

Office of International Affairs Assessment Plan

The Office of International Affairs provides leadership, innovation, and coordination to achieve NC State's goal of integrating global perspectives into all aspects of the University's mission--teaching, research, extension, and engagement—and to strengthen NC State's international presence in the world.

The Office of International Affairs includes these units: International Office (IO) Study Abroad Office (SAO), Office of International Services (OIS), NC Japan Center (NCJC) and Confucius Institute at NC State University (CI-NCSU).

International Affairs Office

❖ Stakeholders:

- Campus Community: students, faculty, and staff
- External Community: general public, schools and other non-profits, and private industry in the Triangle Area

For Campus Community:

- **Outcome 1:** Campus community (administrators, students, faculty, and staff) will make use of international programming facilitated by OIA.

Objective: Help further internationalization of the campus at all levels.

How will we assess this outcome?

- **Yearly:**
 - Track trends in the kinds of activities generated through our international programs (number of international linkages established and MOUs implemented with partner institutions; number of new study abroad programs created; number of international students; number of joint workshops/conferences organized; bilaterally funded grants; joint publications, etc)
 - Track trends in number and diversity of international topics of campus-wide speaking engagements/lectures delivered by our visiting delegations
 - Track trends in activities involving student engagement/programming including such annual events as “International Education Week”
 - Track trends from sophomore and graduating senior exit surveys on “internationalization experience”
- **Outcome 2:** An increasing number of Campus Community members will actively engage in NC State International Centers on all continents of the world for faculty and students.

Objective: Increase the number of students and faculty participating in overseas programs.

How will we assess this outcome?

- **Every two years:**
 - Track trends of “active” centers/programs in different parts of the world
 - Track level of sustainable resources that will enable more faculty participation (physical space, student scholarships, matching funds, etc.) for these Centers

- **Outcome 3:** Campus Community members who participate in NC State International Centers will have adequate resources and are satisfied with their experiences.

Objective: Assess whether NC State is effectively providing resources for faculty and students to participate in NC State International Centers.

How will we assess this outcome?

- **Every two years:**
 - Number/change of increase in faculty involvement in these centers
 - Number/change of increase in student participation in these centers
 - Satisfaction as measured by surveys, or focus groups

- **Outcome 4:** Faculty will increase international activity in their scope of work

Objective: Include “international activity” in the tenure and review process. We will work with the university committees (IOC and CIP committees).

How will we assess this outcome?

- **Every two years:**
 - Track trends of international activities reported by faculty.
 - Track trend of monies from internationally related grants applied for by faculty and college
 - Track trend in number of internationally related grants applied for by faculty and college
 - Track trend in overseas travel by faculty and college
 - Track trend in faculty led study abroad, service learning and short-term courses abroad.
 - Track trend in number of visiting international scholars hosted by NC State faculty
 - Track trend in number of U.S Scholar Fulbright grants awarded to faculty
 - Track trend of faculty participation in the International Faculty Development Program.

Objective: We will use the Development Office to seek additional resources for continuing and increasing the amount and availability for faculty development grants.

How will we assess this outcome?

- **Every two years:**
 - Assess amount of dollars/funding increase to support faculty internationalization efforts

Objective: Office of International Affairs will continue to work with faculty on assisting with the promotion of international activity.

How will we assess this outcome?

- **Every two years:**
- Assess number/ increase in change of Fulbright Scholar Awards granted
- Assess the number of new programs created by faculty to “internationalize” their research and curriculum.

For External Community:

- **Outcome 1:** The External community will become a more globally aware population

Objective: Build an effective outreach strategy to NC communities and enhance international understanding by sponsoring programs in language and culture.

How will we assess this outcome?

- **Every two years:**
- Community feedback on our website
- Install a counter on our website to keep track of “hits”
- Number of events open to the general public
- Number of activities by our faculty, returning study abroad students and international students
- Number of services by providing consulting and community training programs for NC communities
- Number of educational and outreach activities to businesses, and community members.
- Develop focus group or use survey to external community about how they have benefited from OIA internationalization services.

Study Abroad Office

The Study Abroad Office's (SAO) mission is to serve all NC State University's students by providing academically-based international experiences which will give them the skills to be active, informed, and culturally sensitive citizens in the global community.

Stakeholders include:

- Students
- Faculty
- Administrators
- Advisors
- Parents
- Community – Statewide residents who benefit from our Cultural Correspondent program. At the current time, this primarily includes K – 8 students in the public school system.

For Students:

- **Outcome 1:** Students will demonstrate increased awareness in intercultural issues. These issues include: a) Developing tolerance for different points of view, b) Understanding diverse cultures and values, c) Understanding issues and problems facing the world, d) Keeping up with current events in the news, e) Appreciating racial equity, and f) Appreciating gender equity.
 - Objective: We will facilitate enhanced awareness of intercultural issues for NC State students by increasing the number of study abroad participants by at least 5% per year, and ideally by 12% per year.
 - How will we assess this outcome?
 - Yearly:
 - Analyzing enrollment trends for study abroad
 - Pre-/Post-test for students who go abroad – to establish trends between our different program types
 - Every Three Years:
 - Random matching of responses of students who studied abroad and didn't study abroad who completed the Baccalaureate Alumni Survey
- **Outcome 2:** Student will demonstrate increased development in the following skills: a) Communication skills, b) Problem solving skills, c) Foreign language skills (if studying abroad in non-English-speaking country)
 - Objective: A Study Abroad Experience will help facilitate student development in communication skills, problem-solving skills, and foreign language skills. These skills will make our students more marketable in the job market.
 - How will we assess this outcome?
 - Yearly:
 - Pre-/Post-test for students who go abroad – to establish trends between our different program types
 - Every Three Years:

- Random matching of responses of students who studied abroad and didn't study abroad who completed the Baccalaureate Alumni Survey
- **Outcome 3:** Students will be prepared for their study abroad experience. Students will express a 90% rate of satisfaction with the services offered by the Study Abroad Office in preparation for their study abroad experience.
 - Objective: We will provide students with quality advising, a resource library, and online resources to help students decide on a program that best fits their requirements.
 - How will we assess this outcome?
 - Yearly:
 - Post-orientation evaluations
 - Questions about preparatory services offered by the Study Abroad Office included in post-program evaluations
- **Outcome 4:** Students will participate in programs that are safe.
 - Objective: We will strive to maintain exchange agreements with universities that uphold our students' safety as priority. We will hold faculty who lead programs accountable for the safety assessment.
 - How will we assess this outcome?
 - Yearly:
 - Questions about safety included in the post-program evaluations for both semester and summer programs.

Faculty:

- **Outcome 1:** Faculty will arrange safe programs.
 - Objective: We will provide a framework by which faculty can assess the safety of the programs they will be leading, and we will assist them in making adjustments to their programs in order to minimize risks.
 - How will we assess this outcome?
 - Yearly:
 - Questions about safety included in the student's post-program evaluations for summer programs.
 - Analyzing the number of safety incidents per program.
- **Outcome 2:** Faculty will utilize support functions of the Study Abroad Office and find them helpful.
 - Objective: We will work collaboratively with faculty to manage program specifics such as program budgets, student applications, form distribution, payments to vendors. (This list is a partial listing of our services, for a complete listing, please consult our website.)
 - How will we assess this outcome?
 - Yearly:
 - One-on-one post-program meetings with faculty members.
 - Every five years:
 - Periodic surveys of all faculty directing programs.

Administrators:

- **Outcome 1:** Academic and administrative units will utilize data generated by the Study Abroad Office for strategic planning.
 - Objective: We will provide useful information such as online key statistics and customized reports generated by the Study Abroad Office in order to assist academic and administrative units in strategic planning.
 - How will we assess this outcome?
 - As needed:
 - Follow-up e-mail to requestor with a standard e-mail questionnaire for all custom reports requested.
 - Is this the information you needed
 - Timely manner
 - Any additional information you'd like us to track
 - Continuously:
 - Through online feedback form

Advisors:

- **Outcome 1:** Departmental Academic Advisors will be prepared to assist students in their preparation to study abroad.
 - Objective: We will facilitate a positive interaction with the academic advisors at NC State by establishing clear processes and providing course transfer information.
 - How will we assess this outcome?
 - Every 3 years
 - Via focus groups with academic advisors. Positive experience indicated by comments provided by advisors participating in group.
 - Continuously:
 - Through online feedback form.

Parents:

- **Outcome 1:** Parents will feel confident that students going abroad will be reasonably safe.
 - Objective: When necessary and legally permissible, we will discuss aspects of a student's study abroad program with a concerned parent in order to help reassure the parent of the safety of all study abroad programs run through our office.
 - How will we assess this outcome?
 - Continuously:
 - Through online via feedback form.
 - As Needed:
 - Meetings or telephone follow up with parents who request to meet with an advisor from our office.

Community:

- **Outcome 1** (Cultural Correspondents): K – 8 students in the state of North Carolina will be able to compare how the United States is both similar and different from other countries throughout the world.
 - Objective: We will provide the students who serve as cultural correspondents to K – 8 classrooms around the state of North Carolina. These cultural correspondents will provide weekly lessons for the community students about another country’s cultures, climate, economy, geography, etc.
 - How will we assess this outcome?
 - Semesterly/Yearly:
 - Qualitative statements from the teachers in the classrooms about their students’ progress. These statements will be collected by the Cultural Correspondents SAO liaison during the site visit to the primary school.

Office of International Services

The Office of International Services (OIS) is the central resource for international students and scholars at NC State University. OIS staff members also assist University units on issues related to enrolling, employing, or advising international students or scholars. They have been designated by the University as the office that is responsible for immigration advising and document processing as well as providing programs and services for our international community.

❖ Stakeholders:

- International Students and Scholars
- **Outcome 1:** International students and scholars at NC State will experience and benefit from a smooth transition and adjustment to life and study in the US

Objective: OIS will provide the information and tools necessary for international students and scholars to understand their rights, responsibilities, benefits, and opportunities

How will we assess this outcome?

- Students and scholars will report positive experiences through surveys, polling, email
- There will be fewer incidences of reported problems (baseline and annual comparison with troubleshooting/event log)
- Statistics regarding retention/graduation rates, time to degree averages, average GPA, and number of accomplishments of internationals will be compared to cognate pairs on campus, other schools, and with historical data with assistance from UPA and SPARCS

How will OIS measure this objective?

- New or improved education efforts (website, tracking system, FAQ etc) will be in place by end of 2008 (Lead: Derrick Lovick)
- Focus groups and surveys will report on improvements (Michael Bustle; June 2009)
- OIS will measure trends and decrease in workload and problems (Michael and Derrick 2008-2009 base year – compared to 2009-2010)

- **Outcome 2:** International students and scholars and their domestic counterparts (US students and scholars and others on campus) will become more aware of and benefit from situations, discussions, activities, and relationships that are cross-cultural in nature.

Objective: International students and scholars will make a positive impact on the campus community through OIS programs, services, and events.

How will we assess this outcome?

- International students and scholars will report positive experiences (through surveys, polling, email) and benefits from their interactions with US students, staff, and faculty on campus
- There will be an increase in the number of intentional and accidental cross-cultural activities on campus (baseline and annual comparison with surveys and inventories)

How will we measure this objective?

- International and US students will participate in more opportunities to interact with internationals (100% increase one year after baseline of numbers at events coordinated by or known to OIS)
- Interactions, relationships, and attitudes in classrooms, dorm rooms, labs, and other campus venues will demonstrate more cross-cultural appreciation (OIS TA/Intern will use survey and focus group)

- **Outcome 3:** The NC State University community will increase their awareness of support for the international community. Campus units will communicate and collaborate to support increased international enrollment, employment, and advising activities.

How will we assess this outcome?

- New surveys, quizzes, newsletters, etc., will help assess, educate, inform, measure, and motivate campus community members (each semester); measure trends in responses and new initiatives
- Measure trends (historical, peer, etc..) with help from UPA
- Increase in use of new communication tools and training opportunities after first year

- Number of miscommunications or problems with campus units as well as international students/scholars will decrease over time

North Carolina Japan Center

The NC Japan Center goals are to strengthen the state's academic, economic, scientific, and cultural ties with Japan. In its many aspects, the Center serves as a focal point for interaction between Japanese and North Carolinians. It is a statewide resource intended to assist all citizens, universities, companies, and public and private institutions in relations with the Japanese. The NC Japan Center works to inform the people of the state about modern Japan and its people. It also provides information and resources for Japanese citizens living in North Carolina.

❖ Stakeholders:

- NC State Students
- NC State Faculty
- NC State Administrators
- Japanese and NC Businesses, Agencies, and Organizations
- Japanese and NC Community Organizations and Individuals
- K-12 Teachers and Students
- Japanese Partner Institutions:

Selected Outcomes:

For NC State Students:

- **Outcome 1:** NC State students will use the services of the NC Japan Center to increase their knowledge and interest in Japan.

Objective: The Japan Center will provide more students with access to its resources for course or individual use through class visitations and presentations and through loans of print and multimedia library resources.

How will we assess this outcome?

- Number of students visiting the Center to use resources or request information.
- Number of classes requesting visitations re: the Japan Center
- Work with Academic Advisory Board to assess usefulness of Center resources for students and classes

- **Outcome 2:** NC State students will maintain or increase participation in study abroad in Japan.

Objective: The Japan Center will facilitate increased opportunities and support for NC State student study abroad in Japan.

How will we assess this outcome?

- Number of opportunities to study in Japan facilitated by the Japan Center (ex., student exchanges, Nagoya University Summer Program in Automobile Engineering)
- Number of students receiving financial support for study in Japan through the Kelly Fund.
- Number of students participating in study abroad in Japan

For NC State Faculty:

- **Outcome:** NC State faculty will participate more actively in Japan Center programs.

Objective: The Japan Center will increase promotion on campus and involve more faculty members in its advisory board and programs.

How will we assess this outcome?

- Appointment of representatives of all 10 colleges to the Japan Center Academic Advisory Board
- Increased involvement of faculty in conferences and programs as speakers or participants.
- Increased number of collaborations with other units on campus (e.g., the Confucius Institute).

For NC State Administrators:

- **Outcome:** The Japan Center will move more activities into existing university systems and processes, including study abroad advising and scholarships awards.

Objective 1: Other campus units and their administrators will collaborate with the Japan Center to eliminate duplication of systems and processes.

How will we assess this outcome?

- Referrals of students to Study Abroad Office for advising for study abroad in Japan.
- Transfer of responsibility for awarding scholarships to Study Abroad Office award processes and appointment and payment of Japanese language teaching assistant to Department of Foreign Languages and Literatures.

Objective 2: Campus service providers will provide cost-effective services to the Japan Center.

How will we assess this outcome?

- Inclusion in campus contract for security system
- Provision of needed maintenance and repair services by Facilities Services

For Japanese and NC Businesses, Agencies, and Organizations:

- **Outcome:** The Japan Center will become financially sustainable through institutional support, memberships, contributing friends, grants, and contracts.

Objective 1: NC State will provide partial support for Japan Center staffing.

Objective 2: Japanese and NC businesses, agencies, and organizations will provide financial support for the Japan Center as a source of staff support, essential programs and resources to North Carolina.

How will we assess this outcome?

- Increased support for the Center through business, agency, and community memberships and friends.
- Increased contracts and fees-for-services with businesses, agencies, and community organizations, including briefings, language programs, and workshops.
- Increased grants through Japanese foundations and organizations.
- Increased requests for fee-for-service

Confucius Institute

The mission of the NC State Confucius Institute is to expand understanding of Chinese language and culture.

❖ **Stakeholders:**

- NC State Students
- NC State Faculty
- NC State Administrators
- K-12 Teachers and Students
- NC Businesses, Agencies, and Organizations
- Chinese and NC Community Organizations and Individuals
- Chinese Partner Institutions

Selected Outcomes:

K-12 Teachers:

- **Outcome:** The Confucius Institute will become an important source of support for Chinese language and culture programs in the schools.

Objective: K-12 teachers will use the resources of the Confucius Institute.

How will we assess this outcome?

- Number of visits and inquiries by teachers and administrators for assistance with course and program development.
- Number of teachers who use multi-media provided by the Institute.
- Number of invitations to staff to provide information and support for K-12 Chinese courses and programs.

K-12 Students:

- **Outcome:** The Confucius Institute will involve K-12 students in Chinese language and culture programs.

Objective: Students will be involved in programs that increase understanding of Chinese language and culture.

How will we assess this outcome?

- Number of students participating in Confucius Institute programs such as the Summer Bridge Program in China.
- Number of K-12 students without access to Chinese language courses in non-credit Chinese language courses sponsored by the Institute.
- Number of students participating in school-based cultural and other programs sponsored by the Institute.

NC State Students, Faculty, and Staff:

- **Outcome 1:** NC State students, faculty, and staff will expand their understanding of Chinese language and culture.

Objective: The Confucius Institute will provide access to Chinese language and culture resources for NC State students, faculty, and staff.

How will we assess this outcome?

- Number of NC State students participating in Confucius Institute programs such as study abroad.
 - Number of NC State faculty and staff enrolled in Institute non-credit courses on Chinese language and culture.
 - Number of NC State students, faculty, and staff participating in educational and cultural events sponsored by the Institute.
 - Number of faculty representing NC State colleges on the Institute's Academic Advisory Board.
 - Collaboration on Institute programming
 - With the NC Japan Center
 - With the Office of International Affairs
 - With other academic and administrative units (e.g., art and music programs)
 - Development of instrument to measure satisfaction with Institute programming
- **Outcome 2:** Resources for NC State academic programs for instruction in Chinese language and culture will be expanded.

Objective: The Confucius Institute will provide support for academic programs about China.

How will we assess this outcome?

- Number of students enrolling in 4th credit in Beginning Chinese taught by the Institute's visiting professors
- Number of opportunities to serve as invited speakers in NC State classes.
- Use of multimedia resources at the Institute and in the Libraries by faculty and students in Asian studies and Chinese courses.

NC Community Organizations and Businesses

- **Outcome:** Community organizations and businesses in the region and the state will use the services of the Institute to expand their understanding of Chinese language and culture.

Objective: The Confucius Institute will provide programming and resources to community organizations and businesses to expand knowledge and understanding of China.

How will we assess this outcome?

- Number of opportunities to collaborate with business and community organizations on programs and initiatives related to China.
- Number of requests for language instruction and cultural briefings by businesses and community organizations.
- Enrollment in non-credit Chinese language courses by community and business representatives.
- Participation by business and community organizations in Confucius Institute events and programs.