

1. Assessment Plan - Four Column



PIE - Student Services: International Students: Support Services Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: The International Student Program (ISP) at Mt. San Antonio College is dedicated to the belief that engaging with other communities, cultures, and experiences broadens the mind and enables a deeper sense of self. The International Student Program offers programming that will contribute to their academic, personal, and social success. Further, development in these areas will enhance students':

- 1) transition to the United States;
- 2) English language skills;
- 3) leadership skills;
- 4) diversity and global consciousness; and
- 5) professional development.

Following the Strategic Plan, beginning February of 2017, the International Student Program (ISP) has made a concerted effort to bolster its student programming, as well as support staff in an effort to ensure student success and retention. This has meant the creation of new programming such as Summer Institute, Global Pals, Explorer Series, Brown Bag Workshops, Conversation Circles, Campus Events, Global Cafe, and Writing Assistant Tutoring. In addition, ISP hired a full time Administrative Assistant Specialist II and Program Specialist to its team in 2017/18. ISP also developed an online supplemental application in conjunction with OpenCCC, which launched in fall 2018. This coincided with updates to our student web site which allowed for an easier interface between the user and school. ISP is currently identifying ways to identify new revenue streams and increase student enrollment. ISP identified a master agent and is currently seeking to identify additional master agents in order to recruit students overseas to our program. ISP has begun issuing letters of conditional acceptance to those students that have completed level 109 at ELS, and is seeking to identify additional partner language schools.

External Conditions, Trends, or Impacts (Student Services): National Enrollment Trends: According to IIE there has been a 2.7% decrease in an enrollment of first-time international students in U.S. colleges and universities. This marks two years of declines in new enrollments of international students at U.S. colleges and universities. The ICE data shows a 2% year to year decline in the total number of international students from the leading sending county, China, and a 1.2% decline in the number from the second-leading sending country, India. The number from the No. 3 country, S. Korea fell by 7.6%. The number of students from Saudi Arabia continued to fall by 17.1 percent, largely attributable to reductions in the Saudi govt. scholarship program.

CA Enrollment Trends: New enrollment declined by 2.8% in 2016-17.

Number may decline further since the UC system limited its international and out of state students for the first time and raised tuition by 2.5% this year.

Why the slowdown:

Canada, Germany, and the U.K., are recruiting students more aggressively.

Tuition increases

Visa Delays

Reduction in scholarship money

Trump's travel ban and negative rhetoric.

Political Uncertainty

Changes to H1-B visa regulations

Social factor fears

Student Diversity: More than 200 countries send students to the U.S., a record high.

China was the top country of origin in California and nationally.

Number of students coming from Saudi Arabia and Brazil declined. Attributed to cutbacks in government scholarship programs.

Biggest increases came from Nepal, India, Bangladesh and Nigeria

Internal Conditions, Trends, or Impacts (Student Services): F-1 students are not currently eligible for priority registration. This limits their ability to obtain 12 units of credit which is needed to maintain status while a foreign students. This inability for students to have priority registration means that new arrival F-1 students are required to physical report to campus and attend orientation up to 30 days prior to their program start date. This early entry date means less time for students to obtain an F-1 visa.

Critical Decisions Made by Unit: Development of an online application

Increase in Student Programming: The ISP launched Global Cafe, Brown Bag Workshops, Summer Institute, Global Pals, and Explorer Series.

Approval of Agent Contract

Participation in overseas recruitment

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Collaborations with the following departments have been made in an effort to curb plagiarism, in enhance the students ability to acclimate and succeed in the U.S. education system. The International Student Program provides services to students in the International Student Center.

Writing Center: Qualified tutors work with students writing for any class offered across the campus and who are at any stage of the writing process. Assisting students to better understand an assignment, brainstorm ideas, generate a thesis, conduct research, organize ideas, revise a draft, improve grammar, and properly cite sources.

Library Assistant: In house librarian assists students develop research topics. Receive assistance with MLA and APA styles. In addition to tips and techniques for researching.

Conversation Circles: provides space for F-1 students to use English in a variety of situations to discuss topics of interest with students.

Summer Institute: Summer Institute program aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. This program provided academic development and intellectual growth by contextualizing learning and linking it to local realities and related global events, and by exposing students to academic content not available on the home campus.

Summer Institute Reconnect: Opportunity to reconnect with those students that participated in the Summer Institute Program, following up on how the lessons learned from the program helped them to succeed academically, socially, and personally this past fall semester.

Workshops: ISP began developing a Brown Bag Workshop series aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. Workshops focus on one of five pillars: 1) Transition to the U.S. 2) English Lang skills. 3) Leadership Skills. 4) Diversity and Global Consciousness. 5) Professional Development.

Additionally, the ISP Student Assistants assisted with the implementation, planning, and facilitation of Brown Bag Workshops. Student Assistants created a supportive community of students, thereby, breaking cultural barriers, by promoting friendships through open communication, and fun group events. Program learning outcomes are properly defined in terms of the knowledge, skills, and abilities that a student has attained at the end (or as a result) of his or her engagement in a particular set of higher education experiences as a result of attending Brown Bag Workshops. These workshops aimed to help F-1 students with their transition to the U.S., English Development, Leadership Development, Diversity & Global Consciousness, and Professional Development.

Notable Achievements for Theme B: To Support Student Access and Success: Global Café: Infusing international students on campus facilitates intercultural learning by allowing time for structured encounters with local students and customs in a variety of contexts. By inserting F-1 student experiences in Global Café with various cultural perspectives better prepares domestic students to be more receptive to global perspectives.

Program learning outcomes are properly defined in terms of the knowledge, skills, and abilities that a student has attained at the end (or as a result) of his or her engagement in a particular set of higher education experiences as a result of attending Global Café.

The International Student Program identified the following Program Learning Outcome as they relate to F-1 students.

Global Pals: Global Pals program aimed at fostering intercultural friendship formation between F-1 and domestic students while studying at Mt. SAC. Global Pals was held from April 6 – June 15, 2018. This program provided a unique opportunity for students to engage in a cross-cultural experience, by domestic and international students together with similar interests getting paired together. Global Pals got to learn about each other’s’ culture, while participating in social happenings throughout Southern California. In addition, students got to create friendships with students from all over the world.

Campus Events: Campus events are designed to enhance the student experience. The International Students Program provides opportunities for international students to get involved on campus and with the campus community. Programs include – Peace Carnival & Student Welcome. International Education Week. Lunar New Year. Recognition Ceremony.

Summer Institute: Summer Institute program aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. This program provided academic development and intellectual growth by contextualizing learning and linking it to local realities and related global events, and by exposing students to academic content not available on the home campus.

Explorer Series: This program allowed space for students to engage with fellow F-1 students they wouldn’t have met otherwise. Students had the opportunity to interact with other communities in and around Los Angeles. Students also gained skills that enhance their self-efficacy.

Additionally, the ISP Student Assistants assisted with the implementation, planning, and facilitation of Explorer Series. Student Assistants created a supportive community of students, thereby, breaking cultural barriers, by promoting friendships through open communication, and fun group events.

Program learning outcomes are properly defined in terms of the knowledge, skills, and abilities that a student has attained at the end (or as a result) of his or her engagement in a particular set of higher education experiences as a result of attending Explorer Series.

The International Student Program identified the following Program Learning Outcomes as they relate to F-1 students.

PLO 4: Students will demonstrate an enhanced understanding of culture specific learning through programming.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: The International Student Center hired a Program Specialist II and an Administrative Specialist II to assist with the International Student Programs expansion of services for its student population.

Contributors to the Report: Darren Grosch

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Agent Intake System - Development of an agent contract, processing
Request - No Funding Requested -

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<p>systems, and support documents that will help grow the F-1 student population</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 03/27/2018</p>	<p>Marketing materials.</p> <p>Describe Plans & Activities Supported (Justification of Need):</p> <p>Using student staff to assist manage social media platforms such as WeChat and Instagram. Print materials needed for the promotional of the international student program at Mt. SAC. Mt. SAC promotional items needed for advertising for admissions.</p> <p>Lead: Darren Grosch</p> <p>What would success look like and how would you measure it?: Increase number of Master Agents under contract with Mt. SAC. with a goal increasing from our current one Master Agent (ELS) to a total four.</p> <p>Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: Yes</p> <p>Related Documents:</p> <p>Recruitment Services Agreement MOU.doc</p>	
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<p>Summer Pathway Programming -</p> <p>Development of a Summer Pathway program hosted by a third party provider to generate revenue for the international student program while raising the profile of Mt. SAC and the program</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19, 2019-20</p> <p>Goal Entered: 04/03/2018</p>	<p>Report directly on Goal</p> <p>A total of 4 classrooms and 1 administrative building are needed to allow ELS to operate a summer pathway program during the</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 50</p> <p>Board approved ELS Educational Services to host the Summer Pathway (SP) program in the summer of 2019. However, do to a lack of available housing, ELS has postponed the SP program. SP will be re proposed to occur Summer 2020. (04/11/2019)</p>
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summer months.
Describe Plans & Activities Supported (Justification of Need):
 New revenue stream for the International Student Program. Promotion of the international student program at Mt. SAC.
Lead: Darren Grosch. William Eastham
What would success look like and how would you measure it?:
 Implementation of a Summer Pathway Program on the Mt. SAC campus.
Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.
Planning Unit Priority: High

<p>IELTS Testing Center - Allow IELTS testing to take place at the Mt. SAC campus thereby generating revenue for continuing education programs, and raising the profile of the International Student Program at Mt. SAC. Status: Active Goal Year(s): 2017-18, 2018-19, 2019-20 Goal Entered: 04/09/2018</p>	<p>Space needed to provide IELTS testing in Community Education. Lead: Paulo Madrigal. Darren Grosch What would success look like and how would you measure it?: Approval of our IELTS testing application. This would allow us to offer IELTS testing services to individuals in the area. Type of Request: INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500. Planning Unit Priority: Medium</p>	
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<p>ISC Relocation - To obtain approval to move the International Student Center to a larger location. Status: Active Goal Year(s): 2017-18, 2018-19 Goal Entered: 05/22/2017</p>	<p>Request - No Funding Requested - Furniture for use in new building. Describe Plans & Activities Supported (Justification of Need): Furnishing the new space with ergonomic desks, chairs, and tables What would success look like and how would you measure it?: Moving into a new space that is fully furnished with updated and ergonomic equipment. Type of Request: NON INSTRUCTIONAL EQUIPMENT: Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes. Planning Unit Priority: High</p>	
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<p>Conditional Admission Agreements - Increase the number of conditional admits we accept from intensive English language programs. Status: Active Goal Year(s): 2017-18, 2018-19, 2019-20, 2020-21 Goal Entered: 03/12/2018</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - Marketing materials. What would success look like and how would you measure it?: Increasing our current number of Conditional Admission Agreements from three to five. Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information,</p>	<p>Reporting Year: 2018-19 % Completed: 75 Currently, we have added agreements with ELS language schools through their UCAN agreement which provides Mt. SAC access to over 15 ELS programs globally. Upon completion of Level 109 or 112 ELS students can successfully transfer to Mt. SAC. (06/18/2019)</p>
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communication and social media.
Planning Unit Priority: High
Documentation Attached?: Yes
Related Documents:
[UCAN agreement ELS and MT.](#)
[SAC.docx](#)

<p>ISP Program Evaluations - Continued evaluation of the programs provided by the International Student Program which include: Brown Bag Workshops Explorer Series Global Cafe Global Pals International Education Week On Campus Summer Institute</p> <p>Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 05/01/2018</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 100</p> <p>Brown Bag Workshops: Brown Bag Workshop series aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. Workshops focus on one of five pillars: 1) Transition to the U.S. 2) English Lang skills. 3) Leadership Skills. 4) Diversity and Global Consciousness. 5) Professional Development. 122 students participated in Brown Bag Workshops during the dates of September 2018 – May 14 2019.</p> <p>Explorer Series: Aimed at fostering intercultural friendship formations between F-1 students while studying at Mt. SAC. 174 F-1 students, 8 Bridge students, 9 REACH students, 10 Art Club students, and 12 EOPS students participated in Explorer Series during the dates of September 2018 – December 2019.</p> <p>Global Café: Aimed at infusing international students on campus to facilitate intercultural learning by allowing time for structured encounters with local students and customs in a variety of contexts. 632 students & staff participated in Global Cafés during the dates of September 2018 – May 2019. Students had the opportunity to participate in as many as four events. Of the 632 participants, 189 participated in the Japanese Global Café, 94 participated in the Swahili Global Café, 203 participated in the Lao Global Café, and 146 participated in the Indonesian Global Café.</p> <p>Global Pals: Aimed at fostering intercultural friendship formation between F-1 and domestic students while studying at Mt. SAC. 40 F-1 students and 40 domestic students participated in Global Pals during the dates of</p>
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	<p>Report directly on Goal</p>	<p>September 29 – December 1, 2018 and March 30 – May 18 2019.</p> <p>International Education Week: Aimed at celebrating the benefits of international education and exchange worldwide. This joint initiative of the U.S. Department of State and the U.S. Department of Education is part of our efforts to promote programs that prepare Americans for a global environment and attract future leaders from abroad to study, learn, and exchange experiences. 308 students, staff, and faculty participated in International Education Week during the dates of November 13 – November 16, 2018. Students had the opportunity to participate in as many as four events. Of the 308 participants, 232 participated in the International Education Fair. 58 students participated in Friendsgiving. 18 students participated in the Explorer Series field trip.</p> <p>On Campus Events: Aimed to enhance the student experience and provide opportunities for international students to get involved on campus. 71 students participated in the Welcome Carnival on September 20, 2018. 14 student clubs participated in this event. Students had the opportunity to meet ISP staff, fellow F1 students, and student club officers. 309 students and staff participated in the Lunar New Year Celebration. 30 students participated in the Soccer Game. 55 students participated in the Recognition Ceremony.</p> <p>Summer Institute & Global Leaders (GLs): Aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. GLs served as cross-cultural group leaders during Summer Institute and, continue to support new international students throughout the academic year. 36 F-1 students participated in Summer Institute during the dates of July 23 – Aug 8, 2018. Students had the opportunity to participate in as many as three sessions. Each session was four days long. Of the 36 Summer Institute participants, 31% were from China. 14% were from Indonesia. 3% were from S. Korea. 8% were from</p>

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	<p>Report directly on Goal</p> <p>Request - No Funding Requested - Logic Models to support survey development of ISP programs. What would success look like and how would you measure it?: enhancement of current ISP evaluation tools. Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking). Planning Unit Priority: Medium Documentation Attached?: Yes Related Documents: Explorer Series Report_2018-2019.docx Global Cafe_2018-2019.docx Global Pals Report_2018-2019.docx International Education Week_2018.docx On Campus Events 2018-2019.docx Summer Institute Report_2018.docx</p>	<p>Vietnam. 8% were from Cambodia. 8% were from Japan. 6% were from Myanmar. 3% were from Philippines. 3% were from Taiwan. 3% were from France. 3% were from Macau. 3% were from Canada. 3% were from Chile. 3% were from New Zealand. And 3 % were from Mauritius. Of the four Global Leaders that participated in Summer Institute, 1 was from China, once was from Mexico, one was from the Philippines, and one was from Vietnam. (06/18/2019)</p>
<p>ESL Language School - To identify and onboard a third party ELS Language School to operate on the campus of Mt. SAC. Status: Active Goal Year(s): 2018-19, 2019-20,</p>	<p>Request - No Funding Requested - Six classroom spaces. Two administrative offices. Describe Plans & Activities Supported (Justification of Need): By on boarding a third party ESL</p>	

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<p>2020-21 Goal Entered: 06/17/2019</p>	<p>School that can offer language services to F-1 students it would... A) Generate Revenue for the International Student Program B) Increase our international student population through transfers upon completion of an ESL program. Lead: Darren Grosch What would success look like and how would you measure it?: A contractual agreement with a third party ESL program that would operate on the campus of Mt. SAC, thereby, generating revenue for the international student program Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. Planning Unit Priority: High</p>	
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<p>F-1 Student Outreach and Recruitment - To increase the number of overseas and local recruitment trips in an effort to boost international student enrollment. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 06/17/2019</p>	<p>Request - No Funding Requested - A position dedicated to the recruitment of international students both overseas and domestically. Approval to attend international recruitment fairs and domestic visits to our partner schools and local recruitment events. Describe Plans & Activities Supported (Justification of Need): The ISP would like to commit to participating in a minimum of four overseas recruitment events a year. In addition to ongoing visits to local high schools, community events, domestic recruitment fairs, and visits to our partner institutions during the</p>	
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Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

academic year. To accomplish this, a dedicated position focused on recruitment is needed.

Lead: Darren Grosch

What would success look like and how would you measure it?: The

hiring of a full-time position dedicated to the recruitment of f-1 students and approval to attend overseas and domestic recruitment events.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High