

2011-12 SSPBT Annual Program Review Update

GENERAL INFORMATION

PROGRAM NAME: (Double-click in the green box to enter information)

International Student Programs

NAME: Name of person or persons that completed this APRU form.

Marilyn Cheung

I. PROGRAM DESCRIPTION

A. What are the primary support purposes of this program? (Choose (x) all that apply)

<input checked="" type="checkbox"/> Basic Skills	<input checked="" type="checkbox"/> Access	<input type="checkbox"/> Learning Resources
<input type="checkbox"/> Degree	<input checked="" type="checkbox"/> Success	<input checked="" type="checkbox"/> Academic Services
<input checked="" type="checkbox"/> Transfer	<input checked="" type="checkbox"/> Retention	<input checked="" type="checkbox"/> Personal Enrichment
<input type="checkbox"/> Career/Technical	<input checked="" type="checkbox"/> Persistence	<input type="checkbox"/> Student Cohort
<input type="checkbox"/> Other	(Explain)	

B. What is the **Mission Statement** for this program?

International Student Programs (ISP) serves as the office overseeing all aspects of international student programs, services and exchanges at De Anza College. Its mission is to nurture a lifelong global perspective and provide a user-friendly environment to international students so to ensure a rewarding educational and personal experience at this college. ISP plays a key role in increasing De Anza's visibility around the world and serves as a resource to the campus community on information and resources concerning international education and activities.

C. How many students does this program serve? (Approx. annually unduplicated)

1800

D. Identify and describe (briefly) this program's relationships and collaborations with other college programs:

ISP work closely with many programs and departments on campus, including Tutorial Center, Disabled Student Services, Student Health Services, Reading Center, Language & Arts, Student Development, Student Activities, Cashier Office, A&R, Assessment Center, etc.

IIA. PROGRAM SERVICES

Click on the "List of Services" tab at the bottom of this sheet.

IIB. SERVICE DESIGNATIONS

Click on the "Service Designations" tab at the bottom of this sheet.

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III. OUTCOMES ASSESSMENT - INSTRUCTION

(Skip Section III and go to **Section IV** if there is no curriculum offered in this program)

A. Which SLO statements did you assess in 2011-12?

B. What did you learn? Briefly summarize the results of the reflection and enhancement discussions.

C. What additional resources are needed to implement the enhancement/improvements plans?
(Please give a very brief overview - details will be asked for in Section VI)

D. What are your **SLOAC** plans for 2012-13?

IV. OUTCOMES ASSESSMENT - SERVICES

A. Which SSLO statements did you assess in 2011-12?

ISP assessed SLO#1: Admission.

B. What did you learn? Briefly summarize the results of the reflection and enhancement discussions.

Based on increased applications and agent communications, and requests from prospective students, an online international application and scanned documents are critically needed.

C. What additional resources are needed to implement the enhancement/improvements plans?
(Please give a very brief overview - details will be asked for in Section VI)

ISP, together with Foothill's ISP, has met with Chien Shih and submitted a proposal to ETS for the development of an online international student application for FHDA.

D. What are your **SSLOAC** plans for 2012-13?

To assess SAO # 2: Orientation

V. CURRENT TRENDS/CHALLENGES

A. What does the near future portend for this program?

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Given ISP's insufficient staffing and limited physical space, and college-wide issues (such as course availability, registration, funding, etc.), ISP is restricted in further development and growth, despite encouragement and pressures from the District. ISP is already strained in trying to sustain the current level of international student enrollment.

B. What are the challenges for this program?

Maintain productivity, quality services, and staff morale, especially in light of one seasoned staff retiring in 2013, and the possible loss of two positions due to budget cuts. Course availability and registration difficulties for new and continuing students are also major concerns for student retention and success.

C. What are the opportunities for this program?

Potential for growth, campus internationalization, and linkages with UC and private universities.

D. Does this program anticipate rapid change, slow change, no change, or other?

Given additional resources (financial and personnel), there could be rapid changes for increased student applications and enhanced services. Some services have been restructured and dropped in recent years due to the lack of additional funding and staffing to meet the doubling of international student population. Additional changes is expected if further cuts take place.

E. Are there any amendments to this program's 2008-09 Comprehensive Program Review? (CPR)

Given the current decisions regarding early fall registrations, areas stated for improvements in 2008-09 were severely limited. The loss of International Student Application Fee for ISP's Fund 14 forced the Program to cut certain services, workshops, etc. The transfer of two classified staff salaries has created uncertainties of staff in questioned thus impacting morale and operations.

F. Explain what changes or revisions you have made, if any, to your services based on results of last year's program review update (2010-11).

Due to better understanding from SSPBT and campus community, ISP was spared from staffing reductions in 2010-11. We are happy to report that Fall 2012's transfer success rates appear to be similar if not surpass last year's numbers.

G. Explain anything that should be known about this program that hasn't been asked.

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De Anza had completed its first decade of growth in international student population despite the impact of the 911 tragedies and worldwide economic downturns. De Anza is ranked top three nationally among community colleges for international enrollment. International student tuition and fees generate \$11 million for the District. ISP cannot sustain the current level of international student population without additional staffing. If cuts will be made, then De Anza will need to reduce its international student population; thus, revenue will be decreased and will intensify the budget crisis.

VI. RESOURCE REQUESTS

A. Personnel Requests: Please submit the **top three** personnel requests in ranked order: (If there are more than three personnel requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

Program Position Priority #1: (Check (x) appropriate boxes)

Faculty <input checked="" type="checkbox"/>	Staff <input type="checkbox"/>	Administration <input type="checkbox"/>
Full-Time <input checked="" type="checkbox"/>	Part-Time <input type="checkbox"/>	Est. Cost: <input type="text" value="\$100,000"/>

Priority #1 position name:

International Student Counselor

Brief description: (new or replacement from retirement or resignation)

New and replacement from retirement. Specialized qualifications skills and interests needed.

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

The current 1:800 counselor-student ratio is inadequate and inefficient.

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

<input checked="" type="checkbox"/> Critical	<input type="checkbox"/> Important	<input type="checkbox"/> Nice to have
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Program Position Priority #2: (Check (x) appropriate boxes)

Faculty <input type="checkbox"/>	Staff <input checked="" type="checkbox"/>	Administration <input type="checkbox"/>
Full-Time <input checked="" type="checkbox"/>	Part-Time <input type="checkbox"/>	Est. Cost: <input type="text" value="\$160,000"/>

Priority #2 position name:

Advisors

Brief description: (new or replacement from retirement or resignation)

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Two new positions: Immigration Advisor and Academic Advisor

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

The current 1:1800 immigration advisor to student ratio is inadequate with potential risks of errors in monitoring. Immigration Advisor is needed to meet the increased SEVIS demands and complexity as mandated of the institution. Academic Advisor will provide year-round advising services.

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Position Priority #3: (Check (x) appropriate boxes)

Faculty

Staff

Administration

Full-Time

Part-Time

Est. Cost:

Priority #3 position name:

International Admission Specialist

Brief description: (new or replacement from retirement or resignation)

Provide international admission services

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

Given increased student applications and evaluations, and communications with agents and sending organizations, additional personnel is needed to provide assistance to the Program Coordinator who can be released for other responsibilities. International admission is similar to university admissions with lengthier application processing and document evaluation.

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

B. Equipment Requests: Please submit the top three program equipment requests in ranked order: (If there are more than three equipment requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

Program Equipment Priority #1:

Est. Cost:

Priority #1 item name:

Equipment requests have been submitted as part of Measure C.

Brief description: (new, upgrade, or replacement)

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New

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Equipment Priority #2:

Est. Cost:

Priority #2 item name:

Brief description:(new, upgrade, or replacement)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Equipment Priority #3:

Est. Cost:

Priority #3 item name:

Brief description:(new, upgrade, or replacement)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

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C. Facility Requests: Please submit the top three facilities resource requests in ranked order: (If there are more than three facilities requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

Program Facilities Priority #1:

Est. Cost:

Priority #1 project name:

Brief description: (new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Facilities Priority #2:

Est. Cost:

Priority #2 project name:

Brief description: (new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Facilities Priority #3:

Est. Cost:

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Priority #3 project name:

Brief description:(new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

<input style="width: 50px; height: 20px;" type="checkbox"/> Critical	<input style="width: 50px; height: 20px;" type="checkbox"/> Important	<input style="width: 50px; height: 20px;" type="checkbox"/> Nice to have
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D. Professional Growth Resource Requests: In the space below, identify any professional growth initiatives that need additional funding. Include whether the needs are related to technology (hardware/software), the discipline, legal matters, District/College operations, Research/Innovations in the classroom, office, operations, etc. (List in ranked order)

Professional growth - discipline

<input style="width: 50px; height: 20px;" type="text" value="\$10K"/> Est cost of #1	<input style="width: 50px; height: 20px;" type="text" value="\$5K"/> Est cost of #2	<input style="width: 50px; height: 20px;" type="text"/> Est cost of #3
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Rationale: How will each professional growth initiative resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for

1. Professional development opportunities for new and continuing staff to further enhance their knowledge to serving international students, including SEVIS/F-1 regulations and policies, culturally competent advising and counseling, increase efficiency and efficacy in program operations and services. These conferences, trainings, etc. should improve student success and program satisfaction. 2. Increased technical knowledge and skills of all staff in the usage of Banner and SEVIS software (such as FSA Atlas). This entails trainings both in house and by external organizations.

Based on the needs of this program, check (x) whether each of the **top three** requests are considered to be "Critical", "Important" , or "Nice to have". (Check only one per request)

Professional Growth Initiative request #1:

<input checked="" style="width: 50px; height: 20px;" type="checkbox"/> Critical	<input style="width: 50px; height: 20px;" type="checkbox"/> Important	<input style="width: 50px; height: 20px;" type="checkbox"/> Nice to have
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Professional Growth Initiative request #2:

<input checked="" style="width: 50px; height: 20px;" type="checkbox"/> Critical	<input style="width: 50px; height: 20px;" type="checkbox"/> Important	<input style="width: 50px; height: 20px;" type="checkbox"/> Nice to have
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Professional Growth Initiative request #3:

<input style="width: 50px; height: 20px;" type="checkbox"/> Critical	<input style="width: 50px; height: 20px;" type="checkbox"/> Important	<input style="width: 50px; height: 20px;" type="checkbox"/> Nice to have
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E. Operating Resource Requests ('B' augmentations): In the space below identify any additional operational funding needs. (List in ranked order)

Due to the loss of international student application fee from ISP's B Budget a few years ago, ISP has been operating with insufficient B budget and had to supplement it from our Fund 15. Now ISP's Fund 15 is no longer sufficient to sustain operation, additional B augmentation is needed.

\$8K

Est cost of #1

Est cost of #2

Est cost of #3

Rationale: How will each additional operational resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for each item?

The additional funding would enable ISP to maintain and resume a more efficient level of SEVIS and admission document processing and student data tracking, resume some of the cancelled services and programs, and provide adequate coverage of the front office.

Based on the needs of this program, check (x) whether each of the **top three** requests are considered to be "Critical", "Important", or "Nice to have". (Check only one per request)

Operational budget request #1:

Critical

Important

Nice to have

Operational budget request #2:

Critical

Important

Nice to have

Operational Budget request #3:

Critical

Important

Nice to have