Center for International Programs (CIP)
International Student & Scholar Services (ISSS) Communication & Writing Practices
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Abstract
To assess the daily written communication techniques used in the Center for International Programs, specifically the International Student & Scholar Services.
• The analysis included observing, interviewing staff, & examining the writing methods of the department. We thoroughly analyzed 11 documents that are required to be completed by Foreign students.
• Based on our findings, we make several suggestions to the ISSS, in order to improve its written communication.

Documents Analyzed
• Request to Change Academic level/Major
• Authorized Early Withdrawal
• Transfer-in Instructions
• Concurrent Enrollment
• Change of Address
• Authorization for release of education and/or immigration records
• Curricular practical training
• Transfer-out/exit plan form
• Extension of stay: Instructions
• Request for letter verification/initiation
• Reduced course load authorization

Observations
• Observed the ISSS and UD International Club (UDIC) working at the International Festival
• Analyzed communication & written practices of the ISSS
• Due to Privacy issues, laws, & regulations regarding sensitive information, we were unable to read any individual e-mails.

Insights of Documents
• Forms are color-coded
• All forms have University of Dayton logo on top of page
• Difficult to see purpose of document since it is smaller font than University of Dayton line
• Modification date is listed on bottom right corner of page

Suggestions
• More bullets with fewer words
• More bolded terms for important deadlines and requirements
• Monitor and assist students when filling out forms
• Have a foreign language version for most important forms
• Monthly focus groups or mentors for students individually

Have you ever misunderstood an ISSS document?

Do you have a Mentor to help you adjust to life?

Conclusions
Three key insights were discovered which include:
• Good communication among each other through e-mail as an effective communication tool.
• Improve use of wording on forms, shorter paragraphs, bolding, and layout.
• Increase communication between foreign students & the ISSSS.