



UNIVERSITY OF DELAWARE
CENTER FOR GLOBAL
PROGRAMS & SERVICES

IMPACT REPORT

2021-22



2021-22 Impact Report

April 25, 2022

INTERNATIONAL STUDENT & SCHOLAR SERVICES

- In Fall 2021, CGPS served a total number 2,792 international students, scholars, and dependents, representing an increase of 11% over Fall 2020. While these numbers are still below pre-pandemic numbers, the increase indicates a rebound in inbound mobility and initial signs of a post-pandemic recovery.

Table 1. International student and scholar enrollment, Fall 2013 – Fall 2021

	2013	2014	2015	2016	2017	2018	2019	2020	2021
Students (F1/J1)	3484	3267	3272	3188	3193	3247	3046	1942	2254
Graduate	1261	1289	1353	1309	1240	1223	1141	848	1047
Undergraduate	860	692	713	798	794	902	963	510	709
ELI	1036	959	788	582	624	716	517	102	55
OPT	327	327	418	499	535	406	425	482	443
Scholars (J1)	204	191	250	259	255	296	217	148	131
Employee (H1B)	69	63	61	44	38	47	74	85	93
Family (J2/F2)	493	386	450	459	402	468	423	331	314
Total	4250	3907	4033	3950	3888	4058	3760	2506	2792

- New international student enrollment in Fall 2021 were at a record high, with a total of 544 initial records (275 graduate, 269 undergraduate) checked into our government system. According to CGPS records, this represents the largest intake processed since 18F (when the office began to track these numbers in Terra Dotta).

Table 2. New international student enrollment, Fall 2018 – Fall 2021

	2018	2019	2020	2021
New International students	466	445	165	544

- In Spring 2022, UD welcomed 210 new international students to the Newark campus (111 graduate, 68 undergraduate, and 31 ELI students), compared to 146 in Spring 2021 (77 graduate, 30 undergraduate, and 39 ELI students).
- In 2021-22, CGPS supported and advised more than 50 UD departments on employment-based immigration regarding their J-1 visitors, H-1B employees, B-1/B-2 visitors, TN/E-3/O-1 employees, and dependents visa holders.

- The office coordinated employment-based immigrant petitions and worked with University-retained attorneys to advise on and initiate the filing of over 50 Permanent Residency applications. This trend represents an increase of 41% in cases since CGPS took over the LPR coordination function from HR.
- From 1/1/21 to 12/31/21, the ISSS front desk at CGPS managed over 14,000 Zoom interactions with international students, scholars, and host departments. Over 310 visitors accessed Elliott Hall in person in Fall 2021 following the reopening of the building.
- ISSS processed a total of 813 I-20s and DS-2019s for international undergraduate, graduate, and ELI students in 2021. This compares to 522 documents produced in 2020, and 1,294 in 2019. On average, immigration documents were issued within 2 business days of request.
- ISSS processed 9,103 immigration applications for students and scholars in 2021-22 using Terra Dotta, compared to 8,335 in the previous year. These applications include but are not limited to SEVIS registration, travel signatures, OPT, CPT, and Reduced Course Loads.
- In Fall 2021, UD international students (N = 200) reported a 95.1% satisfaction rating with the university (87.7% with CGPS services and 80.4% with overall UD support services). For assistance and support during the pandemic, international students turned to (1) family and friends, (2) their academic department, and (3) CGPS respectively.

STUDY ABROAD

- In Fall 2021, CGPS resumed study abroad after 6 terms of suspended academic travel. 21F included 101 students traveling on 19 study abroad programs, compared with 154 students in Fall 2018 and 205 in Fall 2019. This figure includes three World Scholar sites in Rome, Italy, Madrid, Spain and Athens, Greece.
- Spring 2022 includes 226 students traveling on 21 semester long study abroad programs. *As of April 2022, the Fall 2022 is projected to include 42 students on 9 programs (excluding World Scholars).

Table 3. Long-term study abroad participants on UD programs, 2015 – 2022

	2015	2016	2017	2018	2019	2020	2021	2022
Fall Semester Students	89	140	169	154	205	N/A	101	42*
Spring Semester Students	103	98	109	125	94	N/A	N/A	226

- Winter session 2022 included 518 applicants which yielded 343 students on 19 faculty-led study abroad programs. Summer session 2022 included 2 programs with 16 total students. The study abroad team also approved 56 faculty-led programs for Winter 2023 with a projected minimum enrollment of 750 students.

Table 4. Short-term study abroad participants on UD programs, 2016 – 2022

	16W	17W	18W	19W	20W	21W	22W
Winter Session Students	1141	1102	1175	1012	1081	N/A	343
Summer Session Students	162	95	93	153	N/A	N/A	16

- Due to the COVID-19 pandemic, 42 study abroad programs were cancelled between February 2021 and December 2021.
- CGPS study abroad staff hosted 3 health and safety townhalls for more than 120 study abroad students and their family members. The team developed an online orientation in Canvas for all students and procured COVID-19 at-home test valid for international travel for all participating study abroad students and faculty.
- In Fall 2021, the study abroad team processed more than 2,500 email requests and provided advising services to more than 175 students.
- From Summer 2021 through Spring of 2022, CGPS has awarded \$512,990 to 179 students including 24 DE Diplomats who participated in 47 different programs.
- In January 2022, CGPS published 139 study abroad blog posts from scholarship recipients: <https://sites.udel.edu/globalblog/>
- In May 2022, the Study Abroad team will complete the implementation of Terra Dotta, a user-friendly study abroad management database system that will enhance the marketability and accessibility of study abroad programs for students, faculty, and staff. Terra Dotta will be CGPS' enterprise system for managing both inbound (ISSS) and outbound (EA) programs.
- In Spring 2022, the Study Abroad team launched the Study Abroad Ambassadors leadership program. Six student leaders have been trained to represent CGPS and the Study Abroad program at university events such as Decision Days and Alumni Weekend.

WORLD SCHOLARS

- In Fall 2021, CGPS enrolled 153 students in the UD World Scholars Program, representing an increase of 46% over Fall 2020. This brings the total program enrollment for AY 2021-22 (including students in years 1-4) to 468—and to 653 since its inception.

Table 5. World Scholars Program enrollment, Fall 2015 – Fall 2021

Enrollment	Application	Change from Previous Year	Admits	Paid Matriculants	Change from Previous Year	Admit to App Yield
21F	390	27%	390	153	46%	39%
20F	307	-8%	307	105	-15%	34%
19F	334	55%	332	123	41%	37%
18F	216	-6%	212	87	10%	41%
17F	230	16%	225	79	18%	35%
16F	198	148%	196	67	72%	34%
15F	80	NA	78	39	NA	50%
TOTAL	1755		1740	653		39%

- CGPS is in the final stages of recruitment and yield for the Class of 2026. To date, we have facilitated 338 applicant interviews and have received 58 deposits. Based upon previous yield rates, we anticipate a Class of 2026 enrollment of ~120 students. Final enrollment numbers for Fall 2022 enrollment will be available by May 1, 2022.

- In Fall 2021, CGPS formed the first official World Scholars Faculty Advisory Board. The UD World Scholars Program Faculty Advisory Board, appointed by the Deputy Provost and inclusive of faculty from all colleges, has oversight over the World Scholars Program. The Faculty Advisory Board works in conjunction with CGPS staff, who are responsible for the day-to-day administration of the Program. Faculty Advisory Board members include: Saleem Ali, Blue & Gold Distinguished Professor of Energy & the Environment, College of Earth, Ocean & the Environment and the Joseph R. Biden Jr. School of Public Policy & Administration; Ann Aviles, Associate Professor of Human Development & Family Sciences, College of Education & Human Development; Esther Biswas-Fiss, Professor and Chair of Medical & Molecular Sciences, College of Health Sciences; Michael Chajes, Dean of the Honors College and Professor of Civil & Environmental Engineering, College of Engineering; Jennifer Gregan, Senior Assistant Dean and Associate Professor of Marketing, Lerner College of Business & Economics; Cindy Schmidt-Cruz, Director of the Center for Global & Area Studies and Professor of Spanish, Portuguese, and Latin American & Iberian Studies, College of Arts & Sciences; Ismat Shah, Professor of Physics & Astronomy, College of Arts & Sciences, and Materials Science & Engineering, College of Engineering; and Eric Wommack, Deputy Dean and Professor of Environmental & Microbiology, College of Agriculture & Natural Resources.
- Additionally, in Spring 2021, CGPS submitted a proposal to the faculty senate for “course of study” recognition for the World Scholars Program. A final decision is expected in May 2022.
- In Fall 2021, the World Scholars Program resumed study abroad activity for its students, sending first-semester sophomores to World Scholar sites in Athens, Madrid, and Rome. Upon their return in Spring 2022, members of the Class of 2024 resided in the International House Living Learning Community (iHouse) in Ray Street C.
- In Spring 2022, members of the Class of 2025 spent their freshman Spring semester abroad at our partner sites in Athens, Madrid, and Rome. The University of Auckland, our partner site in Auckland, New Zealand, remained closed but will reopen for Fall 2022.
- In AY 2021-22, World Scholars received competitive Department of State-sponsored awards including the Gilman Scholarship to France awarded to Katayjha Minter, a Boren Scholarship to study Russian in Bishkek, Kyrgyzstan awarded to Bethany Christie, and a Fulbright English Teaching Assistantship to Germany awarded to Jana Mae Huss.

GLOBAL PARTNERSHIPS

- In 2021-22, CGPS maintained a database of 290 international agreements with 200 global partners in 56 countries, in support of mutual cooperation and collaboration in the areas of teaching, research, faculty collaborations, and student mobility.
- The CGPS Global Partnerships team facilitated the development of 30 new and renewed general and supplemental international agreements for UD in 2021-22.
- CGPS was one of the first units on campus to implement Jaggaer Contracts+ in an effort to systematically streamline and coordinate the University’s international agreement approval and management processes.

CGPS PROGRAMMING & ENGAGEMENT

- In 2021-22, CGPS offered a total of 137 programs and workshop for international and domestic students and scholars, including immigration and employment training, International Coffee Hour events, and student leadership and mentorship events.
- The i-Buddy program recruited and trained 38 student mentors who in turn provided support to over 150 new international students mentees, including 77 student mentees in Fall 2021. The CGPS i-Buddy mentors also hosted 8 live “walk-in” Zoom sessions for new students and coordinated 7 engagement programs including an annual picnic and several International Coffee Hours. More than 55 students have applied to be a mentor for the 2022-23 academic year and will complete onboarding and training before Summer.
- International Student Orientation in Spring 2021 welcomed 140 new international students, and the one in Fall 2021 was attended by 452 new students. Both events, which featured a number of campus partner offices, were hosted on Zoom. As part of orientation programming, CGPS also hosted a pre-arrival orientation on Zoom (attended by 97 new international students), and collaborated with Student Health Services and University Health Plans to pilot a Zoom workshop on understanding healthcare and health insurance in the US (attended by up to 80 incoming international students).
- International Coffee Hour resumed its in-person format in Fall 2021 with 28 live events in the Fall and Spring 2021, co-sponsored by the Division of Student Life and UD Dining Services. Attendance averaged approximately 75 students each week, and featured more than 15 internationally-themed student organizations and sponsored events from the Office of the Dean of Students, Student Wellness and Health Promotion, English Language Institute, and the World Scholars Program.
- The International Student Essay Contest, co-sponsored by the Division of Student Life and the Graduate College, received 52 entries in Fall 2021. Prizes were awarded to the top 5 winning essays, all detailing student experiences during the global pandemic.
- The Study Abroad Photo Contest for Fall 2021, Winter 2022, and Spring 2022 received 189 unique entries. Winners and prizes will be announced at the conclusion of the Spring 2022 semester.
- CGPS provided tax services for the 2020 tax year via Sprintax to 826 international students for an average federal refund of \$754 with a 98% satisfaction rate and 87% recommendation rate. Initial data for the 2021 tax year indicates that 601 international students utilized our services.
- In academic year 2021-22, the World Scholars team sponsored 35 virtual, hybrid, and in-person programs for students and family members. Program highlights included:
 - Fall & Spring World Scholar Wednesday workshops
 - Spring Fulbright Lecture Series in the iHouse Living Learning Community
 - iHouse Block Party to be held on May 6, 2022
 - 2022 Spring Scholars Symposium to be held on May 13, 2022
 - NSO virtual workshops for first-year students and families
 - In-person Pre-Departure Orientation (PDO) for first-year students and families
- In Fall 2021, CGPS led First Year Seminar (FYS) activities in collaboration with the English Language Institute. Four members of CGPS each taught an FYS section, including three for

World Scholars and one for direct enroll international students.

CGPS COMMUNICATIONS

- In 2021, the OISS and IGS websites were merged into a 118-page CGPS website: www.udel.edu/global. This website also hosts the ACE Internationalization Lab micro-site, which contains UD's internationalization plan and strategic goals: <https://www.udel.edu/academics/global/about-us/internationalization-plan/>.
- In 2021-22, the CGPS communications team sent 530 emails (about 45 messages per month) to international students and scholars, World Scholars students and families, study abroad students and faculty, and campus leadership and partners.
- In Spring 2022, CGPS coordinated with campus partners to closely monitor the conflict in Ukraine, especially as it impacts members of the UD's international community. A Ukraine Conflict Resource webpage was developed to serve as a centralized portal of resources and support services for the campus community.
- A summary of CGPS crisis management communications and COVID-19 related FAQs and updates is listed here: <https://www.udel.edu/academics/global/news/coronavirus/>.
- CGPS messaging and impact is amplified through the office's social media channels:
 - [@UDGlobal on Instagram](#) - 4,500 followers at the end of 2021, an increase of 6.7% from the previous year (296 more followers)
 - [@ISSS UD on Twitter](#) - Top post based on engagement: sharing the UD post about the ablution station and other religious/spiritual resources
 - [@UDGlobal on Twitter](#) - 3,400 followers, an increase of 2.6% from the previous year (86 more followers)
 - [@CGPS.UD on Facebook](#) - top post based on engagement: the welcome back to coffee hour message in Sept 2021

CGPS RESEARCH & PUBLICATIONS

- Ammigan, R., & Drexler, M. (2022). Exploring the relationship between academic performance and the international student experience: Implications for university support offices and academic units. In Mohamad, M. & Boyd, J. (Eds.), *International Student Support and Engagement: Innovative Practices for Universities*. Routledge.
- Briggs, P., & Ammigan, R. (2022). How soccer can serve as a conceptual model for structuring an international student support office. In Mohamad, M. & Boyd, J. (Eds.), *International Student Support and Engagement: Innovative Practices for Universities*. Routledge.
- Dennis, J. L., & Ammigan, R. (2022). What drives student recommendations? An empirical investigation of the learning experiences of international students in Australia, the UK, and the US. *Journal of Interdisciplinary Studies in Education*, 11(1), 1–27.
- Ammigan, R., Chan, R. Y., & Bista, K. (Eds.) (2021). *COVID-19 and Higher Education in the global context: Exploring contemporary issues and challenges*. Washington, DC: Open Journals in Education. ISBN 978-1-7364699-3-4

- Ammigan, R. (Ed.) (2021). *Cross-cultural narratives: Stories and experiences of international students*. Washington, DC: Open Journals in Education. ISBN 978-1-7364699-0-3
- Ammigan, R., & Caro, C. E. (2021). The international visiting scholar experience: Insights from an importance-satisfaction study. *Higher Education Research & Development*. <https://doi.org/10.1080/07294360.2021.1962813>
- Ammigan, R., Dennis, J. L., & Jones, E. (2021). The differential impact of learning experiences on international student satisfaction and institutional recommendation. *Journal of International Students*, 11(2).
- Veerasamy, Y. S., & Ammigan, R. (2021). Reimagining the delivery of international student services during a global pandemic: A case study in the United States. *Journal of Studies in International Education*. <https://doi.org/10.1177/10283153211052779>
- Roberts, D., Ammigan, R., Roberts, D. L., & Leask, B. (2021). The Student Affairs profession and International Higher Education. In Deardorff, D., de Wit, H., Leask, B., & Charles, H. (Eds.), *Handbook for International Higher Education*, 2nd Ed. Stylus.
- Ammigan, R., Chan, R. Y., & Bista, K. (2021). The impact of COVID-19 on higher education: An overview of challenges and issues. In Ammigan, R., Chan, R. Y., & Bista, K. (Eds.), *COVID-19 and Higher Education in the global context: Exploring contemporary issues and challenges*. Washington, DC: Open Journals in Education. ISBN 978-1-7364699-3-4
- Liu, C., & Ammigan, R. (2021). Humanizing the academic advising experience with technology: A systematic review. In Ammigan, R., Chan, R. Y., & Bista, K. (Eds.), *COVID-19 and Higher Education in the global context: Exploring contemporary issues and challenges*. Washington, DC: Open Journals in Education. ISBN 978-1-7364699-3-4

CONFERENCE PRESENTATIONS

- Ammigan, R. and Bentahar, A. (2022). Exploring International Students' Experiences in an Intensive English Program. EURIE: Eurasia Higher Education Virtual Summit. Istanbul Aydin University, Turkey.
- Casey, B., Martins, C., McMillan, A., and Spiegel, S. (2021). Turning COVID Challenges into Positive Change. Forum on Education Abroad Annual (Virtual) Conference.
- Facetti, E., Repyneck, K., & Cimo, J. (2021). Employment-Based Sponsorship: Navigating Delays, COVID-19 Related Issues, & Other Challenges. NAFSA Region VIII Online Conference.
- Wang, F., Ammigan, R., Roberts, T., Perez, J., Wiley, J., & Msengeti P. E. (2021). Movements in Global Education, Engagement and Virtual Exchange. African, African American & Diaspora Studies Virtual Conference. James Madison University, USA.
- Drexler, M., Fischer, K., Shankar, R., (2021). Return to Campus: Prioritizing International Student Well-being. Terra Dotta Webinar Series.
- Ammigan, R. and Heckathorn, L. (2021). Virtual Global Engagement: Blurring the Lines Between Incoming and Outgoing. Terra Dotta Webinar Series.

CENTER FOR GLOBAL PROGRAMS & SERVICES