2022 Progress Status

Overview

- **Goal Area: Advising Services**
  - 33/53 KPI's

- **Goal Area: Analytics**
  - 9/16 KPI's

- **Goal Area: Compliance**
  - 17/20 KPI's

- **Goal Area: Infrastructure and Organization**
  - 31/42 KPI's

- **Goal Area: Communications**
  - 19/33 KPI's

- **Goal Area: Student Experience and Engagement**
  - 22/47 KPI's

- **Goal Area: Diversify Student Population**
  - 14/37 KPI's
Continue to strengthen and diversify ISPO’s revenue streams and organizational infrastructure to successfully meet the challenges of the future.

**Infrastructure and Organization**

- **Strategy #1:** Develop agile and efficient processes
- **Strategy #2:** Diversify revenue streams
- **Strategy #3:** Build and nurture relationships with campus partners
- **Strategy #4:** Establish staffing resources to build capacity and adjust to changes
- **Strategy #5:** Support staff development, manage performance, and recognize performance
- **Strategy #6:** Ensure adequate operations, facilities, and space for core services and programs
Increase ISPO’s advising capacity to serve the continued growth in the international student population.

Advising Services

Strategy #1: Leverage use of technology and innovate ways to deliver student services

Strategy #2: Ensure adequate training and access to professional development opportunities for all staff members

Strategy #3: Develop agile and efficient processes to adjust to changes
Ensure that UC San Diego complies with federal agencies’ (U.S. Departments of State, Homeland Security, and Labor) regulatory reporting requirements for the F-1 students and J-1 exchange visitors, thereby maintaining our students’ and their dependents’ legal status in the U.S. and promoting their academic success.

Compliance

Strategy #1: Leverage use of technology and innovate ways to deliver student services

Strategy #2: Ensure adequate training and access to professional development opportunities for all staff members

Strategy #3: Develop agile and efficient processes to adjust to changes
To diversify international student population.

1/14 KPI's
Strategy #1: To build and strengthen partnerships with government agencies and international organizations.

7/10 KPI's
Strategy #2: Establish efficient and agile processes to meet future challenges.

4/8 KPI's
Strategy #3: To continue to strengthen and diversify ISPO's revenue streams and organizational infrastructure.

2/5 KPI's
Strategy #4: Increase student advocacy and improve communication with campus partners.
Communications

Enhance institutional presence and communicate impact of ISPO’s services and programs.

○ Analytics (Prescriptive analytics tool for outreach, Migrate all marketing and collateral materials in digital format)
○ Digital format (Improve student services and guides to digital format)

Strategy #1: Develop and implement digital communication practices that improve outreach and ISPO’s positive impact.

Strategy #2: Analytics

Strategy #3: Develop and implement practices that improve outreach and ISPO’s positive impact.

Strategy #4: Encourage staff to participate in UC-wide or campus-wide committees to advocate for international student success and global education efforts.

Strategy #5: Advocate for public policies that lead to a more globally informed, welcoming, and engaged United States via NAFSA, UC Government Liaison, and campus liaison representatives.
Design and implement hybrid (virtual and in-person) student experience and engagement opportunities for international undergraduate, graduate, and non-degree students to support satisfaction, retention, and time-to-degree.

**Strategy #1:** Engage with student organizations with large international student memberships, Associated Students, and the Graduate & Professional Student Association to implement quarterly programs to promote international students’ engagement.

**Strategy #2:** Develop a comprehensive evaluation plan for measuring the implementation and efficacy of ISPO retention and engagement programs.

**Strategy #3:** Expand program offerings in partnership with key campus stakeholders.

**Newly Developed:**
- Strategy #4: Improve Diversity, Equity & Inclusion (DEI) efforts
- Strategy #5: Development (Alumni/Career)
- Strategy #6: Health & Wellness
Develop and research new metrics of international student success

Strategy #1: Assess and research international student success and achievement opportunity gaps

Strategy #2: Share data to advocate for international students and contribute to research field.