



**INTERNATIONAL STUDENT CENTER  
STUDENT SERVICES ANNUAL  
PROGRAM REVIEW 2013-2014  
AND PLAN 2014-2015**

**Committee Members: (Alphabetized by last name)**

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**1. Program Mission/Description:**

**Program Mission:**

The International Student Center (ISC) provides effective support services for both current and prospective international students and enriches the campus community by bringing international students from diverse countries throughout the world.

**Program Description:**

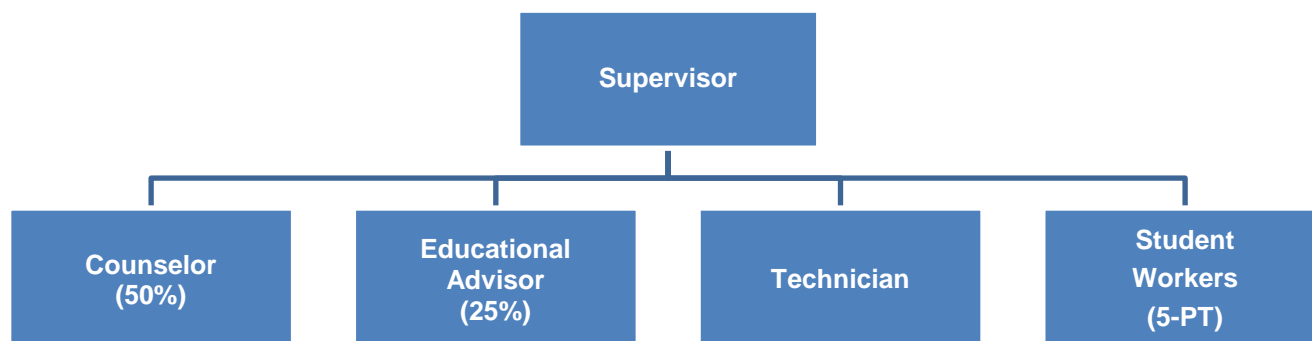
The International Student Center (ISC) maintains communication and compliance with United States Citizens and Information Services (USCIS) and supports the services required to admit and retain international students with F-1 visas. Additionally, the ISC coordinates all aspects of recruitment, admissions, orientation, counseling and retention of international students.

**2. Key Functions/Goals:**

**Key functions/goals include:**

- Support for enrollment and success of F-1 visa students
- Ensure compliance with USCIS federal regulations
- Assist students with their academic goals
- Provide orientation workshops that include assessment testing, F-1 orientation, group advising and registration.
- Market and promote Citrus College to attract and recruit international students
- Provide cultural enrichment opportunities
- Assist students with adjusting to their new environment by providing information on subjects such as campus safety, local organizations, health insurance, honors society, English as a Second Language (ESL) lab and Learning Center services.
- Work with other departments on campus on activities that promote college diversity

## Organization Chart with Vacancies



### 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?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data or document with a survey.

Populate with the existing Unit Outcomes			
Outcome	Assessment	Result	Change
1. International students will successfully meet their educational goal of graduation and/or transfer.	During the 2014-2015 year, the ISC will provide an "exit" survey to measure success, outcomes, and satisfaction.	The outcome will be assessed at the end of the 2014-2015 academic year.	Changes will be determined after the survey results are tallied and reviewed in summer 2015.
2. International students will receive cultural education through participation in student activities and events.	During the 2014-2015 year, the ISC will provide students opportunities to attend and participate in activities and events.  All ISC students will be sent an online survey to ascertain participation, satisfaction, and success.	The outcome will be assessed at the end of the 2014-2015 academic year.	Changes will be determined after survey results are tallied and reviewed in summer 2015.
3. International students will receive academic support that increases transfer and graduation rates.	All ISC students will be monitored for academic progress by measuring participation data using SARS and ISC database. Counseling services and workshops will be provided, including mandatory probation appointments for students below a 2.0 GPA.	The outcome will be assessed at the end of the 2014-2015 academic year.	Changes will be determined after results are review in the summer 2015.

### 4. Recommendations/Next Steps:

Prompt: Provide an outline of the previous recommendations. Insert progress and titles of persons responsible.

Status should be Completed or In Progress. Indicate actual or estimated completion date by month/year.

	Previous Recommendation and / or Goals 2013-2014	Persons Responsible	Status / Progress	Completed
1	Revise the international student application process, including an online application. CCSP 2.1.1 EMP pg. 349	Supervisor, staff and Dean of Admissions and Records	The international student application process was revised with updated information.	Summer 2014

			<p>The process also added the additional steps of new applicants completing “CCCApply” and the purchase of the ISC medical insurance plan.</p> <p>Online application is still in development and may be available spring 2015.</p>	
2	<p>Develop new relationships with overseas schools, agencies, and surrounding ESL schools and to further enhance our college diversity and increase our international student population.</p> <p>CCSP 2.1.1 EMP pg. 349</p>	Supervisor and staff	<p>ISC developed six new relationships with agencies and schools. As a result of these new partnerships we have 28 new international students that have enrolled.</p> <p>New partnerships</p> <ul style="list-style-type: none"> <li>• China Agent- Paul Chen</li> <li>• China Agent-Lie Lin</li> <li>• China Agent-Jin Li</li> <li>• CSAA, China</li> <li>• Tony Le, China</li> <li>• Focus Japan/China</li> </ul>	Spring 2014
3	<p>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.</p> <p>CCSP 1.1.2 EMP pg. 349</p>	Supervisor, staff, Dean of Admissions and Records and Testing Center	<p>Updated Prezi F-1 information seminar presentation.</p> <p>Accuplacer testing was moved to the Testing Center from the ISC.</p> <p>College 101 workshop added.</p> <p>Group Workshops added for ESL students to complete their abbreviated SEP.</p>	Summer 2014

#### 4.a New Recommendations:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals for this year, using the following format.

Example: **CCSP 2.3.2**  
**EFMP pg. 361**

	<b>New Recommendation and / or Goals 2014-2015</b>	<b>Persons Responsible</b>	<b>Estimated Completion</b>	<b>Budget Priority</b>
1 <sup>st</sup>	<p>Use technology to improve the recruitment and application process.</p> <ul style="list-style-type: none"> <li>• Online application</li> <li>• Presentation equipment</li> <li>• Scanner - Scan I-20s into Xtender</li> <li>• Skype sessions</li> </ul> <p>CCSP 2.1.1 EMP pg. 348</p>	Supervisor, staff and TeCServices	June 2015	2

2 <sup>nd</sup>	Develop and maintain relationships with overseas schools, agencies, and surrounding ESL schools to further enhance our college diversity, as well as, maintain and increase our international student population. CCSP 2.1.1, 3.2 EMP pg. 348	Supervisor and staff	June 2015	2
3 <sup>rd</sup>	Increase staffing resources so the ISC may serve a greater number of students and expand the number of services to assist students to complete their educational programs successfully. CCSP 1.1.3, 2.2.3, 2.3.8 EMP pg. 348	Supervisor	June 2015	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
	Completed	In Progress	Not yet begun
<b>International Student Center</b>			
EFMP – 1 Collaborate with ESL faculty to review ESL offerings to ensure that courses are meeting the needs of international students.	X		
EFMP – 2 Review and validate ESL Accuplacer placement instruments to determine the accuracy of placement for international students.		X	
EFMP – 3 Collaborate with the Counseling faculty to customize a COUN 160 Strategies for College Success section to meet the unique needs of international students.	X		
EFMP – 4 Monitor emerging markets to recruit international students.	X		

## 5. Resources Requested:

Prompt: All requests should be linked to recommendations in section 4.a (please refer to the example below). Attach additional pages as needed for complete description / discussion.

### International Student Center

#### Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
2-Adjunct Counselors (second language fluency preferred)	<p>Goal: Provide international students the required counseling and support necessary to meet the needs specific to this special population.</p> <p>Impact: Adjunct counselors will provide state mandated services, federal SEVIS monitoring, and provide academic support assisting international students to graduate and transfer successfully.</p> <p>(Annual cost calculated @ \$45.80 per hour x 17.50 hours per week x 50 weeks per year = \$44,744 per adjunct)</p>	<p>Salary \$40,075 Benefits \$4,669 Health -0- Total: \$44,744 each x 2</p> <p>Annual cost for two positions: \$89,488</p>	2

**Classified Personnel**

<b>Position</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Administrative Clerk II – 49%	<p>Goal: Administrative Clerk II will handle travel, purchasing, and other clerical duties.</p> <p>Impact: This position will allow the International Student Center the ability to provide additional one on one contact and follow up with potential international students.</p>	Salary \$15,409 Benefits \$3,242 Health -0- <hr/> Total: \$18,651	2

**Staff Development (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Attend National Association of Foreign Student Advisors (NAFSA) trainings, both the national conference and the regional training.	<p>Goal: Due to the complex and specialized information pertinent to international students, including government regulations, compliance issues, and the implementation of SEVIS II, it is important for the International Student Center (ISC) staff to attend the NAFSA training.</p> <p>Impact: 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 in recruitment and retention.</p>	\$1,200 per person for National Conference  \$700 per person for Regional training  \$399 for annual NAFSA Membership	2

**Facilities (Facilities)**

<b>Describe repairs or modifications needed</b>	<b>Discuss impact on goals / SLOs</b>	<b>Building / Room</b>	<b>Priority</b>
N/A			

**Computers / Software (TeCS)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Media software	Presentation and media software will allow ISC to create new and improved presentations for recruitment, college promotion, and training.	\$1000	2

**Equipment**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Scanner	Ability to scan multiple documents for student applications and files. Scan larger objects for college promotion projects and other marketing for ISC.	\$700	2
ISC Lounge Projector	Update current projector with projector for daytime use allowing the ISC to make presentations, workshops and offer daytime media events. These tools will also be used for other ISC activities and the new student orientation week.	\$3,800	2

**Supplies (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			

