Thank you to all ISSS staff members, Designated School Officials and Alternate Responsible Officers in our partner offices and on the partner campuses for the hard work and commitment to FAU, international education, and most importantly our international student and scholar community.

I. Department Mission, Vision, and Core Values
II. Organizational Chart / Staff Members
III. Overview of accomplishments for the year
IV. Review of goals and their accomplishment for the year
V. Relationship of goals/accomplishments to the FAU strategic plan
VI. Relevant data that demonstrates goal/accomplishment and the advancement of the strategic plan
VII. Goals for 2011/2012
VIII. Budget summary
IX. Contributions within the department to University, Divisional, and Professional committee, initiatives, and projects
X. Executive Summary
I. Departmental Mission, Vision, and Core Values

Mission
The International Student and Scholar Services (ISSS) office serves as the primary campus resource on immigration matters pertaining to the F and J visa programs. ISSS helps ensure that all F and J nonimmigrant visa holders maintain legal status and that the university is in compliance with federal regulations established for these visa categories. We facilitate cultural adjustment/transition and meaningful interactions between international students/scholars and the university community and advocate on behalf of international students, scholars, and their accompanying dependents. We collaborate across the university to advance the recruitment, enrollment and retention of international students. We serve as a resource for cross-cultural communication and international education initiatives at FAU.

Vision
ISSS will be the central point of contact for resources, support, advocacy and guidance pertaining to international students and scholars at FAU. ISSS will be a resource and a partner to the university-wide community for immigration issues related to foreign nationals studying and working at FAU, international education efforts, cross-cultural communication, diversity initiatives, and culturally enriching programs.

Core Values
ISSS supports the core values of the Division of Student Affairs.

The mission, vision, and values are reflected in the core programs & services offered at ISSS.

Core Programs & Services
ISSS provides immigration advising and assistance with transitioning to life in the U.S. and at FAU for international students, scholars, and their accompanying dependents. Below is a list of primary services/programs:

- **Compliance, Reporting, & Record Maintenance**
  - Submit recertification and re-designation documentation to the Department of Homeland Security (DHS) and the Department of State (DOS) in order to continue operating the F and J visa programs
  - Perform all required periodic and event-based SEVIS reporting
  - Liaise with appropriate units within the Department of Homeland Security
  - Monitor Exchange Visitor Program activity
  - Inform students, scholars, and the university community of compliance requirements and immigration updates

- **Services for incoming (new) students and scholars**
  - Preparation and issuance of initial I-20s for newly admitted undergraduate students; temporary assistance with issuance of I-20s on behalf of the Graduate College
  - Preparation of DS-2019 forms (all categories)
  - Pre-arrival information and communication
  - Mandatory new student check-in upon arrival in the U.S.
  - Mandatory immigration orientations for all new international students at FAU
  - Information sessions and activities to facilitate understanding of health and wellness issues and cultural adjustment
Check-in process for J-1 Scholars & Interns

- Services for current students & scholars
  - Updates & information on immigration responsibilities and upcoming changes in immigration regulations
  - Workshops/seminars pertaining to immigration issues, employment, tax responsibilities for international students/scholars
  - I-20/DS-2019 document preparation
  - Employment information and authorization (curricular practical training, optional practical training, economic hardship, etc)
  - Travel and re-entry
  - Medical insurance requirements (Scholars)
  - Social security and tax information
  - Driver’s License information
  - Cultural adjustment and personal concerns
  - Letters confirming enrollment, status, and/or tuition amounts

- Other support services and programs
  - Departmental information related to international students and scholars
  - Workshops and information sessions on hiring foreign nationals at FAU (in collaboration with the General Counsel’s office)
  - Forms and guidelines for inviting international visiting scholars and interns through the J Exchange Visitor Program
  - Information about diversity and multicultural opportunities on campus
  - International Education Week & Festival of Nations
  - Multicultural Student Advisory Group (International Student Advisory Subcommittee)
II. ISSS Staff

Current ISSS Staff and Responsibilities
New I-20 functions/responsibilities for 2010/2011 are highlighted in yellow.

Dr. Mihaela Metianu, Director
- Overall leadership and management of ISSS services, staff, budget, assessment, and performance reviews
- Principal Designated School Official (PDSO) and Responsible Officer (RO):
  - primary oversight for F and J visa programs
  - SEVIS compliance
  - Recertification/re-designation petitions
- Communication with outside government agencies regarding F/J visa compliance and related issues
- Primary advisor for International Scholars and International Student Interns; issue DS-2019 forms for these J visa categories
Troubleshoot difficult student/scholar immigration issues and other student/scholar concerns

Issue I-20 documents for newly admitted undergraduate students as needed; communicate with Undergraduate Admission staff to identify newly admitted international students and streamline communication regarding acceptance, I-20 documents, and arrival to FAU

Provide up-to-date guidance and information on recent immigration regulatory updates and changes pertaining to F and J visa categories; revise ISSS policies and practices accordingly

Advise the International Peer Mentors and co-chair the Multicultural Student Advisory Group

Co-chair the International Education Working Group; participate and advocate for international recruitment initiatives and support

Dawn Wooten, Associate Director/SEVIS Manager (Designated School Official/Alternate Responsible Officer)

Supervise ISSS in absence of director; supervise Graduate Assistants

FSA Atlas software -- implementation/oversight/maintenance; interface with IRM for technical support and software upgrades

SEVIS functionality – responsible for routine reporting functions and record maintenance

Website maintenance and office technology needs; oversee transition from paper to electronic files

Implement online forms and services (i.e., Blackboard workshops on employment, travel)

Marketing and division/departmental outreach efforts

Liaison to Education USA and sponsoring agencies re: incoming sponsored students

Coordinate communication with students and scholars (email blasts, social media, etc)

Incoming student record coordination

Visa documents, pre-arrival communication, and primary advisor to international exchange students (includes DS-2019 issuance for J-1 students)

Issue I-20s for newly admitted graduate students (temporarily, to assist the GC staff)

Marjorie Strachan, Coordinator/International Student Advisor (Designated School Official)

Primary immigration advisor to F-1 students

Liaison and primary contact on F-1 student employment issues

Organize and present practical training/employment sessions

Coordinate ISSS Workshops (immigration, tax, employment)

Organize and present immigration orientation sessions for new students

Liaison to campus-wide orientation (undergraduate, graduate); resource fairs, other related outreach

Coordinate creation/updates of ISSS forms, brochures, and handbooks

Prepare letters & document requests for students and scholars

Myrtha Senat, Program Assistant (Designated School Official, Alternate Responsible Officer)

Front desk supervision; answer phones, answer general walk-in questions, and refer clients for appointments or further advising

Office management (budget, office supplies, time input, other clerical duties)

Maintenance of files and filing system (paper and electronic)
• Assists with issuance of J-1 DS-2019 forms and other letter/document requests for J-1 visa holders
• Assists Director and Associate Director with issuance of new student I-20s (undergraduate and graduate as needed); communicates with newly admitted students and their families regarding I-20 delivery/pickup
• Prepares letters and other document requests for students & scholars

Graduate Assistants (both positions assist with front desk and general office duties as required):
• Position 1 (20 hours per week) – GA for web and technical support
• Position 2 (10-20 hours per week) – programming support for international peer mentor program, International Education Week and International Peer Mentor Program

Graduate Assistants:
■ Ms. Kelly Roy was with ISSS until May 2011 when she graduated with her master’s in Student Affairs and her primary responsibilities involve campus programming and involvement for international students. Ms. Nadja Johnson, PhD student in Linguistics was hired to replace Kelly and will begin working in July 2011.
■ Mr. Saravanakumar (Saran) Balan is a returning GA. He is a master’s student in Business Administration and his primary responsibilities involve web management and technical support.

Partner Campus Support:

Farley Leiriao – Assistant Director for Diversity Services, Northern Campuses
Freddie Frage – Associate Director for Multicultural Affairs, Broward Campuses

ISSSS Related Responsibilities
• Answer routine questions and provide general support to international students
• Sign I-20s for travel
• Approve employment benefits
• Approve reduced course load enrollments
• Provide orientation for new students
• Remove IS holds as needed

Both DSOs also serve as the primary cultural programmers for their respective campuses, and in this capacity they organize events such as the
III. Significant Accomplishments for 2010/2011

ISSS Accomplishments
1. Successfully submitted the SEVIS recertification packet to the Student and Exchange Visitor Program (SEVP).
2. Fully implemented the FSA Atlas software and provided ongoing training to all DSOs on using common features of the software.
3. Organized a number of successful events catering to internal and external stakeholders:
   a. Welcome Reception in the beginning of fall and spring
   b. International Education Reception – with Office of International Programs (OIP) – fall
   c. International Campus Day – co-hosted with other units and primarily responsible for organizing the event, which hosted representatives from eight foreign consulates and an award ceremony for an FAU faculty member
   d. End of semester BBQ, soccer and basketball games get-together (International Peer Mentors with international students)
   e. Festival of Nations – in collaboration with several student organizations and the Office of Multicultural Affairs
4. Responsible for collecting documentation and issuing I-20 forms for all new undergraduate students. Assisted the Graduate College with issuing I-20 forms for the majority of new graduate students admitted during summer and fall.
5. Collaborated with OIP and other IEWG members in completing phase I of an international student recruitment plan:
   a. International Student Admissions Brochures
   b. Promotional flash drive
   c. Mailing and follow-up with 271 Education USA centers around the world
6. In collaboration with OIP and with input from IEWG members, successfully deployed a new URL: www.fau.edu/international -- with a tab on the main FAU page
7. Expanded services to international students by converting forms to be filled online and adding an online module for the employment/practical training component (in addition to the live workshop)
8. Organized and presented – in collaboration with the General Counsel's Office and Fragomen Immigration Firm – a workshop for senior FAU staff on hiring foreign nationals at FAU.
9. Recruited and trained a team of 11 International Peer Mentors (inaugural group)
10. Entered into a successful partnership with Max Planck Florida Institute and facilitated hosting 10 J-1 scholars and interns to date. This partnership will be in place until Max Planck secures its own designation from the Department of State; all documents are issued with permission from the Department of State. The partnership resulted in a revenue of $6,800 for ISSS ($2,520 were placed in the ISSS Foundation Account and the remaining amount will be placed in a newly created auxiliary account).
11. Assisted in the establishment of a new exchange partnership between the College of Engineering and Computer Science and Nirma University of India. The program will bring student interns, visiting scholars, and degree-seeking students to FAU.
12. Revised the ISSS informational brochures (final draft completed)
13. Participated in College Week Live International (hosted by Undergraduate Admissions) – M. Metianu & D. Wooten
14. Sponsored two webinars:
   a. Recruiting Students in China – ISSS & Undergraduate Admissions
   b. Assessing I-20 Financial Documents – all DSOs
15. Submitted a successful proposal to the Tech Fee committee to outfit an International Student Multimedia Resource Room.

Individual Staff Accomplishments:

M. Metianu
Serves in leadership training roles for NAFSA, Association of International Educators:
- Curriculum Dean for the Intermediate F-1 Advising (through 12/11)
- Curriculum and co-writer for the e-learning module of the same curriculum
- Lead Trainer for NAFSA regulatory core education curriculum
- Lead Trainer and poster session presenter at NAFSA’s annual conference in Vancouver, Canada (May 2011)
- Trainer core education workshop at the Regional NAFSA Conference in Jacksonville, Florida (November 2010)
- Selected to serve as the Chair of the Policy and Practice Subcommittee
Serves on the university-wide Diversity Committee and Honors Education Task Force; she also serves on the DSA Graduate Student Assistant Committee
Co-chaired the International Education Working Group

D. Wooten
- Attended the Florida Association of International Educators (FAIE) annual conference in Pensacola. She has served as the Treasurer for the organization
- Was accepted in the national NAFSA Trainer Corps to train other international education professionals in the areas of international student advising, F-1 Advising for Beginners and education abroad advising.
- Attended webinars sponsored by Education USA & fsaATLAS
- Attended NAFSA Vancouver 2011 where she completed the Trainer Corps training program and served as a trainer for the F-1 Intermediate Workshop
- Led ISSS involvement and co-hosting of the Human Rights Walk (November 2010) and the Invisible Children Event (April 2011)
- Served on the following committees: WOW, AIDS committee, IRM Tech committee, Marketing committee, 50th Anniversary DSA committee, DSA Web committee, fsaATLAS national advisory committee
- Participated in the DSA Graduate Student mentoring program
-Volunteered for the “Safer Spring Break” awareness event and the student event “Dancing with the Staff”
- Attended an event sponsored by the Canadian Embassy

M. Strachan
- Revised currently used ISSS forms and form letters
ISSS 2010-2011 Report

- Completed first draft of the International Students’ Arrival Guide
- Coordinated revisions of the ISSS brochure
- Completed the Handbook for ISSS Student Employees
- Served as the primary liaison to international student employment issues
- Attended the NAFSA Regional Conference in Jacksonville, Florida (11/2010)
- Served on the DSA Staff Development Committee and Orientation Committee

**M. Senat**
- Completed FAU training on using the WOLFE system

**F. Leiriao**
- Prepared web contact for international tax issues
- Recruited a peer mentor for international students in Jupiter
- Organized several cultural programs such as the Japanese Tea Ceremony and cultural heritage month celebrations

**F. Fragé**
- Organized several cultural programs such as Hispanic Heritage Month events, Chinese New Year, and Broward Diversity Day

The DSOs on the partner campuses also serve as the primary cultural programmers on their respective campuses. In the past year, they have each been responsible for a series of cultural events that included international student participation.
IV. Goal Accomplishment for 2010-2011

1. Goal: Complete preparations for SEVIS recertification by adding the appropriate educational sites to reflect the multi-campus model and creating a separate entity under FAU’s program for the Intensive English Institute (IEI)
   a. Outcome: Completed. FAU added four new educational sites – Fort Lauderdale, Davie, MacArthur Campus, and Intensive English Institute. FAU also received its recertification notice from the Student and Exchange Visitor Program (SEVP) on September 30, 2011. The recertification packet, which included review of all FAU majors/programs and corresponding CIP codes, re-verification of all DSO’s, proof of SACS accreditation, and President’s approval and signature, was successfully submitted on March 4, 2011. A notice of completion was sent to the PDSO from SEVP on March 8, 2011. The recertification process is now in the adjudication phase, and SEVP will follow up with either a request for additional information or notice of recertification.

2. Goal: Implement FSA Atlas and SEVIS Batch system (used for the F SEVIS component)
   a. Outcome: Completed. Currently we perform the majority of SEVIS reporting functions via FSA Atlas. We also create all other events and I-20 forms in FSA Atlas. This project has resulted in better data available on international students, more accurate data in the corresponding BANNER screens, and easier ways to communicate with students via email blasts and automatic announcements. FSA Atlas is an ongoing project as patches and upgrades need to be installed periodically, but it is now fully functional for all F SEVIS records.

3. Goal: Develop a systematic mode of communication with academic advisors and departments within FAU
   a. Outcome: Partially completed. ISSS currently has regular communication with Freshman Advising, Athletics, and the College of Engineering regarding advising issues for international students. Additional relationships have to be established with the other FAU colleges.

4. Goal: Complete website updates for J (Exchange visitor Program) Sections
   a. Outcome: Partially completed. Information on Academic Training and J-2 dependents still needs to be developed.

5. Goal: Be an integral part of the International Education Working Group (IEWG). This broad goals has resulted into the following objectives:
   a. International Student Recruitment: Phase I was completed and ISSS was instrumental in coordinating the creation of an international student admission brochure, promotional flash drive, and mailing campaign to Education USA. The IEWG submitted a Phase II proposal for review via the VP for Student Affairs and the Dean of Undergraduate Studies/Interim Provost. Current efforts of phase I will be sustained through existing resources. Additional activities will continue as directed by the senior campus leadership.
   b. Visibility of international education: ISSS collaborated with other offices and completed deployment of a new web page: www.fau.edu/international, which can be accessed through the FAU main page. Additionally, we co-hosted International Campus Day for a
number of consular representatives and we also co-hosted additional visits from the Canadian and Indian Consulates.

C. Streamlining existing resources and processes affecting international student admission/enrollment/retention at FAU: **partially completed** with the transition of the I-20 process to ISSS. The direction of this goal will depend upon decisions to incorporate the graduate I-20 process.

6. Create the following documents:
   a. International Student Handbook – **started, in the initial phases**; project will be moved to 2011/12
   b. ISSS brochure – **final draft completed**; printing will be completed before August 2011
   c. Finalize ISSS Student Employee Guide -- **completed**
   d. Office manual (policies and procedures) – **not started**; policies and procedures are in place, but they have not been assembled into a comprehensive procedural guide for the office

7. **Goal: Organize Welcome Back Reception** for international students (during Weeks of Welcome) – **at least 100** students to attend
   a. **Outcome: completed and achieved**: 184 (104 in the fall and 84 in the spring) were in attendance. In addition, faculty and staff were in attendance as well.

8. **Goal: Blackboard module for employment workshop**
   a. **Outcome: completed**: the online workshop went live in April and 32 students completed the module to date.

9. **Goal: Convert ISSS forms to be filled online** – **Outcome: completed**

10. **Goal: Revise format of the International/Multicultural Student Advisory Committee**
    a. **Outcome: completed**: ISSS Director met with Office of Multicultural Director to establish a new structure. ISSS will be responsible for the International Advisory Sub-Group.

11. **Develop a more inclusive approach to working with partner campus liaisons**
    a. **Outcome: completed**: More events and decisions were coordinated with the partner campuses. Programs and events calendar for spring 2011 included all campuses.

12. **Fully implement the International Friends Program and International Peer Mentor Program**: recruit at least 10 Peer Mentors (students) and at least 15 Friends (faculty & staff) for the inaugural group. The International Peer Mentor program was successfully implemented with 11 IPMs participating. The International Friends Program did not garner a great deal of interest from students or faculty/staff in spite of initial interest from a group of faculty and staff. As a result, ISSS and the IPMs decided to revise the program and create one International Friends Program with two components: a peer mentor component (student to student) and a faculty/staff ‘friend’ component. This goal will be addressed in the next section of the report.

13. **Goal: Increase attendance at ISSS workshop to at least 240 participants** (from 183 in 2009/2010)
    a. **Outcome: completed** -- 283 individuals attended ISSS workshops last year. Given existing numbers of international students, ISSS plans to maintain the same level of participation in workshop sessions.

V. **Relationship to the FAU Strategic Plan:**
Goal 1, Objective 2: Foster institutional commitment to student satisfaction and success

- ISSS goal 6a (Section IV) – The ISSS handbook (to be completed in 2011/2012) will provide a more extensive guide to international students and scholars regarding not only immigration regulations, but also FAU policies and procedures, guides to living in South Florida, and cultural adjustment resources.
- ISSS goals 7-9 (Section IV) also contribute to student satisfaction and success by offering a welcoming environment to new international students upon arrival and by providing more convenient access to resources they need through online services to supplement – not replace – the in-person contacts with ISSS.
- Goals 10 & 12 address the need for campus integration and taking student input into account student input in organizing programs and reviewing/improving our services.
- ISSS Goal 13 demonstrates a commitment to offering workshops that reflect student needs and interests and ultimately contribute to their success and satisfaction.

ISSS goals 6, 7, 8, 9, 10, 12, 13 (section IV)

Goal 1, Objective 2: Adopt strategies that assure racial and ethnic diversity within the student body (section IV)

- ISSS goals 5a & b demonstrate commitment to expanding the international diversity of our students by increasing the numbers of international enrollment to the extent possible based on available resources. The international URL with a link on the main page indicates that there is a level of commitment and vibrant activities related to international education.
- ISSS goal 10: Incorporating international students in the Multicultural Advisory Group ensures not only a wider representation of ethnic and racial diversity, but also a commitment to considering multiple dimensions of diversity inclusive of international students.

Goal 7, Objective 1: Showcase university accomplishments internally to faculty, staff, and students (section IV)

- ISSS goal 5b – the international URL is an excellent way of showcasing ISSS and other departmental highlights in international education.

Goal 7, Objective 2: Showcase university accomplishments externally to local, regional, national, and international audiences

- Accomplishments 3, 5 (section III) -- ISSS sponsored or co-sponsored events such as the International Education Reception and International Campus Day showcase FAU’s global appeal and interest in international facets of education. Accomplishment 5 – particularly the outreach to Education USA is a new initiative to introduce FAU as a choice for international students interested in studying in the U.S.
VI. ISSS Data and Relationship to Goals/Strategic Plan

Data pertaining to F & J non-immigrant populations at FAU (July 1, 2010 – June 13, 2011)

Overall, the number of F & J students and scholars we served increased by 8% from 810 during 2009/2010 to 875 in 2010/2011. Last year’s F-1 student data reported combined FAU and IEI numbers. However, this year we are able to separate our populations using SEVIS and FSA Atlas data. This year’s data shows combined totals to be compared to last year’s combined totals, as well as a breakdown of numbers between FAU and IEI. IEI F-1 records fall under the ISSS umbrella for SEVIS purposes, but the day-to-day administration is handled by IEI directly. During 2010/2011, we experienced a slight increase (from 743 to 759) in F-1 student records and a significant increase (from 68 to 116) in the use of our J-1 Exchange Visitor Program. Although ISSS does not have direct interactions with the IEI students, we are responsible for ensuring that the SEVIS events are properly reported and SEVIS records are properly maintained.

<table>
<thead>
<tr>
<th>Category</th>
<th>2009/10 (FAU&amp;IEI)</th>
<th>2010/11 FAU</th>
<th>2010/11 IEI</th>
</tr>
</thead>
<tbody>
<tr>
<td>F-1 students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial (fall)</td>
<td>96</td>
<td>101 + 32 = 133</td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td>508</td>
<td>492 + 46 = 538</td>
<td></td>
</tr>
<tr>
<td>Subtotal FAU F-1 student population</td>
<td>604</td>
<td>593 + 78 = 671</td>
<td></td>
</tr>
<tr>
<td>F-1 Optional Practical Training</td>
<td>139</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td><strong>F-1 Program Total</strong></td>
<td><strong>743</strong></td>
<td><strong>681 + 78 = 759</strong></td>
<td></td>
</tr>
<tr>
<td>J-1 Scholars (researcher/professor/short-term scholar/specialist)</td>
<td>18</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>J-1 Interns (new category)</td>
<td>11</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>J-1 Students</td>
<td>32</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-degree (exchange)</td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree (master’s)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sponsored students</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J-2 Dependents</td>
<td>7</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td><strong>J Exchange Visitor Program Total</strong></td>
<td><strong>68</strong></td>
<td><strong>116</strong></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL F &amp; J students/scholars</strong></td>
<td><strong>810</strong></td>
<td><strong>759 + 116 = 875</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Additional data:**
Total F and J population 875
Total number of F & J students enrolled during 2010/2011: 492 (F) + 47 (J) = 539
Total F & J degree-seeking students: 600

**Data by country** – top 10 countries with the largest international student representation at FAU:
1. India  70
2. China   59
3. Venezuela 41
4. Jamaica 40
5. Colombia 35
6. Canada  30
7. Bahamas 18
8. France  22
9. Brazil  17
10. Germany 15
The data on international students indicates that, while a significant increase has not taken place among F-1 visa holders, at least the numbers have held relatively constant without a dramatic decrease. ISSS worked diligently and sometimes beyond its immediate assigned responsibilities to ensure that international student applicants admitted to FAU receive immediate contact from ISSS, Undergraduate Admissions and the Graduate College regarding admission and I-20 issuance procedures.

Furthermore efforts to explore international student recruitment options for FAU resulted in at least one immediately quantifiable number – the four new sponsored students who enrolled at FAU during 2010/2011. These students bring financial support from their governments and organizations, but also contribute to goals on diversity and raising the institutional profile as they connect to their sponsoring organizations to refer other prospective sponsored students to FAU.

The growth in the J Exchange Visitor Program is more significant and reflects a better understanding of the program across university departments who invite visiting scholars. The student intern program in particular has resulted in several partnerships such as Max Planck Florida and the College of Engineering & Computer Science and Nirma University.

Office Statistics

Student contacts – not including individual email/phone calls -- through June 13
Contacts decreased overall from 13,330 to 10,225, but the number of individual appointments increased from 200 to 535.

Front-desk Sign-in Log (all walk-ins) 2755
Individual appointments 6935
Front-desk Phone Calls 535

Total 10,225
**Workshop Attendance** increased by 50% from 189 to 284 by 50%

<table>
<thead>
<tr>
<th>Workshop Type</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment workshops</td>
<td>52</td>
</tr>
<tr>
<td>Online employment workshop module</td>
<td>32</td>
</tr>
<tr>
<td>Immigration attorney workshops</td>
<td>45</td>
</tr>
<tr>
<td>Tax workshops</td>
<td>54</td>
</tr>
<tr>
<td>Immigration Orientation</td>
<td>95</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>278</strong></td>
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</tbody>
</table>

The office statistics speak to the departmental goals in several ways. A reduction in walk-in traffic occurred from 2009/2010 to the current year, but the increase in individual appointments shows that our previous goals as far back as 2008/2009 have been successful. Students now also have alternatives to get their forms online and submit them in scanned format whenever possible. While they may not come to pick up forms, students will continue to be attracted by the quality programs and service ISSS offers as a component of the campus integration for international students.

Workshop attendance statistics so indicate that ISSS achieved an increase in student participation among ISSS workshops and orientation sessions, which we plan to maintain at the same level for upcoming years. The target number of participants was 240, and this goal was exceeded.
VII. Goals for 2011/2012

Remaining goals from the previous year:
1. Create a systematic outreach system to academic advisors across all FAU colleges
2. Complete the website additions to the J Exchange Visitor Program
3. Complete the International Student Handbook
4. Print the revised ISSS brochure
5. Create an Operating Procedures Manual for ISSS

Additional Goals:
1. Complete and open for use the International Student Multimedia Resource Room
2. Develop a new recreation program series with appeal for international students (in collaboration with Campus Recreation)
3. Develop and Employer’s Guide to Hiring International Students (in collaboration with Career Development Center)
4. Recruit 5-7 students to serve on the International Student Advisory Group.
5. Implement the “International Friends Program” as an updated model of the International Peer Mentor Program. Recruit 15 international friends/peers to include at least one for each partner campus.
6. With guidance from senior administration co-chair the next phase of IEWG to include expanded recruitment initiatives and streamlining of international student processes from prospect to graduation.
7. Assuming that resources are provided, consolidate the I-20 production function within ISSS (including undergraduate and graduate processing).
8. Complete an exploratory phase of international service learning abroad experiences (with Weppner Center and Office of International Programs)
9. Develop a “sponsored student guide” for government organizations who sponsor/fund international students studying in the U.S.
10. Complete a self-audit of the J Exchange Visitor Program in preparation for re-designation of the program (due May 2012)
11. Develop a more comprehensive international student orientation program that integrates immigration advising with additional components not covered in other orientation sessions
12. Complete transition to a primarily paperless office operation
**Budget Summary**

2010/2011 E&G Budget

Operating Expenses: $9,000  
Additional Expenses:* $20,739  
**TOTAL** $29,739  
*Additional expenses for remodeling Student Media Resource Room space

**OPS/GA Expenses** $15,532

Estimated 2011-2012 Budget Needs to maintain a similar level of operations

### Source of Funding

<table>
<thead>
<tr>
<th>Estimated Expenses</th>
<th>E&amp;G Funding</th>
<th>Foundation</th>
<th>A&amp;S (SG)</th>
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</thead>
<tbody>
<tr>
<td>Operating Expenses</td>
<td>$10,500</td>
<td>$8,000</td>
<td></td>
</tr>
<tr>
<td>OPS/Grad Assistants</td>
<td>$15,500</td>
<td>$2,580</td>
<td>$17,000</td>
</tr>
<tr>
<td>Programming</td>
<td></td>
<td>$8,000</td>
<td>$19,580</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$26,000</td>
<td>$8,000</td>
<td>$19,580</td>
</tr>
</tbody>
</table>

ISSS uses Foundation Account SAF250 to cover travel to conferences, International Education Reception, and other miscellaneous expenses. ISSS also uses this account to reprint office materials for international students (ISSS brochure, international student admissions/recruitment brochures) and purchase additional materials used in advising and supporting international students and scholars. Furthermore, two new computers will have to be purchased to replace outdated equipment for the Program Assistant and Coordinator.

A&S Funding from SGA covers GA expenses for the summer period to support International Friends/Peer Mentor program. Programming funds are used for the Festival of Nations and International Friends/Peer Mentor Program.

If a decision is made to centralize the I-20 processing function within ISSS, additional operating expense funds will be required. Below is an estimate of these expenses:

**One-time expenses:**
- Computer & software, telephone line setup $2,000

**Reoccurring expenses (annual):**
- Telephone (local/long-distance) $600
- Mailing costs $250
- Office supplies, copies, etc $150
- Training/professional memberships $500

**Additional annual operating expenses** $1,500
IX Contributions to Division, University, and Professional Community

Training
- All ISSS staff and all other DSO (except one person) attended the fall and spring meetings & the annual ISSS training/retreat
- ISSS sponsored webinar on recruitment of students in China and verifying financials for I-20 issuance.

Collaborations
- International website, flash drive, and promotional jump drives for international student recruitment
- Co-sponsorship and coordination of International Campus Day and International Education Reception
- Assistance provided to Graduate College staff to issue new student I-20s (this responsibility is currently assigned to the Graduate College)
- Workshop on foreign national employment with General Counsel’s Office

Professional Development
- M. Metianu served as curriculum leader & trainer for F and J Regulations (NAFSA); attended the Annual NAFSA Conference in Kansas City, MS
- D. Wooten & M. Metianu participated in the Annual NAFSA Advocacy Day (March 2010)
- D. Wooten participated in an educational seminar in Germany (October 2009)
- D. Wooten is currently serving as the Treasurer of the Florida Association of International Educators
- D. Wooten & M. Metianu attended the Performance Management seminar offered by the HR Department
- M. Strachan attended Excel & PowerPoint training sessions
- D. Wooten attended the EducationUSA International Student Enrollment Conference in Washington, DC (June 2010)
- D. Wooten & M. Metianu participated as presenter and panel member respectively during the EducationUSA – Caribbean Advisors’ visit hosted by Lynn University, FAU, and Nova Southeastern.

Participation in Divisional & University Events (some examples)
- Participated in Homecoming celebrations: golf cart parade, homecoming football game, and window decorating.
- D. Wooten assisted with WOW events, assisted with AIDS Day events, and helped organize a presentation of the “Invisible Children” movie at FAU
- M. Metianu attended the SG President inauguration, the open forums for the presidential candidates, and volunteered for the SG campaign
- F. Leiriao and F. Frage assisted with all major ISSS signature events
- Facilitate Culture Shock session for freshman orientation sessions
- Participated in Student Affairs Day events

Committee Assignments:
- M. Metianu: Student Insurance, International Education Working Group, Student Crisis Awareness, Graduate Student Day/Assistantship, Diversity, and Honors Education Task Force
- D. Wooten: Weeks of Welcome, AIDS, Technology Task Force, Marketing, Website, 50th Anniversary
- M. Strachan: Staff Development, Orientation
X. Executive Summary

Office Overview

The International Student and Scholar Services (ISSS) office within the Division of Student Affairs is responsible for government compliance and immigration resources pertaining to the F and J visa programs. ISSS helps ensure that the F and J nonimmigrant visa holders maintain legal status and that the university is in compliance with federal regulations established for these visa categories. ISSS is accountable – on behalf of Florida Atlantic University (FAU) -- for record maintenance and reporting to SEVIS (Student and Exchange Visitor Information System) in compliance with Department of Homeland Security and U.S. Department of State regulations.

ISSS handles an average of 1000 monthly contacts from various constituencies and provides services across FAU through a team of professionals who are trained as designated school officials (DSO) and responsible/alternate responsible officers (AROs). These government functions/titles are assigned by the university to individuals who have access to government data for the purpose of immigration compliance. ISSS has four full-time staff members (Director, Associate Director, Coordinator, and Program Assistant) and two Graduate Assistants. ISSS has liaisons on the Northern Campuses (Assistant Director of Diversity Services) and Broward Campuses (Associate Director of Multicultural Services). As Principal DSO and RO, the ISSS director oversees SEVIS-related activities for two DSOs in the Graduate College and two DSOs in the Intensive English Institute. All ISSS staff members engage in training and professional development to ensure accurate delivery of services and governmental compliance. ISSS handles a monthly average of 1000 phone calls, emails, appointments, and walk-in inquiries.

The scope of the office goes beyond immigration advising, upholding rules and regulations, and ensuring compliance. It is also an office where students, scholars, and interns can connect with the campus community, get involved with campus activities, and add to the university’s internalization efforts. ISSS helps international students, scholars, and interns adjust to American life and integrate in the FAU campus culture.

Core Programs & Services

- Ensure SEVIS Compliance, Reporting and Record Maintenance for the F and J visa programs (875 records at the time when this report has been prepared).
  - 2010/2011 Numbers (for the period of July 1, 2011 to June 13, 2011):
    | F-1 Students | J-1 Exchange Visitors |
    |---------------|-----------------------|
    | Intensive English | 78 | Visiting Scholars | 30 |
    | FAU – degree seeking | 593 | Interns | 20 |
    | FAU – Optional Practical Training | 88 | Students | 47 |
    | TOTAL | 759 | TOTAL | 116 |

- Manage the J Exchange Visitor Program to meet U.S. Department of State requirements
- Advise F and J visa holders on immigration matters to assist them in maintaining legal status while pursuing their educational objectives at the university and for
their periods of authorized post-completion optional practical training (or academic
training)
 Review financial eligibility documents and issue initial entry visa documents (form
I-20) for all newly admitted undergraduate F-1 students and all J-1 visa holders
(form DS-2019)
 Prepare pre-arrival information, conduct immigration orientation and provide other
support services for new international students and scholars
 Prepare letters & documents, organize workshops & seminar, and offer a variety of
support services for current international students and scholars
 Organize events recognizing and celebrating international diversity, such as the
Annual International Education Reception, International Education Week, and
Festival of Nations
 Recruit, train, and advise the International Friends/Peer Program (funded by the
Student Government Association).

Highlights of ISSS Initiatives, Goals, and Accomplishments for 2010/2011
 Director co-chaired the International Education Working Group, whose work
resulted in creating marketing materials for international recruitment,
establishing a new URL (www.fau.edu/international) to highlight international
resources/opportunities, and undertaking a mass outreach through mail & email
to almost 300 Education USA overseas educational advisors
 Implemented the International Friends/Peer Mentor Program (inaugural year)
 Completed the SEVIS Recertification application process
 Completed implementation of the FSA Atlas Software for SEVIS processes
 Co-hosted various dignitaries representing consulates in the Miami and Houston
areas through International Campus Day and individually scheduled visits
 Director and Associate Director are active in their professional association
(NAFSA, Association of International Educators) and have served in leadership
and training roles at the state, regional, and national level

Challenges:
 Accomplishing its compliance and support services responsibilities with limited
funding (E&G)
 Streamlining processes between Undergraduate Admissions/Graduate College
and ISSS to achieve a faster response to international prospective and recently
accepted students
 Articulating current trends in international recruitments and jumpstarting efforts
to target specific markets and gradually increase international student numbers

Upcoming goals & initiatives for 2011/2012:
 Host the Annual Florida Association of International Educators Conference
(2/2012)
 Complete preliminary steps in preparation for the deployment of the SEVIS II
platform (through 2013)
 Complete re-designation for the J Exchange Visitor Program
 Based on guidance from senior administration, continue IEWG’s work in the
areas of recruitment, visibility, and streamlining of operations pertaining to
international initiatives at FAU