

**Mission:** *To promote international awareness, knowledge and experiences by recruiting, enrolling, retaining and graduating a diverse global community.*

**Vision:** *A global campus where international and U.S. students, faculty, staff and the community learn from each other individually and through programming that fosters appreciation of global diversity*

**Department/Program:** *International Education Center*

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Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)/	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p><b>1. Highlands University will achieve academic excellence, academic integration and student success.</b></p>	<p>1. The goal of the International Education Center is to have a well-informed international student population regarding NMHU and USA policies and regulations pertaining to Int'l Students.</p>	<p><b>1a.</b> Conduct a mandatory International Student Orientation to inform newly arrived Int'l students of American Academic standards, U.S. and State laws that must be obeyed (DWI, Substance abuse, domestic relations, health care system and insurance....  <b>1b.</b> Conduct a mandatory International Student Orientation to inform newly arrived Int'l students of Regulations required by the U.S. government regarding study in the United States through F-1 and J-1 Visas.</p>	<p>1. One orientation per semester for new international students</p>	<p>1. International Education Center Director, Coordinator and Staff</p>	<p>1. One orientation held in August and January of every year</p>	<p>1. August 30<sup>th</sup> 2018, January 30 2018 August 30, 2019</p>

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Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenges		Budget Consideration (Yes / No)
<p>1a. Achieved, ongoing 1b. Achieved, ongoing</p>	<p>August 2019, January 2020</p>	<ul style="list-style-type: none"> <li>- Recommend to continue to hold International Student Orientation as required by CFRs</li> <li>- Prior to the beginning of the semester, instead of 1 week after the semester begins. <b>No longer recommend.</b></li> <li>- Will continue to hold orientation 1 week after semester begins.</li> </ul>		<p><b>International Students arrive at different times. Hard to hold an orientation prior to the beginning of the semester if not all new students can participate in the orientation that is required by CFR. Need to ensure that we can orient as many students as possible. Will continue to hold orientation one week after semester begins. Not enough staff to prepare and conduct the orientation</b></p>		<p>Yes</p>
<p><b>2. Highlands University will achieve strategic enrollment management.</b></p>	<p>1. The goal of the Int'l Ed. Center is to increase Int'l Student enrollment to 200 students by 2020.</p>	<p>1a. Update the International Student recruitment plan.</p> <p>1b. Collaborate with Departments and University Relations to create informational materials appropriate for the International Student market</p> <p>1c. Coordinate with Education USA Centers worldwide to host NMHU webinars.</p>	<p>1a. International Student recruitment Plan accomplishments and outcomes of activities completed.</p> <p>1b. Four brochures with varying information for international students</p> <p>1c. Number of webinars</p>	<p>1. International Ed. Center Director, International Committee, and VPSEM</p>	<p>1. Every fall session</p>	<p>1. Every September</p>

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	<p>2. The goal of the International Education Center is to establish an Intensive English Language Program at NMHU</p>	<p>1d. Recruit Intn'l students enrolled at community colleges with large intrn'l student enrollments</p> <p>2a. Manage an existing IELP to develop MOU detailing establishment of an IELP on the NMHU campus</p> <p>2b. Offer classroom space to rent for IELP needs,</p> <p>2c. Offer our student residence halls and meal plans to students enrolled at the IELP.</p> <p>2d. Allow students enrolled at the IELP to enroll at NMHU as non-degree seeking students.</p>	<p>1d. Number of int'l students transferring to NMHU</p> <p>2a. Establishment of IELP on NMHU Campus</p>	<p>2. International Ed. Center Director, VP of Enrollment Management, President and VP for finance, Housing Director</p>	<p>2. Fall 2020</p>	<p>2. Fall 2020</p>
	<p>3. Contract with International Student recruiters to increase and</p>	<p>3a. Reach out to agencies to create partnerships</p>	<p>3a Number of agents NMHU has contracted with.</p>	<p>3 International Ed. Center Director, International</p>	<p>Fall 2019</p>	<p>October 1, 2019</p>

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	retain more international students	<p>3b. Collaborate with NMHU Athletics to recruit International student athletes.</p> <p>3c. Collaborate with NMHU VPPEM and VPF to create a commission structure to entice recruiting agents</p> <p>3d Collaborate with VPPEM and VPF to establish a discounted cost of attendance for students recruited by agents , goal is to reach a 15,000 COA.</p>	<p>3b. goal is to recruit and International athlete for every sport NMHU offers</p> <p>3c Completion of commission structure and contract</p> <p>3d Agreement</p>	<p>Student Coordinator, Dir. Of NMHU Athletics, VPPEM, VPF</p> <p>International Ed. Center Director</p>	<p>May 2019</p>	
	4.Retain more Int'l. Students to completion	<p>4a. Increase the quality of customer service at the IEC</p> <p>4b. Increase the number of events held by the International club</p> <p>4c. Directing Int'l students to participate in activities held by other departments on campus</p>	<p>4a. Number of student retained / semester</p> <p>4b. count the number of events and participants every semester</p> <p>4c Request an response from students who are interested in participating in the</p>	<p>International Ed. Center Director</p> <p>Int'l Student coordinator</p> <p>Int'l Student Coordinator</p>		<p>May 30 2019</p>

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			event			
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2.Ongoing	1.a.on going  1.b. not completed  1.c. incomplete  1.d. incomplete  2. Canceled project  3. December 2019 with Shiksha	1.a. in progress. Was not able to meet goal. Continue to seek recruitment opportunities to try to meet the goal.  1.b. Stop Instead of did: Completed WEB site for the purpose of recruiting international students. Continue to update the site as needed to make it more attractive to potential student.  1.c. Implement project with assistance from departments interested in recruiting international students to NMHU.  1.d. Receive funding for travel to Community colleges  2 Funds not available for project. Goal to be revisited in The future.  3a. increase commission to agents and offer discounts to students recruited 3b. Continue to collaborate with athletic department to		1b. Too many changes occur from year to year. Too much time will be spent on keeping material up to date from year to year.  compiling all information in the format needed to UR. To put the site together.  2. Funding and staff resources  Funding and participation		1.a. None 1.b. None  1.c. No  1.d. Yes  2, Yes  3a, yes 3b yes

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	<p>4. Ongoing</p>	<p>Recruit student athletes..</p> <p>3c. review current proposal after one year and submit Future recommendation based on outcomes of Currently approved proposal. Example, may need To offer a higher commission rate, tuition, housing And or meal plan discounts to make HU a highly Attractive option to agents and students.</p> <p>3d. continue to review success of current agent proposal to determine if NMHU can offer a more attractive contract to agents and future students recruited by agents.</p> <p>4a. Fill International Student Coordinator position so that timely service to enrolled students.</p> <p>4b[CEB1] Same as 4a.</p> <p>4c same as 4a</p> <p>Continue to seek services that will benefit our current and perspective students.</p>	<p>Implement project</p> <p>Implement project</p> <p>Approval to fill position</p>	<p>3c, yes</p> <p>4a. yes</p> <p>4b Yes</p> <p>4c yes</p>
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		Continue to offer extracurricular activities (food festivals, bean fest, socials, homecoming events, community events, Delta Kappa Delta annual dinner, trips that interest international students, continually update students of immigration changes that affect their status in the United States)				
Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)/	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
4. <i>Highlands University will achieve a vibrant campus life.</i>	1. The goal of the International Education Center is to have a globally informed International campus community	1. Conduct Cultural Activities such as Flag Hoisting Ceremony and Cultural enrichment sessions for NMHU community	1a. Number of Ceremonies  1b. Number of Cultural Enrichment Sessions	1. International Ed. Center staff, Int'l Students Club in collaboration w/appropriate offices on campus	1. Once every semester	1.a. yes  1. b. yes
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenges		Budget Consideration (Yes / No)
<i>Achieved/ ongoing</i>	November019/ food fest Weekly throughout Spring semester/ World music DJ at the Student Center	Continue to seek cultural activities that International students can present to the HU Campus and community		Student Participation and Community attendance  Funding for events to be held		Yes

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	Atrium until COVID 10 happened.					
<p><b>5. Highlands University will be a community partner.</b></p>	<p>1. The goal of the International Education Center is to have a well-informed International Student population</p> <p>2. conduct one community service event /semester</p>	<p>1. Invite organizations to the International Student Orientation and present on issues such as DWI, Sexual Harassment, City Ordinances, etc.</p> <p>2. Identify local community organizations to create community service opportunities for International Students</p>	<p>1. Number of organizations/presenters at International Student Orientation</p> <p>2. Participation in community service events.</p>	<p>1. International Ed. Center Director in partnership with Community organizations, banks, SS office, DMV, District Attorney's office, campus police, NMHU Housing, business office, professors, career services, DWI program, HU Cares, NMHU student Health Center.</p> <p>International Student coordinator International Ed. Center Director</p>	<p>1. Once Every semester</p> <p>2. end of every semester</p>	<p>1. Yes</p>

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5. <i>Achieved/ ongoing</i>	1. Aug 2019/New student orientation 2. Sept 2019 OPT workshop 3. Jan 20 New student orientation 4. Feb 20 OPT work shop 5. Mar 20 IRS notice via email due to COVID 6. Apr – May OPT advisement and I-20 issuance  2 Ongoing	1. Continue to host information sessions that orient International students of civic issues, mental health issues, transitional issues and immigration benefits. Mandatory orientations.  2. Partner with a local organization .		1. Funding to host events for guest speakers, and food service  2. Funding to coordinate and transport participants		Yes  2 Yes
6. <b>Highlands University will achieve technological advancement and innovation.</b>	1. The goal of the International Education Center is to have an International student Web – Page that facilitates international	1a. Create a web page for interested international students	1. Web Page	1. International Ed. Center Director, VP of Enrollment Management, Business Office,	1. May 2019	1. yes

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NMHU Strategic Planning Annual Report

FY19/20

Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenges	Budget Consideration (Yes / No)
6.Ongoing/achieve	1. August – sept of 2019  1b September 2019  1c. September 2019  1d. not complete  1e. Not complete	2.Complete the International Student application in SLATE  2 Elimination of paper application  1a. Continue to monitor the page for updates.  1b.Continue to work with admissions to update needed changes to refine the SLATE application Ensuring that the online apps have the necessary information for the International Ed. Center’s needs  1c. SLATE has an pay option  1d.Post on website of SEVIS recertification and re-designation  1e.Post on website logos for EDUCATION USA, and Organization of American States	1a. Keep up with trends to make page attractive. Need human resource  1b. knowledge of knowing what to update from the student perspective  1b. None 1c. none so far  1d. none  1e. None	1a. yes  1b. None  1c. None  1d. None  1e. none

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	2. Complete September 2019	Continue to monitor SLATE for needed updates. Send recommended updates to SLATE tech.	none	2 None		
<p><b>6. Highlands University will achieve enhanced communication and efficiency.</b></p>	<p>1. The goal of the International Education Center is to have a well-informed campus community regarding program policies and regulations pertaining to Int'l Students, faculty and Staff.</p>	<p>1a. Communicate with Faculty and staff about program offerings through the International Ed. Center via global emails</p> <p>1b. Create e-booklets for web- page and D2L content</p> <p>1c. Continue to hold workshops for International students that address Federal Regulations and procedures that benefit and affect their visa status.</p> <p>1d. Update internal forms, policies and procedures to coincide with federal regulations as needed for NMHU and International student use.</p>	<p>1a. Workshops</p> <p>1b. Postings on D2L Int'l Student Corner</p> <p>1c. Workshops</p> <p>1d. Pamphlets</p>	<p>1. International Ed. Center Director, Coordinator and Staff and VPSEM</p>	<p>1a. Workshops held every fall and Spring semester.</p> <p>1b. Ongoing as federal regulations and policies change</p>	<p>1a. Every November and April</p> <p>1b. July of every year</p> <p>1c. Every fall and spring semester</p> <p>1d. July of every year</p>

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	2. Create more digital resources and materials for student and campus wide use	1e. Create a J-1 visa pamphlet for faculty and staff  1f. Create an F-1 Visa pamphlet  2. Decrease visits to the International Ed. Center for requesting paper materials needed by students.	1e. Pamphlets  1f. Pamphlets  2 Creation of information and digital on line forms for International students to access and download	2. International Ed. Center Director International Student coordinator	2. Throughout the semester as Federal regulations and requirements change.	End of every semester
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenges	Budget Consideration (Yes / No)		
<i>Ongoing</i>	1a. Not complete  1b. Partially complete  1c. on going  1d. on going  1e. complete	1a. Post information on the new NMHU web page, Present at new faculty development week  1b. Collaborate more closely with UR to complete project. Hire more staff to dedicate time for special projects.  1c. continue to hold workshops, create videos for guidance on how to's.  1d Update internal forms to coincide with ICE and USCIS changes in policies and procedures. Eventually create all internal forms in fillable PDF format for placement on website.  1.e update and post on website. Send out a global about the J-1 visa program to faculty	1a. none  1b. time consuming/ insufficient staffing at department level  1c time consuming/ insufficient staffing at department level  1d. time consuming/ insufficient staffing at department level  1.e COVID 19	1a. None  1b yes  1c, yes  1d. yes  1e. None		

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	<p>1f. Complete. July 2019</p> <p>2 on going</p>	<p>1f Continue to email the pamphlet to newly admitted students. Continue to update it as information changes</p> <p>2 Post information and forms needed by international student for submission to USCIS and to the International Ed. Center Update forms and convert them into fillable PDF format</p>	<p>1f. Ensure that the pamphlet is up to date.</p> <p>2 Time consuming/ insufficient human resources at the department level</p>	<p>1f. None</p> <p>3. yes</p>
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