

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 1. The Division will continue to develop and administer quality international study and exchange programs and increase the number of participants in international programs.
Measurable Objective	Objective 1.1. Increase the overall number of students participating in study abroad and exchange programs by 5% each year.
Assessment Tool(s)	Enrollment records for all study abroad and exchange programs for 2002-03 and 2003-04.
What was your population and what was your population size?	<p>Summer study abroad 2003: 514 students. Exchanges fall 2002: 15 students Exchanges spring 2003: 15 students. Total: 544 --of whom 146 were UNO students. The total is categorized as: 143 UNO degree-seeking; 3 UNO nondegree; 373 guest; 25 noncredit and audit students.</p> <p>Summer study abroad 2004: 482 students. Exchanges fall 2003: 3 students Exchanges spring 2004: 6 students. Total: 491-- of whom 134 were UNO students.</p>
What was your sample size?	Total population of students who participated in study abroad.
What was your sampling method? (e.g. random sample, convenience sample)	Count of total population.
Actual Results Obtained (Observed Findings: was the objective achieved?)	<p>In 2003-04, 10% fewer students studied abroad than the previous year. In 2002-03, 146 UNO students studied abroad, 28% of the total. In 2003-04, 134 UNO students studied abroad, 27% of the total.</p> <p>We made a conscious effort to reduce the number of students on the UNO-Innsbruck International Summer School in order to address discipline problems. There were fewer students, but all had higher GPA's than students of previous years. Therefore, overall study abroad enrollments are down, but the percentage of UNO students in the total is almost the same. Observation: The objective was not achieved and is ongoing.</p>
Strategies to meet this objective in 2004-2005	<p>Strategy 1.1.1. Design and implement division-wide marketing materials and strategies to increase overall student enrollment. Strategy 1.1.2. Disseminate information about financial aid and scholarship funding availability for study abroad. Strategy 1.1.3. Visit more UNO classrooms to promote study abroad programs.</p>

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 1. The Division will continue to develop and administer quality international study and exchange programs and increase the number of participants in international programs.
Measurable Objective	Objective 1.2. Increase the number of qualified minority and nontraditional students in study abroad and international exchange programs by 25% by 2006.
Assessment Tool(s)	Enrollment records for all study abroad and exchange programs for 2002-03 and 2003-04.
What was your population and what was your population size?	Summer study abroad 2003: 514 students. Exchanges fall 2002: 15 students Exchanges spring 2003: 15 students. Total: 544 Summer study abroad 2004: 482 students. Exchanges fall 2003: 3 students Exchanges spring 2004: 6 students. Total: 491
What was your sample size?	Total population of students who participated in study abroad
What was your sampling method? (e.g. random sample, convenience sample)	Count of total population
Actual Results Obtained (Observed Findings: was the objective achieved?)	2002-03 student data: Traditional: 447/82% Nontraditional: 71/13% Minority: 20/4% Minority nontraditional: 6/1% 2003-04 student data: Traditional: 381/78% Nontraditional: 72/14.5% Minority: 33/6.5% Minority nontraditional: 5/1% Observation: 13% increase in minority and nontraditional enrollments from previous year. The objective was not achieved and is ongoing.
Strategies to meet this objective in 2004-2005	Strategy 1.2.1. Work with student government and all student organizations at UNO to identify and recruit students. Strategy 1.2.2. Develop targeted mailing at UNO to increase awareness among minority and nontraditional students about study abroad opportunities. Strategy 1.2.3. Improve student data collection methods.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 1. The Division will continue to develop and administer quality international study and exchange programs and increase the number of participants in international programs.
Measurable Objective	Objective 1.3. Develop at least one new international educational opportunity to a new site by 2006.
Assessment Tool(s)	Program brochures and student evaluations.
What was your population and what was your population size?	All nine summer programs offered.
What was your sample size?	All summer programs offered.
What was your sampling method? (e.g. random sample, convenience sample)	Determine if a new site was offered.
Actual Results Obtained (Observed Findings: was the objective achieved?)	<p>Two summer programs founded in 2003 were again held in Madrid and Rome in 2004. Total student population in these programs was 56.</p> <p>In addition, a new summer program near Florence, <i>A Counselor's View of Italy</i>, was founded in 2004 with 4 faculty members and 20 participants. Approximately 30% of the students in <i>Counselor's</i> have evaluated the program and have recommended the program highly. We plan to offer this program again next year.</p> <p>A site visit was made to Dominica to determine the feasibility of offering a program focused on eco-tourism. For several reasons, the site was determined unacceptable for the program, but we remain interested in developing a Caribbean site with this focus.</p> <p>Observation: The objective was achieved.</p>
Strategies to meet this objective in 2004-2005	<p>Strategy 1.3.1. Assign responsibility for site feasibility study to appropriate program director.</p> <p>Strategy 1.3.2. Identify a sufficient number of qualified instructors to implement program(s).</p>

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 1. The Division will continue to develop and administer quality international study and exchange programs and increase the number of participants in international programs.
Measurable Objective	Objective 1.4. Increase the academic quality and consistency of the programs abroad.
Assessment Tool(s)	Program brochures and admission forms, enrollment data, Student Regulations and Judicial Procedures Manual, Administration of On-Site Funds Manual, Health and Safety Guidelines and Emergency Response Manual.
What was your population and what was your population size?	All nine summer study abroad programs.
What was your sample size?	All study abroad programs.
What was your sampling method? (e.g. random sample, convenience sample)	Verify that standard procedures were implemented.
Actual Results Obtained (Observed Findings: was the objective achieved?)	All programs required a minimum GPA of 2.0 for admission. In particular, admissions standards were raised on the UNO-Innsbruck International Summer School to a minimum GPA of 2.5 and a rigorous application process was implemented to include letters of reference, and full credit transfer and acceptance by home institutions. In an ongoing effort to improve consistency among programs, one manual was developed in 2003 and two in 2004 to address issues of safety, emergency procedures, judicial guidelines, and administrative processes. All study abroad administrators are expected to follow the guidelines, rules, and standard operating procedures contained in these manuals. Observation: The objective was achieved.
Strategies to meet this objective in 2004-2005	Strategy 1.4.1. Improve standard student and faculty evaluation forms for all programs. Strategy 1.4.2. Streamline the application and enrollment process and improve Division website. Strategy 1.4.3. Facilitate student interaction with the Bursar, Registrar, Admissions, and Financial Aid offices. Strategy 1.4.4. Provide excellent customer service that meets and exceeds our students' expectations. Strategy 1.4.5. Convene a faculty advisory group for matters of student discipline and academic integrity. Strategy 1.4.6. Improve standard, uniform operating procedures for all programs.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 1. The Division will continue to develop and administer quality international study and exchange programs and increase the number of participants in international programs.
Measurable Objective	Objective 1.5. Develop three innovative non-credit language learning opportunities for the local community by 2006.
Assessment Tool(s)	Program brochures Enrollment data Metropolitan College Kids Programs Bulletin Metropolitan College Course Guide Program admissions forms Marketing plans
What was your population and what was your population size?	All noncredit language opportunities designed.
What was your sample size?	All noncredit language opportunities designed.
What was your sampling method? (e.g. random sample, convenience sample)	Verify that programs were designed and offered.
Actual Results Obtained (Observed Findings: was the objective achieved?)	Language camps were fully designed, but enrollment minimums were not met, resulting in the cancellation of both camps. Implementation of on-line language instruction and cultural consulting to the business community has not been achieved because we could not identify the necessary resources. The IWT grant to offer business communication classes to employees in the local tourism industry was awarded to the College, and the classes are scheduled to begin in fall 2004. Observation: Objective was partially achieved and is ongoing.
Strategies to meet this objective in 2004-2005	Strategy 1.5.1. Offer Business Communications classes to employees in the local tourism industry. Strategy 1.5.2. Offer language training to a third party contractor.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 2. The Division will promote and expand academic and professional opportunities abroad for the university community and the southeast region.
Measurable Objective	Objective 2.1. Provide at least 20 faculty per year with opportunities to teach abroad and facilitate opportunities for exchange and research abroad.
Assessment Tool(s)	New faculty participation Conferences
What was your population and what was your population size?	All faculty teaching on study abroad programs through UNO in 2004. Approximately 51 U.S. based faculty and 9 local faculty members.
What was your sample size?	Population
What was your sampling method? (e.g. random sample, convenience sample)	Number of UNO faculty that taught abroad on all summer programs and percentage of these that were first-time teaching abroad. New programs developed from faculty initiative and interest.
Actual Results Obtained (Observed Findings: was the objective achieved?)	35 UNO faculty members taught abroad in summer 2004. Of these, 16 were first-time teaching abroad with UNO. The new <i>Counselor's</i> program in Italy was developed as a result of faculty initiative. Observation: The objective was achieved.
Strategies to meet this objective in 2004-2005	Strategy 2.1.1. Provide assistance to UNO department members to identify new international opportunities and promote current activities and programs. Strategy 2.1.2. Conduct and analyze student and faculty evaluations at the end of each program.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 2. The Division will promote and expand academic and professional opportunities abroad for the university community and the southeast region.
Measurable Objective	Objective 2.2. Develop at least one new partnership agreement with another university (state, nationally, or internationally) every two years.
Assessment Tool(s)	Partnership agreement
What was your population and what was your population size?	Two new partnership agreements.
What was your sample size?	All new partnership agreements.
What was your sampling method? (e.g. random sample, convenience sample)	Verify new partnership agreement.
Actual Results Obtained (Observed Findings: was the objective achieved?)	Signed a consortium agreement with the University of Mississippi in 2004 to offer the Innsbruck International Summer School to their students. Signed a consortium agreement with the University of South Florida to offer the Greece Honors Tour jointly to their students. Observation: The objective was achieved.
Strategies to meet this objective in 2004-2005	Strategy 2.2.1 Identify and develop affiliations with universities, professional associations, and/or businesses each year. Strategy 2.2.2 Work with university offices involved in international efforts to improve present initiatives and develop new ones.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 3. The Division will support staff development efforts and growth opportunities
Measurable Objective	Objective 3.1. Increase by 50% the instances whereby staff participates in career professional development opportunities.
Assessment Tool(s)	Conference/association events Training schedules
What was your population and what was your population size?	15 full-time staff members.
What was your sample size?	All staff members.
What was your sampling method? (e.g. random sample, convenience sample)	Examples of professional development training, conference attendance, workshops, or university course study.
Actual Results Obtained (Observed Findings: was the objective achieved?)	Staff did identify career development and growth training by category. All staff members attended some form of conference or professional training and many are involved in the upper levels of their professional associations. There were 106 reported instances of development in 2003, followed by 124 reported instances in 2004. Staff participation increased by 17% from 2003. Unfortunately, annual staff evaluations have not been undertaken. Observation: The objective was not achieved.
Strategies to meet this objective in 2004-2005	Strategy 3.1.1 Support travel for staff participation at professional associations meetings. Strategy 3.1.2 Develop education/training objectives for each staff member to improve skills in areas such as marketing, management, computer use, and so forth. Strategy 3.1.3. Conduct customer service training for all staff. Strategy 3.1.4. Implement a comprehensive plan for annual evaluations.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 3. The Division will support staff development efforts and growth opportunities
Measurable Objective	Objective 3.2. Increase by 50% the instances whereby staff participates in the broader educational community by serving on university, state, regional, and/or national committees and conferences as appropriate.
Assessment Tool(s)	Conference/association events; training schedules.
What was your population and what was your population size?	15 full-time staff members
What was your sample size?	All staff members.
What was your sampling method? (e.g. random sample, convenience sample)	Staff rates of serving in leadership positions of professional organizations/associations and on conference/event planning committees of these organizations.
Actual Results Obtained (Observed Findings: was the objective achieved?)	In 2003, 7 staff members reported 17 instances of serving in leadership positions of their professional organizations. In 2004, 7 staff reported 32 instances of serving in leadership positions of their professional organizations. The instances increased by 90% although this was achieved by the same number of staff. Observation: The objective was achieved.
Strategies to meet this objective in 2004-2005	Strategy 3.2.1 25% of professional staff will actively participate on appropriate university, state, and/or regional committees each year. Strategy 3.2.2 50% will serve and/or present in professional conference and/or association functions each year.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 4. The Division will provide administrative support and oversight to ensure that its programs and initiatives are financially self-supporting.
Measurable Objective	Objective 4.1. The Division members will monitor program budgets to ensure that all are self-supporting at the end of each academic year.
Assessment Tool(s)	Monthly budget meetings; financial reports.
What was your population and what was your population size?	All programs equaling 9 summer study programs, 2 year-round language programs, and year-round exchanges.
What was your sample size?	All programs.
What was your sampling method? (e.g. random sample, convenience sample)	All evidence of revenues and expenditures submitted to the Director on a monthly basis. These are to be tracked and correlated with program budgets.
Actual Results Obtained (Observed Findings: was the objective achieved?)	Of ten credit programs, nine met budget goals. One non-credit program also met budget goals. Overall, the Division was able to support all programs. Observation: The objective was achieved.
Strategies to meet this objective in 2004-2005	Strategy 4.1.1. All units will hold monthly budget review meetings. Strategy 4.1.2. The Division Director will participate on College Executive Committee and attend scheduled financial meetings to inform Dean. Strategy 4.1.3. The Division Director will evaluate all programs annually.

Non-Academic Program Assessment Form
Assessment Cycle: 2003-2004

Program: Division of International Education
Department Chair/Program Director: Alea Morelock Cot
College: Metropolitan College
Dean: Robert L. Dupont

Goal	Goal 4. The Division will provide administrative support and oversight to ensure that its programs and initiatives are financially self-supporting.
Measurable Objective	Objective 4.2. The Division will identify new sources of revenues for scholarships, curriculum development, programs, and exchange.
Assessment Tool(s)	Grant submission.
What was your population and what was your population size?	Three initiatives undertaken.
What was your sample size?	Three initiatives undertaken.
What was your sampling method? (e.g. random sample, convenience sample)	Evidence of grant proposal submitted.
Actual Results Obtained (Observed Findings: was the objective achieved?)	<p>Scholarships: After working with student government officers extensively during the spring semester, UNO Student Government Scholarships were voted into the annual SG budget for a total of \$7,000.00 per academic year for UNO students going abroad on academic exchanges.</p> <p>Programs: A culinary tour of Italy was designed as a fundraising trip to help finance scholarships and new international initiatives. Pending approval from the LSU System we are hoping to execute this trip in 2005.</p> <p>Complementary resources: We have been approached by local Italian-Americans to found a center for Italian History and Culture. We have drafted a strategy for raising funds to support the Center and a plan of action. We anticipate beginning the fundraising campaign next academic year.</p> <p>Observation: The objective was achieved.</p>
Strategies to meet this objective in 2004-2005	<p>Strategy 4.2.1 Submit at least one grant proposal each year.</p> <p>Strategy 4.2.2. Work with UNO student government to increase study abroad scholarship funding.</p> <p>Strategy 4.2.3. Explore opportunities for fundraising by identifying potential donors and activities.</p>