The Capstone International Center (CIC) consists of Capstone International Academic Programs (CIAP) (Study Abroad), Capstone International Services (CIS), and the English Language Institute (ELI). The Center is an academic division within the Office for Academic Affairs; however, since the activities of the CIAP and CIS do not cleanly fall into the phrasing of the analysis question for academic entities, a response for CIAP and CIS is given here. Note that ELI reports separately within WEAVE. The responses given below focus on assessment of and response to the need for improved services to students and faculty members.

CIAP: In 2010, the then new director of CIAP reviewed ease of access to information regarding study abroad programming and the study abroad application process at UA as compared to comparable institutions in the SEC and as compared to standards in the field. This review and assessment process revealed that generally both students and faculty were frustrated with the amount of information available from the CIAP website and the paper application process that was in use at that time. In addition, the number of staff and advisors in the office was not adequate to meet the growing demand for study abroad. After additional engagement of various faculty and student constituencies, the following steps were taken:

- Following review of available options, the decision was made to acquire and implement Studio Abroad, a software system that automates the study abroad application process and integrates with UA’s student information system (Banner).
- An assistant director was hired in 2011 to implement Studio Abroad.
- The system was launched in Spring of 2012.
- In addition, another advisor was hired in 2011 to deal with the increasing number of students seeking study abroad opportunities.

Anecdotal evidence from faculty and students indicates that they are pleased with the implementation of Studio Abroad; however, a review of the on-line process along with an analysis of the information provided on the website is on-going with changes and additions slated for Fall 2014.

CIS: In 2012, the then new director of CIS assessed the existing website of CIS and students’ and faculty members’ access to immigration forms. No forms were being provided through the website. All forms had to be picked up in the office, completed (by hand), and then returned to the office. Obviously, this was a very time-consuming and inconvenient process for both students and faculty. In addition, it created a great deal of unnecessary foot traffic in the office which detracted from time that could have been devoted to advising international students. Also, similar to the situation in CIAP, there had been rapid growth in the number of both students served (from AY10-11 to 11-12 there was 19.9% growth; from AY11-12 to 12-13 there was 19.6% growth) and faculty served, but there had been no increase in advisors. In response, the following steps were taken:

- The CIS website was completely redesigned.
- All forms were made available through the website in pdf format with instructions.
- An additional advisor was hired.
- Open advising hours were instituted throughout the week.

Analysis of the information provided on the website is on-going with changes and additions slated for Fall 2014. A feedback form regarding services provided by the office is also under development.

Mission / Purpose

Capstone International Programs
The University of Alabama Capstone International Academic Programs is committed to providing students with a variety of overseas study options to further their personal and academic growth. Capstone International Academic Programs seeks to improve its visibility to the UA campus population including students, faculty, staff, and administration making us a known entity and resource available to the campus at large thereby increasing the number of students and faculty who visit our office and participate in study abroad.

Capstone International Services
The mission of Capstone International Services is to provide essential services and innovative programs for the University of Alabama international students, scholars, and their families to enable them to achieve their educational, professional
and social goals. CIS seeks to foster diversity and strengthen inter-cultural relationships throughout the UA campus and community. It is our commitment to promote understanding and respect for the world’s many cultures.

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtcm 1: Outbound and incoming international exchange students/Increase student services**

Capstone International Academic Programs:
Maintain the proper balance of both outgoing and incoming exchange students based on agreements and number of out-of-state tuition waivers available.

Capstone International Services:
Increase student services to our international population; coordinate provision of services to exchange students by CIAP and CIS.

**Connected Documents**
- Capstone International Programs Timetable
- Capstone International Services Timetable

**Related Measures**

**M 1: Exchange agreements/Increase staff**

Capstone International Academic Programs:
Balanced and current international exchange agreements

Capstone International Services:
Increase staff

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
No target established.

**M 2: International exchange program participation/International students served annually**

Capstone International Academic Programs:
More students majoring in languages and other international-related fields (such as political science, religion, cultural geography, anthropology) participating on international exchange programs.

Capstone International Services:
Track number of international students served annually.

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
45 to 55 semesters worth of incoming and outgoing exchange students per year. (i.e. 1 student who goes on exchange for 1 year = 2 semesters of exchange)

**M 3: Increase/maintain exchange program participation/CIS services survey**

Capstone International Academic Programs:
Increase or maintain correct number of UA students studying on exchange programs (based on agreements)

Capstone International Services:
Conduct survey for international students regarding CIS services

Source of Evidence: Evaluations

**Target:**
CIAP: 45 to 55 semesters worth of incoming and outgoing exchange students per year. (i.e. 1 student who goes on exchange for 1 year = 2 semesters of exchange)

CIS: Conduct survey of sample of international students concerning services.

**OthOtcm 2: Increase number of international program options/Increase CIS staff departmental visits**

Capstone International Academic Programs:
Increase the number of international program options for various majors; especially those underrepresented in study-abroad.

Capstone International Services:
Increase the number of departmental visits from the CIS staff to educate department chairs on how to invite J-1 international scholars to UA; provide information on process in various venues.

**Connected Documents**
- Capstone International Programs Timetable
- Capstone International Services Timetable

**Related Measures**

**M 4: Underrepresented area program options/J-1 scholars comparison**

Capstone International Academic Programs:
Develop new program options for students in underrepresented areas such as engineering, nursing, and sciences.

Capstone International Services:
Compare the numbers of J-1 scholars from 2011 to 2012.

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
No target established.

**M 5: Faculty Participation/Track number of departmental meeting**

Capstone International Academic Programs:
Increase faculty participation in developing, directing, and teaching on international programs.
Capstone International Services:
Track the number of departmental meetings held each semester and/or distribution of relevant information through various media.

Source of Evidence: Administrative measure - other

**Target:**
No target established.

**M 6:** Enrollment increase/Visiting scholar advertising

Capstone International Academic Programs:
Enrollment increase in students studying or interning abroad

Capstone International Services:
Advertise how to invite a visiting scholar through the CIS website, our bi-monthly e-newsletter, the international newsletter, and through the Dialog.

Source of Evidence: Administrative measure - other

**Target:**
5% increase in study abroad.

**OthOtcm 3:** Develop study abroad program policies and procedures/Define all CIS staff job duties

Capstone International Academic Programs:
Develop policies and procedures to support students and faculty on study abroad programs.

Capstone International Services:
Clearly define all CIS staff job duties so they align with their job descriptions.

**Connected Documents**
Capstone International Programs Timetable
Capstone International Services Timetable

**Related Measures**

**M 7:** Abroad programs assessment tool/CIS staff job duties

Capstone International Academic Programs:
Create an assessment tool/procedure for a sample of abroad programs.

Capstone International Services:
Discuss with CIS staff to make sure they are clear on what their job duties include. Review/update job descriptions to align with departmental needs and job duties.

Source of Evidence: Administrative measure - other

**Target:**
No target established.

**M 8:** End of program evaluations/pre and post evaluations

Capstone International Programs:
Provide end of program evaluations for all students and faculty

Source of Evidence: Evaluations

**Target:**
No target established.

**M 9:** Revise handbook and catalog information

Capstone International Program:
Revise existing handbooks and catalog information and develop university policy on international programs

Source of Evidence: Existing data

**Target:**
Complete comprehensive handbook for faculty leading study abroad programs.

**OthOtcm 4:** Enhance student services for participants of international programs/Offer more programs to international students

Capstone International Academic Programs:
Enhance student services for abroad and returned participants of international programs.

Capstone International Services:
Offer more programs for international students.

**Connected Documents**
Capstone International Programs Timetable
Capstone International Services Timetable

**Related Measures**

**M 10:** Enhance relationships/Organize off-campus trips

Capstone International Program:
Enhance relationships with Judicial Affairs, the Dean of Students office, and the Women's Resource Center to better serve our student abroad and post-program

Capstone International Services:
Organize off-campus trips

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
**M 11: Capstone International Agents/Holiday event coordination**
Capstone International Academic Programs:
Continue to revise and develop our returned student peer advisor group – Capstone International Agents

Capstone International Services:
Coordinate more holiday events

Source of Evidence: Administrative measure - other

**Target:**
No target established.

**M 12: New application and enrollment system**
Capstone International Academic Programs:
Utilize new application and enrollment system and website to interact with students regularly

Source of Evidence: Service Quality

**Target:**
No target established.

---

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**

**increase number of outgoing exchange students**
Training of new study abroad advisor; increase in outgoing exchange students.

**Established in Cycle:** 2012-2013
**Implementation Status:** Planned
**Priority:** Medium
**Implementation Description:** In the coming year, a new study abroad advisor will be assigned and trained in promoting, tracking, and advising students for exchange programs. The number of outgoing exchange students will increase by at least 5%.
**Projected Completion Date:** 03/2014
**Responsible Person/Group:** Capstone International Academic Programs - Director, Assistant Director, and senior study abroad advisor.

**increase/maintain number of outgoing exchange students/draft survey**
Increase/maintain number of outgoing exchange students/draft survey.

**Established in Cycle:** 2012-2013
**Implementation Status:** Planned
**Priority:** Medium
**Implementation Description:** RE: CIAP see action plan for Measure 2. Work with Assessment office to draft survey.
**Projected Completion Date:** 03/2014
**Responsible Person/Group:** Director and Assistant Director of Capstone International Services.
**Additional Resources:** Use of and training on Qualtrics.
Mission / Purpose

Capstone International Programs
The University of Alabama Capstone International Academic Programs is committed to providing students with a variety of overseas study options to further their personal and academic growth. Capstone International Academic Programs seeks to improve its visibility to the UA campus population including students, faculty, staff, and administration making us a known entity and resource available to the campus at large thereby increasing the number of students and faculty who visit our office and participate in study abroad.

Capstone International Services
The mission of Capstone International Services is to provide essential services and innovative programs for the University of Alabama international students, scholars, and their families to enable them to achieve their educational, professional and social goals. CIS seeks to foster diversity and strengthen inter-cultural relationships throughout the UA campus and community. It is our commitment to promote understanding and respect for the world’s many cultures.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Outbound and incoming international exchange students/Increase student services
Capstone International Academic Programs:
Maintain the proper balance of both outgoing and incoming exchange students based on agreements and number of out-of-state tuition waivers available.

Capstone International Services:
Increase student services to our international population; coordinate provision of services to exchange students by CIAP and CIS.

Connected Documents
Capstone International Programs Timetable
Capstone International Services Timetable

Related Measures

M 1: Exchange agreements/Increase staff
Capstone International Academic Programs:
Balanced and current international exchange agreements.

Capstone International Services:
Increase or maintain staff at number necessary to provide services.

Source of Evidence: Academic indirect indicator of learning - other

Target:
No target established.

Finding (2012-2013) - Target: Met
Capstone International Academic Programs (CIAP): During 2012-13, all exchange agreements were reviewed and balances were compiled for the last five years. This is the typical period of time over which exchange agreements are balanced as it is virtually impossible to have a one-to-one balance during the same academic year. Exchange agreements for which there had been no or little activity in this time period were terminated. For those partners where there appeared to be an on-going and severe imbalance, discussions were initiated to rectify this over the next 2-3 years.

Capstone International Services (CIS): The last position to be added to CIS was that of International Student and Scholar Advisor. The position was approved and posted in September 2011 and was filled in December 2011. The addition of the second advisor position brought the CIS staff from 5 to 6 full-time staff members plus a graduate assistant. The additional International Student and Scholar Advisor position was created primarily to address scholar and J-1 student concerns, specifically to address H-1B filing in the absence of the outgoing Director. The position was also designed to coordinate programming efforts of the office for students, staff, and scholars. The individual hired for this position has continued to receive training during the 2012-13 year. In addition to this professional staff position, the number of student workers in the office has increased from 2 to 6.

M 2: International exchange program participation/International students served annually
Capstone International Academic Programs:
More students majoring in languages and other international-related fields (such as political science, religion, cultural geography, anthropology) participating on international exchange programs.

Capstone International Services:
Track number of international students served annually.

Source of Evidence: Academic indirect indicator of learning - other

Target:
45 to 55 semesters worth of incoming and outgoing exchange students per year. (i.e. 1 student who goes on exchange for 1 year = 2 semesters of exchange)

Finding (2012-2013) - Target: Partially Met
CIAP: The number of students who participated in exchange programs during 2012-13 dropped below 45.
This is attributed primarily to the departure of the responsible study abroad advisor and is addressed in the associated action plan.

CIS: The number of international students served rose dramatically along with the similarly dramatic increase in international student enrollment at UA.

**Related Action Plans (by Established cycle, then alpha):**

- **increase number of outgoing exchange students**
  - *Established in Cycle:* 2012-2013
  - Training of new study abroad advisor; increase in outgoing exchange students.

For full information, see the Details of Action Plans section of this report.

**M 3: Increase/maintain exchange program participation/CIS services survey**

**Capstone International Academic Programs:**
- Increase or maintain correct number of UA students studying on exchange programs (based on agreements)

**Capstone International Services:**
- Conduct survey for international students regarding CIS services

**Source of Evidence:** Evaluations

**Target:**
- CIAP: 45 to 55 semesters worth of incoming and outgoing exchange students per year. (i.e. 1 student who goes on exchange for 1 year = 2 semesters of exchange)

**CIS:**
- Conduct survey of sample of international students concerning services.

**Finding (2012-2013) - Target: Partially Met**
- CIAP: See finding for Measure 2 above.

- CIS: For the past two years in August, a survey has been done following the New International Student Orientation. These surveys have helped CIS to make important adjustments to the format, timing, and focus of the new International Student Orientation. A comprehensive survey of CIS services has not been conducted since June 2004.

**Related Action Plans (by Established cycle, then alpha):**

- **increase/maintain number of outgoing exchange students/draft survey**
  - *Established in Cycle:* 2012-2013
  - Increase/maintain number of outgoing exchange students/draft survey.

For full information, see the Details of Action Plans section of this report.

**OthOtcm 2: Increase number of international program options/Increase CIS staff departmental visits**

**Capstone International Academic Programs:**
- Increase the number of international program options for various majors; especially those underrepresented in study-abroad.

**Capstone International Services:**
- Increase the number of departmental visits from the CIS staff to educate department chairs on how to invite J-1 international scholars to UA; provide information on process in various venues.

**Connected Documents**
- Capstone International Programs Timetable
- Capstone International Services Timetable

**Related Measures**

**M 4: Underrepresented area program options/J-1 scholars comparison**

**Capstone International Academic Programs:**
- Develop new program options for students in underrepresented areas such as engineering, nursing, and sciences.

**Capstone International Services:**
- Compare the numbers of J-1 scholars from 2011 to 2012.

**Source of Evidence:** Academic indirect indicator of learning - other

**Target:**
- No target established.

**Finding (2012-2013) - Target: Met**
- CIAP: The number of faculty-led program options increased by 9, including programs for nursing and engineering.

- CIS:
  - 2011/12 – J Scholars 79
  - 2012/13 – J Scholars 148

**M 5: Faculty Participation/Track number of departmental meeting**

**Capstone International Academic Programs:**
- Increase faculty participation in developing, directing, and teaching on international programs.

**Capstone International Services:**
- Track the number of departmental meetings held each semester and/or distribution of relevant information through various media.

**Source of Evidence:** Administrative measure - other

**Target:**
No target established.

**Finding (2012-2013) - Target: Met**
CIAP: The number of faculty participating in/acting as directors of programs increased by XXX.

CIS:
CIS made 5 department visits regarding J-1 scholar invitation processing, but the real focus was in holding a series of training seminars through HR training in order to reach a wider audience. CIS held one J-1 Scholar Seminar on August 1, 2012 and two H-1B Processing Seminars on July 19, 2012 and again on April 16, 2013. The J-1 workshop had 20 attendants. The H-1B workshops had 18 attendants in July 2012 and 10 attendants in April 2013.

**M 6: Enrollment increase/Visiting scholar advertising**
Capstone International Academic Programs:
Enrollment increase in students studying or interning abroad
Capstone International Services:
Advertise how to invite a visiting scholar through the CIS website, our bi-monthly e-newsletter, the international newsletter, and through the Dialog.
Source of Evidence: Administrative measure - other

**Target:**
5% increase in study abroad.

**Finding (2012-2013) - Target: Met**
CIAP: During 2012-13, 1070 students studied abroad. This is a slight decrease from the prior year when 1125 students studied abroad; however in that year there was an "aberrant" program of 126 band members. This program will not repeat and skews the numbers for the prior year of 2011-12. Discounting the band numbers, there was in increase in study abroad of 7.1%.

CIS: The procedure for inviting visiting scholars has been advertised in various media and more importantly, it has been detailed on the CIS website along with moving to electronic forms for this purpose.

**OthOtcn 3: Develop study abroad program policies and procedures/Define all CIS staff job duties**
Capstone International Academic Programs:
Develop policies and procedures to support students and faculty on study abroad programs.
Capstone International Services:
Clearly define all CIS staff job duties so they align with their job descriptions.

**Source of Evidence:**
administrative measure - other

**Connected Documents**
Capstone International Programs Timetable
Capstone International Services Timetable

**Related Measures**

**M 7: Abroad programs assessment tool/CIS staff job duties**
Capstone International Academic Programs:
Create an assessment tool/procedure for a sample of abroad programs.
Capstone International Services:
Discuss with CIS staff to make sure they are clear on what their job duties include. Review/update job descriptions to align with departmental needs and job duties.
Source of Evidence: Administrative measure - other

**Target:**
No target established.

**Finding (2012-2013) - Target: Met**
CIAP: An assessment tool was first begun in 2010. OIRA managed the evaluations in 2010 and 2011. In 2012, our office used Google docs to administer the evaluation.

CIS: All staff job descriptions/job duties were reviewed during the annual review cycle in May/June 2012. Most recently, changes were made to the International Assistant (Front Desk) position, to clarify the duties and functions of that position.

**M 8: End of program evaluations/pre and post evaluations**
Capstone International Programs:
Provide end of program evaluations for all students and faculty.
Source of Evidence: Evaluations

**Target:**
No target established.

**Finding (2012-2013) - Target: Met**
The results of all student program evaluations are shared with faculty directors. Faculty directors also provide end of program reports that are reviewed by the Director of Capstone International Academic Programs.

**M 9: Revise handbook and catalog information**
Capstone International Program:
Revise existing handbooks and catalog information and develop university policy on international programs.
Source of Evidence: Existing data
Target:
Complete comprehensive handbook for faculty leading study abroad programs.

Finding (2012-2013) - Target: Met
Faculty handbook documenting policies and procedures for faculty-led programs is available on-line (http://studyabroad.ua.edu/index.cfm?FuseAction=Abroad.ViewDocument&File_ID=9576) and is reviewed and revised annually.

In addition the grad and undergrad catalog information is revised annually.

OthOtcm 4: Enhance student services for participants of international programs/Offer more programs to international students
Capstone International Academic Programs:
Enhance student services for abroad and returned participants of international programs.

Capstone International Services:
Offer more programs for international students.

Connected Documents
Capstone International Programs Timetable
Capstone International Services Timetable

Related Measures
M 10: Enhance relationships/Organize off-campus trips
Capstone International Academic Programs:
Enhance relationships with Judicial Affairs, the Dean of Students office, and the Women's Resource Center to better serve our student abroad and post-program

Capstone International Services:
Organize off-campus trips

Source of Evidence: Academic indirect indicator of learning - other

Target:
No target established.

Finding (2012-2013) - Target: Met
CIAP: All three departments send representatives to speak at our pre-departure sessions. Judicial Affairs (Office of Student Conduct) – we have a system set up that reviews the non-academic records for students. Dean of Students – we communicate with them as needed in the event that a Judicial Affairs report indicates a student has a “record” with the Dean of Students. We also work with Dean of Students as needed in the event of an international incident. Women’s Resource Center – we communicate with them after students are gone, in the event of an international incident. They have also incorporated information about international travel into their brochures.

CIP: Off-campus events for international students currently include: the annual Fall Cultural Retreat with neighboring institutions, Tuscaloosa’s International Friends’ Welcome Reception in August, Tuscaloosa’s International Friends’ Pot Luck Dinner in January each year, and Tuscaloosa’s International Friends’ picnic in April each year.

M 11: Capstone International Agents/Holiday event coordination
Capstone International Academic Programs:
Continue to revise and develop our returned student peer advisor group – Capstone International Agents

Capstone International Services:
Coordinate more holiday events

Source of Evidence: Administrative measure - other

Target:
No target established.

Finding (2012-2013) - Target: Met
CIAP: We have continued to modify and revise the role that our International Agents (returned study abroad students) play. Among other responsibilities they: Assist with welcoming incoming exchange students, hold info sessions for students interested in study abroad, conduct class visits, design marketing materials, assist with the study abroad fairs. We have also renamed the group to International Ambassadors.

CIS: We hold several holiday events for international students throughout the year, including Halloween, Thanksgiving, New Year’s, and Valentine’s Day.

M 12: New application and enrollment system
Capstone International Academic Programs:
Utilize new application and enrollment system and website to interact with students regularly

Source of Evidence: Service Quality

Target:
No target established.

Finding (2012-2013) - Target: Met
Our new application and enrollment system provides the ability to send automatic reminder messages to students and to target particular groups of students with tailored messages. It also provides the ability to send text messages. We use these features regularly. For example, when a predeparture orientation had to be cancelled due to inclement weather, we were able to "blast" text everyone signed up for the session.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

increase number of outgoing exchange students
Training of new study abroad advisor; increase in outgoing exchange students.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: Medium

Relationships (Measure | Outcome/Objective):
  Measure: International exchange program participation/International students served annually | Outcome/Objective: Outbound and incoming international exchange students/Increase student services

Implementation Description: In the coming year, a new study abroad advisor will be assigned and trained in promoting, tracking, and advising students for exchange programs. The number of outgoing exchange students will increase by at least 5%.
Projected Completion Date: 03/2014
Responsible Person/Group: Capstone International Academic Programs - Director, Assistant Director, and senior study abroad advisor.

Increase/maintain number of outgoing exchange students/draft survey

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: Medium

Relationships (Measure | Outcome/Objective):
  Measure: Increase/maintain exchange program participation/CIS services survey | Outcome/Objective: Outbound and incoming international exchange students/Increase student services

Implementation Description: RE: CIAP see action plan for Measure 2. Work with Assessment office to draft survey.
Projected Completion Date: 03/2014
Responsible Person/Group: Director and Assistant Director of Capstone International Services.
Additional Resources: Use of and training on Qualtrics.
Mission / Purpose

Capstone International Programs
The University of Alabama Capstone International Academic Programs is committed to providing students with a variety of overseas study options to further their personal and academic growth. Capstone International Academic Programs seeks to improve its visibility to the UA campus population including students, faculty, staff, and administration making us a known entity and resource available to the campus at large thereby increasing the number of students and faculty who visit our office and participate in study abroad.

Capstone International Services
The mission of Capstone International Services is to provide essential services and innovative programs for the University of Alabama international students, scholars, and their families to enable them to achieve their educational, professional and social goals. CIS seeks to foster diversity and strengthen inter-cultural relationships throughout the UA campus and community. It is our commitment to promote understanding and respect for the world’s many cultures.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Outbound and incoming international exchange students/Increase student services

Capstone International Programs:
Increase the number of outbound exchange students while maintaining the number of incoming international exchange students.

Capstone International Services:
Increase our student services to our international population.

Related Documents
[Capstone International Programs Timetable]
[Capstone International Services Timetable]

Related Measures

M 1: Exchange agreements/Increase staff
Capstone International Programs:
Balanced and current international exchange agreements

Capstone International Services:
Increase staff
Source of Evidence: Academic indirect indicator of learning - other

M 2: International exchange program participation/International students served annually
Capstone International Programs:
More students majoring in languages and other international related fields (such as political science, religion, cultural geography, anthropology) participating on international exchange programs

Capstone International Services:
Track number of international students served annually
Source of Evidence: Academic indirect indicator of learning - other

M 3: Increase exchange program participation/CIS services survey
Capstone International Programs:
Increase in UA students studying on exchange programs

Capstone International Services:
Conduct survey for international students regarding CIS services
Source of Evidence: Evaluations

OthOtcm 2: Increase number of international program options/ Increase CIS staff departmental visits

Capstone International Programs:
Increase the number of international program options for various majors; especially those underrepresented in study-abroad.

Capstone International Services:
Increase the number of departmental visits from the CIS staff to educate department chairs on how to invite J-1 international scholars to UA.

Related Documents
[Capstone International Programs Timetable]
[Capstone International Services Timetable]

Related Measures

M 4: Underrepresented area program options/J-1 scholars comparison
Capstone International Programs:
Develop new program options for students in underrepresented areas such as engineering, nursing, and sciences
Capstone International Services:
Compare the numbers of J-1 scholars from 2011 to 2012
Source of Evidence: Academic indirect indicator of learning - other

M 5: Faculty Participation/Track number of departmental meeting
Capstone International Programs:
Increase in faculty participation in developing, directing and teaching on international programs
Capstone International Services:
Track the number of departmental meetings held each semester
Source of Evidence: Administrative measure - other

M 6: 5% enrollment increase/Visiting scholar advertising
Capstone International Programs:
5% enrollment increase in students studying or interning abroad
Capstone International Services:
Advertise how to invite a visiting scholar through the CIS website, our bi-monthly e-newsletter, the international newsletter and through the Dialog
Source of Evidence: Administrative measure - other

OthOtcm 3: Develop abroad program policies and procedures/ Define all CIS staff job duties
Capstone International Programs:
Develop policies and procedures to support students and faculty on abroad programs.

Capstone International Services:
Clearly define all CIS staff job duties so they align with their job descriptions.

Connected Documents
Capstone International Programs Timetable
Capstone International Services Timetable

Related Measures

M 7: Abroad programs assessment tool/CIS staff job duties
Capstone International Programs:
Create a pre and post assessment tool for a sample of abroad programs
Capstone International Services:
Discuss with CIS staff to make sure they are clear on what their job duties include
Source of Evidence: Administrative measure - other

M 8: End of program evaluations/pre and post evaluations
Capstone International Programs:
Provide end of program evaluations for all students and faculty
Capstone International Services:
Pre and post evaluation
Source of Evidence: Evaluations

M 9: Revise handbook and catalog information
Capstone International Program:
Revise existing handbooks and catalog information and develop university policy on international programs
Source of Evidence: Existing data

OthOtcm 4: Enhance student services for participants of international programs/Offer more programs to international students
Capstone International Programs:
Enhance student services for abroad and returned participants of international programs.

Capstone International Services:
Offer more programs for our international students.

Connected Documents
Capstone International Programs Timetable
Capstone International Services Timetable

Related Measures

M 10: Enhance relationships/Organize off-campus trips
Capstone International Program:
Enhance relationships with Judicial Affairs, the Dean of Students office, and the Women's Resource Center to better serve our student abroad and post-program
Capstone International Services:
Organize off-campus trips
Source of Evidence: Academic indirect indicator of learning - other

M 11: Capstone International Agents/Holiday even coordination
Capstone International Programs:
Continue to revise and develop our returned student peer advisor group – Capstone International Agents
Capstone International Services:
Coordinate more holiday events
<table>
<thead>
<tr>
<th>Source of Evidence: Administrative measure - other</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>M 12: New application and enrollment system</strong></td>
</tr>
<tr>
<td>Capstone International Program:</td>
</tr>
<tr>
<td>Utilize new application and enrollments system and website to interact with students regularly</td>
</tr>
<tr>
<td>Source of Evidence: Service Quality</td>
</tr>
</tbody>
</table>
## Timetable: What Assessment Measures will be Administered When for Each Expected Outcome

<table>
<thead>
<tr>
<th></th>
<th>Outcome #1 Increase the number of outbound exchange students while maintaining the number of incoming international exchange students</th>
<th>Outcome #2 Increase the number of international program options for various majors; especially those underrepresented in study-abroad</th>
<th>Outcome #3 Develop policies and procedures to support students and faculty on abroad programs</th>
<th>Outcome #4 Enhance student services for abroad and returned participants of international programs</th>
<th>Outcome #5</th>
<th>Outcome #6</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>September</strong></td>
<td></td>
<td><strong>More program proposals from varied departments</strong></td>
<td>Utilize new application and enrollments system and website to interact with students regularly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>October</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>November</strong></td>
<td></td>
<td><strong>Create a pre and post assessment tool for a sample of abroad programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>December</strong></td>
<td></td>
<td><strong>Provide end of program evaluations for all students and faculty</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Show percentage increase in UA students on outbound exchange programs in Spring</td>
<td>Revise existing handbooks and catalog information and develop university policy on international programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
<td>---</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>February</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>Balance agreements</td>
<td>Utilize new application and enrollments system and website to interact with students regularly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
<td>Provide end of program evaluations for all students and faculty</td>
<td>Continue to revise and develop our returned student peer advisor group – Capstone International Agents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>July/July</td>
<td>Show an increase in number of students who studied or interned abroad</td>
<td>Provide end of program evaluations for all students</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month</td>
<td>Activity</td>
<td>Calculation</td>
<td>Evaluation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>Show percentage increase in UA students on outbound exchange programs in Fall</td>
<td>Continued exploration of program opportunities</td>
<td>Provide end of program evaluations for all students and faculty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month</td>
<td>Outcome #1</td>
<td>Outcome #2</td>
<td>Outcome #3</td>
<td>Outcome #4</td>
<td>Outcome #5</td>
<td>Outcome #6</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>September</td>
<td>Complete job description</td>
<td>Look at 2011 numbers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td>Hire new staff member</td>
<td>Pre-evaluation</td>
<td>Analyze programs we offer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
<td>Schedule Dept. Visits</td>
<td>Start modifying job descriptions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>Gather data of # of students</td>
<td></td>
<td>Complete modifying job descriptions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Put together survey</td>
<td>Dept. Visits</td>
<td>Put together a calendar of programs for year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>February</td>
<td></td>
<td>Post Evaluation</td>
<td>Offer an event every two months</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>Conduct Survey</td>
<td>Dept. Visits</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Event</td>
</tr>
<tr>
<td>May</td>
<td>Gather data of # of students</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>Analyze data from survey</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Event</td>
</tr>
<tr>
<td>July</td>
<td>Suggestions for improvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sept. 2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Event</td>
</tr>
<tr>
<td>August</td>
<td>compare fall numbers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>