INTERNATIONAL STUDENT CENTER
STUDENT SERVICES ANNUAL
PROGRAM REVIEW 2015-2016
AND PLAN 2016-2017

Committee Members:

Stephen J. Avalos	Dominic Jacquet	Kimberly Johnson
Coe Lamoureux	Mary Mincer	Gerald Sequeira

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 while enriching the campus community by bringing students from countries around the world.
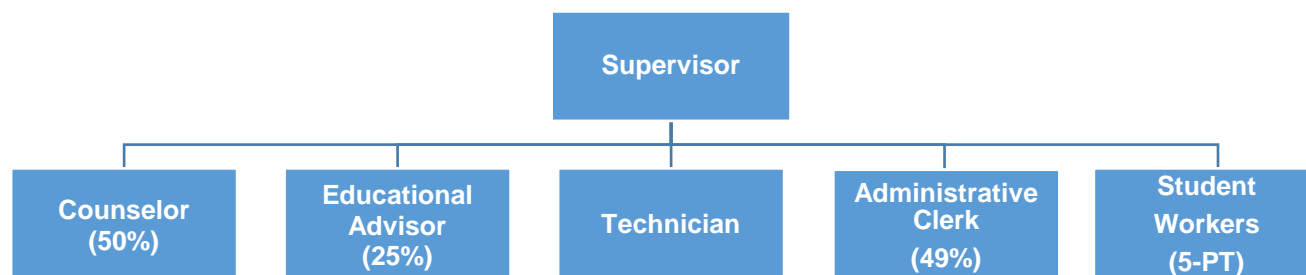
Program Description:
The International Student Center (ISC) maintains communication and compliance with United States Citizens and Information Services (USCIS) and supports the services required to admit and retain international students with F-1 visas. Additionally, the ISC coordinates all aspects of recruitment, admissions, orientation, counseling, and retention of international students.

2. Key Functions/Goals:

- 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.
- Coordinate counseling and advising of international students
- Ensure compliance with USCIS federal regulations
- Market and promote Citrus College to attract and recruit international students
- Provide cultural enrichment opportunities
- Provide new international student orientation workshops that include assessment testing, F-1 orientation, group advising, and registration
- Provide registration assistance
- Work with other departments on activities that promote college diversity, course offerings, and registration assistance

Organization Chart

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                        │  Supervisor  │
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   ┌───────────┬───────────────┼───────────────┬───────────┐
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│Counselor│ │Educational│ │ Technician │ │Administrative│ │ Student  │
│ (50%)  │ │ Advisor  │ │            │ │    Clerk     │ │ Workers  │
│        │ │  (25%)   │ │            │ │    (49%)     │ │ (5-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 develop an increased awareness of American Culture through participation in student activities and events.	Using the results of the 2015-2016 Event Survey, the ISC conducted a focus group to further evaluate student activities and determine how to increase student participation. The focus group included students, faculty, staff, and administrators.	Focus group results helped determine how to most effectively offer and promote events and activities sponsored by the ISC. Discussion topics included specific events and dates/times likely to encourage participation.	Utilizing the survey and the focus group, the ISC changed the events offered and took into consideration time and day preferences expressed by students. New events included Chinese New Year Celebration and Huntington Library and Botanical Garden.
2	Students participating in the new student orientation will understand policies and procedures.	Conduct a survey at the conclusion of the new student orientation that assesses students' understanding of policies and procedures and reinforces key rules that international students must abide by when enrolled at Citrus College.	Survey was conducted at the conclusion of summer new international student orientation. Seventy-seven (77) responses were submitted. Unfortunately 43% of respondents did not accurately identify the services not provided by ISC and approximately one quarter got questions wrong regarding holds, refund, and sexual assault.	ISC will revamp the orientation process. Instead of offering a single session, ISC will explore offering multiple sessions at various times starting a month before the start of the semester. The smaller sessions should improve understanding. A copy of the presentation will be given to each student so that they can follow along and make written notes.
3	International students will successfully meet their educational goal of graduation and/or transfer.	Measure outcome through a combination of data on program completion and transfer and a survey of students that exited the program.	Evaluate survey in July 2017	

4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by **month/year**.

	Previous Recommendation/ Goals 2015-2016	Person(s) Responsible	Status/ Progress	Completed
1	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, 5.1.4	Supervisor, staff, and Dean of Admissions and Records	In Progress – Equipment installation completed. Waiting for software installation from TeCS.	Expect software installation in September 2016
2	Increase ISC awareness on campus and community CCSP 6.1.2, 6.1.3, 6.2.1	Supervisor, Technician, and staff	Completed – Attended ESL department meetings. ISC had a presence at Citrus College events such as Club Rush. ISC invited Citrus College faculty and staff to an Information Seminar for new students.	April 2016
3	Provide services for students to improve their conversation and listening skills CCSP 1.1.3, 2.1.1, 2.2.4; EFMP pg. 348	Supervisor, Technician, and staff	Completed – Students participated in ISC events to improve their conversation and listening skills such as Pie and Protocol, ESL Movie Event, and Success Workshops.	April 2016

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), CCSP Annual Implementation Plan (AIP) item, and/or the Educational Facilities Master Plan (EFMP) goal, using the following format.
Examples: CCSP 5.3, AIP 5.1.2, and/or EFMP pg. 361

	New Recommendation/ Goals 2016-2017	Person(s) Responsible	Estimated Completion	Budget Priority
1st	Continue the conversion of ISC into a paperless office through the use of Xtender, new computers, office reconfiguration, integration of new Customer Relation Management (CRM) software, and launch of online CCCApply application for international students. CCSP 1.2, 2.2, 2.4, 5.1; AIP 2.4.2, 5.1.3	ISC Supervisor, ISC staff, Dean of Admissions and Records, TeCS	May 2017	1
2nd	Increase international student advancement through success workshops, cultural events, and enrichment activities CCSP 5.2, 5.4, and 5.5; AIP 5.2.1 and 5.5.2	ISC Supervisor and ISC staff	June 2017	2
3rd	Develop a "Peer Mentor" program for new international students CCSP 1.3 and 5.4; AIP 5.2.1 and 5.5.2; EFMP pg. 348	ISC Supervisor, ISC staff and Honor programs	August 2016	3

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 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
N/A				

Classified Personnel

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

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 Cost includes price for: National Conference, Regional Conference, and Institutional Membership	Goal: Due to the complex and specialized information pertinent to international students, including government regulations, compliance issues, and latest updates on federal reporting requirements, 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, retention, and student success. New recommendation #2 & 3	$2,600 per person for the National Conference $1,900 per person for Regional Conference $399 for annual NAFSA Institutional Membership	2	CCSP 3.3; 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
Reconfigure front desk work area	Goal: Reconfigure front desk work area to accommodate new 49% employee. Impact: Adding a desk return would allow administrative clerk the ability to spread her work over two desks. Expand space so that there is sufficient room to accommodate student workers and 49% staff. Currently she only has one four foot desk that is primarily occupied by a computer. A second desk would increase the employee's productivity and make it easier for her to serve students. Copier needs to be moved to a different location to accommodate new position. New recommendation #1 & 2	$3,000	2	CCSP 6.3; EFMP pg. 348
Install new electrical outlet for main ISC printer (Ricoh)	Goal: Improve safety through moving electrical cable Impact: Currently the printer plug is located in the middle of the floor, which creates a safety hazard. Copier needs to be moved to a different location to accommodate new position. New recommendation #1	$500	1	CCSP 6.3; EFMP pg. 348

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Student Record Management System "Terra Dotta"	Goal: Obtain a CRM software tool to improve the functionality of managing, processing, and updating student data, as well as corresponding with students, running compliance reports, and batch submitting data to SEVIS. Impact: A CRM software tool would free up valuable time for the ISC to better communicate with students and provide more services. A CRM would also allow applicants to see without asking the ISC what they still need to do to complete their application. A CRM would also allow current students to check their status as an F-1 international student. The CRM will make it easier for students to submit required documents and information and help the office by assisting in recruitment of students, improving communications with students, reducing the number of paper files, and submitting batch updates to SEVIS. The CRM would also improve SEVIS compliance through report features. Improved content management allows the ISC to serve additional students. New recommendation #1	$20,000	1	CCSP 5.1

Photo/Video editing and organizing software	Goal: Improve marketing through promotional photos and videos. Impact: Creative, professional photos and video software will enhance ISC advertising and benefit recruitment for tuition revenue and student diversity. New recommendation #2	$300	3	CCSP 2.2
Replace 6 desktop computers	Goal: Replace the 4 ISC Lounge student computers and the 2 ISC work station computers. Impact: New desktops will provide a more productive and efficient work environment for students and staff. TeC Services recommends replacement of these computers as they are obsolete and TeCS is unable to update them to the District's current Windows operating system. New recommendation #1	$7,000	2	CCSP 5.1

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Sony RX10 III Digital Media Camera with high quality photo and video producing capabilities.	Goal: Produce high quality Videos and photos to promote student success and completion and showcase ISC programs, services, and events. Impact: Having high quality videos and photos will enhance Citrus College international student recruitment and will be able to promote ISC programs and services that can advance student success. Photos will enhance the ISC web page and recruitment presentations, increasing tuition revenue and student diversity. Videos and photos will be utilized to capture and share the positive international student experience at Citrus College. New recommendation # 2	$1,600	3	CCSP 2.4

Supplies (Division)

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