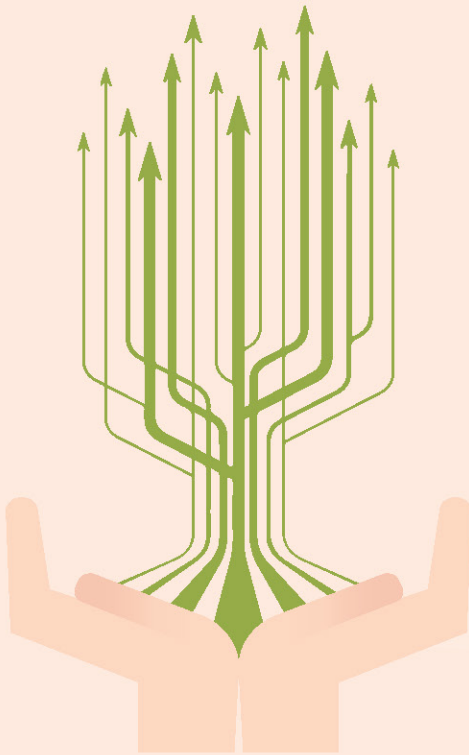


*ISSS Year in Review*  
**2017-2018**



The 2017-2018 academic year was a time of growth for the International Student and Scholar Services office at the University of Utah. We increased outreach to departments across campus, created and updated policies based on immigration rules released by the United States government, and increased our ability to provide resources to students in distress.

Other recent highlights include:

- Renewing a contract through November 2020 with the U.S. Department of State to continue providing UGRAD re-entry workshops to Pakistani students studying in the U.S.
- Updating International Student Orientation to include more resources for students and a streamlined document check-in procedure
- Implementing a new processing fee for J-1 exchange visitor applications as well as partnering with English3 to conduct English language assessments for exchange visitors

The ISSS staff is also growing, and now includes 12 full-time employees, 2 graduate assistants, a counseling intern, and 6 part-time student employees.

This report provides further information about our office's impact across campus as well as internal office accomplishments.





- International student orientation, including pre-arrival communication, immigration guidance, American classroom overview, and campus resource fair.
- Advising on immigration policies and maintaining student and exchange visitor status. This includes I-20/DS-2019 extensions, visa issues, school transfers, international travel, dependents, change of visa status to F-1, medical/academic reduced course loads, employment authorizations, and many other topics.

## The International Student and Scholar Services provides the following services to international students, exchange visitors, and University of Utah departments.

- Assistance with employment authorizations, including on-campus work, Curricular Practical Training (CPT), Academic Training (AT), Optional Practical Training (OPT), and STEM OPT extensions. Information on obtaining a Social Security Number (SSN) and filing taxes.
- Campus resource referrals, including campus activities, intercultural programs, ambassador program, campus safety, and cross-cultural adjustment.
- Emergency assistance, including guidance on health, family, or other emergencies. Emergency travel and/or departure from the United States.



### MISSION

**TO SUPPORT THE ACADEMIC, RESEARCH, AND COMMUNITY SERVICE MISSION OF THE UNIVERSITY OF UTAH BY PROVIDING OPPORTUNITIES FOR ALL STUDENTS, FACULTY AND STAFF TO INCORPORATE AN INTERNATIONAL, CROSS-CULTURAL AND GLOBAL DIMENSION INTO THEIR ACADEMIC AND PROFESSIONAL LIVES.**

- THE ISSS OFFICE:**
- seeks to foster and support a positive, interactive learning environment for international students and faculty through programming and services.
  - supports the concept of the global community through an international network of individuals with academic and economic ties to Utah.
  - promotes institutional and public awareness of the value of international educational exchange.

### VALUES

International educational exchange constitutes the mobility and interaction of students and scholars across borders and cultures. The International Student and Scholar Services office believes international educational exchange develops global competence and other essential skills and awareness to be successful in today's interconnected world and global society.

### VISION

**THE INTERNATIONAL STUDENT AND SCHOLAR SERVICES OFFICE FOSTERS AND SUPPORTS A GLOBAL CAMPUS COMMUNITY AS PART OF THE UNIVERSITY OF UTAH'S TRANSFORMATION INTO A GLOBAL UNIVERSITY.**



### SERVICES FOR DEPARTMENTS

- Guidance on inviting J-1 exchange visitors to the University of Utah
- Support for international student or exchange visitor emergencies
- Assistance with second approver e-forms and internship course approvals
- Advising on general international student and exchange visitor questions, including workshops on immigration topics

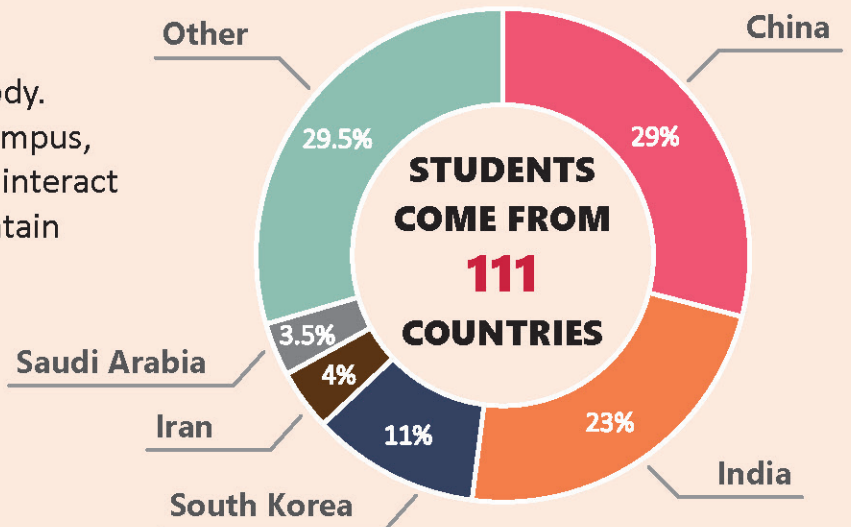


# ISSS Year in Review

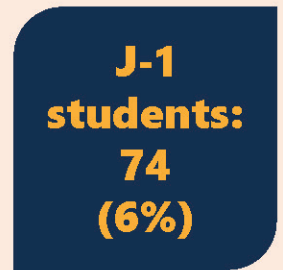
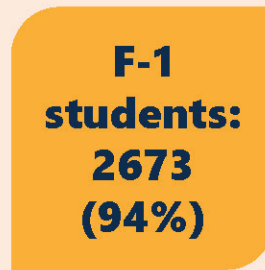
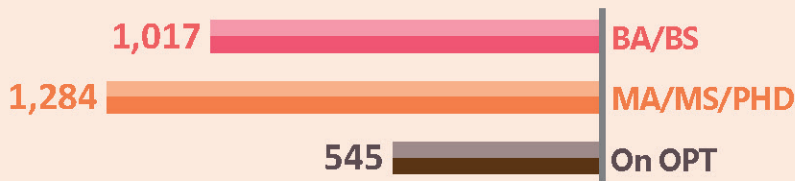
## International Student Overview

from Institute of International Education

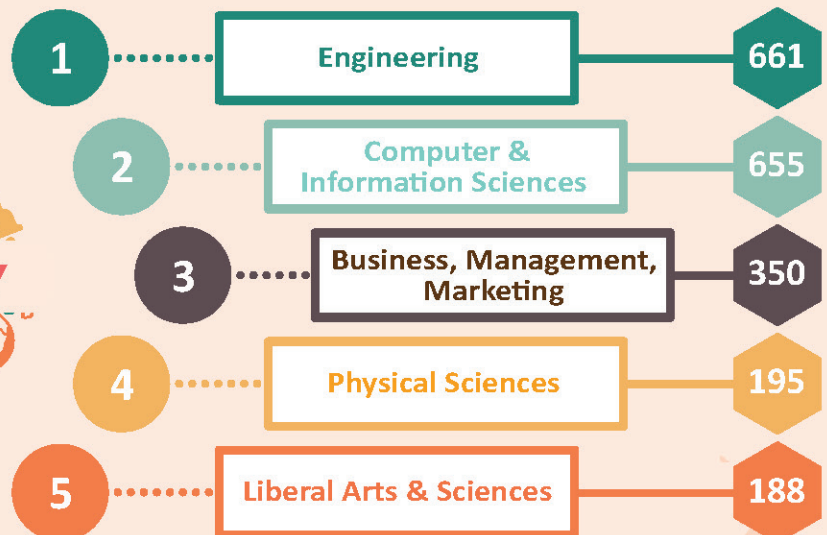
The F-1 and J-1 visa population at the University of Utah makes up approximately 8% of the student body. From the moment they arrive on campus, international students and scholars interact with the ISSS office in order to maintain their immigration status. Even after graduation, many students remain in the United States on an F-1 visa for OPT and STEM OPT training opportunities. They can require ISSS services for up to 3 years after graduation.



### 2,846 International Students



### TOP 5 FIELDS OF STUDY





**10,008** STUDENT & SCHOLAR VISITS TO THE ISSS OFFICE IN 2017-2018

Students and scholars visit the ISSS office for many reasons. Whether they're meeting with an advisor, picking up an employment authorization document, or have a question about where to find resources, the office welcomes students from 8am to 5pm Monday through Friday. Students primarily interact with peer advisors, and these student employees assist visitors in person, via email, and over the phone.

### Advising Appointments

On average, students scheduled 284 advising appointments per month. Advisors for F-1 students routinely see 90% of their appointment slots filled up.



**PICK-UP DOCUMENTS**



**3,678**

**HAVE A QUESTION**



**1,699**

**HAVE AN APPOINTMENT**



**1,315**

**TRAVEL SIGNATURE**



**1,135**

**OPT/CPT QUESTION**



**718**

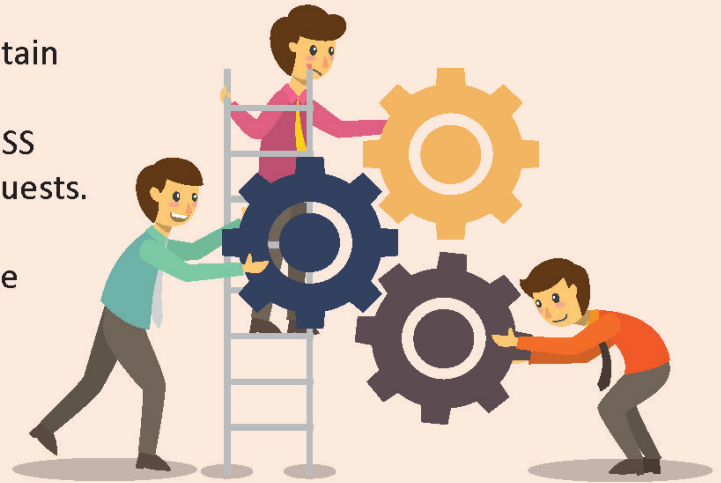
**REASONS STUDENTS VISIT THE OFFICE**





F-1 and J-1 visa holders are required to maintain updated records with the U.S. government. They do this by submitting requests to the ISSS office, who then processes these update requests.

Requests range from a simple address update or change of major to more complicated issues such as employment authorizations or program extensions. Once a student's record has been updated, a new I-20 or DS-2019 must be produced for the student to show the update has been made.



**TOTAL NUMBER OF  
F & J REQUESTS  
PROCESSED**

**6,576**

**27%**

**OF F-1 REQUESTS  
PROCESSED  
ARE FOR STUDENTS  
WHO HAVE ALREADY  
GRADUATED**



**TOP 5 REASONS F-1  
STUDENTS REQUEST  
UPDATES**

**1**

Address Updates

Last Semester Notification

**2**

**3**

Post Completion Optional  
Practical Training I-20 (OPT)

Curricular Practical Training  
(CPT)

**4**

**5**

OPT Employment Update &  
Reprints

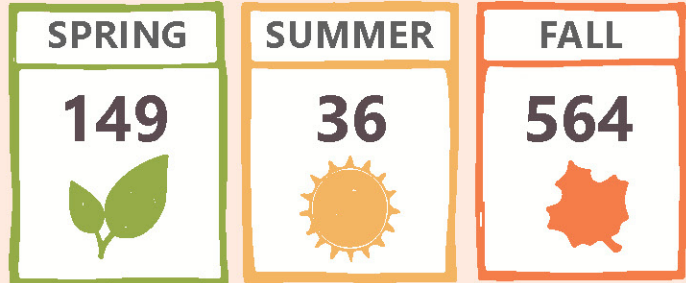


# ISSS Year in Review

## International Student Orientation

The ISSS office is mandated by the U.S. government to provide orientation for all new F-1 and J-1 visa holders. New student orientation is held three times per year just before the start of a new semester. During this orientation, students receive vital information about maintaining their visa status, learn about University resources and regulations, and meet other new students. In the fall, a welcome BBQ party is held for all new international students. Orientation is often a student's first point of contact with the ISSS office.

### TOTAL ATTENDEES 2017-2018



**15 ORIENTATION DAYS**

**APPROXIMATELY 3,000 DOCUMENTS COLLECTED!**

### SCHEDULE

Each section of orientation is required for all students

**Check in & Welcome**  
8:00 AM - 9:10 AM

**Student Rights & Responsibilities**  
9:10 AM - 9:45 AM

**Immigration**  
9:50 AM - 10:30 AM

**Campus Tour**  
10:30 PM - 11:15 AM

**Lunch**  
11:15 AM - 12:00 PM

**American Classroom**  
12:00 PM - 12:45 PM

**Break-out Sessions**  
12:45 PM - 4:10 PM

**Check out with your Ambassador**  
4:10 PM

**27 VENDORS, STUDENT GROUPS, AND DEPARTMENTS INVOLVED IN ORIENTATION**



**THE AMBASSADOR PROGRAM** works to create an inclusive and welcoming environment for new international students through peer support, guidance, resources and advice during new students' arrival and first year at the University of Utah.

#### PAST ACTIVITIES

- New student BBQ • Holiday parties •
- Real Salt Lake soccer match • Bonfire night •
- Bollywood dance class • Snow tubing •
- Movie & game nights

**SCHOLARSHIPS PROVIDED TO AMBASSADORS**

**\$15,800**

**ISSS FALL BBQ**

estimated attendees

**300**





## ISSS Year in Review

### INTERNATIONAL COMMUNITY AND CLUBS

ADVISED BY ISSS STAFF

- International Student Council (ISC) • International Women's Association (IWA) • Ambassadors • Brazilian Student Association • Saudi Student Club • Malaysian Student Association • Thai Student Association



**411** TICKETS SOLD!



43 performers

15 performances

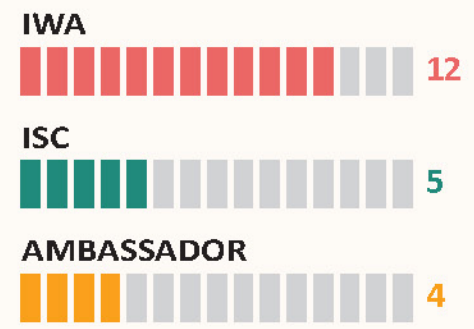
35 fashion show participants

10 student group/department tables

## Student Clubs and Services

Student clubs are an essential part of campus life and are an important resource for international students. Many students arrive in Utah without any personal connections, and student clubs can help them find community and support as they navigate U.S. culture and academia. The ISSS office understands the sense of belonging that students can find within student organizations, and the office works to support these clubs in many ways. From advertising student activities to hosting events to providing funding for activities, the ISSS office believes in supporting students to engage in shared interests and make connections for personal and professional growth.

### Student Events Held in 2017-2018

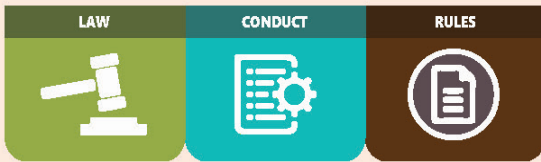


The ISSS office provided **1,300** tax codes to students to cover the filing of their taxes in April 2018.





# REGULATIONS

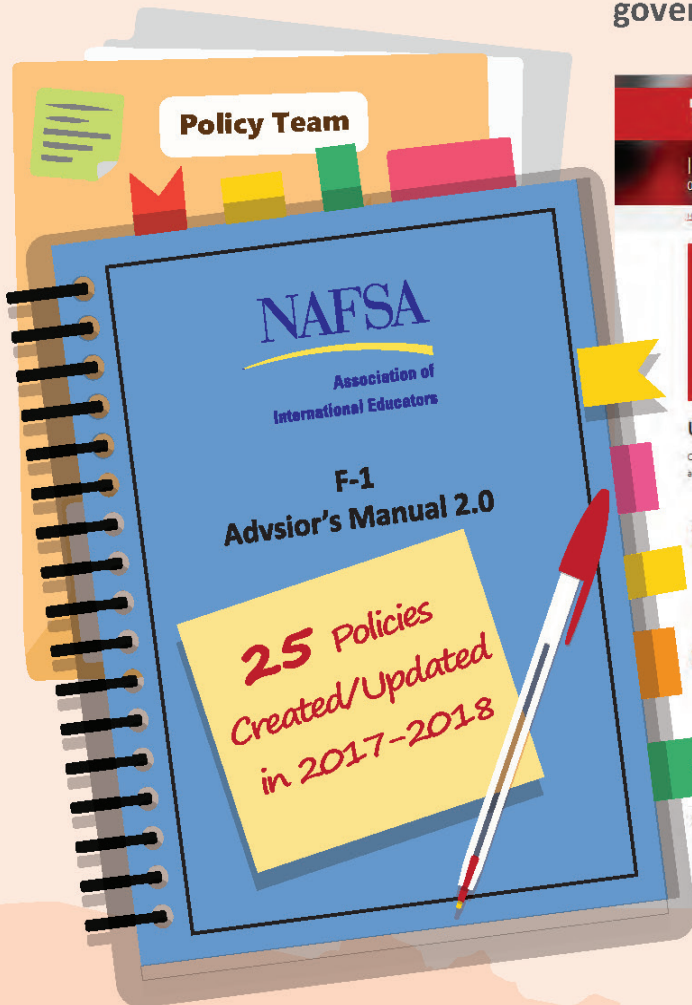


The ISSS office supports students by providing immigration advising and policy guidance. Our office frequently reviews immigration policy and ensures all policy materials are up-to-date. When policy changes occur, ISSS staff work to communicate these changes to students as quickly and accurately as possible.

**In 2017-2018, several significant immigration policy changes affecting F and J visa populations were issued by the U.S. government.**

**65** POLICY GUIDES ON WEBSITE

In 2018, the ISSS office launched a U.S. Immigration News hub on our website to ensure students have timely and accurate information regarding government policy changes.





**Outreach Newsletters**

**12** Emails to Students  
**4** Emails to Campus Advisors

The Outreach I team focuses on ISSS’s online presence as well as advertising in and around the office. Our goal is to make information easily accessible to students and departments through our website, social media, and email outreach efforts.

Some examples of what we do:

- Update and maintain the ISSS website, including working on an upcoming redesign
- Liaise with the Office of Global Engagement for marketing purposes
- Maintain social media accounts to keep students and scholars engaged and informed
- Create monthly email blasts with important updates and reminders for students and scholars

### SOCIAL MEDIA REACH



**474**  
**Instagram**  
**Followers**

**1,472**  
**Facebook**  
**Followers**

**129,957** UNIQUE PAGE VIEWS ON ISSS WEBSITE

**40%** of website visitors are viewing pages from within the University of Utah campus network

The Outreach II team focuses on campus outreach with a desire for ISSS to be more visible and present across campus. Our goal is to be more accessible to departments, build collaborative relationships, and increase campus awareness of our international student population and the roles of ISSS.

Some examples of what we do:

- Informal discussions or formal presentations with department advisors/staff on international student regulations
- Cross-cultural trainings for department advisors/staff
- Customized workshops (CPT/OPT/ Last Semester/Thesis Defense) for departments wishing to host for their international students
- Tabling opportunities across campus

**Presentations Around Campus**

**12 CPT/OPT Workshops**

**13 Departmental Presentations**



- 1 Mental/Stress
- 2 Health Issues
- 3 Academic Issues
- 4 Family/Financial Problems
- 5 Conflict with Department/Faculty/Peers



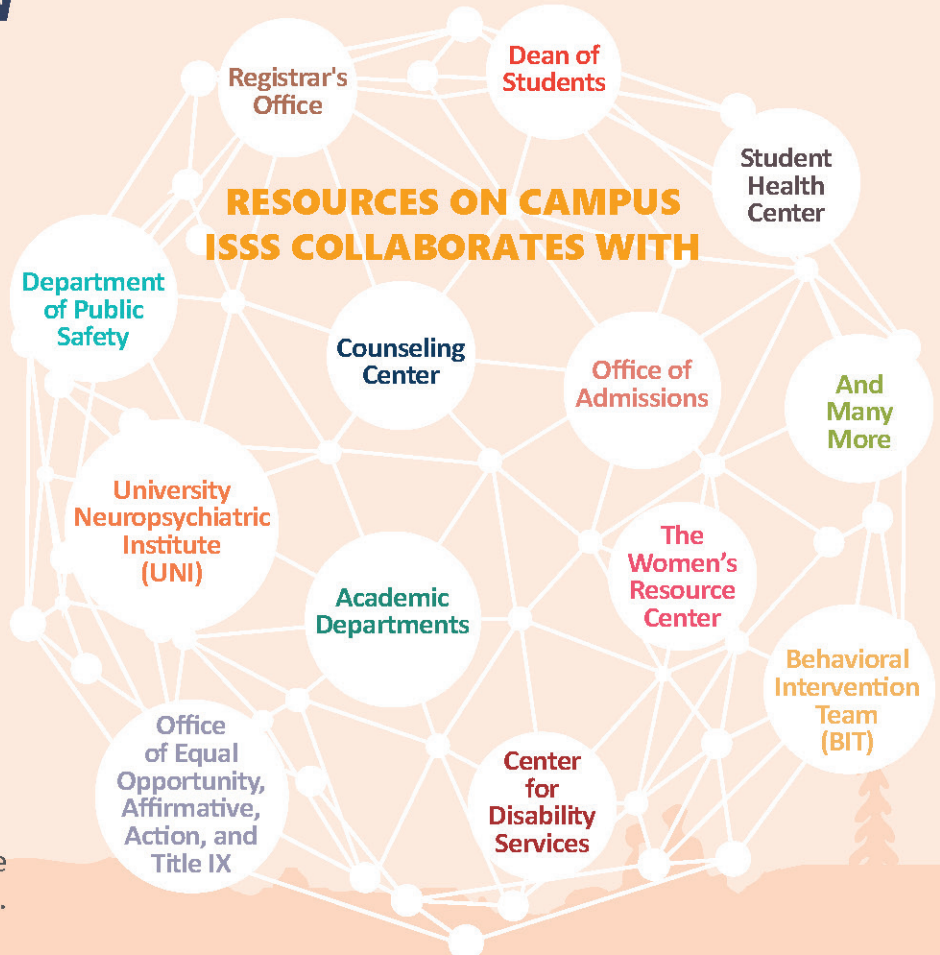
**CARE** team is an internal office team that provides assistance to students who may face academic, economic, and/or health issues. The CARE team collaborates with many other on-campus offices that are necessary for the student's well-being.

**FALL 2018** | **2 ACADEMIC & 16 MEDICAL**  
Reduced Course Load Requests were approved.

### 2019 ADDITION: COUNSELING INTERN

Laiyan is currently pursuing her Master's degree in Clinical and Mental Health Counseling at the University of Utah. Being an international student herself, she understands the stressors international students and scholars go through in order to be here. As a Counseling Intern, she is part of the CARE team and reaches out to potentially at-risk students and offers them continuous support while they navigate through tough times.

To reach a bigger audience, Laiyan is also working on setting up an Academic Success Support Group for International Students & Scholars that would discuss a wide range of issues that interfere with a person's academic progress.





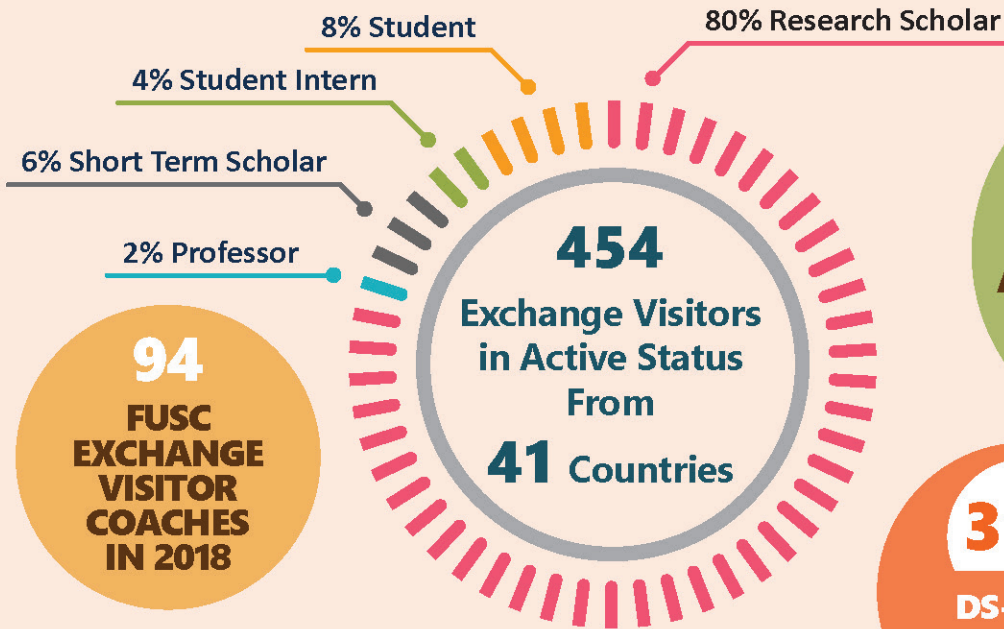
# ISSS Year in Review

## J-1 Exchange Visitors

The purpose of the J-1 Exchange Visitor Program is to increase mutual understanding between citizens of the United States and the rest of the world by means of educational and cultural exchanges, assisting the Department of State in its foreign diplomacy efforts. The objective of the program is to provide exchange visitors with opportunities to participate in research, teaching, educational and cultural programs during their stay and to share their experiences upon their return, as well as to encourage Americans to participate in educational and cultural programs in other countries.



26 tests taken since implementation with an average score of 3.42 out of 5.0 (3.0 passing)



**94**  
FUSC EXCHANGE VISITOR COACHES IN 2018

**\$90,500**  
FEES COLLECTED FROM DS-2019 APPLICATIONS SINCE IMPLEMENTATION OF THE FEE

**396**  
DS-2019s ISSUED FOR 2018

EXCHANGE VISITOR DEPENDENTS  
**173**

### COUNTRIES

- CHINA 132
- INDIA 25
- GERMANY 24
- SOUTH KOREA 23
- JAPAN 18

### TOP 5



### DISCIPLINES

- ENGINEERING
- COMPUTER SCIENCES
- NATURAL SCIENCES
- MEDICINE/HEALTH & WELLNESS
- PHYSICAL EDUCATION (FUSC)



The Sponsored Student Program (SSP) facilitates and assists with admission, arrival, orientation, and immigration documentation for students at the U whose tuition, fees, and/or living expenses are funded by a financial sponsor. The SSP team, headed by the Sponsored Student Coordinator, acts as a liaison between sponsors, the U of U, and both prospective and current sponsored students. Through one-on-one advising and campus-wide coordination, the SSP Team is committed to assisting students in achieving their academic goals in tandem with the objectives of their sponsored program.

### 184 Sponsored Students Total

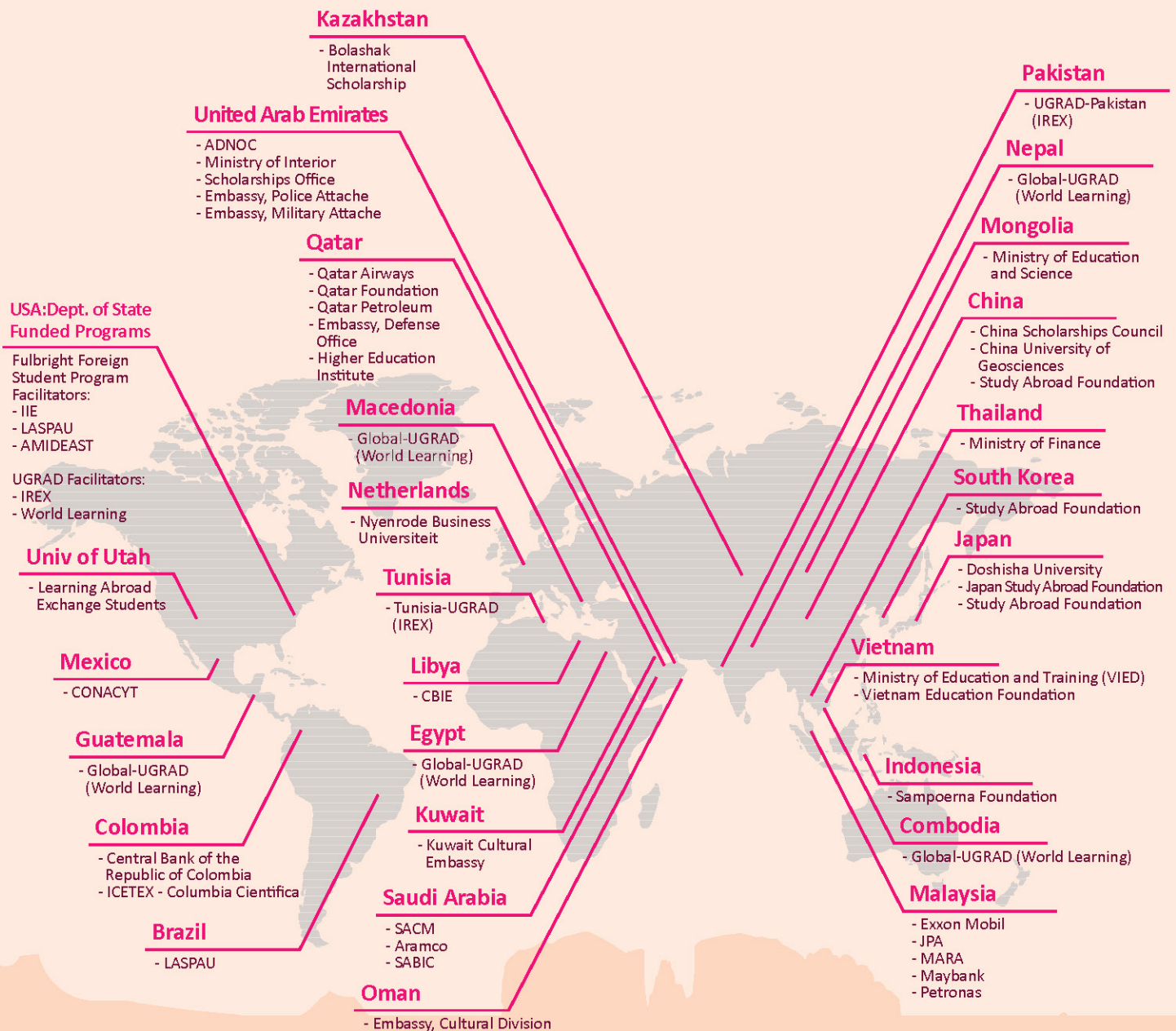
- F-1 VISA**
- ▶ 48 % SACM
  - ▶ 20% Malaysia - JPA
  - ▶ 7% Oman Cultural Embassy

**256 SSP STUDENTS IN 2017-2018**

**35 SPONSORS**

### 72 Sponsored Students Total

- J-1 VISA**
- ▶ 43% Learning Abroad
  - ▶ 19% Fulbright
  - ▶ 11% Study Abroad Foundation





The ISSS office hosted two re-entry workshops on campus for Pakistani students during the 2017-2018 academic year. These workshops were possible thanks to a Department of State Global UGRAD-Pakistan grant through IREX, which was first awarded in 2016 and has since been extended through November 2020. Each semester, Global UGRAD-Pakistan program participants are placed in universities across the U.S. for academic study and local community engagement. Before returning home, the students gather at the University of Utah to reflect on their experiences and learn how to make change in their home communities.

### PRESENTERS

Karen Mayne, Utah State Democrat Senator • Steve Urquhart, Former Utah Republican Senator, Global Ambassador • Eric Hutchings, Republican Utah House of Representative • Sandra Hollins, Democrat Utah House of Representative • Angela Romero, Democrat Utah House of Representative • Teresa Mastrangelo, Program Officer Bureau of Educational and Cultural Affairs (ECA), U.S. Department of State • Dr. Tariq Banuri, U.S. – Pakistan Centers for Advanced Studies in Water Project • Saleem Razaque, Program Manager for the US Educational Foundation in Pakistan • Christopher Jensen, UofU Bennion Center • Morgan Byrne, Bennion Center, Development Director • Todd Justeson, Housing and Residential Education • Michael Amesquita, Housing and Residential Education • Dr. Belinda Saltiban, and Rachel Meads Jardine, Office of Inclusive Excellence • Beth Laux, Learning Abroad • Kim Hall, Womens Resource Center • Andrea Kalvesmaki, Senior Research Analyst, Department of Epidemiology • Trisha Jensen, M.Ed, Career Coach, Westminster College

### ON-CAMPUS VENUES

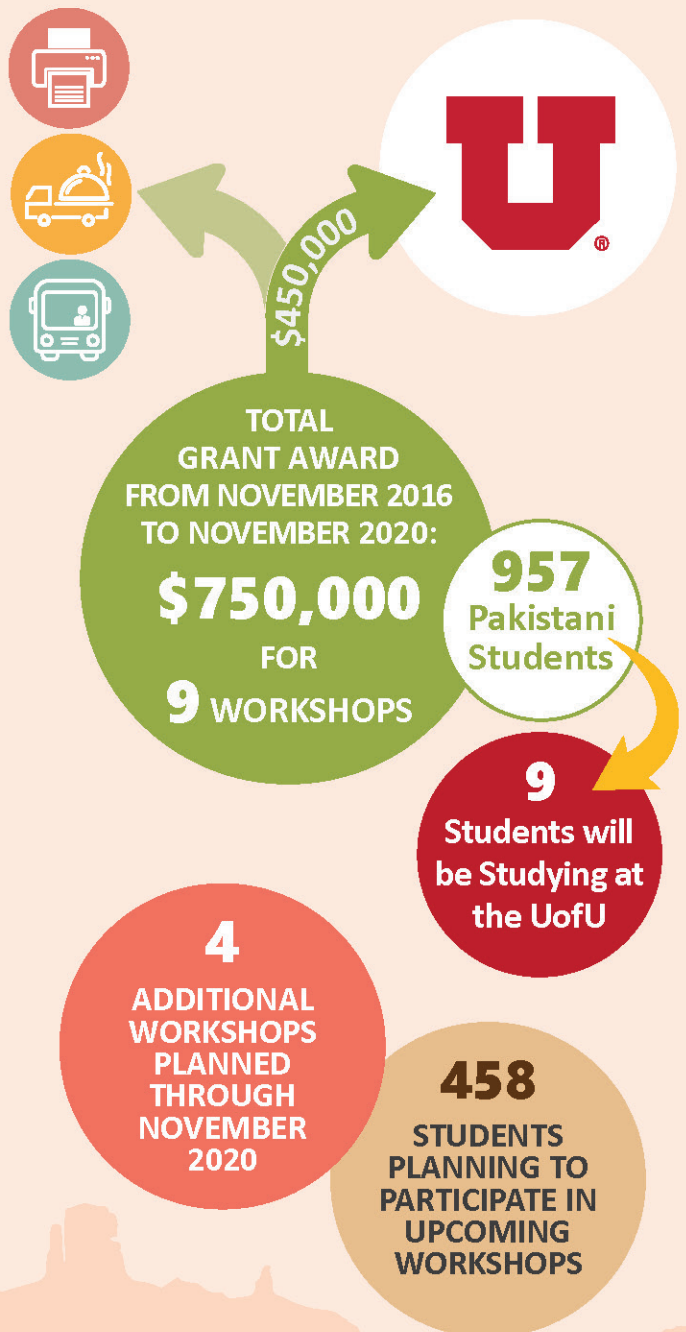
Marriott Hotel • Heritage Center • Natural History Museum of Utah • Union Building • Red Butte Gardens • Rice-Eccles Football Stadium • Utah Museum of Fine Arts • Guest House • Marriott Library • Post Theatre • University of Utah David Eccles School of Business

### OFF-CAMPUS VENUES

Utah State Capitol • Trolley Square, Falls Event Center

### VOLUNTEER SITES

Head Start • Red Butte Gardens • Tracey Aviary • Utah Food Bank • Habitat for Humanity Re-Store • Bennion Center • Volunteers of America: Youth Resource Center • UofU Black Student Union • Huntsman Cancer Institute • National Abilities Center • The Road Home • Ronald McDonald Charities • The Ridge-Cottonwood Place Senior Living • (Future) Rotary International Salt Lake City Club





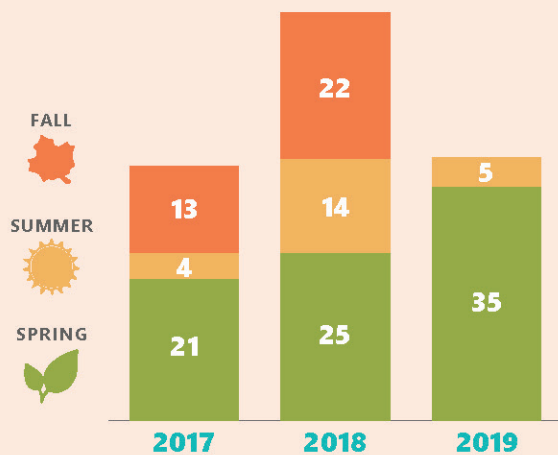
ISSS seeks to serve the international population through participation in campus-wide initiatives for expansion in order to increase student enrollment, success, and experience. In the coming years, we anticipate student growth and increased campus partnerships as we work with both the University of Utah Asia Campus and Utah Global.



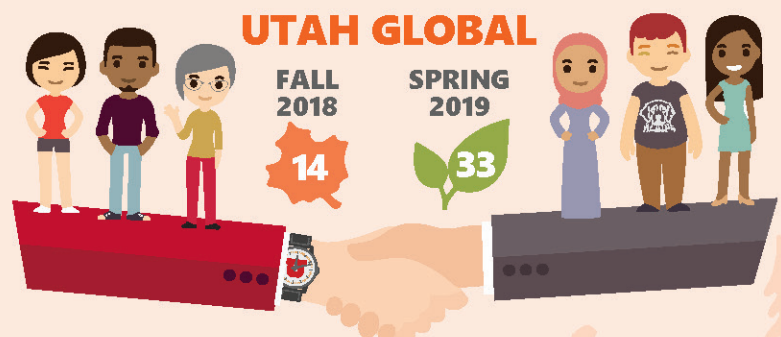
**THE UNIVERSITY OF UTAH ASIA CAMPUS** is located in Songdo, South Korea and has been offering highly-ranked undergraduate and graduate programs since 2014. Students who choose to begin their studies at the Utah Asia Campus are required to complete one year of study at the Salt Lake City campus, providing them with a well-rounded education and a chance to experience a new culture. The ISSS office is helping to ensure student success by offering immigration support and orientation

for students transferring to the Salt Lake City campus. In an effort to provide a smooth transition and better understand the University of Utah Asia Campus, ISSS staff visited South Korea in fall 2017 and met with both staff and students. As the student population at the University of Utah Asia Campus continues to grow, the ISSS anticipates helping more students as they arrive in Utah for their final year of studies.




### NUMBER OF UAC STUDENTS



**UTAH GLOBAL** is a program that provides exclusive opportunities and support services to students for an easier transition to college life. The number of students participating continues to grow each semester as more students choose to take advantage of these benefits, which range from tailored academic courses to English language support. The ISSS office works closely with Utah Global each semester to ensure students are oriented and supported throughout their time at the University.





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