

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* International Programs and Services
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* International Programs and Services (64902)
- *Authority Code:* 00-International Programs and ELI
- *External Regulations:* Yes X No

The International Student Program (ISP) is one area of responsibility within the International Programs and Services department. The ISP must ensure the compliance of the program and its students with United States Citizenship and Immigration Services (USCIS) immigration regulations. We also work with U.S. Department of State regulations with respect to the Visa application and acquisition processes.

- *Provide a brief narrative that describes the services provided.*

In Fall of 2006, the College created a formal office of International Programs and Services. The creation of this office was the culmination of a collaborative planning process involving numerous different campus officials and departments, which had begun 2 years earlier. Throughout its previous 40-year history, the College never had a formal office or department dedicated to supporting international education and exchange. Instead, international student admissions and services were ancillary functions of the offices of Admissions and Counseling, respectively. Faculty and student exchange efforts were coordinated by individual faculty members. The history of the development of the International Programs and Services office is captured in the Ohlone Story about the same, included in this Program and Services Review as an attachment. Ohlone College International Programs and Services acts as a centralized hub which directs, supports and facilitates the international education and exchange activity of Ohlone College. The office of International Programs and Services is responsible for the admission, recruitment, retention, servicing and assimilation of F-1 Visa-holding international students of the College.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative,

multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
- *State your program Mission/Purpose.*

It also works to advance an array of pre-existing international education objectives of the college, and leads the development of new international education objectives. The office of International Programs and Services, in conjunction with Ohlone College Community Education, administers the English Language Institute (ELI) for non-native speaking international students. It also develops and implements international education-related grants.

- *Briefly describe program accomplishments.*

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- **Student/Program Achievement**

- *List area-specific outcomes.*

The International Programs and Services department and International Student Program have increased F-1 Visa-holding student enrollment at Ohlone College as follows:

Semester International students enrollment

66

Fall 2002

70

Spring 2003

52

Fall 2003

55

Spring 2004

Fall 2004 50

Spring 2005 60

Fall 2005 67

Spring 2006 64

Fall 2006 63

Spring 2007 83

Fall 2007 138

Spring 2008 190

Fall 2008 235

Spring 2009 258

Fall 2009 270

295
Spring 2010

310
Fall 2010

320
Spring 2011

338
Fall 2011

360
Spring 2012

365
Fall 2012

- *Identify internal and/or external benchmarks and regulations.*
In Fall 2006, prior to the formal establishment of the Ohlone College International Programs and Services office, international enrollment as a percentage of overall enrollment at the College was less than 1%. As of early 2012, international enrollment as a percentage of annual FTES is approximately 3.5%. At its April 14, 2010 meeting, the Ohlone College International Education Committee endorsed the goal of increasing international student enrollment to between 5-7% of overall student enrollment by 2015. This decision was informed by enrollment data on other California Community Colleges (see the Attached “International Enrollment Percentage at Other CCC.xls” file) and data on international enrollments compiled by the Organisation for Economic Co-operation and Development (OECD) (see the Attached “OECD Chart.xls” file, and in particular, the “International students as a % of overall tertiary enrollments, by country average section”.
The International Student Program must ensure international students’ awareness of and adherence to Department of Homeland Security (DHS) / United States Citizenship and Immigration Services (USCIS) regulations governing

students on the F-1 Visa. The International Programs and Services department is responsible for remaining up-to-date on current Immigration regulations and how these affect students. It is also responsible for administration of the Student and Exchange Visitor Information System (SEVIS) database used to record and maintain information on F-1 Visa applicants and holders.

- *Enter assessment results for area-specific outcomes and analyze trends.*

The increase in international student enrollment at Ohlone College, from Fall 2006 through Spring 2012, owes most generally to the formalization of an office of International Programs and Services at the College. Previously, as documented in the Attached Ohlone College Story, no such office existed, and international students were served “out of the back pocket” of the Admissions and Counseling departments. The relatively low enrollment (less than 1% of total student enrollment) of international students reflected this level of service. With the creation of a dedicated office, and dedicated positions, responsible for enrolling and supporting international students, international enrollment grew. The dedication of the equivalent of between one half-time and one full-time Counselor to international student support was also a vitally important move helping grow and sustain international enrollment. Before Fall 2006, no one Ohlone College employee was dedicated exclusively to international student support. As of January 2012, 5 persons are: a Director, International Programs and Services; an International Admissions Coordinator; an International Student Services Coordinator; a manager of the not-for-credit English Language Institute (ELI); and the equivalent of one full-time Counselor. This baseline level of personnel is essential if international students are to be adequately served. Modest staffing growth will help lay the groundwork for continued enrollment growth in the future. International enrollment increases at Ohlone College occur at a time of increasing international student enrollment in the U.S. more generally. The Institute of International Education’s (IIE) 2011 “Open Doors” report – see <http://www.iie.org/en/Research-and-Publications/Open-Doors> - on International Educational Exchange states that total international student enrollment grew by 4.7% from 2009/2010 to 2010/2011. This continues sustained international student enrollment growth in the U.S. over recent years. These growth trends augur well for Ohlone College as we seek to continue to build on recent international enrollment successes.
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
- *Additional Program Table Files.*
- *Future Actions*

Strategies to improve achievement indicators. Specify.
Future actions will be taken to simultaneously increase international student

enrollment and opportunities for meaningful interaction between international students and domestic students. The motive for these efforts is a desire to focus more on facilitating quality learning and other experiences for our students. The recruitment of international students is a focus of the College because these students add significantly to the richness of the Ohlone experience for all students, faculty and staff. Although international students do pay a higher tuition based on the actual cost of their enrollment, and those dollars stay at the local level to support the District's budget, it is important to state that the recruitment of international students is based primarily on their contributions to the curriculum, rather than their contributions to the College budget. Specific actions to be taken include the development of student satisfaction surveys and plans to administer these on a regular basis. Results from these surveys will inform the development of programmatic and other responses, and will also allow us to fine-tune efforts which are already successful but which could be improved further just the same.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Expand Students' awareness and interest in Study Abroad opportunities and models by making materials and information more accessible.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Increase faculty and student participation in faculty exchange and study abroad opportunities.

Program PIO will address the following:

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Student Learning & Achievement
- Increase Program Enrollments

How will you assess the effectiveness of your PIO:

PIO Action Plan:

How will you accomplish this?

Work with International Committee members and College Advancement to

design and distribute information about Study Abroad opportunities

What is your timeline?

2016-17 academic year

Who is going to do this?

Bill Sharar and Mark Brosamer

PIO Status:

- New

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: People Time
Description: collect relevant information for promotional materials
- Resource: Other Budget Related Resources Needed
Description: Promotional and informational brochure
Est. Cost: \$5,000.00

Attached Files:

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- [Program Improvement Objective College Goal Attachment.doc](#)
- [International Enrollment Percentages at other CCC.xls](#)
- [OECD Charts.xls](#)
- [Budgeting Mechanism International Programs and Services Memo.doc](#)
- [20112015intlprogsservicesstrategicplan.pdf](#)
- [Ohlone Story International Programs and Services.pdf](#)
- [How the IPS Department serves students faculty and staff attachment to Program Review.doc](#)

