

▼  **Dept SS - (Couns) International Student Program**



SS Program Review Reporting Year: 2017-18

SS 1a) Program Name: International Student Programs

SS 1b) Name(s) of the author(s) of this report: Joseph Ng

SS 1c) Number students served annually & trend increasing, even, decreasing: 2000 +/- F-1 international students are served by this program annually. The F-1 international student enrollment continues to stay in approximately 2000+/- throughout 2013-2014 2014-2015, 2015-2016, and 2016-2017. This number is trending up at this point but 2017-18 may trend even or down due to current political climate.

SS 1d) Who are the typical students served by this program? : F-1 visa international students from 79 countries are being served by this program.

Top 5 countries continuous to be the following countries:

1. China
2. Vietnam
3. South Korea
4. Japan
5. Taiwan

The Latin America & Africa market are being developed by FHDA International Recruitment unit.

SS 2a) What is the program Mission Statement?: 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.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: Frequent assessment and evaluation of ISP's services and programs are conducted (e.g., orientations, events, summer intensive ESL courses, transfer fairs, etc.) by the staff and via Survey Monkey and Learning Outcome. Statistical analysis are conducted with Institutional Research on various topics.

SS 2c) In what ways and to what extent does program support College Mission statement?: ISP has gathered enrollment, transfer, student success, and related data both internally and from Institutional Research. ISP works closely with all programs under Student Services in cross referring students, e.g. DSAP&S, Admissions & Records, Psychological Services, Health Services, Assessment, Office of College Life, and Tutoring, as well as instructional divisions, especially Language and Arts, Business and CIS, and Social Sciences.

International students not only have access to all services, but to a certain extent, benefit from a greater level of monitoring especially when their enrollment is reviewed quarterly via reporting to SEVIS (Student and Exchange Visitor Information System) on student registration status, tracking students to make sure they are maintaining full-time status, monitoring their GPA 2.0, etc. To support student learning, new international students are highly advised to take COUN 50 as part of the Orientation Program each quarter prior to registration.



SS 3a) In what ways and to what extent does the program assure equitable access for all students?: ISP provides a broad spectrum of services specific to the needs of international students. Counseling and advising services are provided by two certified counselors who provide academic and personal counseling when/as needed. Services are available year round and are supported by the general counseling center when needed. Counselors are bilingual and bicultural and the diversity of the program staff reflects the student population served.

To meet the student support needs of ISP students, communications via Facebook, Survey Monkey and listserv are utilized. Staff members participate in professional development opportunities relating to their work as offered by the Counseling Division, College, professional organization such as NAFSA, BAPIER and other educational institutions such as CSU and UC when feasible.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: International students go through a process of acculturation upon arrival to the U.S. and De Anza College. The Orientation/Welcome Program at the beginning of each quarter is intended to offer students resources and information for active participation both on- and off- campus as well as to provide a better understanding of academic requirements and expectations. The self-contained program design of ISP provides a setting where students can develop a sense of belonging and community. To help students feel more involved, ISP connects and encourages students to participate actively in DASB clubs and activities. This provides international students with opportunities to engage in exchanges with domestic students and community members. Global awareness, the values of social justice and equity need to be integrated as part of the programmatic offerings of ISP. There is a need for structured cultural activities to develop the knowledge about how U.S. society works, its values and customs. This is for the most part seen as an extracurricular activity that enhances the knowledge development above and beyond the academic experience.

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: ISP currently has two trained full-time International Student Counselors. The Counselors not only provide a full range of services as prescribed by the College and Counseling Division but also additional cross-cultural and F-1 student specific counseling services. Other members of the staff also provide advising on F-1 SEVIS (federal government) rules and regulations, international admissions, health insurances, housing, and more. The Counselors and the entire ISP work closely as a team in updating changes in different areas.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: ISP maintains an open door and non-discriminatory policy and access to F-1 international students of all cultural and socio-economic backgrounds. Students are highly encouraged to participate in DASB activities and clubs. ISP's own International Squad promotes and organizes cross-cultural, social and community activities to enhance an international student's experience living in the Bay Area and the U.S., such as workshops, sports games social & etc. and ISP events, such as ISP 1st Annual Thanksgiving Luncheon, Lunar New Year Celebration and the International Student Transfer Fair are open to all students. Programming and social events are an important aspect of effective internationalization that needs attention and development.



SS 3e) State ways & extent program regularly evaluates admissions & placement practices:

Assessment instruments, placement and procedures mirror those used for domestic students. ISP maintains non-discriminatory admission policies towards international students. These procedures and policies are routinely evaluated for their effectiveness and to assure there is no disproportionate impact. The program has been meeting with Language and Arts faculty to examine assessment and placement of these students as well as to examine the use of multiple measure. These meetings are still in progress and procedures have not been changed as a result.

SS 3f) State ways & extent program maintain student records securely & confidentially?: As De Anza College students, student data is maintained through Banner & SARs. Other information specific to international student status is kept in SUNAPSIS database & locked file cabinets consistent with the policies and procedures of the college to safeguard student confidentiality. Recommended length of time for keeping F-1 student files is 3-5 years. Due to space limitation within ISP, student files are currently being kept for 3 years. Although hard copies of certain documents still need to be maintained, with the purchase of a scanner, the program will be moving towards scanning these records which will allow the program and college to maintain these records indefinitely.

SS 4a) Have there been any significant staffing changes since the last CPR?: Although no staffing changes have been experienced in the last five years, the systematic increase of international students from year to year, has caused a significant increase in the counselor to student ratio, as well as a SEVIS advisor and admission coordinator to student ratio. In 2008 when the last CPR was completed, the counselor to student ratio was 1:750. This ratio was considered inadequate at that time due to the level of support these students need. Now in 2013, this ratio has increased to 1:1000 for counselor to student and 1:2000 for the International Student (SEVIS) Advisor as well as the Program Coordinator for international admission. In addition, office staff are similarly overwhelmed with the number of student/visitor walk-in traffic to ISP office which averages 1618 per month.

In the beginning of academic year 2016~2017, ISP has restored & increased staffing level due to promotion, retirement and etc.:

- 2 full-time International Student Counselors
- 2 Administrative Assistants, Sr. (Immigration Advisors)
- 2 Program Coordinator II:
 - i. International Admissions
 - ii. Communications & Events

In academic year 2017~2018, two full-time staff were retired: Senior Secretary and Admissions & Records Assistant. We were able to upgrade the Senior Secretary position to Administration Assistant I position and was able to hire new staff in to the new Administrative Assistant I position. For the Admissions & Records Assistant position, we will first re-assess and re-evaluate the position due to the fact that an online International Student Application is being developed. Our business model may need to be restructured and this position may need to be re-classified to deal with increase responsibilities.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?: As mentioned previously, the current number of counseling, immigration advising and admission advising far exceeded the recommended 1:300 ratio. The need for specialized staffing with unique job descriptions for certain positions was discussed as well. Serving international students require a particular set of skills and knowledge that must be possessed by those assigned to the program.



Assignments need to be permanent for program continuity and consistency so not to impact student's F-1 visa and program/institution's SEVIS (Form I-17) certification.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?:

Moving forward, it is strongly recommended to have an in-house IT specialist to serve as a liaison between ISP & ETS and to deal with technology (software, database & hardware) used in ISP as the online international student application.

SS 5a) Have there been any significant facility changes since the last CPR?: ISP moved from a mobile building to its first permanent location in LCW-102, which was formerly Distance Learning Office. When this space was initially assigned, ISP already informed the College that the current space was tight and inadequate for expansion.

On September 11, 2015, ISP experienced its 5th move due to college services realignment. The entire program was relocated from its' 1st permanent location (LCW-102) to Registration & Student Services (RSS) building, 2nd floor.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: This program continues to outgrow the current location. The current student/visitor waiting area is inadequate for the number of students and visitors who come in on a daily basis. The front reception is noisy given the heavy traffic. There is not enough space for storage, filing cabinets and equipment. There is a need for a multi-functional meeting/conference room to conduct small meetings, student workshops, assembling orientation and event materials, etc. If able to acquire larger space, it is important to still maintain the one-stop center concept for centralized and cost-effective delivery of services and for the international students to feel connected to ISP.

SS 6a) Have there been any significant equipment changes since the last CPR?: As part of 2011-14 Measure C request, ISP received a scanner, new fax machine, printers, and laptops in early 2014.

SS 6b) Are there any significant equipment changes that will be needed over the next five years?: No additional equipment is anticipated; however, desktop scanners are highly recommended to all ISP staff since the physical storage spaces are lacking and limited. Also, the online international student application requires documentations to be scanned into the database – SUNAPSYS.

SS 7a) Have there been any significant operational cost changes since the last CPR?: There have been some major changes:

In the last five years, the program has lost operational funding that was originally integrated as part of ISP budget for programmatic functions. The loss occurred as a result of college's financial constraints which resulted in budget reconfigurations. Supervising and administrative support staff positions were able to be saved by combining Fund 14 and 15 to support the salaries of two administrative support staff and 25% of the program supervisor's salary.

This budget reconfiguration has impacted the program as these funds were used to pay for application and admission expenses. This included postage, orientation expenses, printing, etc. In addition to this loss, ISP's B Budget was further reduced on an annual basis.

SS 7b) Will any significant operational cost changes be needed over the next 5 years?: N/A

SS 8a) Have there been any significant organizational alignment changes since the last CPR?: ISP was realigned to the Associate VP, Student Services area on April 25, 2016. The program reports to the Associate VP, Student Services and is directly under the President's Office.

SS 8b) Are there any significant organizational alignment changes that will be needed over the next : During the August 2013 ISP Retreat and meetings by De Anza administrators with the District, there has been discussions about restructuring the funding model for ISP. Such restructuring is necessary in order to meet service demands due to student increases to maintain the quality of services,



and to continue growing.

The ISP self-contained model is unique and provides several advantages that benefit students and the college. Being a One-Stop-Center for international students provides a central location where they can find answers to their questions such as immigration, admission, housing, academic, transfers, etc. Its success is documented by the academic success of our international students who graduate and transfer at high rates. The continuation of this model is recommended.

SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?:

ISP has been following all policies and procedural changes initiated by the College and federal government:

- The implementation of Pay-to-Stay
- The implementation of Banner
- Changes in placement test policies
- Changes in tuition refund, third party payment authorization and installment plans
- Additional immunization requirement for MMR
- Institutional recertification policy mandated by the Department of Homeland Security (DHS) -

Student & Exchange Visitor Program (SEVP), Immigration & Custom Enforcement (ICE).

SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.:

One major change that will affect ISP operation is the implementation of Chancellor Office's SSSP. Unlike general counseling, ISP students are required to go through a pre-assessment orientation for which students may receive credits as the SSSP orientation. Students will take their placement upon arrival, and they enroll in 12 units or more as a condition of SEVIS mandate for F-1 visa holders. These programmatic interventions already exist and will not impact service delivery. A potential SSSP impact is on priority registration and how and when students are available to become matriculated students. eAssessment is currently being explored, but decisions have not been made.

Another impact is the change in regulation that SSSP funds will not pay for instruction nor for ISP counselors. Labor redistributions will need to be made to reflect these changes.

There are potential changes with F-1 student rules and procedures, but none confirmed.

SS 10a) State any significant professional development activities for the program since last CPR.:

1. NAFSA Trainer Corps' membership was renewed for an additional three years with the request of the current Trainer Corps' Dean.

2. Most Classified Professionals attended the Annual Classified Retreats, which is important for networking, updates, etc.

3. The International Student Counselors attended UC and CSU conferences, which are important in getting updates about changes in transfer policies and procedures and networking.

4. The Program Supervisor, Office Coordinator, one of the two Administrative Assistant Sr. (International Student Advisor - Immigration) and one of the two International Student Counselor attended the NAFSA Regional XII conference held in Sacramento, CA.

5. The Program Supervisor was invited to present & served as a panelist in a day-long per-conference workshop representing community college sector addressing immigration best practice & issues along with UC Santa Cruz, SFSU and Stanford University at the NAFSA Region XII conference held in Sacramento, CA.

6. Foreign delegations visits:



- The Association of Hong Kong Chinese Middle Schools
- Jiansu Vocational College of Information Technology, China
- WWC (World Class College), South Korea
- KRIEVT (Korea Research Institute for Vocational Education & Training)
- Meiji Gakuin University, Japan
- The Alliance Cultural Foundation, Taiwan
- Bandeirantes High School. Brazil

7. ISP hosted the BAPIER (Bay Area Professional International Educators Roundtable) meeting on campus. A record number of school representatives from around the Bay Area and SEVP Representative attended the meeting.

SS 10b) State any significant professional development needs for the program for the next 5 years.: Staff are always encouraged to participate in professional development opportunities as time and budget allows. Similar conferences and meetings listed above will continue to be offered.

SS 11a) Have there been any significant curriculum since the last CPR?: Although ISP is a non-instructional unit; however, ISP plays an important role in supporting student learning. For example, ISP organizes the annual International Student Transfer Fair and various workshops on transfers, study skills, personal statements, etc.

SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.: As part of the changes initiated by SSSP, change to COUN 200 are underway. This class will be substituted by COUN 50, a one unit class that will focus on the development of a comprehensive educational plan, among other things. ISP strongly recommends all international students to enroll in COUN 50 to gain additional knowledge and understanding of college policies & U.S. education system.

Concerns regarding the changes in placement test retest policy to no retest within 5 years have been expressed during meetings with Assessment Center and Language and Arts. Majority of international student desire to transfer to an upper division university within two years, this is in large part dictated by UC's one admission cycle. If international students miss out the third fall to transfer, then they have to wait another year and will face SEVIS restrictions.

SS 11c) State the aggregate student success rate in the instructional portions of the program?: Based on research conducted by Assessment Center in summer 2013 as part of broader discussions concerning placement tests and English/ESL course taking at De Anza, using Fall 2011 new international students as sample population, 34% took ESL placement test and 78% took English placement test.

An estimated 70% of all new international students complete the COUN 200 (now COUN 50) during ISP orientation/welcome program. Due to limited capacity and varying arrivals of new international students each quarter, some students register for COUN 200 (now COUN 50) later or are waived since they have already completed a degree program in the U.S.

SS 11d) State gap of student success rates with targeted groups.: F-1 international students are mandated by U.S. government to enroll as full-time students and demonstrate good academic standing. Thus international students must enroll, maintain and complete a minimum of 12 units each quarter and maintain a minimum of 2.0 GPA. Given international students' desire to transfer to top tier universities and institutions and to save money by completing their transfer requirements and/or associate degrees within two years, these students are disciplined, focused and demonstrate high success rates. As mentioned, nearly 50% of international students transfer to the UCs.

SS 12a) Have there been any other significant program changes since the last CPR?: As part of an institution's eligibility to enroll F-1 international students, the institution is required to maintain additional information about the international student in the school's database. Hence, data entry and update is a major function of ISP. The implementation of Banner has become more labor intensive and



time consuming for staff. Together with SEVIS requirement to register each F-1 student quarterly and more complicated SEVIS procedures, the growth of international students without any increase in staffing has become a major burden to ISP staff and a potential barrier to accessibility and quality of services.

SS 2b) Are there any other significant issues that will affect the program over the next five years?:

The implementation of SUNAPSIS has improved SEVIS batch registration processing. However, technical errors through automation process continue to be a challenge due to lack of ISP in-house IT knowledge and support.

A new online international student application is being re-developed under a different platform due to technical difficulties with SUNAPSIS technology.

SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?: ISP already conducts a very comprehensive and extensive orientation/welcome program that meets SSSP requirements.

SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?: ISP has had discussions internally and with the Dean of Counseling/Matriculation, and Assessment Center about the assessment component of 3SP. Concerns were expressed by ISP about giving placement tests abroad, the restriction of no retest within five years, and the lack of adequate testing facilities during ISP Orientations. The outcome of these discussions will affect students and service delivery.

SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.: The International Student Counselors will develop comprehensive education planning with students as required by 3SP. However, concerns regarding the low number of counselors will affect the delivery of education planning in a timely manner.

SS 14a) What are the current/active program outcome statements?: 1. Students will understand the process of international student admission and application.

2. Incoming new international students will be aware that in ISP orientation/welcome 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 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 – Immigration and Custom Enforcement (ICE) 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.

SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?: All five SSLOs have been assessed.

SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR: SSLO #1: 65.1% of respondents applied to De Anza on their own; 33.3% applied via an agent; 1.6% applied via others. Majority (90.5%) found our international application easily understood and over 90% found our admission requirements clear. 93.7% of respondents think by having online application and accepting scanned documents would simplify the application process.



SSLO #2: Almost 80% of respondents are aware of the International Student Orientation Program; 20% were not aware.

SSLO #3: 90% knew that counselors are available for personal, academic and other issues. 10% was not aware of the role ISP counselors.

SSLO #4: 97.4% of students know that they need to maintain at least 12 units to maintain full-time status. 2.6% stated they did not know about this requirement.

SSLO #5: asked for additional comments from the students.

SS 14d) What are the program outcome assessment plans for the next five years?: ISP has gone under some changes with new & additional staffing. All 5 SSLOs will be reassessed further.

SS 15) Analysis of the program from last CPR to now to 2018-19.: International student enrollment has continued to grow at a rapid pace since 2008, yet no increase in staffing. ISP has contributed significantly towards the District's and College's goals set for enrollment and revenue; yet, the lack of investment by the College towards ISP and services for international students has created much frustrations and delays. The length of wait for counseling and advising services is much longer than five years ago, often hours for drop-ins and 3-4 weeks for appointments. ISP is greatly concerned about student access to ISP. Certain ISP services and activities had to be cut given the high volume of documentations needed to process them resulting in a shift from student contact to paper pushing. Given heavy student/visitor traffic, more space and staffing is needed for the front reception area, which is crowded and noisy. The level of involvement and amount of communications with educational agents around the world has increased due to increased competition in international student recruitment. This trend will continue to be more demanding. Since majority of international students wish to transfer to one of the UCs or top universities whereby they need to complete the basic skill and GE courses, prerequisites, and major courses in a timely manner, registration difficulties have impacted international students' wish to transfer within two years. Hence, students seeking concurrent enrollment (i.e., cross registering at other colleges and universities) have increased in order for these students to complete their degree program or transfer in two years.

The District and the College have become and continued to depend on non-resident revenue via international students to sustain FHDA operations. If the administration wish to continuously attract international students to come to De Anza, both quantity and quality, some fundamental needs must be met: more course offerings, program development to engage international students in campus life and community, and additional and specialized ISP staffing.

In the beginning of year 2016-2017, ISP was able to restore & increase staffing to serve the international population adequately. Half of the new staff, however, were new to the district &/or new to International Education. Professional development & training, therefore, will always be ISP's top priorities due to the complexity of immigration mandates and compliance.

During 2017-2018, ISP was once again dealing with staffing issue due to personal/family issue and retirement. The Program Supervisor assumed most of the duties and was able to reassign some duties among staff. A new staff - Administrative Assistant I - was hired in April 2018 to replace the retired position. ISP is operating with 80% of staffing as compared to the previous year.

The re-development & implementation of online international student application will put ISP in a whole new competitive market in the coming years. Angelica Strongone, Program Coordinator – International Admissions, has been proactively restructuring the current paper-based admission process to emulate the online version so that the staff are ready for the transition.



SS 16a) Name of the Division and the names of the programs.: Associate VP, Student Services:
Admissions & Records, Assessment, Occupational Training Institute, Office of Outreach and Relations
with Schools

SS 16b) Who wrote the Divisional Perspective?: Joseph Ng, International Student Programs Supervisor

SS 16c) Summarize the CPRs written by the programs of the Division.: Please refer to those CPRs.