2014 ANNUAL REPORT





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VISION

That all international students who come to study in Ireland achieve their educational aims and are valued and treated equitably by the institutions that host them and by the wider society in which they live and work.

MISSION

To be the leading independent organisation advocating for the rights of international students in Ireland. ICOS will collaborate with its members, student organisations and government agencies to ensure that international education policy and practice in Ireland is quality driven and remains firmly focused on the educational and social needs of all students.

Foreword



Dr Stephen Robinson, ICOS Chairperson

2014 was a dramatic and event-filled year for ICOS. The organisation, though ill-resourced to do so, was called upon to respond to the needs of thousands of international students displaced by a spate of private college closures, many of which hit the headlines. It was not a good year for Ireland's reputation as a safe, secure and quality destination for study but as the year progressed a number of very necessary reforms were announced by the Government which should bring some stability to the sector in the long term - but not before some further closures and additional pain and loss to international students who will continue to need ICOS' support into 2015 and possibly beyond.

The college closure crisis also meant that ICOS had an enhanced level of engagement throughout the year with Government agencies and sector interests and actively participated in a Task Force jointly chaired by the Departments of Justice and Equality and Education and Skills to respond to the crisis. ICOS also learned a lot about company liquidation and creditors' meetings during the year and had more than a day or two in court as the organisation pursued every avenue to vindicate the rights of students who incurred substantial financial losses though the hands of disreputable operators.

Despite the additional demands on staff, ICOS continued to manage a very successful Irish Aid Fellowship programme and secured a contract to provide professional services for an expanded programme for a further three years from 2015-2017.

ICOS remains committed to providing quality and relevant training and information support to members and students and, as well as increasing our training output, significant progress was also made on the Diverse Voices training manual and DVD for launch in 2015.

I take this opportunity to thank everyone who has contributed to ICOS' work during the year and especially to my colleagues on the Board and to the hardworking ICOS staff who responded admirably to the demands made of them in a particularly difficult year. There was significant voluntary input from staff which should be acknowledged and ICOS was also lucky to attract some excellent interns in 2014 from home and abroad who shared the workload and got us through.

2014 In Brief: Goals and Achievements

Strategic Goal

Activities and Achievements

Policy and Standards

To influence national and institutional policies so as to offer greater protection to international students and enhance their experience in Ireland

- Represented members on a range of national groups related to international education, including Government Task Force to respond to college closures.
- Participated in the Immigration Information Network NGO Forum involving quarterly meetings with INIS and the GNIB and organised a members' meeting with INIS.
- Wrote submissions and articles, presented before an Oireachtas committee, provided regular media comment and made appearances on TV and radio regarding closures.



Management of the Irish Aid Fellowship Programme

To work with Irish Aid and higher education institutions to develop the Fellowship Programme as an effective tool for capacity development in Ireland's partner countries and to contribute to a better understanding of the programme in Ireland

- Processed 141 applications for Irish Aid Fellowships across its four different strands, with 45 candidates ultimately offered awards in Irish higher education institutions and 25 for regional institutions.
- Supported the development of Irish Aid's fellowship alumni networks managing a database of 1,251 records and moderating a Facebook group which had 244 members at the end of 2014.
- Provided administrative and welfare support for all new and continuing Irish Aid fellows.

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Services to Members and Students

To strengthen the ability of our members to deliver appropriate and quality services to their international students while providing independent information and advice directly to international students

- Delivered 15 training courses in 8 different higher education institutes reaching close to 200 academic and student support staff in total.
- Organised members' events included AGM (June) and Information meeting with INIS (December).
- Continued to develop intercultural awareness training manual for HEI staff for Diverse Voices project.
- Delivered presentations at national and international conferences
- Provided on-going response to information requests from members.
- Maintained web-based information service and email enquiry service for international students.
- Organised comprehensive response to college closure crisis.

Organisational Development

To strengthen ICOS' own capacity to deliver

- Continued to strengthen and renew ICOS board with appointment of new Chairperson and four new members.
- Upgraded communications and data management systems.
- Supported staff development through range of training opportunities
- Maintained membership of national and international networks to keep up to date on best practice.

Policy and Standards



To influence national and institutional policies so as to offer greater protection to international students and enhance their experience in Ireland

REPRESENTATION

ICOS seeks to act as a voice for both students and higher education institutions in support of good policy and practice in international education which will enhance the experience of international students in Ireland and build on Ireland's reputation as a destination of choice for students seeking higher education opportunities outside their own countries.

ICOS continued to represent members' interests on national level groups concerned with international education strategy, policy, regulation and quality.

National Groups / Committees / Forums	ICOS Representative
High Level Group on Internationalisation	Sheila Power
Government Task Force to deal with college closure crisis	Sheila Power / Colin Tannam
Regulatory Group to advise Government on reform package for international education sector	Sheila Power
QQI Consultative Group	Kevin Geoghegan
QQI Code of Practice Consultation Group (temporary)	Stephen Robinson
QQI Quality and Capacity Evaluation Panel	Colin Tannam
Learning Innovation Network: Student Led Learning Committee	Louise Staunton

Overall, 2014 was a turbulent year in international education in Ireland and ICOS became the "go to" body for displaced students affected by the college closures, providing us with a unique and detailed perspective on issues within the sector. ICOS called for and subsequently participated in a Government Task Force to address the crisis and also took up an invitation to present before the Oireachtas Joint Committee on Education and Social Protection in June. The organisation was regularly quoted in the media and had an overview analysis published by Public Affairs Ireland.

As in other years, ICOS represented members at quarterly meetings with INIS and the GNIB where questions on student immigration policy and service issues are addressed. In addition, in December 2014, 18 ICOS member institutions attended a specially convened meeting with INIS, held in TCD, where senior officials from INIS responded to ICOS on a range of immigration and customer relations issues which had been tabled in advance.



Management of the Irish Aid Fellowship Programme



To work with Irish Aid and higher education institutions to develop the Fellowship Programme as an effective tool for capacity development in Ireland's partner countries and to contribute to a better understanding of the programme in Ireland



An Roinn Gnóthaí Eachtracha agus Trádála Department of Foreign Affairs and Trade

OVERVIEW

ICOS is happy to report another successful year in respect of the management of the Irish Aid Fellowship Programme with the programme achieving all its main targets in terms of quality of applications and number of fellows completing successfully. 2013 had seen increased numbers and a growing diversity of schemes under the Irish Aid fellowship umbrella and this trend continued into 2014. The most notable new development was the inclusion of fellows from Sierra Leone for the first time among the successful candidates in the 2014 competition.



Jeelo Kainwo (left) and Zainab Mansaray from Sierra Leone, the first recipients of Irish Aid Fellowship awards following the country's addition to the competition in 2014.

SERVICES PROVIDED BY ICOS TO IRISH AID FELLOWSHIP PROGRAMMES

- Financial and administrative services
- Coordination of placement of fellows on academic programmes
- Pre-and post arrival information and briefings to fellows
- Orientation day and welcome party at start of academic year
- Travel and logistics service
- Links with academic staff and host institutions
- Immigration assistance and advice
- Responding to accommodation queries and providing assistance
- Social and cultural events
- Support, advice and information to fellows during the course of their fellowship
- Monitoring academic progress and welfare of fellows
- Reporting to DFAT on fellowship matters
- Co-ordination and distribution of graduation documents
- Tracking research on the long term impact of fellowships on recipients when they return to their home countries
- Production of tailored directories of eligible courses and supporting application materials for each fellowship pathway
- Investigation of regional course quality in partner countries
- Greater visibility of fellowships through the development of case studies and other materials, with increased online presence through website and social media
- Continued development of an alumni network

KEY FACTS

- In 2014 ICOS processed 141 applications for Irish Aid Fellowships across its four different strands. Ultimately 45 fellows were offered awards in Irish higher education institutions and a further 25 candidates were offered awards in regional institutions.
- ICOS also supported the development of Irish Aid's fellowship alumni networks, managing a database of 1,251 records and moderating a Facebook group which had 244 members at the end of 2014.
- ICOS provided administrative and welfare support for all new and continuing Irish Aid fellows.

OUTCOMES

An analysis of results achieved by completing fellows carried out in 2014 highlights the success of the programme and underlines the fact that Irish Aid is funding worthy candidates in a position to contribute significantly to capacity building upon their return home.

93% of the 2013-14 fellows who completed in 2014 received honours grades in their final awards with 29% achieving 1st class honours.

ICOS completed two tracking studies of former fellows in 2014 with encouraging results regarding reported rates of either promotion on return or the assignment of additional responsibilities.



Vietnamese fellows at the UCD Michael Smurfit School continued their tradition of holding a charity fundaraiser for 'Only Rice Is Not Enough' to mark the Tet new year celebration.



An Roinn Gnóthaí Eachtracha agus Trádála Department of Foreign Affairs and Trade

CASE STUDIES



Michael Miiro, from Uganda, studied for an MA in Public Advocacy and Activism at NUI Galway and featured among the seven personal profiles provided by ICOS to Irish Aid in 2014. Many of these case studies appear online at www.irishaidfellowships.ie to help illustrate the role of the Fellowship Programme in the context of Ireland's overall aid effort.

Services to Members and Students



To strengthen the ability of our members to deliver appropriate and quality services to their international students while also providing independent information and advice directly to international students

TRAINING / PRESENTATIONS

ICOS delivered 15 training courses in crosscultural awareness and communication, supporting international students and teaching in an intercultural context in 8 different higher education institutes reaching close to 200 academic and student support staff. Evaluation indicated a very high level of overall satisfaction with ICOS courses, with a large percentage of participants noting that their knowledge and skills had been increased following ICOS' training. Noted developments in 2014 included the delivery of cross-cultural awareness training to a large class of postgraduate students at NUI Galway and this is an area in which further development is planned for 2015.



ICOS also presented at a number of conferences during the year including:

- National Forum for the Enhancement of Teaching and Learning in Higher Education Seminar Series 2014, Athlone IT (May)
- European Association for International Education Annual Conference, Prague, Czech Republic (September)
- International Youth Forum for Intercultural Education Officers, Tyumen State University, Tyumen, Russia (November)

DIVERSE VOICES PROJECT

In 2014, ICOS continued working towards completion of the 'Diverse Voices: Listening to International Students' training DVD and training guide. The project, funded by the Department of Education and Skills, was to be launched at ICOS' AGM in June 2015. ICOS trialled the DVD during many of its training sessions throughout the year and it was very well received by training participants.

ONLINE RESOURCES

As well as via email, ICOS provided regular news updates to its members and supporters through ICOS' Facebook page. The number of 'likes' grew markedly throughout the year, from 752 at the end of 2013 to 1,832 at the end of 2014 (+ 244%). Online information resources for members were also maintained, including a passworded area providing an archive of key updates and documents.

SERVICES TO STUDENTS

ICOS continued to provide a telephone and email advice service for international students and staff in immigrant advice centres and higher education institutions and mediated in a significant number of individual cases involving students who were experiencing problems.

Direct support to students was dominated in 2014 by the fall-out from the closure of a succession of private colleges, with 11 shutting their doors between April and November. This work brought us in contact with over 2,000 affected students. The scale and challenges of this work are outlined in the following pages.

In Focus: College Closures



BACKGROUND

In April 2014, four private colleges were suspended from enrolling non-EEA students while visa fraud allegations were being investigated. Two private colleges, including one of those suspended, were closed suddenly by their owners and a third college closure followed at the start of May. Hundreds of international students were left without classes and facing an uncertain future, with many suffering significant financial losses.

None of the colleges had adequate learner protection arrangements in place and in the absence of any system response, ICOS found itself at the coalface dealing with distressed students and responding to media requests for information.

The story generated considerable attention at home and abroad and threw Ireland's regulatory environment for private colleges and student immigration into sharp and critical focus as the number of closures grew to five in a period of barely five weeks.

ICOS called for the establishment of a Government Task Force and such a body was appointed by the Minister in late May to respond to the crisis and explore solutions for the displaced students.

In addition to the release of the Student Task Force report, major policy reforms were announced on 2nd September with a planned implementation date of 1st January.

Thus, ICOS' work through the autumn took place against the backdrop of the anticipated release of a new, quality-driven list of visa eligible courses from the start of 2015. However, an ongoing High Court challenge ensured that the year ended in uncertainty and delay.

SUPPORT AND RESOURCES

"ICOS responded directly to over 1,550 emails and Facebook instant messages from students between 15 April 2014 and 30 September 2014."

Due the exceptional level of support needed by displaced international students, ICOS developed and managed a dedicated *#collegeclosures* blog, which integrated a feed from a newly established Twitter account. In the case of each closure, ICOS also established or supported dedicated college support Facebook groups to share information and address questions in the most effective manner. In the period April to December 2014, ICOS gained over 1,000 new 'Likes' for its Facebook page, overwhelmingly from students impacted by the closures.

ICOS responded directly to over 1,550 emails and Facebook instant messages from students between 15 April 2014 and 30 September 2014. Key areas of support related to addressing student questions around their losses and expectation of refunds/ transfers, options for returning to studies and a broad range immigration advice. There was a need to provide ongoing clear guidance and combat a level of misunderstanding and misinformation in many areas.

As a small NGO, ICOS was ill-equipped to deal with international student problems on the scale encountered and sought emergency support. €12,960 was received from the Department of Education and Skills in June 2014 on foot of ICOS' request and covered the period to 30 September.

ICOS is very grateful to DES for this support at a time of unprecedented demand for our services.

KEY ADDITIONAL TASKS

May – convening of student Q&A meeting with INIS.

May and June – student support and legal work around the creditors' meetings and liquidation processes for Eden College and Irish Business School.

June – pursuing redress for students of Eden/ IBS over health insurance after providers initially declined to honour policies students had paid for on basis that college failed to pass on premium.

Support for Venezuelan students following announcement from foreign exchange agency CENCOEX withdrawing further facilities. Two information and support meetings held. Letter produced in Spanish and disseminated to over 190 students.

June and July – 299 evening appointments for displaced students scheduled over 10 sessions for temporary visa extensions (to 1st September) in collaboration with INIS.

June to August – communication updates on plans for discounted relocation of students through Marketing English in Ireland (MEI) and Higher Education Colleges Association (HECA) members.

September – student support around the creditors' meetings and liquidation processes for English in Dublin and National Media College.

September and October – development and dissemination of information on government policy reforms and plans for launch of new ILEP list of visa-eligible courses.

October – Follow-up research on outcomes with students affected by first five closures (see panel opposite).

November and December – systematic documentation of advance fees taken by Shelbourne College from 150 would-be students outside Ireland, amounting to over €500,000.



ICOS support meeting at The Teachers' Club



Millennium College becomes 4th abrupt closure

11 COLLEGE	15/4/14	25/4/14	1/5/14	16/5/14	20/5/14
CLOSURES	Kavanagh	Eden	Irish Business	Millennium	Allied Irish
IN 2014	College	College	School (IBS)	College	College

MEDIA

The media profile of ICOS was radically transformed in 2014. The ongoing narrative of the closures was regularly played out on television news and in print media, with scenes of displaced students massed in the street facing the shock of losing their classes. ICOS was on-the-ground providing immediate support and comment to journalists on the pressing need for regulation in the sector to raise quality and ensure learner protection. We welcomed journalists to support meetings to see our work and facilitated them in speaking directly with affected students to ensure that their voices could be heard directly by viewers, listeners and readers to the greatest extent possible.

As well as regularly being sought out for comment, ICOS ended the year in a strong position to have its messaging heard. In the case of Shelbourne College, it was possible to draw attention to the plight of a large group of would-be students outside Ireland - from countries such as Nepal, Pakistan and The Philippines - who after having been unsuccessful in their visa applications did not receive their fees back, as required under immigration rules. The sum unaccounted for stood at over half a million Euro.

OVERVIEW OF ADDITIONAL FUNDING

The funds received from the Department of Education and skills, amounting to $\in 12,960$, were designed to assist ICOS in responding to the needs of displaced students in three areas: Information and Advice; Consumer Protection and Immigration and Education Soltutions. ICOS' activities in each of these areas are described below along with an overview of related expenditure.

ltem	Estimated Actual Cost	Contribution from DES	Contributions, incl. in-kind
Staff input - avg. 100- 130 hours per week	24,000	10,800	ICOS, Job Bridge, US Student Internship
Overhead, travel, phone	4,800	1,610	ICOS
Meeting costs	5,000	550	Teacher's Club, IBAT College, ICOS
Misc legal / other	1,114	0	ICOS
Total	34,914	12,960	

CLOSURES SIX MONTHS ON

Of students displaced in April and May who had travelled to Ireland at the time their college closed, the following outcomes were recorded from survey work in October 2014:

42% of respondents had bought another course, while 30% had been unable to do so. 14% had been moved without fees by their agent or by QQI while a further 14% had left Ireland.

29/7/14	2/9/14	5/9/14	12/9/14	28/10/14	13/11/14
BCT	English in	Cogan	National Media	Leinster	Shelbourne
Institute	Dublin	International	College	College	College

Organisational Development



To strengthen ICOS' own capacity to deliver

COMMUNICATIONS STRATEGY

In 2014, ICOS consulted with members and made some recommendations at the AGM on ICOS branding (including a name change) and on its communications strategy in general. The name change component of the strategy was put on hold in 2014 as the ICOS name became nationally recognised through media exposure as a result of the college closure crisis. Other elements of the strategy however remain valid, including the development of a new website.

BOARD OF ICOS

In 2014, Stephen Robinson, Director, Champlain College Dublin continued in his role as Chair of ICOS with Kevin Geoghegan, Griffith College Dublin, and Donal McAlister, IT Carlow, continuing in their roles as Vice Chair and Honorary Treasurer respectively. ICOS also welcomed 4 new members to the Board, Caroline Enright (TCD), Shauna Hughes (UCD), Annie Hoey (USI) and Holly Cowman (MIC) The Board met 5 times in 2014.

FUNDING

ICOS submitted a successful bid to Irish Aid in 2014 and has secured a further 3-year contact (2015-17) to provide professional services to support the Irish Aid Fellowship Programme. This contact provides important core funding for the organisation. In addition, ICOS received temporary one-off funding in 2014 from the Department of Education and Skills for its role in supporting students affected by college closures.

NATIONAL AND INTERNATIONAL NETWORKING

ICOS keeps up to date and maintains its international profile through membership of UKCISA (UK Council for International Student Affairs) and EAIE (European Association for International Education). At national level, ICOS is involved in a number of networking forums including the Immigrant Information Network which regularly meets with officials in the GNIB and INIS. ICOS is a consistent member of Dóchas and The Wheel and liaises with immigrant support organisations such the Migrant Rights Centre of Ireland (MCRI) and the Immigrant Council for Ireland (ICI).

ICOS has also grown to be a well-respected provider of intercultural awareness programmes to the higher education sector.

DÓCHAS CODE OF CONDUCT ON IMAGES AND MESSAGES

ICOS is a signatory to the Dóchas Code of Conduct on Images and Messages, which provides a framework which organisations can refer to when designing and implementing their public communication strategy. ICOS was represented at the annual Code review meeting held by Dóchas and new staff and volunteers were provided with information on the Code and a web-based feedback mechanism is provided for comment from members of the public.

At 31 December 2014

* ICOS Board member

Athlone Institute of Technology	Ms Mary Simpson	Manager, International Office
	Ms Jackie Cunnane	International Office Co-ordinator
Ballsbridge College of Further Education	Mr Robert Griffiths *	Head of EFL
	Mr Laurence Cooke	Co-ordinator
Champlain College Dublin	Dr. Stephen Robinson *	Director
	Ms Lilly Johnsson	Operations Manager
College of Computer Training	Mr Neil Gallagher	College Director
	Mr Ger O'Callaghan	Director of Admissions and Marketing
Cork Institute of Technology	Mr Michael Loftus	Head of Faculty of Engineering & Science
	Ms Niamh Lynes *	International Office Co-ordinator
Dublin Business School	Mr Jonathan Duignan	International Student Recruitment Manager
	Mr Declan Coogan	Admissions Manager for US and Europe
Dublin City University	Ms Sylvia Schroeder	Senior International Officer
	Ms Audrey Byrne	Assistant International Officer
Dublin Institute of Technology	Ms Caoimhe Mulhall	European Student Co-ordinator
	Ms Patricia Houston	Student Officer
Dun Laoghaire Institute of Art, Design & Technology	Mr David Doyle	Academic Administration & Student Affairs Manager
Galway-Mayo IT	Mr Jim Fennell	Interim President
	Mr Brian Doyle	Academic Co-ordinator
Griffith College Dublin	Mr Kevin Geoghegan *	Director of Market Research & Development
	Ms Sally-Anne McIver	International Officer
IES Abroad	Ms Megan Markey	Acting Director
Institute for Study Abroad - Butler	Ms Maria Keane	Director of Programmes (Ireland)
IT Blanchardstown	Ms Fiona Canning	International Officer
	Ms Mairead Murphy	Marketing Manager
IT Carlow	Mr Donal Mc Alister *	International Coordinator
	Ms Rosemary Flynn	Non-EU Administrator

IT Tallaght	Ms Rosemary Cooper	Academic Administration & Student Affairs Manager
	Ms Stella Browne	Administrative Officer
IT Tralee	Mr Eddie Scully	International Education Officer
Limerick Institute of Technology	Ms Cliona Campbell	Marketing and Internationalisation Manager
	Ms Sinead Collier	International Officer
Mary Immaculate College	Ms Holly Cowman *	Director of International Office
Maynooth University	Ms Alison Cooke	International Officer
	Ms Helen Kiranne	International Officer
National College of Art & Design	Ms Cathy McCartney	Admissions Officer
	Ms Berna Scanlan	Admissions Officer
NUI Galway	Ms Anna Cunningham	Director, International Office
	Ms Louise Kelly *	International Student Officer
Royal College of Surgeons	Mr Philip Curtis	Head of Admissions & Student Services
	Ms Corriena Brien	Student Services Manager
Shannon College of Hotel Management	Mr Phillip J Smyth	Director
Trinity College Dublin	Ms Sinéad Ryan	Director of Internationalisation
	Ms Caroline Enright *	Regional Officer, N. America / Central Asia
Union of Students in Ireland	Ms Annie Hoey *	Vice President for Equality & Citizenship
University College Cork	Ms Suzanne Buckley *	International Student Support Officer
University College Dublin	Ms Shauna Hughes *	Senior International Events and Relations Officer
	Ms Carl Lusby	International Student Officer
University of Limerick	Ms Josephine Page	Manager, International Division
	Ms Amanda Glennon	Co-ordinator, International Division
Waterford IT	Ms Sinead Day	International Development Officer
Individual (Honorary) Members	Mr John Magoye	Professor Brian McMurry
	Ms Alice Grattan Esmonde	

Approved by the Board: 16 April 2015 Auditors: BFCD Chartered Accountants, 1 Castlewood Avenue, Rathmines, Dublin 6

Statement of Financial Activities for the year ended 31st December 2014

	2014 Restricted	2014 Unrestricted	Total 2014	Total 2013
Incoming Resources				
Incoming resources from generated funds:				
Activities for generating funds	1,550,747	267,202	1,817,949	1,445,610
Investment income		60	60	337
Total Incoming Resources	1,550,747	267,262	1,818,009	1,445,947
Resources Expended				
Charitable activities	1,550,747	272,508	1,823,255	1,433,655
Governance costs		3,817	3,817	5,299
Total Resources Expended	1,550,747	276,325	1,827,072	1,438,954
Net Incoming Resources	-	(9,063)	(9,063)	6,993
Balance forward at 1st January 2014	_	193,183	193,183	186,190
Balance forward at 31st December 2014		184,120	184,120	193,183
Balance Sheet as at 31st December 2014			2014	2013
Fixed Assets				
Tangible Assets			199,088	195,463
Current Assets				
Debtors			77,528	31,672
Cash at Bank and on Hand			1,160,972	1,029,263
Creditors				
Amounts Falling Due Within One Year			(1,193,141)	(1,002,888)
Total Assets less Current Liabilities			244,447	253,510
Capital and Reserves				
Revaluation Reserve			60,327	60,327
Income and Expenditure Account			184,120	193,183
			244,447	253,510



ICOS has signed the Dóchas Code of Conduct on Images and Messages

See p19 and www.dochas.ie/code for more information

Please send your feedback to code@icosirl.ie

Photo notes and credits:

Cover Image - College Closures Protest: Student organised march held in May 2014 from INIS/GNIB to the Department of Education and Skills becomes the first protest to cross the newly opened Rosie Hackett Bridge. Credit: ICOS

Page 3 - Courtesy of Dr Stephen Robinson

All other images: ICOS

Initial Design:

Elizabeth Palencia

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An Roinn Gnóthaí Eachtracha agus Trádála Department of Foreign Affairs and Trade

ICOS receives financial support from Irish Aid towards the provision of a range of services related to the implementation of the Irish Aid Fellowship Programme.



ICOS acknowledges the financial support received from the Internationalisation Development Fund of the Department of Education and Skills to undertake projects in collaboration with USI aimed at enhancing the international student experience.