



IMPACT REPORT

2018-19

Audience

OISS supported 4,766 international students, scholars, and their families in 2018:

- 850 undergraduate students
- 1,432 graduate students
- 971 non-degree students
- 491 optional practical training
- 439 scholars and other employees
- 583 international dependents

International student satisfaction

- According to the International Student Barometer, UD international students indicated a 94% satisfaction rating with OISS support services (N=1,044).
- OISS was ranked 19th globally for satisfaction with support services (N=120 institutions; 110,386 student responses).
- The OISS front desk team served a total of 10,425 international student and scholar walk-ins in 2018. Visitors indicated a 97% satisfaction rating (excellent) through the OISS Customer Satisfaction survey.

Major initiatives

Enhancing student success

- **Buddy program:** This initiative matched over a hundred new international students with continuing students/mentors in 2018 in light of fostering meaningful friendships and facilitate a smooth transition into the American and UD culture.
- **Pre-departure orientation:** This June, OISS will participate in the first collaborative pre-departure orientation program in Beijing and Shanghai in China, in partnership with Development and Alumni Relations, Undergraduate Admissions, Student Life, and the ELI. This program will help prepare new international students (and their family) for their transition to UD and welcome them to campus this fall.
- **Newly designed orientation program:** ISO was redeveloped to enhance interactive learning and increase participation among attendees. In Spring 2019, ISO maintained a 96% retention rate throughout the program. OISS has welcomed over 1,000 new international students, scholars, and employees at orientation programs since January 2018.
- **Programming and outreach:** OISS organized 124 programs last year to support international students and enhance their academic, cultural, and social experiences on campus and in the local community. OISS partnered with over 50 stakeholders to host these activities.

- **International Student Career Readiness:** With the addition of a new Assistant Director for International Student Career Readiness, weekly advisory services on employability and career planning are now being offered to international students in OISS. Our new partnership with DAR to launch the UD CAN International Student and Alumni group now consists of 225 members.
- **OISS Student Engagement Center:** An estimated 500+ students and family members used this OISS space last year for study sessions, student leadership meetings, and social and networking events.
- **Service learning programs for international students:** Over 50 international students participated in 4 different service events (MLK day of service, Habitat for humanity, Newark Clean-up day, Boys and Girls Clubs of Delaware) last year.

Creating an environment of inclusive excellence

- **International Coffee Hour:** This weekly social event brings together international and domestic students and scholars to share and learn about different cultures from around the world. 34 coffee hours were held in 2018 drawing about 5,000 in attendance. In partnership with the Division of Student Life and Dining Services, the coffee hour program has increased traffic flow in Trabant (its new location) by over 3,000 in fall 2018, compared to the previous semester.
- **International Student Essay Contest and Reception:** In collaboration with the Division of Student Life, OISS organizes an annual essay contest as a way to share international understanding and cross-cultural awareness on campus and in the community. The contest gives students an opportunity to tell their stories and share their experiences of being an international student in the US with a chance to win cash prizes! There were 60 essay submissions in the contest and 225 in attendance at the reception last year.
- **Thanksgiving Dinner:** This annual dinner event introduces international visitors at UD to this traditional and unique US holiday on campus. Last year, 400 international students, scholars, and family members were in attendance.
- **International Student Advisory Committee:** This international student leadership initiative consists of 32 international and local students, as a way to represent the international student voice in university-wide programs, activities and discussion panels (involved in 12 events in 2018).
- **International Family Program:** A weekly program for international families to connect with each other, build community, learn about new resources, participate in social events, and receive support and assistance from OISS regarding issues faced during their stay in the US and at UD. The event draws about 25 in attendance each week.

Immigration and regulatory compliance

- **Federal compliance:** OISS successfully petitioned for recertification (with the Department of Homeland Security) and redesignation (with Department of State) in 2018 to ensure that UD was in regulatory compliance with federal requirements. Recertification was approved on 6/28/18 and redesignation was granted on 9/13/2018 for two years.

- **Government check-in:** OISS implemented the Terra Dotta online government check-in. 92% of new students in spring 2019 completed their government check-in online and successfully uploaded digital images of their immigration documents ahead of ISO, adding to greater efficiency in our federal reporting requirements.
- **Document production:** OISS processed a total of 1,448 I-20s and DS-2019 for international undergraduate (386), graduate (392), and ELI (670) students. On average, immigration documents were issued within 2 business days of request (for complete applications that included all required documentation).

Other OISS initiatives

- **International student graduation reception:** In partnership with Development and Alumni Relations, OISS hosted the very first graduation reception for international students and scholars who are completing their program in spring and summer 2019. Over 200 were in attendance as UD's President and Provost recognized their academic achievement and celebrated their success at UD.
- **International student airport transportation:** This new initiative was introduced following feedback gathered from a needs assessment survey. OISS organized 49 airport pick-ups for incoming fall 2018 students needing additional transportation assistance.
- **Tax services:** OISS provided individualized tax filing support to international students, scholars, and employees via Sprintax. 996 users took advantage of this free service, with a 97% satisfaction rating. 96% received a federal tax refund for an average of \$751.
- **Sexual misconduct prevention training:** OISS partnered with Student Wellness to offer workshops on sexual misconduct prevention to international visitors scholars and UD host department. The trainers were also invited to present at the National Institutes of Health (Division of International Services) and at the NAFSA regional and national conferences in 2018.
- **Assessment:** OISS is in the second year of running the International Student Barometer survey to better understand the decision-making, expectations, and experiences of UD international students from application to graduation. Individual departmental reports were compiled and are now available on the OISS [website](#).
- **Research:** OISS staff contributed to the literature on the International Student Experience by publishing six peer-reviewed journal articles and book chapters in 2018-19:

Ammigan, R. & Schreiber, B. (in press). Student mobility in higher education: A mass movement requiring significant involvement from student affairs and services. In Ludeman, R., Schreiber, B., & Wang, H. (Eds.), *Student Affairs and Services in Higher Education: Global Foundations, Issues and Best Practices*. Paris, France: UNESCO.

Ammigan, R. (2019). Institutional satisfaction and recommendation: What really matters to international students? *Journal of International Students*, 9(1), 253–272.

Shadowen, N., Williamson, A., Guerra, N., Ammigan, R., & Drexler, M. (2019). Understanding the prevalence and correlates of depressive symptoms among international students: Implications for university support offices. *Journal of International Students*, 9(1), 130–149

Ammigan, R., & Jones, E. (2018). Improving the student experience: Learning from a comparative study of international student satisfaction. *Journal of Studies in International Education*, 22(4), 283-301.

- Ammigan, R. & Laws, N. (2018). Assessing communications preferences among international students: Strategies for creating optimal engagement. *Journal of International Students*, 8(3), 1295-1318.
- Ammigan, R. & Langton, D (2018). The international student experience in Australia: Implications for administrators and student support staff. *International Education Association of Australia (IEAA)*.
- **Leadership in international education:** A number of OISS staff served on national committees and advisory boards on behalf of the University of Delaware in 2018-19. In addition, they presented at a number of national and international conferences:
 - Cimo, J., Patani, M. (2019). *SEVP: Current Issues* NAFSA: Association of International Educators Conference, Washington, DC.
 - Drexler, M., Hampton, M., Lee, E., & Reichoff, M. (2019). *Model Practices in Campus and Community Programs to Foster Global Perspectives*, NAFSA: Association of International Educators Annual Conference, Washington, DC.
 - Bergenfeld, A., Drexler, M., Hildebrand, J., & Pepper, L. (2019). *Orientation Programs*, NAFSA: Association of International Educators Annual Conference, Washington, DC.
 - Bryant, M., Binger Marshall, K., Cimo, J., K. Selway, R. (2019) *ISSS: This Is How We Do It*. TDU: Terra Dotta Global Conference, Atlanta, GA.
 - Repynick Dennis, K., Cimo, J., Facetti, E. (2019). *Trends in Employment-Based Sponsorship: H-1Bs, O-1s, J-1s and Permanent Residence*. NAFSA: Association of International Educators Regional Conference, Baltimore, MD.
 - Gozik, N., Wang, W., Ammigan, R. & Rumbley, L. (2019). *Inclusive Internationalization in Practice*. WES-CIHE Summer Institute: Inclusive and Innovative Internationalization of Higher Education, Boston College, Center for International Higher Education, Boston.
 - Ulrich, T., Renner, T., Elshayeb, T., Ammigan, R., & Johnson, K. (2019). *The Financial Implications of Supporting OPT Students*. NAFSA: Association of International Educators Conference, Washington, DC.
 - Ammigan, R. (2018). *What's in an Experience? Perceptions of Quality Across the International Student Journey*. IEAA: International Education Association of Australia Student Life Forum, Brisbane, Australia.
 - Ammigan, R. (2018). *A Comparative Study of International Student Satisfaction: Australia, USA and UK*. University of Melbourne, Centre for the Study of Higher Education, Melbourne, Australia.
 - Cimo, J., Selway, R. (2018). *ISSS TDS Tips and Tricks: Using Electronic Recommendations & Navigating System Features*. TDU: Terra Dotta Global Conference, Pittsburgh, PA
 - Cimo, J., & Drexler, M. (2018). *Collaborative Model for Serving Regulatory and Programming Needs: A Poster Presentation*, NAFSA: Association of International Educators Annual Conference, Philadelphia, May, 2018.
 - Brown, S., Honeywood, P., & Piper, H., & Ammigan, R. (2018). *Student Success and Retention: Varying Perspectives*. NAFSA: Association of International Educators Conference, Philadelphia, PA.
 - Burrow, J., & Drexler, M. (2018). *Data-Driven Campus and Community Programming*, NAFSA: Association of International Educators Region VIII Conference, Richmond, VA, November, 2018.
 - Burrow, J., & Drexler, M. (2018). *High-Touch Agent Relationships Yield Highly Satisfied Students*, AIRC: American International Recruitment Council Webinar, September, 2018.