

2019-20 Year-End IPSC Committee Report Form

Committee: International Programs and Students Committee (IPSC)

Chair: Sarika Pruthi

Chair-Elect for 2020-21: Sarika Pruthi

Number of Meetings Held: 8 (four each in F19 and Sp20)

Items of Business Completed in 2019-20

1. Academic Integrity Videos and Support Resources

i. This video library is a resource for faculty, staff and students; the project was completed in Sp20 (after re-shooting some videos in 2019 to clarify the role of cultural factors in students' interpretation of academic integrity); videos (and webpages) are posted on the ISSS website.

2. Discussion of support resources for international students at SJSU

- i. Study Abroad programs (F19; Sp20)
- ii. International student admissions and enrollment (F19)
- iii. Support with regulatory issues (e.g. employment: CPT/ OPT) (F19)
- iv. COVID-19 and International Students: Challenges and Support Resources (Sp20)¹

3. New strategies for engaging with international students

- a. Jason Laker, Parinaz Zartoshty, and Sarika Pruthi represented the IPSC at *Global Spartan Welcome (International Student Orientation) Program, (ISSS)*, Aug.19; Jason and Sarika presented on 'Tips for Interacting with Your Professors'.

Unfinished Business Items from 2019-20

- 1. Is there any evidence that international students at SJSU are more likely to engage in academic integrity violations than domestic students? Obtain student conduct data from Katherine Wong at the Diversity office.

New Business Items for 2020-21

- 1. Explore *changing* resource needs (e.g. teaching and learning; study abroad; cultural and regulatory issues) of international students, scholars and programs in the light of the COVID-19 crisis
- 2. Discuss strategies to provide support/ fill resource gaps

Proposed Strategies:

- 1. Disaggregate existing data on international students on campus (e.g. from student clubs/ Provost's Sp 20 survey of international students)
- 2. Arrange one-on-one interaction with faculty, staff, and students (e.g. guest speakers at IPSC meetings)

¹ An update produced at the third IPSC meeting in Sp20 was disseminated to faculty and staff on behalf of the committee; please find it attached to this report.

IPSC Meeting Minutes 09-03-2019 (Parinaz Zartoshty)

Present: Sarika, Katherine Cushing, Kate (Xiaojing), Mira, Parinaz, Kate O., Lupe, Yasue, Cristina, Colleen, Curt, Hongrui, Jason

Apologies: Tricia Foust*

*Caroline, Susie, Sarah appointed after Sep. 3, 2019

1. Member Updates and Introductions

- Wendy Ng and Beverly no longer at SJSU
- Welcome:
 - Kate Lu (College of Health and Human Sciences)
 - Hongrui (College of Engineering)
- Went around the table and everyone introduced themselves

2. Overview and Updates

- Review of mission
- How does our work from past year fit in with mission?
- Academic integrity project

3. Search of “Big Project”

- Role of faculty
 - Forms and procedures
 - Workshop on 09/12
 - Study abroad/faculty-led programs
- Global Studies
 - Reciprocal exchanges for students
 - Connect students with intl leaders
- Thanksgiving
 - Faculty and staff housing
 - Resident hall that hosts Thanksgiving dinner for students in housing
- How do we share communication? Appropriate training?
- Role of Alumni
- Data on international student success: disaggregating by region/gender/college/CSU
- SJSU resources + Legal Context =Cultural context
- Categorizing into cultural nuances:
 - Title IX: domestic violence
 - Alcohol and marijuana use

4. Announcements

- Weeks of Welcome and Homecoming (Lupe)
 - Programs that take place the first 4-5 weeks of school
 - Student Involvement compiles all events for students

- See pocket brochure that Lupe handed out
- International and Transfer Bowling on 09/10
- Aladdin movie on lawn 09/12
- Homecoming
- Hosting International Students for Thanksgiving (Parinaz)
- Study Abroad Fair (Katherine C.)
 - on Thursday, Sept. 19th from 10 am - 2 pm
- Silicon Valley Challenge (Sarika)
 - Finalist showcase 12/03/19
 - first workshop is on Tuesday

Next meeting: Tues. October 1; 1:30-2:30 pm, CL 412

International Programs and Students Committee (IPSC)

1:30-2:30 pm; Tuesday, October 1, 2019 (Clark Hall, 412)

IPSC Meeting Minutes 10-01-2019

Present: Sarika, Katherine Cushing, Kate, Mira, Parinaz, Kate O., Lupe, Yasue, Cristine, Colleen, Sarah, Hongrui, Susie, Caroline, Jason

Apologies: Curt, Tricia Foust, Nancy Nguyen, Sarah Brosio*

Bernadette Rodgers appointed after Oct. 1

1. Member Updates and Introductions
 - Welcome:
 - Susie Morris (Study Abroad and Away)
 - Sarah (student)
2. Academic integrity videos
 - a. New pages will be set up on ISSS website
 - b. Videos to be shared to be reviewed
3. Study Abroad and Away by Susie Morris
 - a. Outbound mobility programs
 - b. International and domestic programming - study abroad for all
 - c. Current programs
 - i. Long-term programs: standard exchange program; swap places; does not always need to be balanced but try
 1. SJSU bilateral exchanges- direct partnerships
 2. CSUIP - yearlong exchange and managed out of Long Beach, Chancellor's office; SJSU students need to go for one year but incoming can come for one semester or one year
 3. ISEP - nonprofit that develops own exchanges; backfill programs we don't have ourselves
 - ii. Short-term
 1. FLP - faculty leader leading program; travelling classroom; front load reading and writing; incorporating culture and ICC (winter(7), summer(29) and spring(2))
 2. Summer School Abroad - pre-articulate classes; allows students to get through major and minor requirements; had 45 students this past summer
 3. Global experience- alternative spring breaks: PR, Hawaii and SC mts camp counselors
 - iii. Future
 1. Customized local internships
 2. NESE partnership w/ goal of low cost options and options for dreamers
 3. Service learning programs for summer

- iv. What are the requirements for faculty?
 - 1. Work w/chair and department analyst
 - 2. Proposal process: please read handbook
 - 3. 3 pathways:
 - a. Recent and extensive experience
 - b. Can work w/study abroad provider w/logistical support
 - c. Limited funding to do site visits- up to \$2K
 - d. Section for faculty on website with guidelines:
<http://www.sjsu.edu/studyabroad/faculty/>
 - e. 2 different lists: State Department and CSU high hazard lists
 - 4. Price conscious students will do well opting for long-term, but short-term can save you time and ultimately save \$; prestigious scholarships available for our student population
 - 5. Trying to build exchange w/University of Botswana and looking at exchange w/Spain
 - 6. Role of faculty:
 - a. FLP
 - b. Explore building out programs
 - c. Check website for guide
 - d. FIR program
 - e. Research partners
 - f. Outreach to students to encourage SA
 - 7. Policies and procedures
 - a. Whole book of policies, esp./FLP
 - b. Risk management
 - c. Pre and post testing for ICC
 - d. Effectiveness of programs - data

Next Meeting: 1:30-2:30 pm; Tuesday, November 5, 2019 (Clark Hall, 412)

International Programs and Students Committee (IPSC)

1:30-2:30 pm; Tuesday, November 5, 2019 (Clark Hall, 412)

Minutes

Present: Bernadette, Kathy O (via phone), Xiaojing (Kate), Katherine K, Sarah, Susie, Yasue, Lupe, Christine, Caroline, Colleen, Mira, Hongrui, Sarika

Apologies: Parinaz, Jason, Nancy Nguyen, Tricia Foust

Approved: Curt

Seconded: Parinaz

Presentation on Enrollment Management by Bernadette Rodgers, Associate Director of Communication, Enrollment Management Technical Implementation and Communication, (SJSU) on International Student Enrollment: Policies & Procedures

1. Enrollment Management (EM)
 - a. Enrollment Services changed name to Enrollment Management
 - b. Encompasses all areas of enrollment. They create publications, financial aid brochures, admissions website content, technical process such as paperless, communicate to applicants. support campus initiatives
 - c. Manage team that answer inquiries. Respond to 30-40K emails. Staff of two making it through.
 - d. 55K visitors to website. Domestic closes Nov. 30. Main marketing goes out Oct to Nov. Graduate application deadline web page is the most visited site. Super active right now.
2. Role of EM
 - a. Respond to Inquiries
 - b. admissions@sjsu.edu, live chat, phones and Social Media SJSU_ES
 - c. Create Publications
 - d. Manage Website Content
 - e. Support Technical Progress
 - f. Communicate to Applicants
 - g. Support Campus initiatives
3. Recruitment
 - a. College of Professional and Global Education
 - b. Agents
 - c. Student Outreach and Recruitment

4. How They Communicate with Applicants
 - a. Students inquire via phone, chat or email
 - b. Students apply -Cal State Apply
 - c. SJSU SJSU ID (approx. one week after applying)
 - d. Post messages via MySJSU
 - e. Email reminders as each message is posted
 - f. MySJSU messages tend to be formal, business driven
5. Completing the SJSU Application

Completing the SJSU Application

Undergraduate

- Bank Document
- Declaration of Finance
- Copy of Passport
- English Language Proficiency Test Requirement
- College Transcripts
- Translated Secondary School Marksheets (transcripts)
- SAT/ACT (not required but encouraged)

Graduate

- Bank Document
- Declaration of Finance
- Copy of Passport
- English Language Proficiency Test Requirement
- Transcripts if from a U.S. Institution
- WES if transcripts are from outside the U.S.
- Any Department Requirements such as GRE/GMAT

- 6.
7. Team feedback regarding challenges:
 - a. Scholarship questions
 - b. Bank documents (communication with sponsor)
 - c. Only one transcript can be given
 - d. Student does not request documents to be sent to WES in time
 - e. Students that apply on the date of the deadline
 - f. 55k visitors on sjsu.edu/admissions
 - g. Graduate Fall Deadlines page 350k unique pageviews
8. Publications
 - a. International Steps to Admission, International Steps to Enrollment
 - b. Steps to Graduate Admission, flowchart, etc.
9. Communications
 - a. Hear a lot from relatives: brothers, parents, etc. Friend of a friend.
 - b. They don't track how students come to SJSU.
 - c. Most students find about SJSU from friends, family and their social media.
 - d. How communicate with applicants:

- i. No proactive communication.
- ii. They react to student communication. Front desk, calls, etc.
- iii. After they apply they get an SJSU ID and then are to go to MySJSU account to get messages about the status of application.
- iv. Formal method of communication is MYSJSU. Email trigger telling them there is a message waiting in MySJSU.
- v. First reading of communications can be very business like. We will withdraw your application, etc. See application slide.

10. Biggest challenges:

- a. They want scholarships to compare with other universities.
- b. Issues with bank documents -- sponsor doesn't see required information.
- c. Undergrad: only one transcript can be sent; evaluator works with them.
- d. They can appeal with status.

11. Positives

- a. Clear requirements/deadlines if students use SJSU websites
- b. MySJSU Messages and "To Do List"
- c. International Email Campaigns
- d. Understand where they are in the process (ex: RF)
- e. Auto emails when a document is declined Students mostly know the deadlines and they use the system ok.
- f. IRP sends emails to encourage them to finish the process.
- g. Automated email of determination.

12. Admission Decisions

- a. Student status changes in MySJSU
- b. Student receives MySJSU Message about Express Mail
- c. Student has 72 hours (or more) to order
- d. Undergrad may be admitted to alternate major
- e. Admit Packet:
 - i. Admission Letter
 - ii. Terms and Conditions
 - iii. Certificate of Admission
 - iv. I-20

13. Next Steps Intent to Enroll

- a. Undergraduates
- b. Starting Fall 2018, all undergraduates pay \$250, a portion goes toward tuition and fees and toward Orientation
- c. Students register and pay for mandatory orientation
- d. If students have scheduling conflict, contact NSFP
- e. If student does not meet the Next Steps Intent to Enroll deadline, they are withdrawn
 - i. Enrollment deposit (\$250) a portion to fees and orientation.

- ii. Next Steps Intent to Enroll.
- iii. If they don't make deadline they are withdrawn.
- iv. Grad students don't have to do Next Steps, Intent to Enroll.
- v. Orientation is about 1,000 in Fall.

14. Next Steps Intent to Enroll Graduate Admits

- a. Not advertised as mandatory
- b. Will encourage and remind students via MySJSU and materials
- c. Students sign up for and pay for orientation
- d. Students may also receive "orientation" information from their departments

15. Registration

- a. Freshmen
 - i. Register at Orientation
- b. Transfers
 - i. Register after transcripts have been submitted, prior to orientation
- c. Graduate
 - i. During the registration period listed
- d. Freshman reg before orientation.
- e. Transfers more complicated.
- f. Videos and tutorials.
- g. Transfers can reach out to talk to someone before orientation.

16. Spring 2020

- a. Undergrad
 - i. 369 apps
 - ii. 118 admits
- b. Grad
 - i. 1144 applications
 - ii. 185 admits

17. Fall 2020

- a. Undergrad
 - i. 190 applications downloaded
 - ii. 650 international in progress
- b. Grad
 - i. 151 applications downloaded
 - ii. 713 international in progress
 - iii. 107 international extension in progress

18. Student Process

- a. Students upload passport into Onbase.
- b. It's also the imaging system and informs students.
- c. Students don't always look at MySJSU.
- d. Some students get thousands of emails. So they concentrate on mySJSU.
- e. SJSU has changed preferred email to @sjsu.edu email.
- f. Need guidance on where we can force students to get official email.

Academic Integrity Video: Feedback and Updates

19. Webpage

- a. Webpage needs to be set up.
- b. One more round before November 26 and then post videos.

20. Video feedback

- a. Video #1: Korean student
 - i. Don't switch camera in mid-sentence
 - ii. Background music makes it hard to understand him.
 - iii. He's sweating too much. Not smiling and looks nervous.
 - iv. Bland background. Can there be a green screen? Can we put something in the background: an image or logo.
 - v. Or just use the audio and not the film.
 - vi. Should add captions.
 - vii. Need title to say what they are talking about.
- b. Video #2: Japanese student
 - i. Outdoor video. Committee liked that much more.

Any other business

21. Silicon Valley Innovation Challenge

- a. Submissions open until Thursday, November 7, 2019

22. Workshop

Next Meeting: 11:00 am-12:00 noon, Tues. Nov. 26, 2019; CL 412

Bernadette Rodgers

Associate Director of
Communication
Enrollment Management
Technical Implementation and
Communication

- Respond to Inquiries
admissions@sjsu.edu, live chat, phones and Social Media SJSU_ES
- Create Publications
- Manage Website Content
- Support Technical Progress
- Communicate to Applicants
- Support Campus initiatives

23.

International Students Find Us Through...

- Recruitment
 - College of Professional and Global Education
 - Agents
 - Student Outreach and Recruitment
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 - 55k visitors on sjsu.edu/admissions
 - Graduate Fall Deadlines page 3500k unique pageviews
- Publications
 - International Steps to Admission, International Steps to Enrollment
 - Steps to Graduate Admission, flowchart, etc.
- Relatives
- Word of Mouth

How We Communicate with Applicants

- Students inquire via phone, chat or email
- Students apply -Cal State Apply
- SJSU SJSU ID (approx. one week after applying)
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Team feedback regarding challenges:

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Completing Files

Team feedback regarding positives:

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Accepting Admission

Next Steps Intent to Enroll Undergraduates

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Registration

Freshmen

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Transfers

- Register after transcripts have been submitted, prior to orientation

Graduate

- During the registration period listed

Spring 2020 Admissions

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369 Applications

118 Admits

*Decisions still being made

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Fall 2020 Applications

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- 650 international undergraduate (in progress)

Graduate

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- 713 international graduate (in progress)
- 107 international extension (in progress)

International Programs and Students Committee (IPSC)

11:00 am-12:00 noon; Tuesday, November 26, 2019 (Clark Hall, 412)

Present: Bernadette, Cart, Jason, Sarah, Lupe, Yasue (note-taker), Katherine Cushing, Parinaz, Sarika

Apologies: Nancy, Tricia, Caroline, Colleen, Mira, Hongrui, Xianojing (Kate)

1. Feedbacks from Sarah on the last meeting' comments for the Academic Integrity Video.

What can be improved: no switching camera in mid-sentence, background music lower, adding caption, background, and titles to say what they are talking about (Sarika will edit the titles from the list we have now, and they can be used for the titles).

What cannot be edited:
Students who are nervous.

Thank you very much for Sarah's great job for making this academic integrity video!

2. International student and Scholar services: Supporting International Student Success by Parinaz Zartoshity

a. Introduction:

- Almost 1 million students have been coming to the US for their study and they contribute large amount of money to the US.
- There are about 3200 international students at SJSU. Main international students are from India and China.

b. What they do and their Goals:

Immigration advising, contribution to global ethos, to be more strategic to integrate students into a society. To integrate International competency into pedagogy and to measure what is the impact. To help them successfully complete their academic assignments and become a global citizen.

c. Visa Status:

- F-1 status' full-time enrollment; 12 units/semester for undergrad students; 9 units for Graduate students, unless there is special academic reasons and medical reasons.
- J1 status students are from about 100 bilateral students exchange programs. They are not degree seekers and can stay for 24 months. Some students with J-1 status have a national scholarship funded by their own country's government. In case for transferring from community college to SJSU, they need to transfer their 1-20 to SJSU.

- J1 scholars can stay at SJSU from one month to 5 years. SJSU can sponsor them.
No fund assistance for them from SJSU. Institution scholars come with their personal fund or their institution's fund. J1 scholars need to have at least Bachelor degree.
- Tourist visa does not have any legal protection, so we recommend to take J1.

d. Work authorization:

- CPT(curricular Practical Training) has to be a full-time student before being eligible for this program, and Practical training needs to be integral part of the internship course. Students ask you to sign the form. How your field of study is related with the internship important and your signature endorses it. 20 hours per week/full time needs to be more than 20 hours per week, good opportunities to work off campus, however, work offer from some company is needed first.
- OPT(Optional Practical Training) is temporary employment authorization by USCIS. It does not need to have a job offer from a company first, and it takes 3-5 months for them to obtain authorization from government. CPT is not prerequisite. Usually one year, but Stem-OPT provides three years of work authorization, but getting more difficult to get these days.
- After these, H-1 is the option, but now it is offered only for tenured faculty position. Might be offered from the companies outside, but very competitive now.

e. Establishment of electronic application and reporting of F and J visas:

- Now all the processes regarding visas are done by online. CIPRIS was the original pilot program to collect and report the information, but now it was integrated to a national application system called SEVIS (Student & Exchange Visitor Program) .

f. Events:

ISSS has been coordinating the following events.

- Global Spartan Welcome (orientation for international students and scholars)
- Global connections (weekly meeting to connect with people from around the world every Monday 12-1pm)
- International educational event in November
- Thanksgiving together program
- Global spartan Week in March

g. Fulbright scholars and students:

Currently, SJSU is hosting 3 Fulbright scholars. There are meetings of Fulbright scholars of US Davis and UC Davis and UC Berkeley etc.

h. Collaboration with department:

ISSS trying to make a liaison person for each department to collaborate and discuss issues together. Currently, Jason's students from counseling Education is doing counseling and

advising services to international students in a team of the student, an academic advisor and an ISSS staff twice per semester.

3. Announcements:

Sarika

Silicon Valley Innovation Challenge. The Finalist Showcase will be held on Dec 3 (Tuesday) at Room 225 MLK Library.

Lupe

Student Involvement will host three #SJSU FINALS stations in front of the ATMs, CL and the Students Wellness Center, providing Yoga class, snacks, breakfast and test supplies during finals for free.

Next Meeting: Tues. Feb. 4, 2020; 1:30-2:30 pm (Location TBD)

International Programs and Students Committee (IPSC)

1:30-2:30 pm; Tuesday, February 4, 2020 (Student Meeting Room 5)

Minutes (Cristina Tortora)

Present: Parinaz Zartoshty, Curt Anderson, Kate Olson, Hongrui Lu, Michael Wong, Mira Mustafa, Cristina Tortora

Apologies: Bernadette Rogers, Nancy Nguyen, Tricia Foust, Katherine Cushing, Susie Morris, Caroline Ouyang, Xiaojing Liu, Sarah Brosio, Manaar Khalil, Jason Laker (sabbatical leave), Yasue Yanai (sabbatical leave)

- Michel Wong, the new member, introduced himself
- Everybody else introduced themselves

- Kate Olson started her presentation and gave some handouts
- During the presentation, she gave some handouts with the data about applications for study abroad programs
- She highlighted the high proportion of incomplete applications and compared the data by country and year
- She also showed a comparison among CSUs

- Kate stated that the goal is to promote study abroad and to make it easier to apply. They are experimenting with new programs, we looked at CSU Chico example. CSU Chico has a list of preapproved courses so that students don't risk to lose time not getting classes approved. SJSU is considering CSU Chico idea as an option.
Option 1 follow CSU Chico idea
Option 2 Adapt CSU Chico idea to SJSU

- Kate gave a handout on some Q&A about CSU Chico approach
And showed a draft of an application form for a program in Spain.

- Curt asked about how tuition payment works for this kind of programs
Kate and Parinaz explained that It is a bilateral agreement, so students pay tuition at their home university.

- Parinaz emphasized the challenges of finding equivalency between countries, and the advantage of having semester-long programs

- Kate pointed out that the new director may be open to semester-long programs.

- Brief discussion on the lower number for engineers in the showed number.

-Kate explained that now chairs and advisors help the student choosing the classes but sometimes when the students go there some classes are not offered and the substitutions may not be approved after.

-Hongrui asked about faculty involvement in the program

-Kate said that faculties are mainly local

-Discussion about the higher number of female students in the program

-Parinaz thinks that it may be linked to the major. For engineering and STEM majors is harder to study abroad

-Parinaz asked about the length of the approval process at CSU Chico.

-Kate said that the program at CSU Chico is already approved.

-Curt asked some clarifications on the application process and the lower number of applications to come to SJSU compared to other CSU.

-Parinaz explained that we are an institution where it is hard to get into classes and students don't choose SJSU.

-Parinaz asked what we want to do next meetings

-Mira: try to integrate international students on campus.

-Talk about thanksgiving dinner for international students

-Curt shared his experience

-The group discussed the presence or groups specific for some nationalities.

International Programs and Students Committee (IPSC)

1:30-2:30 pm; Tuesday, March 3, 2020 (Student Union Meeting Room 5)

Present: Mira Mustafa, Kate Olson, Bernadette Rodgers, Katherine Cushing, Sarah Sekhar-Sharma, Parinaz Z., Danijela Dudley, Hongrui Liu, Caroline Ouyang, Cristina Tortora, Melinda Jackson, Sarika Pruthi

Apologies: Curt Anderson, Michael Wong, Manaar Khalil, Susie Morris, Nancy Nguyen, Tricia Foust, Xiaojing Liu, Sarah Brosio, Jason Laker (sabbatical leave), Yasue Yanai (sabbatical leave)

1:30-1:35 pm: New Member Introductions, and Approving Feb. 4 Meeting Minutes

New Members: Melinda Jackson (AVP, Undergraduate Education) and Danijela Dudley

1:35-2:00 pm: Academic Integrity Video (and Webpages) Viewing, arranged by Sarah Sekhran Sharma, SJSU

Sarika reviewed history of the project, which took place over the last academic year. The current status of the project is a series of videos that are finished and posted on SJSU's International Student and Scholar Resources (for students and faculty). Thank you, Sarah Sekhran-Sharma for help with re-shoots! Several videos were viewed by the committee and all received positive feedback on improvements in production quality and how helpful they will be to our international student community.

<https://www2.sjsu.edu/iss/current-students/integrity/video/index.html>

2:00-2:15 pm: Comments and Feedback

Please see above for group comments. Additionally, there was a question about whether a student is able to submit an assignment for one than one class. One of the videos seems to show confusing information. Academic Senate, Policy F15-7 "Submitting work previously graded," implies that further clarification is needed on work previously graded and/or submitting work simultaneously presented for more than one course. Melinda Jackson will follow up on this and for now, the video will be taken off the web.

2:15-2:30 pm: The Coronavirus Outbreak: Impact and Implications

Items of Concern or Points of Information for the Group

- *Profiling of certain student groups and how they are treated by others on campus (e.g., possible self-quarantine due to negative stereotype)*
- *Should President/Provost send out more information/travel advisories?*
- *What about options for Visiting Scholars? Paranz's office has information on that.*

- *Online petition to cancel classes being circulated among SJSU students*
- *Attendees shared stories about messages they have heard from other institutions they are affiliated with (e.g., daycare, tech companies), also an example of SJSU faculty accommodating students who needed to add in past deadline due to cancelation of study programs.*
- *Students want to be reassured that they are going to graduate despite larger public health concerns*

Announcements:

- *Next month is Global Spartan Month--information posted on International Student and Scholar Resources website*
- *Students concerned about scamming*

Next Meeting: 1:30-2:30 pm; Tuesday, April 7, 2020 (SU Meeting Room 5)

International Programs and Students Committee (IPSC)

1:30-2:30 pm; Tuesday, April 7, 2020 (via Zoom)

Present: Curt Anderson, Kate Olson, Bernadette Rodgers, Katherine Cushing, Parinaz Z., Danijela Dudley, Cristina Tortora, Melinda Jackson, Sarika Pruthi, Susie Morris, Michael Wong, Keri Toma (invited speaker)

Apologies: Manaar Khalil, Nancy Nguyen, Tricia Foust, Xiaojing Liu, Sarah Brosio, Caroline Ouyang, Hongrui Liu, Mira Mustafa, Jason Laker (sabbatical leave), Yasue Yanai (sabbatical leave)

1:30-1:35 pm: Feb. 4 Meeting Minutes Approved

1:35-2:30 pm: Q & A and Discussion with Parinaz and Keri. Minutes reproduced in appended form below.

COVID-19 and its Impact on our International Students: Insights from International Student and Scholar Services (ISSS)

International Students at SJSU

We have two populations of international students – exchange students and F1 visa status students. Our exchange students mostly reside on campus. We had about 45 exchange students in Sp.20. More than half of them have returned home.

The bulk of our population is our F1 students, and currently we have almost 5000 active F1 records. That includes students on OPT and STEM. The current situation is impacting these students as well. Our actively matriculated students are close to about 3200. We have a list of about 45 students who have told us that they are returning home with the intention of coming back in the fall.

Challenges for International Students

Immigration & Visa Status

1. F1 students are required to be enrolled in classes physically, not in an online mode, in order for them to maintain their F1 status. They are allowed to take only one online class per semester. The Student and Exchange Visitor Program has come up with some guidance in this regard – they are allowing students to do more than one online class this semester. So these students are exempted from being on campus at this time.
2. A lot of different government agencies touch our F1 students. At the moment, there is a lot of mixed messaging and silence regarding immigration/ F1 status of students from some of these agencies. The immigration piece is particularly challenging and stressful for our students on OPT and STEM OPT. Working remotely has become an ongoing

challenge. There are training plans which need to be updated. There are questions about days of unemployment, which they can accrue (there is a limit on the number of unemployment days), so there is a lot of information that needs to be communicated from the immigration standpoint.

3. International students *cannot* apply for OPT from abroad. They have to be physically present in the US in order to apply for OPT (they are fine as long as they were in the US when they applied, before returning home). At this point, it is not clear how long it will take for ISSS to process requests for students who are ready to apply for OPT. Students on F1 status may thus try to extend their graduation date, postponing it to fall. Graduate students can receive guidance from Graduate School advisors in this regard.
4. Once students get OPT, they need to find employment within 90 days of the start date, which is an area of concern in the current situation. A student on OPT can continue to maintain their F1 status as long as they are engaged in paid or unpaid employment that is related to their field of study for at least 20 hours a week. Faculty can assist international students (eligible for OPT) by giving them an opportunity to conduct research (for faculty) or work on a special project for them. That would help students to continue to maintain their F1 status while they are on OPT.
5. Yet another concern is that we are working remotely and students need their physical I-20s to apply for OPT. The ISSS are shifting their processes to some extent to accommodate this challenge. Two staff members at ISSS are responsible for printing and mailing out the I-20s from their homes at this time.

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6. Online classes are a new type of learning environment for our international students. This format adds another layer of complexity, especially for those international students whose first language is not English.
7. Students who have returned home are also dealing with different time zones, and they are concerned about whether or not they will be able to successfully participate in their classes from a distance.
8. Sometimes students are not able to connect/ get all information from online classes due to poor Wifi connection.
9. Students are also finding it challenging to maintain their study habits/ effectively manage their time, given that they have much more time on their hands in this situation.
10. Some students are struggling to take exams at designated times due to time-zone differences, and the unwillingness of faculty to accommodate their schedule. Faculty may consider providing some flexibility to students in this regard:

“...recently we had two students who wrote and said they have finals coming up and in their home country time zone that would be 3am, for example, but the faculty member is not willing to accommodate their schedule. So I think that's an area where faculty members can perhaps advocate on behalf of our international students and request more flexibility. So for those of you who are faculty, maybe reaching out to your colleagues and advocating on behalf of our international students would be really helpful” [Parinaz Zartoshty, Director, ISSS].

Study Abroad Programs

11. The Study Abroad office has been pulling back our cohort of Spring study abroad students since February 1. 50 per cent of students were evacuated when the State Department went to a level 4. The last five are returning at this point. A student flew in as recently as April 6, another on April 7. The final three are expected to arrive by next Tuesday. Of six students, appeals of four students to continue their time abroad were approved after vetting their support systems abroad.

The Study Abroad office has been coordinating quarantine housing for many of our international students who have had to return from abroad due to their study abroad programs being disrupted in the wake of the pandemic. Eight students had concerns about elderly family members with medical conditions who they did not want to be exposed to upon their arrival back home. These students were swiftly accommodated in an empty apartment that was quickly identified, deep cleaned, and furnished. Study Abroad advisors have also been the ‘DoorDash’, taking turns to personally collect bags of food and deliver them to the students every day. Three of these students are checking out this week after completing their period of quarantine. The team has plans to work with the students to move them forward and get them to complete their programs next spring.

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Assessment

12. Credit/ No Credit: It is imperative that international students first consult with their academic advisor to understand if ‘No Credit’ works for their major. This advice is extremely important for international students as they are required to earn credit for any particular course in order for it to count towards their F1 status.

Return to Campus in Fall

13. Students have gone back home to be with their families at this time, but they are anxious about whether they can return to the US in the fall. ISSS cannot guarantee that at this point as they do not know if travel restrictions will stay in place for the fall:

'I know another point of anxiety is, you know, the question we get quite frequently is okay. I'm going home because I want to be with my family. Can I come back in the fall...so it's a really tough advising session where we have to let them know the reality is, sure, if these, these were normal times you would be able to come back, but it's not. And we don't know what travel restrictions will stay in place for the fall' [Parinaz Zartoshty, Director, ISSS].

14. Staff at ISSS are also concerned about potential safety issues on campus in the fall due to some student populations being at a higher risk of experiencing racism in relation to the outbreak.

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15. There is not much change in the volume of inquiries from incoming undergraduate, international students in F20 as of now. Fall enrollment is not significantly impacted just as yet, although numbers are slightly down. Express Mail delivery in some countries is suspended at this time, which is causing some challenge in mailing admission packets to incoming students that reside in another country. Posting admission packets may have to be delayed until mid-April/moved to virtual format for undergraduate students. International graduate packets have been sent via mail but are also looking into sending them virtually.

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Graduate	update:
http://www.sjsu.edu/graduateadmissions/admission-requirements/test-requirements/index.html	

Challenges for Faculty

1. For some subjects (e.g. math), it is very hard to switch to online exams
2. Changing exam times runs the risk of creating overlaps with other class times
3. Giving students too much flexibility with regards to time (e.g. to take tests) creates high workload for faculty (e.g. for designing and monitoring exams)
4. Students exploit the flexibility that faculty offer them (e.g. for taking exams) by ‘talking to each other’/ ‘calling their friends’ and exchanging information. Preventing use of other devices like phones, other computers, is challenging
5. Students complain that Respondus Lockdown Browser ‘messes with their computers’ and sometimes causes problems

Some Tips for Faculty

1. Consider recording your class sessions. Students feel it helps if professors record the sessions via zoom. Students find that the sound quality is much better, which makes it easier for them to get that information. They can also hear through the recordings in their own time, which is particularly helpful to our students who are currently abroad, back in their respective home countries.
2. Convert paper exams to oral exams (e.g. via Zoom) where possible.
3. Some faculty are using Proctor You software to proctor exams. It enables faculty to view the faces and screens of five students at a time.
4. Create a short (e.g. 24/36/ 48 hour) exam window to allow students to take the exam within that time. No need to do a separate exam for each student during that time. Closely watch students within that time using webcam (students need not show the entire room).
5. Give take-home exams (although these might be easier for some subjects, e.g. language and linguistics development)
6. Consider offering time management tips to your students
7. Please feel free to contact ISSS at : international-office@sjsu.edu (also see April 6 email from ISSS containing tons of resources that you can share with your students!)

Resources for International Students

ISSS (International Students and Scholar Services)

1. **ISSS Virtual Town Halls:** ISSS have gone completely virtual for the benefit of our international students. A Town Hall was held a few days ago. Almost 200 students attended the meeting. Another Town Hall is coming up – the event will soon be posted

online. You can receive updates on the Department of State Student Exchange Visitor Program.

2. **ISSS Virtual Appointments:** ISSS are offering zoom appointments for students. ISSS advisors are available every day, 9:00 am to 11:00 am and 2:00 pm to 4:00 pm. You can schedule 20-minute appointments. There are normally three advisors on duty each day.
3. **ISSS Virtual Programming:** Keri Toma has developed virtual programming for your benefit:
 - a. ISSS are continuing to work with CAPS (Counselling and Psychological Services) and International Gateways to offer their weekly, Global Connections. It happens online, every Monday.
 - b. ISSS hosts virtual Thursday Tea Time, at 3 pm on Thursday afternoon. Bring your cup of tea and socialize in an online environment.
 - c. ISSS and Mosaic Cross Cultural Center are collaborating to set up an international student roundtable to talk about Covid-19 and how it is affecting you. The event will be held in April, which is the 'Asian Pacific Islander Desi American Heritage Month'. A panel of students from India and Taiwan (who are currently back home), China and Macau (who are currently on campus), will share their experiences.

Other Resources

1. **CAPS** are offering virtual appointments. They have also retained several of their workshops in online format.
2. **Peer Connections, Writing Center** and **Career Center**, are all continuing to offer tutoring in a virtual format. Feel free to avail of these services just to connect with other students/ advisors. Advisors are being flexible, and making every effort to keep their appointments/ be open to talk to you.
3. **SJSU Cares:** The food pantry at SJSU Cares is open and available (to all, not just international, students)
4. **Study Abroad Newsletter:** Check out the Study Abroad newsletter, 'Spring Sequester', for students in quarantine. It includes Netflix recommendations, Spotify playlists, and information about lots of other exciting resources on campus!

Contact

You may directly reach out to ISSS (international-office@sjsu.edu) as your first point of contact. There are currently two dedicated staff to manage your emails. They can also help to connect you to other relevant resources on campus. Keri Toma at ISSS works closely with CAPS; she can help you or direct you to CAPS if you need extra support.

Next Meeting: 1:30-2:30 pm; Tuesday, May 5, 2020 (via Zoom)

International Programs and Students Committee (IPSC) Meeting Minutes

1:30-2:30 pm; Tuesday, May 5, 2020 (via Zoom)

Present: Parinaz Zartoshty, Curt Anderson, Sarika Pruthi, Susie Morris, Bernadette Rodgers, Cristina Tortora, Katherine Cushing, Hongrui Liu, Mira Mustafa, Melinda Jackson, Caroline Ouyang, Danijela Dudley (minutes)

Apologies: Nancy Nguyen, Michael Wong, Tricia Foust, Xiaojing Liu, Sarah Brosio, Jason Laker (sabbatical leave), Yasue Yanai (sabbatical leave); Kate Olson

1:30-1:35 pm: April 7 minutes approved

1:35–2:15 pm: COVID-19 and International Students in Fall 2020: Numbers, International Marketing & Outreach, update by Curt Anderson and Q&A

We have seen a significant drop in the number of both undergraduate and graduate international student applicants for Fall 2020. The number of admitted undergraduate freshmen dropped by 51% compared to 2019, and the number of students who have completed the intent to enroll process dropped by 30%. The number of admitted undergraduate transfers fell by 18%, with 24% fewer students completing the intent to enroll process. The change is not as drastic among graduate students, where admissions were up 5%, but the intent to enroll dropped by 17%. Overall, we are likely going to host approximately 25% fewer international students that we did in fall of 2019.

Deadlines for international admissions and enrolment were postponed, and the university decreased the enrollment deposit for this year. However, given the Covid-19 crisis, we still don't know how many of these students will in fact attend SJSU, and these numbers might change even further.

There is still no firm answer from the university if international students will be able to stay at home while attending SJSU in Fall 2020. If we were entirely online, that could have been the possibility. However, given that SJSU might have some classes/labs on campus and some entirely online, the university is still considering different options.

Recruiting international students has been more challenging this year. Traditionally, SJSU sends recruiters to top markets to meet with students, agents, advisors, and others. While that was done in fall of 2019, we have not been able to do any travelling this spring. Given that we haven't been able to travel, we haven't been able to rely on some traditional recruitment techniques; instead, we have had to rely more and more on technology, and all recruitment over the last few months has been done remotely through webinars, texts, calls and chats.

Some remote recruitment strategies: webinars and chat events with students to help them move along the process and to answer their questions; online meetings with guidance counselors in Taiwan, China, India, and so on; WhatsApp to answer student questions; online talks, webinars,

and chats to explain the appeal of SJSU, its location, and opportunities beyond school, such as the university brand, its location, association to technology centers, startups, cultural interests of the metropolitan area, and similar.

For graduate students, some new strategies/approaches are available. Most of our international students are graduate students in engineering and computer sciences. The plan is to communicate with graduate international students seeking these popular degrees and to inform them of the possibility to get their degree online if they take 9 units. We will organize more activities to simulate campus and community experiences, such as virtual talks with representatives of the industry and startup companies, virtual job fairs, seminars on career planning, and similar. Most departments will communicate with students via email, will hold webinars and townhalls during which representatives of different department will be available to answer questions. This is still in the works and hopefully the first emails will go out in the next week or two.

2:15-2:20 pm: AY 2019-20 Review, update by Sarika Pruthi and 2020-21 Planning

The main project of 2019-20 was the series of academic integrity videos (and Webpages). Some minor changes are still needed on one of the clips (the statement that ‘students can submit the same work in two classes without prior permissions’ is incorrect), and this correction has been communicated to Sarah Sharma. She will edit this clip and post it back after correction. Other than this one correction, the videos are done and that is one major item from the 2019-20 agenda that has been completed as of May 5, 2020.

2:20-2:25 pm: 2020-21 Planning

Some ideas for 2020-21:

- Options for employment and employment regulations for international students
- Data on international student conduct
- COVID-19 and its effects—proctoring options for faculty, coping mechanisms, and similar
- Integration on campus for international students, more formal and informal ways to integrate our students and make them feel at home
- More focus on study abroad programs—we have many students who participate in study abroad programs, the committee will consider more agenda items relating to that
- The Provosts’ office just launched a survey to learn about student impressions of this semester and experiences with remote learning (if they have everything they need to do remote learning, their sense of belonging, what faculty members and the campus in general could do to increase their sense of community...). Since the survey is asking for their student ID numbers, we could isolate the data for international students and look into this during the fall semester.
- The Study Abroad office is conducting a massive analysis on the impacts of study abroad as a high impact practice. Maybe this data can be shared in the future and maybe we can look into the effects of study abroad programs on student involvement on campus and in the community.

2:25-2:30 pm: Elections

Parinaz Zartoshty asked for nominations for the committee chair position and nominated Sarika Pruthi. Sarika is happy to continue serving as chair, but is also happy to sit out if someone else is willing to take over. No other nominations were made. Sarika was elected unanimously. Congratulations!

COVID-19 and International Students: Challenges and Support Resources

An Update from the International Programs and Students Committee (IPSC), SJSU¹

April 9, 2020

International Students at SJSU

We have two populations of international students – exchange students (J1) and F1 visa status students. Our exchange students reside on and off campus. We had 55 inbound exchange students in Sp.20. and 76 SJSU students that were on exchange programs overseas. At this time, all but nine students have returned from overseas. Five students will remain abroad for the duration of the term. SJSU has facilitated the return and evacuation of 68 students since early-February. Approximately half of the inbound, J1 students, have returned to their home countries.

The bulk of our international student population is our F1 students, and currently we have almost 5000 active F1 records. That includes students on OPT and STEM. The current situation is impacting these students as well. Our actively matriculated students are close to about 3200. We have a list of about 45 students who have told us that they are returning home with the intention of coming back in the fall.

Challenges for International Students

Immigration & Visa Status

1. F1 students are required to enroll in classes physically (not in an online mode), in order for them to maintain their F1 status. They are allowed to take only one online class per semester. The Student and Exchange Visitor Program has come up with some guidance in this regard – they are allowing students to take more than one online class this semester. So these students are exempted from being on campus at this time.
2. Several different government agencies touch our F1 students. At the moment, there is mixed messaging and silence regarding immigration/ F1 status of students from some of these agencies. The immigration piece is particularly challenging and stressful for our students on OPT (Optional Practical Training) and STEM OPT. Working remotely has become an ongoing challenge. Training plans need to be updated. There are questions about days of unemployment, which students can accrue (there is a limit on the number of unemployment days), so there is a lot of information that needs to be communicated from the immigration standpoint.
3. International students *cannot* apply for OPT from abroad. They have to be physically present in the US in order to apply for OPT (they are fine as long as they were in the US when they applied, before returning home). At this point, it is not clear how long it will take for ISSS to process requests for students who are ready to apply for OPT. Students on F1 status may thus try to extend their graduation date, postponing it to fall. Graduate students can receive guidance from Graduate School advisors in this regard.
4. Once students get OPT, they are required to find employment within 90 days of the start date, which is an area of concern in the current situation. A student on OPT can continue to maintain their F1

¹ With inputs from Admissions, International Student and Scholar Services (ISSS), and Study Abroad and Away, SJSU

status as long as they are engaged in paid or unpaid employment that is related to their field of study for at least 20 hours a week. Faculty can assist international students (eligible for OPT) by giving them an opportunity to conduct research (for faculty) or work on special projects. That would help students to continue to maintain their F1 status while they are on OPT.

5. Yet another concern is that we are working remotely and students need their physical I-20s to apply for OPT. The ISSS are shifting their processes to some extent to accommodate this challenge. Two staff members at ISSS are responsible for printing and mailing out the I-20s from their homes at this time.

Online Teaching & Learning

6. Online classes are a new type of learning environment for our international students. This format adds another layer of complexity, especially for those international students whose first language is not English.
7. Students who have returned home are also dealing with different time zones, and they are concerned about whether or not they will be able to successfully participate in their classes from a distance.
8. Sometimes students are not able to connect/ get all information from online classes due to poor Wifi connection.
9. Students are also finding it challenging to maintain their study habits/ effectively manage their time in this situation.
10. Some students are struggling to take exams at designated times due to time-zone differences and the unwillingness of faculty to accommodate their schedule. Faculty may consider providing some flexibility to students in this regard:

“...recently we had two students who wrote and said they have finals coming up and in their home country time zone that would be 3am, for example, but the faculty member is not willing to accommodate their schedule. So I think that's an area where faculty members can perhaps advocate on behalf of our international students and request more flexibility. So for those of you who are faculty, maybe reaching out to your colleagues and advocating on behalf of our international students would be really helpful”
[Parinaz Zartoshty, Director, ISSS].

Study Abroad Programs

11. The Study Abroad and Away Office has been pulling back our cohort of Spring study abroad students since February 1. Students who were slated to study in South Korea and Japan had their programs cancelled by SJSU in February, followed by students studying in Italy. After students in those countries were brought back to the US, the State Department went to a level 4 warning, which allowed the Study Abroad and Away Office the opportunity to get the remaining students abroad evacuated with the assistance of our student insurance company. The last four students who will evacuate will be back in the US by next Tuesday (barring any cancellations and delays). Of the final nine students, appeals from five students to continue their time abroad were approved after vetting their support systems abroad.

The Study Abroad office has been coordinating quarantine housing in conjunction with Student Life, Residence Life, Dining Commons and FDO for several domestic SJSU students who have had to

return from abroad due to their study abroad programs being disrupted in the wake of the pandemic. Eight students had concerns about elderly family members with medical conditions who they did not want to be exposed to upon their arrival back home. These students were swiftly accommodated in an empty apartment that was quickly identified, deep cleaned, and furnished. Staff from the Dining Commons and Susie Morris, Director of Study Abroad, have also been the 'DoorDash', taking turns to personally collect bags of food from Dining Commons and delivering bags containing three full meals to the students every day. Three of these students are checking out this week after completing their period of quarantine. The team has plans to work with the students to move them forward and get them study abroad again next spring.

The Summer FLPS (faculty-led programs of study) have been converted into 'collaborative online intercultural learning' courses after removing the 'travel' component (spring break study abroad programming was canceled about two weeks prior to the start of the programs). The rationale behind this switch is that 98 per cent of these programs offer a course that counts as a major or minor course towards graduation for the students. They are all courses that are required for graduation. Faculty leading these programs will be able to leverage their international partners and networks, and use zoom to focus on local communities in these locations in question, and do site visits and guest speaking simulation labs from a distance.

Registration for these programs is currently open, but is limited to only those students who had applied and been accepted into an FLP or Summer School Abroad program for summer 2020. Additionally, Study Abroad and Away coordinated with CHHS to ensure that the online version of these programs will count towards fulfilling their global requirement. Lastly, The Study Abroad and Away team is developing multiple Alternative Summer Break programs for summer 2021 to a variety of international locations, so that students who would like to have an immersive cross cultural international experience (but may not need to take another credit bearing course) can still have that international travel experience in the future.

Assessment

12. Credit/ No Credit: It is imperative that international students first consult with their academic advisor to understand if 'No Credit' works for their major. This advice is extremely important for international students as they are required to earn credit for any particular course in order for it to count towards their F1 status.

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