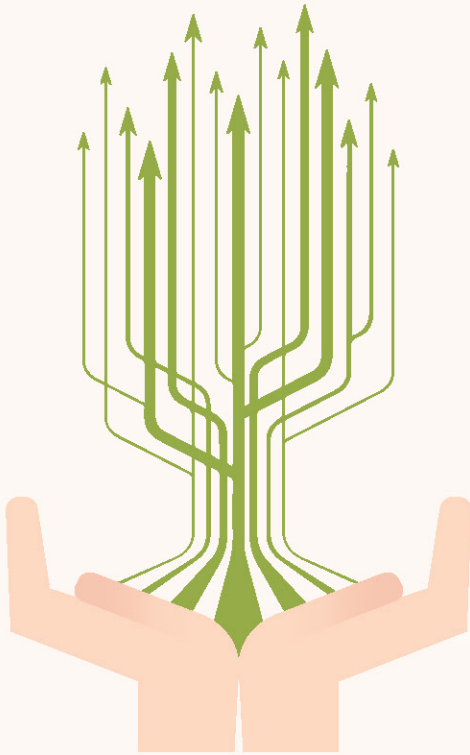




ISSS Year in Review
2018-2019



The 2018-2019 academic year was a time of growth and change for the International Student and Scholar Services office at the University of Utah. With a new Director, Chelsea Wells, joining the team in July, and the addition of two new advisors, ISSS has continued to pursue its goals of providing the best resources and advising to international students including: increased campus outreach and marketing, updated policies, expanded orientation, and much more.

Other recent highlights include:

- Successfully completing our final U.S. Department of State UGRAD re-entry workshop in November 2019 to Pakistani students studying in the U.S.
- Updating International Student Orientation to include a more streamlined in-person process for students and launching an easy-access online document check-in
- A significant increase in new student cohorts from the Utah Global and University of Utah Asia Campus - a total of 323 students from these cohorts welcomed on campus

The ISSS staff is also growing, and now includes 13 full-time employees, 2 graduate assistants, a counseling intern, and 5 part-time student employees.

This report provides an overview of our office's impact across campus as well as internal office accomplishments for the 2018-2019 academic year.





MISSION

TO SUPPORT THE ACADEMIC, RESEARCH, AND COMMUNITY SERVICE MISSION OF THE UNIVERSITY OF UTAH BY PROVIDING OPPORTUNITIES FOR ALL STUDENTS, FACULTY AND STAFF TO INCORPORATE AN INTERNATIONAL, CROSS-CULTURAL AND GLOBAL DIMENSION INTO THEIR ACADEMIC AND PROFESSIONAL LIVES.

- THE ISSS OFFICE:**
- seeks to foster and support a positive, interactive learning environment for international students and faculty through programming and services.
 - supports the concept of the global community through an international network of individuals with academic and economic ties to Utah.
 - promotes institutional and public awareness of the value of international educational exchange.

VISION

THE INTERNATIONAL STUDENT AND SCHOLAR SERVICES OFFICE FOSTERS AND SUPPORTS A GLOBAL CAMPUS COMMUNITY AS PART OF THE UNIVERSITY OF UTAH'S TRANSFORMATION INTO A GLOBAL UNIVERSITY.

VALUES

International educational exchange constitutes the mobility and interaction of students and scholars across borders and cultures. The International Student and Scholar Services office believes international educational exchange develops global competence and other essential skills and awareness to be successful in today's interconnected world and global society.

The International Student and Scholar Services provides the following services to international students, exchange visitors, and University of Utah departments.



SERVICES FOR DEPARTMENTS

Guidance on inviting J-1 exchange visitors to the University of Utah

Support for international student or exchange visitor emergencies

Assistance with second approver e-forms and internship course approvals

Advising on general international student and exchange visitor questions, including workshops on immigration topics

International student orientation

- Pre-arrival communication
- Immigration guidance
- American classroom overview
- Campus resource fair

Campus resource referrals

- Campus activities
- Intercultural programs
- Ambassador program
- Campus safety
- Cross-cultural adjustment

Student & Scholar Advising

- Immigration policies and maintaining status
- Processing immigration requests
- Guidance on student life and overall student wellness
- Emergency assistance

Employment Authorizations

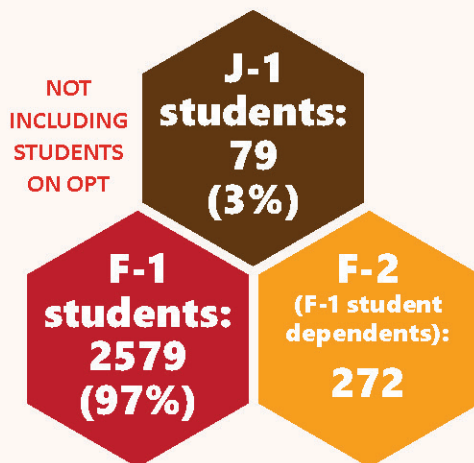
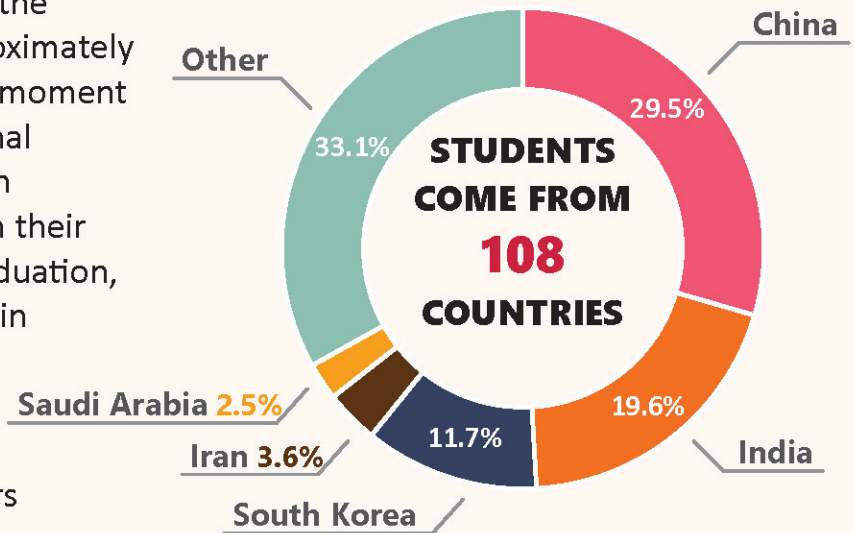
- Curricular Practical Training (CPT)
- Academic Training (AT)
- Post-Completion Optional Practical Training (OPT), and STEM OPT extensions
- On-campus employment

PROFESSIONAL DEVELOPMENT

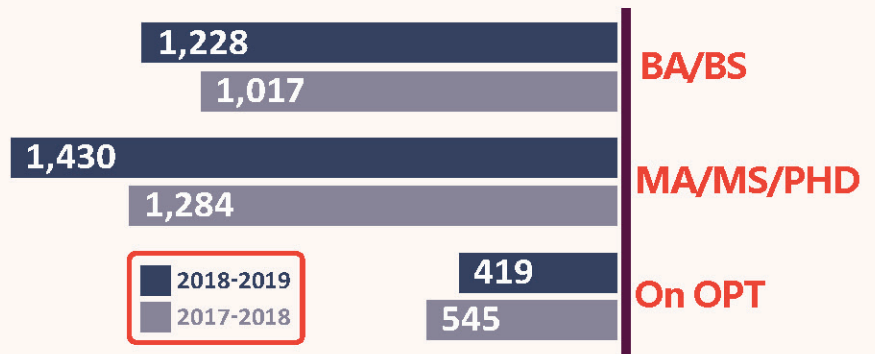
- National Association of Foreign Student Advisers (NAFSA) National and Regional
- The Utah Board of International Educators (UBIE)
- University Academic Advising Community (UAAC)
- Registrar's Office Summit



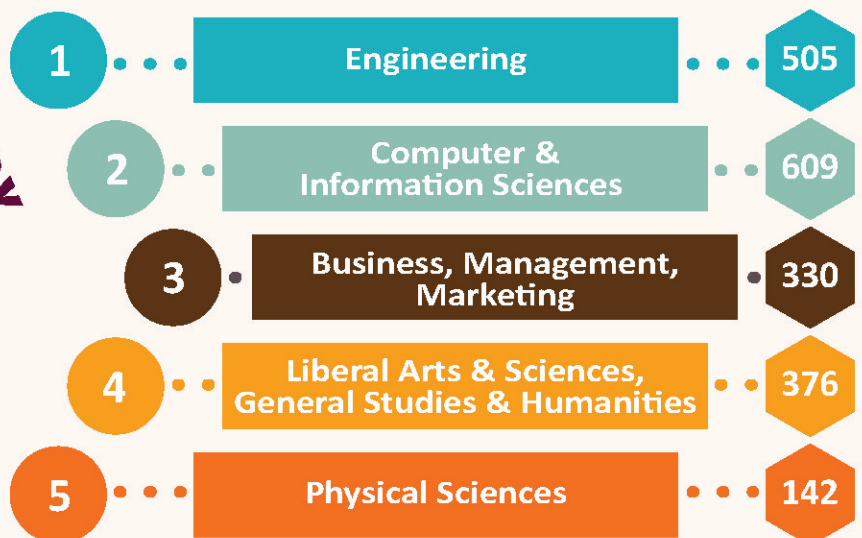
The F-1 and J-1 visa population at the University of Utah makes up approximately 8% of the student body. From the moment they arrive on campus, international students and scholars interact with the ISSS office in order to maintain their immigration status. Even after graduation, many students on F-1 visa remain in the United States for OPT and STEM OPT opportunities. ISSS provides immigration advice for this population for up to 3 years after graduation.



3,077 International Students



TOP 5 FIELDS OF STUDY





Students and scholars visit the ISSS office for many reasons. Whether they're meeting with an advisor, picking up documents, or have a question about where to find resources, the office welcomes students from 8am to 5pm Monday through Friday. Student employees, or peer advisors, primarily manage the ISSS front office, assisting visitors in-person, via e-mail, and over the phone with their various needs.



10,034 STUDENT & SCHOLAR VISITS TO THE ISSS OFFICE IN 2018-2019

Advising Appointments



On average, students scheduled **238** advising appointments per month. Advisors for F-1 students routinely see **83%** of their appointment slots filled up.

The ISSS office provided **1,154** tax codes to students to cover the filing of their taxes in April 2019.

PICK-UP DOCUMENTS



CHECK-IN FOR SCHEDULE



GENERAL QUESTION



TRAVEL SIGNATURE



OPT/CPT QUESTION



REASONS STUDENTS VISIT THE OFFICE





F-1 and J-1 visa holders are required to maintain updated records with the U.S. government. They do so by submitting requests to the ISSS office, who then reviews and processes them in the student's immigration record. Requests range from a simple address update or change of major to more complicated issues such as employment authorizations or program extensions. Once a student's record has been updated, a new I-20 or DS-2019 must be produced for the student to reflect the update has been made.



TOP 10 REASONS F-1 STUDENTS REQUEST UPDATES

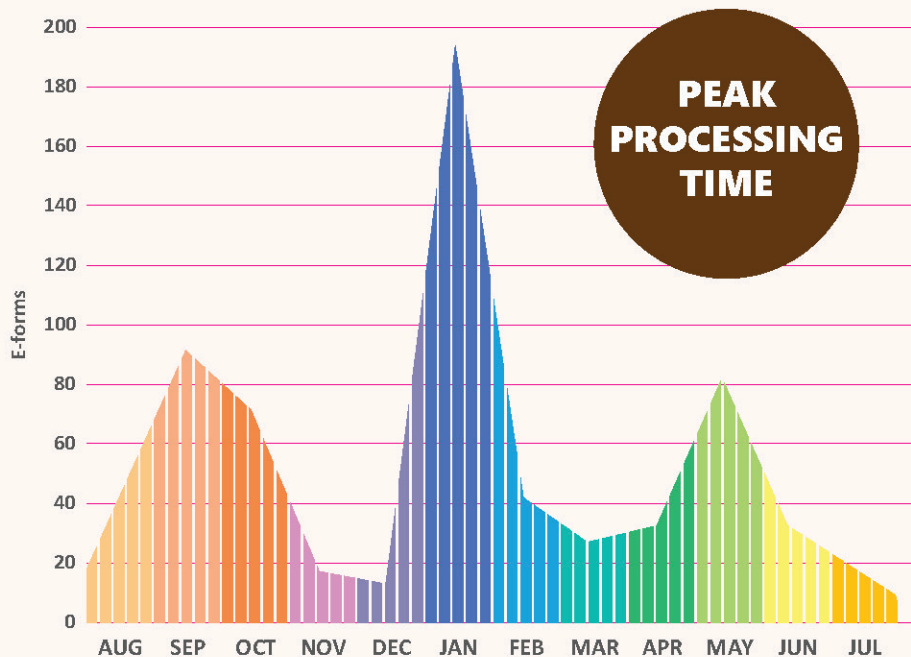
TOTAL NUMBER OF F & J REQUESTS PROCESSED

2017-2018	2018-2019
6,576	5,978

2017-2018	2018-2019
27%	27%

OF F-1 REQUESTS PROCESSED ARE FOR STUDENTS WHO HAVE ALREADY GRADUATED

- 1 Address Updates
- 2 Last Semester Notifications
- 3 I-20 Reprints
- 4 OPT I-20 requests
- 5 Letters
- 6 CPT requests
- 7 SEVIS Portal access
- 8 STEM OPT 6 months/annual evaluation
- 9 STEM OPT I-20 request
- 10 I-20 Extensions





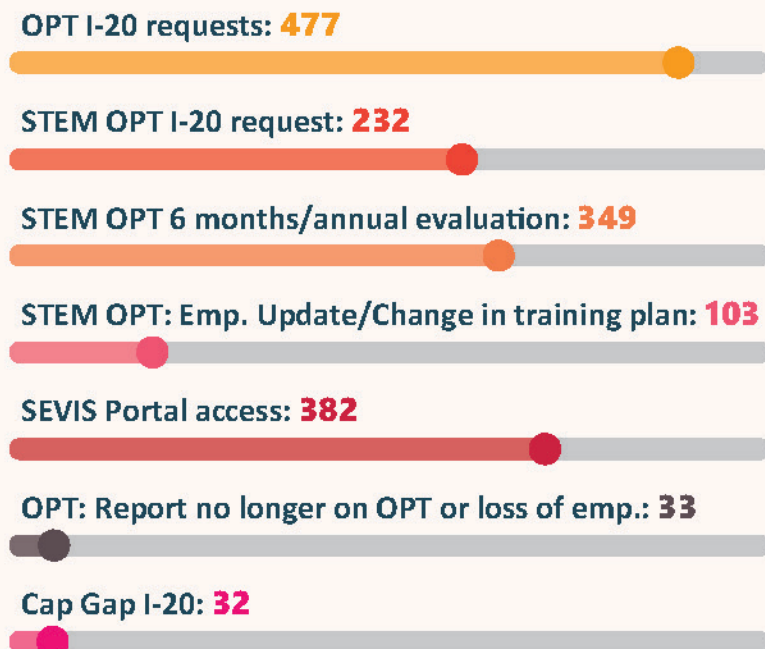
Optional Practical Training (OPT) Students

Upon program completion, F-1 students have the opportunity to apply for work authorization known as Post-completion Optional Practical Training (OPT) for one year. If they are eligible for STEM OPT, then they can request an additional two years of work authorization. While these students are no longer considered active University of Utah students who pay tuition and fees, ISSS is still required to maintain, track, and update their F-1 student visa records, as well continue to advise on visa regulations and benefits up to 3 years post graduation.



57% of our F-1 student appointments during November 2018, January 2019, May 2019 and July 2019 were related to Post-Completion OPT and STEM OPT

Total E-Forms requests related to Post-Completion OPT and STEM OPT



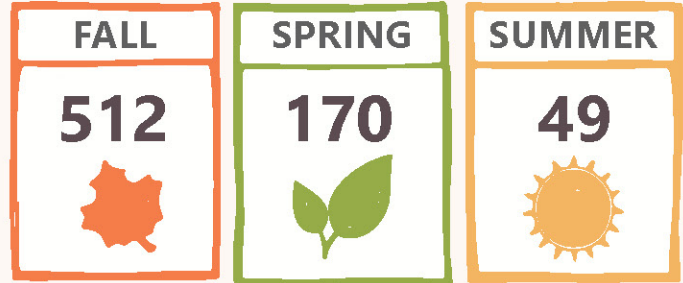
With anywhere from 400-500 students on OPT or STEM OPT status year round, this unique group of former students requires specific advising, processing, and government reporting from ISSS, as immigration rules and regulations are often more time-consuming and complex during this time. After the one year period of OPT, ISSS continues to provide services for students in a STEM major who may be approved for an additional 24 month employment extension.



ISSS Year in Review International Student Orientation

The ISSS office is mandated by the U.S. government to provide orientation for all new F-1 and J-1 visa holders. New student orientation is held three times per year just before the start of a new semester. During this orientation, students receive vital information about maintaining their visa status, learn about University resources and regulations, and meet other new students. In the fall, a welcome BBQ party is held for all new international students. Orientation is often a student's first point of contact with the ISSS office.

TOTAL ATTENDEES 2018-2019



15 ORIENTATION DAYS

SCHEDULE

Each section of orientation is required for all students

- Check in & Welcome
8:00 AM - 9:10 AM
- Student Rights & Responsibilities
9:10 AM - 9:45 AM
- Immigration
9:50 AM - 10:30 AM
- Campus Tour
10:30 AM - 11:15 AM
- Lunch
11:15 AM - 12:00 PM
- American Classroom
12:00 PM - 12:45 PM
- Break-out Sessions
12:45 PM - 4:10 PM
- Check out with your Ambassador
4:10 PM

APPROXIMATELY 3,000 DOCUMENTS COLLECTED!



29 DEPARTMENTS, VENDORS, AND STUDENT GROUPS INVOLVED IN ORIENTATION

The Ambassador Program

works to create an inclusive and welcoming environment for new international students through peer support, guidance, resources and advice during new students' arrival and first year at the University of Utah.

SCHOLARSHIPS PROVIDED TO AMBASSADORS
\$14,250



PAST ACTIVITIES

- New student BBQ
- Holiday parties
- Real Salt Lake soccer match
- Bonfire night
- Bollywood dance class
- Snow tubing
- Movie & game nights





Social activity and engagement on both the university campus and in the Salt Lake community are important pieces to a student's overall experience. Many students arrive in Utah without any personal connections, and student activities, clubs and events can help them find community and support as they navigate U.S. culture and academia. The ISSS office understands the sense of belonging that students can find within student organizations and works to facilitate opportunities for social engagements. From advertising student activities, to hosting events, to providing funding for activities or scholarships, the ISSS office believes in supporting students to engage in shared interests and make connections for personal and professional growth.



Saudi Student Club

Fall 2018: SSCUU beginning-of-year kickoff party (invited all Saudi students in Utah, about 50+ in attendance), Saudi Cultural Day, Table at International Night, SSCUU elections (club nominated new leadership)

Spring 2019: Graduation to celebrate graduating Saudi students, Eid Al-Adha celebration



Indian Students Association

Fall 2018: India Night
Spring 2019: DJ Night



Korean Student Association

Fall 2018: Semester kickoff party
Spring 2019: Semester kickoff party



ISC

Fall 2018: International Night, Silver Lake hike, Halloween movie and cookie decorating

Spring 2019: Valentine's Day party, Lagoon trip

Ambassadors

Fall 2018: Welcome BBQ

Spring 2019: Real Salt Lake game

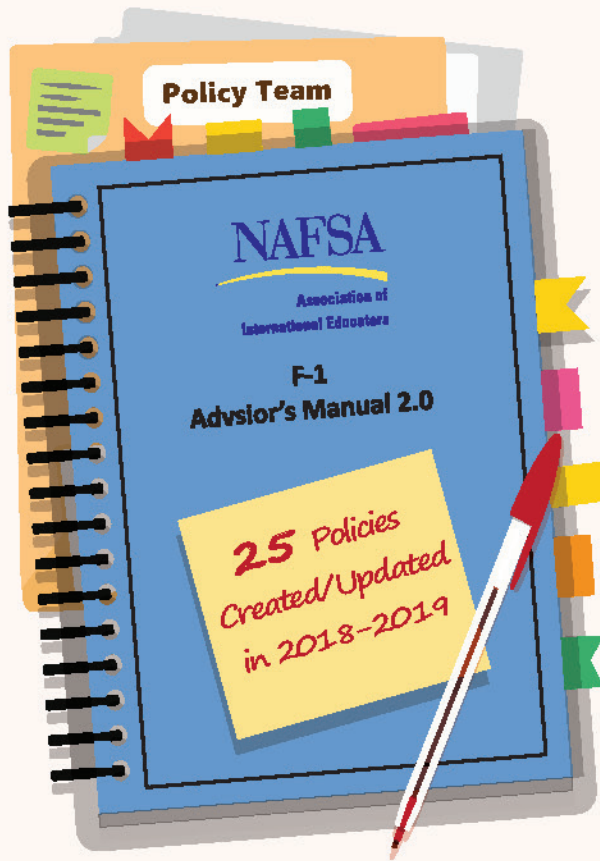
Summer 2019: Living Room hike



Received a MS in Mechanical Engineering (Fall 2018), currently pursuing PhD in Mechanical Engineering

Currently working as a Graduate Research Assistant at the U of U Scientific Computing and Imaging Institute

"The biggest impact being an International Student Ambassador had on me was building a great circle of friends. As you spend time learning in college, you should remember that you need to build the soft skills too, which come with getting involved."

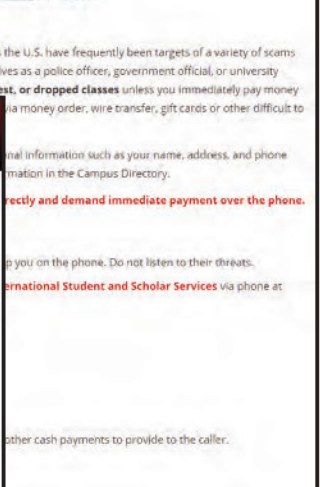
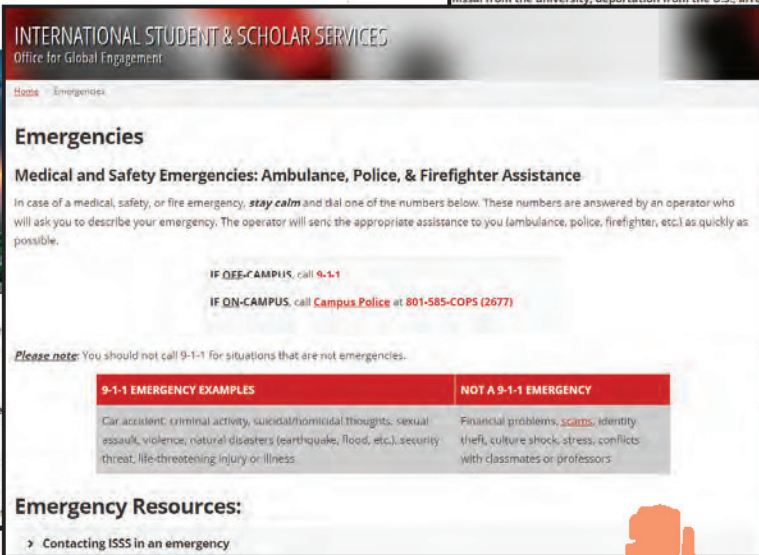
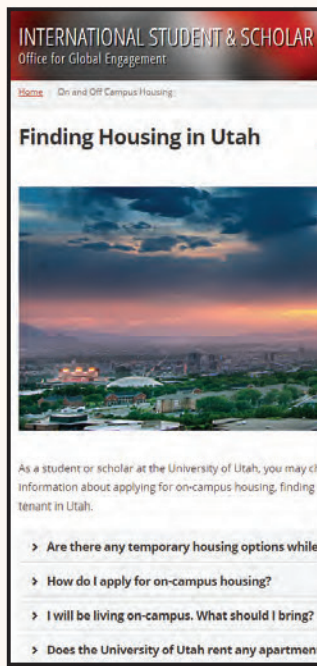


The ISSS office supports students by providing information resources on immigration policy and university resources. Our office frequently reviews immigration policy and ensures all policy materials are up-to-date as well as accurate. Additionally, our website offers campus and community resources for students in need. When changes occur, ISSS staff works to communicate to students as quickly and accurately as possible.

In 2018-2019, three significant immigration policy changes affecting F and J visa populations were issued by the U.S. government.

65 POLICY GUIDES ON WEBSITE

Three Web Resources pages were created/updated in 2019





The Outreach I team focuses on ISSS’s online presence as well as advertising in and around the office. Our goal is to make information easily accessible to students and departments through our website, social media, and email outreach efforts.

Some examples of what we do:

- Update and maintain the ISSS website, including working on an upcoming redesign
- Liaise with the Office of Global Engagement for marketing purposes
- Maintain social media accounts to keep students and scholars engaged and informed
- Create monthly email blasts with important updates and reminders for students and scholars

SOCIAL MEDIA REACH



865
Instagram
Followers

1,630
Facebook
Followers

**Outreach
Communication**

19 Email blasts
to Students

The Outreach II team focuses on campus outreach with a desire for ISSS to be more visible and present across campus. Our goal is to be more accessible to departments, build collaborative relationships, and increase campus awareness of our international student population and the roles of ISSS.

Some examples of what we do:

- Informal discussions or formal presentations with department advisors/staff on international student regulations
- Cross-cultural trainings for department advisors/staff
- Customized workshops (CPT/OPT/Last Semester/ Thesis Defense) for departments.
- Tabling opportunities across campus

Total Presentations: 41

- > 12 CPT/OPT Workshops
- > 18 departmental presentations
- > 11 additional workshops/info events were held

17 types of presentations were presented around campus



- 1 Mental/Stress
- 2 Self-Care
- 3 Academic Issues
- 4 Family/Financial Problems
- 5 Conflict with Department/Faculty/Peers
- 6 Self-Exploration and Growth



CARE team is an internal office team that provides assistance to students who may face academic, economic, and/or health issues. The CARE team collaborates with many other on-campus offices that are necessary for the student's well-being.

2019 ADDITION: PART-TIME COUNSELING INTERN

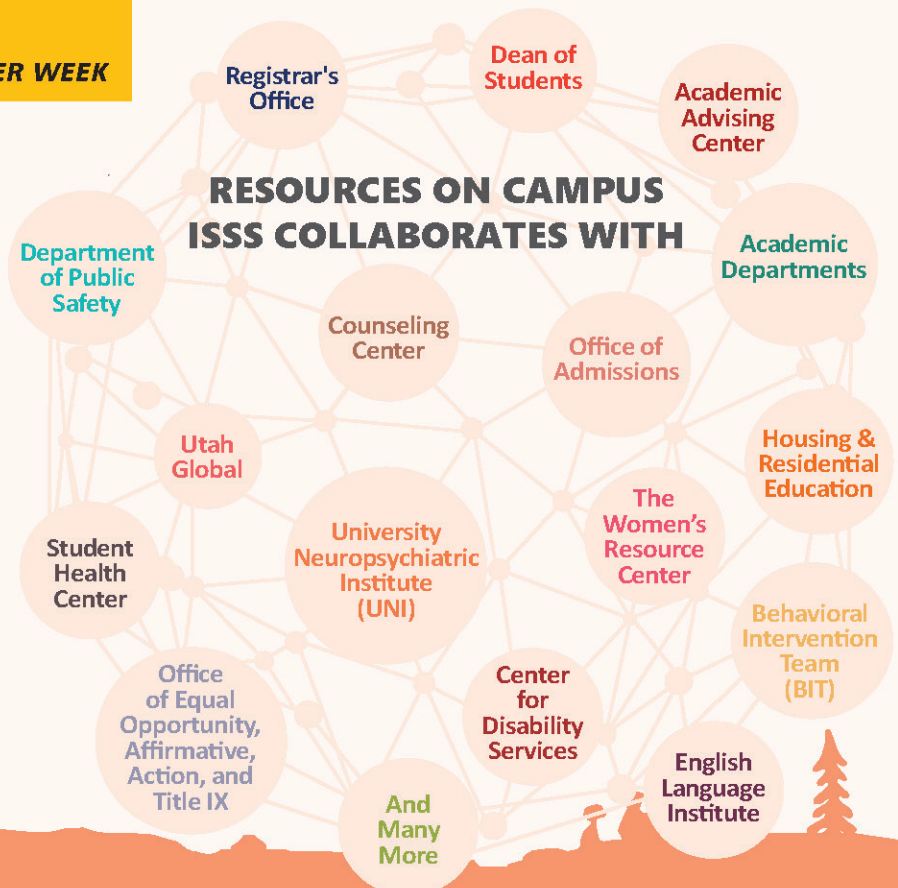
Reduced Course Load
Requests were
approved

2018	2019
2	8
16	39

ACADEMIC
MEDICAL

26 STUDENTS SEEN
14 RECURRING APPOINTMENTS PER WEEK

In the 2018-2019 Academic Year, ISSS continued the role of its Counseling Intern, Laiyan, through her graduation in December 2019 from the Master's in Clinical Mental Health Counseling program. An international student herself, Laiyan was instrumental in connecting with at-risk students dealing with stress, mental health, and even academic issues to offer continuous support. In addition to one-on-one appointments, Laiyan also formed an Academic Success Support Group for international students to discuss a wide range of topics with students.





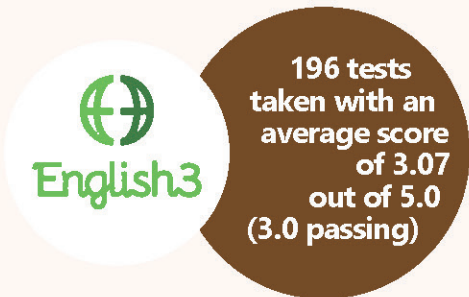
J-1 Exchange Visitors

The purpose of the J-1 Exchange Visitor Program is to increase mutual understanding between citizens of the United States and the rest of the world by means of educational and cultural exchanges, assisting the Department of State in its foreign diplomacy efforts. The objective of the program is to provide exchange visitors with opportunities to participate in research, teaching, educational and cultural programs during their stay and to share their experiences upon their return, as well as to encourage Americans to participate in educational and cultural programs in other countries.

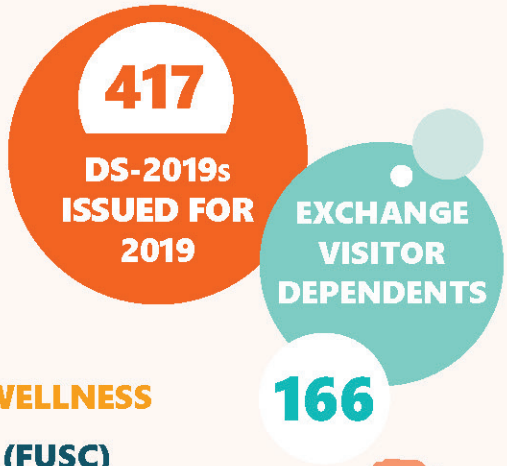
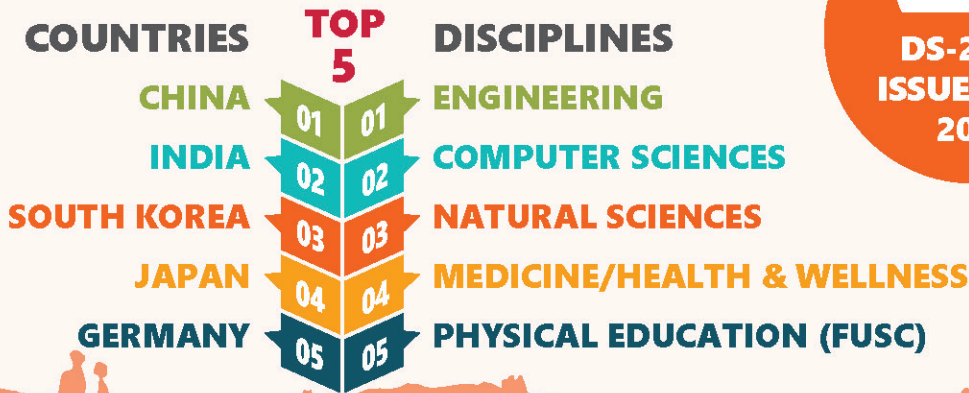
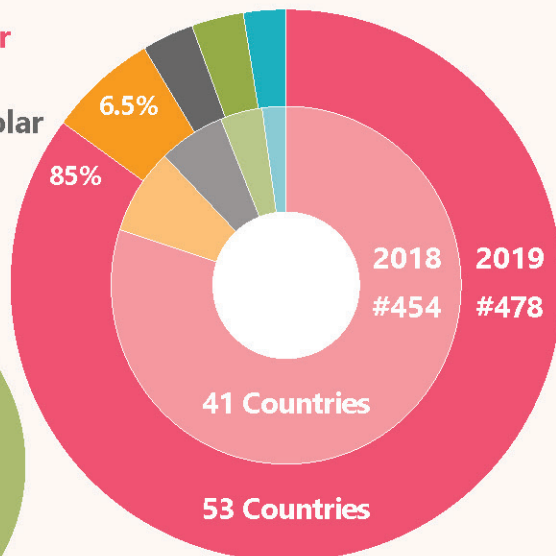


Exchange Visitors in Active Status

In 2019, there were 478 Exchange Visitors from 53 countries, of which 85% were Research Scholars and 6.5% were Students.



- Research Scholar
- Student
- Short Term Scholar
- Student Intern
- Professor





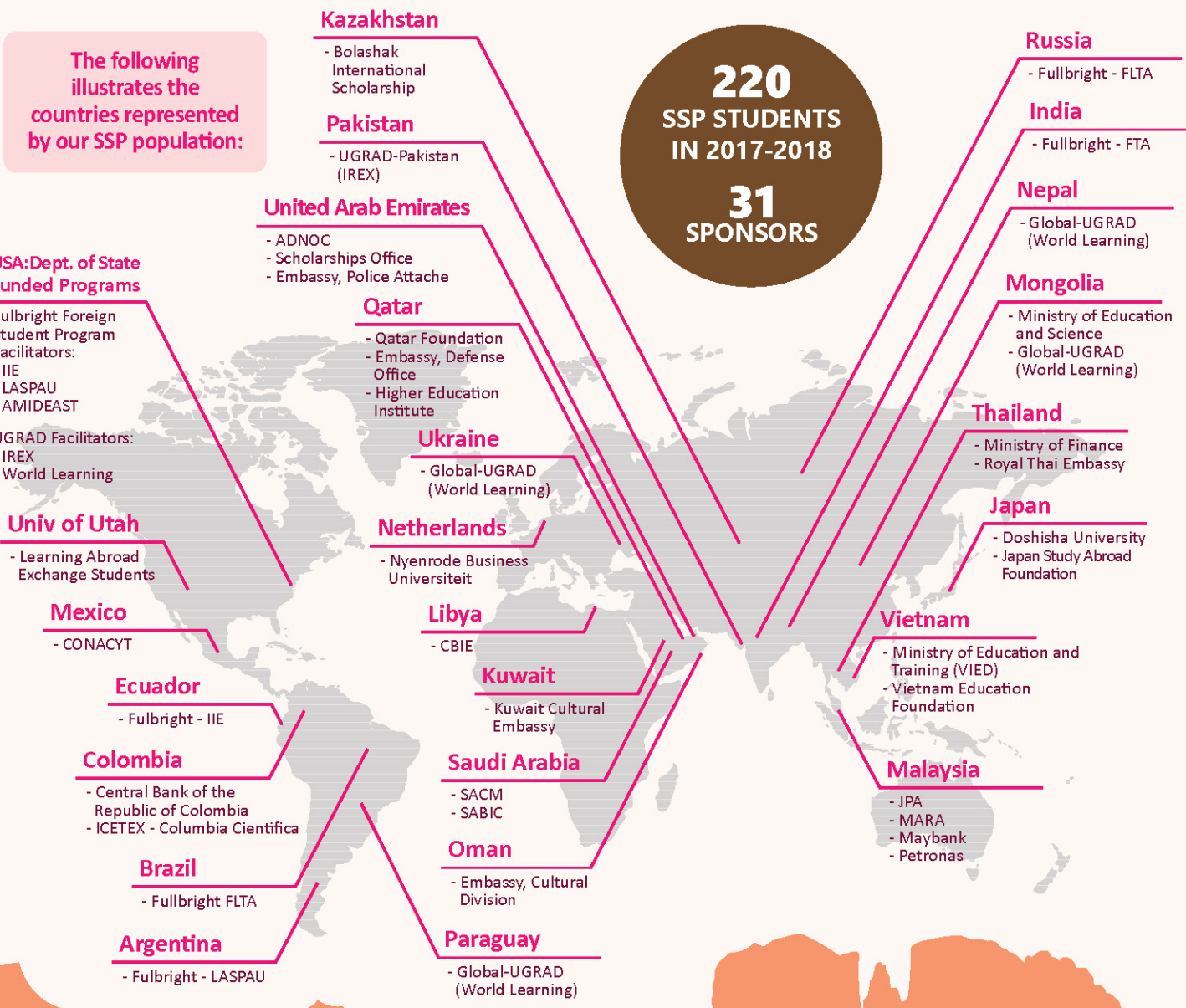
The Sponsored Student Program (SSP) facilitates and assists with admission, arrival, orientation, and immigration documentation for students at the U whose tuition, fees, and/or living expenses are funded by a financial sponsor. The SSP team, headed by the Sponsored Student Coordinator, acts as a liaison between sponsors, the U of U, and both prospective and current sponsored students. Through one-on-one advising and campus-wide coordination, the SSP Team is committed to assisting students in achieving their academic goals in tandem with the objectives of their sponsored program.

F-1 VISA | **156 Sponsored Students**

- ▶ 51% SACM
- ▶ 17% Malaysia - JPA
- ▶ 9% Oman Cultural Embassy

J-1 VISA | **64 Sponsored Students**

- ▶ 53% Learning Abroad
- ▶ 14% Fulbright
- ▶ 7% World Learning





ISSS seeks to serve the international population through participation in campus-wide initiatives for expansion in order to increase student enrollment, success, and experience.



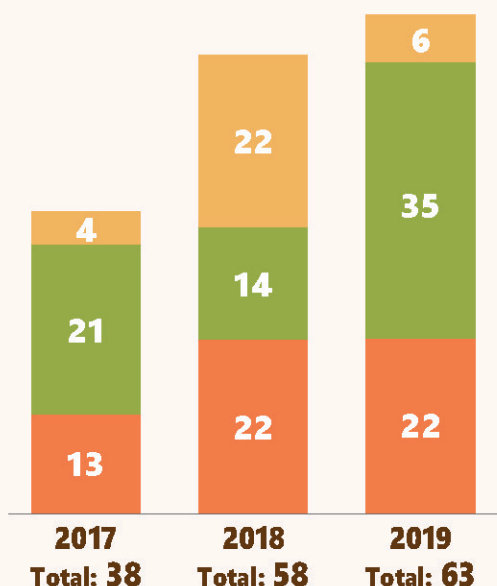
THE UNIVERSITY OF UTAH ASIA CAMPUS is located in Songdo, South Korea and has been offering

highly-ranked undergraduate and graduate programs since 2014. Students who choose to begin their studies at the Utah Asia Campus are required to complete one year of study at the Salt Lake City campus, providing them with a well-rounded education and a chance to experience a new culture.

The ISSS office is helping to ensure student success by offering immigration support and orientation for students transferring to the Salt Lake City campus. As the student population at the University of Utah Asia Campus continues to grow, the ISSS anticipates helping more students as they arrive in Utah for their final year of studies.



NUMBER OF UAC STUDENTS



35 Communication



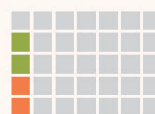
16 Psychology



5 Film & Media Arts



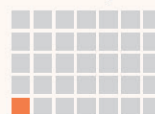
4 Social Work



3 Urban Ecology



1 BMI (Grad)



UAC STUDENT GRADUATIONS





Utah Global is a program that provides exclusive opportunities and support services to students for an easier transition to college life. The number of students participating continues to grow each semester as more students choose to take advantage of these benefits range from tailored academic courses to English language support.



The ISSS office works closely with Utah Global each semester to ensure students are oriented and supported throughout their time at the University.

UTAH GLOBAL PROGRAM COUNTRY OF ORIGIN

China 69%



South Korea 7%



India 5%



Other 19%

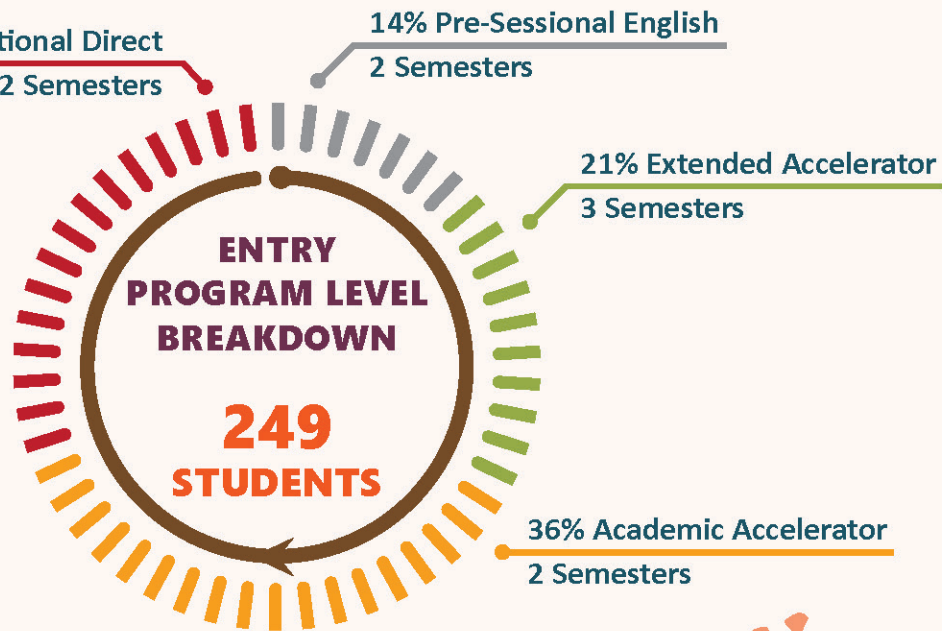


29% International Direct
2 Semesters

14% Pre-Sessional English
2 Semesters

21% Extended Accelerator
3 Semesters

36% Academic Accelerator
2 Semesters





The ISSS office hosted three re-entry workshops on campus for Pakistani students during the 2018-2019 academic year. These workshops were possible thanks to a Department of State Global UGRAD-Pakistan grant through IREX, which was first awarded in 2016 and has since been extended through November 2019. Each semester, Global UGRAD-Pakistan program participants are placed in universities across the U.S. for academic study and local community engagement. Before returning home, the students gather at the University of Utah to reflect on their experiences and learn how to make change in their home communities.

PRESENTERS

Teresa Mastrangelo, Program Officer Bureau of Educational and Cultural Affairs (ECA), U.S. Department of State • Karen Mayne, Utah State Democrat Senator • Eric Hutchings (R), Utah State House of Representatives • Pakistan Centers for Advanced Studies in Water Project • Michael Amesquita, Housing and Residential Education • Beth Laux, Learning Abroad • Todd Justeson, Housing and Residential Education • Christopher Jensen, University of Utah Bennion Center • Trisha Jensen, M.Ed, Career Coach, Westminster College • Andrea Kalvesmaki, Senior Research Analyst, Department of Epidemiology • Daniel Cloward, Immigration Advisor, International Student and Scholar Services • Political Science Department

ON-CAMPUS VENUES

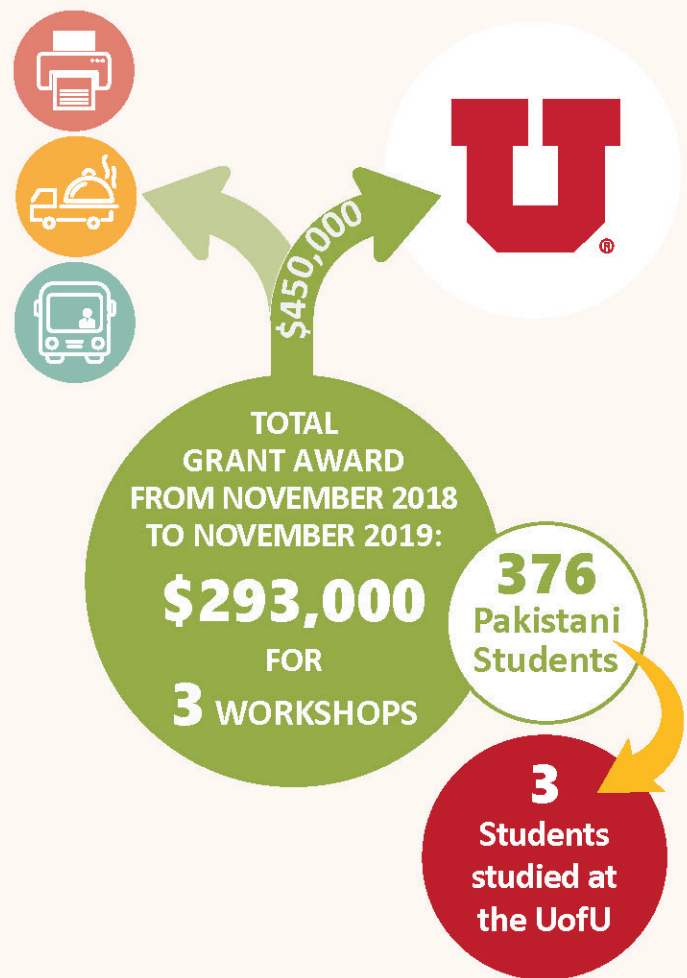
Natural History Museum of Utah • Union Building • Rice-Eccles Football Stadium • Red Butte Gardens • Utah Museum of Fine Arts • Guest House • Marriott Library • Post Theatre • University of Utah David Eccles School of Business • Alumni House

OFF-CAMPUS VENUES





Utah State Capitol • Trolley Square, Falls Event Center

VOLUNTEER SITES

Tracy Aviary • Utah Food Bank • Habitat for Humanity Re-Store • Bennion Center • UofU Black Student Union • Huntsman Cancer Institute • For the Kids • Rotary International Salt Lake City Club • The Road Home • Ronald McDonald Charities • The Ridge-Cottonwood Place Senior Living • Red Butte Garden





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