ESUR Committee Report
International Programs and
International Student Services Office
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III. Purpose of the Review: Thoughtful, well-planned and systematic reviews of noninstructional units provide the university with a way of:

- evaluating whether units are meeting university needs and priorities,
- assessing quality and standards of performance, and
- encouraging further planning to improve efficiency and effectiveness.

IV. Abstract:

The Office of International Programs and International Student Services (OIP) review involved evaluating a detailed self-study report as well as analyzing the results of surveys sent to international program participants, program directors, and cooperating offices, and a presentation by the OIP director and staff. The unit provides a wide array of services deemed essential for meeting the needs of university students and faculty in a diverse society. The unit's strengths include high customer satisfaction, dedication of staff and cross training, sound financial management, commitment to students, and the continuous evaluation of their services. If the unit's services are considered a university priority, then opportunities for enrichment include moving the office to a more visible location, increasing staffing, accelerating marketing and recruitment, facilitating greater communication with program directors and expanding services to facilitate the foreign travel and needs of scholars. Recommendations include: reviewing current policies and procedures for non-resident tuition, enhancing marketing strategies, exploring new sources of potential funding, and reinforcing safety issues for both students and staff participating in programs.

V. Process Followed for Current Review:

Since this was a new endeavor, the subcommittee reviewed the PRC's report format. Modifications were made to customize it for the subcommittee's needs. After this, the subcommittee developed a questionnaire for the staff in the Office of International Programs and International Student Services (OIP) to use as a self-study tool. Brenda Swannack, the Chair of the NRC, and Judy Herr met with the staff of OIP to review the self-study instrument, discuss report format and timeline. In addition, the subcommittee tailored a questionnaire to solicit input from Stout personnel, international students, other international programs and program directors. A total of 306 surveys were mailed and 56 responded. Of the 56 respondents, 26 were Stout personnel; 4 international students; 12 other international programs, and 14 respondents were program directors. Using the
guidelines provided, the Director and the Coordinator of International Student Services made a presentation to the full committee including a detailed report on the current status of the program. Then the NRC consultants provided an analysis and synthesis of the findings.

VI. Previous Review: This is the first review of OIP.

VII. Unit Review:

A. Unit Strengths

1. The majority of Stout personnel, international students, other international programs and program directors who responded to the questionnaire rate the program as excellent. (Source: Survey Results)
2. This office provides a wide array of services on very minimal staffing. Moreover, the Director and staff are committed to providing a high level of service. (Sources: Report to the Noninstructional Review Committee, Presentation to the NRC and Survey Report)
3. Foreign students attending are welcome in the community which gives UW-Stout a competitive advantage. (Sources: Stephen Snyder and Presentation to NRC)
4. The office continuously conducts a quality assessment of the foreign exchange program. Emphasis is put on programs that have strong student support; those that are ineffective are dropped. (Source: Self-Study)
5. Compared to some other institutions, UW-Stout students desiring to study abroad have more choices in the number of programs designed for particular majors. (Source: Self-Study and Presentation to NRC)
6. Currently there are 249 international students from 37 countries providing a more diverse student population than sister institutions. (Source: Self-Study and Presentation to NRC)
7. Sound financial management as well as efficient delivery of services is a priority. (Source: Self-Study and Presentation to NRC)
8. The staff are dedicated and committed as evidenced by their cross training efforts. (Sources: Presentation to NRC)
9. The personnel has identified future program initiatives which includes expanding opportunities. (Source: Self-Study)
10. Students' needs for information are met. (Source: Survey)
11. International Week provides opportunities for students, staff and community. (Sources: Marketing Materials and Presentation to NRC)
12. Students participating in programs offered through the Office of International Programs are asked to evaluate their programs at the conclusion of their experiences. (Source: Self-Study)
13. Each semester, accepted applications are compared to actual number of participants and these results are kept on file. (Source: NRC)

B. Opportunities for Program/Unit Enrichment
1. The university needs to reaffirm the importance of this program and therefore, the internationalization of the campus. If International Programs are a high priority on campus, consideration needs to be given to providing additional funding for increasing the Director's allocation, the supply and service budget, and possibly the support staff.  
(Source: NRC)

2. Facilitate the travel and needs of faculty and staff representing UW-Stout. This implies an expansion of services for the current unit. (Source: NRC)

3. Enrollment in the study abroad program has remained steady with a slight increase in participation. The university needs to identify the optimal level of participation. (Source: Self-Study)

4. Additional two-way communication between the office and UW-Stout program directors could help promote and develop further educational opportunities. (Source: Survey)

C. Issues of Concern

1. Due to the size of the office, there are limitations in terms of extending program opportunities; therefore, marketing initiatives to international students need to be increased. Like other universities, UW-Stout has increased competition for international students. (Source: Self-Study and Presentation to NRC)

2. The location of the office could be moved to increase visibility and accessibility. (Source: Self-Study)

D. Recommendations

1. Study the replacement cost and procedures for teaching in Scotland and develop a formula that is not detrimental to a college or unit. (Source: NRC)

2. Review the current procedures and practices for dispensing non-resident tuition waivers to ensure equity. Non-resident tuition could be used as a recruitment tool as well as retention strategy. (Sources: Self-Study and NRC)

3. Develop international student ambassador training program for the purpose of recruiting and marketing. (Source: NRC)

4. Explore opportunities to develop a proposal for UW System funding (e.g., Central Investment Fund). (Source: NRC)

5. Reinforce the safety of students and staff participating in international programs. (Source: NRC)

6. Monitor accepted applications as compared to actual participation. (Source: NRC)