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
- 8/9 KPI's

Strategy #2: Enhance financial sustainability by diversifying revenue and leverage existing resources.
- 5/6 KPI's

Strategy #3: Build and nurture relationships with campus partners
- 2/5 KPI's

Strategy #4: Establish staffing resources to build capacity and adjust to changes
- 7/11 KPI's

Strategy #5: Support staff development, manage performance, and recognize performance
- 5/5 KPI's

Strategy #6: Ensure adequate operations, facilities, and space for core services and programs
- 4/6 KPI's
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

13/27 KPI's

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

9/10 KPI's

**Strategy #3:** Develop agile and efficient processes to adjust to changes

11/16 KPI's
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

7/7 KPI's

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

6/6 KPI's

Strategy #3: Develop agile and efficient processes to adjust to changes

1/3 KPI's
To diversify international student population.

**Strategy #1**: To build and strengthen partnerships with government agencies and international organizations.

**Strategy #2**: Establish efficient and agile processes to meet future challenges.

**Strategy #3**: To continue to strengthen organizational infrastructure.

**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.