

ANNUAL REPORT 2023-2024



**INTERNATIONAL STUDENT
& SCHOLAR SERVICES**

THE UNIVERSITY OF UTAH



CONTENTS

- 02** Overview
- 03** Staff Highlights
- 04** Student Demographics
- 06** Satisfaction Survey Results
- 07** F1 Program
- 11** J1 Program
- 14** Student Programming
- 17** Care & Support Initiatives
- 18** Acknowledgements
- 19** ISSS Contact Information

OVERVIEW

The International Student & Scholar Services office serves as the primary campus contact for international students, scholars, and alumni. Our office fosters and supports a global campus community as part of the University of Utah's vision of a welcoming and internationally connected campus.

MISSION

International Student and Scholar Services believes in the cultural, academic, and economic value of a robust global community at the University of Utah. We foster a supportive, networked and positive experience for students, faculty, and visiting scholars from around the world.

VISION

We envision the University of Utah as a rich, well-supported community of students and scholars from all corners and cultures of the globe.

13 Full-Time
Staff Members

8 Peer
Assistants



STAFF HIGHLIGHTS

ISSS is consistently seeking ways to gain professional development to better serve our students and create a better experience for them on-campus. This year staff participated in various professional development opportunities through NAFSA, SUNAPSIS, Mental Health First Aid, and various international education conferences. Read some highlights below from our staff.



Aaron Mendez, NAFSA Academy Participant

I truly value the connection with other Academy trainees within Region II where we navigated shared experiences and supported each other's growth. The academy experience has not only deepened my understanding of international education as a field but also empowered me to take initiatives such as intentional networking, and leading a Virtual Roundtable Discussion on Student Support Services in ISSS Offices with other trainees outside of Region II. I am excited to actively contribute to the field and to the institution through this experience.

Tiffany Taghvaiee, NAFSA Academy Participant

Participating in the NAFSA Academy as a trainee has been an enriching and transformative experience, fostering both my learning and professional growth. Being a part of the NAFSA Academy has helped me get to the heart of international education and understand the pivotal role international educators play in shaping students' experiences. This experience has allowed me to appreciate the nuances of the international education field and has given me the tools to make a positive impact on the lives of students.



Katie DeSau, Mental Health First Aid Trainee

The Mental Health First Aid course is an excellent way for anyone to learn about people in mental distress, how to interact with them, and provide resources and access to help. Similar to CPR training, you learn to recognize a problem and provide immediate assistance until a professional can take over care. Getting this training is another step in the goal to normalize mental health needs, just like physical health, and reduce the stigma. I encourage everyone to become a Mental Health First Aider.

Alex Curtis, Management Development Program

Participating in NAFSA's Management Development Program was a very eye opening experience for someone like me who is new to the role of management. The program helped me develop my own leadership skills while also learning strategies to help build up my team. The program also provided a lot of great strategies for performing environmental scans, managing change, gaining support for your program, and overall adopting a manager's mindset.



STUDENT DEMOGRAPHICS

1,685

Undergraduate

1,576

Graduate

101

J1 Students

3,362

Total Fall 2023

International Student Enrollment

TOP COUNTRIES

1 **China**

961 Students

2 **India**

533 Students

3 **South Korea**

306 Students

4 **Iran**

105 Students

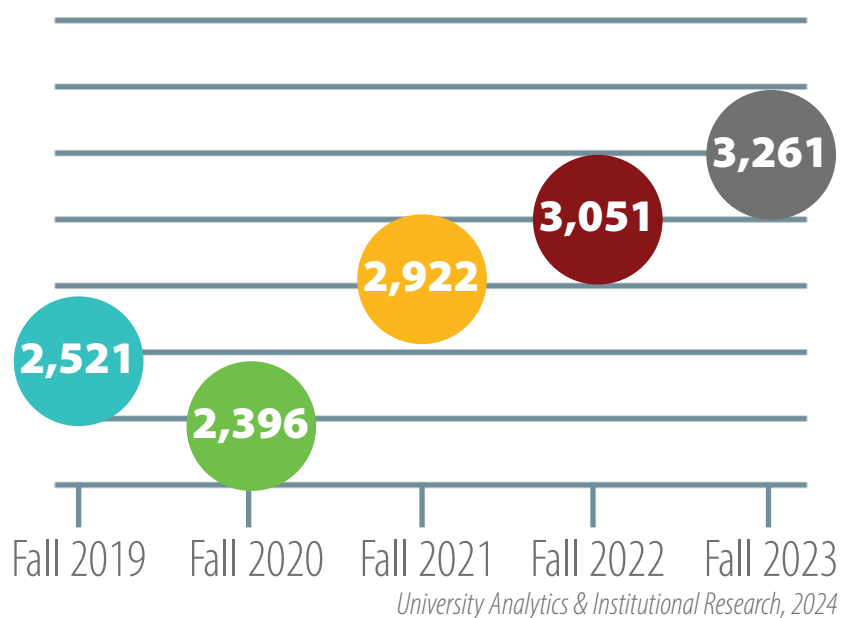
5 **Vietnam**

104 Students

111
Countries
Represented

INTERNATIONAL ENROLLMENT

5-YEAR COMPARISON



TOP PROGRAMS OF STUDY



Computer
Science



Engineering



Business
Management



Biological
Sciences



Liberal Arts/
Humanities



Math



Visual/
Performing Arts



Social
Science



Physical
Science



Health
Professions

STUDENT SATISFACTION

ISSS surveyed the international student population on satisfaction with our office during Summer 2023. Using the data we gathered, ISSS worked diligently to improve satisfaction with our office by starting new initiatives such as walk-in advising, updating old policies, and hosting a number of events throughout the year. The same survey was sent out again this year and received overall positive increases in student satisfaction compared to the previous year.

RESULT HIGHLIGHTS

Very
Satisfied
with
services at
ISSS.

48%
Summer 2023
52%
Summer 2024

Strongly
agree ISSS is
responsive to
questions.

52%
Summer 2023
56%
Summer 2024

Strongly
agree
they feel
welcomed in
ISSS.

51%
Summer 2023
58%
Summer 2024

Strongly
agree
submitting
requests is
easy.

53%
Summer 2023
58%
Summer 2024

Strongly agree
ISSS provides
opportunities
to celebrate/
share my
culture.

52%
Summer 2023
56%
Summer 2024

Strongly
agree an
advisor is
available
to them.

42%
Summer 2023
49%
Summer 2024



F1 PROGRAM

3,362 Fall 2023
Enrolled (ex. OPT) **552** Post
OPT **421** STEM
OPT

4,335 Total Active
F1 SEVIS Records in Fall 2023

F1 ADVISING REVAMP

For the 2023-24 academic year, the F1 team revamped advising services for F1 students.

- Started Scheduling **Phone & Virtual Appointments** through Microsoft Bookings
- Began Walk-In Advising **2x** a week
- Began Virtual Drop-In Advising **once** a week



23

Phone Appointments



582

Virtual Appointments



4,172

Front Desk Check-Ins

UAtlas & Website

TOP E-FORMS

6,157 Total Processed for the
2023-24 Academic Year

1 I-20 Reprint/Travel

1,393 E-Forms

2 Address Update

1,216 E-Forms

3 OPT I-20 Request

567 E-Forms

4 SSN Letter

407 E-Forms

5 STEM Reporting

357 E-Forms

6 Reduced Course Load

332 E-Forms

7 STEM OPT I-20

233 E-Forms

8 CPT

199 E-Forms

9 OPT Employer Update

165 E-Forms

10 SEVP Portal Reset

143 E-Forms

982
Sprintax
Codes Used

WEBSITE REVAMP

The F1 Team underwent a huge project of removing all of the old PDF guides from the website and converting them into digital webpages. The new webpages provide students with overviews, policies, and step by step instructions on how to apply for various F1 benefits such as CPT, OPT, Extensions, etc.



F1 CPT *Curricular Practical Training*

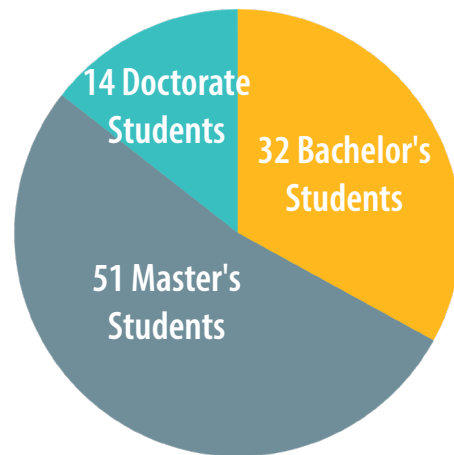
34 Total Number of
Students on Full-Time CPT

63 Total Number of
Students on Part-Time CPT

97 Total Number of
Students on CPT for 2023-24

TOP PROGRAMS WITH STUDENTS USING CPT

- 1 Information Systems**
- 2 Business Analytics**
- 3 Computer Science**
- 4 Finance**
- 5 Business Administration**
- 6 Software Development**
- 7 Accounting**
- 8 Film & Media Arts**
- 9 Health & Kinesiology**
- 10 Architecture**



CPT by Degree Level

CPT WORKSHOPS

5 Total Number of
Workshops Hosted by ISSS

152 Total Number of
Participants

F1 OPT *Optional Practical Training*

644 Total Number on Post-Completion **1** Total Number on Pre-Completion **443** Total Number on STEM Extension

1088 Total Number of Students on OPT for 2023-24

TOP 10 OPT EMPLOYERS

- 1**  **THE UNIVERSITY OF UTAH®**
- 2**  **amazon**
- 3**  **Goldman Sachs**
- 4**  **intel®**
- 5**  **Fidelity INVESTMENTS**
- 6**  **Intermountain Health**
- 7**  **BRIDGE INVESTMENT GROUP**
- 8**  **SWIRE COCA-COLA, USA**
- 9** **ZIONS BANK**
- 10**  **Microsoft**



OPT WORKSHOPS

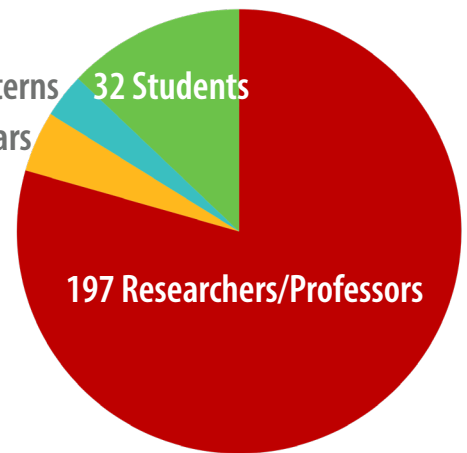
6 Total Number of Workshops Hosted by ISSS

348 Total Number of Participants

J1 PROGRAM

298 Active J1 Records in
the last 12 Months

8 Student Interns
11 Short Term Scholars



Current/Incoming J1 Holders

LAST 12 MONTHS

141 Researchers &
Professors

53 Short Term
Scholars

3 Specialists

38 Student
Intern

63 J1 Students



J1 PROGRAM

RECIPROCITY

24 Fall 2023 **4** Spring 2024 **7** Full Year

35 Total Number of Students on Bilateral Exchanges for 2023-24

In a typical year, the university maintains around 40-45 bilateral student exchanges with partner institutions of higher education throughout the world, which are facilitated by the Learning Abroad Office through the Office for Global Engagement. These programs are based on the following principles: cultural exchange and reciprocity in an academic environment, expansion of diversity and access on our campus, and the improvement of the U's international relationships with foreign research institutions.



Pierre Romangin, France

"I went rafting in the San Juan River with Outdoor Adventures (a University of Utah entity) during the fall break. It was probably one of my best experiences in the US. I went with a bunch of friends and other students; the whole thing was perfectly organized by Outdoor Adventures (OA). An entire week without service, without any sight of civilization, just your group, the boats and mother nature. Needless to say, that the scenery was absolutely stunning. We cooked all of our meals ourselves - OA had great equipment- and we ate like kings every day. We swam in the river, we hiked, we slept under the stars, we saw lots of wildlife, and we really bonded as a group. An entire week out of time in beautiful Utah. It was an unforgettable experience that I would recommend to absolutely anyone."

J1 PROGRAM

SUMMER VOCOLOGY INSTITUTE



The Summer Vocology Institute (SVI), sponsored by the Utah Center for Vocology and the University of Utah, is an intensive, efficient and innovative way to learn Vocology, the science and practice of voice habilitation. The short summer program lasts about 6 weeks and is a good fit for

the Exchange Visitor short-term scholar category. This program has hosted many exchange visitor participants over the years. This “exchange” serves as both an opportunity for the University to further its mission, and at the same time to help develop a visiting scholar’s expertise and skills, something to share with colleagues in their home country upon their return. Through such an exchange, the University can have a unique role not only in shaping a visiting scholar’s career and personal experience, but also in having a positive impact beyond our borders.

FRIENDSGIVING

A new initiative was to partner with the Student Philanthropy & Engagement Department to host an event called “Friendsgiving”, which is a take on Thanksgiving, and facilitated for those that stayed on campus during the Thanksgiving holiday. Exchange Visitors (EV) and their families as well as the overall campus community were welcome to participate. It was a great opportunity for the campus community to come together and enjoy a traditional Thanksgiving meal.



PROGRAMMING



ORIENTATION

731 Fall 2023 Orientation
83 Spring 2024 Orientation
380 Welcome Reception

Orientation is an exciting time of year for ISSS. Over the course of 4-6 hours, we introduce students to our staff, what the university offers, academic and immigration regulations to be aware of, tips and tricks to succeed, and a lot more. ISSS saw a total of **838 students** attend orientation this past academic year.

INTERNATIONAL AMBASSADORS

12 Fall 2023
Total Ambassadors

10 Spring 2024
Total Ambassadors

\$22,000

Total Amount of Scholarship Money
Given to International Ambassadors



PROGRAMMING

EVENTS

18 Total Events
Hosted by ISSS for 2023-24

1,000+ Total Registrations
for 2023-24 Events



Sep. Global
Beverages Hour



Intl Sports
Social



Nightmare
on 13th



Oct. Global
Beverages Hour



Meet & Greet
Sim Gill



Nov. Global
Beverages Hour



International
Night



Snacks to
Succeed



Intl Basketball
Game



Jan. Global
Beverages Hour



Ice Skating



Feb. Global
Beverages Hour



Snow Tubing



Mar. Global
Beverages Hour



Karaoke



Movie Night



Apr. Global
Beverages Hour



Ready for
Summer

PROGRAMMING

GLOBAL BEVERAGES HOUR

341 Global Beverages Hour
Attendees for 2023-24



Global Beverages Hour was one of several new events hosted by ISSS this past year. The monthly event brought students and ISSS staff together to try drinks and snacks from around the globe. Students were able to try new coffees, teas, as well as everything from baklava to empanadas!

INTERNATIONAL EDUCATION WEEK 2023

ISSS joined in the nationwide International Education Week celebration by hosting several events with the Office of Global Engagement. ISSS invited students to a meet and greet with District Attorney Sim Gill, hosted a Global Beverages Hour, and finished off the week with the annual International Night.

700+

Attendees for International Night

150%
Increase in
ISSS Instagram
Followers in past
12 months



CARE & SUPPORT

INITIATIVE/RESOURCES

ISSS CASE MANAGER



For the start of the Spring 2024 semester, ISSS welcomed Katie DeSau as the brand new ISSS Case Manager. The ISSS Case Manager assists international students with connecting to campus resources across campus. Katie has been instrumental with targeted outreach to international students facing concerns related to academics, food, housing, money, mental health, social, and personal issues.

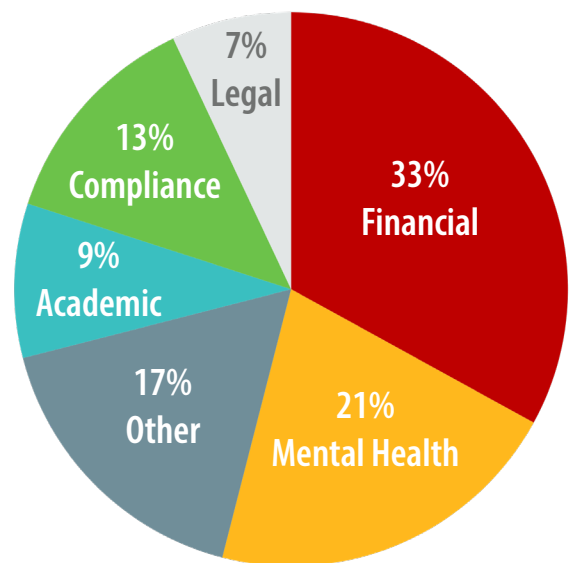
70 Total Number of
Student Cases since Jan. 2024

\$72,000

Total Scholarship Money Awarded to
International Students for Support for 2023-24

WORKSHOPS & EVENTS

- Immigration Pathways Workshop
- Managing Culture Shock
- Office of Global Engagement Coat Drive
- Strategies for Academic Success with UCC
- Staff Training - Supporting Students in Distress
- Quick Sheets for Local Laws, Emergency Numbers, & Campus Services



Trends in Types of Cases

ACKNOWLEDGEMENTS

The work the International Student & Scholar Services does every day would not be possible without the help of our campus partners. They help us every day with supporting our international population and ensuring their experience on-campus is memorable. We would like to acknowledge the following campus departments for their continued collaboration with our office:

- Academic Advising Center
 - Academic Departments Faculty/Staff
 - Basic Needs Collective
 - Center for Disability Services
 - Counseling Center
 - Dean of Students Office
 - Department of Public Safety
 - English Language Institute
 - Financial Services
 - General Counsel
 - Housing & Residential Education
 - Human Resources
 - Office of Admissions
 - Office of Equal Opportunity
 - Registrar's Office
 - Scholarships & Financial Aid
 - Student Health Center
 - The Graduate School
 - U Career Success
 - University Athletics
 - Utah Global
- ...And Many More!**

THANK YOU!



801.581.8876

Union Building, Rm. 410 & Building 124

international@utah.edu

<https://www.iss.utah.edu>