



## INTERNATIONAL STUDENT OFFICE NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

### 1. Program Description/Mission:

The International Student Office (ISO) purpose is to provide services and support for both current and prospective international students. The program coordinates all aspects of recruitment, admissions, orientation, counseling and retention of F-1 visa students. The International Student program maintains communication and compliance with United States Citizens and Information Services (USCIS) and supports the required services required to admit and retain international student to the college with regards to F-1 visa students.

### 2. Key functions/goals of this Department/Program:

The ISC's goal is to promote and support the enrollment and success of F-1 visa students and to enhance the cultural diversity on campus. The ISC provides programs and services for international students to complete their educational objectives successfully at Citrus College.

- Ensure compliance with USCIS federal regulations
- Provide orientation services that include assessment testing, District and F-1 orientation, counseling/advising, and registration.
- Market and promote Citrus College to attract and recruit international students to Citrus
- Provide cultural experiences and opportunities to international students, i.e. student activities and events.
- Assist students with adjusting to their new environment by providing information and special speakers on subjects such as campus safety, local organizations, health insurance, honors society, ESL language lab and Learning Center services.

### 3. Assessment of Outcomes:

| Populate with the existing Unit Outcomes  |   |  |  |
|---|---|--|--|
| <u>Outcome</u>  | <u>Assessment</u>   | <u>Result</u>  | <u>Change</u>  |
| Students who participate in orientation services will understand the college application process, the responsibilities of the F1 Visa, and International Student Center services. | Survey<br>Pre and post-test completed at the fall new student orientation August 13, 2012 (Appendix A). | <p>The students' ratings of their understanding of the 16 questions are very high in the pre-test ranging from 2.35 to 2.71 which is very close to "Very easy" or "Totally understand".</p> <p>In comparison of the means between the pre and post-tests, 9 questions have higher post-test results than the pre-tests (see highlighted questions).</p> <p>5 questions have lower posttest results than the pre-tests.</p> <p>Based on paired-sample t-tests, students' knowledge in "I cannot work outside of the campus" and "Do not let your I-20 expire (program end date)" has significantly improved from pre-test to post-test.</p> | <p>The survey results about the application indicated that a survey could provide more accurate results if given to students closer to the actual time they complete the application. ISC can create a short survey/comment form to include with the application. ISC can also revise the application to be more easily accessible and understandable to prospective students and their parents by changing the format and organization of application sections.</p> <p>The survey results about F-1 responsibilities indicated that a change in the way information is presented may be necessary to increase the effectiveness and retention of information delivered. ISC will revise and update the F-1 orientation, including an update of the PowerPoint presentation to add additional information to assist new students to understand their F-1 responsibilities more fully.</p> <p>The survey results about ISC services indicated adequate understanding of ISC services. ISC will expand new student orientation with additional guests to discuss other student services available on campus to students, including STEM, Student Success, and the Learning Center.</p> |

**4. Recommendations/Next Steps:**

|   | <b>Previous Recommendation</b>  | <b>Progress/ Persons Responsible</b>                       | <b>Status</b>   | <b>Est. completion</b> |
|---|---|--|---|------------------------|
| 1 | Technology needs include a scanner for documents to be used to promote the program                                      | Program supervisor, dean of counseling, TeCS               | Complete<br>Scanning capability with new copier provided when we moved to new Student Service Building.   | Done                   |
| 2 | A laser printer for document printing   | Program supervisor   | Complete<br>Printer installed in supervisor office.   | Done                   |
| 3 | Develop a social networking site for Facebook and Twitter. The site would be used for current and prospective students. | Program supervisor, international student technician       | completed<br>Working with office of external relations regarding set-up and special campus guidelines.  | Done                   |
| 4 | Work with Admissions to develop an online international student application that would be integrated with Banner.       | Program supervisor, dean of admissions, TeCS               | In-process<br>Discussed with Dean of Admissions March, 2011. Further ISC online application discussions postponed till existing Admission Banner projects completed. Will re-visit in future.             | June, 2013             |
| 5 | Develop a tracking system from first contact to enrollment.   | Program supervisor, international student technician, TeCS | In-process<br>Recently contacted TeCS for assistance with this type of tracking system, including equipment, software, and costs.   | June, 2013             |
| 6 | Develop tracking system for program completion as well as a system to track alumni.                                     | Program supervisor, TeCS                                   | In-process<br>Recently Contacted TeCS for assistance with this type of tracking system, including equipment, software, and costs. Currently have in-office excel database for students completing Citrus. | June, 2013             |

|   | <b>New Recommendation</b>   | <b>Progress / Persons Responsible</b>   | <b>Status</b>  | <b>Est. completion</b> |
|---|---|---|--|------------------------|
| 1 | Collaborate with ESL faculty to review ESL offerings to ensure that courses are meeting the needs of international students and that the international student English proficiency requirement for admission into the academic program is | Program supervisor, International Student Advisory Committee, Dean of Language Arts | In-process<br>Supervisor will attend ESL Department meetings during 2012-2013 academic year.<br><br>English Proficiency requirement will be re-evaluated for F-1 student program admission to ESL program or academic program. | June, 2013             |

|   |  |  |   |               |
|---|--|--|---|---------------|
|   | appropriate.<br>CCSP 1.1.2   |  | Supervisor will meet with the Dean of Language Arts about having the appropriate and adequate ESL courses for international students at differing English proficiencies.        |               |
| 2 | Support and assist with the re-activation of the international student club to promote cross cultural awareness and diversity.<br>CCSP 2.3.8 | ISC Staff<br>Language Center Staff<br>ASCC | In-process<br>ISC will support student leadership to re-activate club and assist in club enrollment during club rush and other planned activities and events on and off campus. | October, 2012 |
| 3 | Develop relationships with schools and agencies to recruit F1 Visa students.<br>CCSP 2.1.1   | Program supervisor<br>ISC staff            | In-process<br>The supervisor will work on developing 6 or more new relationships with schools and agencies to promote Citrus College and recruit new international students.    | June, 2013    |

## 5. Resources Requested:

### International Student Office

#### Certificated Personnel (FNIC)

| Position            | Discuss impact on goals / SLOs  | Cost | Priority |
|---------------------|---|------|----------|
| Counseling position | Currently, the ISC has a counselor half-time. The ISC recently lost our full-time Ed. Advisor. Since Citrus would like to maintain our current international student population and add 50 more to that count, it is essential that the ISC maintain programs and services, including adequate and appropriate academic and personal counseling specific to F-1 visa students. A counselor would also assist F-1 visa students to maintain their visa status by complying with federal regulations dealing with unit load, student educational plan, and academic progress. |      | 2,3      |

#### Classified Personnel

| Position                        | Discuss impact on goals / SLOs   | Cost | Priority |
|---------------------------------|--|------|----------|
| International Student Secretary | Although not included in the Spring 2011 Program Review, ISC is requesting a full-time secretary in lieu of the International Student Technician vacancy. Duties for the vacant International Student Technician position have been re-assigned to the existing technician and supervisor. To maintain and add to the international student population, additional staff is required to provide the necessary assistance for recruitment, USCIS reporting, activities, and support services to students. |      | 2        |

|  |   |  |  |
|--|---|--|--|
|  | <p>Based on the Adopted Budget 2011-2012, the international technician vacancy reflected an annual salary of \$38,496 with H&amp;W at \$18,212.</p> <p>Based on the Classified Salary schedule 2012, a secretary has a salary of \$35,748 with H&amp;W at \$18,212.</p> |  |  |
|--|---|--|--|

### Staff Development (Division)

| Item  | Discuss impact on goals / SLOs  | Cost  | Priority |
|---|---|---|----------|
| Attend NAFSA.:<br>Association of<br>International Educators<br>Training | <p>Due to the complex and specialized information pertinent to international students, including government regulations and compliance issues, and the forthcoming implementation of SEVIS II, it is important to attend the NAFSA training.</p> <p>NAFSA training provides the opportunity to stay informed on the latest USCIS (U.S. Citizenship and Immigration Services), immigration and visa regulation updates, the most recent international education research, and learn about new trends in the field.</p> <p>NAFSA training provides opportunity to visit, observe, and collect materials and information from hundreds of institutions, programs, and vendors which would be beneficial to Citrus in marketing, recruitment, and retention of international students.</p> <p>The NAFSA training workshops and sessions develop new professional competencies and skills.</p> <p>NAFSA training provides the opportunity to build and renew strategic relationships with colleagues near and far. Invaluable information is shared and gathered through these face-to-face networking meetings.</p> | <p>\$2,000 per person for National Conference</p> <p>\$1,000 per person for Regional Conference</p> <p>\$380 for Annual NAFSA memberships</p> | 2        |

### Facilities (Facilities)

| Describe repairs or modifications needed | Discuss impact on goals / SLOs | Building / Room | Priority |
|--|--------------------------------|-----------------|----------|
| N/A                                      |                                |                 |          |

### Computers / Software (TeCS)

| Item  | Discuss impact on goals / SLOs  | Cost | Priority |
|---|---|------|----------|
| Software for recruitment and student tracking | More efficient recruiting and alumni tracking for college international student growth and promotion. |      | 2        |

**Equipment**

| Item | Discuss impact on goals / SLOs | Cost | Priority |
|------|--------------------------------|------|----------|
| N/A  |                                |      |          |

**Supplies (Division)**

| Item | Discuss impact on goals / SLOs | Cost | Priority |
|------|--------------------------------|------|----------|
| N/A  |                                |      |          |

## Appendix A (p.1)

## International Student Center – Satisfaction Survey

The International Student Center asks you to tell us how we are meeting your needs and how we can better serve you. If you have any questions or concerns about the survey, please ask any of the Center's staff members.

**Thank you very much for your participation!**

## Application Process

|   | Very Easy<br>(3)         | Easy (2)                 | Not Easy (1)             |
|---|--------------------------|--------------------------|--------------------------|
| 1. Admission checklist page                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Personal/Educational/Visa Information page | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Financial Guarantee of Support page        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Release of Information authorization page  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Health Form page                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## F1 Responsibilities

|   | Totally Understand<br>(3) | Understand<br>(2)        | Do not understand<br>(1) |
|---|---------------------------|--------------------------|--------------------------|
| 6. I have to enroll in 12 units each fall & spring semester   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I have to maintain 2.0 minimum GPA in order to avoid probation   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Must be making progress towards educational goal   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. I cannot work outside of the campus  | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Do not let your I-20 expire (program end date)  | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Do not let your passport expire   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Before traveling out of the country you must bring your I-20 to the international student center for signature. | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |

## International Student Center Services

|   | Totally Understand<br>(3) | Understand<br>(2)        | Do not understand<br>(1) |
|---|---------------------------|--------------------------|--------------------------|
| 13. Mandatory Health Insurance          | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Homestay Assistance                 | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Counseling and Advising Services    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Immigration/SEVIS Advising Services | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |

## Appendix A (p.2)

## International Student Center – Survey Results

A total of 60 international students participated in the survey. The following table presents the pertinent results.

Table 1. Mean Distribution Comparisons of the Pre and Post-test

|  | Pre-test | Post-test | Average score increase from pre to post | P –value (sign.) |
|--|----------|-----------|---|------------------|
| <b>Application Process</b>                   |          |           |   |                  |
| Q1   | 2.43     | 2.40      | -0.03                                   |                  |
| Q2   | 2.37     | 2.37      | 0.00                                    |                  |
| Q3   | 2.35     | 2.34      | -0.01                                   |                  |
| Q4   | 2.38     | 2.38      | 0.00                                    |                  |
| Q5   | 2.35     | 2.41      | 0.06                                    |                  |
| <b>F1 Responsibilities</b>                   |          |           |   |                  |
| Q6   | 2.62     | 2.66      | 0.04                                    |                  |
| Q7   | 2.55     | 2.60      | 0.06                                    |                  |
| Q8   | 2.62     | 2.60      | -0.01                                   |                  |
| Q9   | 2.65     | 2.71      | 0.05*                                   | P=0.041          |
| Q10  | 2.56     | 2.71      | 0.14*                                   | P=0.022          |
| Q11  | 2.65     | 2.67      | 0.02                                    |                  |
| Q12  | 2.67     | 2.67      | -0.01                                   |                  |
| <b>International Student Center Services</b> |          |           |   |                  |
| Q13  | 2.52     | 2.50      | -0.02                                   |                  |
| Q14  | 2.46     | 2.48      | 0.02                                    |                  |
| Q15  | 2.44     | 2.53      | 0.09                                    |                  |
| Q16  | 2.44     | 2.47      | 0.02                                    |                  |