

**DEPARTMENT OR PROGRAM: International Student Services 2009-2010**

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 40 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 99 new and returning international students attended CSM during the fall 2009 semester; four of the 99 students are on Optional Practical Training but are still serviced and tracked through SEVIS.
- A total of 103 international students are attending spring 2010 semester, one is on Optional Practical Training and still serviced and tracked through SEVIS. Both semesters reflect a slight decrease in students compared with data from the 2008 academic year.
- **Fall 2009:** 53 international students applied for admission (a 25% decrease) and 26 enrolled (slight decrease).
- **Spring 2010:** 57 international students applied (no increase) and 23 enrolled (slight decrease).
- Approximately 5 walk-in, 15 telephone, and 60-70 e-mails inquiries are received each week from prospective international students and their families.
- Advising and service an average of 6 to 8 continuing students per day.
- Between July 2009 and March 2009 an estimated 250 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, 2009 for the fall 2009 semester and December, 2009 for the spring 2010 semester.
- Additional events held for international students to increase contact between and among students and staff included: “Welcome Parties” in September, 2009 and February, 2010 and “End of Semester” planned for May 2010.
- Fall, 2009 and spring, 2010 “International Student Newsletter” created and distributed to convey important information and provide an additional method to increase contact with students.

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

- Presentations at Language Pacifica, 4/2009 and 4/2010 (planned).
  - Updated website: <http://collegeofsanmateo.edu/international> in January, 2010.
  - Updated revised electronic international student application which reflects dates through fall 2011.
  - Vice Chancellor, Jing Luan contracted with East West Education (EWE) to market our three colleges to Chinese speaking regions in Asia reaching 150 million Chinese.
  - 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 will increase Chinese international student enrollment each semester by 5 to 10 students each semester.
  - SMCCD International Student Advisors Meetings: 2/2009, 3/2009, 10/2009, 11/2009, 1/2010, 4/2010 (planned).
  - Online 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.

#### **2010/2011 Goals:**

1. To maintain outreach efforts with regional English language schools by mailings and e-mails and limited visits.
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 2010. On track.**
3. Continue to offer an expansive orientation for new international students. **Several events targeting international student to increase acclimation and retention were held in 2009/2010 in addition to the two orientation programs. On track.**
4. To create a strategic plan to recruit international students that includes targeted marketing materials and appropriate travel. **A district-wide plan created in 2006 was revised and presented to Vice Chancellor Jing Luan in December, 2008. The “Drip Café” referral program was initiated based on survey data that indicated “word of mouth” from friends and family is the primary reason international students apply and enroll at CSM. Vice Chancellor Jing Luan is working with College of San Mateo to increase international student enrollment through outreach to our Chinese students.**
5. To establish cross-enrollment programs with English language schools, as well as Four-year transfer schools. **Twelve American Academy of English students have been admitted to CSM to enroll in fall 2010 classes. On track.**

6. Continue NAFSA membership a valuable source of information and liaison between Homeland Security and SEVP (Student and Exchange Visitor Program).
7. Principal Designated School Official (PDSO) successfully completed SEVP Certification of Training on-line course program. Designated School Official (DSO) SEVP Training Certification to be 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 an academic counselor trained to counsel International Student students.
  2. Identify and certify and additional Designated School Official (DSO) for Homeland Security/SEVIS (Student Exchange Visitors System) reporting.
5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

The global recession has made it increasingly difficult for international students to fund their education in the U.S. We anticipate fewer students will transfer to a 4-year university, yet more will be applying for an associate's degree to ensure they have a U.S. degree should they need to return to their country sooner than anticipated. Economic difficulty world-wide may lead to a decrease in the number of applications for 2010/2011.

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.

**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, newsletter, etc.)

**Assessment of SLO**

A pre and post test will be administered to determine understanding of SEVIS/immigration regulations for retaining F-1 compliance 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.

Full-Time Faculty Positions Requested (if applicable)	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.
Input text here.	Input text here.	Input text here.

Classified Positions 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.
One (1) international student to be hired for a maximum of 20 hours per week each semester.	<ul style="list-style-type: none"> <li>• Increase in international student applications: Student assistant will assist with additional outreach activities.</li> <li>• Increase in new international student enrollment: Student assistant will assist with the onerous and confusing application process from a student's perspective.</li> <li>• Increase in international student retention: Current students will feel they have a 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.</li> </ul>	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 student assistant will provide invaluable support in these expanded endeavors.

- 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:

<i>Primary Program Contact Person's Signature</i>	<i>Date</i>
<i>Full-time Faculty's Signature</i>	<i>Date</i>
<i>Part-time Faculty's Signature</i>	<i>Date</i>
<i>Administrator's Signature</i>	<i>Date</i>
<i>Classified Staff Person's Signature</i>	<i>Date</i>
<i>Student's Signature</i>	<i>Date</i>
<i>Dean's Signature</i>	<i>Date</i>