Mission Statement

The Division of International Education (DoIE) at the University of New Orleans has administrative responsibility for International Study Programs, the International Student Exchange Programs, the Intensive English Language Program, and the Office of International Students and Scholars. The mission of the Division is to assist the university in its continuing efforts to internationalize its campus and curriculum by providing high quality support and service to the UNO international community and to contribute to global understanding by developing and supporting opportunities worldwide for students, faculty and staff as well as the general public. The Division promotes and manages summer and semester study abroad and exchange, administers English language study while easing entry of international students into the University, and assists all international students, faculty and staff in obtaining and maintaining their lawful immigration status and adjusting to life in the United States.

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December 15, 2010

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DIVISION OF INTERNATIONAL EDUCATION
2010-2011

Goals and Objectives

Goal 1. The Division will develop and administer high-quality international study and exchange programs that will operate on self-generated revenue and will serve to enhance and enrich the academic and extracurricular student experiences.

Objective 1.1. Increase the overall number of UNO students studying abroad by 5% compared to 2009-2010.

Strategy 1.1.1. Design a comprehensive, attractive, user-friendly web site that is consistently updated and maintained.

Strategy 1.1.2. Incorporate a module about international opportunities into UNIV classes as well as the UNIV textbook.

Strategy 1.1.3. Visit UNO classrooms and college offices to promote study abroad and disseminate information through multiple channels on the UNO campus.

Strategy 1.1.4. Work with UNO Student Government to increase study abroad award funding.

Objective 1.2. Increase the number of guest students studying abroad through UNO.

Strategy 1.2.1. Expand institutional partnerships to enhance recruiting for study abroad.

Strategy 1.2.2. Market and further capitalize on UNO’s national reputation as a preferred study abroad provider for universities several levels above the UNO group of peer institutions.

Objective 1.3. Increase the number of qualified minority and nontraditional students in study abroad and exchange by 5% by fall 2011.

Strategy 1.3.1. Collaborate with UNO Office of Diversity affairs to identify and recruit a diverse student population.

Strategy 1.3.2. Work with student government and all student organizations at UNO to identify and recruit students.

Strategy 1.3.3. Develop targeted mailing at UNO to increase awareness among minority and nontraditional students about study abroad opportunities.
Strategy 1.3.4. Continue to grant some Division-sponsored Ambassador Awards to deserving minority and non-traditional UNO students.

Objective 1.4. 75% of study abroad and exchange students will rate the programs as above average.

Strategy 1.4.1. Continue use of standardized student and faculty evaluation forms for all programs.

Strategy 1.4.2. Facilitate student interaction with the Bursar, Registrar, Admissions, and Financial Aid offices.

Strategy 1.4.3. Provide excellent customer service that meets or exceeds our students’ expectations.

Strategy 1.4.4. Regularly evaluate and review standard, uniform operating procedures for all programs.

Strategy 1.4.5. Continue to utilize and improve our administrative web-based site for study abroad and exchange.

Assessment Tools: Division website
Program brochures
Enrollment data
Financial aid packet
Ambassador Award application
Evaluations
On-line admissions forms
Marketing plans
Administrative procedures manuals
Administrative data management site

Goal 2. The Division will administer and promote a high-quality Intensive English Language Program (IELP) which will operate on self-generated revenue to recruit and facilitate entry of international students into the University.

Objective 2.1. Maintain the current enrollment in the Intensive English Language Program.

Strategy 2.1.1. Continue to interact with IELP alumni utilizing internet resources to increase referral rates.

Strategy 2.1.2. Increase frequency and number of contacts with overseas advisors.

Strategy 2.1.3. Aggressively pursue contacts with prime sources of students including, but not limited to, Saudi Arabian Cultural Mission, Centro Colombo Americano, and other key initiatives.
Objective 2.2. Increase by 10% the numbers of IELP graduates that matriculate into UNO.

Strategy 2.2.1. Serve as liaison with Admissions, Graduate School, Campus Housing, Bursar, English department and other units to facilitate students’ entry into the University.

Strategy 2.2.2. Provide high-quality English instruction that meets the standards of the English department and Admissions and prepares IELP students for entry into the University.

Strategy 2.2.3. Advise all IELP students about their rights and responsibilities under federal law and maintain 100% compliance with federal rules affecting students holding a non-immigrant visa.

Objective 2.3. Develop new cohort groups that will provide additional cultural interchange and revenue opportunities.

Strategy 2.3.1. Design customized programs for clients including, but not limited to, University of the Sacred Heart, Milan, Italy, and the German-American Institute in Tübingen, Germany.

Strategy 2.3.2. Establish the IELP as provider of choice for English language training for students enrolled at local institutions without Intensive English programs.

Assessment Tools: Evaluations
    New programs established
    Student enrollment data

Goal 3. The Division will administer the Office of International Students and Scholars (OISS) which will welcome, educate, and advise all international students, faculty and staff about their rights and responsibilities under federal law.

Objective 3.1. OISS will advise students, faculty, and staff of their rights and responsibilities.

Strategy 3.1.1. Provide new student orientation activities in August, January and June; provide immigration seminars and co-sponsor tax VITA site for international students; provide one-on-one orientation to new faculty and staff.

Strategy 3.1.2. Provide one-on-one advising by appointments and walk-in.
Strategy 3.1.3. Provide written and electronic materials prior to arrival, during orientation, and as needed throughout the academic year.

Assessment Tools: New student orientation documents
New faculty and staff orientation documents
Immigration seminars, agendas, attendance rolls
Tax VITA site
Written and electronic materials
Number of clients seen in 2010-11

Goal 4. OISS will provide support to units and departments that interact with the international community at UNO.

Objective 4.1. OISS will serve as a resource and advocate for issues and services that affect the international community.

Strategy 4.1.1. Staff will serve on institutional committees to represent the perspectives of international students, faculty and staff and to promote internationalization of the campus.

Objective 4.2. OISS will facilitate the employment or visit of international faculty and staff.

Strategy 4.2.1. Inform department heads about immigration procedures related to the employment or visit of international faculty and staff through written handouts and/or meetings with unit heads.

Strategy 4.2.2. File necessary applications with the U.S. Citizenship and Immigration Services, Department of Labor, and Department of State in a timely manner to facilitate the legal employment or visit of international faculty and staff.

Assessment Tools: OISS Newsletter
OISS Website

Goal 5. The OISS will provide leadership for institutional response to federal mandates and immigration policy initiatives that affect international education.

Objective 5.1. OISS will maintain 100% compliance with federal rules affecting the enrollment, visit, and employment of international students, faculty and staff.

Strategy 5.1.1. Inform academic and administrative departments about federal rules affecting the enrollment of international students and
employment of students, faculty and staff through memos, newsletters, reports or departmental meetings.

Strategy 5.1.2. Keep abreast of changing rules and regulations by attending state, regional and annual meetings of the professional association.

Strategy 5.1.3. Coordinate institutional compliance with federal mandates to monitor international students and exchange visitors using the Student and Exchange Visitor Information System (SEVIS).

Objective 5.2. OISS will ensure institutional involvement in policy making that affects international students and international educational exchange.

Strategy 5.2.1. Respond within appropriate comment period to proposed legislative or regulatory changes affecting international students, faculty and staff.

Strategy 5.2.2. Respond within 24 hours to all media requests.

Strategy 5.2.3. Respond in a timely manner to reports requested by federal and other non-governmental agencies.

Strategy 5.2.4. Serve on campus advisory committee for Student Health insurance policies and procedures.

Assessment Tools: Monthly report to Human Resources and Academic Affairs on immigration status expiration dates Meetings with department chairs or other administrative units Letters to legislators Comment letters on proposed rules Media interviews, reports to federal agencies when requested Annual reports to Department of State, Institute of International Education and other agencies or non-profit organizations

Goal 6. The Division will promote and work to expand academic and professional international opportunities for the university, local and regional community.

Objective 6.1. Develop at least one new partnership agreement with another university or entity (state, nationally, or internationally) in 2010

Strategy 6.1.1. Identify and develop affiliations with universities, professional associations, and/or businesses each year

Strategy 6.1.2. Provide assistance to UNO faculty and staff to identify new international opportunities and promote current activities and
Strategy 6.1.3. Provide the central administrative home for all university agreements on international exchange and cooperation.

Objective 6.2. Increase collaboration with Diversity Affairs and other units involved in international programs and activities to better serve students by improving present initiatives through enhanced cooperation and communication.

Strategy 6.2.1. Provide a leadership role on campus with regard to promoting and facilitating international exchanges and activities and internationalization of the campus across the five colleges and numerous free-standing units.

Strategy 6.2.2. Act as the primary campus liaison with the consular corps and other prominent international constituencies in the city of New Orleans and regionally to enhance the visibility and stature of UNO’s internationalization achievements.

Strategy 6.2.3. Increase collaboration with the State and System Boards of Higher Education to further UNO’s internationalization goals.

Strategy 6.2.4. Act in a leadership capacity with regard to the high-priority fundraising campaign for the Center for International Studies.

Strategy 6.2.5. Active role in international recruitment and retention initiatives.

Objective 6.3.1. Establish relationships with national and international entities that will enhance UNO’s international profile.

Strategy 6.3.2. Maintain contacts with embassies and the international diplomatic corps that will benefit the students and mission of the University.

Strategy 6.3.3. Cultivate and grow relationships with high-profile international think tanks including, but not limited to, the German Marshall Fund.

Assessment Tools: Partnership agreements
Programs executed
Relationships established
Student enrollment data
Goal 7. The Division will support staff development efforts and growth opportunities.

Objective 7.1. Increase by 20% the instances whereby staff participates in career professional development opportunities.

Strategy 7.1.1. Support travel for staff participation at professional association meetings.

Strategy 7.1.2. Implement a comprehensive plan for annual evaluations.

Objective 7.2. Increase by 25% the instances whereby staff participate in the broader educational community by serving in leadership roles on university, state, regional, and/or national committees and conferences.

Strategy 7.2.1. 20% of professional staff will actively participate on appropriate university, state, and/or regional committees each year.

Strategy 7.2.2. 20% will serve and/or present in professional conference and/or association functions each year.

Assessment tools: Committee(s) participation Presentations at professional association events Training schedule(s) Annual staff evaluations

Goal 8. The Division will provide administrative support and oversight to ensure that its programs and initiatives (excluding OISS) are financially self-supporting.

Objective 8.1. The Division members will monitor program budgets to ensure that all are self-supporting at the end of each academic year.

Strategy 8.1.1. All units will hold regular budget review meetings

Strategy 8.1.2. The Assistant Vice Chancellor will attend scheduled financial meetings to inform Senior Associate Vice Chancellor

Strategy 8.1.3. The Assistant Vice Chancellor will evaluate all programs on a regular basis.

Assessment tools: Budget meetings Annual evaluation Financial reports