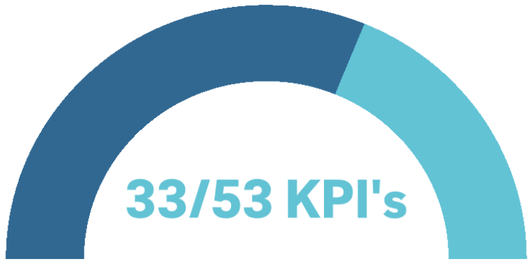
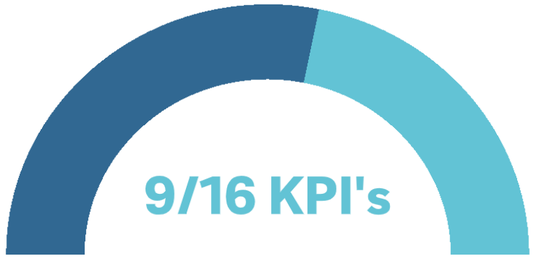
2022 Progress Status

UC San Diego International Students & Programs Office

Overview

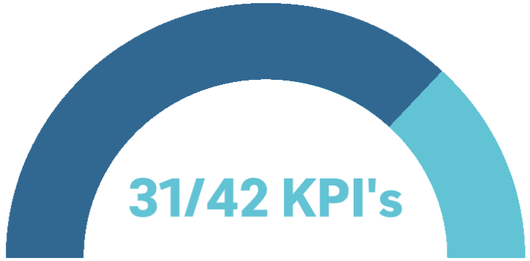


Goal Area: Advising Services

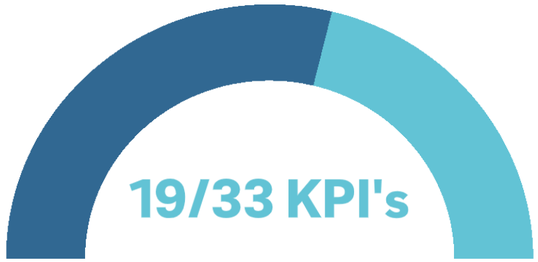


Goal Area: Analytics

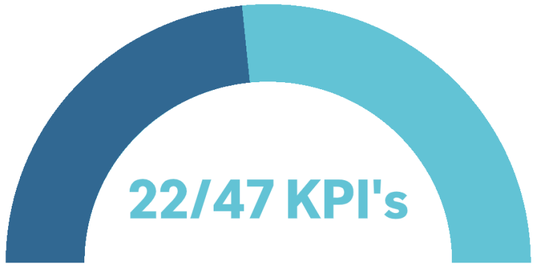
Goal Area: Compliance



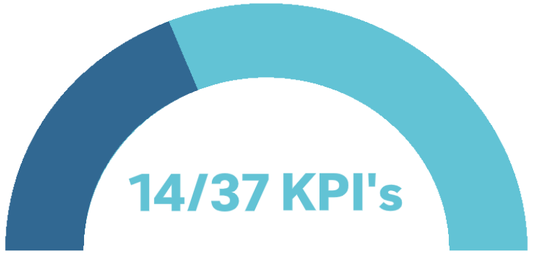
Goal Area: Infrastructure and Organization



Goal Area: Communications



Goal Area: Student Experience and Engagement



Goal Area: Diversify Student Population

Infrastructure and Organization

UC San Diego International Students & Programs Office

Continue to strengthen and diversify ISPO's revenue streams and organizational infrastructure to successfully meet the challenges of the future.

Strategy #1: Develop agile and efficient processes

Strategy #2: Enhance financial sustainability by diversifying revenue and leverage existing resources.

Strategy #3: Build and nurture relationships with campus partners

Strategy #4: Establish staffing resources to build capacity and adjust to changes

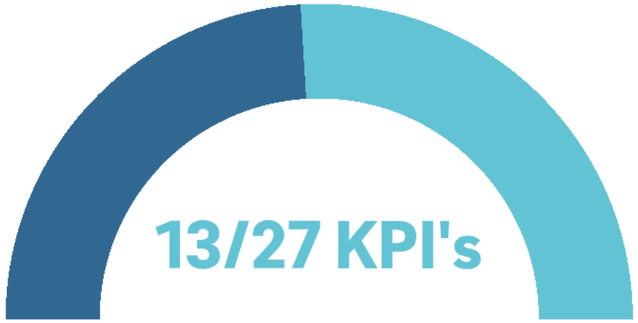
Strategy #5: Support staff development, manage performance, and recognize performance

Strategy #6: Ensure adequate operations, facilities, and space for core services and programs

Advising Services

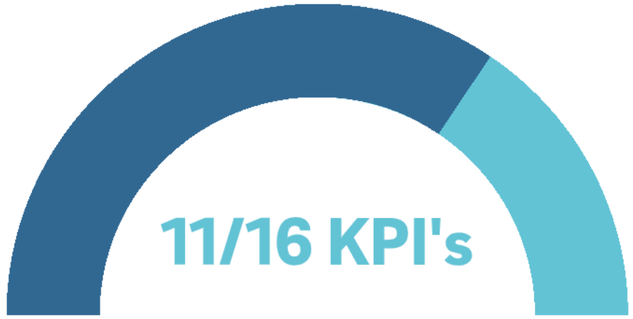
UC San Diego
International Students & Programs Office

Increase ISPO's advising capacity to serve the continued growth in the international student population.



Strategy #1: Leverage use of technology and innovate ways to deliver student services

Strategy #2: Ensure adequate training and access to professional development opportunities for all staff members

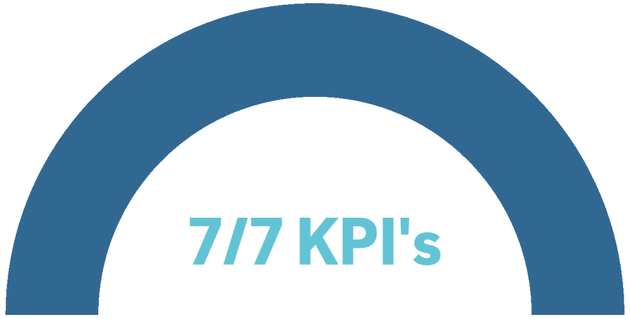


Strategy #3: Develop agile and efficient processes to adjust to changes

Compliance

UC San Diego International Students & Programs Office

Ensure that UC San Diego complies with federal agencies' (U.S. Departments of State, Homeland Security, and Labor) regulatory reporting requirements for the F-1 students and J-1 exchange visitors, thereby maintaining our students' and their dependents' legal status in the U.S. and promoting their academic success.



Strategy #1: Leverage use of technology and innovate ways to deliver student services

Strategy #2: Ensure adequate training and access to professional development opportunities for all staff members

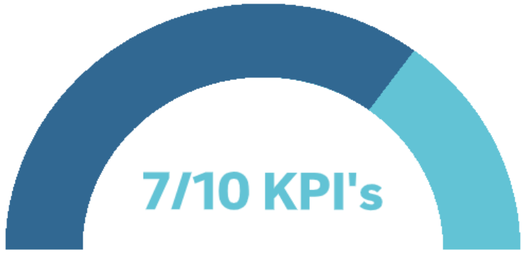
Strategy #3: Develop agile and efficient processes to adjust to changes

Diversify Student Population

UC San Diego
International Students & Programs Office

To diversify international student population.

Strategy #1: To build and strengthen partnerships with government agencies and international organizations.



Strategy #2: Establish efficient and agile processes to meet future challenges.

Strategy #3: To continue to strengthen organizational infrastructure.

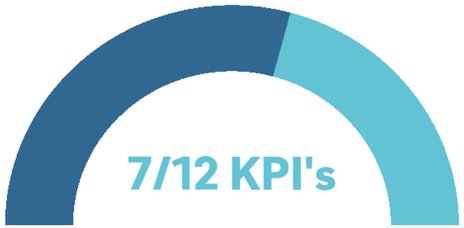
Strategy #4: Increase student advocacy and improve communication with campus partners.

Communications

UC San Diego
International Students & Programs Office

Enhance institutional presence and communicate impact of ISPO's services and programs.

- **Analytics (Prescriptive analytics tool for outreach, Migrate all marketing and collateral materials in digital format**
- **Digital format (Improve student services and guides to digital format)**

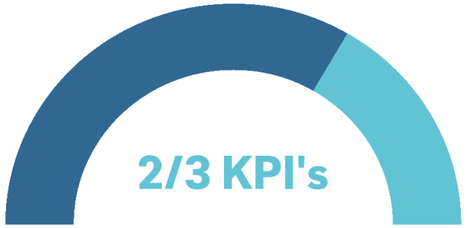


Strategy #1: Develop and implement digital communication practices that improve outreach and ISPO's positive impact.

Strategy #2: Analytics

Strategy #3: Develop and implement practices that improve outreach and ISPO's positive impact.

Strategy #4: Encourage staff to participate in UC-wide or campus-wide committees to advocate for international student success and global education efforts.



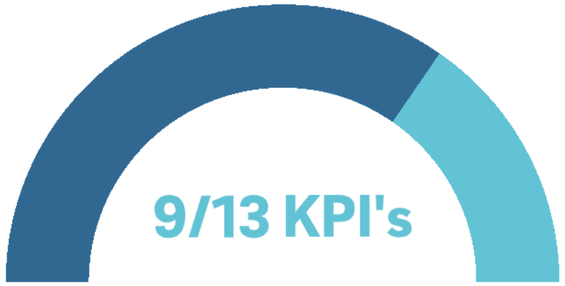
Strategy #5: Advocate for public policies that lead to a more globally informed, welcoming, and engaged United States via NAFSA, UC Government Liaison, and campus liaison representatives.

Student Experience and Engagement

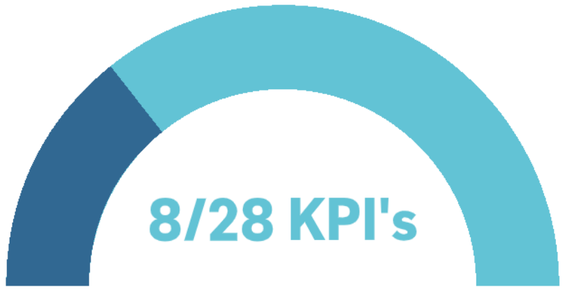
UC San Diego International Students & Programs Office

Design and implement hybrid (virtual and in-person) student experience and engagement opportunities for international undergraduate, graduate, and non-degree students to support satisfaction, retention, and time-to-degree.

Strategy #1: Engage with student organizations with large international student memberships, Associated Students, and the Graduate & Professional Student Association to implement quarterly programs to promote international students' engagement.



Strategy #2: Develop a comprehensive evaluation plan for measuring the implementation and efficacy of ISPO retention and engagement programs.



Strategy #3: Expand program offerings in partnership with key campus stakeholders.

Newly Developed:

- **Strategy #4: Improve Diversity, Equity & Inclusion (DEI) efforts**
- **Strategy #5: Development (Alumni/Career)**
- **Strategy #6: Health & Wellness**

Analytics

UC San Diego
International Students
& Programs Office

Develop and research new metrics of international student success

Strategy #1: Assess and research international student success and achievement opportunity gaps

Strategy #2: Share data to advocate for international students and contribute to research field.