CitrusCollege

INTERNATIONAL STUDENT CENTER
NON-INSTRUCTIONAL
ANNUAL PROGRAM REVIEW and PLAN
2013-2014

Committee Members:		
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1. Program Mission/Description:

Program Mission:
The International Student Center's (ISC) purpose is to provide effective support services for both current and prospective international students.
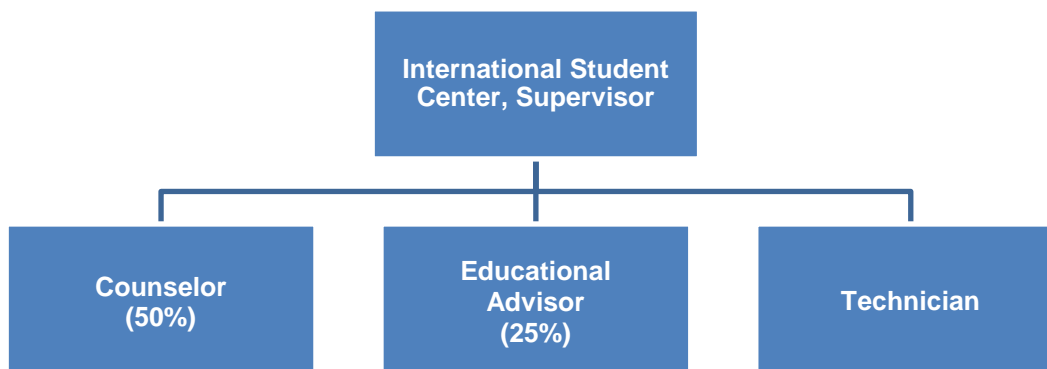
Program Description:
The International Student Center (ISC) maintains communication and compliance with United States Citizens and Information Services (USCIS) and supports the services required to admit and retain international students to the college with regards to F-1 visa students. Additionally, the International Student Center coordinates all aspects of recruitment, admissions, orientation, counseling and retention of F-1 visa students.

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

Key functions/goals include:
- Support the enrollment and success of F-1 visa students
- Ensure compliance with USCIS federal regulations
- One on one counseling or advisement appointments to assist students with their academic goals
- Provide orientation workshops that include assessment testing, F-1 orientation, group advising, registration, etc.
- Market and promote Citrus College to attract and recruit international students
- Provide cultural opportunities to enhance diversity on campus (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

Organization Chart

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          ┌─────────────────────────────┐
          │  International Student       │
          │  Center, Supervisor         │
          └─────────────────────────────┘
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        ┌───────────────┼───────────────┐
        │               │               │
┌───────────────┐ ┌───────────────┐ ┌───────────────┐
│  Counselor    │ │  Educational  │ │  Technician   │
│  (50%)        │ │  Advisor      │ │               │
│               │ │  (25%)        │ │               │
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3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*
Result: *What was the product or consequence of your assessment?*
Change: *What will you do differently as a result of what you learned from the assessment?*

Populate with the existing Unit Outcomes

Outcome	Assessment	Result	Change
1. Students who participate in orientation services will understand the college application process, the responsibilities of the F-1 Visa student, and International Student Center services.	Survey pre and post-test completed at the fall new student orientation August 13, 2013. (See Appendix – A)	The student's ratings of their understanding of the 16 questions in the pretest ranges from 2.10 to 2.31 which is very close to "Easy" or "Understand", while their ratings in the post-test ranges from 2.54 to 2.69 which is close "Very Easy to Totally Understand." In comparison to the means between the pre and post-tests, all of the questions have higher post-test results than the pre-tests (Reference Appendix – A). All of the increases are statistically significant ($P<0.001$) as well.	The ISC made the following changes recommended from the previous survey results on August 13, 2012. • Revised the application • Attempted to follow up with each new student applicant by phone and email. • Revised the F-1 student information seminar presentation with additional information. ISC was satisfied with the significant increase in the survey results reflecting the new student's understanding of the application process, the responsibilities of the F-1 Visa student and the International Student Center services.
2. International students will be provided cultural experiences and opportunities through student activities and events.	During the 2013-2014 year, the ISC will provide students opportunities to attend and participate in activities and events. A student satisfaction survey will be given to students before the end of	The Outcome will be assessed at the end of the 2013-2014 fiscal year.	Changes will be determined after survey results are tallied in the summer 2014.

	each activity and event. Survey data will be tabulated and reviewed.		
3. Provide new international student services that include orientation, assessment testing, counseling, and registration.	All new international student files will have a checklist that will need to be completed before they will be able to begin classes. Checklist will include: • Orientation • Assessment • Counseling • Registration	The Outcome will be assessed at the end of the 2014-2015 fiscal year.	Changes will be determined after results are review in the summer 2015.

4. Recommendations/Next Steps:

	Previous Recommendation and / or Goals	Progress / Persons Responsible	Status	Est. completion
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 appropriate. CCSP 1.1.2	ISC supervisor, Dean Language Arts, English as Second Language (ESL) Faculty	The ISC supervisor attended ESL department meetings during 2012-2013 academic year to discuss the English proficiency requirements. The decision was made to leave the English proficiency requirement at the current status. The ISC supervisor met with the Dean of Language Arts about adding ESL sections for international students at different English proficiencies. As a result, several additional ESL sections were added to accommodate the different levels of English proficiencies, using ESL Accuplacer results. The ISC supervisor and Dean of Language Arts also discussed the addition of other English proficiency tools for admittance to the academic program. These will be further discussed in the 2013-2014 academic year.	Spring 2013

| 2 | Support and assist with the re-activation of the International Student Club to promote cross cultural awareness and diversity. CCSP 2.3.8 | ISC supervisor/staff, Language Center, Associated Students of Citrus College (ASCC) | ISC attempted to re-activate the International Friendship Club by sponsoring the following activities and events:
• BBQ Beach trip
• Citadel Shopping Outlet
• Magic Mountain
• Angel Baseball Game
• Halloween Party
• Thanksgiving Pie Festival
• Movie Nights
• El Capitan Theater
• Musical Theater West
• Graduation Party

Due to limited involvement we were unable to establish a club membership.

The ISC will continue offering activities and events to further promote cross cultural awareness and diversity on campus. | Fall 2012 and Spring 2013 |
| 3 | Develop relationships with schools and agencies to recruit F-1 Visa students. CCSP 2.1.1 | ISC supervisor | The ISC supervisor developed new relationships with schools and agencies to promote Citrus College and recruit new international students. As a result of these new partnerships we have 23 new international students that have enrolled.

New partnerships with:
• KAJU Overseas Education, Korea
• Education USA, Hong Kong
• CSAA, China
• Tony Le, China
• Focus Learning Systems, Japan/China
• PIL Overseas Agency, Indonesia
• Pacific Ocean Company, Vietnam
• World Education Center, Vietnam | Fall 2012 and Spring 2013 |

	New Recommendation	Persons Responsible	Est. completion	Priority
1	Revise the international student application process, including an online application. CCSP 2.1.1 EMP pg. 349	ISC supervisor/staff and Dean of Admissions and Records	June 2014	2
2	Develop new relationships with overseas schools, agencies, and surrounding ESL schools and to further enhance our college diversity and increase our international student population. CCSP 2.1.1 EMP pg. 349	ISC supervisor/staff	April 2014	2
3	ISC will look at new ways to deliver the new international student information seminar, testing, counseling, and registration to accommodate the possible growing numbers of international students. CCSP 1.1.2 EMP pg. 349	ISC supervisor/staff, Dean of Admissions & Records and Testing Center	February 2014	2

5. Resources requested:

International Student Center

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
Full-time Counselor	A full-time counselor will allow the international student to receive adequate counseling and support necessary for their unique and special needs and to provide enough appointments for completing comprehensive Student Education Plans (SEP) required for students to complete degrees for the Student Exchange Visitors Information System (SEVIS) program by the end date, mandated by United States Citizens and Information Services (USCIS).	Total cost: $89,061	2

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
ISC Technician	Approved, fall 2013, hire for vacant position	Total cost $57,485	1
Administrative Clerk I (49%)	This position will allow us the ability for more contact and follow up with potential students and student markets for a greater opportunity for international student growth. A 49% Administrative Clerk I will handle the clerical responsibilities that the International Student Technician is now Performing. This will allow the International Student Technician to attend to the duties and responsibilities that are more appropriate to their job description.	Total cost $17,320	2

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Attend National Association of Foreign Student Advisors (NAFSA) training. The national training is annually in May. The regional training is annually in October.	Due to the complex and specialized information pertinent to international students, including government regulations and compliance issues, and the implementation of SEVIS II, it is important for the International Student Center (ISC) staff to attend the NAFSA training. NAFSA training provides the opportunity to stay informed on the latest USCIS, immigration and visa regulation updates, the most recent international education research, and learn about new trends. 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. The NAFSA training workshops and sessions develop new professional competencies and skills. 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.	National conference is $1,200 per person. Regional conference is $700 per person. Annual membership for NAFSA is $399	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
1. Portable Projector 2. Portable laptop 3. Presentation software	These tools will allow ISC to promote Citrus College, recruit new international students, and retain current students, allowing the ISC to make presentations and workshops both on and off campus. These tools will also be used for the ISC activities and the new student information seminar.	1. $599 2. $1,479 3. $600	2

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
Scanner	Ability to scan multiple documents for student applications and files. Scan larger objects for college promotion projects and other marketing for ISC.	$600	2

Supplies (Division)

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

Appendix – A (Pg.1)

International Student Center
Satisfaction Survey and Results

Survey Questions

The International Student Center (ISC) 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 ISC staff for assistance.

Thank you very much for your participation!

Application Process

	Very Easy (3)	Easy (2)	Not Easy (1)
1. Admission checklist page	❑	❑	❑
2. Personal/Educational/Visa Information page	❑	❑	❑
3. Financial guarantee of support page	❑	❑	❑
4. Release of information authorization page	❑	❑	❑
5. Health form page	❑	❑	❑

F-1 Responsibilities

	Totally Understand (3)	Understand (2)	Do not understand (1)
6. I have to enroll in 12 units each fall & spring semester	❑	❑	❑
7. I have to maintain 2.0 minimum GPA in order to avoid probation	❑	❑	❑
8. I must be making progress towards educational goal	❑	❑	❑
9. I cannot work outside of the campus	❑	❑	❑
10. Do not let your I-20 expire (program end date)	❑	❑	❑
11. Do not let your passport expire	❑	❑	❑
12. Before traveling out of the country you must bring your I-20 to the International Student Center for signature.	❑	❑	❑

International Student Center Services

	Totally Understand (3)	Understand (2)	Do not understand (1)
13. Mandatory health insurance	❑	❑	❑
14. Homestay assistance	❑	❑	❑
15. Counseling and advising services	❑	❑	❑
16. Immigration/SEVIS advising services	❑	❑	❑

Appendix – A (Pg.2)

International Student Center
Satisfaction Survey and Results

Survey Results

On August 13, 2013 the International Student Center Satisfaction Surveys pre and post-tests were distributed. A total of 114 international students participated in the surveys. 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.)
Application Process				
Q1	2.28	2.68	0.40*	P<0.001
Q2	2.17	2.64	0.47*	P<0.001
Q3	2.11	2.65	0.54*	P<0.001
Q4	2.14	2.59	0.46*	P<0.001
Q5	2.10	2.58	0.48*	P<0.001
F-1 Responsibilities				
Q6	2.20	2.68	0.47*	P<0.001
Q7	2.18	2.65	0.47*	P<0.001
Q8	2.19	2.61	0.41*	P<0.001
Q9	2.31	2.69	0.39*	P<0.001
Q10	2.26	2.68	0.41*	P<0.001
Q11	2.31	2.68	0.37*	P<0.001
Q12	2.28	2.67	0.39*	P<0.001
International Student Center Services				
Q13	2.22	2.54	0.32*	P<0.001
Q14	2.18	2.59	0.41*	P<0.001
Q15	2.12	2.62	0.50*	P<0.001
Q16	2.10	2.62	0.53*	P<0.001

The students' ratings of their understanding of the 16 questions in the pre-test ranges from 2.10 to 2.31 which is very close to "Easy" or "Understand", while their ratings in the post-test ranges from 2.54 to 2.69 which is close to "Very Easy" or "Totally Understand". In comparison of the means between the pre and post-tests, all of the questions have higher post-test results than the pre-tests (see the highlights). All of the increases are statistically significant (P<0.001) as well.