

# Annual Assessment Report

---

## Executive Summary

As the final step of the AES assessment process, each AES unit is required to submit an Executive Summary. The Executive Summary is a short document which provides an overview of the Unit, and the overall assessment process, highlights key findings and provides recommendations and next steps.

**Unit name:** International Student Services

**Assessment year:** 2023-2024

**Unit Mission** The mission of the International Student Services office is to ensure regulatory compliance with the U.S. Department of Homeland Security.

---

## Assessment Results by Goal and Objectives

**Goal 1:** Increase the number of newly admitted International Students on an F-1 status or F-1 visa holders by identifying them early in enrollment.

### Supporting Strategic Plan Goals: Build Student Access and Success

Objectives	Method and Measure
1.1 Have all new students coded ISSR (Potential ISS student) in the College's new student funnel	<ul style="list-style-type: none"><li>The number of new students coded ISSR with questionnaires completed and registered for the semester.</li><li>The number of new students</li></ul>

## Overview of findings, analysis, recommendations, and future initiatives

### Results & analysis

1095 new students were ISSR coded and were sent the questionnaire during the Fall 23 semester. 413 international students were identified, and 279 (67%) were registered. 1136 new students were ISS coded during the Spring 24 semester. 420 international students were identified, and 225 (55%) registered for the Spring semester.

The assessment for Fall 2023 and Spring 2024 shows that a total of 2,231 students were ISSR coded, resulting in the identification of 833 international students. Out of these, 504 registered, leading to an overall registration rate of 60.5%. The target to increase registrations by **50 new students** compared to the previous assessment year (Fall 2022-Spring 2023) was successfully met.

### Recommendations and future initiatives

As a recommendation and future initiative, the questionnaire will be sent to students by a new system, Process Maker, this allowing for a faster process for new students.

## Goal 2: Increase the number of International Students advised and registered.

### Supporting Strategic Plan Goal: Build Student Access and Success

Objectives	Method and Measure
2.1 Work closely with the ISS academic advisor to ensure prompt advisement and registration.	<ul style="list-style-type: none"><li>Number of students who are advised and registered</li></ul>

### Overview of findings, analysis, recommendations, and future initiatives

#### Results & analysis

During the **Fall 2023** semester, **480** ISS students were advised and registered, with **279** being new and **201** continuing students. In the **Spring 2024** semester, **544** meetings were conducted, advising **225** new and **319** continuing international students. Overall, a total of **1,024** students were advised and registered across both semesters, demonstrating a substantial increase compared to **270** students advised in Spring 2023. This represents a significant growth and successfully meets the target of a **10% increase** from the previous year.

#### Recommendations and future initiatives

Hiring 2 Senior Academic Advisors to support advisement and registration.

---

## Overall summary

The International Student Services (ISS) office implemented a questionnaire for Fall 2022 and Spring 2023 to identify F-1 student status earlier in the enrollment cycle, facilitating smoother transitions for incoming students entering the country or transferring to LaGuardia. This initiative resulted in significant growth in the international student population, with an increase of **458%** over the target in Fall 2023 and **350%** over the target in Spring 2024. During these semesters, **2,231** students were ISSR coded, leading to the identification of **833** international students, with **504** registering, achieving an overall registration rate of **60.5%**.

In terms of advisement, **63%** of the entire international student population was advised and registered in Fall 2023, while **73%** received advisement and registration in Spring 2024. Furthermore, **1,024 students** were advised and registered across both semesters, representing a substantial increase from **270 students** advised in Spring 2023, meeting the target of a **10% increase** from the previous year.

The ISS office plans to enhance efficiency by utilizing the new Process Maker system for future questionnaire distributions and recommends hiring **two Senior Academic Advisors** to support ongoing advisement and registration efforts.