



**Student Services  
Program Review 2009-2012**

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**Section 1 is due by October 6, 2009**

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**PROGRAM AREA:** International Student Program (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 preadmission 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.

**Progress on Goals, Objectives (2005-2009):**

Please list each goal from goal's matrix and describe progress on each.

**1. Assess housing program for ISP students.**

In Fall 2006 LPC entered into an MOU with CSU-EB that enables students to live in the CSU-EB dormitories while attending LPC. This provides a viable housing option for students, however, public transportation is expensive and not timely.

ISP staff acts as the liaison between students and International Student Placements, a homestay program that coordinates host home placements for students wishing to experience living with an American family. Beginning Fall 2009, students placed with International Student Placements are given a brief survey to assess the effectiveness of this service. Respondents were either "very satisfied" or "satisfied" with their homestay placement.

ISP staff continues to develop relationships with area apartment complexes. Because F-1 students are unable to work off-Campus, establishing proof of income presents a significant obstacle for students. Currently, one apartment complex has agreed to accept sponsor financial documents as proof of income.

**2. Investigate available Health Insurance Programs with fees to be collected prior to student registration each semester.**

Program staff met with potential insurance providers in 2007 and provided an update to the District ISP Sub-Group on September 13, 2007. Discussion will continue at the District level with both Colleges.

To apply for an F-1 student visa, students must provide proof of finances that meet or exceed the estimated costs submitted by the school to SEVIS. Beginning Fall 2008, the ISP program began including \$600.00 as an estimated cost of health insurance under "Other Costs" in the Financial Information section of the Form I-20 issued to international students.

Currently, program staff manually monitors student health insurance compliance each semester and assists students individually with the purchase of health insurance that meets recommended minimum coverage, including repatriation and medical evacuation. This is an ongoing labor intensive process.

**3. Develop recruitment strategies to increase enrollment of international students at Las Positas College.**

The ISP website was redesigned and updated to provide both new and continuing students with valuable resources. Additionally, portions of the website were translated into Chinese, Japanese, Portuguese, Korean and Spanish.

Program staff participates in Transfer Fairs hosted by area language programs and continues to cultivate relationships with language programs. ISP is finalizing an 8-page brochure to be used to showcase our College during recruiting opportunities.

The District entered into agreements with International Education Services (IES), Study USA and SR Media on behalf of both colleges to increase enrollment. It is difficult to track IES leads as students are directed to the ISP website. SR Media generates between 35-100 student leads per week and Study USA generates 0-10 leads per month. Overall, traffic to the ISP website continues to increase, however, it is difficult to assess the origin of the increase or how this increase may have translated into additional students.

**4. 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.**

ISP expanded its 1/2 day orientation into a comprehensive 3-day New Student Orientation Program. During orientation, students receive an International Student Handbook that includes up-to-date information on immigration regulations, health matters, safety issues, housing, public transportation, academic matters, etc. This resource is used in the expanded International Student Orientation class (PSCN 28) designed to integrate first semester ISP students into the American educational system and provide an introduction to American culture and Society.

ISP distributes a monthly newsletter to students that includes important program and college information, local activities, and cultural information.

Program staff is developing workshops to address issues such as off-Campus employment options, transfer procedures, and culture adjustment.

ISP will participate in International Education Week (November 16-20, 2009) by hosting several movie nights and presenting a student panel and fashion show.

**5. Investigate additional options of English proficiency testing to broaden the pool of prospective students and increase enrollment.**

Program staff collaborated with ESL program to implement "conditional acceptance" of students who have not taken standardized English proficiency tests. Full acceptance into the College is dependent on the student assessing into one of the six levels of ESL. Throughout each semester, program staff continues to follow up with ESL and counseling staff to ensure students are placed in appropriate ESL and academic courses.

In addition to TOEFL, ISP will accept IELTS and Step Eiken test results to demonstrate English proficiency.

Program staff continues to gather data to establish a correlation between standardized language proficiency tests and ESL program placement.

**Program Information**

**Staffing:** Sylvia Rodriguez, Dean of Enrollment Services  
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:** Bldg. 1300, Rm. 1311 and 1314

**Services:** The International Student Program has an open door policy that provides students with services typically found in Admissions & Records. Additionally, program staff provides immigration advising; assistance with cultural adjustment/integration; and personal and crisis counseling.

<b>Program Components:</b>	Admissions	SEVIS reporting
	Application processing	SEVIS compliance
	Registration	Recruitment
	Orientation	Housing Assistance
	Program Advisement	Assist with cultural adjustment issues
	Academic Advising/Counseling	English Proficiency Advisement
	Evaluation	Health Services and Insurance
	USCIS regulation advisement	Club Advisors
	USCIS compliance	Organize cultural events
	USCIS benefit application assistance	

	<u>2007-2008</u>	<u>2008-2009</u>	<u>2009-2010</u>
<b>Number of Students Services:</b>	92	111	135
	2007-2008	2008-2009	2009-2010

**Budget:**

1. What is the program's connection/dialogue to other programs?

ISP works in collaboration with Admissions and Records, Counseling, Assessment Center, Student Health Center, 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.

Additionally, ISP staff attends bi-monthly meetings with the Chabot International Student Program and the District Office to facilitate a strong collaboration between the programs.

2. Please describe the status of Student Learning Outcomes (SLO) for your program.  
Summary: Students were administered a pre-test during the New Student Orientation to establish a baseline of individual understanding of immigration rights and responsibilities. The same test was administered approximately 2 months later in PSCN 28. Overall scores increased substantially demonstrating students possessed an increased awareness of their immigration rights and responsibilities.
3. **Provide a summary of current and future programmatic challenges.**

**Use this to provide supporting data/information for requested increased resources.**

The greatest challenge ISP faces is the inability to register students into appropriate courses. Immigration regulations prohibit new international students from entering the United States more than 30 days prior to the program start date indicated on their form I-20. As a result, new international students are at a great disadvantage when registering for classes. ISP students must be enrolled in, and attend, 12 units of study in the Fall and Spring semesters to maintain their lawful immigration status. Reduced course offerings have made it increasingly more difficult to find appropriate classes. During Fall 2010, two students transferred to a language program because they were not able to enroll in all of the recommended ESL courses and several other entry level ESL students were not able to enroll in ESL 133 (Beginning Oral Communication) which is critical for student success.

Both housing and public transportation continue to be problematic. Wheels Bus routes to LPC were reduced in 2010 with busses now arriving hourly as opposed to every 30 minutes. The majority of international students are dependent upon public transportation and are unable to enroll in evening classes due to transportation and safety issues. As the program expands, it is necessary to provide students with affordable housing options close to the Campus and/or public transportation. The program coordinator needs to continue to develop new relationships with area apartment complexes, however, this is difficult due to a lack of available time.

Currently, only students who are enrolled in a class that physically meets on campus pay the Student Health Fee and are eligible to receive services provided in the Student Health Center. Immigration considers students who have an authorized medical reduced course leave (RCL) and those on Optional Practical Training (OPT) to be continuing Las Positas College students, however, these students are not enrolled in classes. Many international student health insurance plans offer a reduced or zero deductible to

students who receive a referral from the Campus health center, therefore, several students have asked to be able to continue to utilize the Health Center while on either RCL or OPT.

The Coordinator position is currently 75%. In order to provide the level of support necessary for student success and to continue to expand the program, this position needs to be increased to 100%.

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## **Section 2 is due by February 26, 2010**

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### **Point of Service Surveys:**

Number of surveys gathered: 25

Date range of survey(s): December 2009

**Attach copy of survey in Appendix.**

### **Program Strengths Identified (utilizing survey data):**

1. The program staff answers students' questions adequately and completely.
2. Service provided by program staff is helpful and responsive to the needs of students.
3. International students understand their rights and responsibilities with respect to maintaining their F-1 student status.
4. Students are comfortable seeking assistance from program staff when faced with challenges.
5. The current program service area environment is welcoming and 'user friendly.'

### **Areas of Improvement Identified (utilizing survey data):**

1. International students are not aware of all of the College programs and services available to them.
2. Students would like ISP to provide more opportunities to connect with other students through Campus activities and events.
3. Obtaining housing close to Campus continues to be problematic.
4. Lack of privacy when discussing confidential or personal information in our office is concerning to students.

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## **Section 3 – Goal Matrix completed by March 31, 2010**

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**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

Students will gain awareness of College programs and services available to them.

**II. Plan to Accomplish the Objective:**

<b>Plan:</b>			
	Activity	Timeline	Responsibility
a.	Provide bi-monthly workshops focusing on one or two programs or services (e.g., Health Center and Tutorial Center). Collaborate with specific programs to provide information in a manner that meets the needs of a diverse population.	Spring 2011	ISP Coordinator
b.	Collaborate with Counseling to identify programs and services to be included in PSCN 28 curriculum.	Spring 2011	ISP Program Staff and ISP Counselors.
c.	Utilize mid-term progress reports to refer students to appropriate support services (i.e., Counseling, Tutorial Center, Writing Center, ILC).	Spring 2011	ISP Program Staff

**III. How Will You Measure the Effectiveness of This Objective?**

Survey international students to determine what College programs and services are being utilized. Analyze end of term results and compare with mid-term progress report data.

**IV. How Does This Objective Relate To/Support the College's Strategic Plan 2010-2015?**

Ensuring that international students are aware of College programs and services available to them relates to the Institutional Strategic Goal of Diversity and Pluralism by providing an accessible environment for students and to the Communication and Infrastructure goal by working collaboratively with other programs to promote student success.

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

Category	Description	Estimated Cost (if known)
<b>Personnel</b>	Increase Coordinator position to 100%.	
<b>Supplies</b>		
<b>Facilities</b>		
<b>Other</b>		



**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

ISP will provide international students with opportunities to connect with other students through Campus activities and events.

**II. Plan to Accomplish the Objective:**

<b>Plan:</b>			
<b>Activity</b>		<b>Timeline</b>	<b>Responsibility</b>
a.	ISP staff will host monthly "International Hours".	Begin Fall 2010	ISP Staff
b.	ISP will partner with International Club (formerly World Cultures Alliance Club) to increase club participation and coordinate 1-2 off-Campus activities per semester.	Begin Fall 2010	ISP Staff
c.	Create a focus group of international students to discuss desired future activities and events.	Spring 2011	ISP Staff

**III. How Will You Measure the Effectiveness of This Objective?**

Sign-in sheets will be used to monitor participation in 'International Hours'. International Club officers will provide data on student participation and attendance at off-Campus events.

**IV. How Does This Objective Relate To/Support the College's Strategic Plan 2010-2015?**

This objective will integrate international students into the College community and expose them to cultural activities in the Tri-Valley (Community Life).

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Increase Coordinator position to 100%.	
<b>Supplies</b>		
<b>Facilities</b>		
<b>Other</b>		



**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

ISP will develop strategies to enable students to access registration at the earliest possible date by monitoring completion of matriculation components used to establish student priority registration date.

**II. Plan to Accomplish the Objective:**

<b>Plan:</b>			
<b>Activity</b>		<b>Timeline</b>	<b>Responsibility</b>
a.	Audit student records for completion of all matriculation components to ensure students are eligible for earliest registration date.	Fall 2010	ISP Coordinator ISP Counselor
b.	Notify students missing matriculation components and educate students as to the importance of completion of components.	Fall 2010	ISP Staff
c.	Enter (matric) data in Banner	Spring 2011	Counseling/ISP Staff

**III. How Will You Measure the Effectiveness of This Objective?**

Program Coordinator will review reports to identify students' registration status based upon completion of matriculation components. Banner records will be audited to ensure data accurately reflects student status.

**IV. How Does This Objective Relate To/Support the College's Strategic Plan 2010-2015?**

International students must maintain compliance with immigration regulations to maintain F-1 student status. Aiding students in accessing registration at the earliest possible date relates to Accountability by increasing student success.

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Increase Coordinator position to 100%.	
<b>Supplies</b>		
<b>Facilities</b>		
<b>Other</b>		





**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

Develop English as a Second Language (ESL) Bridge Program to prepare incoming students to matriculate into the existing academic ESL program and help facilitate their integration into the U.S. Culture.

**II. Plan to Accomplish the Objective:**

<b>Plan:</b>			
<b>Activity</b>		<b>Timeline</b>	<b>Responsibility</b>
a.	Research existing Bridge Programs to determine program content.	Spring 2011	ISP Coordinator
b.	Identify facility and staffing needs required to institute program. Determine cost of program vs. fee charged to students to ensure program is income generating.	Spring 2011	ISP Coordinator Dean of Enrollment Services District Liaison
c.	Develop academic and social curriculum and implement pilot program.	Summer 2011	ISP Coordinator ESL Coordinator Dean of Enrollment Services District Liaison

**III. How Will You Measure the Effectiveness of This Objective?**

A course evaluation will be administered at the completion of the session to measure effectiveness from the student's perspective. Students will demonstrate that they have adjusted to the Las Positas campus and are prepared for full-time academic study by successful completion of the Fall semester.

**IV. How Does This Objective Relate To/Support the College's Strategic Plan 2010-2015?**

This objective will integrate international students into the College community and expose them to cultural activities in the Tri-Valley (Community Life) prior to the start of the semester. Additionally, it will promote global awareness of LPC as a premier institute of higher education (Institutional Advancement).

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Increase Coordinator position to 100%.	
<b>Supplies</b>		
<b>Facilities</b>	Classroom(s)	
<b>Other</b>		

Instructions: Using your self study and PROGRAM DEVELOPMENT forms, please complete the spreadsheet below. Each DEVELOPMENT form corresponds to one row so that each OBJECTIVE is on one I

Institutional Strategic Goals (for exact wording please visit the next spreadsheet in this workbook)

1. Teaching and Learning
2. Institutional Advancement
3. Accountability
4. Economic Development
5. Resource Development and Allocation
6. Academic and Professional Excellence
7. Diversity and Pluralism
8. Communication and Infrastructure
9. Community Life
10. Sustainability

Please contact The Office of Institutional Research and Planning (X1027), your Dean or VP with questions or assistance completing this data base.

**DO NOT MAKE CHANGES TO THE DATA BASE FORMAT.**

**Macros must be enabled.**

Program Review Type	Discipline/Unit (ex. CHEM, Research, Library, A&R, AUTO)	Division (Instructional Program Review Only)	What do you want to accomplish? (Objective)	How do you plan to accomplish this?	What is/are your measurement criteria? (How will you measure and document effectiveness?)	Which College Strategic Goal(s) does this objective address? (all that apply 1-10)	Does this objective address an Accreditation Recommendation or Planning Agenda?	When do you plan to start?	What resources will this take? (all that apply)	What Institutional Process/Committee/Office will you need? (all that apply)	Specify if Other process	Prioritized
Student Services	International Student Program	Student Services	Students will gain awareness of College programs and services available to them.	Provide workshops and promote collaborative efforts with other Student Service areas.	Student satisfaction surveys	1 Teaching and Learning, 3 Accountability, 8 Communication and Infrastructure	Not sure	Fall 2010	Non-Financial, Ongoing			High Priority

