Annual Program Review 2011-2012 – STUDENT SERVICES

Division - Program

INTERNATIONAL STUDENTS

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Committee by the appropriate area manager or Dean.

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Date Received by Program Review: November 18, 2011

Overview of the Program

All degrees and certificates are considered programs. In addition, divisions may further delineate and define programs based on their assessment needs (developmental sequences, career track, etc).

Statement of Purpose – briefly describe in 1-3 sentences.

The International Student Program offers comprehensive services to Glendale's 500 International visa Students who come from 50 countries. These services include: admissions evaluation and processing; strategic marking & recruitment to key regions; academic counseling, advising & registration; immigration advising; student programming activities (on-campus & off-campus); along with assistance on off-campus housing placements, health insurance coverage and overall retention issues pertaining to this unique student population.

Please list the **most significant achievement** accomplished since your last program review.

The Program & International Student Office has been able to attract more new student applications over the past calendar year, while improving its electronic delivery services by way of enhanced "International Students" web pages, online application options, and aggressive follow-up with new student inquiries & application reviews. The Program overall has enhanced its retention efforts and helped to streamline registration procedures for GCC's "F-1 Student Visa" population.

List the current major strengths of your program

1. Comprehensive program with experienced and talented staff for F-1 visa students.
2. Int. Students enhance GCC's global profile and contribute to the "internationalization" of the campus community at large.
3. Int. Students complement GCC's core mission of diversity, multiculturalism and outreach to the Greater Glendale area community.

List the current weaknesses of your program

1. Extremely competitive marketplace both regionally & globally for International Students.
2. Lack of class capacity and available Semester units for a student pop. required to be full-time (min. of 12 units per semester).
3. Additional full-time Academic Counseling position needed for enhanced student outcomes, transfer rates, retention, and overall student programing & advising.

1.0. Trend Analysis

For each program within the division, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Service/Function	Academic Year	Service Contacts	Total Units Enrolled F-1 & other visa)	Approximate Income Generated by Non-resident Tuition
International Students Enrolled: F, W, Sp, Su terms combined	2010-2011 2009-2010 2008-2009 2007-2008	1097 1172 1377 1540	15,775 15,326 18,505 19,366	$2,855,275 $2,774,006 $3,349,405 $3,195,390
Applications Processed/ **New Students Enrolled**	**2010-2011** Fall Spring **2009-2010** Fall Spring **2008-2009** Fall Spring **2007-08** Fall Spring	 280/**144** 180/**89** 220/**132** 152/**98** 200/**122** 122/**76** 243/**130** 145**/87**		
Counseling: Individual appointments & drop-in	2010-2011 2009-2010 2008-2009 2007-2008	3618 3,019 2,929 3,112		
Immigration Advising	2010-2011 2009-2010 2008-2009 2007-2008	654 841 1,016 1,101		
General Information	2010-2011 2009-2010 2008-2009 2007-2008	555 634 1,036 n/a		
Graduates: AA Degrees & Certificates	2010-2011 2009-2010 2008-2009 2007-2008	80 78 111 46		

Student Development 103, College Orientation for International Students	2010-2011 2009-2010 200820-09 2007-2008	4 sections:161 students 5 sections:105 students 6 sections: 101 students 6 sections: 116 students		

STAFFING	FTEF	Mgmt./confidential	Classified	Hourly	Student Workers Hrs.
2007-2008					
2008-2009					
2009-2010					
2010-2011	1.7	2.0	2.0		1320

1.1. Describe how these trends have affected student achievement and/or student learning:

The numbers cited above reflect more on the program rather than student learning. The graduation and transfer rates and numbers of student engaged in Optional Practical Training support the success of student achievement and student learning. Last Spring, 80 student received an Associate degree or certificate, 46 students began practical training and over 100 students transferred to a 4 year university.

This year a record number of students applied and a significant number from that applicant pool enrolled in the Fall semester. The enrollment numbers of international students vary from year to year due to a complex set of local, national and international issues and despite this the program brings in a significant amount of income to the district.

1.2. Is there other relevant quantitative/qualitative information that affects the evaluation of your program?

That information is cited in paragraph 1.1

2.0. Student Service Learning and Program Outcomes

Please provide the following information for each SLO/SAO within this area (add rows as needed).

Program Service/Function	SLO / SAO	Have program outcomes been assessed? Yes or No	Has the assessment data been analyzed? Yes or No	Has the data been used for program improvement?
F-1 Visa student counseling	Students will understand critical elements of living and studying in the USA.	Y	Y	Y
F-1 Visa student immigration advising	Students will demonstrate an understanding of immigration regulations and take responsibility for maintaining their F-1 Visa status.	Y	Y	Y

F-1 Visa student counseling	Students will explain the college's academic regulations.	Y	Y	N
F-1 Visa student counseling	knowledge of student services.	Y	Y	Y

2.1. Please comment on your answers above.

An analysis of the responses to the International Student Survey indicated that more information was necessary to inform students of the consequences of not providing proof of health insurance coverage in a timely manner. The production of an on- line newsletter added to the understanding of their responsibilities in this area. Additional questions to the on - line survey itself have addressed **SLO#1 – Students will understand critical elements of living and studying in the U.S.A.**

SLO #2 – Students will demonstrate an understanding of immigration regulations and take responsibility for maintaining their F-1 Visa status. - Greater than 92% of students who planned to travel outside of the U.S.A., during school breaks or for some other reason, understood the required documentation needed to return to GCC.

SLO #3 – Students will explain the college's academic regulations. - Greater than 84% of students indicated they knew how to find out their priority date for registration and the best time to register for classes.

SLO #4 – Students demonstrate knowledge of student services. – A change to the format of the International Student Orientation has clarified the steps necessary to enroll in a timely manner.

2.2. If available, please provide a ***link**** to any program assessment reports/timelines here. This link could be to your program/department website, eLumen, etc.

www.surveymonkey.com/s.aspx?sm=5AfDhYIW2DLLwbAx79aWuQ3d3d

2.3 Does the evidence from assessments show that students are achieving the desired outcomes?

Yes – In regards to SLO #2 and SLO #3, evidence from assessments shows that students have demonstrated an understanding of immigration regulations and take responsibility for maintaining their F-1 Visa status. They are also aware of the college's academic regulations.

2.4 Briefly summarize any elements of your program/services that have been changed or will be changed as a result of assessments.

The International Student office will continue to update the on-line newsletter, in an effort to inform students of their responsibilities as well as changes to policy and procedures.

Additional questions have been added to the on-line survey to address **SLO#1 – Students will understand critical elements of living and studying in the U.S.A.**

The creation of an exit survey will provide additional data in regards to completion of educational goals and/or plans upon leaving GCC, e.g. optional practical training, transfer to a four year institution, etc.

2.5 Based on the program assessment timeline and/or evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process.

The International Student office has gone through one full cycle of SLO assessment and is currently preparing for the second round of SLO assessment for the 2011-2012 academic year.

3.0. Reflection and Action Plans

3.1 What recent activities, dialogues, discussions, etc. have occurred to promote student service outcomes or improved program/division processes?

Recent activities & meetings have resulted in the following:
Further changes in the format and content of orientation
Creation of an exit interview designed to gather relevant data and statistics
Improvements to the health insurance waiver process & disbursement of information to students
An increased number of activities to accommodate students' requests (e.g. Universal Fright Night)

3.2 Using the weaknesses, trends and assessment outcomes listed on the previous pages as a basis for your comments, please briefly describe your plans and/or modifications for program improvements.

Plans or Modifications	Anticipated Improvements
On – Line Newsletter On – Line Application	Improved communication with students Students will have an i.d.# prior to arriving in the U.S., enabling them to register earlier.
On – Assessment	Students will be able to register while still abroad, ensuring a full time course load required by immigration law.
Modify curriculum, counseling, and programming activities to address the decrease in traditional F-1 Visa student groups at GCC (e.g. Japanese) Health Insurance waiver process	This will serve as a retention and recruitment tool with a potential increase in the number of non-traditional F-1 Visa students coming to GCC (e.g. European) Continue to ensure accurate, streamlined, and rapid distribution of information

Format Rev. 9.19.11