

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 students' experiences in CIEP.	INSTRUMENT	FREQUENCY	FALL	FALL 2 2012	SPRING 1 2013	SPRING 2 2013	SUMMER 2012	FALL 1 2013	FALL 2 2013	SPRING 1 2014	SPRING 2 2014	SUMMER 2014	FALL 1 2014	FALL 2 2014	SPRING 1 2015	SPRING 2 2015	SUMMER 2015	Who?	Materials?	Expected Outcome
1) Meeting to discuss results of Surveys: Climate Survey of current CIEP students, and Former Students Survey is done as part of a focus group meeting for recent CIEP graduates.	Surveys are given on a regular basis to help staff better understand students opinions on a number of issues related to services. They are especially helpful in determining the level of satisfaction among students about services including those related to their welcome, immigration needs, experience with staff, and overall impression of CIEP.	Exit	8 wks	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	CIEP Office Staff including CIEP Director, CIEP Program Coordinator, and CIEP Activities Coordinator(s).	Completed Climate Surveys, and Former Students Surveys; memo; minutes of meetings	The discussions about survey results help determine if and what changes are necessary to improve services.
		General	semester		x		x	x		x		x	x		x		x	x			
		Former	8	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x			
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.	Semester			x		x	x	x		x	x		x		x	x	x	CIEP Director discusses results with CIEP Teaching Staff as part of general staff meeting.	Completed Teacher Feedback Forms; memo; minutes of staff meetings	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 results of Survey of CIEP-Sponsored Activities, Conversation Partner Program, Survey and International Friendship Program Survey.	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?	Activities	8 wks	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	CIEP Activities Coordinator(s) CIEP Director CIEP Program Coordinator	Completed activities surveys; memo/report from Activities Coordinator or Assistant Activities Coordinator; minutes of meetings.	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.
		Partners	Annual				x							x								
		Freinds	Annual			x														x		
4)Review results of Survey of Agencies, Foundations, and Organizations in association with CIEP. Meet to discuss strength of relationships and review of marketing strategy.	Survey is administered to all educational consultants, foundations, and organizations that send students to the CIEP.	Agencies	Annually		x				x						x					CIEP Program Coordinator, CIEP Director	Completed surveys; signed agreements; minutes of meetings; partner database; certificates of representation	CIEP Director and Program 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	Survey 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. In September, meeting of all special program coordinators and others held to discuss special summer programs and to submit reports to the CIEP Director.		June/July	x				x							x					CIEP Director, CIEP Special Program Coordinators, CIEP Activities Coordinator, CIEP 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 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.		Annual				x					x					x		CIEP Director CIEP Program Coordinator, International Programs Staff, International Services Advisor, CIEP Activities Coordinator, Admissions Staff, UNI Health Center Staff.	Minutes of meetings	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.
7)Review with Department of Residence any issues or services pertaining to housing of international students.	Meet with Department of Residence (D.O.R.) personnel to discuss issues such as housing for short term residents, rates and meal plans for summer programs, services for international students, etc.		Semester	x			x		x				x				x		Director of Residence Life, CIEP Director, Program Coordinator, Activities Coordinator	Notes of meetings	The results of the review leads to better understanding of the 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.
8)Meet with office staff to review general issues, policies, procedures, and general services provided CIEP students, and protocol for grievances and level change forms.	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. Meetings are scheduled 1-2 times/ session.		Monthly	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	CIEP Program Coordinator, CIEP Program Secretary, & Student Office Workers (CIEP Activities Coordinator(s) and CIEP Director may also attend meeting).	Minutes of meetings	The purpose of the meeting is to gain feedback from office staff about issues pertaining to services for students and staff and 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.
9) 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.	The CIEP director and Activities Coordinators are Designated School Officials who receive guidance from the Primary Designated School Official (International Student Advisor) on almost a daily basis. In addition, the CIEP Director, Activities Coordinator, 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.		Annual		x				x										CIEP Director, International Student Advisor, CIEP Activities Coordinator	Notes of meeting	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?