summer 2022, indicated a 79% satisfaction rate (very satisfied or satisfied) with services offered by OIE. Related Documents: Away Survey (Faculty-Led Program) September 9, 2022 13 (Autosaved) BA edits.xlsx	Measure Status: Criterion Not Met Analysis: OIE's student satisfaction survey fell just under our goal of 80%. OIE will review student feedback and continue to provide satisfactory customer service with regular monitoring.

Intended Outcomes

Assessment Methods

Results

Findings

Action: Plan for the next round of customer satisfaction surveying

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
<p>Student programming opportunities - The Office of International Education will expand programming options for students to experience global learning by 10%.</p>	<p>Internal Report - The Office of International Education will report on expanded global learning experiences through new majors explored and innovative programming. Target: Global learning opportunities will increase annually.</p>	<p>During the 2021-2022 academic year, 134 USA students participated in physical mobility education abroad programs. Three of these students participated in multiple study abroad programs, bringing our total enrollment to 137 for the academic year. This represents a return to travel for USA students, as travel was suspended in March of 2020. Additionally, 126 USA students participated in international virtual engagement experiences, including USA's first COIL courses. This represents a 641% increase from the previous academic year, the inaugural year for this type of programming.</p> <p>In total, USA students engaged in 263 international experiences during the 2021-2022 academic year.</p> <p>Related Documents: Programming Options 21-22.xlsx</p>	<p>Measure Status: Criterion Met Analysis: This data will show which of our programs are successful and which need to be refined. Action: OIE continues to rebuild and innovate international experiences in the aftermath of the COVID-19 pandemic.</p>
		<p>During the 2020-2021 academic year, 17 USA students participated in virtual education abroad programs, including USA's premier virtual faculty-led program, virtual international research team projects, and online courses through international partners. This type of virtual programming was never before available at USA and thus, represents an entirely new way of incorporating global experiences into the educational environment.</p> <p>OIE launched a co-curricular virtual international pen pal project, Expedition Jags, to foster international conversations and friendship between USA students and international partners. To date, 55 USA students and 98 international students have enrolled.</p> <p>OIE launched a three-year plan to bring Collaborative Online International Learning (COIL) to USA. This included selection of six faculty members out of 17 applicants for the inaugural cohort. The selected</p>	<p>Measure Status: Criterion Met Analysis: This data has shown that there are successful ways to connect internationally and will be used to create more innovative programming as the pandemic continues to affect travel and study abroad.</p>