

Annual Report 2021



GLOBAL
EDUCATION
OFFICE



THE UNIVERSITY OF NEW MEXICO

Note from our Executive Director

Murmurings about “getting back to normal” circulated among our staff and students, as we all hoped that 2021 would bring an end to the COVID-19 pandemic. As we turned the page on another calendar year we continued to contend with new variants of the virus, and rapidly changing public health and immigration mandates. Despite the uncertainty and collective fatigue, the Global Education Office team tenaciously mitigated the budgetary and administrative challenges of working and living in a hybrid world.

Compared to pre-pandemic numbers, international enrollment remained a challenge due to ongoing travel restrictions, and the constraints of family budgets compromised by the COVID crisis. The intensive English language sector continued to struggle – The Center for English Language & American Culture saw an enrollment decline of 29% from 2020 to 2021– as China and other Asian countries kept strict border restrictions in place. CELAC hosted 129 students in 2021 versus the 181 students in 2020.

Staying on top of federal policy changes to immigration rules for foreign students and scholars coming to the U.S. kept the team busy. Outbound travel was equally complicated by elusive entry requirements, severely limiting the normally vast study abroad options for UNM students. The financial hardships faced by our international student population, combined with the mental strain of the pandemic, became increasingly palpable as more and more students reached out for help. The GEO Emergency Scholarship was a source of temporary relief for some of our students, and we worked closely with student service entities on campus to connect students with food and housing resources both at UNM and in the Albuquerque community.

As we look ahead enrollment trends are moving in a promising, upward direction. We saw a 125% increase in new enrollment during fall 2021—a total of 317 students compared to 141 students in 2020 (includes degree seeking students at all levels, as well as semester-long exchange students and intensive English language students). For fall 2022, international freshman applications are currently up 107% (152 this year vs. 72 last year).

Despite the many challenges and distractions of the ongoing COVID crisis, GEO collaborated with the Office of the Vice President for Research to honor and highlight the dynamic international research conducted by UNM faculty through the

creation of The Globally-Engaged Research Award, which will open for nominations in March 2022. GEO also facilitated virtual teaching collaboration, matching UNM instructors with counter parts in Mexico and the Middle East.

The team continued to focus on entrepreneurial initiatives, such as the Passport Center, our short-term certificate programs, which all went virtual, and digital recruitment as in-person outreach internationally was not yet possible. Due to our entrepreneurial efforts, GEO was able rehire several critical full-time staff and student positions (lost during the onset of the pandemic) despite ongoing budget constraints. GEO also provided active administrative support for the Translation Center pilot, collaborating with faculty and graduate student translators from the College of Education. While the demand for translation services was definitively established, structural and funding challenges must be worked out to make this initiative viable long-term.

Despite the ongoing pandemic, we worked together to support both current and incoming students, and found meaningful ways to connect with our global partners to ensure that international education would continue to be a part of UNM’s teaching, research and outreach!

Dr. Nicole Tami
*Executive Director,
Global Education Initiatives*



GLOBAL PROGRAMS & INTERNATIONAL COLLABORATIONS

Highlights

Innovation Academy for Women of the Americas

This virtual STEM program on “Women, Climate & Power,” had participants from Colombia, El Salvador, Peru, Canada, Mexico and the United States. It grew out of a collaboration between UNM, Politécnica Santa Rosa in Mexico, and Instituto Tecnológico Metropolitano in Colombia.

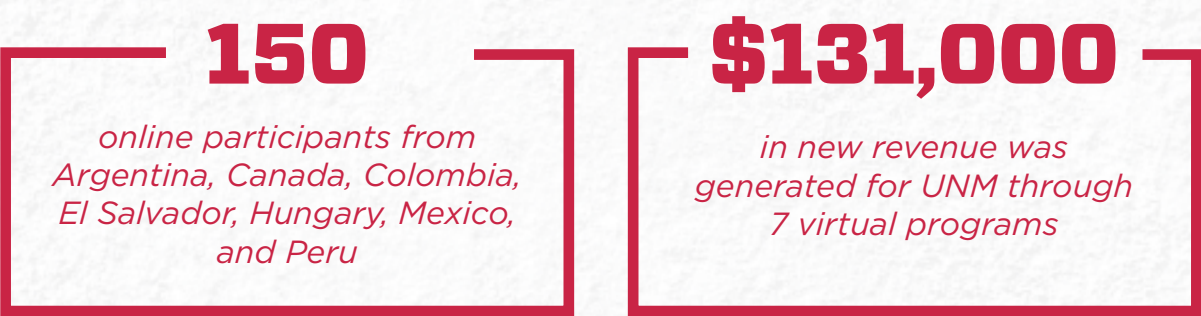


The Institute for Community Identity & Leadership

This program, delivered entirely in Spanish, focused on “Identidad y Liderazgo Comunitario: un encuentro virtual con los Estados Unidos de América.” The participant roster was diverse with students from 9 different states, representing 10 indigenous groups, and 13 higher education institutions in Mexico. This year an intensive English language component was introduced into the program curriculum for the first time.

Instituto Politécnico Nacional

Two customized programs were created for this partner focusing on Academic English and Engineering Project Management.



Passport Center

In 2021, the UNM Passport Acceptance Center generated \$91,000, which fully funded this entrepreneurial initiative, and allowed us to allocate \$20,000 towards staff development and the Passport to Success Scholarship.

We are proud of our 99.6% customer satisfaction rating at the UNM Passport Acceptance Center.

GEO facilitated virtual teaching collaborations for UNM faculty:

AMPEI Sponsored the following Collaborative Online International Learning (COIL) partnerships in Spring 2021:



José Antonio Lecea, Language, Literacy, & Sociocultural Studies, partnered with Hugo Riveros from the Universidad del Valle de Puebla, on phonology first and second language acquisition.



Antonio Humphreys, Anderson School of Management, partnered with Olinda Ornelas Benitez, Universidad Autonoma de Chihuahua, on marketing strategies for small business.

“Students had the opportunity to strengthen their social and virtual collaboration skills, while developing intercultural skills and, above all, they put design thinking into practice, addressing challenges and offering solutions that respond to the real needs of their immediate environment. This collaboration has strengthened the ties between our two universities.” - A. Humphreys and O. Ornelas Benitez



Anna Nogar, Department of Spanish and Portuguese, partnered with former UNM Mexico Studies Chair Lorena Ojeda-Dávila, Universidad Michoacana de San Nicolás de Hidalgo, on developing collaborative learning and cross-cultural awareness.

Stevens Initiative Connected Classrooms (SI)

Eight UNM faculty participated in the Stevens Initiative Connected Classrooms (SI) training program with counterparts in Morocco and the United Arab Emirates, to implement virtual exchange experiences that enhanced existing courses covering topics from nanophotonics, computer architecture, and senior engineering design, to international studies and Arabic language study.

Five faculty implemented their virtual exchange in Fall 2021:

- Hart Lewis, Department of Special Education, partnered with Nadera Alborna, American University in Dubai, on teaching reading to culturally and linguistically diverse students.
- Eric Hamke & Ramiro Jordan, Electrical & Computer Engineering, partnered with Salem Haggag & Vinod Panagracious at the American University in Dubai, on a senior design project focused on mechatronic and control systems.
- Heather Sweetser & Emma Trentman, Arabic, partnered with Fatima Zahar El Amrani, Ibn Zohr University, for intermediate Arabic.

CENTER FOR ENGLISH LANGUAGE & AMERICAN CULTURE

Highlights

- Successfully piloted concurrent class model with students joining simultaneously in-person and online. This was a methodological breakthrough for CELAC, allowing instructors to support students abroad and in Albuquerque!
- Taught 100 online Global Program participants from Hungary, Mexico, and Colombia.
- Twenty local community members participated in our Community English and Career Readiness course. We transitioned back to in-person instruction during fall 2021.

10

CELAC graduates transitioned to full-time, degree-seeking study at UNM



What our participants had to say...

"For me the English classes were important. They gave me greater confidence to speak English and participate in classes using the language. I liked to learn about the American culture and share about my Mexican culture." - Raquel Patiño Mateo

"Personally, the most important fragment was the interaction with the instructors. They provided us the opportunity to get involved in the topics during the sessions and thus learn different points of view." - José Juan Rodea Baltazar

EDUCATION ABROAD

Highlights

- Two faculty-led programs ran in 2021 with a total of 17 students.
- Six new faculty members were recruited to create new FLIP's that will launch in 2022.
- The first semester-long, faculty-led program was piloted by Prof. Teresa Cutler-Broyles in Perugia, Italy. This 6-credit, International Studies program allowed students to take additional UNM courses online.

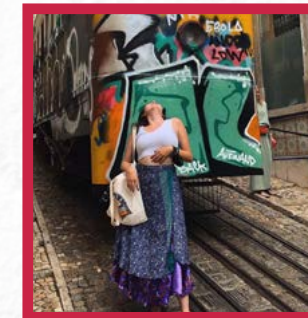
60

students studied abroad during 2021 participating in various short-term, semester and year-long programs

"UNM's Institute for International Studies ran a semester-long Study Abroad program titled Living and Learning in Italy in the fall of 2021. Each week students had a unique, exciting, hands-on learning experience of Italian life, customs, culture and history, all based around food, foodways, food histories, and food practices. In the end, they learned not only about Italian identity and culture but their own food traditions and histories, and how that shaped their own identities. [The program] was a rousing success, opening the world and all it's possibilities to a wonderful inaugural class." - Teresa Cutler-Broyles



Mason, Egypt



Leslie, Portugal



Elektra, Ireland

Top 2021 Study Abroad Destinations



Spain



United Kingdom



Japan



South Korea

INTERNATIONAL STUDENT AND SCHOLAR SERVICES

Highlights

- Conducted an international student needs survey which generated 356 responses. 81% of respondents reported international student services were very useful.
- Provided VITA tax volunteer support to 585 non-resident, international students and scholars for their U.S. tax returns.
- Redesigned the orientation and onboarding materials for new international students to include MTeams groups for students among other virtual innovations.
- Conducted more than 53 hours of online small group orientation and check-in sessions for 864 admitted students/scholars.
- Delivered 15 online workshops, with a total attendance of over 500 students. Survey respondents reported accessing workshop recordings and materials on our new MTeams platform for current international students after the workshop was conducted.
- Provided 1:1 virtual immigration advising and work authorizations.
- Advocated on behalf of new and incoming students impacted by changing immigration and health regulations, while updating UNM leadership on how to comply with new enrollment regulations imposed during the pandemic.
- Complied with new Department of Homeland Security reporting requirements.

100

new students
matched with
current student
mentors through
our Lobo Friend
program



What our surveyed students said about ISSS services...

80% of student survey respondents reported workshops were very useful.

77% of student survey respondents found the newly designed website very useful.

"The service provided by GEO is truly excellent. Their step by step guidance was very helpful in staying as a graduate student at UNM and meeting all the requirements to stay legally in the United States."

"All the services you offer have been extremely helpful. Overall, arriving to the US during a pandemic was really hard, and GEO was there to support all sorts of concerns, answer specific questions, and offer wellness services. They saved me."

"I have loved working with GEO staff. Thank you for all you do."

"I appreciated that they have called me even on off hours when I have requested help from them."



Programmatic highlights included in-person welcome picnic, group trips to the International Balloon Fiesta, Bosque del Apache, and volunteer activities at Farm to Table, alongside a variety of online engagement efforts.

INTERNATIONAL ADMISSIONS & RECRUITMENT

Highlights

- A spike in international application processing saw 1630 total applications processed in Fall 2021 versus 1256 in Fall 2020.
- Facilitated a record number of deferrals for international students needing to postpone their arrival due largely to issues stemming from the pandemic.
- Launched a new online Undergraduate admissions application in collaboration with the Office of Enrollment Management.

29.7%

increase in 2021
application
processing over
previous year

700

Zoom calls with
international
applicants seeking
admission for Fall
2021 and beyond

Participated in virtual recruiting events targeting students in:



Cameroon



Malaysia



Singapore



Colombia



Mexico



Tanzania



Ghana



Nepal



Thailand



India



Uganda



Kenya



Rwanda



Vietnam

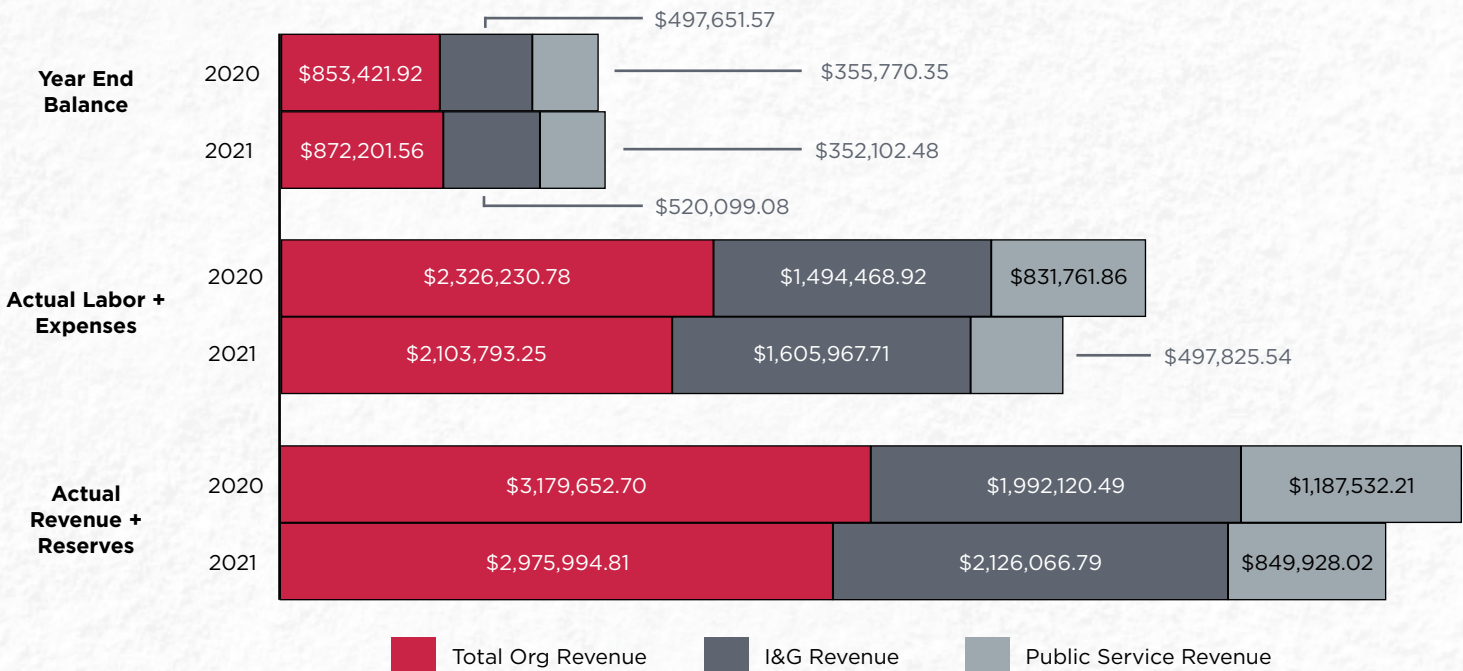
Financial Report

The Global Education Office has two primary sources of revenue consisting of our annual I&G allocation, and profit generated from entrepreneurial initiatives ranging from the Passport Acceptance Center, to customized short-term program offerings, and the collection of a variety of service fees.

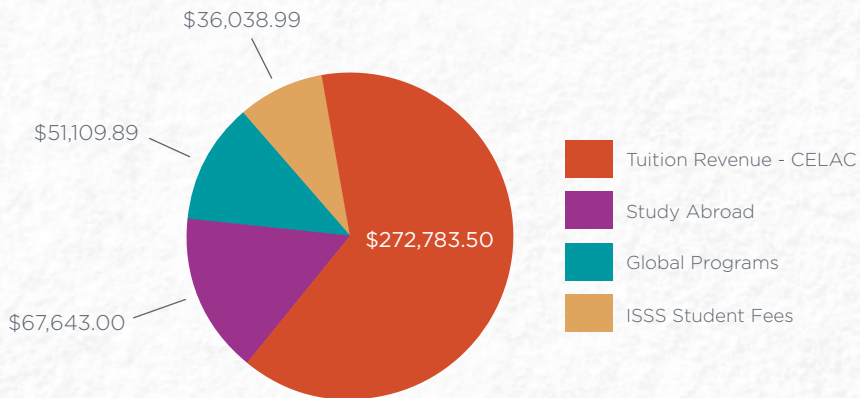
During the 2021 calendar year we felt the full impact of the COVID pandemic. FY 2020/21 losses totaled \$427,575, which was significantly higher than the losses from the prior year that marked the onset of the pandemic. A drop in intensive English language student enrollment meant less tuition income, and short-term program and study abroad participation was also at an all-time low. The limitations on global mobility further reduced income from service fees normally collected for processing admission applications, issuing visa documents and J1 visa extensions.

In 2021 we also saw a visible rise in supply costs and a jump in hourly salary rates, which put further pressure on our budget. While we are seeing promising trends in terms of international enrollments, it will take several years to mitigate the financial losses from the past year.

FY20 and FY21 Revenue & Expenses



FY 2021 Revenue Loss





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