

The Basics:

Column 1 indicates the information being requested for the **2012-13 APRU**.

Column 2 is where your program information should be recorded. The APRU is a Word document, so you will be able to copy and paste or type in your information into the center column. Word wrap is turned on so the box will expand with your typing.

Column 3 contains the instructions for responding to the requested information.

When completed, save this Word doc and name it: sspbt13apru_International Student Programs. E-mail the completed APRU and any supporting documents as attachments to < haynesjim@fhda.edu >. It is a good practice to upload a copy to the program's TracDat Documents Repository and keep a soft copy for your files to ensure that your work is not lost. Please contact: Jim Haynes < haynesjim@fhda.edu > or ext. 8954 if you have questions.

Getting Started: Review your 2011-12 Annual Program Review Update posted on the SSPBT website: <http://deanza.edu/gov/SSPBT>

| Column 1 Information Requested for the 2012-13 SSPBT - APRU | Column 2 Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses. Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations. | Column 3 Instructions: |
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| Program Name: | International Student Programs | Enter the name of the program being reviewed. |
| Name(s) of the author(s) of this report: | Marilyn Cheung | Enter the name or names of those who wrote this APRU. |

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| <p>What is the program's Mission Statement?</p> | <p>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.</p> | <p>Enter (or cut and paste) your most current Mission Statement. Please highlight changes, if any, to the Mission Statement that was posted in your 2011-12 APRU</p> |
| <p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2011-12 APRU?</p> | <p>1. Discussions and lobbying with ETS accelerated regarding the development of an online international student application. 2. ISP was able to convince college administration the need to fund the salaries for two classified positions for 2012-13 that were paid by ISP's Fund 15 in 2010-11. This is a relief; however, it did not alleviate the pressure on ISP's limited staffing resources. 3. One of the International Student Counselor's positions will not be eliminated and will be funded for 2013-14. 4. In order to sustain ISP, 35% of the program supervisor's salary has to be moved to Fund 15. 4. ETS has begun installing and testing the SEVIS tracking software, FSAtlas.</p> | <p>Include anything done in direct response to the SSPBT feedback on the 2011-12 APRU. NOTE: If no feed back was received move to the next question.</p> |
| <p>Have there been any other significant changes to your program since the 2011-12 APRU?</p> | <p>1. It has been confirmed by the College that one of the International Student Counselor's retirement will be replaced for two years rather than eliminated by one of the General Counselors. Recommendation: It would have served ISP, De Anza and the international students more effectively if a specialized International Student Counselor was hired for this position 2. Some major changes in SEVIS rules and procedures have been</p> | <p>Please explain any significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p> |

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| | implemented by Homeland Security in spring 2013. | |
| What Impact have these significant changes had on your program? | 1.As of spring 2013, international student enrollment reached 2000. This additional 200 students is a significant growth when other institutions are seeing two digit growth only. The additional workload will be too exhausting on the existing ISP staff and may hurt the quality of services delivered to students. 2. ISP needs to comply to the new SEVIS procedures and make adjustments accordingly and train our students. 3. ISP is able to maintain its current level of classified staff and faculty. 4. Several staff were able to attend the NAFSA Regional Conference for professional development since it was held in San Jose in October 2012. 4. Due to ETS needs to test FSAtlas, Joseph Ng, the International Student Advisor, had to allocate some hours to do the testing. Given the large volume of document processing plus demand from FSAtlas testing, Joseph had to reduce his hours to see students for advising. | Please explain how these significant changes have impacted your program. What is now different? |
| What Impact have these significant changes had on your students? | 1.A video on registration was developed by the international student counselors. This enables students who are overseas to get visual aid on how to register and use My Portal prior to arriving at De Anza for orientation. However, it created additional email communications between the counselor and students when counselors are already very limited with time in serving 1800 continuing students. 2. The early registration and change in COUN 200 has caused new students to arrive on campus even earlier since ISP had to hold its orientation earlier. This causes additional expenses for the new students. | Please explain how these significant changes have impacted your students, including any positive or negative consequences. |
| Have you initiated anything new to your program since the 2011-12 APRU? | The creation of the video was done. ISP had offered more transfer workshops in fall 2012. ISP organized an International Student Transfer Fair in March 2013. | This is similar to the above question about significant changes but is meant to single out any new initiatives. |

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| <p>Is there anything else the SSPBT should know about what has happened in your program since the 2011-12 APRU?</p> | <p>No.</p> | <p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p> |
| <p>Common and Unique Services</p> | | |
| <p>Are there any additions/deletions /edits to the list of common or unique services identified in your 2011-12 APRU?</p> | <p>No.</p> | <p>The 2011-12 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?</p> |
| <p>Are there any changes to the common or unique service designations listed in your 2011-12 APRU?</p> | <p>According to the Vice Chancellor of Finance, the two colleges are expected to grow in international student population. However, concerns were expressed by President Murphy and Vice President Cook to the Vice Chancellor about the extent of growth is without additional funding and resources: the need for counselors and advisors, implementation of online international student application and enrollment management system, the development of activities to facilitate and enrich international student experience at De Anza.</p> | <p>The 2011-12 APRU asked your program to designate the direction you believe each of your common or unique services need to move towards. As you recall the choices were to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue. Are there any changes to these designations for a specific service?</p> |
| <p>SERVICES:</p> | <p>Student Services Learning Outcomes Assessment Cycle</p> | |
| <p>List all of your current and active Student Services Learning Outcome Statements as they are numbered and recorded in your TracDat account.</p> | <p>1.Students will understand the process of international student admission and application. 2. Incoming new international students will be aware that in ISP orientation program provides information on such topics as: health, banking, transportation, housing immigration, cultural adjustment, and medical insurance. 3. International students understand that there are specialized International Student Counselors housed</p> | <p>You may cut and paste your SLO statements here or attach a document to this APRU and be sure to indicate the name of the document.</p> |

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| | <p>within ISP who can provide personal, academic, career, and transfer counseling. 4. International students understand that they need to comply with the state rules and regulations mandated by the Department of Homeland Security/SEVIS and maintain full-time enrollment and legal F-1 status. 5. International students will complete the transfer process to other U.S. institutions by following SEVIS rules and procedures determined by SEVIS and complete the EXIT form prior to leaving De Anza College for which student data is compiled and recorded.</p> | |
| <p>What is or has been your SSLOAC activity for 2012 -13?</p> | <p>ISP conducted a survey of SSLO #1 in spring 2012.</p> | <p>Please summarize all Student Services Learning Outcomes Assessment Cycle activities since the 2011-12 APRU, including any work in progress.</p> |
| <p>Have you completed a SSLOAC in 2012 – 13?</p> | <p>Yes. Results showed that approximately 65% of all applicants applied to De Anza by themselves and 33% via an agent. 90% of the students answered “yes” that our international student application easily understood; 6% said “no”. 92% find our admission requirements clear; only 8% said they were not clear. Nearly 94% of respondents say an online application would make application process easier while 6% said “no”.</p> | <p>If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.</p> <p>If no, please give an update of your progress or future assessment plans.</p> |
| <p>Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?</p> | <p>Yes. Two major enhancement plans are the re-activation of FSAtlas and the research of an online international student application. Although delayed twice, the implementation of FSAtlas expected to go live in fall 2013 will accelerate the quarterly reporting of F-1 students to SEVIS and provide better analysis and tracking of enrolled students. The online international application software developed and used by Santa Monica College seems to be the best one available on the market that will serve FHDA’s needs. It has three components (international enrollment management,</p> | <p>If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.</p> |

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| | <p>communications, and agent tracking and management) that make this the best choice so far.</p> | |
| RESOURCE REQUESTS | | |
| <p>Are there any deletions/edits to the resource requests listed in your 2011-12 APRU?</p> | <p>Replacement of one retiring counselor has been funded for two years: 2013-2015. No funding allocated for the proposed one new counselor, one immigration advisor, one academic advisor, and international admission specialist.</p> <p>In 2011-12's Program Review, ISP has requested larger office space. Given the student traffic, the current number of staff and the federal mandate for physical file keeping on international students for a minimum of three years, the current office size is too compact and crowded. If and when additional staffing are given, there is no space for physical growth.</p> | <p>Review your resource requests form your last APRU in 2011-12.</p> <p>NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.</p> |
| <p>Are there any additions to the resource requests listed in your 2011-12 APRU?</p> | <p>Two needs have been identified by ISP and Educational Diagnostic Center, who are the two largest tenant in Learning Center West. 1. The need for some benches or chairs in our building's hallway. Daily, many students have to stand or sit on the floor in the hallway waiting for services. Many students sit on the floor and read or work on their laptop. ISP especially has only 4 chairs in its front office for students to sit and wait. Commonly we will have 8-10 students waiting. When crowded, it is very noisy and students who wish to use the student computers cannot do it. 2. Although Learning Center West building is occupied by three major student services units, yet the design of the building is not student friendly. The lighting is dark in the hallway, the wall colors and carpet are not bright and attractive, and there are no artwork in the building representing student interests. The two requests are first time requests.</p> | <p>If adding new resource requests, please provide a brief explanations to the following criteria for each new request (see attached "ICC_SI_SSPBT_Values information sheet"):</p> <ol style="list-style-type: none"> 1. Is the request linked to any of the Institutional Core Competencies? 2. Is the request linked to any of the Strategic Initiatives? 3. Is the request linked to any of the Core Values? 4. Is the request linked to any SSLO Assessment Cycle findings? 5. Is the request linked to your CPR 5-year plan? 6. How many times has this request appeared on an APRU? 7. Is the request linked to any of the SSPBT priorities? 8. What are the plans to assessment the effectiveness of this request if granted? 9. Is there anything innovative, unique, or cutting edge |

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| | <p>The above are the first time requests. However, the request for sitting in the hallway can be connected to last request for larger office space given the current crowded configuration of ISP. The requests are linked to SSPBT priorities, and District priorities as well. The physical enhancements help promote De Anza College to prospective students and parents when visiting our campus which will impact international enrollment and revenue. These requests are linked to De Anza’s values on the quality of student and staff life, values on learning, and values on student success. Since ISP is a student services unit, an environment that is student friendly would enhance more students to come to ISP to seek out services and create a better sense of international student community since ISP is second home to many international students. The effectiveness of these requests if granted will also enhance employee work performance since the work environment becomes more pleasant.</p> | <p>about this request? 10. Other information in support the resource request. OR For each new request, attach a detailed document that addresses the 10 criteria listed above – be sure to indicate the name of the document.</p> |
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