



UC San Diego  
INTERNATIONAL STUDENTS  
AND PROGRAMS OFFICE



# IMPACT REPORT 2021 – 2022

A GLOBAL JOURNEY  
AT UC SAN DIEGO.™

# Welcome to the inaugural issue of the ISPO Impact Report

For over 60 years, UC San Diego has been enhancing the academic and intercultural experiences of our large and diverse international student population. Today, the International Students & Programs Office (ISPO) of Global Initiatives continues to support over 11,000 students annually through collaborative partnerships across campus departments and units, meaningful and engaging programs, extensive expertise and knowledge of advisory and immigration services, and a welcoming and supportive environment for advancing global education.

In this everchanging world of global education, we want to pause and reflect on the achievements of our international students and the UC San Diego community that supports them. Throughout this academic year, we have strived to create an inclusive and globally engaged University community where all international students are given the tools, resources and opportunities to achieve their academic, personal and professional goals.

Whether administrators, faculty, staff, students or members of the local community, we directly have a positive impact on these students and enrich their academic, research and intercultural experiences at UC San Diego.

**This report highlights these student experiences and the programs we have implemented, and will continue to build, grow and enhance.**



## THEN AND NOW

In 1963, UC San Diego had 21 students enrolled representing 13 different countries. As of Fall 2021, the International Students and Programs Office serves 11,074 undergraduate and graduate students, alumni, and their families from 112 different countries.

**UC San Diego is the 7th Leading U.S. Institution for Hosting International Students**

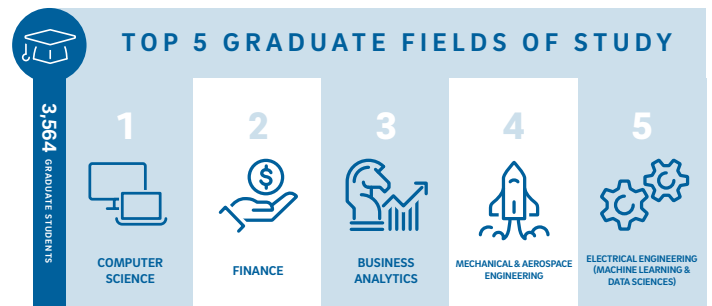
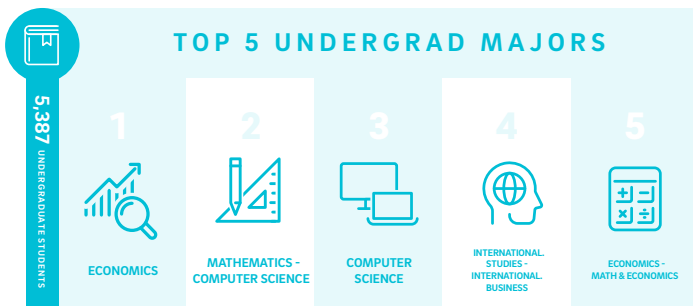
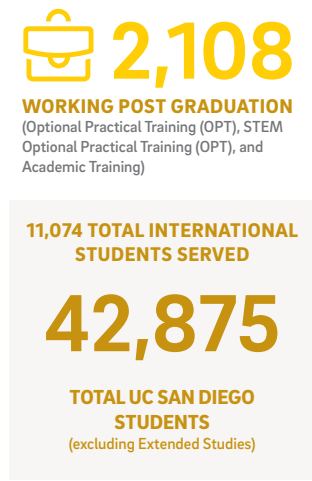
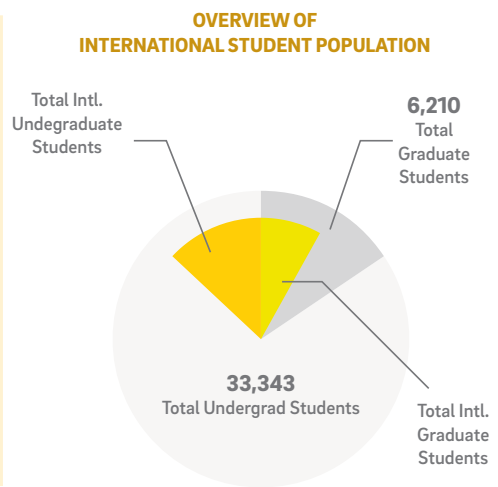
(2021 Open Doors Report by the Institute of International Education)



# Meet ISPO's VIPs

Our international students are those who are sponsored in F-1 or J-1 status to enroll as full-time undergraduate, graduate or non-degree students at UC San Diego.

## International Students Fall 2021 Snapshot



## Did you know this about international students?

- Not every student comes from an affluent background
- Widespread diversity within international student body – come from 112 countries
- Funding and opportunity gaps exist
- Need for work authorization for employment in the U.S.
- To arrive and study in the U.S., the visa process can be long and arduous, spanning 10-12 weeks



# Inside ISPO

## Vision

An inclusive and globally engaged University community where all international students achieve their academic, personal, and professional goals.

## Mission

We will enrich the academic, research, and intercultural experiences of international students, provide the highest levels of knowledge and expertise in advising and immigration services within a welcoming and supportive environment, and advance global education and engagement efforts, in partnership with campus departments and units, at UC San Diego.

## Our Core Values



Inclusion



Excellence



Innovation

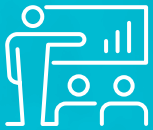


Collaboration



Personal Growth & Development

## Strategic Goals: 2018 – 2023



### Advising Services

Improve quality of coordinated and comprehensive academic, cultural, and immigration advising services to support student success



### Student Experience & Engagement

Enhance international student experiences to increase meaningful and life-long engagement with campus and local community



### Diversity & Inclusion

Cultivate an inclusive and welcoming campus community to enrich an environment where all can thrive



### Partnerships & Collaborations

Support collaborative campus partnerships and initiatives to advance global education and research



### Organizational Efficiency & Financial Stewardship

Strengthen organizational efficiency and financial stewardship to successfully meet challenges of the future



# Word of Advice: Supporting International Students

To keep our international students involved, aware and engaged in the many programs at UC San Diego, we provide coordinated and comprehensive academic, cultural, and immigration advising services to support their success:

[iTravel.ucsd.edu](https://travel.ucsd.edu) · What students need to know about travel and reentering the United States.

[iWork.ucsd.edu](https://work.ucsd.edu) · Job search resources and employment authorization process for students.

[iResource.ucsd.edu](https://resource.ucsd.edu) · Links to helpful resources to support international students.

## ISPO Advising Principles\*:

\*Source: NAFSA's Statement of Ethical Principles and NASPA's Good Practices of Student Affairs

1. Student Success
2. Empathy
3. Diversity, Equity and Inclusion
4. Integrity
5. Transparency
6. Compliance
7. Engagement
8. Collaboration
9. Excellence
10. Quality and Innovation

## Top international student concerns



Health and Wellness



Immigration Status



Academic Progress and Success



## Impact of Advising Services on International Students

### TOTAL STUDENTS SERVED

(Hybrid advising)

### DOCUMENT REQUESTS & ISSUANCE

TOTAL	8,014 Students	22,807 total
 <b>SUMMER 2021</b>	Not Available	<b>3,489 total</b>  <b>Top 3 Requests:</b> Initial I-20 or DS-2019 Travel Signature STEM OPT Report
 <b>FALL 2021</b>	676 Students	<b>8,766 total</b>  <b>Top 3 Requests:</b> I-20/DS-2019 Activation Letter Request Travel Signature
 <b>WINTER 2022</b>	2,143 Students	<b>4,019 total</b>  <b>Top 3 Requests:</b> Reduced Course Load (RCL) Optional Practical Training (OPT) Letter Request
 <b>SPRING 2022</b>	5,195 Students	<b>6,533 total</b>  <b>Top 3 Requests:</b> Reduced Course Load (RCL) Optional Practical Training (OPT) Letter Request

For a list of advising hours and services, visit [iContact.ucsd.edu](https://iContact.ucsd.edu). Students submit service and document requests via [iPortal.ucsd.edu](https://iPortal.ucsd.edu)



# Engaging Events and Workshops for International Students

We strive to enhance the international student experience by providing meaningful and life-long engagement with the campus and local community through events, workshops, mixers and ongoing communications.

## FALL 2021

- New International Student Orientation
- New Student Welcome Programming
- International Peer Coaching Program
- Fall Break Connection Program

## WINTER 2022

- Winter 2022 Orientations
- iThrive: Social Justice Programming for International Students

## SPRING 2022

- Pre-Arrival Webinars
- iGraduates Website
- International Student Career Workshops

## SUMMER 2022

- Peer Mentorship Programs
- Global Ambassador Program (GAP)
  - Grad Pals

## Guides

ISPO creates multiple guides to help international students stay up to date, engaged and informed throughout the year at UC San Diego:

[Welcome Guide](#)

[Winter Break Guide](#)

[Surf Check: Coming to UC San Diego](#)

[Spring Break Guide](#)

[Fall Break Guide](#)

## Scholarship Programs

Miguel Velez Endowed Scholarship

- \$90,797 awarded
- 11 recipients received awards

## Year-Long Events and Workshops

- English-In-Action
- iTable
- Globally Engaged Tritons (GET)  
Co-curricular Record (CCR)
- International Peer Coaching Program
- Triton Trekkers
- Let's Talk
- International Student Advisor Council (ISAC)
- ISPO Chats
- Intercultural Social Hour
- ISPO Coffee Hours



## Program Attendance

- Total number of programs: 192
- Total number of attendees: 8,075:
  - » New International Student Orientation – 5,627
  - » Pre-Arrival Webinars – 1,035
  - » Fall 2021 – 544
  - » Winter 2022 – 295
  - » Spring 2022 – 574

[iPrograms.ucsd.edu](https://iPrograms.ucsd.edu)

[iEvents.ucsd.edu](https://iEvents.ucsd.edu)





## Communications

ISPO's robust communications plan delivers timely and important information to multiple audiences and stakeholders. From September 1, 2021 to June 1, 2022, **101 newsletters and ebulletins** were sent to over 12,000 incoming students, currently enrolled students, graduated students, campus partners and external stakeholders. This figure includes regularly scheduled communications as well as ad hoc updates, special announcements and targeted communications.\*

The four main ISPO communications are:

**iStudents** · Sent weekly to all enrolled undergraduate, graduate and non-degree students.

**iNewStudents** · Sent weekly to all newly admitted students prior to arriving at UC San Diego.

**ISPO News** · Sent quarterly to campus partners.

**iEmployment** · Sent monthly to international alumni on OPT, STEM OPT and Academic Training.

For a list of posted eNewsletters, visit [iNews.ucsd.edu](https://iNews.ucsd.edu)



**557 questions asked throughout 437 conversations**  
via the ISPO online chat tool (Between 09/20/2021 and 06/06/2022)

### ISPO Communications Snapshot 2021-2022: Average Open Rate

iSTUDENTS	
Fall 2021	52%
Winter 2022	50%
Spring 2022	48%
Total Average	50%

iNEWSTUDENTS (FALL 2022 ADMITS)	
Undergrad	71%
Graduate	62%
EAP	83%
All New Students	55%

ISPO NEWS	
Fall 2021 - Spring 2022	47%

iEMPLOYMENT	
Fall 2021 - Spring 2022	71%

### High above industry standard

According to Constant Contact – ISPO's communications platform – the overall industry average for open rates is approximately 30% with an average click rate of 1.3%.<sup>†</sup> In the field of education, the average open rate is 33% with an approximate click rate of 1.5%

ISPO's communications pieces are consistently above both industry and education standards.

<sup>†</sup> Source: [Knowledgebase](https://www.knowledgebase.com)

\* Information on newsletters' content and audiences can be found at [iNews.ucsd.edu](https://iNews.ucsd.edu)



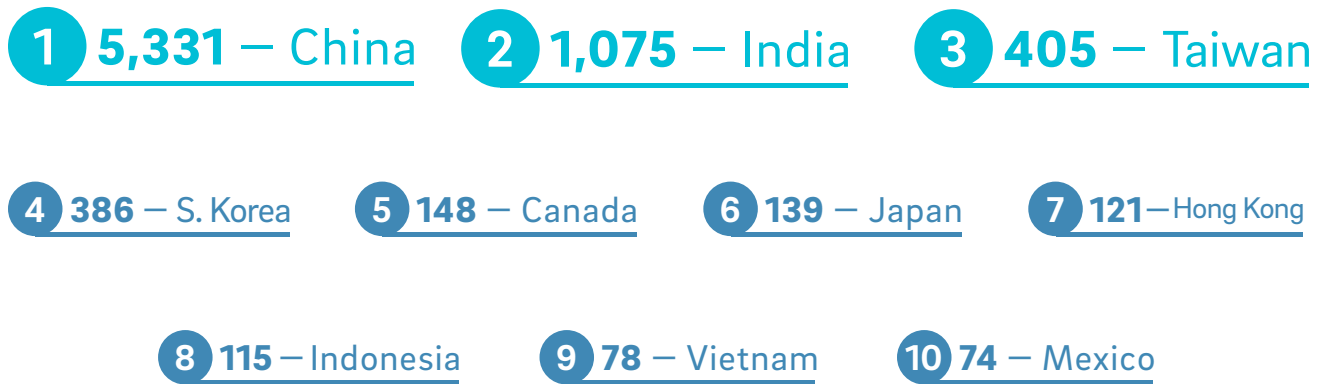
## Contributing to Inclusive Excellence

At UC San Diego, we believe that true excellence is achieved through productive relationships among people of diverse perspectives, as defined by UC San Diego's Principles of Community. This extends to our international student community which highlights our campus diversity and inclusion efforts.

ISPO is committed to reflecting and serving all segments of our international community who come from diverse backgrounds, socio-economics, and practices and bring different cultures, perspectives and experiences to our campus. Our international students serve as a model and opportunity for inclusive excellence on our campus.

### *Top 10 Places of Origin of International Students:*

Based on country citizenship listed on passports



**112** TOTAL PLACES  
OF ORIGIN

## iTable Basic Needs Program

The iTable Basic Needs Program is an International Students & Programs Office (ISPO) program that was launched in 2018 in partnership with UC San Diego's [The Hub Basic Needs Center](#), with generous sponsorship from the UC San Diego Basic Needs Committee. This program specifically serves the unique needs of our international student population by providing them with immediate food security resources that are otherwise not available via other means (for example, CalFresh). Our goal is to provide essential resources and connect students to campus support required to thrive as a student, which includes access to nutritious food, stable housing, and financial wellness resources.

### iTable- Food

ISPO allocated **\$190,050** to a total of 1,153 students from July 1, 2021-April 15, 2022\*



Summer 2021: \$32,000



Fall 2021: \$26,200



Winter 2022: \$54,350



Spring 2022: \$77,500

\* allocation of funds depends on when students apply in the quarter

Like all students, international students may face financial hardships or challenges when studying at UC San Diego and we have programs available to help them through the difficult times.

### iTable Housing

**Summer Housing (2021) Initiative:** Transitional housing support for those who were unable to return home due to unrest in their home country, financial hardship, or concerns about visa and travel restrictions. In addition, support for move out and summer storage.

- Associated Students funds to support undergraduate students for the summer: \$60,000
- Chancellor's Testing Challenge Funds via Basic Needs Committee: \$197,300
- Total students served: 76 graduate students and 11 undergraduate students

**2021-2022 Winter Housing Initiative:** Transitional housing support for undergraduate students who were unable to return home over the winter break due to concerns about visa and travel restrictions caused by the COVID-19 Omicron variant surge. In addition, support for students who were in housing arrears for Fall 2021 due to COVID-related impacts such as loss of family income.

- Total amount allocated: \$53,309
- Total students served: 45





# Collective Impact: Campus and Community Partnerships

With the help and support across the campus and our community partners, we create collaborative campus partnerships and initiatives that advance global education and research.

Special kudos to Academic Departments and Professional Schools, Admissions, Advancement, Alumni Relations, Basic Needs Hub, Career Services, CARE at the Sexual Assault Resource Center, Case Management, Counseling and Psychological Services, Division of Graduate Education and Postdoctoral Affairs, Housing Dining Hospitality, I-House, Institutional Research, Information Technology Services, Recreation, Registrar's Office, Student Affairs, Student Financial Solutions, Student Health Services, Teaching and Learning Commons, Undergraduate Colleges, and many more!

## Campus Partners

**Let's Talk** · The UC San Diego Counseling and Psychological Services (CAPS) offers Let's Talk, a program designed to provide drop-in consultation services to undergraduate and graduate international students. Let's Talk meetings are for international students who are seeking informal support with general wellness issues such as stress, adjustment, cross-cultural challenges, motivation, focus, and relationships. These sessions are one-on-one, and are designed to provide practical strategies, information, and support. They are available to ALL international students regardless of where they reside.

**[How to Find Internationally Friendly Employers](#)** · In partnership with the Career Center, ISPO created the "How to Find Internationally Friendly Employers" webpage to help international students who are currently searching for employment opportunities in the United States. Some prominent features of the page are a Career Center feature, Handshake overview, **[Employer Information Spreadsheet](#)**, **[Alumni Employer Data](#)**, and the **[H-1B Employer Data Map](#)**.

## Alumni Employer Data

### Top Companies UC San Diego International Students work for:

- |                        |                             |
|------------------------|-----------------------------|
| 1. <b>UC San Diego</b> | 6. <b>Apple Inc.</b>        |
| 2. <b>Amazon</b>       | 7. <b>TuSimple</b>          |
| 3. <b>Google</b>       | 8. <b>Oracle</b>            |
| 4. <b>Qualcomm</b>     | 9. <b>Microsoft</b>         |
| 5. <b>Facebook</b>     | 10. <b>2Go Products LLC</b> |

### Top Industries Pursued:



**Software Development**



**Data Analysis**



**Research / Postdoctoral**



**Technical Support and  
Analysis**



**Engineering**

## Students

**[International Peer Coaching Program \(IPCP\)](#)** · IPCP is a mentorship program offered by ISPO that is dedicated to supporting the success and retention of a cohort of international students at UC San Diego through a variety of coaching programs and services. Our hallmark approach is using coaching as a vehicle to partner with students to achieve their goals, both short and long term. IPCP is supervised by ISPO under a designated program coordinator, who is typically an enrolled graduate student at the campus.

This past year, IPCP consisted of seven International Peer Coaches – one for each respective undergraduate college at UC San Diego – who are all enrolled advanced undergraduate students with varying academic goals and cultural backgrounds, creating a diverse cohort of IPCs. All coaches are NASPA-Certified Peer Educators trained through our College of Reading and Learning Association certified program.

### **[International Student Advisory Council \(ISAC\)](#)** ↗

ISAC is comprised of student leaders and stakeholders invested in the international student experience at UC San Diego. This usually comes in the form of executive members from various international and cultural student organizations, international student senators from Associated Students, Graduate & Professional Student Association, and the College Councils, and interested and engaged international students. ISPO works closely with ISAC on initiatives that range from advocacy to creating resources to support and advance the needs of international students.

 **124 PEER COACHING SESSIONS**  
PROVIDED WITH MOST SESSIONS DURING THE FALL QUARTER

Ranking list of most first-year international students who sought mentorship from these colleges:

- 1 Marshall**
- 2 Seventh**
- 3 Muir & Sixth (tied)**
- 4 Revelle**
- 5 Roosevelt**
- 6 Warren**

 **12 TOTAL EVENTS THROUGHOUT THE UNIVERSITY YEAR**

TOTAL HYBRID ATTENDANCE: 230 STUDENTS      TOTAL IN-PERSON ATTENDANCE: 172 STUDENTS

## Local Community

**[English-in-Action \(EIA\)](#)** ↗ · The EIA conversation program matches international students, scholars and spouses with volunteer conversation leaders to help our international visitors with conversational English

language skills, simultaneously helping them to acquire a better understanding of American culture and to acclimate more quickly to their new environment. EIA volunteers are community members, faculty, staff, and students.

Conversation partners usually meet for 1.5 to 2 hours per week at a location that is convenient for both. The EIA program is a rewarding learning experience for the international guest and volunteer, as they both gain considerable cultural insight and a deeper understanding and appreciation for diversity.

 **121 TUTOR**S

 **246 PARTICIPANTS**

**TOTAL NUMBER OF MATCHES FOR AY21-22:**  
**269**

# English-in-Action Stories and Testimonials

*I want to thank you for providing me with such a wonderful opportunity to have Alisa as my mentor. She not only teaches me English but also helps me with every aspect of culture, life, and history in America. She makes me fall in love with this country. I cannot imagine there's such an angel on earth. We had so much fun. She took me to a safari zoo, sea world, a classic music concert, La Lolla shore, ariel yoga, and even her friend's party, to name just a few. She treats me just like her family, giving me love and courage to face this foreign country. We had tons of lovely and warm memories that I will never forget in my whole life.*

*Because of her, I decided to apply to my Ph.D. program at UCSD after my master's degree. Even though I am going to graduate this June, I will always keep in touch with Alisa. Again, I appreciate EIA giving me such a wonderful chance to brighten my study abroad at UCSD. You give me confidence and warmth along my journey in the United States. Thank you!*



**—Ya-Wen**

*I just wanted to share a story of an EIA volunteer who has really gone above and beyond helping her student spouse, Yurie and her family the last 1 1/2 years. She takes them all over San Diego and has stayed with the 2-year old when the newborn baby was in the hospital. Recently, her student's parents came to visit from Japan and she had made plans to have them over to her house. She had hip surgery 7 days before and had to go to emergency the night before they were to come over because her leg was swollen. She is so committed that she still had them over even though she got home at 2am and didn't have any sleep. Many of the volunteers are so wonderful and helpful to their students, but Patty is definitely an exceptional EIA volunteer!*



**—Shelly Taskin**

# The global journey continues to be a successful adventure together

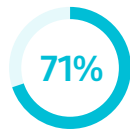
As seen in this report, ISPOs services, support and collaborations are geared to help our international students acclimate to the rigor of university life, and achieve their academic, personal and professional goals. We are proud of the positive impact that our resources, commitment, and expertise are having on the higher rates of retention and time-to-degree for international students at UC San Diego.



## FIRST-YEAR INTERNATIONAL STUDENTS\*



RETAINED THROUGH FIRST YEAR



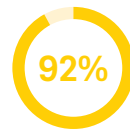
GRADUATE IN FIVE YEARS



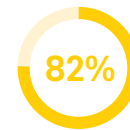
**4.3 YEARS**  
AVERAGE TIME-TO-DEGREE



## COMMUNITY COLLEGE TRANSFER STUDENTS\*



RETAINED THROUGH FIRST YEAR



GRADUATE IN FIVE YEARS



**2.2 YEARS**  
AVERAGE TIME-TO-DEGREE

\*Source: [https://ir.ucsd.edu/\\_files/stats-data/retention/retention1617.pdf](https://ir.ucsd.edu/_files/stats-data/retention/retention1617.pdf)

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