

1. Assessment Plan - Four Column



PIE - Student Services: International Students: Support Services Unit

Where We Are: Analysis and Summary

2017-18

Contact Person: Darren Grosch

Email/Extension: dgrosch@mtsac.edu/5908

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 has hired a full time Administrative Assistant Specialist II and Program Specialist to its team. ISP is also currently developing an online supplemental application in conjunction with OpenCCC, scheduled to launch in fall 2018. This will coincide with updates to our student web site and will allow for an easier interface between the user and school. ISP is currently developing new revenue streams as well with an effort to launch a Summer Pathway program in cooperation with ELS Language Schools as well as an increase in student enrollment. ISP has developed an agent contract in order to recruit students overseas to our program. Additionally, we will be issuing letters of conditional acceptance to those students that have completed level 109 at ELS.

External Conditions, Trends, or Impacts (Student Services): National Enrollment Trends: 3% decrease in an enrollment of first-time international students in U.S. colleges and universities. The 3% decline in international student enrollment in California and nationally was the first drop IIE has recorded in the 12 years such data has been collected. Survey of 500 colleges report a 7% drop in enrollment of new foreign students this fall – mostly at less selective campuses. 157,000 international students enrolled into a college or university in California in 2016-17. This makes up 16% of more than 1 million international students in the U.S. during that time period.

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 fears of crime.

Political Uncertainty

Changes to H1-B visa regulations

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

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 ides, revise a draft, improve grammar, and properly cite sconces.

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>
-------------------	-------------------------	---

F-1 Student Online Application -
Development of an online supplemental application that links to the CCCApply general application. Application will be able to upload

IT assistance to develop APEX application, and integration into CCCApply and Banner
Describe Plans & Activities Supported: Online application to be

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

<p>documents needed to create an I-20 and admit student into the college. Status: Active Goal Year(s): 2018-19 Goal Entered: 05/24/2018</p>	<p>tested May 30 Portal and Online Application to be tested June 15 Further testing to continue through July Launch Date - August 1st 2018 Lead: Darren Grosch Type of Request: IT Support Planning Unit Priority: High What would success look like and how would you measure it?: Completion and implementation of application no later than Fall.</p>	
---	--	--

<p>Agent Intake System - Development of an agent contract, processing systems, and support documents that will help grow the F-1 student population Status: Active Goal Year(s): 2017-18 Goal Entered: 03/27/2018</p>	<p>No Funding Requested - Approval of contract Lead: Darren Grosch Planning Unit Priority: High Documentation Attached?: Yes</p>	
--	---	--

<p>Summer Pathway Programming - 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 Status: Active Goal Year(s): 2017-18 Goal Entered: 04/03/2018</p>	<p>A total of 4 classrooms and 1 administrative building are needed to allow ELS to operate a summer pathway program during the summer months. Lead: Darren Grosch. William Eastham Type of Request: Facilities Planning Unit Priority: High</p>	
--	--	--

<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.</p>		
--	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

SAC.
Status: Active
Goal Year(s): 2017-18
Goal Entered: 04/09/2018

ISC Relocation - To obtain approval to move the International Student Center to a larger location.
Status: Active
Goal Year(s): 2017-18
Goal Entered: 05/22/2017

Approval of Conditional Admits - Increase the number of conditional admits we accept from intensive English language programs.
Status: Active
Goal Year(s): 2017-18
Goal Entered: 03/12/2018

Summer Institute - Implementation of Summer Institute
Status: Archive
Goal Year(s): 2017-18
Goal Entered: 03/01/2017

<p>Logic Model - Development of streamlined survey process to evaluate services provided by the International Student Program. Status: Active Goal Year(s): 2018-19 Goal Entered: 05/01/2018</p>	<p>Logic Models to support survey development of ISP programs. Type of Request: Research Support Planning Unit Priority: Medium Documentation Attached?: Yes</p>
---	--

Global Pals - Implementation of Global Pals programming that provides cross cultural experiences by pairing domestic and international students with similar interest.
Status: Active
Goal Year(s): 2017-18

Unit Goals

Resources Needed

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

Goal Entered: 02/01/2018

Marketing Materials - Development of International Student print marketing materials that promote the new online admissions process, summer institute programming, social media, and ISC programs

Print Materials in foreign languages.

Planning Unit Priority: Medium

Status: Active

Goal Year(s): 2017-18

Goal Entered: 06/05/2017

Administrative Specialist II - To hire a full-time Administrative Specialist to assist with budget, logistics, and assistance with oversight of student workers.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 05/07/2018

Date Goal Archived/Inactivated:
05/07/2018

Program Specialist II - Hire a full time Program Specialist II

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 02/28/2018

Date Goal Archived/Inactivated:
05/28/2018

Conversation Circles - Reshape and restructure Conversation Circles to attract more F-1 Students and develop stronger facilitator roles.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 05/22/2018

Date Goal Archived/Inactivated:
07/02/2018

Unit Goals

Resources Needed

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

Explorer Series - To restructure our off campus program making it more educational, fun, and informational. All programs are student centered focused and aim to enhance student efficacy through cross culture interactions with outside student groups.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 05/22/2018

Date Goal Archived/Inactivated:
05/22/2018

Brown Bag Worksops - To restructure our campus workshops by developing pillars that focus on Leadership, Professional Development, Global Consciousness, English Enhancement, and Social Skills. All programs are student centered focused and aim to enhance student efficacy through cross culture interactions with outside student groups.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 05/22/2018

Date Goal Archived/Inactivated:
05/22/2018

Global Cafe - Development of a Global Cafe highlighting various cultures across campus through interactive workshops and food.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 05/22/2018

Date Goal Archived/Inactivated:
05/22/2018

Writing Assistant - To provide

Unit Goals**Resources Needed****Where We Make an Impact: Closing the Loop on Goals and Plans**

students with qualified tutors that can assist students with writing for any class course offered across the campus and who are at any stage of the writing process.

Status: Active

Goal Year(s): 2018-19

Goal Entered: 05/22/2018

Student Health Insurance - Create internal and external process and policies allowing automatic student enrollment into health insurance. Develop billing system that appears on to student account, payment process to insurance provider. Develop comprehensive web site allowing students access for printing off their insurance cards.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 08/01/2017

Date Goal Archived/Inactivated:
07/02/2018

Trak Dat - Create Session Reasons in Trak Dat for the purpose of tracking reasons why students visit the international student center. As well as creating a tracking system allowing student workers to clock in and out.

Status: Archive

Goal Year(s): 2017-18

Goal Entered: 09/05/2017

Date Goal Archived/Inactivated:
07/02/2018