

Plan for Review of Student Services	Philosophy: a review of Student Services may result in possible programmatic adjustment in delivery of services and the overall program which will bring about improvement in student experience in CIEP.	F	F	F	S	S	S	F	F	S	S	S	F	F	S	S	S	S	S	S	Who?	Expected Outcome		
		R	A	A	P	P	U	A	A	P	P	U	A	A	P	P	U	A	A	P	P	U		
		E	L	L	R	R	M	L	L	R	R	M	L	L	R	R	M	L	L	R	R	M		
		Q			I	I	N			I	I	N			I	I	N			I	I	N		
		N	1	2	G	G	R	1	2	G	G	R	1	2	G	G	R	1	2	G	G	R		
		C																						
		Y	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
			0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
			9	9	0	0	0	0	0	1	1	1	1	1	1	2	2	2	2	2	2	2		
1) Meeting to discuss results of Surveys: General Services Survey of current CIEP students, Exit Survey for all students, Survey of former CIEP students, and New Student Orientation Survey.	Surveys are given on a regular basis to help staff better understand students opinions on a number of questions: Do students feel they are receiving the services they need to participate successfully in the CIEP? What was helpful about their welcome and orientation to UNI and CIEP? What areas need improvement?	E	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	CIEP Office Staff including CIEP Director, CIEP Coordinator, and Activities Coordinator(s).	Survey results are especially helpful in determining the level of satisfaction among students about services including those related to their welcome, immigration needs, experience with staff, overall impression of CIEP, etc. The discussions help determine if and what changes are necessary to improve services.		
2) Review results of Teacher Feedback Form.	Teacher Feedback form is completed by all teaching staff at the end of each semester excluding summer. Questions on the form pertain to work environment and general curriculum.	S		x		x		x		x				x			x			x	Director discusses results with CIEP Teaching Staff as part of general staff meeting.	Discussion of feedback with staff provides director with information about the teaching staff's perspective regarding the services they offer and possible changes they see necessary to curriculum, policy, procedures, or facilities to help them better provide those services and improve the quality of teaching in the CIEP.		
3) Review Survey of CIEP-Sponsored Activities and Programs (i.e. conversation partners program, international friendship program)	Administer program-wide survey and determine: Do students find the activities fun and useful? How can we improve them? How best should we communicate information about activities to students? How do students feel about the Conversation Partners and International Friendship Programs?	E	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Activities Coordinator(s) CIEP Director Program Coordinator discuss results in meeting	The results of the review help determine students' level of satisfaction with activities offered in the previous session and if select activities should be repeated. Additionally, it helps the Activities Coordinator(s) plan better program-wide activities and provide better services for participants in the Conversation Partners Program and the International Friendship Program.		
4) Review Survey of Agencies,	Survey is administered to all educational consultants,	A			x					x											Program Coordinator, CIEP	CIEP Director and Program		

Foundations, and Organizations in association with CIEP. Meet to discuss strength of relationships and review of marketing strategy.	foundations, and organizations that send students to the CIEP.	n n u a l l y															Director, International Programs & Services Staff	Coordinator discuss results of surveys and possible changes to marketing strategies including promotional materials, services provided, and potential markets for CIEP. Also, the results of this review help the staff improve the CIEP services for agents and partner institutions.		
5) Review special programs	Review Survey of Special Program Participants and Chaperons about the quality and level of satisfaction with program. Questions focus on service from staff, Dept. of Residence, and CIEP administration. All program participants complete survey just prior to departing for home. Discuss these results and interview of chaperon(s).	J u n e / J u l y				x											x	CIEP Director, Special Program Coordinator	CIEP Director and Special Programs Coordinator discuss results of survey and interviews with chaperon(s) and suggest improvements for future special programs. As a result, future programs, especially repeated ones, are better planned and conducted.	
6) Review of international student admissions policies, procedures, and goals with Admissions Office staff.	Meet with International Admissions staff to review policies and procedures for matriculating conditionally admitted students into academic programs of study. Also review assessment reports and information pertaining to success of matriculated students at UNI.	A n n u a l l y	x					x										Record Analyst, Assistant Director of Admissions, CIEP Director	The result of the meeting is a better understanding of the international student recruitment goals of the Admission's Office and ways to coordinate efforts to matriculate CIEP students into academic programs of study at UNI as well as offer CIEP students better services and an understanding of the procedures and admission requirements for matriculation into UNI.	
7) Review services for CIEP students pertaining to the Health Center	The CIEP relies on the UNI Health Center for TB Screening, insurance for students and other health related services. These services are important in order to keep the students in compliance with Federal and State laws and University policy. It is important that CIEP maintain good communication with the UNI Health Center Staff and regularly meet to discuss changes in policy or services.	A n n u a l l y			x					x								x	CIEP Director CIEP Program Coordinator, International Programs Staff, International Services Advisor, Admissions Staff UNI Health Center Staff.	The goal of the meeting is to review existing services and improve delivery of services as they pertain to all international students on campus. This review leads to better coordination and better services for students.
8) Review with Department of Residence any issues or services	Meet with Department of Residence (D.O.R.) personnel to discuss issues such as housing for short term	S e	x			x			x									x	Director of Residence Life, CIEP Director, Program	The results of the review leads to better understanding of the

<p>pertaining to housing of international students.</p>	<p>residents, rates and meal plans for summer programs, special programs (i.e. International Roommate Program) international students, etc.</p>	<p>m</p>	<p>e</p>	<p>s</p>	<p>t</p>	<p>e</p>	<p>r</p>	<p>l</p>	<p>y</p>																															<p>Coordinator</p>	<p>housing needs for international students and the services D.O.R. is able to provide. The meetings also help maintain a good working relationship between D.O.R. and CIEP.</p>
<p>9)Meet with office staff to review general issues, policies, procedures, and general services provided CIEP students, and protocol for grievances and level change forms.</p>	<p>Meet with office staff to discuss issues as collection of tuition, deadlines for tasks, CIEP orientation schedule and participation, preparations for beginning and end of terms. Discuss any changes needed in the way CIEP collects and handles grievances and request for level changes from CIEP students.</p>	<p>m</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>x</p>	<p>Program Coordinator & Student Office Workers meet weekly. Activities Coordinator(s) and CIEP Director attend same meeting 1-2 times per 8-week session.</p>	<p>The purpose of the meeting is to gain feedback from office staff about issues pertaining to services for students and to seek solutions for said issues. The result is improved services with better office procedures. Moreover, the staff may suggest changes to existing policies and procedures or propose new ones.</p>
<p>10) Meet with International Student Adviser to review immigration services offered by CIEP and well as co-sponsorship of International Friendship Program and new student orientation program.</p>	<p>The CIEP director receives guidance from the Primary SEVIS Officer (International Student Advisor) on almost a daily basis. In addition, the CIEP Director (Designated SEVIS Officer) and International Student Advisor meet to review changes in immigration regulations . In addition, CIEP and International Services Staff discuss their co-sponsorship of the International Friendship Program including issues, events, student participation, community participation, and results from participant surveys.</p>	<p>S</p>	<p>x</p>		<p>x</p>				<p>x</p>	<p>x</p>				<p>x</p>																										<p>CIEP Director, International Student Advisor, Activities Coordinator</p>	<p>The meeting reviews necessary changes in protocol and helps the CIEP Director better work with the International Student Advisor to provide the best immigration services to the student. In addition, the review of the International Friendship Program and new student orientations help the group discover what resources or changes are necessary to improve the program? When should these changes take place? and if the feedback surveys were useful or need to be changed?</p>