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. |

   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. |

   | Staff Responsible | CIEP Director |

   T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Climate Survey\Surveys\Climate Survey – Updated.docx

1.2 **FORMER STUDENT SURVEY: REPORTS AND MEETINGS**

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>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.</th>
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</thead>
<tbody>
<tr>
<td>Instrument</td>
<td>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.</td>
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T:\Documents\Office Admin\Memos & Reports\Surveys & Evaluations\Focus Group

<table>
<thead>
<tr>
<th>Staff Responsible</th>
<th>CIEP Student Services Coordinator and CIEP Director</th>
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</thead>
<tbody>
<tr>
<td>Materials Involved</td>
<td>Completed, a focus group with graduates, minutes and annual report, is generated</td>
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<tr>
<td>Frequency</td>
<td>End of every 8-week session</td>
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</table>

1.3 **TEACHER FEEDBACK FORM: REPORTS AND MEETINGS**

<table>
<thead>
<tr>
<th>Description</th>
<th>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 <em>Plan for Review of Student Achievement</em> though here it is intended for focus on student services.</th>
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</thead>
<tbody>
<tr>
<td>Outcomes</td>
<td>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.</td>
</tr>
<tr>
<td>Instrument</td>
<td>The feedback survey gathers instructors’ perspectives on curriculum, policy, procedures, and facilities.</td>
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T:\BusAdmin\Employment forms\Memos\Teacher Feedback Memo\Teacher

### 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 Plan for Review of Student Achievement 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.
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

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Discuss the results of the Registration and Information Questionnaires to manage enrollment and students to be in compliance with immigration regulation.</th>
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<tbody>
<tr>
<td>Instrument</td>
<td>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.</td>
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<td>T:\Documents\Office Admin\Memos &amp; Reports\Surveys &amp; Evaluations\Returning-Exit survey\Registration and Information Questionnaire (mail merge).docx</td>
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<tr>
<td>Staff Responsible</td>
<td>CIEP Director</td>
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<tr>
<td>Materials Involved</td>
<td>Completed Intent to Return Forms</td>
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<tr>
<td>Frequency</td>
<td>End of every 8-week session</td>
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</table>

### 2.2 WEEKLY ADMINISTRATIVE MEETINGS

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<tr>
<th>Description</th>
<th>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.</th>
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<tbody>
<tr>
<td>Outcomes</td>
<td>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</td>
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</table>
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.

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)

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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

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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.
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”)

CIEP Promotions and Admissions Specialist discussed with administrative staff and academic

Completed Orientation Surveys, summary of results, minutes

End of every orientation session, before each session

4 ACTIVITIES

Program-wide surveys are administered to determine:

• 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?

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.

CIEP Student Service Coordinator, CIEP Activities Assistants

Relevant activities surveys, memo/report from CIEP Student Service Coordinator, schedules for upcoming events

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.
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

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
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.

Frequency
As needed

T:\Documents\Special Programs\Special programs documents

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
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

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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
<table>
<thead>
<tr>
<th>Task for Review</th>
<th>Fall 2015</th>
<th>Fall 2015</th>
<th>Spring 2016</th>
<th>Spring 2016</th>
<th>Summer 2016</th>
<th>Fall 2016</th>
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<th>Spring 2018</th>
<th>Spring 2018</th>
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<tr>
<td>1.1 Climate Survey</td>
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<td>1.3 Teacher Feedback Form</td>
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<td>1.4 Teacher/Class Evaluation</td>
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<td>1.5 Level Review Meetings</td>
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<td>2.1 Registration and Information Questionnaire</td>
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<td>2.3 Review of Handbooks</td>
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<td>2.4 Requests/Concerns &amp; Grievance Reporting</td>
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<td>2.5 Monitor Plan for Review</td>
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<tr>
<td>3.1 New Student Orientation Plan</td>
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<td>3.2 Orientation Survey</td>
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<td>4.1 Activities Staff Meeting</td>
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<td>4.3.3 Conversation Partner Survey</td>
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<td>4.3.5 Service Learning Report</td>
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<tr>
<td>5.1 Surveys of Agencies</td>
<td>As applicable</td>
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