

**INSTRUCTIONAL PROGRAMS AND AREAS
PROGRAM REVIEW/PLANNING AND EVALUATION PROCESS**

QUESTIONNAIRE FOR NON-INSTRUCTIONAL PROGRAMS

INSTRUCTIONS:

Complete all sections as instructed. Click the shaded sections to type your answer. When completed, please save your file and e-mail as an attachment to tanya_hanton@westvalley.edu.

A. INTRODUCTORY QUESTIONS:

1. Program Name: ***International Student Program***
2. Person(s) completing the questionnaire: *Sara W. Patterson, PDSO(Principal Designated School Official), Wanda Wong, DSO(Designated School Official) and Terry Eppley, Program Coordinator*
3. Date of completion: *November 5, 2007*
4. What are the primary purposes of the program? Check all that apply.
 - WVC Degrees and Certificates
 - Transfer Courses
 - WVC General Education
 - Lifelong Learning/Life Enrichment
 - Occupational / Vocational Courses
 - Student Support Services
 - Academic Support Services
 - Administrative Functions

5. In one paragraph, how does the program further the College's mission and goals? (only new information need be added)

Our international student program offers diversity and cultural enrichment to the student body and faculty who come into contact with our international students. International students are akin to mini ambassadors from their home countries and the students also give American students perspective on world issues in our increasingly global society.

6. In one paragraph, what significant events have affected or impacted the program since the last program review?

Our last program review was in Fall 2003. Since then we have had the chance to grow our program with a 3 year grant from the Land corporation that started in Fall 2006. That grant will expire at the end of fiscal year 2009. We have been able to create an infrastructure and support services within our department as well as increase our enrollments. Our enrollment in Spring 2007 was 68 and our Fall 2007 was 81. We would like the opportunity to continue to grow our program.

B. DATA ELEMENT ANALYSIS SECTION (ANALYSIS AND RESPONSE)

1. In analyzing any available program data concerning student use of services:

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

The trend shows that our program numbers are growing, not only in applications received but in students who are attending our college. We have grown from 68 students in the Spring 2007 to 81 students in Fall 2007. We issued 37 I-20's and had 32 students register for the Fall 2007. 19 of the 32 who are attending enrolled in our Counseling 002- International orientation which gave extra WSCH to the department.

2. In analyzing any available program data concerning student demographics (e.g. gender, age, ethnicity):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any program differences compared to college-wide data? See attachment for college-wide statistics.
- c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

Our demographics show that we have students from mostly Asian countries as well as Canada and Germany.

Our program is unique in that we have students who represent 30 countries from around the world, with no real predominate countries, and we are almost like a mini United Nations. Our trend countries are Korea, Japan, Germany, Canada and Vietnam. Korea and Vietnam have been targeted recruitment areas by our district recruiter Carol Qazi. We have also focused additional marketing efforts in the Japanese, Asian and South American markets.

We would like to continue to pursue some recruitment efforts in these countries, whether in person or through internet or brochures. Currently we are using Aiki, Hobsons and the Indus Foundation to publicize our college through internet, brochure and hard copy materials sent to the marketing agents. We would like to pursue some other recruiting activities outside the US with a recruiter or one of our faculty or staff members pursuing out of country recruitment.

Our program is unique in relationship to the college. No other program has entrance requirements like we have and we see international students with permission from the US government, so we must maintain records accordingly. Although there are international students attending our college on different visas or as residents with green cards, our students must specifically apply to our program with special parameters (English proficiency and financial documentation as well as legal status) and be accepted based on those factors. No other program on campus has these specific entrance requirements since for the most part we are open access to all students, except international students who must qualify to come to our college.

Our resources need to go towards recruitment, maintenance of program and support personnel to ensure we can serve our students and report to the government as we are required to do. Governmental regulations periodically change and we need to be able to update with conferences and workshops.

3. In analyzing any available program data concerning program "satisfaction" (e.g. extent of services available, timeliness of appointments, effectiveness of service, follow-up opportunities, referral process to other services, contribution to personal or academic development):
- What significant trends are revealed in the data?
 - What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

We have done a self study with 4 focus groups in the Fall 2006 to determine satisfaction and effectiveness of the program. Both faculty members have been evaluated in the last year and have received good evaluations from students as to our effectiveness as counselors/advisors (for immigration issues under the DSO/PDSO requirements). Our program coordinator is planning on an updated evaluation in the Spring 2008.

We concluded from our self study that we needed to target students in their home countries as well as continue email contact with potential applicants and send hard copy and electronic information about our college and program. The personal touch is very important to international students and timeliness of response is also important. We would need time to invest in doing all of the above beyond physically seeing the students in our offices as well as sending email and brochures to them.

4. In analyzing available program data concerning success measures (e.g. transfer rates or AA degrees, retention rates for students, course completion, and/or contribution to student learning):
- What significant trends are revealed in the data?
 - What factors might contribute to any significant differences from the College averages? See attachment.

*Our drop out rate is very low, since international students must maintain full time attendance per immigration guidelines to be considered "in status". Out of 68 students in the Spring 2007, 1 dropped out, 1 returned home for family emergency, 1 changed status to resident and 13 graduated and/or transferred and or completed their programs (OPT work permission). **Please note** that the 68 students include first, second, third and fourth plus semester students. We included all of the students in the calculations.*

Many students change status to other resident qualifying visas and still attend the college, but we are not required to track them in the SEVIS (Student Exchange Visitor Information System) database. Other statistics on previous years can be made available if needed.

Most of our students either transfer or graduate with an Associates Degree or certificate, since objectives are required of all international students attending – they must come in with a degree or certificate objective and they must have a major stated on their applications. Retention is high since we check student's grades each semester for status purposes as required by immigration – students are contacted if they are on probation or dismissal, since dismissal students must reinstate to student status through immigration. Our program has specific requirements for full time contact with students throughout the semester. We constantly monitor student units and progress each week as we are able. We problem solve throughout the semester in order to keep students in full time standing at the college.

5. Are there any data or factors (e.g. integration of technology; college, district, or state expectation or mandates) concerning staffing in the program, that suggest a need for increasing or decreasing program staff (e.g. permanent and associate FTE, permanent and hourly classified staffing or administrative staffing)?

There are Federal government regulations that guide our ability to see students.

Immigration requires that there be staffing to handle basic needs of students on F1 visas in order to admit, matriculate and advise students on F1/M1 visas, there needs to be a program coordinator, counselors and staff/faculty who advise on immigration issues.

The Department of Homeland Security(DHS) requires that students meet certain requirements to be admitted to the college and that they maintain certain standards to continue to be able to attend the college. Our program sees each student at every juncture of this process, from start to finish. We must maintain records, notify DHS of changes in the student's program, address, major, time changes etc. Staffing is vital to this process, since each student's record is "touched" in the SEVIS (Student Exchange Visitor Information System) system, a federal government sponsored reporting agency.

We have integrated a multilingual approach to our student website and have included a multilingual greeting as well as financial statement page to accommodate limited English speakers or parents who read/speak limited English. We plan to continue to upgrade our technological resources to make the application process more user-friendly. We also plan to upgrade the visual component of our web site to make it more appealing to potential students inside and outside the US.

We will continue to need a consistent source of staffing and faculty in order to meet our goals and program requirements.

C. STUDENT LEARNING OUTCOMES (ANALYSIS AND RESPONSE)

1. Considering any program level Student Learning Outcomes that have been developed:
 - a) What relevant findings have been derived through the SLO assessment process?
 - b) What changes have been implemented, or are planned, based on the findings since the last program review?
 - c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

NOTE: Please contact LeAnn McGinley (741-2402), Assessment Coordinator, with any questions concerning SLOs.

Students are required to state an objective and a major before they are admitted to our college, since the document I-20 cannot be issued without a major. The student must maintain full time enrollment per immigration guidelines in order to be considered in status. Students must achieve either a certificate, an associates or transfer in order to complete a program under immigration guidelines. Any changes to major or program study length must be documented and met per immigration guidelines, so we may have more student contact in regards to program change than regular counselors. These requirements have not changed since the last review and are still required by the Department of Homeland Security.

No changes have been implemented, since we continue to monitor our students as we have in the past.

We will continue to monitor our student's progress towards completion of program with the early alert system, drop dates and Datatel reporting which is collected every week. An objective would be to institute more group sessions to accomplish transfer and other international student related issues, like obtaining a driver's license, social security card and OPT – Optional Practical Training, a work permit students can sign up for through immigration and our office, right before the student graduates with either an associates or certificate. A helpful resource we would need to accomplish this objective, would be the use of room 20, which is currently unusable for any type of student activity, meeting or workshop.

D. EXTERNAL INFLUENCES SECTION (ANALYSIS AND RESPONSE)

1. If applicable, considering the effect of external influences on the program's purposes and goals:
 - a) How do accreditation requirements, government regulations, advisory boards, labor market demand, transfer institution articulations or other external factors affect the program?
 - b) How might these influences form the basis for an action, objective, or request for resources?

Government regulations affect our ability to see students. We can accept students and issue them I-20's but our government needs to issue a visa in order for the student to attend our college. Other external factors include the government requirement of a financial statement since students need to show that they can afford to come to college, since they are not eligible for financial aid once they are here. We are also required to report our current students to the US government at least twice a semester. Changes to program and program dates as well as addresses and work recommendations also need to be reported or requested to the US Govt. We need to be able to keep people in place to recruit, accept, matriculate and track students in our program and that requires personnel, either faculty, staff or a combination of both which we now have. We may need more staffing or faculty if our program grows.

These requirements make it necessary to have people in place to track and input data regarding our students. If our program grew, we would need more staff assistance and possibly more space to store documents of current and former students as required by law.

E. STUDENT FACTORS SECTION (ANALYSIS AND RESPONSE)

1. What program changes or initiatives has the program implemented since the last program review to meet the needs of its student population?

Since Fall 2003 we have hired a counselor with international student emphasis, received a Land Corp grant, increased recruitment efforts and opened up a resource center in counseling room 20. We have revised our web site to make it more multilingual. We have updated our web site to make financial changes and we are in the process of changing it again to add a more visual presence with pictures of students and the campus. We have also begun on campus recruiting visits from local language schools to be able to tour our campus, receive information about our programs and receive information on how to apply.

F. SUMMARY AND CONCLUSIONS SECTION:

1. General conclusions and summary statement.

The international student program is growing per President Hartley's request. We have been using our Land Corp grant and we are still in the process of identifying needs and allocating the funds towards those needs. At the end of June 2009 we will need to review what worked for us and what didn't as well as how we can improve our program and services to students on campus and potential students in the future.

2. Program Strengths:

Multicultural awareness and sensitivity to cultural differences. Our student population helps to create more diversity on campus. Counselors have the advantage of being DSO/PDSO (Designated School Official/Principal Designated School Official) so they can advise on immigration requirements and also counsel students on matriculation issues. It is beneficial for both our students and our colleagues in that we provide the most efficient and effective services to our students. This will increase the student's ability to be successful in their goals and we will be there to help them achieve what they set out to do. Our students come to college, finish associates degrees, certificates and transfer to universities and we feel that our contribution is integral to their success in doing so.

3. Program Challenges:

Money and manpower and the time to do it. To maintain financial resources to recruit students, maintain a level of service to students as well as report to the government and maintain our offices. Currently we have no use of Room 20 which houses old records as well as serves students for study and us for workshops, orientations as well as recognitions and cultural events like the Spring Lunar New Year Celebration and our graduation luncheon. Another challenge is to have better hard copy marketing through a professional looking brochure and we may need to develop a new application to simplify the application process for international students.

G. ACTIONS AND OBJECTIVES SECTION

Based on the foregoing analyses and findings in Sections A. through F., what are the program's intended actions or objectives for the next three years?

To recruit inside and outside the US so we can grow our program per our college president's mandate. To create a better infrastructure in order to serve our students better if our program numbers increase. To have a constant, consistent flow of money to fund our program needs and requirements in order to serve our students on campus and recruit potential students.

Timelines

Over the next three years, what are the program's timelines (in terms of predicted initiation and completion dates) for the stated actions or objectives?

Our college president has asked that we increase our program to a minimum of 91 students to become self-sustaining. We are currently at 81 students. We would also like to obtain the \$100 application fee to use in the office for supplies and to mail student I-20's by express mail overseas since most I-20's are sent outside the US. Currently the \$100 application fee is put into the general fund and does not support our program in any way. We feel that the application fee should support the program and defray the costs of the process of student intake which includes the admissions office as well as counseling and support staff as well as mailings and postage.

Which of these actions or objectives would be initiated and completed within the coming year, given adequate resources?

A Spring 2008 recruiting trip outside the US by our DSO and continued on campus recruitment where students come to visit from local language schools. Use of \$100 application fee towards support of our office.

H. RESOURCE REQUESTS 2006-2007

1. Please indicate if any of the resource requests identified in the previous program review were funded through one or more of the various WVMCCD resource allocation processes that were available in 06 – 07 (e.g. FTE allocation, classified staff, one time funding, budget augmentation, facilities, Land Corporation):

Please complete the following table (leave blank if the answer is not applicable):

FUNDED by WVMCCD?

Full-time faculty FTE: <i>one 60% on 10 month contract and one 40% on 11 month position to total one full time position working with international students using flex time – supported by general college fund and board money.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially
Associate faculty FTE: none	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Partially
Classified Staff FTE: <i>one 60 % position on 10 month contract – flex hours used- board allocated money</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially

Classified Hourly (in dollars): <i>We have been given Land Corp grant money to obtain more hourly help in making our office more efficient. We have been using student workers to achieve this goal.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially
Administrative Staff FTE: none	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Partially
Facilities (brief narrative description): <i>Room 20 in Counseling and three offices in the counseling building. Currently Room 20 in Counseling is unusable. This is supported by the VP Student Services.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Equipment (brief narrative description with estimated total cost): <i>Lap top computer and projector under Land corp grant allocation</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Supplies (brief narrative description with estimated total cost): <i>Paper, printer cartridges, mailings to support and retain our students in the program, supplies for student recognitions supported by board money and Land Corp allocations.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Staff Development (brief narrative description): <i>Counseling in service for foreign transcript evaluation included in my time at counseling meetings. Conference and training funds from board allocation and Land Corp grant money.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Other (please specify): <i>Advertising, brochures and recruitment travel funded by Land Corp allocation.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially

2. What have you been able to accomplish as a result of the resource obtained?
(e.g. improved retention success and persistence, improved equity, new SLOs, higher enrollment, new online or satellite campus classes....)

NOTE: The Program Review Committee realizes that in some cases, accomplishments and changes resulting from resource acquisition are too recent to be measurable. The current Program Review process is only one year old. Future reviews of funding requests will focus on accomplishments and change occurring over a two-year period.

Currently we still are being funded by the Land Corp grant through June 2009. At that time we will need to reassess what type of financing our program may need, since we will be able to determine what has worked or not worked in the last three years of the grant.

We have increased our enrollment as a result of the increased funds, since it has increased our visibility through recruitment and advertising. We have been given a mandate from President Hartley to grow our program and were told that we could become self sustaining at 91 students. We are currently at 81 students as of the Fall 2007 – increase from 58 in the Spring 2007.

Since the last program review we have had the opportunity to have one full time position hired giving students greater access to counseling and advising as well as increasing services and retention. We hope to continue this positive trend. We have also been able to build infrastructure through equipment purchases and the use of room 20 in counseling which became available in 2004. Room 20 is a resource center and a sense of community for international students on campus. We can also have workshops, meetings and recognitions held in this room.

I. RESOURCE REQUESTS 2007-2008

Please complete the following table (leave blank if the answer is zero or none):

Full-time faculty FTE *currently covered under general counseling and board money allocated for our program*

Associate faculty FTE *currently covered under Land Corp grant allocation*

Classified Staff FTE: *currently covered under Land Corp grant allocation and board allocated money for our program*

Classified Hourly (in dollars): *currently covered under Land Corp grant allocation*

Administrative Staff FTE: *currently covered under Land Corp grant allocation*

Facilities (brief narrative description): *Availability of room 20 counseling as a resource source center – it is currently unusable. It needs to be cleared of extra equipment and furniture that was not originally there.*

Equipment (brief narrative description with estimated total cost):
currently covered under Land Corp grant allocation

Supplies (brief narrative description with estimated total cost): *currently covered under Land Corp grant allocation*

Staff Development (brief narrative description): *\$200 conference money from counseling will cover needs as well as Land Corp grant allocation*

Other: *currently covered under Land Corp grant allocation*

When completed, please save your file and e-mail (using the File: Send To menu) to tanya_hanton@westvalley.edu