Assessment and Action Plan—Co-Curricular Units

Co-Curricular Title: SU Abroad

Web Address: http://suabroad.syr.edu/

Description: SU Abroad provides international education experiences for Syracuse University students as well as students from other institutions of higher education. This is accomplished through rigorous academic programs; internships; homestays; language immersion; community engagement; and the guidance of SU Abroad center directors, faculty and staff.

PHASE 1				
Goal What do you strive to accomplish?	**Outcome** Specific student or operational outcomes that are measurable	**Strategies**	**KPI**	**Measures**
1. Provide high quality education in study abroad (Center programs, World Partner Programs, Featured Programs, Summer Programs and Faculty led programs)	Offer quality SU courses for credit	• Vet courses through SU Approval process • Hire faculty with terminal degrees or professors of practice • Develop and update new curriculum in line with academic strengths of the campus through academic/curriculum committees involving faculty from main campus • Review and update World Partner partnerships and course offerings	In a highly competitive market, increase overall enrollment in SU Abroad programs by 1% annually for the next 5 years	• Syllabi vetting records (Center programs and World Partner programs) • Faculty hiring records • Course evaluations • Student enrollment data • Comparison data – SU students abroad vs. national average • Reviews of SU Abroad programs on study abroad websites • Meeting notes and email communication pertaining to the work of the curriculum/academic committees

	Provide and enhance immersive opportunities for students	• Maintain and build partnerships with local universities and institutions of higher education overseas
		• Add new approved courses to the SU Abroad portfolio of courses offered through partner universities associated with SU Abroad Centers
		• Dedicate staff hours (in larger centers) to facilitate and oversee student experience credit opportunities (internships)
		• Provide field trip opportunities
		• Provide regional and comparative traveling signature seminars for credit
			Maintain facilitated immersive experiences through credit bearing courses at local universities	• Participation rates in immersive experiences:
				  • Credit bearing internships
				  • Volunteer and community engagement opportunities
				  • Host families
				  • Partnerships with local universities
				• Field trips
				• Syllabus vetting records
				• Feedback from partner school records
				• Signature seminar syllabi and vetting records
				• Regular surveys of partner universities and colleges

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	Diversify the portfolio of credit bearing opportunities in traditionally underrepresented academic disciplines and for non-traditional students	• Work with relevant SU departments and offices to determine ways to increase participation (traditionally underrepresented groups such as STEM students, student athletes, veterans, first generation students etc). • Organize recruitment events specifically targeting these traditionally underrepresented groups • Create courses and programs targeting traditionally underrepresented groups	Increase number of students from traditionally underrepresented groups by 1% annually	• Number of traditionally underrepresented students enrolled in SU Abroad programs • Number of programs specifically developed for traditionally underrepresented groups
2. Provide high quality and safe student experience in study abroad	Provide student support assistance to all participating students	• Monitor security and safety situation in study abroad locations • Hold pre-departure orientation meetings • Distribute a *Preparing to go* information packet to students • Hold arrival orientation at all SU Abroad Center destinations • Maintain student services staff members in SU Abroad Centers • Provide ongoing support and advising through SU Abroad admissions counselors • Provide pre-departure and post arrival support for students • Vet host families and housing arrangement • Provide emergency procedures manual to Center Directors and Faculty leaders • Provide Health and Safety Pre-departure orientation to Faculty leaders	~~Maintain or d~~Decrease the number of student complaints by X%	• Program evaluations • Attendance at pre-departure meetings • Agenda and meeting notes from post arrival orientation at SU Abroad program • Number of student meetings with admissions counselors • Records of general advising sessions availability • Housing risk guideline sheet records
	Provide assistance to students with health and wellness, academic, adjustment and other crises	• Have a case manager on staff • Provide 24 hour emergency telephone hotline on main campus and at overseas Centers • Maintain ISOS membership (medical referral service for students to call) • Reach out to students with self-disclosed health and wellness concerns by case manager	Maintain or decrease the number of emergency phonecalls	• Emergency phone log • Records of housing complaints • Case log maintained by the case manager

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3. Increase enrollment of Syracuse University and visiting students	Maintain efficient recruitment operations	• Travel to visiting or potential partner institutions • Organize info sessions on SU campus • Maintain updated website • Update and disseminate publications	Maintain number of recruitment/info offerings	• SU Abroad website hits • Number of info tables • Frequency of updating publications • Number of visits to visiting institutions
	Provide assistance to students seeking access to special grants for study abroad	• Maintain staff who provides information on special study abroad grants • Maintain information on study abroad grants on SU Abroad website • Provide special incentive grants for underenrolling programs	Maintain the number of hits for the grant page of SU Abroad website	• Number of hits for the grant page of SU Abroad website
	Provide efficient application system and information	• Offer one on one consultations with admissions counselors • Offer general advising/walk ins • Offer online application system available to students 24/7	Maintain a stable number of general advising sessions	• Number of general advising sessions

Recommendations for improving the program assessment processes:

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