

SFRB Funding Request Application
For 2014-2015

Introduction

1) *Provide a description of the services provided by your department/program, and how they support the mission of the University.*

The Global Education Office (GEO) serves as the University's center for campus-wide global programs, services, and initiatives. GEO supports international and domestic student success through cultural, language, academic and social programs. GEO collaborates with university and community partners to advance the globalization strategies of the University of New Mexico and the economic and cultural development of the State of New Mexico.

For UNM international students, domestic students, and campus departments, GEO provides services from first contact with UNM through the completion of a student's studies and beyond. For example, for most international students GEO must continue to sign immigration documents, provide letters, and verify student status to the US Department of Homeland Security beyond completion of studies through post-completion work authorization (up to 3 years beyond completion of studies for some students).

GEO services and populations:

The Global Education Office (GEO) is comprised of five divisions: 1) International Admissions, 2) International Student and Scholar Services, 3) Education Abroad, 4) the Center for English Language and American Culture (CELAC) and 5) Administration. GEO also manages the UNM China Centre whose focus is international student recruitment.

Services and programs in italics are currently provided with the support of SFRB funds

1. International Admission and International Student and Scholar Services

Population:

- Approximately 1400 students and 250 visiting researchers/professors per year
- Approximately 90 Countries Represented
- Top 6 countries: China, India, Brazil, Iran, South Korea, Mexico

Services:

- Admission application processing for more than 3000 applications per year (including credential and transfer evaluation for internationals)
- Arrival Information and connection to community volunteer services (airport pick-up, short-term homestays, house-hunting help and household item giveaway)
- *Orientation programs, welcome events and activities*
- *Practical, Cultural and Work/Career workshops on topics of importance to students*
- Advisement on immigration, international travel, work, campus resources, and other issues
- *Social and cultural programs (social activities, trips)*
- Advisement for cultural student groups on campus and the *International Couples and Scholars Organization*
- Information and advisement to University staff, faculty and departments on processes, procedures, rules, and regulations associated with the international movement of students and scholars to and from the U.S.

2. Study Abroad and Exchanges

Population:

- Approximately 1000 outbound students departing, engaged in or returning from study abroad programs lasting two weeks to one full year in duration (approximately 600 individuals abroad in one calendar year)
- Program advisement for 300 inbound exchange students (also included in #1 above)

Services:

- Advisement on both UNM and outside provider programs abroad
- Abroad 101 Information sessions for outgoing students, marketing and recruitment presentations throughout the university, and Study Abroad fairs
- Scholarship and financial aid information and advisement for graduate and undergraduate study abroad (Fulbright, Gilman, Boren, Regents, Critical language, etc.)
- Exchange program agreement management: 100 active agreements and 43 countries represented
- Monitoring and assistance with international health and safety issues, risk management and mitigation
- Pre-departure, Arrival and Re-entry orientations
- Assistance with credit transfers
- Advising UNM faculty, staff and departments on processes, procedures, rules, and regulations associated with study abroad
- Monitoring compliance with UNM policies, state and federal regulations and best practices for support of outbound students including risk management and emergency response

3. Intensive English – Center for English Language and American Culture (CELAC)

Population:

- Approximately 250 students annually from 30+ countries

Services:

- Intensive English program with university-level academic focus (20 hours/week)
- Students at low-intermediate to advanced levels
- Classes offered full and part-time in Reading, Writing, Grammar, and Conversation, TOEFL Preparation
- Specialized short-term programming
- Social events and activities for enrolled students

4. Other Services for the University and the Community

- Ensuring University compliance with immigration regulations
- Outreach to departments and campus units regarding opportunities abroad and issues for international students and scholars in the US
- Keeping the university community informed of changes and trends in student mobility, immigration laws, rules, and regulations
- Developing and maintaining relationships with governmental immigration and visa authorities, national and international agencies (such as Social Security, IRS, MVD, foreign embassies and consulates), higher education institutions abroad, and other specialists in the field
- Serving as protocol office for visiting dignitaries
- Advising UNM senior leadership on travel abroad
- Coordinating and supporting the annual campus-wide International Education Week and *International Festival events*.

GEO and the UNM mission:

The UNM Policies and Procedures Manual #1000 states, “The mission of The University of New Mexico is to serve the educational needs of the citizens of the state, and those of the nation and world.” As expressed in this statement, UNM is called to serve not just New Mexico residents, but citizens across the globe. Through GEO’s provision of education abroad opportunities and through its continued efforts to bring international visitors to UNM, it directly supports this mission. In 2013, President Robert Frank stated:

“Our core mission is educating our students, and our focus is on helping New Mexico’s students develop the skills and education that will enable them to succeed. Our 2013 legislative priorities build on the current resources within the University to advance that mission for a global, 21st century environment. Our commitment also includes expanding our engagement with globalization and playing a greater role in economic development for New Mexico. International experience is important because today’s students will operate in a global environment. We will increase the number of international students on campus, as well as increasing the opportunities for New Mexico’s students to study abroad.”

Item two of the UNM mission focuses on continued engagement in research and scholarly activities, which support academic programs. UNM hosts approximately 250 international scholars and 600 graduate students each year (on campus for the purpose of study, research, teaching, and/or to participate in Fulbright programs). UNM students also participate in a variety of research and study programs abroad which advance the research and academic missions of the University. These UNM students and scholars, assisted by GEO, help UNM pursue its research goals and activities.

Item three of the University mission refers to contributing to the quality of life in New Mexico by providing services to the public through University programming. As the leading provider of education abroad programs in New Mexico, we also collaborate not only with our UNM branch campuses, but also with other colleges and universities in the promotion of education abroad opportunities. University study abroad programs allow New Mexico residents to explore the world and bring back knowledge, cultural awareness and enhanced foreign language skills. Post study abroad studies also indicate that these experiences tend to result in higher grade point averages and enhanced persistence to graduation for participants. International Education Week and the International Festival are events that also help the University contribute to the community by providing global education and cultural awareness in a fun and engaging way. These programs, combined with the presence of international students and researchers at UNM, contribute to the State by enhancing the worldview of its citizens and increasing their competitiveness in the job market.

The final item under the University mission discusses the UNM Health Sciences Center and how it strives to offer collaborative education, create innovation and facilitate partnerships with other biomedical and health enterprises. UNM with GEO assistance hosts numerous research scholars every year in health science fields that come to the US specifically for collaboration and research development and the Education Abroad section of GEO assists with health science programs abroad.

GEO plays an important role in increasing the cultural diversity on campus by ensuring an international perspective in undergraduate and graduate education and in research through the development, coordination and support of international initiatives on campus and through our efforts to link these initiatives to those throughout the state of New Mexico.

- 2) *Provide a brief description of the history and future plans of your department/program. Please briefly describe services offered that are unique to the University.*

History

The Global Education Office (GEO) formerly known both as the Office of International Programs and Studies (OIPS) and prior to that as the Foreign Student Affairs Office was originally established in 1962. In that year, the office served 120 students and consisted of one half-time staff position. By 1980, the total international student enrollment at UNM had reached 500. In 1985, the office was relocated to the present location in Mesa Vista Hall. International student enrollment had reached 650 students and in that year 25 UNM students studied abroad. Working with other departments, such as the Latin American & Iberian Institute and foreign language and area studies programs, we have created more than 100 formal partnerships with international universities and organizations and have doubled the number of international students and scholars since that time. We have been a central player in helping internationalize our university and our state.

When Dr. Robert Frank became President in 2012 he launched a number of major international strategic initiatives at UNM and put a spotlight on the Global Education Office. The office changed its name to the Global Education Office (GEO), assumed responsibility for International Student recruitment and admission (previously a function of Enrollment Management), opened a China Centre, assumed all study abroad advisement responsibility (previously shared with the Latin American and Iberian Institute), and became the coordinating office for official international visitors to UNM. The office expanded in size to reflect the enhanced scope of our activities and responsibilities in the global arena.

Currently, GEO is strongly committed to the role it plays in internationalizing the UNM campus. GEO provides unique programming and advisement services to approximately 1400 international students and 250 research scholars and their families year-round. It also manages agreements with 100+ exchange partners around the globe and provides a variety of Study Abroad opportunities to students and faculty. UNM's ability to attract and retain international students and to recruit students to study abroad has now become crucial given the University's goal of increasing international initiatives.

Future Plans

The Global Education Office will continue to serve the UNM community in a variety of ways, including: internationalizing the campus by recruiting and retaining international students and scholars at UNM, offering study abroad opportunities for domestic students, and by ensuring UNM's compliance with Department of Homeland Security regulations through provision of training and other information to students and UNM units.

As a part of UNM's international strategic initiatives, GEO has been called upon to double the number of students participating in international education programs by 2015 and to increase international student enrollments to 2000 students by 2020. However, just increasing the numbers is only part of the internationalization strategy. We are also committed to: providing the best possible support for the health and safety of our students and staff; lowering costs and developing new sources of financial support; creating opportunities for students; helping students integrate their international experience with their academic degree program; providing students with the critical skills necessary to find employment after graduation; and producing a more internationally and inter-culturally aware labor force in New Mexico.

As described above, GEO is being called upon to energize and assist with the development of all of UNM's global initiatives. GEO 2020 goals include:

- Increasing international students, scholars, and study abroad students
- Improving the experiences of international and domestic students at UNM academically and socially
- Assisting in the development of UNM's global strategy
- Collaborating with UNM units and community organizations to support UNM's international agenda
- Supporting international opportunities for faculty
- Developing strategic international partnerships
- Developing resources for funding international programs
- Improving UNM's global profile as a leader in innovative international education

On a more practical level, GEO units are working on the following specific initiatives for the upcoming year:

- Implementing new policies on health and safety abroad. These will help us prepare students and group leaders to have safe and healthy programs abroad, reduce the risks to students and the university, report and respond to emergency situations, monitor our students abroad, and comply with university regulations and best practices.
- Working with UNM units on a plan to provide more insurance coverage for students, faculty and staff who travel abroad on university programs or business.
- Identifying new financial resources for students to study abroad. We are working with UNM Foundation and New Mexico Educators Federal Credit Union on a proposal to set up student savings accounts for education abroad which

might be matched by outside sources. We have requested \$20,000 from the Provost's office to begin to match student savings. We are also planning international financial literacy instruction for our students.

- Applying for external funding. We have submitted two proposals to the New Mexico state legislature for funding to support global education. The first proposal requests \$500,000 to be shared between UNM and NMSA primarily to support study abroad. The second proposal requests \$500,000 to be shared by all public universities in New Mexico and would also support global education efforts. While some of these requested funds would strengthen state-wide international recruitment efforts, the funds would primarily be dedicated to study abroad initiatives.
- Collaborating with Ethnic Centers, departments, and other units to attract non-traditional and underserved students to study abroad
- Improving procedures that facilitate course transfer for study abroad credit
- Enhancing services that help students integrate a study abroad experience into their academic and professional goals.
- Implementing new programs for international students and scholars that will help them integrate with US students and community members

Thanks to support from the Student Fee Review Board, GEO has also been able to provide and enhance our unique programs and services (described in question 1, above) beyond basic orientation and immigration/study abroad advisement to include regular social, cultural and informational programs that assist in student success. These programs and services which are unique to UNM include:

- Weekly workshops during the semester on cultural, practical and career/work issues for international students and scholars
- Regular social and cultural activities on campus and in Albuquerque for international and study abroad students
- International orientation welcome events open to all UNM students
- Trips to regional destinations of cultural significance
- International Festival

GEO staff is strongly committed to continuing the development of programs of importance to UNM students in the future. This programming helps students (who struggle with language, cultural adjustment and homesickness) to adjust to life at UNM or on their experience abroad and also facilitates relationships between international and American students, thus increasing cross-cultural understanding.

We hope that continued support by SFRB can help GEO in its efforts to continue to provide innovative programming so that we can help in the retention of UNM students and attract new students to UNM.

SFRB Budget Overview

3) *Specifically state which line items will be covered and to what extent by SFRB funds. What is the anticipated impact on the student population?*

Line items 4, 5 and 14-19 contain expenses paid for by SFRB funding.

Line item 4 shows funding for our International Student Activities Coordinator position. This person is in charge of planning and executing our social and cultural events for international and domestic students throughout the year and for helping to coordinate the annual international festival. Without funds from SFRB, this position would not exist and GEO would not have the same quality or quantity of activities for students as it does currently.

Line item 5 shows funding for our current graduate student Project Assistant for Programming and Communications and our proposed Project Assistant for Community Outreach (see question 6 below for questions on this position) for the academic year. These individuals are responsible for developing and improving communication strategies on programs, materials and services for international students and scholars, planning workshops in collaboration with other departments, and prospectively for planning arrival programs such as peer

mentor-centered orientation and enhancing the International Service Corps. In addition, these positions will be responsible for spearheading other new projects, such as soliciting outside sponsors to support underfunded projects, and actively participating in community outreach to connect international and domestic students.

Since the first project assistant position was created in August 2011, the number of workshops and seminars for international students has nearly doubled (see Appendix A for detailed descriptions of workshops offered in Spring & Fall). The International Service Corps program has established partnerships with local K-12 schools to educate children about cultural diversity in the world, worked with a local refugee group, and continues building more connections in the local community. By seeking outside support, the office has been able to fund additional projects, such as the printing of a Semester Calendar of Events for new international students.

Line 12: We are requesting a new \$3 per-student allocation to fund study abroad scholarships for students. The total request is \$70,860. Scholarships will be used for UNM-sponsored international education programs that earn the student UNM or transfer credits. We will administer three applications per year for fall semester, spring semester, and summer programs. The funding will provide an additional 83 scholarships for undergraduate and graduate UNM students for education abroad programs.

Lines 14-19 show a breakdown of the remaining funds being requested from SFRB. As you can see, our bi-weekly social hours and international festival (lines 14 and 15) consume a large portion of these funds. Finances for orientation and cultural workshops (lines 17 and 18) are the largest and are provided by both department funds and SFRB funds. The International Couples and Scholars Organization and the International Service Corps (lines 16 and 19) receive the smallest portion of SFRB funds, and this funding level is sufficient to support current programming.

This SFRB funding has a direct positive impact on the international student population by providing unique programs that help integrate students into the UNM community. Without this crucial funding, our department would not be able to provide these services to UNM students. All of our programs allow international and study abroad students to develop an important support network and feel like they are part of a recognized and appreciated community at UNM. UNM students who have been or are planning to study abroad often attend our events in order to find international students from their chosen study abroad country with whom to socialize, gain first-hand knowledge of the culture, practice the language, and learn about university life overseas. All of these experiences have a tremendous impact on each student in their pursuit of learning and finding out about the world and other cultures! Our hope is that these interactions will help international students to feel as comfortable here as they do at home, and encourage UNM students to study abroad at different universities all over the world.

4) *What outside sources of funding (i.e. not SFRB funding) has your department or program sought out in the last fiscal year? Please distinguish individual departments within UNM in which funds were requested*

As described above, GEO's responsibilities and mission have evolved dramatically over the past year to include additional functional areas (International Admissions, Recruitment, and advising on and tracking of all UNM study abroad) as well as an expanded charge to lead UNM's global strategies and international partnerships. Due to these expanded responsibilities, the department's I & G budget was increased through funds from the President's and Provost's offices to incorporate new staff, engage in international student recruitment activities (including opening and managing a UNM China Centre). It is important to note that none of the funds directed to GEO were able to be used for the programs and services for which we are requesting funding from SFRB.

Additional funding for specific items, allocated as follows:

- \$500 from the Provost's office for orientation events
- \$1200 from the Vice President for Student Affairs for International Education Week and International

Festival

- Approximately \$3,000 in contributions from local restaurants and businesses for food (for orientation and workshops) and printing of a calendar of events
- \$20,000 has been requested from the Provost's Office to initiate student savings account programs for education abroad that would encourage matching funds from other outside sources, but has not yet been confirmed.
- \$2,000 as an initial contribution from the UNM foundation to set up an emergency fund for international and study abroad students who face sudden financial crises beyond their control. We are seeking additional funds from Rotary Clubs and other sources.
- \$50,000 was given by the Provost's office entirely for study abroad scholarships to back fill the decrease in funding by the Regent's for these scholarships

Because our allocation from SFRB last year was less than the previous year, we attempted to reduce expenditures in spring 2013 so that we would not run out of funds to continue these important programs in this fiscal year and solicited outside sponsor support for some items which previously might have been supported by SFRB funds, such as the calendar of events and food for some of our student workshops and student social activities.

5) *What budgetary increases or decreases from other funding sources (i.e. not SFRB funding) do you anticipate compared to your budget from last year? Please explain.*

Unfortunately, we received a 100% decrease in our State Appropriations in fiscal year 2013; the total amount cut was \$102,400

In addition, the Regents International Study grants, our primary source of study abroad scholarships for domestic students, have been reduced dramatically in the last three years, from \$200,000 in 2011 to \$25,000 this year. This decrease was due to solvency problems with the fund caused by the economic downturn. Fortunately, the Provost's office contributed \$50,000 in additional funds to enhance this grant for this fiscal year. We will not know the amounts that may be available for FY 2014-15 until late in the spring semester and these funds are not guaranteed.

As described in #4 above, in fiscal year 2013 our department had an increase in I&G funding to support our added responsibilities as a part of the University's global initiatives. These funds have been used primarily for new staff salaries, and recruitment initiatives. These funds, while helping to grow our capacity for intake of international students and expansion of study abroad programs, are not available for student employees or student support activities, which are essential to servicing these communities and ensuring the success of these student populations.

6) *Describe in specific detail any increase in SFRB funding being requested and how that increase in your department/program will directly impact the UNM student population.*

Last year, we received less funding from SFRB than in the previous year. Because of this decrease, we were very careful to reduce spending in the last half of the year so that we would have reserves for this year, and not have to decrease student worker hours or cut programs. In addition, we solicited outside sponsor support from local restaurants and vendors for food for events and for our annual calendar for new students. We are requesting this year that SFRB increase the funding to the previous year's levels to support the higher number of students participating in these SFRB funded programs, including: social hour, trips, workshops and orientations, as we do not anticipate that we will have any reserves next year nor are we guaranteed the same outside sponsor support that we received this year (although we will attempt to solicit this external funding). International Festival was also not funded at previous levels. We are requesting that this funding be increased to \$6,000 (which is close to

that given by SFRB in the 2012-2013 cycle.) Since the International Festival is held outside each year, the majority of these costs go to infrastructure for this event (tent, table and chair rentals, electricity, food safety materials, etc.) We are also requesting that a small sum be provided by SFRB to go toward transportation for the International Service Corps program. These funds will be used to transport volunteers to service corps project sites.

This year, in addition to the above, we are making two completely new and distinct SFRB requests:

1. **Funding for an additional graduate student project assistantship position for community outreach**
2. **An additional \$3 per-student fee that will be used entirely for study abroad scholarships for UNM students**

These are addressed separately below.

1. Funding for an additional graduate student project assistantship position for community outreach

Through regular evaluation and assessment of our programs and services (via official needs surveys and town halls) international students consistently tell us that one of their primary needs not currently being met is meaningful interaction and engagement with US students and community members. Meanwhile, US students also complain that they would like more opportunities to get to know international students. This year, in an attempt to remedy this, we helped a graduate student with financial need to apply for an emergency one-time GPSA-sponsored project assistantship position to develop the International Service Corps and other community outreach initiatives. The International Service Corps (ISC) is a volunteer program that was established in spring 2012 to engage international students in the local community. ISC has approximately 180 international student members and offered a variety of volunteering opportunities with more than 10 different community organizations and programs in the fall of 2013. We are extremely thankful to GPSA for granting that one-time request and with the help of this project assistant have been able to greatly enhance International Service Corps activities as well as produce a bi-weekly newsletter to inform students of new volunteer opportunities. However, the position is currently temporary and at only 10 hours per week it has been very difficult for the graduate project assistant to develop initiatives outside the service corps given the time constraints. We are therefore requesting that this position not only be funded for the next fiscal year (it is currently slated to end in May 2014), but also be enhanced to 20 hours per week to allow the student time to work on other programs that will help international students make connections with US students and community members.

Again, the main responsibilities of this position would be two-fold: 1) to explore and develop new initiatives that help international students integrate better with US students and community members, and 2) to continue to expand our community volunteer program, the International Service Corps. The overall goal (particularly in light of the fact that GEO recruitment efforts are expected to increase international enrollment at UNM) is to help students build relationships and connections critical to their success at UNM, an area of need that has been specifically identified by students. These programs also expose domestic students and community members to international perspectives and backgrounds in an effort to broaden global perspectives and increase numbers of domestic students interested in studying abroad.

2. An additional \$3 per-student fee that will be used entirely for study abroad scholarships for UNM students

At UNM the rate of participation in education abroad programs is significantly lower than at many of our peer institutions. Our students report that one of the major reasons they do not consider education abroad is the additional cost. We are fortunate to have some funds for scholarships from the Board of Regents and Provost's office, but the amount available has been reduced and that impacts the ability of our students to go abroad. The GEO office works very hard to make the most effective use of the Regents Grants and to help students find and apply for additional sources of scholarship money. In addition to the Regents grants, UNM students earned over \$200,000 in competitive scholarships from other university units and outside agencies.

However, we know that study abroad can still be a financial burden for many of our students. Recently, a number of universities, including peer institutions such as the University of Texas system, UNLV, Utah, and Texas Tech, have instituted education abroad scholarships funded by student fees of \$1.00 to \$5.00 per student per semester. They have reported successes in increasing the number of students going abroad as a result of these funds.

We are requesting a \$3 per-student allocation to fund study abroad scholarships for students. The total request is \$70,860. Scholarships will be used for UNM-sponsored international education programs that earn the student UNM or transfer credits. We will administer three applications per year for fall semester, spring semester, and summer programs.

Description of the scholarship:

- \$35,000 for 35 scholarships averaging \$1,000 each for semester-long programs
- \$35,860 for 48 scholarships averaging \$750 each for short-term programs (2 – 8 weeks)

Eligibility:

- Full-time, degree-seeking UNM undergraduate or graduate main campus students in good standing.
- Eligible to participate in a UNM education abroad program.

Selection Criteria:

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| • Academic achievement | 25% |
| • Financial need | 35% |
| • Quality of application | 10% |
| • Applicability of program to major/career plans | 10% |
| • Non-traditional/underrepresented student | 10% |
| • Applicant has not traveled internationally | 10% |

This funding will provide an additional 83 scholarships next year for international education.

7) *If last year's SFRB budget items were spent on other expenses please provide a brief explanation.*

No other expenses were paid out of our SFRB budget.

Relationship to and Cooperation with the UNM Community

8) *UNM is a Hispanic/Minority serving institution, how has your department or program contributed to or engaged in this mission?*

The population served by GEO through our various programs and activities includes international students and scholars from more than 90 countries and represents an even greater diversity of cultural and religious backgrounds. We take pride in the diversity represented in this population. In addition, we frequently collaborate on programs and activities with the other ethnic and student centers on campus to ensure outreach to all populations at UNM. Collaborations abroad are beginning to strengthen ties with institutions and partners throughout Latin America and other parts of the world. GEO staff have consistently been involved with HACU and other organizations that serve Hispanic and minority populations.

As far as Education Abroad specifically is concerned, our statistics indicate that Hispanic students at UNM participate in international education programs at a dramatically higher rate than at most comparable U.S.

universities (See the Institute of International Education's Open Doors Report.) Nevertheless, outreach to Hispanic students is an important part of our recruitment strategy for education abroad and a target of our Diversity and Inclusion emphasis this year (see Question 2 above.) This is also reflected in our overall education abroad recruitment strategy, which includes organizing classroom presentations, attending branch campus transfer fairs, making presentations at relevant conferences, and, indirectly, by making presentations to Central New Mexico Community College students as well as to various Albuquerque Public Schools on the topic of studying abroad. In particular, our efforts in this regard have been centered on students with disabilities; Hispanic, Native American and African American student populations; first generation students; and students enrolled in Introductory Studies courses. We estimate that, through the aforementioned efforts, we have reached approximately 654 students traditionally underrepresented in study abroad during 2013.

9) *How does your department/program collaborate with other departments/programs?*

Our office considers communication and participation with other departments and programs one of the most important parts of integrating our students with the UNM community. GEO provides services and information to administration, staff, faculty and students at UNM. We hold regular meetings and provide training on international student and scholar issues to departmental staff each semester, which helps department administrators understand the unique challenges faced by the international student and scholar populations. We also work closely with departments to ensure credits are transferred for study abroad students. We continue to increase our collaborative program offerings with other departments to assist international students and to recruit students to our study abroad programs. Collaborators on information sessions, trainings and workshops include: Student Health and Counseling, Career Services, Financial Aid, Women's Studies, LGBTQ Center, Disability Resource Center, the Graduate Resource Center, University College Advisement, Housing and Residence Life, the International Teaching Assistant Resource Center (ITARC), Project for New Mexico Graduates of Color, Office of Graduate Studies and individual academic departments amongst others. In addition, the international student and study abroad advisors serve as intermediaries between students and other UNM departments in order to best serve their unique needs.

10) *Describe improvements your department/program has implemented in the last year to improve services and accessibility of the service you provide.*

In the past year our office has undergone many changes as a result of UNM's new global initiatives spearheaded by President Frank. These are described in detail above and include: the name change to GEO, the addition of International Recruitment and Admissions to our department, the centralization of all study abroad functions in our office (moving responsibilities from LAII to GEO) and a three-staged physical move and office repair to accommodate the growth in staff, customers and responsibilities.

Despite all of these dramatic and time-consuming changes, with SFRB support, we have been able to continue to offer and improve on innovative programs of interest and unique activities that enhance the UNM student experience. These offerings include:

- Three separate workshop series on career/work, practical and culture/communication issues conducted in collaboration with a variety of campus units including: UNM's Career Services office, the Women's Resource Center, Graduate Resource Center, PNMGC, GPSA, Financial aid and others.
- Social and cultural activities that help students learn about UNM and New Mexico
- The International Service Corps program
- The International Festival

This year, GEO has also:

- Continued its participation in the International Student Barometer (an international survey of student satisfaction with institutional services)
- Conducted two town-hall style feedback sessions with students
- Formed an advisory board with representation from various constituents across campus and consisting of different sub-committees including an International Student Services sub-committee and a Study Abroad sub-committee
- Enhanced International Education Week to include study abroad information sessions, an international soccer tournament, photo contest and cook-off (where, through a generous donation from Enrollment Management, we awarded a \$1500 scholarship for study abroad)
- Continued to improve upon arrival and orientation events (including adding a reentry orientation for study abroad)
- Dramatically improved education abroad efforts, conducting 186 public presentations in classrooms, residence halls, to student organizations, at conferences, and at campus-wide events at UNM. These presentations have reached an estimated 4,258 current and prospective UNM students from a diverse range of ethnicities, academic majors, and interests.

11) What role does your department/program play in student recruitment, retention, and graduation?

The International Recruitment and Admissions and the CELAC units within GEO are directly responsible for recruiting and admitting international students to UNM. In addition, UNM's Study Abroad and Exchange programs are popular attractions for prospective UNM students. GEO presents information about international study opportunities to high school students, freshman orientation programs, and to many classes and student organizations. Many of our study abroad programs are much less expensive than similar programs at other universities, which helps our recruitment.

In order to address student retention, all divisions of GEO strive to provide thorough, accurate, and informative services to the students we serve. On the education abroad side, international statistics show that a study abroad experience vastly increases student retention and graduation rates. At GEO we also believe that providing excellent customer service and support to all of the students we serve is paramount to student retention and graduation and is one of the most critical components to student recruitment.

In addition, recent studies indicate that U.S. students who participate in education abroad programs have a higher overall grade point average and graduate in less time than their peers who do not go abroad. These academic improvement rates include students of color and low income students (findings from University of Minnesota, University of San Diego, University System of Georgia.) Surveys of employers also frequently report that the skills students learn abroad including flexibility, problem solving, awareness of cultural differences, and knowledge of international issues are sought-after qualities in potential employees.

GEO is also fortunate to host distinguished international guests such as Ambassadors, Consular Officers, Institutional officials and overseas education advisors. These visits are coordinated across the university (and city) community to provide these important representatives with an array of information about the campus, the community, and admission to UNM. These individuals serve as excellent resources and referrals for prospective students.

Student Involvement

12) How are students involved in the decision making process of your department/program?

GEO routinely conducts both qualitative and quantitative needs assessments/surveys for student feedback, and reaches out to international groups for formal assessment of our activities. Student suggestions and feedback

received from these sources are implemented into the planning stage for future activities. We also frequently ask students and scholars for feedback on companies and services for various practical elements of life in the US and abroad (i.e., cell phones, driver's licenses, etc.) so that we can provide helpful information.

The Student Services sub-committee of the GEO Advisory board currently includes 4 student members and we are in the process of inviting student group representatives to the committee. In addition, GEO works closely with international student organizations such as the Brazil Club, the Chinese Student Association, the Indian Student Association, the Caribbean Student Association and the World Student Alliance. Some of the officers of the World Student Alliance are also student employees at GEO. Student input has been especially critical in assisting the department with the International Festival, International Education Week and the promotion of other activities throughout the year.

Students play a role in nearly every activity of the Global Education Office. Our office employs 9 students each semester who are involved in everything from front office work to peer advising, recruitment, and international admissions. We have generally found that students serve a vital role in advocating our program to UNM's general student body. GEO conducts frequent meetings with student employees and student volunteers to discuss one another's work tasks and to plan for future events, creating an atmosphere conducive to student involvement and participation.

13) How do you plan to increase student participation in your department/program and improve service and accessibility to the students of UNM?

Increasing student participation in ANY international program benefits the entire UNM community. GEO continues to improve orientations, add new workshops, send direct email, improve the website, provide new student videos, enhance online resources, diversify social and cultural programming with particular attention paid to increasing domestic and international student interaction, and increase outreach efforts in order to appeal to a variety of students and increase student participation. Much of these efforts are outlined above. Over time, we expect that these efforts will continue to encourage and increase student participation in all of our programs. With the use of social media we keep in touch with students to keep them informed of upcoming events that provide opportunities that bring together domestic students and international students in support of lifelong friendships and learning. SFRB funding, with no doubt, makes this endeavor possible.

14) Describe your program's level of participation.

a) How many students are actively involved in your department/program? Please provide a brief example.

GEO serves approximately 1400 international students and 250 scholars at UNM each year. All of these are actively involved and impacted by our programs because of the strict governmental reporting requirements that require frequent interaction between our staff and the international population. In addition, approximately 600 domestic students go abroad each year, and at least 400 more students are planning to go or returning from study abroad. Our office logs more than 8000 student visits per year to provide information on issues related to international travel and study.

b) How many students are impacted by your department/program? Please provide a brief example.

In addition to the students listed above, the larger UNM student population is also impacted by our programs. We believe the education and experience of domestic UNM students is enhanced by the presence of international students who contribute new ways of thinking in classroom discussions, and expose these students to new cultures. The absence of international and study abroad students would have a devastating impact on the diversity of campus and the student organizations and variety of activities that exist at UNM. Our International Festival is another great example of how the larger student community is impacted by the diversity of cultures and

educational information on campus. Each spring the festival takes place on Cornell Mall and attracts more than 3000 students, some of whom were not previously aware of UNM's international programs. Many students who pass through, learn about our programming and become interested in activities that provide an opportunity to engage with international students and learn about ways in which they can become more globally exposed.

International and domestic students come to UNM from very different cultures, backgrounds and academic institutions. Through the Social Hour, the International Festival, excursions/trips, workshops and other special programs, enabled by SFRB support, GEO continues to be able to help students develop a sense of belonging and community and provide them with opportunities to interact with other students. Through Study Abroad Fairs, the International Education Week, and outreach efforts sponsored primarily by GEO we are able to reach even larger numbers of individuals from the UNM and Albuquerque communities. These activities provide American and international students with an opportunity to interact with people from other cultures, which helps to foster cross-cultural understanding and a more broadened world view.

15) *How many students do you employ, including graduate assistants, interns, etc?*

The five divisions of GEO currently collectively employ:

- 9 student employees (3 at the front desk, 3 in study abroad, 1 in the international student and scholar services section, 1 in international admissions and 1 for social activities)
- 1 graduate project assistant (plus the .25 project assistant currently paid by the GPSA special one-time PA position), and
- 13 teaching assistants in the intensive English program (CELAC)

Currently, SFRB funds are used to employ the Social Activities Coordinator and the Project Assistant for Programming and Communications. The former is in charge of organizing and implementing all social activities, trips and the annual international festival. The latter is in charge of coordinating and improving workshops, orientation activities, and other programs and in improving communication to our population about these and other GEO programs and services.

Self-Evaluation

16) *Describe in detail the systems in place for tracking the UNM student population and non-UNM student populations served by your department/program. This includes how you track the students you serve on a repeat basis and the students that are served just once. Comment on the system's effectiveness, changes made this year, and plans needed for improvement. (Note: We realize that tracking systems will vary across departments/programs.)*

GEO retains records on all international students and scholars at UNM through a comprehensive student database designed specifically to manage our international population. This database, FsaAtlas, helps us comply with federal regulations by assisting in the keeping and sending of required information to the Department of Homeland Security's SEVIS system. There is no doubt that GEO has a clear understanding of the international students and scholars we serve because of the regulatory imperative. No international student or scholar can be admitted in legal immigration status without being recorded in our database. Therefore, our information regarding this population is quite comprehensive. This database also enables us to directly email international students about immigration issues, regular deadlines, or upcoming programs of interest. All students must be registered in the government system every semester for the duration of their student immigration status.

In the Education Abroad unit, a separate database, Studio Abroad, tracks students interested in and embarking on study abroad and has been expanded to include all faculty-led programs at UNM. Studio Abroad integrates with

other UNM data systems such as Banner and LoboTrax, allowing us to see students' academic records from the moment they create a profile, greatly increasing our ability to deliver targeted academic advising and promote specific programs to the students who will benefit most from them. It also provides students with a sophisticated, user-friendly interface for completing program applications online, reducing their workload and making it easier to submit their study abroad applications on time.

In addition to our databases, our office maintains a voluntary listserv and Facebook account for anyone interested in GEO activities. This listserv includes study abroad and other UNM students and community members who want to stay informed about our activities. Non-UNM students served include international scholars (visiting researchers or professors who may be students in their home countries), as well as spouses and children of international students and scholars. At the beginning of each semester students are informed about how to sign up for our listserv or Facebook group and are reminded in messages sent out during the semester. Events are posted to these sources and RSVP's are collected prior to many events to gauge interest and participation.

For more than four years, GEO has collected and compiled walk-in information through a sign-in sheet for those who visit the office to utilize our services. This system has been somewhat affective, but cumbersome in tracking walk-in traffic. With the advent of the new LoboAchieve system, we intend to purchase a card reader this year to track this information in a more precise way once the system is fully functional. For program offerings, we have kept a utilization tracking sheet with numbers attended for all of our orientations, workshops and other informational programs (see Appendix A.) Our social activity numbers are tracked through ticket purchases, sign-up sheets, RSVP's and other means. This year we also included electronic lists and surveys powered by Google to keep track of the students who attend our events. For open events such as the International Festival or International Education Week, email communications and head counts help GEO track expected participants and attendees. While UNM students, faculty and staff are the primary attendees, many members of the Albuquerque community and groups from Albuquerque public schools participate as well.

17) What methods have been used in evaluating your department/program (for example, surveys, focus groups, interviews), and have these methods proved to be effective

Methods of evaluation have included both formal and informal assessments. For the past two fall semesters (2012, 2013), We have participated in an international survey called the "International Student Barometer" which provides us with valuable information about international student perceptions of UNM services as compared with those on other campuses across the globe. Prior to that, in Spring 2012, we conducted an extensive *Opinio* survey on GEO-specific services. We have also scheduled two "town hall" style meetings (Spring 2012 and Fall 2013). The most recent one was led by GEO student employees without GEO staff for the most honest feedback. In addition to these methods, we now have an active GEO Advisory Board (with study abroad and international student services sub-committees) with student representation to explore more ways to improve our departmental services and activities. Student feedback for all of our activities and events in various forms such as via email inquiries requesting comments and ideas, in-person queries for program topics, comment cards and survey Monkey is highly encouraged as a means of gathering quantitative and qualitative feedback from participants and learn about student experiences.

In most cases, these methods have been effective in identifying areas for improvement and new programming needs.

Use and Effects of Funds and Action on Prior Recommendations

18) State your objectives for the funding you received through the previous SFRB process. Describe how you met those objectives, and if you did not, please explain why.

- a) Provide a short outline of each program/project SFRB funds are used for. How long has each program/project been in operation? What are the outcomes of each program/project?

We thank the SFRB for its continued support for our office. The help we receive is greatly appreciated and needed not only by the international community but UNM as a whole. Without this funding, we would not be able to enhance our informational programming, our social and cultural events, nor initiate new activities that our domestic and international students value. This funding also continues to support both the student social hour employee position and the graduate project assistant positions, both of which are responsible for organizing, planning and implementing our programs and activities and spearheading new initiatives. Below is a description of the use of each of these SFRB funded items including how long the item has been funded and the outcomes:

- **Student Social Activities Coordinator (Student Employee Position):** 20 hours per week to plan and execute bi-weekly social and cultural events, help organize trips around New Mexico and the Southwest, organize the annual International Festival, and solicit feedback from students on what they would like to see for future activities and events. SFRB funded for more than 10 years. Student feedback on social activities finds this position highly appreciated by students and helps them to adjust to UNM by helping them develop a support network of other students.
- **Graduate Project Assistant for Programming and Communication:** 20 hours per week for student programming initiatives including planning and organizing workshops, seminars, and information sessions on a variety of topics of importance to international students. This position is also responsible for planning orientation activities, developing new programming initiatives, coordinating volunteers and improving upon communication regarding all of GEO services (see Appendix A for information on these workshops). SFRB funded for two years. Student feedback on workshops is very positive especially since this position was added. Most workshops are well attended (see Appendix A for information on workshop attendance.)
- **Social Event Funding:** Bi-weekly social and cultural event programming; time and place are announced in advance through the GEO listserv and social media (“UNM GEO Activities” Facebook page). Funding helps provide: facility rental, educational programs, food, beverages, and transportation. Approximately 20 – 150 students participate in each event on average. (See Appendix A for details). SFRB funded for more than 10 years. Student feedback on social activities finds these activities highly appreciated by students and helps them to adjust to UNM by helping them develop a support network of other students.
- **Social and Cultural Outings/Trips:** Funding helps subsidize the cost of transportation, equipment rental and provide some food or snacks for trips and outings. (See attached *Upcoming Events* handout distributed at orientation as well as Appendix A for details) Students pay for most of the cost of the trip to Recreational Services (one of our partners). Recreational Services then transfers the revenue the SFRB index (so it appears as revenue in the account when it is really just covering the expense of the trip). SFRB has helped support trips for more than 10 years. Feedback on trips finds these activities highly appreciated by students and helps them to adjust to UNM by helping them get to know the larger environment.
- **International Festival:** Display booths from over 30 countries; food, information, arts and crafts, and performances from the Middle East, Asia, Latin America, Europe, and Africa. Funding helps pay for event infrastructure and facility and equipment rental, professional and student group performances, and other miscellaneous costs. (See Appendix A for details). This event has not been formally evaluated. The program has existed for more than 10 years and is anecdotally reported by students to be a fun and exciting event that students look forward to. International students tell us that they appreciate the opportunity to share their culture at festival.
- **Orientations:** Funds helps subsidize some of the cost for orientation and associated events such as the welcome picnic in August, welcome potluck and swing dance in spring, etc. Also funds food for some of the practical, academic, cultural, and legal workshops, planned throughout the year that are essential to our students’ success. (See attached Appendix A and *Upcoming Events* handout for details).

- **Cultural, Practical and Career/Work Workshops** Student feedback on workshops is very positive especially since the PA position was added as more time is devoted to organization and advertising. Most workshops are well attended and evaluated (see Appendices on attendance)
- **International Couples and Scholars Organization (ICASO):** This program/organization is for students and scholars that come to UNM with their spouses and children as well as research scholars who may not have an opportunity to meet those outside their departments. Through ICASO, our non-traditional student/scholar population meets others in the same situation and they build a network for each other. Funds help provide some food/snacks at the gatherings and transportation costs as needed (See attached *Appendix A* for details). This program has not been as widely utilized as we would like due to a variety of factors. The addition of Scholars to the group two years ago was an effort to expand participation in this group.

19) *Specifically address and comment on each recommendation made to your departments/program by last year's SFRB. Note: If you do not have the letter from last year's SFRB process that included recommendations, please contact the ASUNM office at 277-5528 for a copy.*

We did not receive any specific comments or recommendations from last year's SFRB.

Summary

20) *Provide any other information or a narrative that will assist the SFRB in making a decision to grant your department/program funding.*

SFRB support continues to be critical in the development and implementation of important programs that provide information and support to international and domestic UNM students. As described in detail above, some of the programs SFRB funds make directly possible include: social and cultural activities/events/trips, a US Culture and Communication Series called, "Lost in Translation," which informs international students about elements of life at UNM and in New Mexico, a practical workshop series in collaboration with other UNM departments that focuses on getting to know some element of life at UNM called, "How to work the UNM system", a series of career workshops offered in collaboration with UNM's Career Services office, orientations, and other programs. SFRB funding is critical in keeping these programs successful via the two student positions and support for rentals, transportation, materials and food for these activities.

This year, we are requesting that GPSA provide additional support for a second graduate student project assistantship position that will develop new initiatives and programs to help international students integrate more effectively with US students and community members, and maintain and expand the International Service Corps. The addition of this position will help students build relationships and connections critical to their success at UNM, an area of need specifically identified by UNM students. As stated above, we currently have a person in this position for .25 FTE who is funded by a GPSA emergency assistantship that will end in May 2014. We would like to be able to continue this student in the position and continue with the valuable work that she is doing.

In addition, we are requesting a \$3.00 per student fee that will go directly towards study abroad scholarship awards to UNM students. Study abroad has proven benefits academically, culturally, and personally for UNM students, many of whom will tell you that education abroad has been the most life-changing experience of their college careers. It helps students grow personally, advance academically, and compete for jobs in a globalized economy. But it also benefits the university and our local community by providing knowledge, experience and skills that our students can share with others who have not had the opportunity to leave the U.S. It introduces new

perspectives and ideas into the classroom and student organizations and into the workplace when our students begin their careers.

The cost for international students to study in the United States continues to increase, as do the immigration restrictions and regulations placed on them before they even arrive in the country. With the current struggles international students face just to study at UNM, such services like those provided by GEO with SFRB support gain even more importance, as they serve as a crucial tool for both recruitment and retention of the international population at UNM. This funding also allows domestic students who may never leave the country (or even the state of New Mexico) to experience interacting with people from different countries and potentially decide to study abroad. With the additional support for study abroad scholarship money, requested in this application, UNM students will be able to enrich their academic and professional lives through a valuable study abroad experience.

We hope that through SFRB support for GEO efforts we will succeed in helping the UNM community achieve the University's strategic initiatives to bring more international students to UNM and to help our domestic students become more globally aware and experienced. We are asking the SFRB to help us make an investment in the internationalization of our campus and in our mission to prepare UNM students to live and work in the global environment of the 21st century.

Appendices:

Appendix A: Information on SFRB funded projects including program information and attendance

Appendix B: GEO Statistics on International Students, Scholars and Study Abroad

Appendix C: GEO Services Information

Appendix D: Budget Information