**Strategic Plan for Barbara and Stuart Padnos International Center (PIC)**

**Vision:** To foster global engagement and intercultural understanding through comprehensive support for study-abroad opportunities for GVSU students and for international students, thereby enriching the academic and personal growth of the university community.

**Mission:** To provide exceptional services and create opportunities that inspire international education, support international students, and facilitate global partnerships, working to model and ensure a vibrant and inclusive campus environment.

**Strategic Goals and Objectives**

**Goal 1: Study Abroad**: Provide impactful, accessible, and educational international programs

*Objective 1:  To increase access for students, faculty, and staff to international educational opportunities.*

This goal is multifaceted, includes, but is not limited to the following areas:

Fin Aid/Scholarships — increase the number of scholarships and grants and the amounts awarded to support international educational opportunities; improve the communication and availability of financial aid professionals as well as the systems for applying and receiving financial aid; and improve transparency in all aspects of the financial process and commitment required to participate in an international program.

Advising — enhance the transparency of every aspect of international education opportunities including information addressing identities, majors, and credit options.

Virtual/Physical — establish and maintain best practices in virtual international education as well as in-person services.

Fellowships — partner with the office of Fellowships to increase offerings and improve dissemination of opportunities and requirements.

Collaboration with stakeholders — be deliberate and transparent in developing, maintaining, and enhancing collaboration throughout the greater Grand Valley Community.

Be intentional and persistent in developing, enhancing, and promoting international education to underrepresented populations.

                  Expand marketing, outreach, and programming.

*Objective 2:*  Review, refine, and enhance offerings and experiences for both international education and domestic study away opportunities.

Develop, enhance program-review protocols and procedures for all programming offered including Exchanges, Partnerships, Internships, and Faculty-Led Programs.

Provide Program oversights on logistics and operations including the application process, budgeting, and reconciliation.

Implement Protocols and Policies for Quality Assurance including partnership feasibility, Faculty-Led Program Reviews, and strategic Site Visits including scheduling, structure, and oversight.

Safety is at the forefront of all that we do. Continue to prioritize and focus on the safety of locations, logistics, and every aspect of all programs offered through the Padnos International Center.

Expand, Support, and Encourage opportunities for Research both within existing programming and expand opportunities, as well as broaden GVSUs presence and contributions to international conferences.

Review and Enhance Trainings for all participating in international education through the Padnos International Center.

*Objective 3:*  Create, implement, and improve Processes and Systems including application, review, tracking, course approval, and budgeting as well as all financial aspects with clarity and transparency.

**Goal 2: International Student and Scholar Services:** To Support, Serve, and Retain international students and scholars coming to GVSU.

*Objective 1:* Enhance the Orientation Process of Prearrival, On-site, and Programming including (but not limited to): Virtual Preparations related to Visa Applications, Housing, Course Registration, Student Accounts, and Student Employment; Arrival Logistics; Orientation Implementation and Assessment; Events and Activities; and Student Engagement.

*Objective 2:* Streamline Immigration Compliance by developing and implementing clear policies within PIC and with relevant University stakeholders; Refine available resources to provide clear, effective, and transparent support for immigration advising.

*Objective 3:* Facilitate Academic Success, Cultural Adjustment, and Career Readiness by improving accessibility to resources and assistance programming; furthering collaboration with university and community partners to advocate for international students in their field of study.

**Goal 3: Community Engagement:** To foster an inclusive local and global collaborative community.

*Objective 1*:  Improve and Expand Representation for all aspects of PIC not limited to: Online platforms (Website and social media); New Student Orientations for students coming to GVSU and those traveling from GVSU; and meetings with interested parties including the Graduate Program Directors, Financial Aid Staff, and Advisors.

*Objective 2*:  Enhance the impact on and of the PIC Student Workers including the Graduate Assistants, Peer Advisors, Front Desk Workers, and Outreach Assistants by providing comprehensive trainings, clear job duties, well-defined policies and procedures, and opportunities for growth and development.

*Objective 3*:  Increase visibility and viability within the GVSU Community by offering or contributing to programming, events, and opportunities including:

* + Advisor Outreach
	+ Fit the Mitt
	+ Networking
	+ Workshops
	+ International Faculty and Friends Affinity Group
	+ Financial Aid Workshops
	+ Business/Finance Office Collaborations

*Objective 4*:  Enhance the visibility and impact on the greater Grand Rapids Community through active involvement with: Global West Michigan, Laker Global Alumni Association, Fundraising for Study Abroad and ISS Scholarships, and Partner Organizations.

*Objective 5*:  Continue to Foster and Develop our International Community through Alumni Events; Site Visits; Scholar Opportunities, and International Conference Contributions.

**Goal 4: PIC Climate:** Provide Encouraging, Flexible, Effective, and Nurturing Place to Work

*Objective 1:*  Perform Needs Assessment to ensure that PIC is staffed with highly qualified professionals at the level to ensure the highest quality programming, offerings, and opportunities. This Needs Assessment will factor in best practices in international education to have the correct number of staff as well as the types of positions to facilitate success.

Specifically, the number of staff, the areas in which staff need to be expanded or contracted; the number and use of student workers; professional development opportunities; and physical and virtual office spaces will be examined.

*Objective 2:* Ensure we provide an excellent work environment that is Student-focused, Welcoming, and Productive.

*Objective 3:* Provide clear, transparent, and sustainable Office Processes and Procedures including (but not limited to): Reimbursement, Purchasing, Invoices, Budgeting, Compliance, and Personal Matters (vacation, sick time, tardiness, etc.)