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International Student Advising 2002-2003

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COLLIN COUNTY COMMUNITY COLLEGE
SERVICE ASSESSMENT INSTRUMENT

2002-2003

International Student Advising

**2002-2003 SERVICE ASSESSMENT INSTRUMENT
COLLIN COUNTY COMMUNITY COLLEGE**

Service Unit Assessed: International Student Advising

Date: 2002-2003

Task Force membership: Michele Boverie, Chair, Todd Fields, Suzon Schroeder, Tatiana Shehadeh

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A. EXECUTIVE SUMMARY

<To be completed by the External Review Task Force **after** both the self-study and external review have been completed **but** prior to the Open Meeting>.

External Task Force: Chair, Shirley H. Terrell, Alan Andrews, Raymond Deskins, Aliya Nurani, Jennifer Salo

The External Task Force for International Student Advising (ISO), after review and evaluation of the Service Assessment Instrument, has concluded that the ISO has done, and is doing, an exemplary job in providing a large variety of services to the international student body at CCCCD. Not only does the ISO staff provide advising, immigration information, and cultural awareness information, they do so in an expeditious manner in spite of a phenomenal increase in the number of students they serve.

The ISO is fortunate to have a highly qualified and dedicated staff, albeit a small one, who stay abreast of ever changing immigration laws and requirements while offering even more personalized services, such as tax seminars, international student orientation and International Day, for the students. The ISO at Spring Creek campus serves students for all CCCCD campuses.

The ISO Service Assessment and findings of the External Review Task Force Committee reflect the following. (A detailed analysis is provided on the corresponding page numbers as referenced.)

Strengths: (Page 35)

- I. Exemplary service and product delivery**
- II. Quality Enhancement**

The areas in need of improvement: (Page 36)

- I. Understaffing**
- II. Inadequate space**
- III. Inadequate communication facilities**
- IV. Lack of offices and services on other campuses**
- V. Failure of many international students to seek assistance from ISO**
- VI. Loss of potential students to Intensive English Programs**

Recommendations. (Page 37)

- I. Hire a SEVIS Coordinator and other necessary staff**
- II. Create a multicultural center where all specialized services can be offered in the same area**
- III. Seek assistance from telecommunications to provide additional services and equipment**
- IV. Set up a “swing” office at PRC and CPC**
- V. Provide additional information through brochures, flyers, signs, user-friendly website, and mandatory orientations**
- VI. Propose an IEP for CCCCD and seek funding for same**

E. QUALITY ENHANCEMENT

1. What ongoing methods does your unit use to demonstrate how well it fulfills its stated mission?
 - a) Evaluations
 - From orientation
 - Annual performance evaluations of all advisors by Director of Advising
2. How does the unit use the information generated by the methods identified in item 1 to improve effectiveness and quality of your unit?
 - a) Evaluations
 - Improve delivery methods to convey information to students
 - Goal setting for each staff member
3. How have recommendations and suggestions from prior evaluations of this unit been addressed to improve effectiveness and quality? (These may be formal recommendations and suggestions from internal evaluations, SACS evaluations, THECB evaluations, or less formal comments from surveys, etc).

Note: The International Student Advising Office (ISO) is part of Academic Advising. This is the first program assessment that has been done for the ISO.

Improvements resulting from above evaluations and the increase in the number of international students have prompted improvements in the program to include:

- Addition of one full-time academic advisor
- Addition of an organized orientation program for international students
- Cross-training of full-time academic advisor and a full-time advisor in Recruitment and Programs for New Students.

Analysis of Quality Enhancement

Analyze whether the evaluation methods actually measure the effectiveness of the unit and whether the assessment results are regularly used to improve effectiveness and quality with the ultimate goal of improving educational outcomes.

The International Student Office is part of Academic Advising. The evaluation methods used address student satisfaction and staff effectiveness. Staff meetings and conferences allow the staff to stay current in their area of expertise. Evaluations from orientations and workshops give the staff the opportunity to continually improve. Most of the evaluation methods used are informal; the ISO could do more such as add focus groups or evaluations.

The increased number of international students including the required specialized services needed in that area, leads the committee to recommend the creation of a multicultural center where all these specialized services may be offered in the same area. This multicultural center would include specialized positions including an immigration specialist, admissions specialist,

academic advising specialist, and SEVIS Coordinator, focusing on the success of the international student. The committee suggests that this will enhance the overall quality of services provided by the ISO.

I. STRENGTHS AND WEAKNESSES

After reviewing the findings of the Self-Study presented in the previous sections and conducting their own evaluation, the **External Review Task Force** offers their assessment of the strengths and weaknesses of the program being evaluated.

1. Describe and document the strengths of this unit.

I. Exemplary service and product delivery

A. International advising

1. ISO has high rating, waiting time is short

B. Immigration advising

1. Staff keeps current on changing regulations
2. Staff provides International Student Orientation at beginning of fall and spring semesters

C. Academic advising and registration

1. Staff assists students: choice of classes, registration, and degree plans

D. Maintaining records

1. ISO reports, several times a semester, detailed information on students' status to BCIS through SEVIS

E. Providing cultural awareness

1. ISO provides events and advising throughout the semester to assist students in their acculturation to the U.S.

II. Quality Enhancement

A. Regular staff meetings

1. Academic staff meeting and internal office staff meetings

B. Conferences

1. ISO staff attends NAFSA and AMIE meetings

C. Teleconferences (SEVIS)

D. Evaluations

1. From orientation, workshops by ISO staff, annual performance

2. Describe and document the weaknesses of this unit.

I. The ISO is seriously understaffed due to:

- A. The large increase in the number of international students and the specialized services they require
- B. New immigration regulations that are constantly changing and more severe regulations, concerning third world countries, that are now in effect
- C. The ratio of students to staff is not acceptable (173:1 in 2001)

- II. The ISO has an inadequate amount of space for both personnel and equipment in that:**
 - A. No waiting area exists for students seeking advising, admittance, and registration
 - B. ISO staff have difficulty maneuvering without colliding
 - C. Storage cabinets have reached capacity and there is no additional space
- III. The ISO has inadequate communication facilities in that there is no:**
 - A. Answering service to implement at peak times which results in a loss of students and contributes to student frustrations
 - B. Telephone available for the student assistant's use at her desk
- IV. The ISO lacks offices and services on other campuses. The Spring Creek office must serve three campuses. Students at PRC and CPC have great difficulty in getting their needs met because many do not have transportation.**
- V. A significant number of international students fail to seek assistance from the ISO, as indicated by the student survey administered to ESL students. This could result in a loss of students and affect the overall retention rate of the college.**
- VI. CCCCDC loses numerous potential students every semester to Intensive English Programs (IEP) at other colleges. The ISO cannot adequately serve those students with low TOEFL scores. Thus, the college may lose those students, their potential referrals, and a large amount of revenue because international students pay out-of-country tuition.**

J) RECOMMENDATIONS AND SUGGESTIONS

Based on the strengths and weaknesses presented in the previous section and their own evaluation results, the **External Review Task Force** offers their recommendations and suggestions as to how to address the weaknesses of the program being evaluated.

Note: the recommendations must be based on the weaknesses described in the previous section. There should be at least one recommendation for each weakness.

I. Recommendations

I.

- A. Hire a SEVIS (Student and Exchange Visitor Information System) Coordinator and additional staff: immigration specialist, admissions specialist, and academic advising specialist

II.

- A. Locate funds to provide for a multicultural center with a waiting area, additional offices, and storage
- B. In the interim, ask provost to provide a larger space to accommodate increasing needs of ISO
- C. Seek space in other areas of SCC to store items seldom used

III.

- A. Contact telecommunications to provide this answering service and an extra phone for student assistant
- B. If no phone is available, make a request to other departments for one that is not being used

IV.

- A. Set up a “swing” office at PRC and CPC that can be open one or two days a week.

V.

- A. Provide more information to international students through brochures, flyers, and signs on all campuses
- B. Work closely with ESL faculty to ensure that students are provided the information they need and know what services they may receive
- C. Seek help from Student Development Section Editor in developing a user-friendly website for international students. Information could be posted regularly on the site.
- D. Meet with Student Development Section Editor to determine a more appropriate use of the website
- E. Place the survey on the website to ensure that all international students, not just those in ESL, have access to the survey

- F. Require mandatory orientation that provide students information regarding regulations and services offered, or, provide orientation on the web and ensure that all students participate

VI.

- A. Propose an IEP for CCCCCD
- B. Locate funds for establishment of the IEP

2. Suggestions

The External Review Task Force suggests that ISO staff present a proposal to the director to provide assistance to those who need training and professional development in this complex field.

To ensure privacy for student records, we suggest that the ISO seek locked filing cabinets from other departments if no funds can be allocated for purchase. Sending an e-mail asking for trade-in should bring in the needed equipment.

Additionally, we suggest that the ISO work closely with ESL and other concerned faculty to provide seminars or classes to promote cultural adjustment and understanding.

Note: Recommendations MUST be addressed in the Quality Enhancement Plan. Progress towards addressing recommendations will be reported in six (6) months after the entire evaluation process is complete. It is up to the appropriate Vice President whether or not suggestions must be addressed in the Quality Enhancement Plan.

2002-2003 Service Evaluation Chief Administrator Comments

Please return to Julie Miles at SCC by August 30, 2003

Service Area Evaluated: **International Students Office**

Year Evaluated: **2002-2003**

Please review the completed program evaluation and comment on the findings. In your comments please indicate whether you agree or disagree with the task force recommendations.

Comments:

I would like to thank the task force membership for the excellent job done on this evaluation. The Internal Self Study was conducted by Michele Boverie. The External Review was led by Shirley Terrell. Both professionals did an outstanding, thorough job with this program assessment.

Among the strengths reported were:

1. Exemplary service and product delivery.
2. Short wait time for students during peak periods.
3. Assistance to students in their acculturation to the US.

Among the weaknesses reported were:

1. The ISO is seriously understaffed.
2. Inadequate amount of space for both personnel and equipment.
3. The ISO has inadequate communication facilities.

I agree that at least one additional staff would be helpful in the ISO; I cannot agree that the office is seriously understaffed. The space issue is being addressed in an expanded area for student development services. To date, there is no automated phone messaging system for the advising department. The telecommunications group at the college is researching such equipment for all areas of the college. An additional telephone has been ordered for the ISO.

In regards to recommendations made by the external review committee, I will address those that are relevant to my area of supervision.

1. Hire a SEVIS Coordinator – it was recommended in the open session for the program assessment that the staff research what other institutions in the area doing to handle the increased responsibilities created by SEVIS.
2. Adequate storage of records has been discussed with the VP of Student Development as a major concern. An additional file cabinet, with lock, has been acquired for the ISO.

3. There is a swing office in the Provost suite at PRC that can be reserved for ISO staff or others.
4. Advisors at the CPC are willing to share offices when necessary.

The external committee suggested that ISO staff present a proposal requesting assistance for those who need training and professional development in the field. I encourage the staff to follow through so that all necessary training might be pursued in order to better serve the international student population.

Signature _____ *Date* _____

Upon completion please sign and date. Forward one (1) copy to Julie Miles at SCC and forward one (1) copy to the appropriate Vice President or Chief Administrator. The form entitled "Service VP or Director Status Report" should accompany the copy that you send to the VP.

Service Evaluation Quality Enhancement Plan

<To be completed by the unit after administrative review of the completed evaluation instrument>

The Quality Enhancement Plan addresses each recommendation and suggestion listed in the “Recommendations and Suggestion” section of the final evaluation instrument. Include a detailed plan of action, time line (must conform to evaluation follow-up reporting time line), and person(s) responsible for each recommendation and comment on each suggestion. Implementation of recommendations is required while implementation of suggestions is at the discretion of the appropriate Vice President.

Service/Admin. Unit Assessed: **International Students Office**

Year Assessed: 2002-2003

Recommendation 1: Hire a SEVIS (Student and Exchange Visitor Information System) Coordinator and additional staff: immigration specialist, admissions specialist, and academic advising specialist.

Plan: To hire one full time advisor to work with students in the ISO and perform duties required for SEVIS input.

Timeline: Fall 2004

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
November 2004	Submit staffing request to VP of	Norma Johnson
	Student Development.	

Recommendation 2: A. Locate funds to provide for a multicultural center with a waiting area, additional offices and storage; B. In the interim, ask provost to provide a larger space to accommodate increasing needs of ISO; C. Seek space in other areas of SCC to store items seldom used.

Plan: There are no plans (in this department) to provide a multicultural center. The issue of space will be addressed in the expanded student development center. Additional file cabinet with lock has been secured and the storage issue will be addressed in the expanded area, as well.

Timeline: Fall 2004 – expanded student development center

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
November 2003	Secure an additional file cabinet.	Norma Johnson

Recommendation 3: A. Contact telecommunications to provide this answering service and an extra phone for student assistant; B. If no phone is available, make a request to other departments for one that is not being used.

Plan: An additional telephone for the ISO has been installed. The telecommunications department is currently working on equipment (for the district) to provide an automated response system.

Timeline: None

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
N/A	N/A	N/A

Recommendation 4: Set up a “swing” office at PRC and CPC that can be open one or two days a week.

Plan: There is a swing office in the Provost suite at PRC that can be reserved for ISO staff and/or others. Advisors at CPC are willing to share offices when necessary.

Timeline: None

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
November	No action planned	Norma Johnson

Recommendation 5: A. Provide more information to international students through brochures, flyers, and signs on all campuses; B. Work closely with ESL faculty to ensure that students are provided the information they need and know what services they may receive; C. Seek help from Student Development Section Editor in developing a user-friendly website for international students. Information could be posted regularly on the site; D. Meet with Student Development Section Editor to determine a more appropriate use of the website; E. Place the survey(similar to one designed for this program assessment) on the website to ensure that all international students, not just those in ESL, have access to the survey.

Plan: A. Request additional signage for SCC campus ; there are no offices on other campuses. B. ISO staff currently work with ESL coordinator and faculty and provide information when needed. C.& D. ISO staff currently working with student development section editor and others on improving website and securing a separate, general email address for the ISO. E. Staff will work with Julie Miles to create a student survey ISO.

Timeline: Fall 2003-Spring 2004

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
November	Request additional signage through	Norma Johnson
	Provost office, SCC	
	Meet with Julie Miles to create	ISO Staff
	Student survey for ISO	

Recommendation 6: A. Propose an IEP for CCCCD; B. Locate funds for establishment of the IEP.

Plan: A & B: There are no plans (in this department) to propose an IEP or locate funds for same.

Timeline: None

DATE	ACTION TO BE TAKEN	PERSON RESPONSIBLE
N/A	N/A	N/A

Signature _____ **Date** _____

Upon completion please sign and date. Forward one (1) copy to Julie Miles at SCC and forward one (1) copy to the appropriate Vice President or Chief Administrator.