

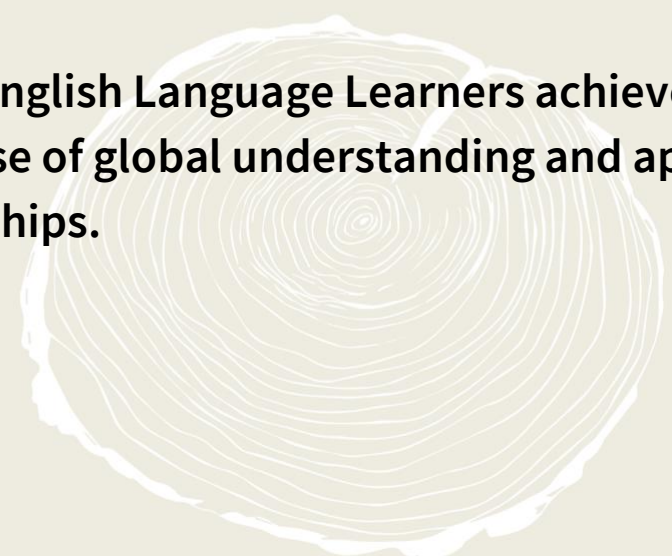
The background of the slide features an abstract design with layered, organic shapes in shades of beige, light blue, medium blue, and dark blue. These shapes are arranged in a way that suggests a landscape or a series of overlapping elements. A white rectangular box with a thin black border is centered in the upper half of the slide, containing the title text.

Department Operational Plan International Programs and Services 2025-2026

DEPARTMENT OVERVIEW

The International Programs and Services Department oversees the school district's International Student Program, welcoming approximately 250 FTE international students to our school district each year. The majority of these students attend the secondary schools in our school district, and reside with Homestay families that are selected, monitored, and supported by school district staff. The Department also provides intake support to Newcomer families to the school district, overseeing document collection to ensure funding eligibility and audit compliance.

Mission: To create an environment where international students and English Language Learners achieve personal and academic success and the local community achieves a deeper sense of global understanding and appreciation, through facilitating cross-cultural learning and interpersonal relationships.



INTERNATIONAL PROGRAMS AND SERVICES DEPARTMENT PLAN 2025-2026 DELIVERABLES AND METRICS: LEARNING

STAFF WILL	INTENDED IMPACT	MEASURES	PROGRESS & EVIDENCE
GOAL: To improve academic success, post-secondary transition pathways and overall engagement for Graduation Program students.			
Staff Will: <ul style="list-style-type: none">Collaborate with schools, counsellors, and career coordinators to provide targeted support for Graduation Program students.Create intentional opportunities for students to explore post-secondary pathways, including both within British Columbia and in other provinces.Gather and analyze data from Literacy and Numeracy Assessments, and respond to student academic progress with supports where needed.Gather feedback on the Graduation Program student experience, to gauge overall program satisfaction.	Intended Impact: <ul style="list-style-type: none">Graduation Program students experience stronger academic outcomes and improved readiness for post-secondary studies.Students have greater awareness of post-secondary opportunities in BC and across Canada, leading to more confident and informed decision-making.Academic and engagement challenges are identified early, with supports in place to improve student success.Graduation Program students will be more likely to re-enroll for subsequent school yearsDepartment programming evolves based on student feedback, creating a more responsive and supportive learning environment.	The Department will show progress by: <ul style="list-style-type: none">Analyzing graduation rates, course completion, and achievement data for international Graduation Program students.Literacy and Numeracy Assessment results analyzed annually to identify trends and inform supports.Number of students participating in post-secondary information sessions, fairs, or mentorship opportunities.Increased retention of Graduation Program students.Student feedback survey results reflecting satisfaction with academic support, post-secondary planning, and overall program experience.	The Department has demonstrated progress by: <ul style="list-style-type: none">TBD
GOAL: To create a series of intentional learning opportunities for our Homestay parent community, so they can choose areas of learning and growth that resonate with them.			
Staff Will: <ul style="list-style-type: none">Develop and deliver a calendar of optional workshops/webinars on topics such as cultural competency, adolescent well-being, communication, and conflict resolution.Provide resources in multiple formats (in-person, online, recorded).Gather ongoing feedback to refine and expand offerings.	Intended Impact: <ul style="list-style-type: none">Homestay families feel supported, knowledgeable, and confident in their roles.Stronger homestay-student relationships that contribute to student success and well-being.	The Organization will show progress by: <ul style="list-style-type: none">Number of learning opportunities offered and attendance rates.Homestay parent satisfaction surveys reflect increased confidence and learning.Reduction in preventable homestay placement challenges.	The Organization has demonstrated progress by: <ul style="list-style-type: none">TBD

INTERNATIONAL PROGRAMS AND SERVICES DEPARTMENT PLAN 2025-2026 DELIVERABLES AND METRICS: ENGAGEMENT

STAFF WILL	INTENDED IMPACT	MEASURES	PROGRESS & EVIDENCE
GOAL: To invest in staff engagement and staff development initiatives to support teamwork, collaboration, professional development, and belonging.			
Staff Will: <ul style="list-style-type: none">Organize team-building and professional learning opportunities focused on intercultural communication, student support, and operational excellence.Create intentional spaces for collaboration across program staff, homestay coordinators, and school-based partners.Recognize and celebrate staff contributions.	Intended Impact: <ul style="list-style-type: none">Staff feel connected, supported, and valued as part of the International Programs team.Improved collaboration and communication across roles, leading to stronger service for students and families.	The Organization will show progress by: <ul style="list-style-type: none">Staff participation in professional development activities.Staff feedback surveys reflect increased sense of belonging and collaboration.Observable improvements in cross-team communication and problem-solving.	The Organization has demonstrated progress by: <ul style="list-style-type: none">TBD
GOAL: To enhance collaboration with schools and district communications team to streamline transitions for Newcomer families.			
Staff Will: <ul style="list-style-type: none">Work closely with school-based staff, and district Multicultural Support Workers to ensure smooth entry and transition of Newcomer families into the district.Liaise with the district communications team to provide clear, accessible, and timely information in formats that meet family needs.Gather ongoing feedback from families and schools to identify barriers and refine transition supports.Explore other models of registration (ie. TrueNorth) and provide a recommendation to the district Executive team.	Intended Impact: <ul style="list-style-type: none">Newcomer families feel welcomed, supported, and confident as they enter the school district.Schools experience more consistent processes and reduced administrative barriers when enrolling Newcomer students.The district is equipped with data and recommendations to make informed decisions on registration models that improve efficiency and family experience.	The Organization will show progress by: <ul style="list-style-type: none">Number and reach of communication tools and resources (e.g., welcome packages) provided to families.Completion of a review of registration models and presentation of recommendations to the Executive team.	The Organization has demonstrated progress by: <ul style="list-style-type: none">TBD

INTERNATIONAL PROGRAMS AND SERVICES DEPARTMENT PLAN 2025-2026 DELIVERABLES AND METRICS: GROWTH

STAFF WILL	INTENDED IMPACT	MEASURES	PROGRESS & EVIDENCE
GOAL: To develop sustainable recruitment practices that reflect the district’s changing demographics, while strengthening professional partnerships through consistent processes, clear timelines, and effective communication — resulting in a streamlined and professional brand presence.			
Staff Will: <ul style="list-style-type: none">• Review recruitment strategies to ensure they align with shifting district demographics and program capacity.• Establish clear internal processes and timelines to support agent, partner, and family communications.• Strengthen partnerships with international agents, partner schools, and community stakeholders through consistent, timely, and professional engagement.• Align marketing and recruitment practices with district branding standards to ensure a cohesive and trusted representation of the program.	Intended Impact: <ul style="list-style-type: none">• Recruitment practices are proactive, data-informed, and adaptable to demographic changes, ensuring sustainable program growth.• Agents and partners experience consistent, professional communication that builds trust and strengthens long-term relationships.• The department operates with greater efficiency and coordination, reducing duplication and missed opportunities.• The program’s brand is perceived as professional, reliable, and aligned with the district’s values.	The Organization will show progress by: <ul style="list-style-type: none">• Evidence of recruitment strategies adapted to demographic trends (e.g., diversification of source countries, alignment with district enrollment needs)• Partner and agent feedback reflects increased satisfaction with communication, processes, and timelines.• Completion and implementation of standardized internal processes for recruitment and communication.• Growth or stabilization in applications and enrollments consistent with program capacity and district priorities.	The Organization has demonstrated progress by: <ul style="list-style-type: none">• TBD