

Plan for Review of Student Services: 2015-2018

PHILOSOPHY: A review of Student Services may result in a possible programmatic adjustment in the delivery of services and the overall program which will bring about improvement in students' experiences in CIEP.

EXPECTED OUTCOMES: Documented evidence of the review and revisions/modification of each item.

1 ACADEMIC SERVICES

Description	Surveys are given on a regular basis to help staff better understand students opinions on some issues related to services. They are especially helpful in determining the level of satisfaction among students about services including those related to their welcome, experience with staff, and overall impression of CIEP and UNI. Staff responsible for administrating the surveys creates a summary or report and schedule a meeting to discuss results.
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1.1 CLIMATE SURVEY: REPORTS AND MEETINGS

Outcomes	Discuss the Climate Survey results to determine if and what changes are necessary to improve CIEP and UNI services.
Instrument	The CIEP Climate Survey provides feedback that could be used to assess the CIEP and services on campus. It is anonymous and asks about students' experiences in the CIEP, ISSO, Library, WRC, Health Center, ITTC, dining facilities, and residence halls. T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Climate Survey\Surveys\Climate Survey – Updated.docx http://www.uni.edu/ciep/sites/default/files/u6/climate_survey.pdf
Staff Responsible	CIEP Director

Materials Involved Completed Climate Surveys, summary of results, CIEP Director's memo addressing results

Frequency End of every semester

1.2 FORMER STUDENT SURVEY: REPORTS AND MEETINGS

Outcomes Discuss graduates' feedback with staff to provide the Director with information about the different services used during the students' experience in CIEP and how they can be modified for future students.

Instrument Conduct a focus group with recent graduates or students moving into academic classes to survey their evaluations of the CIEP and its services from a prolonged and successful point of view. This is a discussion format where staff records the students' opinions and recommendations. Students are invited by email and at the end of the term ceremony.

T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Focus Group

Staff Responsible CIEP Student Services Coordinator and CIEP Director

Materials Involved Completed, a focus group with graduates, minutes and annual report, is generated

Frequency End of every 8-week session

1.3 TEACHER FEEDBACK FORM: REPORTS AND MEETINGS

Description Teacher Feedback form is completed by all teaching staff at the end of each semester excluding summer. Questions on the form pertain to the work environment and general curriculum. This review is also used in the *Plan for Review of Student Achievement* though here it is intended for focus on student services.

Outcomes Provide the Director with information about the teaching staff's perspectives regarding the services they offer and possible changes to curriculum, policy, procedures, or facilities. This aims to help staff provide better services and improve the quality of teaching in the CIEP.

Instrument The feedback survey gathers instructors' perspectives on curriculum, policy, procedures, and facilities.

T:\BusAdmin\Employment forms\Memos\Teacher Feedback Memo\Teacher

http://www.uni.edu/ciep/sites/default/files/u6/appendix_b-20_-_teacher_feedback_form_fillable.pdf

Staff Responsible	CIEP Director and CIEP Instructional Staff discuss results as part of their general staff meeting
Materials Involved	Completed Teacher Feedback Forms, memo from CIEP Director, minutes of staff meetings
Frequency	End of every semester

1.4 TEACHER/CLASS EVALUATIONS: REPORT AND MEETINGS

Description	Teacher/Class Evaluations are offered to all CIEP students in each class at the end of each session. This evaluation is also used in the <i>Plan for Review of Student Achievement</i> though here it is intended for focus on student services.
Outcomes	Provide the Director with information about the students' regarding the instructional services they are offered and possible changes to instructional approach, curriculum, and syllabi. This aims to help staff provide better services and improve the quality of teaching in the CIEP, led by student feedback.
Instrument	The evaluation includes assessments of self-performance, teacher performance, the class, the text, and an open ended comment. T:\Documents\Office Admin\Handbooks\Student Handbooks\CIEP Student Handbook\Student Handbook Appendices http://www.uni.edu/ciep/sites/default/files/u6/appendix_c-3_-_ciep_class-teacher_evaluation_form.pdf
Staff Responsible	CIEP Director and CIEP Instructional Staff discuss results as part of their general staff meeting
Materials Involved	Completed Teacher/Class Evaluations, memo from CIEP Director, minutes of staff meetings
Frequency	End of every session

1.5 LEVEL REVIEW MEETINGS

Description	These meetings allow instructors to collaborate to report their feedback concerning curriculum, assessment, policies, and procedures. The meetings include the staff members that teach each group of classes. They are grouped by course (Reading, Writing, Listening/Speaking) and by level (Beginner, Intermediate, Advanced). Each meeting is led by a lead teacher who is chosen by the Director at the beginning of every session.
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Outcomes	Discuss any concerns or suggested changes to curriculum, assessment, or policies as it pertains to each level. The materials generated from these meetings influence the revisions made concerning each of these areas.
Staff Responsible	CIEP Instructional Staff, as appropriate to each team arrangement, and a CIEP Lead Teacher for each team assigned by the Director at the beginning of each session
Materials Involved	Minutes of instructor feedback and level meeting review form
Frequency	Three meetings per session

2 PROCEDURES AND PROTOCOL

2.1 REGISTRATION AND INFORMATION QUESTIONNAIRE: REPORTS AND MEETINGS

Outcomes	Discuss the results of the Registration and Information Questionnaires to manage enrollment and students to be in compliance with immigration regulation.
Instrument	Registration and Information Questionnaires collect information regarding whether a student will attend the next section, attend academic classes, and their contact information after the current session. The reverse side is a Notification of Absence Form for if they do not intend to return. T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Returning-Exit survey\Registration and Information Questionnaire (mail merge).docx http://www.uni.edu/ciep/sites/default/files/u6/exit_survey_sample.pdf
Staff Responsible	CIEP Director
Materials Involved	Completed Intent to Return Forms
Frequency	End of every 8-week session

2.2 WEEKLY ADMINISTRATIVE MEETINGS

Description	Meet with administrative staff to discuss issues such as third-party contracts, deadlines for tasks, and preparations for beginning and end of terms. Discuss any changes needed in the way CIEP bills and handles concerns or requests from CIEP students. Meetings are scheduled weekly and administrative staff reports about the completion of tasks and current assignments.
Outcomes	The purpose of this meeting is to gain feedback from office staff about issues about services for students and staff and to seek solutions for said

issues. The results improve services with better office procedures. Moreover, the staff may suggest changes to existing policies and procedures or propose new ones related to third-party invoicing and billing.

Staff Responsible	CIEP Promotions and Admissions Specialist, CIEP Student Services Coordinator, CIEP Secretary, Office Assistants and Activities Assistants; CIEP Director as needed
Materials Involved	Minutes of meetings
Frequency	Weekly, as needed

2.3 REVIEW OF STUDENT AND STAFF HANDBOOKS

Outcomes	The Student Handbook and the Staff Handbook are updated each year to reflect updated procedures in the CIEP and at UNI. This aims to connect and better inform students of available services and guide instructors in their service offering.
Staff Responsible	CIEP Promotions and Admissions Specialist, CIEP Office Assistants
Materials Involved	Former Student Handbook, former Staff Handbook, compiled updates, electronic communications regarding updated information
Frequency	Annually (each fall)

2.4 REQUESTS/CONCERNS & GRIEVANCES REPORT

Outcomes	Requests & Concerns are reviewed by the CIEP Director to understand what concerns are more frequent, result in change, and are successfully resolved. This review allows the CIEP to adjust its services to meet the concerns of students and adjust protocol as necessary.
Instrument	Requests & Concerns and Grievances are recorded in a spreadsheet for each session and then compiled into a report to represent the type of concern, its frequency, and its resolution. T:\Documents\Sessions\[year]\[session]\[session]\Requests & Concerns and Grievance Summary
Staff Responsible	CIEP Director, CIEP Office Assistants
Materials Involved	Completed log of concerns, Concerns Report, archive of concerns
Frequency	Log at the end of each session, report at the end of each academic year (before each Fall 1 session)

2.5 MONITOR IMPLEMENTATION OF PLAN FOR REVIEW

Outcomes	This mechanism is designed to monitor the staff's implementation of the Plan for Review: Student Services. Staff members are to ensure that they are completing each aspect of the plan on time, in full, and to the necessary degree to ease the accreditation process.
Staff Responsible	CIEP Director, CIEP Academic Coordinator, CIEP Admissions & Promotions Specialist, CIEP Student Services Coordinator, CIEP Secretary
Materials Involved	Minutes from previous meetings, survey results as applicable, memos as applicable
Frequency	Annually (during Summer session)

3 ORIENTATION (REGULAR PROGRAM)

3.1 NEW STUDENT ORIENTATION PLANNING AND DEBRIEFING

Description	Meet with administrative staff and Academic Coordinator to plan and review new student orientation and placement exam. The planning meeting is usually scheduled four weeks before the beginning of the following session, and the review meeting is scheduled during the second week of classes.
Outcomes	The purpose of the meeting is to review the orientation schedule and assign tasks related to orientation (airport pickups, registration, campus tours, placement exams, etc.). At the debrief meeting, staff provides feedback about the different sessions and activities and make recommendations for future improvements based on the Orientation Survey.
Staff Responsible	CIEP Director, CIEP Program Coordinator, CIEP Secretary, CIEP Student Service Coordinator, CIEP Academic Support Coordinator, CIEP Student Office and Activities Assistants
Materials Involved	Minutes, orientation schedules, Orientation Survey Report
Frequency	Before every session and shortly after each orientation

3.2 ORIENTATION SURVEY: REPORTS AND MEETINGS

Outcomes	Discuss about Orientation Survey results at the Orientation debriefs meeting. The admission process and orientation sessions are evaluated by the staff and students and discussed to improve the students' experiences and the transmission of information.
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Instrument	The CIEP Orientation surveys are designed to collect student evaluations of orientation, the information, its scheduled, and its execution. There are two surveys: one for CIEP admits and one for Conditional Undergraduate admits. http://www.uni.edu/ciep/orientation (“Orientation Survey”)
Staff Responsible	CIEP Promotions and Admissions Specialist discussed with administrative staff and academic
Materials Involved	Completed Orientation Surveys, summary of results, minutes
Frequency	End of every orientation session, before each session

4 ACTIVITIES

Description	<p>Program-wide surveys are administered to determine:</p> <ul style="list-style-type: none"> • Do students find the activities fun and useful? • How can we improve CIEP activities? • How best should we communicate information about activities to students? • How do students feel about the Conversation Partner Program, International Friendship Program, and Retired Seniors Volunteer Program?
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4.1 CIEP ACTIVITIES STAFF MEETINGS

Outcomes	These meetings are intended to update the staff, delegate tasks for office hours, and collaborate on bettering programs. They are held on a regular basis or more as necessary. Procedures for the programs may be reviewed at this time.
Staff Responsible	CIEP Student Service Coordinator, CIEP Activities Assistants
Materials Involved	Relevant activities surveys, memo/report from CIEP Student Service Coordinator, schedules for upcoming events

4.2 CIEP ACTIVITIES SURVEYS MEETINGS

Outcomes	The results of the reviews help determine students’ level of satisfaction with activities offered in the previous session and if select activities should be repeated. Additionally, it helps the CIEP Student Service Coordinator plan better and provide better services for participants in the Conversation Partner Program, International Friendship Program, and Retired Senior Volunteer Program.
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Staff Responsible	CIEP Student Service Coordinator, CIEP Director
Materials Involved	Completed activities surveys, memo/report from CIEP Student Service Coordinator, minutes of meetings

4.3 CIEP ACTIVITIES SURVEY INSTRUMENTS

4.3.1 CIEP Activities Survey

Description	This survey is administered to students in their Listening & Speaking classes. The survey features a Likert scale for students to rate their levels of satisfaction with the events that the CIEP hosted during the last session. T:\CIEP Activities\Surveys\[year]\CIEP [session] Survey
Frequency	At the end of each session

4.3.2 Conversation Partner Update Survey

Description	To check in with the volunteer Conversation Partners, the CIEP sends out a monthly survey. This survey is short and asks two questions. First, how often do pairing meet? Second, do they have any concerns? Google Drive, sent via email
Frequency	Monthly

4.3.3 Conversation Partner Survey

Description	This survey features open-ended questions concerning the Conversation Partner program and suggestions for improvement. It asks for what the pairings did, what was difficult, advice for future partners, and what the partners have learned through the experience. Google Drive, sent via email
Frequency	At the end of each semester

4.3.4 International Friendship Survey

Description	The International Friendship survey, evaluates the experiences of non-stay host families that participate in the program. It asks what type of activities they participated in and how to improve better the program.
Frequency	Annually, at the end of the Spring semester

4.3.5 Service Learning Report

Description	To reflect on service learning activities, staff members have an informal conversation with the participants to evaluate their experiences. Notes are taken and then compiled into a report by the Activities staff.
Frequency	Annually, at the end of the Spring semester

5 AGENCIES

Outcomes	Discuss the results of agency surveys and identify which partnerships to renew in the future. Discussions of the survey results highlight 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.
Materials Involved	Completed Survey of Agencies, Foundations, and Organizations signed agreements, completed Student Evaluation of Agents, minutes of meetings, partner database, certificates of representation
Staff Responsible	CIEP Promotions and Admissions Specialist, Program Coordinator, and CIEP Director
Frequency	As needed

5.1 SURVEY OF AGENCIES, FOUNDATIONS, AND ORGANIZATIONS

Instrument	Survey is administered to all educational consultants, foundations, and organizations that send students to the CIEP. The agency/representative completes the survey about the service they provided to the recently sent student. T:\Documents\Promotion\Agencies and Partners\Surveys
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5.2 STUDENT EVALUATION OF AGENTS

Instrument	Students who are referred to the program complete a survey upon their arrival about the services that the agency/representative provided to the student. T:\Documents\Promotion\Agencies and Partners\Surveys
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6 IMMERSION PROGRAMS: PLANNING AND DEBRIEFING

Outcomes	The CIEP Director and CIEP Staff who work with the immersion program will plan for any upcoming immersion program. After the program is complete, they will review survey results and discuss future improvements aiming for better planned and conducted future programs, especially those which repeat.
Staff Responsible	CIEP Director, CIEP Promotion and Admissions Specialist, CIEP Student Service Coordinator
Materials Involved	CIEP Immersion Program Survey results, Immersion Program Orientation Survey, Immersion Program Exit Survey, CIEP Student Service Coordinator report, minutes from meeting, Immersion Program orientation schedule

6.1 IMMERSION PROGRAM PRELIMINARY QUESTIONNAIRE

Instrument	Potential Immersion Program partners complete a questionnaire regarding their needs for the program. It includes questions on the academic courses, housing, activities, and special topics to be covered. T:\Documents\Special Programs\Special programs documents
Frequency	As needed

6.2 IMMERSION PROGRAM ORIENTATION SURVEY

Instrument	Immersion Program participants complete an orientation survey, similar to the regular program survey, targeted toward their program. It collects information regarding the usefulness of orientation, their enjoyment of the process, and their recommendations for the future. Google Drive, CIEP Website http://www.uni.edu/ciep/special-programs/immersion
Frequency	After orientation before each session, as needed

6.3 IMMERSION PROGRAM EXIT SURVEY

Instrument	Participants and chaperones complete an exit survey about the quality and level of satisfaction with the immersion program. Questions focus on service from staff, Dept. of Residence, and CIEP administration. All program participants complete survey just before departing for home. Immersion programs could happen at any time of the year. Google Drive
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Frequency At the end of each session, as needed

6.4 IMMERSION PROGRAM PLANNING MEETINGS

Description These meetings are to collaborate the joint efforts of the CIEP staff in planning for and devising immersion program proposals and implementation.

Outcomes The goal of the meeting is to coordinate the various aspects of negotiating the proposal package for immersion programs. Each staff member assembles a different focus for the program.

Staff Responsible CIEP Director, CIEP Program Coordinator, CIEP Student Service Coordinator, CIEP Promotions and Admissions Specialist, CIEP Secretary

Materials Involved Minutes of meetings, electronic messages, proposal letters, working budget

Frequency Before each immersion program, as necessary

7 CAMPUS PARTNERSHIPS

7.1 REVIEW STUDENT HEALTH CENTER FOR CIEP STUDENTS

Description The CIEP relies on the UNI Health Center for TB Screening, insurance for students and other health related services. These services are important to keep the students in compliance with Federal and State laws and University policy. It is important that CIEP maintains good communication with the UNI Health Center Staff and regularly meet to discuss changes in policy or services.

Outcomes 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 services for students.

Staff Responsible CIEP Director, CIEP Program Coordinator, UNI International Programs Staff, UNI International Students & Scholars Director, CIEP Student Service Coordinator, CIEP Promotions and Admissions Specialist, CIEP Secretary, UNI Admissions Staff, UNI Health Center Staff

Materials Involved Minutes of meetings, electronic messages, CIEP Climate Survey

Frequency Semesterly

7.2 REVIEW DEPARTMENT OF RESIDENCE FOR CIEP STUDENTS

Outcomes	Results of the review leads to better understanding of housing needs for international students and the services the DOR can provide. Dining arrangements for immersion programs are discussed as well. The meetings also help maintain a good working relationship between the DOR and the CIEP.
Staff Responsible	Director of Residence Life, CIEP Director, CIEP Program Coordinator, CIEP Student Service Coordinator, Assistant Director of Residence: Administrative Services, and Assistant Director of Residence: Residential Dining
Materials Involved	Minutes of meetings
Frequency	As needed

7.3 MEET WITH ASSOCIATE DIRECTOR OF INTERNATIONAL STUDENTS & SCHOLARS OFFICE AND IMMIGRATION & VISA COORDINATOR

Description	The CIEP Promotions and Admissions Specialist and CIEP Student Service Coordinator are Designated School Officials who receive guidance from the Primary Designated School Official (Immigration and Visa Coordinator) and regularly meet to review changes in immigration regulations.
Outcomes	The meeting reviews necessary changes in protocol and helps the CIEP Director work better with the International Student Advisor to provide the best immigration services to the students.
Staff Responsible	ISSO Immigration and Visa Coordinator, CIEP Promotions and Admissions Specialist, CIEP Student Services Coordinator
Materials Involved	Minutes of meeting and electronic communications
Frequency	Every semester

Task for Review	Fall 1 2015	Fall 2 2015	Spring 1 2016	Spring 2 2016	Summer 2016	Fall 1 2016	Fall 2 2016	Spring 1 2017	Spring 2 2017	Summer 2017	Fall 1 2017	Fall 2 2017	Spring 1 2018	Spring 2 2018	Summer 2018
1.1 Climate Survey		X		X			X		X			X		X	
1.2 Former Student Survey	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
1.3 Teacher Feedback Form		X		X			X		X			X		X	
1.4 Teacher/Class Evaluation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
1.5 Level Review Meetings	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
2.1 Registration and Information Questionnaire	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2.2 Weekly Administrative Meetings	Weekly														
2.3 Review of Handbooks					X					X					X
2.4 Requests/Concerns & Grievance Reporting	X					X					X				
2.5 Monitor Plan for Review					X					X					X
3.1 New Student Orientation Plan	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3.2 Orientation Survey	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4.1 Activities Staff Meeting	Ongoing														
4.2 Activities Survey Meetings	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4.3.1 Activities Survey	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4.3.2 Conversation Partner Update	Monthly														
4.3.3 Conversation Partner Survey		X		X			X		X			X		X	
4.3.4 International Friendship Survey				X					X					X	
4.3.5 Service Learning Report				X					X					X	
5.1 Surveys of Agencies	As applicable														
5.2 Student Evaluation of Agents	As applicable														
6.1 Imm. Prog. Preliminary Questionnaire	As applicable														
6.2 Imm. Prog. Orientation Survey	As applicable														
6.3 Imm. Prog. Exit Survey	As applicable														
6.4 Imm. Prog. Planning	As applicable														
7.1 Review of Student Health Center		X		X			X		X			X		X	
7.2 Review of Dept. of Residence	As needed														
7.3 Update with ISSO		X		X			X		X			X		X	