Mission/Vision Statement
The mission of International Student and Faculty Services is to encourage global understanding in the Wilkes community, to provide services for immigration compliance and to assist with academic and social adjustment.

Students/Customer
The department provides services to international students and faculty.

Program Objectives (PO)
- Increased retention rates and academic performance of international students.
- 100% SEVIS compliance.
- Programming that encourages international student adjustment, intercultural communication and international understanding.
- An academically excellent, financially sound IEP program.

Key Assessment Activities
- Data collection of attendance and participant satisfaction at events
- Number of follow up interventions with at-risk students
- Academic progress and graduation rate of international students
- Retention rates of international students
- Standardized test scores for IEP students
- Balanced budget for the IEP program
- Registry of visits to the Center for Global Education and Diversity
- Database of requests from University units for support or information
- Measurement from institutional surveys regarding student expectation, perception and satisfaction of interracial and intercultural relationships and opportunities for such interactions on campus

University Strategic Plan Goals (SPG)
1. Achieving excellence & growth in academic programs.
2. Developing a world-class support environment.
3. Valuing our people.

Strategic Alignment

| Increased retention rates and academic performance of international students.                     | 2 |
| 100% SEVIS compliance.                                                                           | 2 |
| Programming that encourages international student adjustment, intercultural communication and international understanding. | 1 |
| An academically excellent, financially sound IEP program.                                         | 1 |