



Program: Immigration Services	Completed By: Monica A. Plunkett, Manager of International Student Services
Department: Center For International Services and Programs	Date: May 31. 2007

Goal 1: Student will receive clear and timely written immigration information and counseling services

Outcomes	Research Methods	Findings	Review	Actions
Students report that information was helpful in making immigration decisions.	Provide survey to students who are completing their studies	Anecdotal information is positive but no other data has been collected.		Determine a way to increase survey responses.
Students are able to proceed with immigration processes with minimal assistance	Provide survey to students who are completing their studies	None to date		Determine method to measure desired outcome
Students receive paperwork within three (3) business days	Applications are date stamped upon receipt. A random sample is selected	A collection of 100 were chosen randomly and the average turn around time was 3.57 days.	This is an improvement over last year and closer to our goal of three days. Increased assistance from another staff person is the cause of the improvement.	Taking a random sample three time out of the year is difficult and we have decided to take a sample at the end of the spring and fall term.