

## **DEPARTMENT OR PROGRAM: International Student Services 2011-2012**

1. **BRIEF DESCRIPTION OF PROGRAM:** The International Student Program (ISP) at College of San Mateo provides specific services to international (F-1 visa) students from over 38 countries seeking Associate degrees and/or seeking transfer programs. Students served include prospective, current and former students, as well as concurrently enrolled students and recent immigrants. The International Student Program provides and performs a multitude of administrative tasks; admissions; issuance of SEVIS documents and record keeping; and visa advisement and petitions processing. It also provides personal, social and academic support services within a welcoming and comfortable environment with sensitivity to the international/multicultural dimensions of the student population.
2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

### **Programs and Services for International Students**

- A total of 105 new and returning international students attended CSM during the fall 2011 semester; three of the 107 students are on Optional Practical Training but are still serviced and tracked through SEVIS.
- A total of 124 international students are attending spring 2012 semester, one is on Optional Practical Training and still serviced and tracked through SEVIS. Both semesters reflect a increase in students compared with data from the 2010 academic year.
- Spring 2011: 46 international students applied for admission and 14 enrolled.
- Fall 2011: 67 international students applied for admission (20% increase) and 30 enrolled (18 % increase) for the fall 2011 semester.
- Spring 2012: 57 international students applied (18% uncrease) and 27 enrolled (59% increase) for the spring 2012 semester.
- Each week approximately 10 walk-in, 25 telephone, and 30-45 e-mails inquiries are received from prospective international students and their families.
- Advising and service to International continuing students on an average of 6 to 12 per day.
- Each week approximately 5 walk-in, 5 telephone, and 10 e-mails inquiries regarding immigration status advising to non- international prospective students.
- Between July 2011 and March 2012 an estimated 181 international (F-1 Visa) students

- met with Martin Bednarek for advising/counseling appointments.
- International Student Orientation programs including placement testing and advising were held in July, 2011 for the fall 2011 semester and December, 2011 for the spring 2012 semester.
  - Additional events held for international students to increase contact between and among students and staff included: “Welcome back meeting combined with Pay Ahead on October 19, 2011. This was a well-attended meeting and successful in orientating the International students regarding the new process of Pay Ahead. Jennifer Hughes, VP Student Services did the presentation.

### **Marketing, Outreach and Promotional Activities:**

- International California State Colleges and California Universities Fair 2/2012
  - Updated website: <http://collegeofsanmateo.edu/international> 02/2012
  - Updated revised electronic District international student application on CSM International website 3/1/2012.
  - Vice Chancellor, Jing Luan initiated and developed an international education district website to market the three colleges to Chinese speaking regions in Asia.
  - Secured an agreement with American Academy of English to “grandfather” English Student Language (ESL) students from China to College of San Mateo International Student program. This has increased Chinese international student enrollment semester by 5 to 10 students each semester. Additional agreements with local ESL schools has also increased international student enrollment.
  - SMCCD International Student Advisors Meetings: 1/2011, 2/2012, 3/2012, 4 (planned).
  - Online and paper application continues to be utilized given necessary tracking of important information.
3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

### **2011/2012 Goals:**

1. Hire an International Director for outreach, advising and coordinate events. On track
2. To enhance CSM’s online presence with maintenance of the electronic application and an updated CSM International Student Program web site. Update and revision of the CSM international student website was completed in spring 2012. On track.
3. Continue to offer an expansive orientation for new international students.
4. Academic Educational focus workshop was introduced targeting international student in the spring 2012 semester to increase knowledge and retention and is planned for fall 2012 in addition to the two orientation programs. On track.
5. To create a strategic plan to recruit international students that includes targeted marketing materials and appropriate travel. A district-wide international student website in February/March 2011 was developed by Vice Chancellor Jing Luan and International Coordinators. Vice Chancellor Jing Luan is working with College of San Mateo to increase international student enrollment through outreach to our Chinese students and has been expanded to other countries.
6. A CSM International Education Committee was created which includes the Vice Presidents of Instruction and Student, International Service Coordinator and English

instructors to provide oversight for our International Program. On track.

7. Continue NAFSA membership a valuable source of information and liaison between Homeland Security and SEVP (Student and Exchange Visitor Program). On track.
  8. Principal Designated School Official (PDSO) successfully completed SEVP Certification of Training on-line course program. Designated School Official (DSO) SEVP Training Certification completed.
4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).
1. Continue and maintain a designated academic counselor trained to counsel International Student students.
  2. Identify and certify an additional Designated School Official (DSO) for Homeland Security/SEVIS (Student Exchange Visitors System) reporting.
  3. Hire an International Director specializing in outreach, activities and advisor for our international student program.
5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

Increasing the number of International transfer students to partner universities by marketing our Transfer Pathway Program and issuing conditional admission letters to new students.

Anticipated revision and conversion proposed for 2012 of SEVIS I (Student Exchange Visitors System) Homeland Security rules and regulations to SEVIS II. Homeland security has advised to be prepared to have intensive workshops to learn new regulations and reporting requirements as well as institution business plans and procedures discussions to implement the new SEVIS II program. Begin to prepare and receive U.S. Immigration and Customs Federal Agents by attending a NAFSA Webinar Series beginning March 22, 2012.

**6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:**

- a. Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

**SLO #1:** F-1 students at CSM will be apprised of and be knowledgeable of the SEVIS/immigration regulations for maintaining their F-1 Status.

- Mandatory “F-1 Visa Update” meetings will continue to be scheduled each semester. Additional events and activities (parties, mandatory meetings, etc.)

**Assessment of SLO**

A pre and post test will be administered to new students determine understanding of SEVIS/immigration regulations for retaining F-1 compliance status at each mandatory orientation beginning fall 2012 and spring 2013 semesters.

**SLO#2:** New F-1 Students at CSM will be appraised and knowledgeable of the

Educational counseling and course selection workshop.

- Mandatory attendance to F-1 Student Focus Educational Focus workshop to be scheduled each semester after the Orientation.

**Assessment of SLO**

Students scheduling counseling appointments and reports of maintaining a 2.0 GPA or higher.

Assessment of SLO for mandatory F-1 Immigration meeting for fall 2011 semester, no students out of 105 students was terminated in SEVIS for being out of status.

**7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS**

*(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)*

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.\* specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

\*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

<b>Full-Time Faculty Positions Requested (if applicable)</b>	<b>Expected Outcomes if Granted and Expected Impact if Not Granted</b>	<b>If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.</b>
Input text here.	Input text here.	Input text here.

<b>Classified Positions Requested</b>	<b>Expected Outcomes if Granted and Expected Impact if Not Granted</b>	<b>If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.</b>
<p>One (2) international student to be hired for a maximum of 20 hours per week each semester.</p> <p>Director of International Student Program.</p>	<ul style="list-style-type: none"> <li>• Increase in international student applications: Student assistant will assist with additional outreach activities and daily office duties</li> <li>• Director will increase in new international student enrollment and ordinate student activities Increase in international student retention: Current students will feel they have a</li> </ul>	<p>International students have unique issues and barriers in acclimating and connecting with the CSM campus. Language issues and feeling isolated from family and friends adversely affects students' academic performance and their desire to stay in the U.S. and at CSM. Orientations, meetings, parties, newsletters, etc. provide a variety of methods for students to connect with other international students, as well as domestic students, faculty, staff and administrators. An international</p>

	knowledgeable peer in the International Student Center; The student assistant will be able to initiate and assist with international student orientation and other student activities.	Director will provide invaluable support in these expanded endeavors.
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- b. For instructional resources or program resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
<b>Item:</b> Input text here. <b>Number:</b> Input text here. <b>Vendor:</b> Input text here. <b>Unit price:</b> Input text here. <b>Total Cost:</b> Input text here. <b>Status*:</b> Input text here.	Input text here.	Input text here.

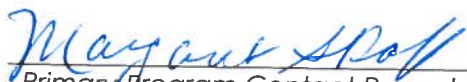
\*Status = New, Upgrade, Replacement, Maintenance or Repair.

## 8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation:

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person: Maggie Skaff  
Phone and email address: 650-574-6525 skaff@smccd.edu  
Full-time faculty: Martin Bednarek  
Part-time faculty:  
Administrators: Henry B. Villareal, Ed.D.  
Classified staff: Maggie Skaff  
Students:



Primary Program Contact Person's Signature

4-2-2012

Date

Full-time Faculty's Signature

Date

Classified Staff Person's Signature

Date

Henry B. Villanar

Dean's Signature

4/2/12

Date