

# **Student Services Program Review 2019/20 UPDATE**

**International Students Program**

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## **General Information (Student Services Program Review 2019/20 UPDATE)**

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## 2019/20 Student Services Program Review

### SUBMISSION INFORMATION AND UPDATES (REQUIRED)

- Name of Lead Writer - Adrienne Dines
- Name of Liaison - Leroy Johnson
- Department Chair - Leroy Johnson
- Name of Manager/Service Area Supervisor - Ailene Crakes

### OUTCOMES AND ASSESSMENT (REQUIRED)

**Form:** 2019/20 Program Review Outcomes and Assessment Section (See appendix)

### PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

**Form:** 2019/20 Program Review Student Services Program Analysis Section (See appendix)

### PROGRAM GOALS (REQUIRED)

#### International Students Goal Set 2018/2019

##### Create an International Student Program Budget

Establish an International Student Program (ISP) Budget to ensure continued compliance with federal and state Homeland Security and Student Success mandates while fostering a successful study abroad experience for incoming international students and facilitating the institutional Student Learning Outcome of Global Awareness

##### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.2, Strategic Goal 3.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3,

**Institutional Learning Outcomes:** Communication:, Critical Thinking:, Global Awareness:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:, Technological Awareness:

##### Sustain Student Services Collaborative Effort

Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services. The ISP goes above and beyond student success mandates by not only providing comprehensive assessment, orientation and education planning for all students but also offers regular access to follow up services throughout the matriculation of each student culminating in their participation in the Departure Workshops each semester at the conclusion of the student's study abroad experience. All this is possible due to the stopgap approach of collaboration, resourcefulness, and professionalism among Student Services administration, Counseling, and Admissions, allowing the campus and district to avoid the risk of compromising program compliance and jeopardizing the District's SEVIS certification status to receive international

students on student visas to attend San Diego Mesa College.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, Strategic Goal 4.1, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3,

**Institutional Learning Outcomes:** Communication:, Critical Thinking:, Global Awareness:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:, Technological Awareness:

### Maintain and enhance services by regularly attending immigration updates and trainings.

San Diego Mesa College continues to experience high demand and interest from applicants across the globe and those already temporarily residing in the United States due to our international reputation and successful record of efficient program completion and transfer, often within 2 and a half years or less. To address this regular influx, it is essential that all International Student Program (ISP) officials maintain their currency through attendance at immigration updates and trainings by the Departments of State, Homeland Security and Customs and Border Protection offered through the Professional International Educators Roundtable (PIER) and the National Association of Foreign Student Advisors (NAFSA): Association of International Educators, the two definitive sources of regulatory student visa information.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3,

**Institutional Learning Outcomes:** Communication:, Critical Thinking:, Global Awareness:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:, Technological Awareness:

## ACTION PLANS FOR GOALS (REQUIRED)

### Actions

#### International Students Goal Set 2018/2019

Outcome

#### Goal: Create an International Student Program Budget

Establish an International Student Program (ISP) Budget to ensure continued compliance with federal and state Homeland Security and Student Success mandates while fostering a successful study abroad experience for incoming international students and facilitating the institutional Student Learning Outcome of Global Awareness

**Action:** Create an International Student Program Budget

**Describe the actions needed to achieve this objective:**

Establish an International Student Program (ISP) Budget to ensure continued compliance with federal and state Homeland Security and Student Success mandates while fostering a successful study abroad experience for incoming

	international students and facilitating the institutional Student Learning Outcome of Global Awareness
<b>Who will be responsible for overseeing the completion of this objective:</b>	ISP Program Coordinators
<b>Provide a timeline for the actions:</b>	Contingent upon conclusion of ERP special assignment
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Establishment of a line-item budget to exceed current need
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Full staffing restored

**Goal: Sustain Student Services Collaborative Effort**

Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services.

The ISP goes above and beyond student success mandates by not only providing comprehensive assessment, orientation and education planning for all students but also offers regular access to follow up services throughout the matriculation of each student culminating in their participation in the Departure Workshops each semester at the conclusion of the student's study abroad experience.

All this is possible due to the stopgap approach of collaboration, resourcefulness, and professionalism among Students Services administration, Counseling, and Admissions, allowing the campus and district to avoid the risk of compromising program compliance and jeopardizing the District's SEVIS certification status to receive international students on student visas to attend San Diego Mesa College.

**Action: Sustain Student Services Collaborative Effort**

<b>Describe the actions needed to achieve this objective:</b>	Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services. The ISP goes above and beyond student success mandates by not only providing comprehensive assessment, orientation and education planning for all students but also offers regular access to follow up services throughout the matriculation of each student culminating in their participation in the Departure Workshops each semester at the conclusion of the student's study abroad experience. All this is possible due to the stopgap approach of collaboration, resourcefulness, and professionalism among Students Services administration, Counseling, and Admissions, allowing the campus and district to avoid the risk of compromising program compliance and jeopardizing the District's SEVIS certification status to receive international students on student visas to attend San Diego Mesa College
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<b>Who will be responsible for overseeing the completion of this objective:</b>	ISP Coordinators
<b>Provide a timeline for the actions:</b>	Ongoing
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Maintain cyclical SEVIS certification of San Diego Mesa College by Department of Homeland Security mandate
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Full staff

**Goal: Maintain and enhance services by regularly attending immigration updates and trainings.**

San Diego Mesa College continues to experience high demand and interest from applicants across the globe and those already temporarily residing in the United States due to our international reputation and successful record of efficient program completion and transfer, often within 2 and a half years or less. To address this regular influx, it is essential that all International Student Program (ISP) officials maintain their currency through attendance at immigration updates and trainings by the Departments of State, Home Land Security and Customs and Border Protection offered through the Professional International Educators Roundtable (PIER) and the National Association of Foreign Student Advisors (NAFSA):Association of International Educators, the two definitive sources of regulatory student visa information.

**Action: Maintain and enhance services by regularly attending immigration updates and trainings**

<b>Describe the actions needed to achieve this objective:</b>	San Diego Mesa College continues to experience high demand and interest from applicants across the globe and those already temporarily residing in the United States due to our international reputation and successful record of efficient program completion and transfer, often within 2 and a half years or less. To address this regular influx, it is essential that all International Student Program (ISP) officials maintain their currency through attendance at immigration updates and trainings by the Departments of State, Home Land Security and Customs and Border Protection offered through the Professional International Educators Roundtable (PIER) and the National Association of Foreign Student Advisors (NAFSA):Association of International Educators, the two definitive sources of regulatory student visa information
<b>Who will be responsible for overseeing the completion of this objective:</b>	ISP Coordinators
<b>Provide a timeline for the actions:</b>	Ongoing

<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Full compliance by F-1 status students and SEVIS recertification of the campus by Department of Homeland Security
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Full staff

**GOAL STATUS REPORT (REQUIRED)**

**Action Statuses**

**International Students Goal Set 2018/2019**

Outcome

**Goal: Create an International Student Program Budget**

Establish an International Student Program (ISP) Budget to ensure continued compliance with federal and state Homeland Security and Student Success mandates while fostering a successful study abroad experience for incoming international students and facilitating the institutional Student Learning Outcome of Global Awareness

**Action: Create an International Student Program Budget**

<b>Describe the actions needed to achieve this objective:</b>	Establish an International Student Program (ISP) Budget to ensure continued compliance with federal and state Homeland Security and Student Success mandates while fostering a successful study abroad experience for incoming international students and facilitating the institutional Student Learning Outcome of Global Awareness
<b>Who will be responsible for overseeing the completion of this objective:</b>	ISP Program Coordinators
<b>Provide a timeline for the actions:</b>	Contingent upon conclusion of ERP special assignment
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Establishment of a line-item budget to exceed current need
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp;</b>	Full staffing restored



**Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Status for Create an International Student Program Budget

<b>Current Status:</b>	In Progress
<b>If the Current Status was marked Completed, what was the impact of the completed objective on your program:</b>	
<b>If the Current Status was not marked Completed, what are the implications and next steps:</b>	Revisit upon full staffing

**Goal: Sustain Student Services Collaborative Effort**

Sustain the collaborative effort among the Admissions Office and the Counseling Department under the purview of the office of the Vice President of Student Services.

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<b>Who will be responsible for</b>	ISP Coordinators
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**overseeing the completion of this objective:**

**Provide a timeline for the actions:** Ongoing

**Describe the assessment plan you will use to know if the objective was achieved and effective:** Maintain cyclical SEVIS certification of San Diego Mesa College by Department of Homeland Security mandate

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):** Full staff

Status for Sustain Student Services Collaborative Effort

**Current Status:** In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:** Maintenance and return to full staffing

**Goal: Maintain and enhance services by regularly attending immigration updates and trainings.**

San Diego Mesa College continues to experience high demand and interest from applicants across the globe and those already temporarily residing in the United States due to our international reputation and successful record of efficient program completion and transfer, often within 2 and a half years or less. To address this regular influx, it is essential that all International Student Program (ISP) officials maintain their currency through attendance at immigration updates and trainings by the Departments of State, Home Land Security and Customs and Border Protection offered through the Professional International Educators Roundtable (PIER) and the National Association of Foreign Student Advisors (NAFSA): Association of International Educators, the two definitive sources of regulatory student visa information.

**Action: Maintain and enhance services by regularly attending immigration updates and trainings**

**Describe the actions needed to achieve this objective:** San Diego Mesa College continues to experience high demand and interest from applicants across the globe and those already temporarily residing in the United States due to our international reputation and successful record of efficient program

completion and transfer, often within 2 and a half years or less . To address this regular influx, it is essential that all International Student Program (ISP) officials maintain their currency through attendance at immigration updates and trainings by the Departments of State, Home Land Security and Customs and Border Protection offered through the Professional International Educators Roundtable (PIER) and the National Association of Foreign Student Advisors (NAFSA):Association of International Educators, the two definitive sources of regulatory student visa information

**Who will be responsible for overseeing the completion of this objective:**

ISP Coordinators

**Provide a timeline for the actions:**

Ongoing

**Describe the assessment plan you will use to know if the objective was achieved and effective:**

Full compliance by F-1 status students and SEVIS recertification of the campus by Department of Homeland Security

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Full staff

Status for Maintain and enhance services by regularly attending immigration updates and trainings

**Current Status:**

In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

Maintenance and full staffing

## Request Forms

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**CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST**

## Reviewers

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### LIAISON'S REVIEW

**Form:** Student Services Program Liaison's Review 2019/20 UPDATE

### MANAGER'S REVIEW

**Form:** Student Services Program Manager's Review 2019/20 UPDATE

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# Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
  - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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# Form: "2019/20 Program Review Outcomes and Assessment Section"

**Created with :** Taskstream

**Participating Area:** International Students Program

**(REQUIRED) Program name**

International Student Program

**(REQUIRED) Are you on target with your assessment schedule?**

Yes

**(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?**

The program continues to provide exemplary service to the international student population.

**(REQUIRED) Based on your assessments, what resource needs have you identified?**

To establish an international student program budget.

**Please provide any other comments.**

*No answer specified*

# Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: International Students Program

## Program Name

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**(REQUIRED) Type your program/ service area name.**

International Student Program

**Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.**

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**(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?**

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

International students consistently and successfully completing their studies in 2.5 years as they are required to complete a minimum of 12 units each semester, and advancing on to their top choice transfer institutions or participating in optional 1-year employment benefit of practical training.

**(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?**

This pattern is consistent.

**(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?**

The International Student Program is a comprehensive student retention and success program that acknowledges that student learning is best effected when an array of teaching and delivery approaches is employed. Students are enjoying access to 24-hour online access via the Canvas virtual International Student Center (International Connection) as well as both personal and group advising services when seeking academic and immigration assistance. One such group delivery approach is the mandatory international student orientation week now in collaboration with the institution's CRUISE program (4 full days), which not only serves to address student success mandates of testing, orientation, and education planning for all, but provides students the intrinsic rewards of establishing themselves into a community of learners while building on their skills of inquiry and communication. In addition, another successful



mode of service delivery is a weekly International Student Hot Spot housed in the Associated Students Conference Room, located strategically to capture traffic from active international students who engage regularly as student leaders as well as international students who stream through the Student Services Building.

**(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?**

Maintaining access points and modes of delivery is a critical aspect of increasing student success and reducing any equity gaps.

**(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution (HSI)?**

Although not a direct indicator, an area that continues to earn scrutiny is the English proficiency of incoming students, including those from Spanish and Portuguese speaking nations, compounded by AB 705. Tracking the retention and success of students coming in at the various levels of English proficiency would inform the program's direction with admissions requirements and duration of the I-20 which determines an international student's program and visa limitation.

**(REQUIRED) A6. Have you identified resource needs?**

The International Student Program has a collaborative relationship with the English and ELAC departments and has forged strong relationships with the Assessment office and is enjoying the connection with CRUISE to ensure student needs continue to be addressed.

**(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.**

The International Student Program must maintain a collaborative relationship with the English and ELAC departments as well as the Assessment office and CRUISE to ensure international student presence and contributions are a boon to the entire student body and local community.

**Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.**

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**(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?**

Mid-semester mini Optional Practical Training (OPT) workshops complement the two main International Student Employment Workshops that flank the start and end of each semester. This additional opportunity for access has met with success and will continue in semesters to come. The new International Student Hot Spots are frequented regularly and this added mode of student access will also be continuing to meet student demand. International Connection was redesigned as the district transitioned to Canvas and the new learning platform continues to support the program's virtual international student center as another successful means of accessing international student services.