



Center for International
Studies and Programs



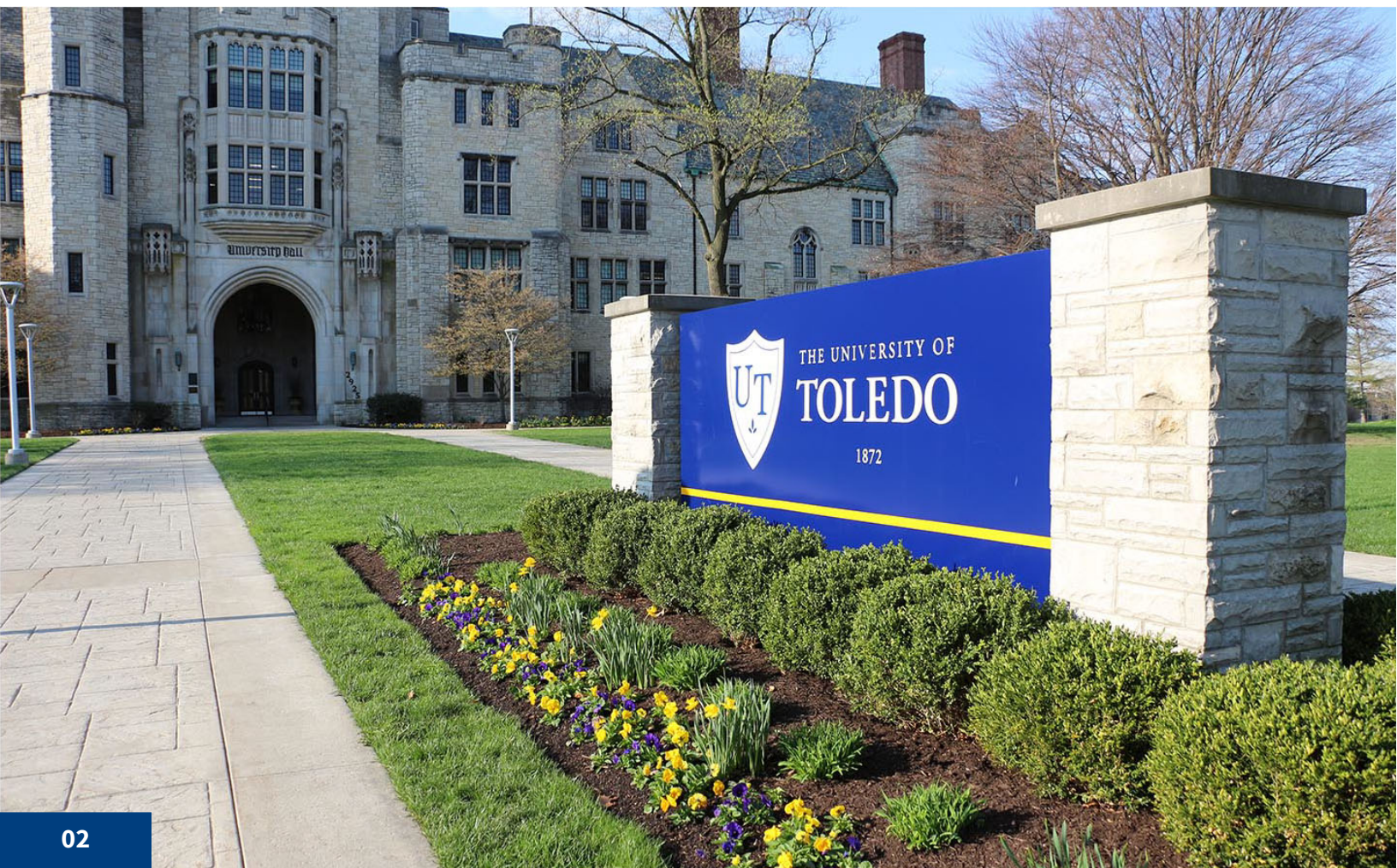
The University of Toledo

Center For International Studies And Programs

End-of-Year Report 2022

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I. STATEMENT FROM THE DIRECTOR OF THE CENTER FOR INTERNATIONAL STUDIES AND PROGRAMS (CISP)

It is my pleasure to introduce the first End-of-Year Report from Center for International Studies and Programs (CISP) for 2021-2022. CISP offers programs to assist both domestic and international members of The University of Toledo community on their journey to become global citizens. We believe in developing and fostering a global mindset and preparing students to live and work in an increasingly interconnected world. Students, faculty and staff gain international understanding through teaching, research, interactive programming and study abroad.



Sara Clark

This report highlights the various goals, program participation, and service points of our five offices for the past year. As we recover from the pandemic years, our American Language Institute in-person classes are growing alongside our newly implemented online courses. Our Education Abroad Office is growing its number of individual student and faculty-led trips abroad. CISP programming efforts are back in play with on campus events and trips to local venues.

We strive to serve our international students from their first show of interest in UToledo throughout their academic careers and beyond. We continue to collaborate with various offices across campus, and host many programs and events, including Welcome Week, International Education Week, UT Explorers trips, Study Abroad Fair, and CISP Resource Fair. During these events, domestic and international students have the opportunity to learn about the services and opportunities of CISP and other offices on campus.

We have had a successful year, with a new Education Abroad Program Advisor, Munira Taufik, who is connecting with campus stakeholders, such as Academic Advising, to assist with the study abroad process. ALI continued collaborations with a local high school to provide online self-paced courses to international students, and continues to offer online courses taught by expert English language instructors. ALI is beginning its first reaccreditation process with Commission on English Language Program Accreditation (CEA) after having successfully achieved its initial accreditation in 2019.

In this report, you will find more details on our goals and achievements, as well as future strategies. Thank you for supporting CISP and our international students. We will continue to work toward a global campus.

Sincerely,

A handwritten signature in black ink that reads "Sara Clark".

Sara Clark, Director
Center for International Studies and Programs

II. CISP OFFICES AND TEAM MEMBERS

CISP

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F-1 Principal Designated School Official (PDSO)
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F-1 Designated School Official & J-1 Alternate
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Danielle.Silva@UToledo.edu

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III. MISSION AND VISION STATEMENTS

CISP Mission

The Center for International Studies and Programs (CISP) supports members of the UT community, domestic and international, in their pursuit of knowledge and cultural exchanges.

CISP Vision

The Center for International Studies and Programs (CISP) will be recognized for its expertise in global engagement and internationalization of The University of Toledo community.

American Language Institute

The American Language Institute (A.L.I.) at The University of Toledo provides students, scholars, and area residents of international origin with the academic language skills and the American cultural background to foster meaningful engagement with the university and the community. Through the coursework and extra-curricular offerings, A.L.I. assists students in gaining cross-cultural skills.

Confucius Institute

Confucius Institute at The University of Toledo is committed to serving the region of Northwest Ohio by providing education in Chinese language and culture, developing and enhancing China-related scholarly research/discovery, academic programs, and educational and training programs that support business outreach and engagement, and offering opportunities for cultural exchanges between China and the United States of America.

Education Abroad

The Education Abroad Office is committed to global exchange, cross cultural interaction and providing a rewarding human experience. UT students experience new cultures, people and sights all while earning college credit.

III. MISSION AND VISION STATEMENTS

Employment Based Immigration Services

Employment Based Immigration Services assists UToledo's international employees, potential employees, and sponsoring departments for purposes of gaining and maintaining non-immigrant employment status, advising for visa and travel, and gaining permanent residency status.

International Programming

CISP offers a diverse programming calendar including events through UT Explorers, with activities to help international students learn about the U.S. and life at UToledo, travel to interesting destinations, and expand their network of friends.

International Student and Scholar Services

The Office of International Student and Scholar Services (OISSS) provides assistance and services to international students at The University of Toledo, helping students transition to life at UToledo and in the United States. Serves as a resource for orientation, visa requirements, on-campus and off-campus housing, banking, and international student health insurance.



IV. ACCOMPLISHMENTS

The hub for all things international

Programming

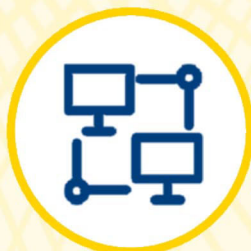
[f](#) [@](#) [@utcisp](#)

Overview



12

CISP Full-Time Staff



12

Virtual Social Events



7

UT Explorers Events

Welcome Week



52

Events



282

Participants

The hub for all things international Programming



International Student Organizations

- Chinese Students and Scholars Association
- Chinese American Student Association
- UToledo Table Tennis Club
- African Peoples Association
- Filipino American Association
- International Students Association
- Ethiopian Students Association
- Nepali Student Organization
- Indian Students Cultural Organization



9 Student Organizations Our Staff Advises



Social Media

f FACEBOOK

INSTAGRAM



2,371 Followers

49 Videos Created

113 Flyers Created and/or Updated

483 Posts

45,983 Total Amount of People Reached
(From All The 645 Posts Combined)

1,950 Photos Taken And Published
(From Events)

922 Followers

44 Videos Created

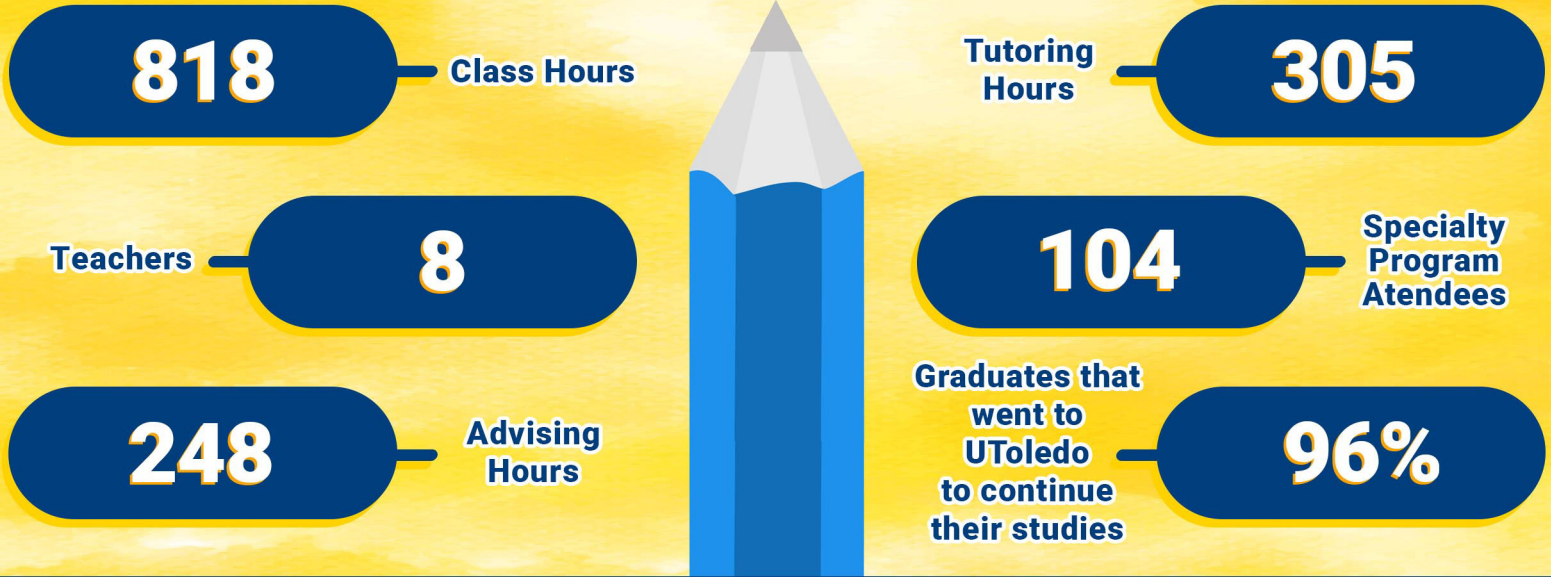
142 Flyers Created and/or Updated

709 Posts

Immerse yourself in an authentic American cultural experience

[f @americanlanguageinstitute](https://www.facebook.com/americanlanguageinstitute)

Education



Students



Highlights

ALI has developed a pathway program in collaboration with Arbor Valley High School, a Michigan based high school that recruits international high school students to complete an online high school diploma.



ALI now offers fully online program options

Explore your world!

f @uteduabroad
@utoledoabroad

Facts at a glance

64 Students Studied Abroad
(All Undergraduate)

8 Countries

95 Inquiries For Study Abroad

Top 3 Study Abroad Destinations:



45 Female Students

19 Male Students

Service

85

1:1 appointments

90%

Advising Satisfactory Rate



26

Presentations
(classroom presentation, info session, etc)

118

Travel Registries (Students)

\$63,995

Travel Grants Offered
(in \$ amount)

36

Travel Registries (Faculty & Staff)

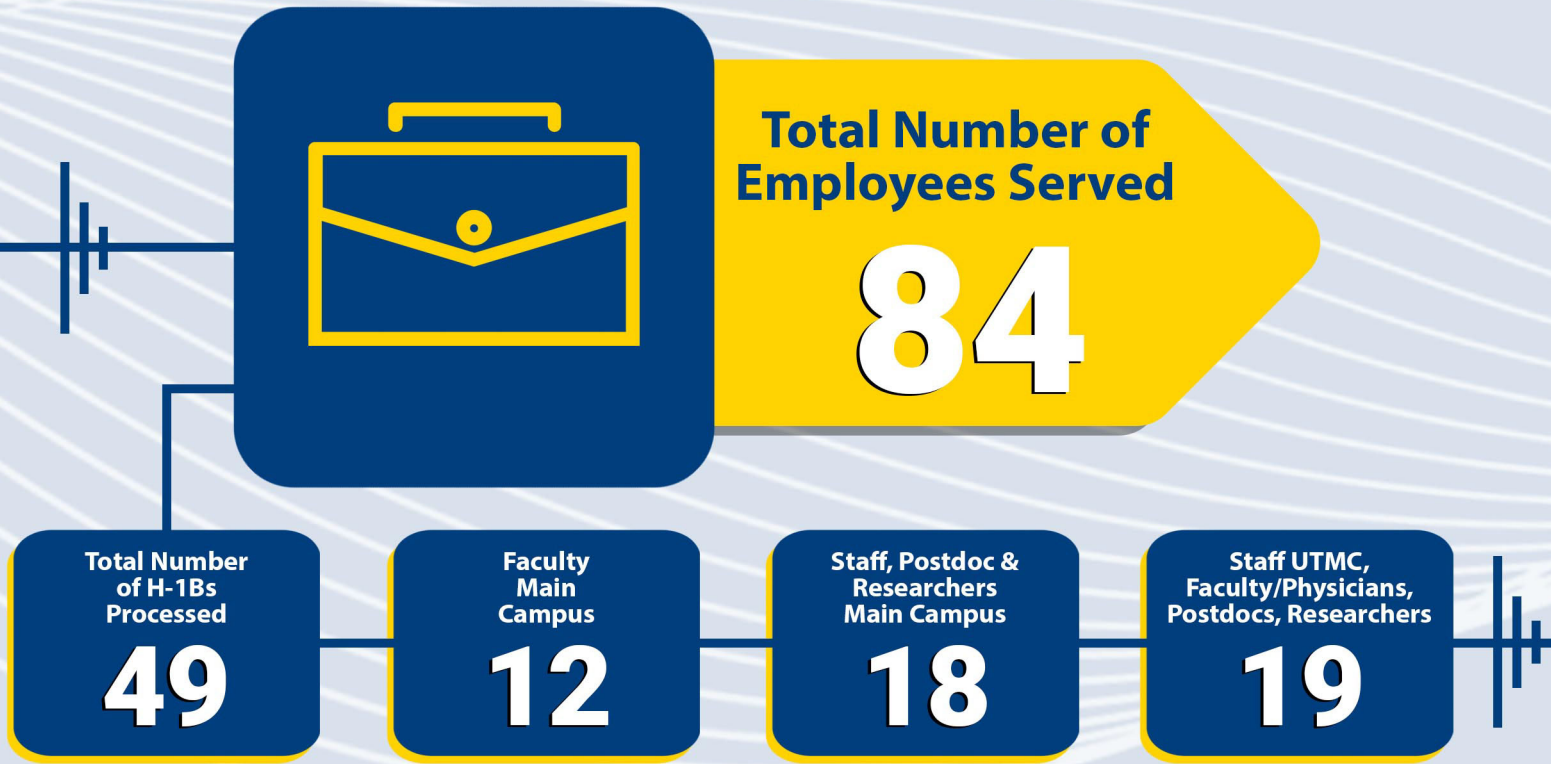
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Faculty-led Programs
(Total of 48 students participated in Faculty-led Programs)

EMPLOYMENT BASED IMMIGRATION

FY2022

Providing excellent immigration advising support



Total number of Green Cards cases

11



Success rate for H-1B applications

100%

Providing excellent immigration advising support

H-1Bs: breakdown by colleges

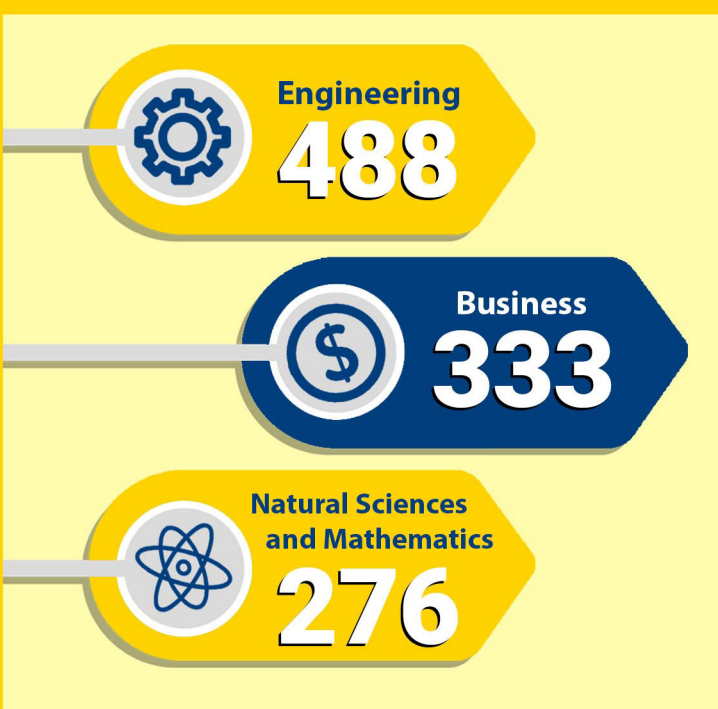


Providing excellent immigration advising support

International facts at a glance



Top 3 colleges



Top 5 countries



Services



**Providing excellent
immigration advising support**

2021

Month	Front Desk Check-Ins	Processed E-Forms
July	428	544
August	980	968
September	822	287
October	556	287
November	385	446
December	367	582

2022

Month	Front Desk Check-Ins	Processed E-Forms
January	960	982
February	441	244
March	362	244
April	470	427
May	666	485
June	520	562

12 Years of Success in Chinese Language and Culture Education at UToledo

[f](#) [@](#) [@exploreutci](#)

Education

Teachers **4**

Class Hours **720**

Non-credit Chinese Class Students **59**

Events

36

Cultural Events Hosted

3621

Cultural Event Participants



Instagram Followers

395

Instagram Reach

508

*108% Increase



Facebook Followers

875

Facebook Reach

3630

*11% Increase

IV. ASSESSMENT RESULTS

Comments from employees and sponsoring departments.

1. Understanding H-1B and PR Process Presentation Survey

- a. How would you rate this presentation overall?

Answer: 4.6/5

2. H-1B Services Survey:

- a. The information requested was clearly communicated.4.97/5
- b. We were responsive to your questions or requests. 4.97/5
- c. Overall, how would you rate the quality of our services.5/5
- d. Do you have any comments, suggestions or recommendations?

“Just keep doing the great job you are doing!”

“Supportive team, always ready to answer questions and a very fast and streamlined process.”

“Great team. Very responsive to the questions. I was amazed with the swiftness of the HIB filling process.”

“The process from the initial stages has been kept transparent and extremely well communicated. Very pleased to have such an awesome OISSS and CISP at UToledo.”

3. Focus Group (April 28, 2022):

The most agreed upon ideas include using Instagram for promoting CISP and all events; mentoring/pairing new students with upperclass international and domestic students; and increasing frequency of communications.

V. ASSESSMENT RESULTS

International Student and Scholar Services Survey Results.

Student Satisfaction Survey:

a. Overall, how satisfied were you with the service/information you received?

Answer: 3.8/4

b. How well do our services meet your needs?

Answer: 3.6/4

c. How responsive has OISSS been to your questions or requests?

Answer: 3.7/4

Comments from Students:

“No suggestion! Everyone is very helpful! The University of Toledo is so lucky that they can have you guys! Thank you!”

“Employee helped me a lot to fill the form. Every question asked is answered.”

“I arrived here on October 3, 2021. But, the orientation conducted on October 25, 2021.”

“The payroll start on 25 onwards. Try to conduct the orientation earlier.”

“I advice you to do a detailed survey on the experiences of international students to obtain/change appointment/visa/SSN/greenCard from different countries. This is going to help you become more efficient in your service. I will gladly help you should you require any assistance.”

“I simply want to thank all the staff at OISSS for being there for international students. Words can't express enough of my appreciation.”

VI. CISP IN THE NEWS

H-1B Employees in the News:

1. June 2, 2022, Dr. Aela Vely—Click It or Ticket Event at UTMC
2. May 15, 2022, Dr. Abdallah Kobeissy—Gut Reaction: Millions of Americans Learn to Cope, Live *-with Digestive Disease
3. April 14, 2022, Dr. Kennedy Doro--Study Confirms Success of Geoelectrical Methods in Search for Hidden Graves
4. April 13, 2022, Dr. An Dinh--UToledo Researcher Explains Aphasia
5. April 7, 2022, Dr. Kunal Yadav--UTMC Flag-raising Ceremony Honors Organ Donors
6. April 1, 2022, Dr. Kunal Yadav--New Kidney Helps Michigan Woman Get Life Back During Record Year of Transplants at UTMC
7. February 1, 2022, Xinren Yu--Chinese New Year Festival Carnival Rescheduled for Feb. 9
8. January 25, 2022, Rarfael de Rosa Fay--Winter Fun
9. January 14, 2022, Dr. Nina Atanasova--UToledo Awarded Grant to Use Humanities to Improve Healthcare
10. November 9, 2021, Xinren Yu--Volunteer to Host an International Student for Thanksgiving
11. November 2, 2021, Dr. Zhaoning Song--U.S. Department of Energy Invests in UToledo Solar Technology Research
12. September 15, 2021, Dr. Abdallah Kobeissy--Open for Healing: UTMC Offers Incisionless Treatment for Acid Reflux
13. July 20, 2021, Dr. Piu Saha--New College of Medicine Faculty Members Earn Prestigious Early Career Grants

VII. LEARNING OUTCOMES

CISP has two offices that offer co-curricular programs. Both programs submit UT Assessment Plans and Reports. The following outcomes are summaries of the complete curricular goals of these offices:

a. American Language Institute

i. Reading and Writing Skills: This is not an exhaustive list of SLOs but an overview. By the end of the program, students will be able to (1) identify and use various reading and literary techniques to comprehend academic and non-academic texts; (2) infer author's intention and purpose; (3) write well-structured essays in a range of genres; (4) write various texts using the complete writing process from research to publication.

ii. Listening and Speaking Skills: This is not an exhaustive list of SLOs but an overview. By the end of the program, students will be able to (1): identify a speaker's point of view & supporting details, recognize a speaker's paraphrasing, repetition, & attempts of clarification & summation, and recognize the use of language expressing; (2) recognize lines of argument, evaluate the speaker's strength of argument, understand the main points, distinguish between main ideas and supporting details, and distinguish between facts and opinions; (3) present and evaluate well-structured, detailed presentations.

iii. Grammar Skills: This is not an exhaustive list of SLOs but an overview. By the end of the program, students will be able to demonstrate the appropriate usages of major grammatical structure of English language including conditionals and clauses.

b. Education Abroad (These goals are a work in progress.)

i. Students will be able to navigate in a new environment.

ii. Students will be able to identify a gain in international perspective.

iii. Students will be able to identify their study abroad experience as beneficial to their academic career.

VIII. CISP GOALS AND RECOMMENDED STRATEGIES

CISP General Goals:

- i.** Together with the Office of International Admission, practice ethical and sustainable recruitment.
- ii.** Promote academic and cultural support for international students before, during and after matriculation.
- iii.** Increase multicultural, multinational and multilingual engagement through increasing opportunities and collaboration with local community.
- iv.** Enhance the international student experience through the development of experiences, services, and programs that support the unique needs of the student population.
- v.** Develop sustainable international partnerships and activities.
- vi.** Expand the integration and promotion of international and intercultural perspectives in programs of study.

CISP Recommended Strategies:

- i.** Hold monthly meetings with Office of International Admission
- ii.** Increase collaboration with academic and administrative departments.

VIII. CISP GOALS AND RECOMMENDED STRATEGIES

American Language Institute Goals:

- i.** Give students high quality English language instruction, focusing on acquiring the skills necessary to communicate fluently in English and to succeed in academia;
- ii.** Prepare students for successful engagement in the American culture and the university;
- iii.** Create a safe, understanding, helping, and welcoming environment for ALI students on and off campus;
- iv.** Identify issues related to ALI students' success and remedy them by suggesting useful resources and offering workshops;
- v.** Plan Conversation Club meetings, conversation partner opportunities, First Friday events, and other extracurricular activities to give students a chance to express themselves concerning different issues related to their success, engagement, and well-being;
- vi.** Encourage students to feel confident in learning and using English language through practice;
- vii.** Monitor the use of English as the only medium of communication both inside and outside classrooms;
- viii.** Evaluate level progression and matriculation to ensure consistency and alignment with international admission, as well as standardized tests.

ALI Recommended Strategies:

- i.** Initiate more connections with local communities to promote ALI enrollment among immigrant families and English Language Learners.
- ii.** Expose ALI students to more local events/activities such as field trips and English Corner to enhance their cultural skills.

VIII. CISP GOALS AND RECOMMENDED STRATEGIES

- iii. Provide more professional development opportunities for instructors to sustain and improve their pedagogical skills.
- iv. Increase the frequency of regular communication with stakeholders such as students, instructors, collaborative departments, and alumni to improve effectiveness of ALL administrative procedures.



VIII. CISP GOALS AND RECOMMENDED STRATEGIES

Confucius Institute Goals:

- i. Promote Chinese language and cultural experience for both domestic and international students, faculty and staff on campus.
- ii. Assist Education Abroad office to increase students, faculty and staff participation in education abroad programs from and to China.
- iii. Increase and support community involvement regarding Chinese language and cultural programs, activities, and events.

Confucius Recommended Strategies:

- i. UToledo's Confucius Institute closed on June 30, 2022. However, CISP is continuing to promote Chinese language and culture through a collaboration with Yanshan University.



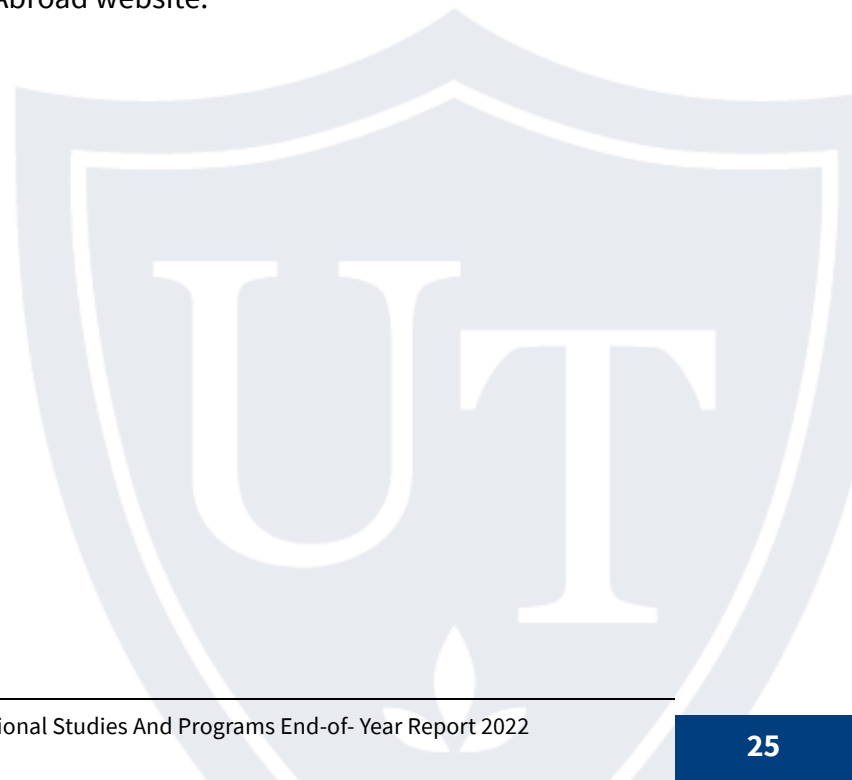
VIII. CISP GOALS AND RECOMMENDED STRATEGIES

Education Abroad Goals:

- i.** Provide simple processes that will equip each student to understand where they can go and how to get there.
- ii.** Provide students personal one-on-one advising to equip them for their study abroad goals.
- iii.** Increase the number of students advised each year by 20%.
- iv.** Provide workshops, expos and partner program provider visits to inspire students to study abroad.
- v.** Provide a simple and easy process to equip faculty in developing faculty led programs.
- vi.** Provide training to equip faculty in how to lead a faculty led program
- vii.** Increase the number of faculty led programs by 20% each year.

Education Abroad Recommended Strategies:

- i.** Streamline application and other processes using fillable digital forms.
- ii.** Meet with campus offices monthly.
- iii.** Revise and update the Education Abroad website.



VIII. CISP GOALS AND RECOMMENDED STRATEGIES

Employment Based Immigration Services Goals:

- i. Orient incoming foreign nationals to the federal rules and regulations that govern their stay in nonimmigrant status.
- ii. Educate departmental stakeholders about the federal regulations and internal procedures that govern employer sponsorship under the H-1B and/or Permanent Residency program to ensure employee retention and promote internationalization.
- iii. Support and organize coordination among the various campus offices and key facilitators that are directly involved with the sponsorship and maintenance of international employees' employment-related nonimmigrant status (e.g., Sponsoring College/Department, Human Resources & Talent Development, Office of Research & Sponsored Programs, Payroll, etc.).

Employment Based Immigration Services Recommended Strategies:

- i. Streamline the nonimmigrant hiring process using e-forms in the iRocket Portal.
- ii. Meet with new nonimmigrant employees upon approval of nonimmigrant status.
- iii. Increase group and individual presentations to departments sponsoring nonimmigrant employees and other stakeholders.

VIII. CISP GOALS AND RECOMMENDED STRATEGIES

International Programming Goals:

- i. Improve international student success through engaging experiences.
- ii. Provide engaging opportunities that increase global awareness and develop international collaboration programs at UToledo and in the local community.

International Programming Recommended Strategies:

- i. Increase frequency of summer programs.
- ii. Increase communication of activities and programs on social media and through email.



VIII. CISP GOALS AND RECOMMENDED STRATEGIES

International Student and Scholar Services Goals:

- i.** Provide an environment that prioritizes the needs of non-immigrant population
- ii.** Provide services that are efficient, convenient and prompt
- iii.** Create an office environment that welcomes and values F's, J's, H-1B's as an integral part of the University community
- iv.** Support the University community in their understanding of non-immigrant regulatory processes.

International Student and Scholar Services Recommended Strategies:

- i.** Collaborate with departments across campus to identify and remove obstacles that international students come across while enrolled at The University of Toledo
- ii.** Regularly host workshops that educate students and scholars on the nuances of their visa type such as maintaining status and employment eligibility.
- iii.** Ensure that students and scholars always receive complete and correct answers to all of their immigration questions and concerns
- iv.** Expand online requests based on identified unmet needs of international population
- v.** Completing all wholly submitted requests within advertised timeframe
- vii.** Regularly host workshops that educate members of the UToledo community on the nuances of students/scholars such as maintaining status and how to hire foreign nationals.





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