

STUDENT SERVICES PROGRAM REVIEW

Annual Program Review Form: Academic Year 2007-2008

Each year, no later than June 30, Student Services Staff analyze the state of their program. The Program Review analysis includes the following information and should not be more than 3-4 pages. Programs may include additional data and information in support of the annual review—as an attachment only.

Date: July 28, 2008

Student services unit: International Student Services

**Student services unit staff: Martin Bednarek, Advisor and Coordinator
Maggie Skaff, Program Services Coordinator**

Program review prepared by: Martin Bednarek & Maggie Skaff

A. Summary description of your unit's program and services (one paragraph):

The International Student Program (ISP) provides targeted services for international (F-1 Visa) students at College of San Mateo. Students served include prospective, current and former students, as well as concurrently enrolled students and recent immigrants. In 2007/2008 international students from more than 50 countries enrolled at CSM in pursuit of Associate's degrees and/or seeking to transfer to four-year institutions. The International Student Center staff provided academic, personal, social and student visa support services in a welcoming and comfortable environment. International students were advised about major requirements, meeting educational goals, maintaining F-1 visa status and vital policies and procedures via one-on-one appointments, group orientations, meetings and workshops.

- Pre-admission advising
- Foreign credential (unofficial) evaluation and interpretation
- SEVIS advising, admittance, registration, transfer and miscellaneous reporting
- Orientation to academic, immigration and college policies and procedures
- Academic, career and personal counseling
- Computer for student access for Web SMART, exploring majors and transfer destinations
- Assistance with cultural and social adjustment
- Referral to CSM student services including:
 - Health Center, Scholarship Office, Transfer Center, CSM Connects, Student Activities, Career Development and Psychological Services
- Referral to off-campus financial, legal and other services

B. Number of students served/types of services provided:

A total of 97 new and returning international students attended CSM during the fall 2007 semester and 103 international students attended spring 2008.

58 international students applied for admission and 30 enrolled for the fall 2007 semester. 52 applied with 26 enrolling in spring 2008.

Approximately 3-6 walk-in, 5 - 10 telephone and 20-30 e-mails are received each day from prospective international students and their families inquiring about College of San Mateo.

Between August 1, 2007 and June 2, 2008 advising/counseling appointments were scheduled with

Martin Bednarek and attended by 394 international (F-1 Visa) students. An additional 210 advising/counseling appointments were scheduled and attended by other CSM students (general counseling) during the same period.

International Student Orientation programs (including placement testing and advising) were held in July, 2007 for the fall 2007 semester and January, 2008 for the spring 2008 semester.

C. Significant unit accomplishments in 2007-2008:

Marketing, Outreach and Promotional Activities:

- College fairs at Intrax English Language School in San Francisco: 9/2007 and 3/2008
- Presentations at American Academy of English in San Francisco: 10/2007, 2/2008 and 4/2008
- Negotiations with American Academy of English to offer their highest level ESL classes on the CSM campus and initiate a cross-enrollment program: Spring 2008 – several meetings
- Presentations at Eurocentres Silicon Valley: Fall 2007
- Online electronic brochure hosted by ISA-Media: “Live” in 8/2007
- Creation of an “International Student Postcard”
- Online International Application for Admission: Fall, 2007

Programs and Services for International Students:

- Comprehensive Orientation for new students prior to the fall, 2008 and spring, 2008 semesters
- Welcome/Welcome Back party for international students 9/2007 and 2/2008
- Mandatory F-1 visa meetings for all international students 10/2007 and 4/2008
- Planning meetings for the International Student Center to be located in the new Building 10N
- SMCCD International Student Advisors Meetings: 10/2007, 11/2007, 2/2008, 4/2008
- “International Salad Bowl” an in-service style workshop about issues affecting international students – sponsored by the CSM Diversity in Action Group: 4/2008
- International Student Satisfaction Survey distributed 5/2008

D. Where appropriate, delineate the relationship of significant unit accomplishments in 2007-2008 to current 2006 – 2007 Student Services Planning Document:

Goal 1: Programs & Services Action Steps

#1, #3, International students were surveyed in late spring of 2008 regarding their satisfaction with the services provided in the International Student Center.

#2, DIAG sponsored workshop about international student issues.

#9, Online application for international students

Goal 2: Enrollment Management Action Steps

#1, Outreach activities including college fairs and English language school visits.

#2, International student orientations, welcome parties and meetings.

#5, Several CSM international students were photographed and profiled for inclusion in the E-Brochure and printed marketing publications.

Goal 3: Diversity

#2, Approximately 97 – 103 international students from 50 countries attended CSM 07/08.

#3, “Salad Bowl” International Workshop participation with Diversity in Action Group.

Goal 4: Assessment

#1, International Student Center’s SLO submitted for assessment website spring, 2008.

#5, Additional international student contact provided with mandatory meetings and advising appts.

Goal 6: Institutional Planning and Resources

#3, As a result of 06/07 survey results mandatory F-1 visa update meetings are scheduled each semester, advising appointments are mandatory each semester and evening counseling hours were added to Martin Bednarek's general counseling schedule.

Goal 7: Facilities

#1, Planning meetings for the International Student Center in the new Building 10N.

E. Summarize the results of the annual student survey for your unit AND identify the implications for the future delivery of your unit's services:

110 Satisfaction Surveys were distributed to international students in May of 2008. 5% (6 surveys) were completed and returned. 100% strongly agree or agree with the following statements:

- The International Student Center is a warm and welcoming place.
- The center is open and staff is available when students require services.
- The academic advisor is able to offer appropriate and accurate advice about exploring and meeting a variety of educational goals.
- The staff is able to provide accurate information about F-1 visa rules and regulations.
- 100% seek advice from the International Student Center staff about their educational plans and maintaining their F-1 visa status.
- 100% stated they regularly use the computer provided for students in the International Student Center.
- 100% stated they regularly use CSM student services including the Health Center, Transfer Resources and Psychological Services.
- 95% stated their Student Educational Plan (SEP) was current.

F. Summarize the findings of your unit's assessment of Student Learning Outcomes AND identify the implications for the future delivery of your unit's services.

SLO #1: F-1 students at CSM will know the SEVIS/immigration regulations for maintaining their F-1 Status.

- No student violated the F-1 Visa rules and regulations and "fell out of status" during the 2007/2008 academic year. Mandatory "F-1 Visa Update" meetings will continue to be scheduled each semester.

SLO #2: F-1 students at CSM will utilize academic advising services provided in the International Student Center.

- The international students surveyed were satisfied with the availability, accuracy and appropriateness of the academic advising they received in the International Student Center. Attendance at academic advising trainings and workshops will continue. Office and advising hours including evening appointments will continue to be monitored.

G. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:

100% of the students who completed the survey stated that the International Student Center is a warm, welcoming and inclusive environment. Both Maggie Skaff and Martin Bednarek are active members in CSM's Diversity in Action Group. Martin Bednarek co-advises the GSA club.

H. Anticipated goals for 2008-2009 based on the findings of your 2007-2008 Program Review:

- To increase current outreach efforts with regional English language schools.
- To enhance CSM's online presence with maintenance of the electronic brochure and an updated CSM International Student Program web site.
- Continue to offer an expansive orientation for new international students
- To create a strategic plan to recruit international students that includes targeted marketing materials and appropriate travel.
- To establish cross-enrollment programs with English language schools, as well as Four-year transfer schools.

I. Identify your unit's needs and recommendations for 2008-2009:

Professional development opportunities to stay abreast of current international education trends and practices: NAFSA membership and conference attendance, Bay Area Pier Group for International Educators membership and workshop attendance.

J. Notable individual accomplishments and Professional Development Activities

- NAFSA National Conference attendance (Maggie Skaff): May, 2007
- Maggie Skaff served as the point-person for creation of the ISA Media electronic brochures for SMCCCD, Canada, CSM and Skyline.
- NAFSA Region XII Conference Local Arrangements Committee participation (Martin Bednarek): 11/2007
- Martin Bednarek was invited to write an article about the California community college system and the San Mateo Community College District for the "i-studentadvisor.com" website that featured 2 CSM international students and the international student programs at the 3 colleges in the district.

K. Provide a brief two or three sentence description of your unit's key accomplishments for use in the "2007-2008 Student Services Key Accomplishments" publication.

The International Student Program (ISP) provided targeted services for 103 international students from 50 countries. The International Student Center staff provided academic, personal, social and student visa support services in a welcoming and comfortable environment. Online services for international students were enhanced to include an online admission application and an electronic brochure.