INTERNATIONAL STUDENT CENTER
STUDENT SERVICES ANNUAL
PROGRAM REVIEW 2014-2015
AND PLAN 2015-2016

Committee Members:

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1. Program Mission/Description:

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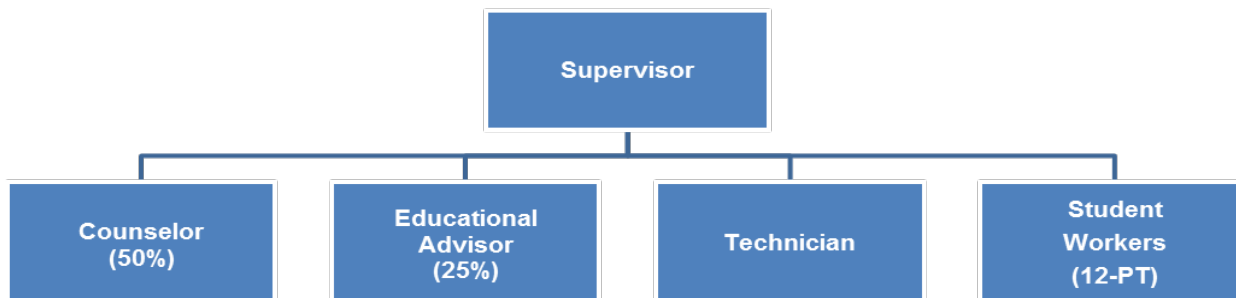
Program Description:
The International Student Center (ISC) maintains communication and compliance with United States Citizens and Information Services (USCIS) and supports the services required to admit and retain international students with F-1 visas. Additionally, the ISC coordinates all aspects of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

2. Key Functions/Goals:

- Support 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

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                        │  Supervisor  │
                        └──────┬───────┘
        ┌──────────────┬───────┴───────┬──────────────┐
┌───────────┐  ┌──────────────┐  ┌────────────┐  ┌──────────────┐
│ Counselor │  │ Educational  │  │ Technician │  │   Student    │
│   (50%)   │  │  Advisor     │  │            │  │   Workers    │
│           │  │   (25%)      │  │            │  │   (12-PT)    │
└───────────┘  └──────────────┘  └────────────┘  └──────────────┘
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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?*

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 and/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 provided an "Exit Survey" to measure success, outcomes, and student satisfaction.	2014-2015 was the first academic year that the ISC evaluated this Student Learning Outcome (SLO). Forty three (43) students that exited the program in the 2014-2015 academic year completed the ISC Exit Survey. The results were mostly positive and will help the ISC assess different programs and services such as international student orientation, program events and activities. Survey results show that in all but one service, (housing assistance), respondents gave more than 50% satisfactory marking. The ISC team will work on strengthening all services, especially working on providing additional housing assistance (Appendix A).	The only service that did not meet our satisfaction goal was "Housing Assistance." In an effort to address this issue the ISC reached out and met with new local homestay companies. As a result, the ISC has developed a "Housing Binder" that is kept at the front desk in the ISC as a resource for students.
2	International students will receive cultural education through participation in student activities	During the 2014-2015 year, the ISC provided students with opportunities to attend and participate in activities and events,	Eighty four (84) students completed the ISC Event Survey. The results show that the ISC is providing many	The ISC will develop events and activities that are more specifically unique to United States (US) culture, that students might not have access to in their own

and events.	both on and off campus. All ISC students were sent an online ISC Event Survey to ascertain participation, satisfaction, and success.	diverse and interesting events and activities that a majority of students are interested in attending. Eighty seven percent (87%) of respondents who attended an event indicated that they learned something about a culture that is different from their own (Appendix B).	countries. The ISC will use survey results to plan events for the 2015-2016 academic year.
3	International students will receive academic support that increases transfer and graduation rates.	All ISC students were monitored for academic progress by measuring participation data using report information from the SARS Software Product (SARS) scheduling program and the ISC database. In addition, counseling services and student success workshops were provided, including probation appointments for students below a 2.0 Grade Point Average (GPA).	The ISC monitored international students on probation status and sent out probation emails requesting the student meet with a counselor to assess the student's academic difficulty. 104 probation emails were sent in July, 2015. There were 29 probation appointments. The number of probation students decreased from 104 to 34 probation students from fall 2014 to spring 2015.	The ISC is pleased with the 58% decrease in probation students from the beginning of the fall2014 to the beginning of the spring 2015 semester. Upon review of the data, it was noted that not all probation students were assigned in SARS as probation students when they scheduled appointments with a counselor. Students often do not state they are on probation, or may not even be aware of their academic status. The ISC will have counselor check the academic status of the student appointments to accurately report students identified as "Probation" in SARS to reflect a more accurate report. The ISC will offer "Student Success" workshops directed for identified probation students.

4. Previous Recommendations/Goals:

	Previous Recommendation/ Goals 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	Use technology to improve the recruitment and application process. a. Online application b. Presentation equipment c. Scan I-20s into Xtender d. Skype sessions CCSP 2.1.1 EFMP pg. 348	ISC Supervisor, Technician, and staff	a. Online application was released by CCCApply. Current application was made writable online to download and email. b. Presentation equipment and projector ordered and received on campus. c. Scanner ordered and received. Pending	a. June 2016 b. June 2015 c. In progress d. In progress

			installation and training to scan I-20s into Xtender. d. Skype sessions-not done.	
2	Develop and maintain relationships with overseas schools, agencies, and surrounding English as a Second Language (ESL) schools to further enhance our college diversity, as well as, maintain and increase our international student population. CCSP 2.1.1, 3.2 EFMP pg. 348	ISC Supervisor, Technician, and staff	Citrus College made presentations to the NIC International College of Japan at the Tokyo and Osaka campuses. As a result of this outreach effort, 30 new international students enrolled during 2014-2015. The ISC continued the development of partnerships in China by visiting four (4) new international high schools and developed a strategy to add an additional four (4) schools to the visit in 2016-2017 academic year. New PowerPoint's were created for recruitment for the specific Chinese and Japan markets. The ISC participated at recruitment events with ESL, La Verne.	May 2015
3	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, and 2.3.8 EFMP pg. 348	ISC Supervisor and the Dean of Admissions and Records	No additional money was allocated to hire additional staff to help handle the increase in international students.	In progress

5. New Recommendations/Goals:

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, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendation/ Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1st	Convert ISC Office into a paperless office through the use of Extender, Access, and other software/technology. CCSP 1.2.1, 3.1.2, 5.1.1, 5.1.3, and 5.1.4	ISC Supervisor, Dean of Admissions and Records, and staff	June 2016	2
2nd	Increase ISC awareness on campus and community. CCSP 6.1.2, 6.1.3, and 6.2.1	ISC Supervisor, Technician, and staff	June 2016	3
3rd	Provide services for students to improve their conversation and listening skills. CCSP 1.1.3, 2.1.1, and 2.2.4; EFMP pg. 348	ISC Supervisor, Technician, and staff	June 2016	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
International Student Center	**Completed**	**In Progress**	**Not yet begun**
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		

6. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page below to complete the Link to Planning column.

International Student Center

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
2-Adjunct Counselors (16 hours/week)	Goal: Provide international students the required counseling and support necessary to meet the needs specific to this special population. Note: Second language fluency preferred. Impact: Adjunct counselors will provide state mandated services, federal SEVIS monitoring, and provide academic support assisting international students to graduate and transfer successfully. New recommendation Goal 3; SLO 1, 2, 3	Salary $38,362 Benefits $5,420 Health $-0- Total: $43,782 ea. X 2=$87,564	2	CCSP 1.1.3, 2.2.3, and 2.3.8; EFMP pg. 348

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Administrative Clerk II – 49%	Goal: Administrative Clerk II will assist in processing new applications, updating the International Student Center (ISC) database, event/travel requests, Banner requisitions, and other clerical duties. Impact: This position will allow the International Student Center the ability to continue to increase enrollment and still continue to provide services necessary for current and potential international students. New recommendation Goals 1, 2; and SLO 1, 2	Salary $14,200 Benefits $3,044 Health $-0- Total: $17,244	2	CCSP 2.2.3, 2.3.8, and 3.1.6; EFMP pg. 348

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Attend National Association of Foreign Student Advisors (NAFSA) trainings, both the national conference and the regional training.	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. Impact: NAFSA training provides the opportunity to stay informed on the latest United States Citizens and Information Services (USCIS) immigration and visa regulation updates, current international education research, and learn about new trends in recruitment and retention. New recommendation #N/A	$2,600 per person for the National Conference $1,900 per person for Regional Conference. $399 for annual NAFSA Membership	2	CCSP 1.2.2; EFMP pg. 348

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Replace current sink with larger/deeper utility sink in storage room Student Services Building (SS-159)	Goal: to have a functional sink to utilize for ISC activities and events. Impact: Would allow better functionality of storage room for student activities, events, and daily duties. New recommendation #3, #4	$2,000	3	CCSP 4.1.1 and 4.2.3; EFMP pg. 348

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Adobe Elements Bundle	Goal: Create marketing and promotional photos and videos. Impact; Creative, professional photos and videos will enhance ISC advertising and benefit recruitment for tuition revenue and student diversity. New recommendation Goal 2	$70	3	CCSP 2,1,1 and 6.1.2,
Microsoft Surface Tablets	Goal: Tablets will be utilized for mobile recruitment presentations, ISC orientations, and a media controller for tablet enabled activities. Impact: Tablet will allow easy, portable access to promotional and informational data for recruitment and ISC workshops and activities. New recommendation Goal 1	$1,400	3	CCSP 1.2.1, 2.1.1, 3.1.2, and 5.1.1

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				