

2005-2006 :: International Education

1. Mission Statement:

The Office of International Education (OIE) supports the teaching, research, and outreach missions of The University of Texas at Dallas by offering comprehensive, accessible, flexibly delivered coordination of international education opportunities for faculty and students. The Office of International Education's overall mission is to promote opportunities that allow learning about self and organization in relation to the larger world to become an "internationalized citizen and institution."

2. Objectives:

2.1 Promoting international education.:

By identifying, implementing, and promoting mechanisms of international education accessibility, including the satisfaction of UTD and UT System protocol, health and safety management of risk for foreign travel, and quality of services, the OIE focuses on contributing to the comprehensive education of students to function in the global, rapidly changing and technological world.

2.1.1 Related General Education Outcome Item(s): 1. Communication; 10. Foundational Knowledge in Discipline(s); 11. Advanced Knowledge in Discipline(s); 13. Independent Research; 16. Independent Thought; 17. Internship

2.1.2 Related Strategic Plan Item(s):

II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; III-1 Dynamic Change Management; III-2 Innovative Centers and Institutions; V-2 Enhanced Quality of Life; VI-3 Business Leadership; VI-4 Community Outreach

2.1.3 Related Institutional Priority Item(s):

SP-4 Tell UTD's Story Better; SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; CPT-4 Enhance student diversity; CPT-5 Increase retention and graduation rates

2.1.4 Standards and Associations:

Association of International Educators (NAFSA) U.S. State Department International SOS Assistance, Inc. U.T. System

2.1.5 Student Related Objective: Yes - This is a student related objective.

2.2 Educating and encouraging participation: By offering a diverse portfolio of international educational mobility such as Study Abroad, Exchange Mobility, Internships, Independent Study, and Customized Programs, and inclusive events such as the Study Abroad Fair and Passport Fest and hosting international guests to share their programs and experiences, the OIE focuses on enhancing campus community international education and encouraging participation.

2.2.1 Related General Education Outcome Item(s): 1. Communication; 3. Quantitative Methods; 4. Natural Science; 5. Visual & Performing Arts; 6. Humanities; 9. Social & Behavioral Science; 11. Advanced Knowledge in Discipline(s); 12. Guided Research; 13. Independent Research; 14. Ongoing Research; 15. Research & Design; 16. Independent Thought; 17. Internship; 2. Mathematics

2.2.2 Related Strategic Plan Item(s):

II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; III-1 Dynamic Change Management; V-2 Enhanced Quality of Life; VI-3 Business Leadership; VI-4 Community Outreach; II-1 The Education of Leaders; II-2 Living-Learning Communities

2.2.3 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development; CPT-3 Significantly improve quality of UTD's graduate students; CPT-4 Enhance student diversity; CPT-5 Increase retention and graduation rates; SP-4 Tell UTD's Story Better; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status

2.2.4 Standards and Associations:

Association of International Educators (NAFSA) Kyungpook National University, Korea; University of Kaiserslautern, Germany; City University of Hong Kong; Fudan University, China; Polytechnic University of Cataluna, Spain; Sungkyunkwan University, Korea; School of Physics and Astronomy at the University of St. Andrews, Scotland; Monterrey Institute of Technology and Higher Education (ITESM); Mexican Research Center for Mathematics (CIMAT); Dublin City University, Ireland; U.S. Postal services; among others.

2.2.5 Student Related Objective: Yes - This is a student related objective.

2.3 Designing international contracts of collaboration: By providing guidance to schools, academic groups, and leaders to design Agreements of Collaboration, Memorandums of Understanding, Affiliation Agreements, and

Exchange Program Agreements, the OIE focuses on meeting the needs of a multicultural campus community, launching new international initiatives and formalizing and invigorating existing ones to expand international opportunities for UTD students and faculty, while ensuring the satisfaction of institutional protocol.

2.3.1 Related Strategic Plan Item(s):

I-2 The Bio-World; I-3 Nanotechnology; II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; III-1 Dynamic Change Management; IV-1 National and Global Security; V-1 Life Science Health Collaborations; V-2 Enhanced Quality of Life; VI-2 The Arts; VI-3 Business Leadership; VI-5 University Village

2.3.2 Related Institutional Priority Item(s):

SP-4 Tell UTD's Story Better; SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development; CPT-3 Significantly improve quality of UTD's graduate students; CPT-4 Enhance student diversity; CPT-5 Increase retention and graduation rates

2.3.3 Standards and Associations:

U.T. System Kyungpook National University, Korea; University of Kaiserslautern, Germany; City University of Hong Kong; Fudan University, China; Polytechnic University of Cataluna, Spain; Sungkyunkwan University, Korea; School of Physics and Astronomy at the University of St. Andrews, Scotland; Mexican Research Center for Mathematics (CIMAT); among others

2.4 Affiliation to professional organizations:

By participating actively in associations such as the Association of International Educators (NAFSA) and the Mexican Association for International Education (AMPEI) and attending workshops and conferences beneficial to the enhancement of OIE's mission, the OIE focuses on promoting a global perspective for UTD, while expanding its network and staff's accessibility for training and expertise.

2.4.1 Related Strategic Plan Item(s):

II-1 The Education of Leaders; II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; IV-1 National and Global Security; V-2 Enhanced Quality of Life; VI-3 Business Leadership

2.4.2 Related Institutional Priority Item(s): SP-4 Tell UTD's Story Better; CPT-4 Enhance student diversity

2.4.3 Standards and Associations:

Association of International Educators (NAFSA) Mexican Association for International Education (AMPEI)

3. Measures & Findings:

3.1 International program participation report. : International program participation reports.

3.1.1 Success Criteria:

To increase by 10% student's participation in international programs during the academic year 2005-06 through electronic announcements of international programs, class presentations of OIE programs, advising services, and updating OIE's web page.

3.1.2 Related Objective(s): Promoting international education.

3.1.3 Results Related To Success Criteria:

The number of students increased by 62% with respect to the previous academic year (81 / 50).

3.1.4 Achievement Level: Met

3.1.5 Further Action: Yes

3.2 Study Abroad Program report: Study Abroad Programs participation report

3.2.1 Success Criteria: Thirty five (35) UTD students participating in study abroad programs

3.2.2 Related Objective(s): Educating and encouraging participation

3.2.3 Results Related To Success Criteria:

OIE sent 48 UTD students abroad through this modality of international mobility.

3.2.4 Achievement Level: Met

3.2.5 Further Action: Yes

3.3 International collaborations report: International collaborations reports

3.3.1 Success Criteria: Five (5) international collaborations to be formalized.

3.3.2 Related Objective(s): Designing international contracts of collaboration

3.3.3 Results Related To Success Criteria: 16 new international collaborations were formalized, 80% increase from the previous existing number of AC.

3.3.4 Achievement Level: Met

3.3.5 Further Action: Yes

3.4 Assoc. of International Educators (NAFSA) report: Association of International Educators (NAFSA) participation report.

3.4.1 Success Criteria:

Send UTD representative to participate in the Association of International Educators annual conference to learn from other institutions and meet colleagues to share learning experiences.

3.4.2 Related Objective(s): Affiliation to professional organizations

3.4.3 Results Related To Success Criteria: Ms. Yolande Evans, Coordinator of International Programs, represented UTD in this conference and brought key information and experience to complement the OIE's mission.

3.4.4 Achievement Level: Met

3.4.5 Further Action: Yes

3.5 OIE survey for students returning from abroad.: OIE survey for students returning from abroad.

3.5.1 Success Criteria:

1. More than 50% considered the overall helpfulness of OIE staff as excellent. 2. More than 50% were satisfied with the program of choice. 3. More than 50% considered the application process as excellent. 4. More than 50% considered the coordination and guidance from study abroad advisor as excellent.

3.5.2 Related Objective(s): Promoting international education.

3.5.3 Results Related To Success Criteria: 13 surveys were collected from students with the following results

1. 69% considered the overall helpfulness of OIE staff as excellent.
2. 85% were satisfied with the program of choice.
3. 38% considered the application process as excellent. Another 38% considered the process as fair.
4. 62% considered the coordination and guidance from study abroad advisor as excellent.

3.5.4 Achievement Level: Partially Met

3.5.5 Further Action: Yes

3.6 Exchange Program report: Exchange Programs report

3.6.1 Success Criteria:

Two (2) UTD students participating in Exchange Programs. Hosting five(5) international students.

3.6.2 Related Objective(s): Educating and encouraging participation

3.6.3 Results Related To Success Criteria:

Exchange programs have been included in the OIE's offer, sending 3 UTD students abroad and hosting 6 students from international partners at UTD.

3.6.4 Achievement Level: Met

3.6.5 Further Action: Yes

3.7 Memo / Agreements of Collaboration report: Memorandums of Understanding / Agreements of Collaboration reports

3.7.1 Success Criteria: Increase to 10% new Memorandum of Understanding / Agreements of Collaboration

3.7.2 Related Objective(s): Designing international contracts of collaboration

3.7.3 Results Related To Success Criteria: 7 new Memorandums of Understanding (MoU) / Agreements of Collaboration (AC) were designed, 300% increase from the previous existing number of MoU.

3.7.4 Achievement Level: Met

3.7.5 Further Action: Yes

3.8 Mexican Assoc. for International Education report: Mexican Association for International Education (AMPEI) Membership report.

3.8.1 Success Criteria:

To renew the Mexican Association for International Education (AMPEI) membership. (UTD hosted the opening

ceremonies of AMPEI's 2003 and 2004 annual conferences co-sponsoring the key note lecture speakers).

3.8.2 Related Objective(s): Affiliation to professional organizations

3.8.3 Results Related To Success Criteria: Membership no renewed.

3.8.4 Achievement Level: Not Met

3.8.5 Further Action: Yes

3.9 Orientation and safety report: Orientation log & report on webpage development -safety section.

3.9.1 Success Criteria:

Thirty (30) students participating in the pre departure orientation session. Creation of a safety section in the OIE's web page explaining concerns and International SOS services for students and including links to the U.S. State Department travel advisories.

3.9.2 Related Objective(s): Promoting international education.

3.9.3 Results Related To Success Criteria: Three (3) pre-departure orientation sessions were offered during the Spring and Summer 2006, including safety procedures, with the participation of 31 students.

The section of "health" in the OIE's web page was complemented by the inclusion of safety matters. The section is titled "Health and Safety" and includes links to the U.S. State Department travel advisories.

OIE contacted 4 UTD students pursuing international programs in places with natural or political turmoil. In all cases students were fine and evacuation was unnecessary.

3.9.4 Achievement Level: Met

3.9.5 Further Action: Yes

3.10 Independent Studies and Internships report: Independent Studies and Internships Abroad report

3.10.1 Success Criteria: One (1) UTD student participating in independent studies and internships abroad.

3.10.2 Related Objective(s): Educating and encouraging participation

3.10.3 Results Related To Success Criteria:

These modalities have been included in the OIE's offer. 1 UTD student participated.

A new OIE's web page section dedicated to independent studies and internships was created.

3.10.4 Achievement Level: Met

3.10.5 Further Action: Yes

3.11 Affiliation Agreements report: Affiliation Agreements report

3.11.1 Success Criteria: Increase to 10% of new Affiliation Agreement

3.11.2 Related Objective(s): Designing international contracts of collaboration

3.11.3 Results Related To Success Criteria:

5 new Affiliation Agreements (AA) were designed, 50% increase from the previous existing number of AA.

3.11.4 Achievement Level: Met

3.11.5 Further Action: Yes

3.12 OIE's web page report: OIE's web page report

3.12.1 Success Criteria:

Editing and updating the OIE's web page to provide clear and consistent information for students and faculty. Update and correct information within OIE web pages: - deadline for scholarship - safety section - exchange mobility - internship and independent studies No broken link No outdated information

3.12.2 Related Objective(s): Promoting international education.

3.12.3 Results Related To Success Criteria: The OIE's web page was updated to correct confusing information such as the following:

1. deadlines for scholarships and international programs.
2. a new health and safety section
3. exchange mobility
4. internships and independent studies
5. customized programs.

3.12.4 Achievement Level: Met

3.12.5 Further Action: Yes**3.13 Customized Programs report:** Report on Customized Programs**3.13.1 Success Criteria:**

Twenty (20) UTD students participating in customized programs. Create new section of OIE web page dedicated to customized programs.

3.13.2 Related Objective(s): Educating and encouraging participation**3.13.3 Results Related To Success Criteria:**

Several meetings have been conducted to confirm institutional paper work satisfaction and the role of faculty with the Office of the Executive Vice President and Provost.

29 UTD students have participated.

A new section of OIE's web page, dedicated to customized programs, was created.

3.13.4 Achievement Level: Met**3.13.5 Further Action:** Yes**3.14 Exchange Program Agreements report:** Exchange Program Agreements report**3.14.1 Success Criteria:** Increase to 10% of Exchange Program Agreements.**3.14.2 Related Objective(s):** Designing international contracts of collaboration**3.14.3 Results Related To Success Criteria:** 4 new Exchange Program Agreements (EPA) were designed, 66% increase from the previous existing number of EPA.**3.14.4 Achievement Level:** Met**3.14.5 Further Action:** Yes**3.15 OIE protocol report:** Report on study abroad and exchange program protocol**3.15.1 Success Criteria:**

Generate a new process for study abroad and exchange program protocol To define the most efficient administrative coordination within UTD offices to successfully satisfy institutional protocol such as registration of programs, financial aid and scholarships, transfer of credits, etc., avoiding duplication of procedures and deleting unnecessary paperwork.

3.15.2 Related Objective(s): Promoting international education.**3.15.3 Results Related To Success Criteria:** The director and program coordinator actively pursued meetings to re-design and/or confirm administrative procedures with the following:

1. International Students' Services
2. Records
3. Bursars
4. Admissions
5. Financial Aid
6. Graduate Studies
7. Faculty
8. Undergraduate Studies
9. McDermott Program
10. Students
11. Office of the Executive Vice President and Provost
12. General Studies

As a result the OIE deleted three steps and added one in its study abroad and exchange programs' protocol.

3.15.4 Achievement Level: Met**3.15.5 Further Action:** Yes**3.16 Study Abroad Fair report:** Study Abroad Fair report**3.16.1 Success Criteria:** Increase 10% of UTD students attending the fair.**3.16.2 Related Objective(s):** Educating and encouraging participation**3.16.3 Results Related To Success Criteria:**

The fairs were organized in September 2005 and February 2006 with an increase of 15% of students' participation rate (96/83).

3.16.4 Achievement Level: Met

3.16.5 Further Action: Yes

3.17 Passport Fest report: Passport Fest report

3.17.1 Success Criteria: More than 20(twenty) of people participating in the Passport Fest.

3.17.2 Related Objective(s): Educating and encouraging participation

3.17.3 Results Related To Success Criteria: The Passport Fest was organized in April 2006.
32 applications were collected on campus by U.S. Postal Service staff members.

3.17.4 Achievement Level: Met

3.17.5 Further Action: Yes

3.18 Hosting international representatives report: Hosting international colleagues and representatives report.

3.18.1 Success Criteria:

To host ten (10) of international guests to share their programs and experiences with OIE, UTD students, and faculty, and continue dialoguing about deeper mechanism of collaboration.

3.18.2 Related Objective(s): Educating and encouraging participation

3.18.3 Results Related To Success Criteria: 13 representatives from international counterparts such as

1. Knowledge Exchange Institute (KEI)
2. International Education of Students (IES)
3. American Institute for Foreign Study (AIFS)
4. City University of Hong Kong,
5. Webster University, Thailand, and
6. Tech of Monterrey, Mexico
7. Cultural Experience Abroad (CEA)
8. Denmark International Study Program (DIS)
9. International Studies Abroad (ISA)
10. STA Travel
11. Universitat Politecnica de Catalunya (UPC)
12. Mexican Research Center for Mathematics (CIMAT)
13. University of Marburg, Germany visited UTD and interacted with UTD students and faculty.

3.18.4 Achievement Level: Met

3.18.5 Further Action: Yes

5. Closing the Loop:

5.1 To increase the number of participating students: To increase the growth of students participating in international programs by 15% in the 2006-07 academic year with respect to the previous year. To continue collecting accurately date from participating students.

5.1.1 Related Objective(s): Promoting international education.

5.1.2 Related Measure(s): International program participation report.

5.1.3 Responsible Person: Rodolfo Hernandez

5.1.4 Target Date: Once a year

5.1.5 Priority: High Priority

5.2 To increase participation in Study Abroad Programs: To increase students' participation rate by 20% during the academic year 2006-07.

5.2.1 Related Objective(s): Educating and encouraging participation

5.2.2 Related Measure(s): Study Abroad Program report

5.2.3 Responsible Person: Yolande Evans

5.2.4 Target Date: Once a year

5.2.5 Priority: High Priority

5.3 To expand international collaborations:

To increase by 20% the number of new international collaborations with respect to 2005-06 academic year as a

mechanism to continue providing leadership for student and faculty international mobility, according to the needs and scope of UTD's mission.

5.3.1 Related Objective(s): Designing international contracts of collaboration

5.3.2 Related Measure(s): International collaborations report

5.3.3 Responsible Person: Rodolfo Hernandez

5.3.4 Target Date: Once a year

5.3.5 Priority: High Priority

5.4 Participation in NAFSA Conference 2007:

OIE will participate in the Assoc. of International Educators(NAFSA) 2007 conference to identify mechanisms of higher involvement and leadership in the association. To join the NAFSA – Region III Chapter and participate in its annual conference in November 2006.

5.4.1 Related Objective(s): Affiliation to professional organizations

5.4.2 Related Measure(s): Assoc. of International Educators (NAFSA) report

5.4.3 Responsible Person: Rodolfo Hernandez

5.4.4 Target Date: Once a year

5.4.5 Priority: High Priority

5.5 Collection of data from exchange students: To increase the survey response rate by 30%. To increase the expectation of students' satisfaction for OIE services from more than 50% to more than 60%. To keep recording OIE surveys for students to continuously improve services, including quality of international programs for future recommendation and/or collaboration renewal. To move the office to a more efficient space (JO 5.504), to train advisors under the supervision of Program Coordinator, and increase the availability of materials and electronic accessibility for international programs' information, e.g. 3 PCs for students to browse about programs. To maintain in contact with students abroad.

5.5.1 Related Objective(s): Promoting international education.

5.5.2 Related Measure(s): OIE survey for students returning from abroad.

5.5.3 Responsible Person: Yolande Evans

5.5.4 Target Date: Once a year

5.5.5 Priority: High Priority

5.6 To increase the number of exchange students: To increase UTD students' participation rate by 15% during the academic year 2006-07. To increase international students' participation rate by 10% during the academic year 2006-07.

5.6.1 Related Objective(s): Educating and encouraging participation

5.6.2 Related Measure(s): Exchange Program report

5.6.3 Responsible Person: Yolande Evans

5.6.4 Target Date: Once a year

5.6.5 Priority: High Priority

5.7 To formalize new Agreements of Collaboration:

To increase by 20% the existing number of Memos / Agreements of Collaborations for UTD with respect to the 2005-06 academic year.

5.7.1 Related Objective(s): Designing international contracts of collaboration

5.7.2 Related Measure(s): Memo / Agreements of Collaboration report

5.7.3 Responsible Person: Rodolfo Hernandez

5.7.4 Target Date: Once a year

5.7.5 Priority: High Priority

5.8 To participate in AMPEI Conference:

To renew the membership of the Mexican Association for International Education(AMPEI). To participate actively in AMPEI to identify mechanisms of higher involvement and leadership in the association.

5.8.1 Related Objective(s): Affiliation to professional organizations

5.8.2 Related Measure(s): Mexican Assoc. for International Education report

5.8.3 Responsible Person: Rodolfo Hernandez

5.8.4 Target Date: Once a year

5.8.5 Priority: High Priority

5.9 To offer pre departure orientations:

1. To increase the percentage of students participating in international programs who attend pre-departure orientation sessions by 20%(37 students) 2. 50% of participating students to enter their profiles in the SOS program before departure. 3. To make students aware of the region intended to be visited. 4. To follow up regional circumstances, e.g. politics, natural disasters, etc.

5.9.1 Related Objective(s): Promoting international education.

5.9.2 Related Measure(s): Orientation and safety report

5.9.3 Responsible Person: Yolande Evans

5.9.4 Target Date: Spring / Summer 2006

5.9.5 Priority: High Priority

5.10 Promotion of Independent Studies and Internships: To promote these modalities of international mobility within the UTD campus community, especially among academic advisors and associate deans. To increase the participation rate by 10% during the academic year 2006-07.

5.10.1 Related Objective(s): Educating and encouraging participation

5.10.2 Related Measure(s): Independent Studies and Internships report

5.10.3 Responsible Person: Yolande Evans

5.10.4 Target Date: Once a year

5.10.5 Priority: High Priority

5.11 To increase the number of Affiliation Agreements: To increase by 20% the existing number of AA for UTD with respect to the 2005-06 academic year.

5.11.1 Related Objective(s): Designing international contracts of collaboration

5.11.2 Related Measure(s): Affiliation Agreements report

5.11.3 Responsible Person: Rodolfo Hernandez

5.11.4 Target Date: Once a year

5.11.5 Priority: High Priority

5.12 To up date OIE's web page:

To keep updating the OIE's web page with consistent and clear information. To include electronic application for international programs and surveys to measure the quality of OIE's services.

5.12.1 Related Objective(s): Promoting international education.

5.12.2 Related Measure(s): OIE's web page report

5.12.3 Responsible Person: Pablo Trinidad

5.12.4 Target Date: Once a year

5.12.5 Priority: High Priority

5.13 Promotion of Customized Programs:

To promote this modality of international mobility within the UTD campus community, especially among faculty and associate deans. To offer workshops for faculty with the support of specialized agencies dedicated to the design of customized programs. To increase students' participation rate by 10% during the academic year 2006-07.

5.13.1 Related Objective(s): Educating and encouraging participation

5.13.2 Related Measure(s): Customized Programs report

5.13.3 Responsible Person: Rodolfo Hernandez

5.13.4 Target Date: Once a year

5.13.5 Priority: High Priority

5.14 To increase the number of Exchange Agreements: To increase by 20% the existing number of EPA for UTD with respect to the 2005-06 academic year.

5.14.1 Related Objective(s): Designing international contracts of collaboration

5.14.2 Related Measure(s): Exchange Program Agreements report

5.14.3 Responsible Person: Rodolfo Hernandez

5.14.4 Target Date: Once a year

5.14.5 Priority: High Priority

5.15 To maintain an updated OIE protocol:

To keep a consistent dialogue with these and other offices related to international education administrative procedures to ensure a communal understanding of this agenda and keep a simple procedure to achieve OIE's protocol.

5.15.1 Related Objective(s): Promoting international education.

5.15.2 Related Measure(s): OIE protocol report

5.15.3 Responsible Person: Rodolfo Hernandez

5.15.4 Target Date: Once a year.

5.15.5 Priority: High Priority

5.16 Organization of Study Abroad Fairs:

To incorporate new components such as customized workshops, lectures about countries or regions, and the Passport Fest to increase the participation rate of students and representatives of international programs and institutional counterparts.

5.16.1 Related Objective(s): Educating and encouraging participation

5.16.2 Related Measure(s): Study Abroad Fair report

5.16.3 Responsible Person: Yolande Evans

5.16.4 Target Date: Twice a year

5.16.5 Priority: High Priority

5.17 Organization of Passport Fest:

The Passport Fest will be included as a component of the Study Abroad Fair in the Fall 2006 and Spring 2007. To increase the participation rate by 10%

5.17.1 Related Objective(s): Educating and encouraging participation

5.17.2 Related Measure(s): Passport Fest report

5.17.3 Responsible Person: Charlotte Karam

5.17.4 Target Date: Once a year

5.17.5 Priority: High Priority

5.18 Hosting International Representatives:

To welcome more international counterpart representatives and colleagues to share their programs and experiences with UTD students and faculty in the 2006-07 academic year.

5.18.1 Related Objective(s): Educating and encouraging participation

5.18.2 Related Measure(s): Hosting international representatives report

5.18.3 Responsible Person: Rodolfo Hernandez / Yolande Evans

5.18.4 Target Date: Once a year

5.18.5 Priority: High Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met: In all cases but one, the results were beyond the criteria for success. The number of participating students in international programs increased by 62%. New surveys were designed for students' input to enhance the quality of services. Safety issues were incorporated into pre-departure orientation sessions, including a special section in OIE web page. The OIE web page was updated to provide clear, consistent, simple information. Several meetings were pursued with academic and administrative units to simplify

and homogenize new OIE protocols for five types of international mobility: study abroad, exchange programs, internships, independent studies, and customized programs. The number of new collaborations with international counterparts grew by 80%, and OIE provided guidance and supervision to comply with UTD, UT System, Texas State, and U.S. State Department guidelines.

6.2 Program / Unit Weaknesses:

- 6.2.1 Objectives / Outcomes Partially or Not Met:**
- 1) Continue improving the quality of OIE services and offering simple, consistent, and clear procedures for students' satisfaction of OIE protocol with the support and guidance of UTD leaders and academic and administrative units.
 - 2) Continue identifying new and more diverse mechanisms of international mobility such as study abroad and exchange programs.
 - 3) The renewal of the Mexican Association for International Education (AMPEI) membership during the Fall 2006, including UTD participation in its annual meeting.

7. Report:

7.1 Executive Summary: Office of International Education (OIE)

Narrative for SACS 2006

Introduction

The Office of International Education (OIE) was established in 2003 and is supported through the Office of the Executive Vice President and Provost, supervised by the Associate Provost, Dr. Robert Nelsen, and directed by Dr. Rodolfo Hernandez. The OIE mission is to support the teaching, research, and outreach missions of The University of Texas at Dallas by offering comprehensive, flexible coordination of international education opportunities to faculty and students. The Office seeks to be a resource on campus to foster international learning opportunities to educate and prepare individuals with skills necessary to function in a global environment.

In September 2005, a new direction was appointed to lead this office. A profound discomfort was found among students and faculty regarding OIE services and a lack of communication between this office and other UTD administrative and academic units. Since September 2005, several meetings have been conducted with UTD leaders, administrators, faculty, and especially students to discuss their experiences and identify the most optimal and efficient way to meet the OIE mission. These meetings have been, and will continue to be, instrumental in incorporating perceptions, suggestions, and criticism in a continuous improvement process for OIE. To date, the result has been a redesign of OIE operations, enhancing a higher level of inclusiveness, visibility, and quality services.

Diagnosing and Facing the Challenges

Upon the inception of the new OIE administration, there were immediate concerns and misunderstandings about the office's functions across campus and among students. A lack of concise and homogeneous information for international opportunities, a lack of coordinating information among UTD administrative units involved in international mobility such as records, financial aid, bursars, etc., and a lack of continuous management for international collaborations such as the renewal of agreements were identified. In short students were following arduous, complicated, and confusing procedures.

One of the immediate initiatives to overcome these circumstances and to enhance OIE leadership and user-friendliness was to provide visible, efficient and clear information across campus. In order to accomplish this, we eliminated any unnecessary or duplicative aspect of the application procedure such as the submission of essays. Also, programs, study abroad fairs, insurance coverage, scholarships, etc. have been announced electronically to students and staff on a frequent basis. The OIE web page has been updated, deleting confusing and adding accurate information such as deadlines of programs and international scholarship funds. In addition, visits of international colleagues promoting opportunities to study abroad through their agencies or at their institutions have been essential to interacting directly with our students and adding new opportunities to our portfolio of international education.

Also since September 2005, the OIE has met with administrators to discuss procedures and to identify coordinated and homogeneous procedures to avoid duplication and/or students' frustration. Our goal is to define the simplest and most efficient protocol for our students to have the safest and most educational and enjoyable experience abroad. The effort has been complemented by offering pre-departure information sessions to educate students about handling externalities such as emergencies during their journeys, transfer of records, insurance, and other issues.

Another component of the OIE agenda has been the organization of Study Abroad Fairs at the beginning of fall and spring semesters to introduce students to representatives of international programs. From fall 2005 to spring 2006 we have had a significant increase in the number of attending students from 48 to 97. The effort has not been sufficient based on the total UTD population (15,000 students). Therefore, we are pursuing some changes in the organization of the Study Abroad Fair for the fall of 2006 (October 3, 2006), by sending invitations to the institutional representatives earlier, dedicating the fair to a specific country or region (in this case Hong Kong), hosting a delegation from one of our counterparts in such region (in this case City University of Hong Kong), complementing the fair with a Passport Fair (U.S. postal services personnel to receive passport applications on campus), and adding a series of workshops about international programs during the fair, including customized

programs for faculty.

In order to expand the scope of OIE, since September 2005 we complemented study abroad programs with the design and implementation of international exchange programs. This new venue of international mobility has become a more accessible mechanism of mobility for our students since tuition is waived on a reciprocal basis. Also, students may have a deeper cultural and linguistic immersion by being guests of one of our international counterparts rather than traveling and pursuing study programs with other U.S. nationals. Since September 2005, UTD has signed exchange programs with Kyungpook National University, Korea, University of Kaiserslautern, Germany, City University of Hong Kong, Fudan University, China, Polytechnic University of Catalunya, Spain; and Sungkyunkwan University, Korea. In addition the exchange program agreement with the School of Physics and Astronomy at the University of St. Andrews, Scotland was renewed.

Measuring Our Progress

The OIE is committed to evaluating results every semester and to quantifying the quality of our services and continuously improving our operation. Currently the OIE is requesting students to fill out evaluations during their visits to the OIE and their experiences abroad. In addition, the OIE team has been instructed to maintain close and friendly contact with the students to identify needs and challenges.

Future

Despite the short existence of the OIE, its strategy is constantly evolving to meet the expectations of our growing student population and to educate our UTD community about international education. Several projects will be designed and implemented within the next two academic years (2006-2008). The OIE will:

- 1) Continue meeting UTD academic and administrative units to ensure and enhance the consistency and clarity of OIE protocols.
- 2) Create electronic surveys to measure student satisfaction with OIE services;
- 3) Design and conduct discussion sessions and workshops, including the participation of former participants, alumni, and potential participants to share and learn from their experiences;
- 4) Continue identifying and formalizing new international collaborations, especially those which expand the portfolio of student mobility. During the 2005-2006 academic year, the OIE laid the groundwork for exchange mobility agreements with the Monterrey Institute of Technology and Higher Education (ITESM), and the Mexican Research Center for Mathematics (CIMAT). These agreements were signed in August, 2006.
- 5) Continue identifying mechanisms to better facilitate awareness of international programs across campus.
- 6) Continue training OIE staff to effectively advise our students about international education.

7.2 Top 3 Program/Unit Accomplishments: 1) New simple and consistent OIE protocols.

- 2) Definition of OIE deadlines.
- 3) Four new types of international mobility (exchange programs, internships, independent studies, customized programs).
- 4) Guidance and supervision for the design of new international collaborations.

7.3 Research Activities or Publications:

Offering international programs, including study abroad, exchange programs, independent studies, internships, and customized programs to enrich the UTD academic and research curriculum.

7.4 Instructional/Training Activities (presented or received): N/A

7.5 Public Service:

- 1) Organization of the Passport Fest with the support of the U.S. Postal Services to issue passports to UTD faculty, staff, and students.
- 2) Organization of International Study Abroad Fairs in the Fall 2005 and Spring 2006 at UTD.
- 3) Meeting faculty, administrators, and students to present OIE opportunities and discuss protocols.

7.6 Other External Activities:

- 1) Participating in the annual meeting of the Association of International Educators (NAFSA)
- 2) Hosting 13 representatives from international counterparts.
- 3) Visiting and facilitating collaboration with: City University of Hong Kong; University of Guanajuato, Mexico; Center for Research and Advanced Studies (CINVESTAV), Queretaro, Mexico; Dublin City University; Trinity College University; and University College Cork, Ireland.
- 4) Organization of International Study Abroad Fairs in the Fall 2005 and Spring 2006 at UTD.

7.7 Contributions to UTD: 1) Telling the UTD story better on an international level.

- 2) Identification of four new types of international mobility for students.
- 3) Simplification and homogenization of OIE procedures and protocols across campus.
- 4) Definition of deadlines for OIE protocols and financial aid.
- 5) Increasing number of participating students in international programs (62%).
- 6) Guidance and supervision for the design of new international collaborations (80% growth).

7.8 Top 3 Program / Unit Challenges:

- 1) Continue meeting UTD academic and administrative units to ensure and enhance the consistency and clarity of OIE protocols.
- 2) Create electronic surveys to measure student satisfaction with OIE services;
- 3) Design and conduct discussion sessions and workshops, including the participation of former participants, alumni, and potential participants to share and learn from their experiences;
- 4) Continue identifying and formalizing new international collaborations, especially those which expand the portfolio of student mobility. During the 2005-2006 academic year, the OIE laid the groundwork for exchange mobility agreements with the Monterrey Institute of Technology and Higher Education (ITESM), and the Mexican Research Center for Mathematics (CIMAT). These agreements were signed in August, 2006.
- 5) Continue identifying mechanisms to better facilitate awareness of international programs across campus.
- 6) Continue training OIE staff to effectively advise our students about international education.