

Program Area: International Student Programs (ISP)

Program Philosophy

The International Student Program (ISP) is dedicated to facilitating the inclusion of International Students into the wider LPC population and promoting student retention by providing them with a positive educational and life experience. Our goal is to enrich the entire campus climate by promoting tolerance and mutual respect among all students through the understanding of diverse cultures. To this end, Las Positas College strives to reach out to our global community, ensuring a rich student body that represents different cultural perspectives. Finally, it is our hope that the educational experience of individual international students culminates in each student taking a positive image of our American culture home to their respective countries.

The mission of the ISP is to facilitate the successful transition of International Students to Las Positas College and the American educational system. The program staff takes pride in offering strong student support services at every level, beginning with pre-admission advisement and continuing through to graduation or transfer. The staff strives to counsel students on academic, career and personal issues to facilitate their progress toward successful completion of educational goals. Additionally, the ISP staff advises students on USCIS (United States Citizenship and Immigration Services) rules and regulations related to maintaining international student status.

Goals/Objectives

1. Develop/implement recruitment strategies to increase enrollment of international students at Las Positas College.
2. Partner with area language schools to increase enrollment to Las Positas College.
3. Research feasibility of developing “conditional admissions” and/or “concurrent enrollment program” with area language schools.
4. Increase services by developing innovative program activities to assist students in transitioning to the U.S. culture and educational system as well as providing students with tools to further their educational goals upon completion of their academic program at Las Positas College.
5. Investigate additional options of English proficiency testing to broaden the pool of prospective students and increase enrollment.
6. Assess housing program for ISP students to determine what type of housing best suits the needs of current and prospective students.
7. Investigate Health Insurance Programs to determine adequate levels of coverage and feasibility of implementation of mandatory Health Insurance Program with fees to be collected prior to student registration each semester.

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8. Expand orientation to insure compliance with SEVIS and College regulations. Outline student responsibilities, provide basic overview of the U.S. educational system with an emphasis on California, and address academic programs and support services.
9. Identify sufficient office space to include a counseling office within the International Student Program facility.
10. Develop crisis management plan for the safeguard of students.
11. Promote staff development by attending training conferences and/or continuing education seminars designed to keep staff abreast of key updates regarding immigration regulations and important issues relating to International Students.
12. Collaborate with English as a Second Language (ESL) faculty to assess English language proficiency of prospective ISP students.

Program Information

Staffing:

Sylvia Rodriquez, Assistant Dean

Cindy Balero, International Student Program Coordinator (0.75)

Sean Day, International Admissions Specialist (1.0)

Gilberto Victoria, Counselor/International Student Advisor (0.25)

Nancy Wright, Counselor/International Student Advisor

Location: Building 1500, Rm. 1502

Hours: M to Thursday 9 a.m. – 4 p.m.*
Fridays 9 a.m. – 1 p.m.*
**subject to change*

Staff also available by appointment

Online Services: Class-Web available for application and registration.
Supplemental Application may be downloaded from College Website.

Program Area: International Student Programs (ISP)

Program Components:

Admissions
Registration
Orientation
Program Advisement
Academic Advisement/Counseling
Evaluation
Academic Progress
Personal/cultural counseling
Health-related counseling
Outreach
Marketing
Recruitment
USCIS regulation advisement
USCIS compliance
SEVIS reporting
SEVIS compliance

Data: Number of students: 76

Budget: \$ 8,500.00 (general fund)
\$84,000.00 (one time monies/two year plan)

Technology Needs:

1. Convert existing online admissions forms from Word Documents to documents that may be electronically submitted.
2. Obtain laptop computer for outreach opportunities.

Facility Needs:

Currently, there are two different sites that service international students: the International Student Office and Counseling. For future planning, it would be ideal to establish an International Student Office that can accommodate International Admissions, coordination of services and counseling. Further, to protect privacy and confidentiality, it is important to have private offices for the International Student Program Coordinator and lead International Admissions Specialist as well as the Academic Advisor as staff members dealing are dealing with confidential academic or immigration advising.

ISP would also benefit from the use of a shared conference room to be utilized for guest speakers, presentations and workshops. Finally, it is important to have a welcoming environment that includes a comfortable waiting room with sufficient space to accommodate the growing number of students serviced by the program.

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Committees and Collaboration

NAFSA National Association of Foreign Student Advisors
BA-PIER Bay Area Professional International Educators Roundtable

1.	What is the program's relationship to the College's mission?
	The International Student Program supports the College mission by facilitating successful transition of international students to the American educational system.

- 2. How does the program help fulfill the College's mission?**
The services provided by the International Student Program offers substantive student service support in all levels - beginning with pre-admission advisement and continuing through graduation and transfer. The staff strives to advise students on academic, career, personal, and SEVIS related issues to facilitate their progress toward successful completion of their educational goals.
- 3. What is the program's connection/dialogue to other programs?**
ISP works in collaboration with Admissions and Records, Counseling, Student Activities, ESL and other services/programs to identify appropriate support services that will enable students to not only maintain SEVIS compliance but also to satisfy educational goal objectives.
- 4. Please describe the status of Student Learning Outcomes (SLO) in your program.**
Currently gathering samples from other colleges, in progress.

Program Strengths Identified

1. Program staff is professional and efficient and services are provided with an emphasis on offering quality assistance to students in a friendly, helpful and timely manner.
2. Program staff is knowledgeable of immigration and college regulations and able to accurately advise prospective and continuing students.
3. Students receive direct assistance in completing immigration forms such as change of status applications, work authorizations, practical training, etc.
4. Students receive ongoing academic counseling to assist them in attaining their educational goals.
5. New student orientation promotes student success by providing incoming students with information regarding college programs and services as well as information on immigration regulations.

Program Area: International Student Programs (ISP)

Program Weaknesses Identified

1. Lack of guaranteed, available housing for international students is a deterrent for many potential students. The current home stay program does not adequately address the needs of the majority of international students. Alternative options for student housing should be explored.
2. The website needs to be updated to provide current, concise information for both prospective and continuing students. In addition to college information, links should be established to immigration resources and area attractions. Application forms should be available in PDF format to be completed and submitted online.
3. Development and implementation of recruitment strategies is necessary to increase enrollment and awareness of programs available at the College.
4. Develop program activities to assist students in transitioning to the American Culture and educational system.
5. Investigate the possibility of increased release time for ISP Academic Counselor to assist with program development and better serve international students.

Recommended Future Program Implications

In order to address identified program concerns and weaknesses, the following recommendations are suggested:

1. Continue to explore alternative forms of housing for international students. Survey students to determine the type of housing that best suits their needs and develop relationships with community members (i.e. apartment complex managers) to address lack of adequate housing.
2. Redesign the existing International Student Website to make it more informative and user friendly. Explore possibility of translating website into foreign languages.
3. Develop relationships with area language schools to recruit potential students to Las Positas College.
4. Develop recruitment strategies that include advertising with established international recruiting firms and exploring the possibility of using international agents as recruiters.
5. Increase budget to allow for group activities and workshops to assist students in their transition to the American culture and to provide program maintenance.
6. Increase the percentage of release time for ISP Academic Counselor.

PROGRAM ACTIVITY PLAN

Program Area: International Student Program (ISP)

Goal or Target	Activities	Person(s) Responsible	Timeline	Measurable Objectives
Assess housing program for ISP students	<p>Establish link on ISP website directing students to CSU East Bay housing option.</p> <p>Develop relationship with local apartment complexes to provide rentals to students.</p> <p>Establish information board to assist students with transportation and housing needs.</p>	<p>Web Master ISP Coordinator</p> <p>Web Master ISP Coordinator</p> <p>ISP Coordinator ISP Admissions Specialist</p>	<p>Immediate</p> <p>1-3 years as need for student housing increases.</p>	Assist 10% of students in obtaining housing.
Investigate available Health Insurance Programs with fees to be collected prior to student registration each semester.	<p>Contact colleges with mandatory Health Insurance programs to research carriers and methods of program implementation.</p> <p>Determine adequate levels of insurance coverage.</p> <p>Obtain written proposals from at least three insurance carriers.</p> <p>Meet with Health Center, Asst. Dean of Admissions & Records, Business Services and ISP staff to analyze coverage/premiums.</p> <p>Coordinate with Business Services to develop method of collecting premiums from students and remitting premiums to insurance carrier.</p> <p>Research implementation of mandatory Tuberculosis testing for all international students.</p> <p>Implement Program</p>	<p>ISP Coordinator ISP Admissions Specialist Asst. Dean /A&R Health Center Business Services</p>	<p>3 years</p> <p>Implemented Spring 2007</p>	<p>All students will have medical insurance in accordance with immigration regulations.</p> <p>It will no longer be necessary for the ISP Admission Specialist to require verification of insurance and contact individual students who fail to obtain insurance.</p>

PROGRAM ACTIVITY PLAN

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Goal or Target	Activities	Person(s) Responsible	Timeline	Measurable Objectives
Develop recruitment strategies to increase enrollment of international students at Las Positas College.	Research available recruitment options/resources.	ISP Staff District Dean	Immediate	Survey students to determine how they chose Las Positas College
	Contact institutions for recruitment best practices.	ISP Coordinator District Dean		
	Utilize one-time monies to expand recruitment options for specific markets.	ISP Coordinator Asst. Dean/A&R		
	Develop partnerships with area language programs to facilitate international student transfers to Las Positas College.	ISP Coordinator ISP Admission Specialist	In progress	
	Develop Marketing materials to be used in outreach activities.	ISP Staff District Dean		
	Update International Student Website to make it “user-friendly”, informative and welcoming.	ISP Coordinator ISP Admissions Specialist Web Master		
	Translate ISP Website content into native languages of target recruitment markets.			

<p>Increase services by developing innovative program activities to assist students in transitioning to the American culture and educational system as well as providing students with tools to further their educational goals upon completion of their academic program at Las Positas College.</p>	<p>Continually update Orientation Program to reflect changes in immigration and college regulations.</p> <p>Develop extended orientation course to expand information provided to students with regard to career educational goals and integration into American culture.</p> <p>Develop orientation course outline.</p> <p>Develop workshops on topics including applying for work authorization and post completion Optional Practical Training (OPT).</p> <p>Organize educational and recreational activities both on and off campus.</p> <p>Develop mentoring program to pair continuing students with new students</p>	<p>ISP Coordinator ISP Admissions Specialist</p> <p>ISP Coordinator ISP Admissions Specialist ISP Academic Advisor</p> <p>ISP Academic Advisor</p> <p>ISP Coordinator ISP Admissions Specialist</p> <p>ISP Coordinator ISP Admissions Specialist</p>		<p>80% of new students will attend orientation</p> <p>80% of new students (excluding transfer students) will attend workshop</p>
<p>Establish and assess student learning outcomes</p>	<p>Work collaboratively with other student services programs to align outcomes</p> <p>Participate in learning outcomes workshops</p> <p>Investigate assessment tools</p>	<p>Program Administrator Program Coordinator Staff</p>	<p>2007-2008</p>	<p>Learning outcomes established</p> <p>One cycle of assessment completed</p>

PROGRAM ACTIVITY PLAN

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Goal or Target	Activities	Person(s) Responsible	Timeline	Measurable Objectives
<p>Investigate additional options of English proficiency testing to broaden the pool of prospective students and increase enrollment.</p>	<p>Perform preliminary research to establish what assessment methods are available.</p> <p>Contact institutions currently using alternative tests to determine acceptable TOEFL equivalencies.</p> <p>Meet with ESL Department to discuss findings.</p> <p>Implement additional testing option(s).</p> <p>Investigate possibility of establishing College as an institutional TOEFL site.</p>	<p>ISP Coordinator</p> <p>ISP Coordinator</p> <p>ESL Faculty ISP Staff</p> <p>ISP Staff</p>		<p>Overall effectiveness will be determined by the number of students who choose to submit alternative testing results as demonstration of English proficiency.</p>
<p>Participate in the planning of the new Student Services Building and identify sufficient office space to include a counseling office within the International Student Program facility and private offices for the ISP Coordinator and lead ISP Admissions Specialist due to the need to maintain confidentiality when dealing with students.</p>	<p>Participate in “Site Visits” to area Student Services Buildings.</p> <p>Network with peers in area ISP offices to develop ideas for “best use of space.”</p>	<p>ISP Coordinator ISP Admission Specialist Asst. Dean/A&R ISP Academic Advisor</p> <p>ISP Coordinator</p>	<p>Immediate</p>	

Service Area: **INTERNATIONAL STUDENTS PROGRAM**
INTERNAL EVALUATION ANALYSIS: Service Area Goals
 Completed: Spring 2006
 Sample Size: (n= 4)

<u>Overall Goals:</u>	<u>Current Level of Effectiveness</u>		
	<u>Mean Rating Score</u>	<u>Variance Factor</u>	<u>Grade</u>
<u>Goal #1</u> Advise prospective international students on the application process: outlining college requirements as well as F-1 regulations.	4.00	0.00	A
<u>Goal #2</u> Provide orientation course to inform students about college programs, services, and policies helping guide students toward college success.	3.66	0.33	A -
<u>Goal #3</u> Provide counseling for students on academic, career and personal issues to facilitate their progress toward successful completion of educational goals.	3.75	0.25	A
<u>Goal #4</u> Increase services by developing innovative program activities to assist student in transitioning to American culture and educational system.	2.00	1.00	C
<u>Goal #5</u> Develop strategies to promote retention of international students.	2.25	0.91	C
<u>Goal #6</u> Expand guaranteed housing program for ISP students. Determine what type of housing best suits the needs of current and prospective students.	0.50	0.50	F
<u>Goal #7</u> Develop/implement recruitment strategies to increase enrollment of international students at Las Positas College.	1.75	2.25	C
<u>Goal #8</u> Participate in international student recruitment activities to increase awareness of programs available at the College.	1.66	1.33	C -

Suggested Changes/Improvements:

(Indicate for any goal/objective evaluated above as "2," "1" or "0")

Goal # 6

- hopefully, when we are in a position to have funding for students – F-1 housing- this would help us to retain a few students to live together.

Goal # 7

- I know we will be increasing our recruitment strategies by having a company recruit students to LPC

Goal # 8

- since ISP only has one person- we have tried to participate in recruitment activities – we will do more once Sharron D.'s position will fill again

General Comments:

- ser up housing pool
- think about a mentor program for new students
- hire a recruiting agency
- visit/contact embasses
- field trips to immerse in American culture (ie. Baseball)

STUDENT SERVICES PROGRAM REVIEW: SATISFACTION/USAGE DATA

Service Area: **INTERNATIONAL STUDENT PROGRAM**

Point of Service Student Satisfaction Level Ratings

Data Source: Student Services Program Review Student Evaluation Survey (Spring 2006)

Sample Size: (n=)

Response Analysis

<u>Question #1</u>			<u>Mean Rating</u>	<u>Grade</u>
Did the program staff answer you questions adequately and completely?				
Not Answered	0 1 2 3 4	Answered	3.32	B+
Adequately/Completely	<----->	Adequately/Completely		
<u>Question #2</u>				
Do you understand services and resources available to you in this service area?				
Do Not Understand	0 1 2 3 4	Completely Understand	3.08	B
	<----->			
<u>Question #3</u>				
Was the service you received was provided in a professional and efficient manner?				
Not	0 1 2 3 4	Service Efficiently	3.64	A-
Efficiently Provided	<----->	Provided		
<u>Question #4</u>				
Was the service you received helpful and responsive to your needs?				
Not Helpful or Responsive	0 1 2 3 4	Very Helpful and Responsive	3.56	A-
	<----->			
<u>Question #5</u>				
Was the basic service area environment welcoming and "user-friendly?"				
Not User-Friendly	0 1 2 3 4	Very User-Friendly	3.76	A
	<----->			
<u>Question #6</u>				
Were you satisfied with overall quality of the service you received?				
Not Satisfied	0 1 2 3 4	Very Satisfied	3.52	A-
	<----->			

Question #7

Would you recommend this service to other students?

Not	0	1	2	3	4	Highly	3.64	A-
Recommend	←-----→					Recommend		

Question #8

Do you use the Las Positas College web site to access information about this service area or program?

Never	0	1	2	3	4	Frequently	2.40	C+
Use Web Site	←-----→					Use Web Site		