



UNIVERSITY OF DELAWARE  
CENTER FOR GLOBAL  
PROGRAMS & SERVICES

# IMPACT REPORT

2022-23



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## **2022-23 Impact Report**

*June 2023*

In the 2022-2023 academic year, the Center for Global Programs and Services (CGPS) established a highly collaborative and multi-pronged strategic approach, known as the [Global 360 model](#), to advance internationalization and global engagement at the University of Delaware. In support of the University's strategic priority for [expanding interdisciplinary and global](#) opportunities, and in alignment with recommendations from the [ACE Internationalization Lab Report](#), Global 360 serves as a roadmap for infusing international perspectives throughout the University's scholarship, research, and service missions. It draws from six dimensions of institutional engagement to increase UD's collective impact and visibility around the world:

1. **Experiences:** Innovate and expand inclusive global education opportunities through study abroad, the World Scholars Program, and international student and scholar support and success.
2. **Recruitment:** Increase international undergraduate and graduate enrollment through intentional, collaborative efforts, including the development of non-degree pipeline programs.
3. **Partnerships:** Lead the development of strategic international agreements and contracts, engagement with federally-funded programs, and connection with the State of Delaware's global network.
4. **Scholarship:** Bring visibility and support to global experiential learning and research on campus and around the world.
5. **Advancement:** Advance our campus, our community, and our world through cultivating global alumni networks, corporate engagement, and philanthropic giving.
6. **Reputation:** Strengthen and elevate the University as a premier research institution through global rankings, branding and communications, and leadership and expertise in the field of international education.

The major accomplishments of CGPS align with the six pillars of the Global 360 model and build upon UD's legacy and pioneering approach to internationalizing the curriculum and student experience. Through a collaborative model that engages a diverse group of stakeholders in the internationalization dialogue, CGPS has optimized UD's impact as an international university.

# 1. Experiences

*CGPS support services, education abroad, and engagement programs provide students with experiences that support UD's strategic pillars for:*

- *Expanding Student Access and Success*
- *Expanding Interdisciplinary and Global Opportunities*
- *Building a Social Justice Foundation to Support a Diverse, Inclusive and Intercultural Campus*

## INTERNATIONAL STUDENT & SCHOLAR SERVICES

- In Fall 2022, a total of 599 initial international student records (379 graduate, 143 undergraduate and 77 ELI students) checked into our government system. According to CGPS degree-seeking student records, this represents the 2nd largest intake processed since 18F (when the office began to track these numbers in Terra Dotta).

Table 1. New international degree-seeking student enrollment, Fall 2018 – Fall 2022

	2018	2019	2020	2021	2022
New Grad/Undergrad International students	466	445	165	544	522

- In Spring 2023, UD welcomed 258 new international students to the Newark campus (153 graduate, 37 undergraduate, and 68 ELI students) compared to 210 in 2022 (111 graduate, 68 undergraduate, and 31 ELI students), and 146 in Spring 2021 (77 graduate, 30 undergraduate, and 39 ELI students).
- In 2022, CGPS supported and advised more than 50 UD departments on employment-based immigration regarding their J-1 visitors, H-1B employees, B-1/B-2 visitors, TN/E-3/O-1 employees, and dependents visa holders.
- The office coordinated employment-based immigrant petitions and worked with University-retained attorneys to advise on 41 Permanent Residency applications including 11 cases initiated in 2022. In addition, 11 foreign nationals were approved for permanent residency in 2022. The top three sponsoring departments for 2022-23 are Physics & Astronomy (5), Mathematics (4) and Accounting & MIS (3).
- From 1/1/22 to 12/31/22, the ISSS front desk at CGPS managed over 14,000 Zoom interactions with international students, scholars, and host departments. 1,930 visitors accessed Elliott Hall in person.
- ISSS processed a total of 934 I-20s and DS-2019s for international undergraduate, graduate, and ELI students in 2022. This compares to 813 documents produced in 2021,

522 documents in 2020, and 1,294 in 2019. On average, immigration documents were issued within 2 business days of request.

- ISSS processed 9,974 immigration applications for students and scholars in 2022 using Terra Dotta, compared to 9,103 in 2021 and 8,335 in 2020. These applications include but are not limited to SEVIS registration, travel signatures, OPT, CPT, and Reduced Course Loads.
- In Fall 2022, UD international students (N = 311) reported a 92% satisfaction rating with the university (92% with CGPS services and 89% with overall UD support services). 89% of international students reported feeling satisfied with the level of happiness they feel at UD.

## STUDY ABROAD

- In Fall 2022, CGPS sent 144 students traveling on 15 study abroad programs, compared with 101 students in Fall 2021. This figure includes three World Scholar sites in Rome, Italy, Madrid, Spain, and Athens, Greece.
- Spring 2023 included 123 students traveling on 21 semester-long study abroad programs.

Table 2. Long-term study abroad participants in UD programs, 2015 – 2023

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Fall Semester Students	89	140	169	154	205	N/A	101	144	148
Spring Semester Students	103	98	109	125	94	N/A	N/A	226	123

- Winter Session 2023 included 834 students in 42 faculty-led programs compared to 343 students in 19 faculty-led study abroad programs in Winter Session 2022. Summer Session 2023 included 12 programs with 94 total students.

Table 3. Short-term study abroad participants in UD programs, 2016 – 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Winter Session Students	1141	1102	1175	1012	1081	N/A	343	834
Summer Session Students	162	95	93	153	N/A	N/A	16	94

- CGPS study abroad staff hosted 3 health and safety town halls for more than 300 study abroad students and their family members.
- From Fall 2022 through Summer 2023, CGPS awarded \$861,850 to 334 students and an additional \$25,000 to 23 DE Diplomats who participated in 17 different programs.
- CGPS published study abroad blog posts from scholarship recipients: <https://sites.udel.edu/globalblog/>
- In May 2022, the Study Abroad team completed the first round of implementation of Terra Dotta, a user-friendly study abroad management database system that enhances the marketability and accessibility of study abroad programs for students, faculty, and staff. Terra Dotta will be CGPS' enterprise system for managing both inbound (ISSS) and outbound (EA) programs.

## WORLD SCHOLARS

- In Spring 2022, CGPS received "course of study" recognition for the World Scholars Program. Beginning in Fall 2022, students in the Program now have World Scholars appearing on the degree audit in UDSIS.
- In Fall 2021, the World Scholars Program resumed study abroad activity for its students, sending first-semester sophomores to World Scholar sites in Athens, Madrid, and Rome. Upon their return in Spring 2022, members of the Class of 2024 resided in the International House Living Learning Community (iHouse) in Ray Street C.
- In the 2022-23 academic year, World Scholars received competitive Department of State-sponsored awards, including a Gilman Scholarship to France, awarded to Katayjha Minter, a Boren Scholarship to study Russian in Bishkek, Kyrgyzstan, awarded to Bethany Christie, and a Fulbright English Teaching Assistantship to Germany, awarded to Jana Mae Huss.

## CGPS PROGRAMMING & ENGAGEMENT

- In 2022-23, CGPS offered a total of 112 programs and workshops for international and domestic students and scholars, including immigration and employment training, International Coffee Hour events, virtual webinars, World Cup watch parties, and student leadership and mentorship events.
- In November 2022, CGPS led a campus-wide celebration featuring dozens of events for [International Education Week](#), an annual, national celebration of international programs sponsored by the U.S. Department of State and the Department of Education and celebrated on campuses across the U.S.

- The iBuddy Mentoring Program recruited and trained 54 student mentors who in turn provided support to 110 student mentees in Fall 2022. The CGPS i-Buddy mentors also coordinated four engagement programs including an annual picnic, an ice-skating meet-up, and several International Coffee Hours. More than 100 current students have applied to be mentors for the 2023-24 academic year and will complete onboarding and training before summer.
- During Summer 2022, CGPS piloted a new series of webinars for incoming international students called the Before You Arrive Pre-Arrival webinar series. Over a nine-week period, this series featured ten unique live Zoom webinars and pre-recorded videos that covered a wide range of topics to assist new international students in preparing to travel to the U.S. and transition to UD. These topics included understanding healthcare and health insurance in the U.S., Social Security Number, academic preparedness, travel procedures, and finding off-campus housing for graduate students. A survey on the satisfaction levels of students who attended these webinars (n = 161) indicated that 60.2% were very satisfied with the webinar series and 32.3% somewhat satisfied, suggesting that the webinar series overall was successful. This webinar series was also held in Winter 2023 for incoming international students in the Spring 2023 semester, which covered topics on travel and immigration preparation, finding off-campus housing, managing finances in the U.S. (in partnership with PNC Bank), and understanding healthcare in the U.S. (in partnership with Student Health Services).
- International Student Orientation in Fall 2022 welcomed 350 new international students, with 150 new students in attendance at the Spring 2023 event. Both events were hosted in person. The program featured presentations by campus partners, including the Office of Academic Enrichment, Student Wellbeing units, PNC Bank, and the Career Center.
- The attendance levels of International Coffee Hour in Fall 2022 returned to pre-pandemic levels at 150-200 students every week. Coffee Hour continues to be co-sponsored by the Division of Student Life and UD Dining Services. Each week, Coffee Hour featured 15 internationally-themed student organizations and sponsored events from Student Wellness and Health Promotion, English Language Institute, the Library, Wilmington Sister Cities, and the World Scholars Program.
- The International Student Essay Contest, co-sponsored by the Division of Student Life and the Graduate College, received 68 entries in Fall 2022. Prizes were awarded to the top 3 winning essays each for the undergraduate, graduate, and ELI levels.
- After a two-year hiatus, CGPS hosted 330 international students, scholars, and their family members for a traditional Thanksgiving dinner at the Embassy Suites hotel. CGPS partnered with The Buccini/Pollin Group and Embassy Suites, who provided financial support to the event.

- The 2022 Study Abroad Photo Contest for Summer 2021, Fall 2021, Winter 2022, and Spring 2022 received 189 unique entries. Winners and prizes were announced at the conclusion of Spring Semester.
- In Spring 2023, the Study Abroad team expanded the new Study Abroad Ambassadors leadership program to include 81 students. Six student leaders have been trained to represent CGPS and the study abroad program at university events such as Decision Days and Alumni Weekend.
- CGPS provided tax services for the 2022 tax year via Sprintax to 826 international students for an average federal refund of \$754 with a 98% satisfaction rate and 87% recommendation rate. Initial data to date for the 2022 tax year indicates that over 900 international students utilized our services.
- In the 2022-23 academic year, the World Scholars team sponsored 100 virtual, hybrid, and in-person programs for prospective and current students and family members. Program highlights included:
  - Fall & Spring World Scholar Wednesday workshops
  - Spring Fulbright Lecture Series in the iHouse Living Learning Community
  - The first-ever Global Formal on May 13, 2023
  - iHouse Spring Block Party
  - 2023 Spring Scholars Symposium held on May 12, 2023
  - In-person Pre-Departure Orientation (PDO) for first-year students and families
  - In-person Transition Day Program for first-year students and families in the spring
- In Spring 2023, CGPS staff instructed one First Year Seminar (FYS) section (of three) for second-semester World Scholars.

## 2. Recruitment

*CGPS support services and collaboration with enrollment management support UD's strategic pillars for:*

- *Expanding Student Access and Success*
- *Expanding Interdisciplinary and Global Opportunities*
- *Reimagining Intellectual & Physical Capital for a Sustainable & Boundless Campus*

### INTERNATIONAL STUDENT & SCHOLAR SERVICES

- In Fall 2022, CGPS served a total number of 3081 international students, scholars, and dependents, representing an increase of 10% over Fall 2021. While these numbers are still below pre-pandemic numbers, the increase indicates a rebound in inbound mobility and initial signs of a post-pandemic recovery.

Table 1. International student and scholar enrollment, Fall 2014 – Fall 2022

	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Students (F1/J1)</b>	3267	3272	3188	3193	3247	3046	1942	2254	2495
Graduate	1289	1353	1309	1240	1223	1141	848	1047	1261
Undergraduate	692	713	798	794	902	963	510	709	611
ELI	959	788	582	624	716	517	102	55	150
OPT	327	418	499	535	406	425	482	443	473
<b>Scholars (J1)</b>	191	250	259	255	296	217	148	131	147
<b>Employee (H1B)</b>	63	61	44	38	47	74	85	93	68
<b>Family (J2/F2)</b>	386	450	459	402	468	423	331	314	371
<b>Total</b>	3907	4033	3950	3888	4058	3760	2506	2792	3081

### WORLD SCHOLARS

- In Fall 2022, CGPS enrolled 106 students in the UD World Scholars Program, representing a 31% decrease from the previous year but almost identical to the 20F enrollment figure. This brings the total program enrollment for the 2022-23 academic year (including students in years 1-4) to 448—and to 759 since its inception.



Table 2. World Scholars Program enrollment, Fall 2015 – Fall 2022

Enrollment	Application	Change from Previous Year	Admits	Paid Matriculants	Change from Previous Year	Admit to App Yield
22F	379	-3%	337	106	-31%	31%
21F	390	27%	390	153	46%	39%
20F	307	-8%	307	105	-15%	34%
19F	334	55%	332	123	41%	37%
18F	216	-6%	212	87	10%	41%
17F	230	16%	225	79	18%	35%
16F	198	148%	196	67	72%	34%
15F	80	NA	78	39	NA	50%
<b>TOTAL</b>	<b>1755</b>		<b>1740</b>	<b>653</b>		<b>39%</b>

- CGPS is in the final stages of recruitment and yields for the Class of 2027. To date, we have facilitated 372 applicant interviews and have received 114 deposits.

### 3. Partnerships

*CGPS support for developing international partnerships advances UD's strategic pillars for:*

- *Expanding Interdisciplinary and Global Opportunities*
- *Reimagining Intellectual & Physical Capital for a Sustainable & Boundless Campus*

#### GLOBAL PARTNERSHIPS

- In 2022-23, CGPS maintained a database of 290 international agreements with 200 global partners in 56 countries, in support of mutual cooperation and collaboration in the areas of teaching, research, faculty collaborations, and student mobility.
- With direction from the Provost and Associate Provost, the CGPS Global Partnerships team developed a new rubric and implemented a new system for reviewing agreement proposals. The team also began drafting new agreement templates, in collaboration with the Office of General Counsel, Registrar, ELI, and other campus stakeholders.
- In the 2022-23 academic year, CGPS received ~30 inquiries and proposals for agreements and facilitated the eventual signing of 10 new and renewed general and supplemental international agreements for UD.

## 4. Scholarship

*CGPS research and contributions to the field of international education advances UD's strategic pillars for:*

- *Expanding Interdisciplinary and Global Opportunities*
- *Reimagining Intellectual & Physical Capital for a Sustainable & Boundless Campus*

### CGPS RESEARCH & PUBLICATIONS

#### Books

- Hunter, F., Ammigan, R., de Wit, H., Gregersen-Hermans, J., Jones, E., & Murphy, A.C. (Eds.) (2023). Internationalisation in higher education: Responding to new opportunities and challenges. Milan: EDUCatt.
- Ammigan, R., Chan, R. Y., & Bista, K. (Eds.) (2022). COVID-19 and Higher Education in the global context: Exploring contemporary issues and challenges. Washington, DC: STAR Scholars Press.

#### Refereed Book Chapters

- Ammigan, R., Gregersen-Hermans, J., de Wit, H., Hunter, F., Jones, E., & Murphy, A.C. (2023). CHEI in an evolving research context. In Hunter et al. (Eds.). Internationalisation in higher education: Responding to new opportunities and challenges. Milan: EDUCatt.
- Ammigan, R., & Veerasamy, Y. S. (2023). Supporting international students during the COVID-19 pandemic: A study of student satisfaction in a hybrid university environment. In Hunter et al. (Eds.). Internationalisation in higher education: Responding to new opportunities and challenges. Milan: EDUCatt.
- Ammigan, R., & Drexler, M. (2022). Exploring the relationship between academic performance and the international student experience: Implications for university support offices and academic units. In Mohamad, M. & Boyd, J. (Eds.), International Student Support and Engagement: Innovative Practices for Universities. Routledge.
- Briggs, P., & Ammigan, R. (2022). How soccer can serve as a conceptual model for structuring an international student support office. In Mohamad, M. & Boyd, J. (Eds.), International Student Support and Engagement: Innovative Practices for Universities. Routledge.
- Ammigan, R., & Bentahar, A. (2022). A Quantitative Study on International Student Satisfaction in a U.S. Based Intensive English Program. In Özkan, A. (Ed.), Selected

Proceedings of Eurasia Higher Education Summit EURIE 2022. Istanbul: Istanbul Aydin University.

### **Refereed Journal Articles**

- Liu, C., Liu, C., Ammigan, R., & Kaplowitz, M. D. (2023). "Why Do They Hate Us?": Chinese international students' racialized experiences during COVID-19. *Journal of Underrepresented and Minority Progress*.
- Ammigan, R., & Bentahar, A. (2023). An exploratory study examining the experiences of international students in an Intensive English Program. *TESOL Journal*.
- Ling, J., Liu, C., Schrader, K., Ammigan, R. & McIntire, E. (2023). Vaccination rates among international students: Insights from a university health vaccination initiative. *Journal of American College Health*. <https://doi.org/10.1080/07448481.2022.2155470>
- Liu, C., Bruner, J., & Ammigan, R. (2022). Success training for academic resiliency: A advising intervention program for undergraduate students on probation. *Journal of Interdisciplinary Studies in Education*, (11)2, 189-209.
- Ammigan, R., Veerasamy, Y. S., & Cruz, N. I. (2022). 'Growing from an acorn to an oak tree': A thematic analysis of international students' cross-cultural adjustment in the United States. *Studies in Higher Education*.
- Ammigan, R. (2022). Examining the experiences of Mauritian students at universities in Australia and the UK. *Journal of Student Affairs in Africa*, 10(1), 17-30.
- Dennis, J. L., & Ammigan, R. (2022). What drives student recommendations? An empirical investigation of the learning experiences of international students in Australia, the UK, and the US. *Journal of Interdisciplinary Studies in Education*, 11(1), 1-27.

### **CONFERENCE PRESENTATIONS**

- Ammigan, R. (2023). Supporting the Experiences of International Students in the US. *Power in Pages*, Harvard Graduate School of Education, Harvard University, Cambridge, MA.
- Ammigan, R., Drexler, M., & Foley, A. (2023). The Global Impact of a 100-Year Study Abroad Legacy in the United States. *NAFSA: Association of International Educators Conference*, Washington, DC.
- Ammigan, R. (2022). An Importance-Satisfaction Gap Analysis of International Student Experiences: Empirical Evidence for Higher Education Officials. *STAR Scholars Global Conference*, Wolmar, Mauritius.
- Liu, C., & Ammigan, R. (2022). Student Interaction, Technological Engagement, and the Online Community: Exploring how to Humanize Academic Advising with Technology in Higher Education. *STAR Scholars Global Conference*, Wolmar, Mauritius.

- Bista, K., Chan, R. Y., Ammigan, R., Sharma, S., & Uddin, S. (2022). Research and Scholarship: Publication Tips and Advice for Emerging Scholars. STAR Scholars Global Conference, Wolmar, Mauritius.
- Ammigan, R. (2022). Supporting International Students during the COVID-19 Pandemic and Beyond: Insights from Qualitative and Quantitative Research. Centre for Higher Education Internationalisation Research Seminar, Università Cattolica del Sacro Cuore, Milan, Italy.
- Ammigan, R. and Bentahar, A. (2022). Exploring International Students' Experiences in an Intensive English Program. EURIE: Eurasia Higher Education Virtual Summit, Istanbul, Turkey.

## 5. Advancement

***CGPS support for advancing our campus, our community, and our world through cultivating global alumni networks, corporate engagement, and philanthropic giving:***

- ***Expanding Interdisciplinary and Global Opportunities***
  - ***Reimagining Intellectual & Physical Capital for a Sustainable & Boundless Campus***
- To commemorate the 100th anniversary of study abroad at UD and in the U.S., CGPS partnered with Development and Alumni Relations to raise over \$280,000 for study abroad scholarships.
  - In May 2023 CGPS, the Office of the President and Development, and Alumni Relations partnered with the Embassy of France to host a celebration of Professor Raymond Kirkbride's first study abroad program in France in 1923.
  - CGPS partnered with the Office of Communications and Marketing to publish a series of articles and faculty profiles in honor of the 100th anniversary of study abroad, including the [April 2023 issue of UD Magazine](#).
  - CGPS led [two trips to India](#) in partnership with Development and Alumni Relations, Lerner College of Business and Economics, Enrollment Management, Career Services, and the Graduate College. The visits included a pre-departure orientation program for Indian students coming to UD, alumni receptions, presentations from UD leadership and alumni at the IC3 conference for Indian college counselors, and visits to key partners in New Delhi and Bangalore.

## 6. Reputation

**CGPS communications and marketing strategies advance UD's strategic pillars for:**

- ***Building a Social Justice Foundation to Support a Diverse, Inclusive and Intercultural Campus***
- ***Reimagining Intellectual & Physical Capital for a Sustainable & Boundless Campus***

### CGPS COMMUNICATIONS

- In 2021, the OISS and IGS websites were merged into a 118-page CGPS website: [www.udel.edu/global](http://www.udel.edu/global). This website also hosts the ACE Internationalization Lab micro-site, which contains UD's internationalization plan and strategic goals: <https://www.udel.edu/academics/global/about-us/internationalization-plan/>.
- In 2021-22, the CGPS communications team sent 530 emails (about 45 messages per month) to international students and scholars, World Scholars students and families, study abroad students and faculty, and campus leadership and partners.
- In Spring 2022, CGPS coordinated with campus partners to closely monitor the conflict in Ukraine, especially as it impacts members of the UD's international community. A Ukraine Conflict Resource webpage was developed to serve as a centralized portal of resources and support services for the campus community.
- A summary of CGPS crisis management communications and COVID-19-related FAQs and updates is listed here: <https://www.udel.edu/academics/global/news/coronavirus/>.
- CGPS messaging and impact was amplified through the office's social media channels:
  - [@UDGlobal on Instagram](#) - 4,500 followers at the end of 2021, an increase of 6.7% from the previous year (296 more followers)
  - [@ISSS\\_UD on Twitter](#) - Top post based on engagement: sharing the UD post about the ablution station and other religious/spiritual resources
  - [@UDGlobal on Twitter](#) - 3,400 followers, an increase of 2.6% from the previous year (86 more followers)
  - [@CGPS.UD on Facebook](#) - top post based on engagement: the welcome back to coffee hour message in Sept 2021

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