

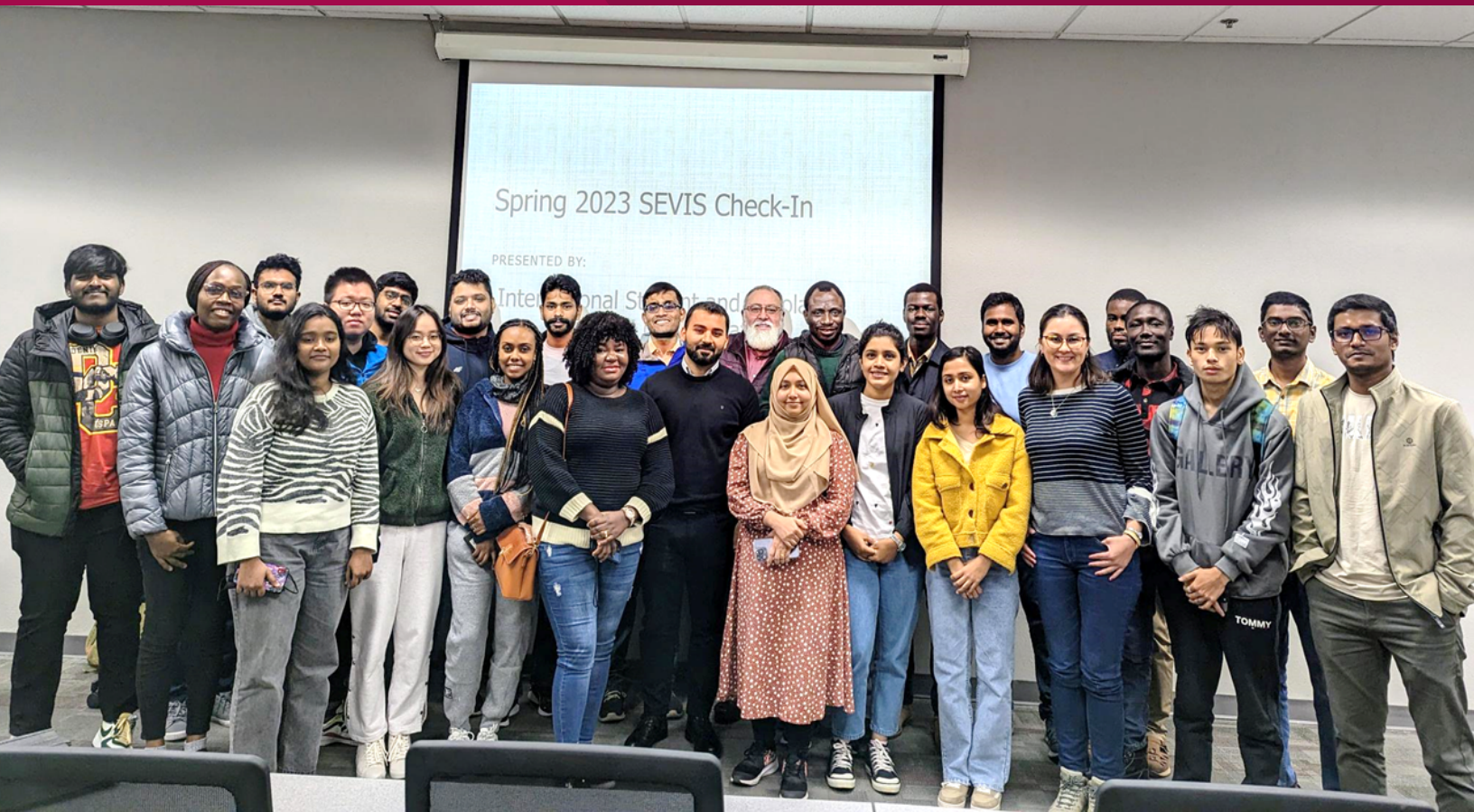
# The New Mexico State University Office of International Student and Scholar Services



## End of Year Report

July 30, 2023

NMSU ISSS  
ISSS@NMSU.EDU



The New Mexico State University Office of International Student and Scholar Services (NMSU ISSS) is a dedicated department committed to supporting the diverse community of international student, staff and faculty at the university. As a key component of NMSU's commitment to global engagement, NMSU ISSS strive to enhance the overall internationalization experience and facilitate a smooth transition for those coming from around the world to study, teach or conduct research at the New Mexico State University.

Services Provided by NMSU ISSS:

1. **Immigration Support:** NMSU ISSS offers comprehensive immigration support, including guidance on visa applications, maintain legal status, employment authorization, and other related immigration matters. We assist international student and scholars in understanding and complying with U.S. immigration regulations pertaining to F-1/F2 and J-1/J-2 visas.
2. **Orientation and SEVIS Check-In Programs:** Upon arrival, international students and scholars receive tailored orientation programs that help them acclimate to the NMSU campus, local community, and American culture. These orientations cover various aspects, including academics, campus resources, health care, cultural adaptation, employment authorization and health insurance.
3. **Cross-Cultural Events and Workshops:** NMSU ISSS organizes and hosts various cultural events to promote cross-cultural understanding and engagement among the international and domestic communities at NMSU. These events encourage cultural exchange and appreciation.
4. **Scholar Services:** NMSU ISSS extends its services to visiting scholars, researchers and faculty member from other countries. We assist with administrative process, immigration matters, and facilitate connections with relevant academic departments.
5. **Advocacy and Support:** NMSU ISSS advocates for the rights and needs of international students and scholars within the university community. We work closely with other university departments to address any challenges or concerns faced by the international community.
6. **Scholarships and Funding:** NMSU ISSS helps international students explore available scholarship opportunities and funding options to support their education at NMSU.
7. **International Student Organizations:** NMSU ISSS supports and encourages international student organization, fostering a sense of community and providing platforms for sharing traditions, customs and experiences.

NMSU ISSS plays a vital role in fostering a welcoming and inclusive environment for the international community at NMSU. Through our comprehensive support services and dedication to cultural exchange, NMSU ISSS enriches the overall educational experience of all students, staff and faculty at New Mexico State University.

## **Mission Statement**

The mission of the New Mexico State University Office of International Student and Scholar Services (NMSU ISSS) is to provide exceptional support, guidance, and resources to the international students and scholars at NMSU. We are committed to promoting a welcoming and inclusive campus environment that fosters cultural exchanges, cross-cultural understanding and academic success. Through comprehensive services, advocacy, and intercultural programming, NMSU ISSS strives to enhance the overall educational experience of our global community, contributing to the enrichment of the NMSU campus.

## **Vision Statement**

The vision of the New Mexico State University Office of International Student and Scholar Services (NMSU ISSS) is to be a leading global resource that fosters an inclusive and transformative international experience for all members of the NMSU community. Through innovative programs, personalized support, and cultural exchange, we aspire to create a campus where diversity is celebrated, cross-cultural understanding flourishes, and every international student, scholar, staff and faculty member feels welcomed, empowered and inspired to thrive academically, professionally, and personally. As a catalyst for global engagement, NMSU ISSS envisions a vibrant and interconnected community that embraces its global identity and collaboratively contribute to shaping a brighter and for interconnected future for all.

## **Office Strategic Plan**

NMSU ISSS does not currently have a strategic plan. However, as the office nears adequate staffing levels, there will be more opportunities to develop such a plan. The ground floor of this plan is the need to develop an ISSS Workshop for our campus partners.

## **NMSU Strategic Goals**

NMSU ISSS plays a crucial role in advancing the university's strategic goals in various ways:

1. **Enhancing Student Success and Social Mobility**
  - a. NMSU ISSS supports international student's transition to NMSU by addressing their unique needs and challenges. NMSU ISSS fosters a sense of belonging, promotes academic success and social integration. Additionally, the office assists international student in accessing scholarships and funding opportunities, reducing financial barriers and increasing social mobility among this diverse student population
2. **Elevating Research and Creativity**
  - a. NMSU collaborates with Academic Departments seeking to invite international scholars and researchers to NMSU, facilitation global academic collaborations and elevating NMSU's research and creativity. NMSU ISSS helps with visa processing, immigration compliance and administrative support, enabling international scholars to focus on their research and contribute to the university's intellectual growth and reputation.
3. **Amplifying Extension and Outreach**
  - a. NMSU ISSS plays a vital role in amplifying NMSU's extension and outreach efforts by engaging with international community on and off-campus. Through intercultural events, workshops, and collaboration with international partners, NMSU ISSS promotes cross-cultural understanding and facilitates knowledge exchange, contributing to NMSU's impact beyond its borders.
4. **Building a Robust University System**
  - a. As a core support service, ISSS contributes to building a robust university system. By fostering inclusive and diverse campuses system wide, NMSU ISSS enriches the university system's overall academic experience and strengthens the sense of community. NMSU ISSS advocates for the needs of the international community, collaborating with other university departments to create an inclusive environment that nurtures global perspective and contribute to the NMSU system's growth and reputation as an internationally connected system.

## **Key Performance Indicators**

NMSU ISSS monitors and assesses its performance through a set of essential metrics:

1. Initial I-20s issued (F-1 Students) issued from July 1, 2022 to May 15, 2023:
  - a. 697
2. Initial DS-2019s issued (J-1 Scholars and Researchers) from July 1, 2022 to May 15, 2023
  - a. 71
3. Optional Practical Training Applicants (applied and approved) from July 1, 2022 to May 15, 2023
  - a. 83
4. STEM Optional Practical Training Applicants (applied and approved) from July 1, 2022 to May 15, 2023
  - a. 77

## **Engage, Empower, Guide**

NMSU ISSS is aligning with the Division's mission statement by providing comprehensive support and resources to the international student and scholar community at NMSU

1. Engage: NMSU ISSS actively engages with international students and scholars, fostering a sense of belonging and community. Through orientation programs, cultural events and employment workshops, NMSU ISSS encourages cross-cultural interactions, celebrates diversity and promotes a welcoming environment for all.
2. Empower: NMSU ISSS empowers international students and scholars by offering personalized advising and immigration support. By understanding our student's unique needs and challenges, NMSU ISSS equips them with the tools and information necessary to maintain legal status, thus allowing them to concentrate on succeeding academically.
3. Guide: As a guiding force, NMSU ISSS provides expert guidance throughout the students' academic journey. From the initial immigration processes to resolving immigration issues and employment authorization, NMSU ISSS offers comprehensive support to ensure students maintain their legal status and have a smooth transition to life in the U.S.

## **HSI/MSI Missions at NMSU**

NMSU ISSS plays a vital role in fulfilling the missions of Hispanic-Serving Institutions and Minority-Serving Institutions at NMSU. As an HIS and MSI, NMSU is committed to providing a diverse and inclusive learning environment that promotes academic success and social mobility for historically underserved populations, including Hispanic/Latinx and other minority students. NMSU ISSS' services align with these missions in several ways:

1. Inclusivity and Diversity: NMSU ISSS actively contributes to the diverse and inclusive campus environment at NMSU by supporting a significant number of international students from various cultural backgrounds. By fostering cross-cultural exchange and understanding, NMSU ISSS promotes diversity and inclusivity among the student population.
2. Engaging Underserved Populations: International students, especially those from less-represented regions, often face additional challenges when studying in the U.S. NMSU ISSS engages with these underserved populations, providing tailored orientation programs and immigration guidance during and after their time at NMSU.

3. **Global Perspective and Cultural Exchange:** As an HIS/MSI, NMSU aims to foster global perspectives and cross-cultural understanding among its student body. NMSU ISSS actively contributes to this goal by organizing cultural events that encourage interaction and collaboration among students from diverse backgrounds. These experiences promote mutual respect and appreciation for different cultures, aligning with the HIS/MSI missions.

## **Highlights from The Year**

During the time between July 2022 to May 2023, NMSU ISSS has achieved significant highlights and points of pride, demonstrating our commitment to providing exceptional support and resources to the international student and scholar community at NMSU.

1. **Return to In-Person SEVIS Check-In Sessions:** As the pandemic restrictions eased, NMSU ISSS successfully resumed in-person SEVIS Check-In Sessions. This allowed us to personally welcome and assist incoming international students, providing a smooth transition to campus life and academic endeavors.
2. **Optional Practical Training (OPT) Workshops:** NMSU ISSS organized two informative OPT Workshops on February 9, 2023 and March 8, 2023, to guide graduating students through the employment authorization process. These workshops empowered students to pursue valuable practical experience in their fields after graduation enhancing their career prospects.
3. **Partnership with Aggie One Stop:** We established a fruitful partnership with Aggie One Stop to serve as the ISSS front desk, ensuring seamless guidance for in-person visitor to our office. The collaboration enhanced accessibility and improved the overall service experience for our international students.
4. **New Front Desk and Waiting Area:** With a focus on creating a welcoming and safe space, we, with the help of Loretta Campolla-Ybarra and Seth Miner, implemented the construction of a new front desk and waiting area for the NMSU ISSS Office. This enhancement aims to provide a functioning workspace for the NMSU ISSS student employees and, a comfortable environment for international student seeking support and assistance. We will continue to work with Aggie One Stop when there is a gap in coverage at the ISSS Front Desk.
5. **Attendance at NAFSA Regional Conference:** In October 2022, our team attended the NAFSA Regional Conference in Flagstaff Arizona, enriching our knowledge and expertise in international education and immigration regulations. This conference allowed us to stay abreast of industry trends and best practices.
6. **Re-designation of J-1 Exchange Visitor Program:** On February 10, 2023 NMSU's J-1 Exchange Visitor Program was successfully re-designated for another two years. This accomplishment reflects the quality and dedication of our services enabling continued opportunities for cultural exchange, collaboration and research.
7. **Re-certification of F-1 International Student Program:** On September 9, 2022, NMSU received re-certification for the F-1 International Student Program. This achievement affirms our commitment to meeting federal compliance standards, ensuring seamless immigration support for international students at NMSU.

These highlights and points of pride demonstrate NMSU ISSS' ongoing dedication to enhancing the international student experience, supporting academic and professional pursuits, and creating a welcoming and inclusive environment for all members of the global NMSU community.