

# Program Review Self Study

for

Monterey Peninsula College

## Student Services

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## Program Review Calendar

Programs not undergoing Program Review complete the annual program review report and Action Plan documents that serve to drive the forthcoming budget as well as those undergoing review.

<b>2010-2011</b>	Counseling CalWORKs Matriculation
<b>2011-2012</b>	Student Financial Services Career Transfer Resource Center EOPS/CARE Supportive Services/Instruction/Workability
<b>2012-2013</b>	Admissions & Records International Programs
<b>2013-2014</b>	Academic Support Center Athletics Child Development Center TRiO
<b>2014-2015</b>	Accreditation Year – Self-Study completed Fall 2014. Accreditation site visit Spring 2015.
<b>2015-2016</b>	Health Services Student Activities Job Center Re-Entry Multicultural Center

## Introduction to Program Review

The purpose of the Student Services Program Review is to evaluate all existing Student Services programs and services at Monterey Peninsula College to assure their quality, vitality, and responsiveness to student needs and student learning. The Student Services Program Review at MPC is a process that provides an opportunity to look constructively at programs and services on a consistent basis, with the intent on refining and improving program practices while making effective and efficient use of resources. The Student Services Program Review is also an essential element of the college's planning, budgeting, and resource allocation process. When appropriate, the Student Services Program Review should include data that demonstrates the effectiveness of its services as it relates to student access, retention, progress, and success.

## Review Process

The Program Review involves the following steps:

- **Orientation:** The Vice President of Student Services holds a meeting with Student Services Coordinators/Managers/Administrators responsible for completing Program Reviews to introduce procedures, forms, and timelines.
- **Evaluation:** A Program Review committee will review the self-study document provided by the programs. Using the "Student Services Program Review Evaluation Form," the Program Review committee will prepare preliminary responses and recommendations which will be returned to the program to take the appropriate action. The Vice President of Student Services, Deans and/or Managers will also review and comment on the Program Review committees' preliminary responses. The Vice President of Student Services, Deans and/or Managers will also review and comment on all Program Review Annual Reports.
  - **Optional Meeting:** Programs will have the opportunity to meet with a representative from the Program Review committee to discuss findings and offer additional information regarding the Program Review committee responses.
- The Vice President of Student Services will provide a summary report of the programs undergoing Institutional Program Review to the Student Services Advisory Group (SSAG), College Council and the Board of Trustees.

### **The Student Services Program Review Cycle (follows college's Planning and Resource Allocation Process)**

- **October**
  - Student Services Program Review Components Checklist distributed to all areas.
  - Programs undergoing Institutional Review are notified of the Program Review calendar.
- **April**
  - Institutional Program Review and/or annual updates due.
  - Evaluations of Institutional Program Reviews and annual updates conducted
  - Student Services Advisory Group (SSAG) reviews finding of programs undergoing Institutional Program Review.
- **May**
  - The Vice President of Student Services prepares an informational report for College Council and the Board of Trustees summarizing the overall process and Student Services Program Reviews completed during the academic year.

# Student Services Program Review Self Study

<b>Name of Program:</b>	International Student Program
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## 1. Mission

- a. **College Mission:** *“Monterey Peninsula College is committed to fostering student learning and success by providing excellence in instructional programs, facilities, and services to support the goals of students pursuing transfer, career, basic skills, and life-long learning opportunities. Through these efforts MPC seeks to enhance the intellectual, cultural, and economic vitality of our diverse community.”*

<b>Program mission</b>	The Mission of the International Student Program at Monterey Peninsula Colleges is to educate our students to become well-prepared members of a global society by providing a comprehensive education plan and MPC services that will support their academic goals.
<b>Mission’s relationship to college mission</b>	The ISP mission relates to the MPC mission statement in the areas of student support services, intellectual and cultural experiences.

- b. **Program Mission: What is your program’s mission statement? Please explain how the program’s mission relates to the mission of MPC.**

The ISP mission relates to the MPC mission because we work on fostering our international students academic learning through instruction, student services and preparing them for transfer and or degree completion. Their experience at MPC and their own international roots enhances their opportunity to become members of a global society.

- c. **Program Improvement Plan: Identify any plans your program has to change or revise its mission.**

<b>Plan</b>	<p><b>Brief History:</b> In July of 2011, the ISP Director retired and from 2011 thru July of 2013 several interim ISP Counselors and support staff were assigned to this area to ensure coverage and a sense of continuity. No replacement of the director was made and approved. In Fall of 2013, Alethea De Soto, a tenured faculty member was reassigned to the ISP counseling position to provide consistency to the program and the ISP Coordinator, Maryam Abusaidi returned as the ISP Coordinator after an extensive leave of absence.</p> <p><b>Improvement Plan:</b> The ISP department experienced a reduction in staff as already mentioned. Currently, there is a full-time ISP Coordinator and a part-time tenured counselor. If the ISP office is to improve, it will need dedicated staff such as a fulltime manager/director or a fulltime Counseling to begin planning on the following:</p> <ul style="list-style-type: none"> <li>• Developing a recruitment plan that includes:             <ul style="list-style-type: none"> <li>➢ Marketing materials, website, brochures, and international college fairs, English Language Centers in the central and northern parts of California.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>• Develop an English Language Program,</li> <li>• Improve the ISP website (testimonial videos and virtual tours),</li> <li>• Develop an ISP Facebook (and other social media efforts),</li> <li>• Attend International Educational Fairs,</li> <li>• Build relationships with local partners,</li> <li>• Budget plan that enhances funding for the college and can sustain the needs of the International Office</li> <li>• Create an enrollment management plan that targets areas of growth.</li> <li>• Track international student in terms of their academic goals and progress towards completion</li> <li>• Create student satisfactory survey</li> <li>• Work with universities overseas to develop one-year certificate programs</li> <li>• Implement a Study Abroad Program</li> <li>• Develop a retention &amp; support system</li> </ul>

## 2. Program Overview

### a. Program Description

#### i. Please list and describe the key services provided through your program.

Service	Description
International Student Inquiry & Admissions	<ul style="list-style-type: none"> <li>• Answers all calls and emails related to the international admission process</li> <li>• Explain the F1 Visa process</li> <li>• Reviews the international application</li> <li>• Admit students and issue I20's</li> </ul>
Admitted Students	<ul style="list-style-type: none"> <li>• New Student Orientation – addressing specific issues related to the following: a) student health insurance, immigration issues, working options, enrollment, educational goals, fee payments and options, etc.</li> <li>• Ongoing support related to: housing, health insurance challenges, housing assistance, immigration interpretation &amp; advocacy, maintenance of documents (financial, immigration, academic and medical),</li> <li>• Review each student to ensure compliance is met related to SEVIS regulations.</li> </ul>
Counseling	<ul style="list-style-type: none"> <li>• Provide academic, career and personal counseling to international student population that includes transfer, career/technical education and ESL basic skill needs.</li> <li>• Evaluate student coursework and develop education plans (abbreviated and comprehensive).</li> <li>• Meet with students every semester to ensure they are not out of</li> </ul>

	<p>compliance with SEVIS regulations.</p> <ul style="list-style-type: none"> <li>• Support the OPT and CPT process for student and follow-up.</li> </ul> <p><b>Discuss the following:</b></p> <ul style="list-style-type: none"> <li>• Homesick issues</li> <li>• Acculturation challenges</li> <li>• Provide analysis of the American Education System so that students understand why they must take general education courses.</li> <li>• Application for admission to programs and institutions</li> <li>• CSU-General Education and IGETC certification</li> <li>• Petition to graduate</li> <li>• Pre-requisite verification</li> <li>• Transcript translation request</li> <li>• Letter of recommendation</li> <li>• Personal statement/college admissions essay</li> </ul>
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**ii. What are the most important goals of the program? (Use bulleted list and limit to ½ page.)**

- **Successful assimilation of International students to the MPC culture that will help complete their academic goals while at MPC**
- **Support students with compliance issues thus enhancing retention**
- **Support students completion of a minimum of 12 units and a gpa of 2.0 per semester**
- **Meet with the ISP counselor 1x a semester (minimum) to ensure that the student is moving towards their academic goal**
- **Provide support for student’s psychological stability**
- **Create a safe place where students can share and discuss their concerns**

**b. Student Demand**

**i. Who are the key users of the program? (Use bulleted list and limit to ½ page.)**

- **International students with F1 Visa status.**

**ii. How has user demand changed over the last few years? (Please explain how you measure user demand.)**

<b>Comments:</b>	<p>The incident of September 11, 2001 (911) impacted all international programs across the United States. Prior to this tragic event, recruiting international students was easy because the issuing of F1 Visas were given with ease. After this event, there was a major decline in students attending American schools. At MPC, this change was further impacted when in 2011 the director of ISP retired and was not replaced and in addition, the ISP Coordinator took a long leave of absence leaving the ISP department with very little historical knowledge and therefore a decline of international student occurred. It is not to say that there isn’t a demand. While other campuses are flourishing and hiring more support, MPC has not replaced its director.</p>
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**iii. Is the demand for your program expected to change in the near future? If so, why and how?**

<b>Comments:</b>	There is a demand to offer an Intensive Language Program because the surrounding schools, MIIS and CSUMB do offer a program but at a very expensive rate. Students want options. The Golf, Football and Baseball program appear to have an increase of interest in recruiting international students.
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**Student Demographics** WAITING FOR DATA FROM ROSALEEN RYAN

**c.**

- i. Printed are the gender and ethnicity percentages of this program and the college for the last three academic years. Address any significant differences between your program and the college.**

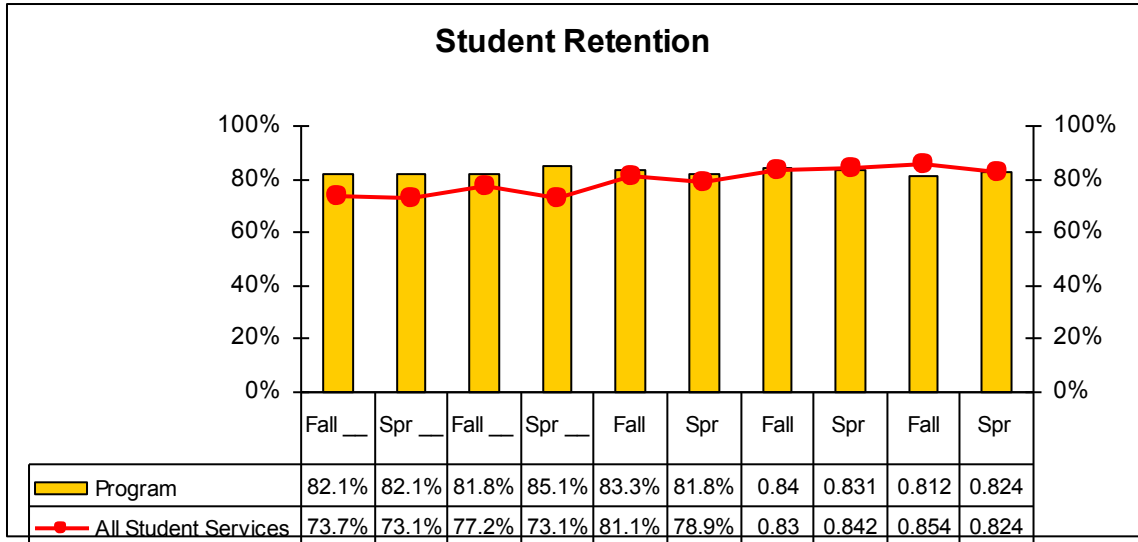
	Fall 2012__		Spr2013 __		Fall 2013__		Spr 2014__		Fall 2014__		Spr 2015__	
	M	F	M	F	M	F	M	F	M	F	M	F
MPC												
Program	25	31	23	31	19	22	17	22	19	21	20	12

	F __		S __		F __		S __		F __		S __	
	MPC	Pr.	MPC	Pr.	MPC	Pr.	MPC	Pr.	MPC	Pr.	MPC	Pr.
White												
AfAm												
Asian*												
Latino												
Other												
Decline												

<b>Comments:</b>	
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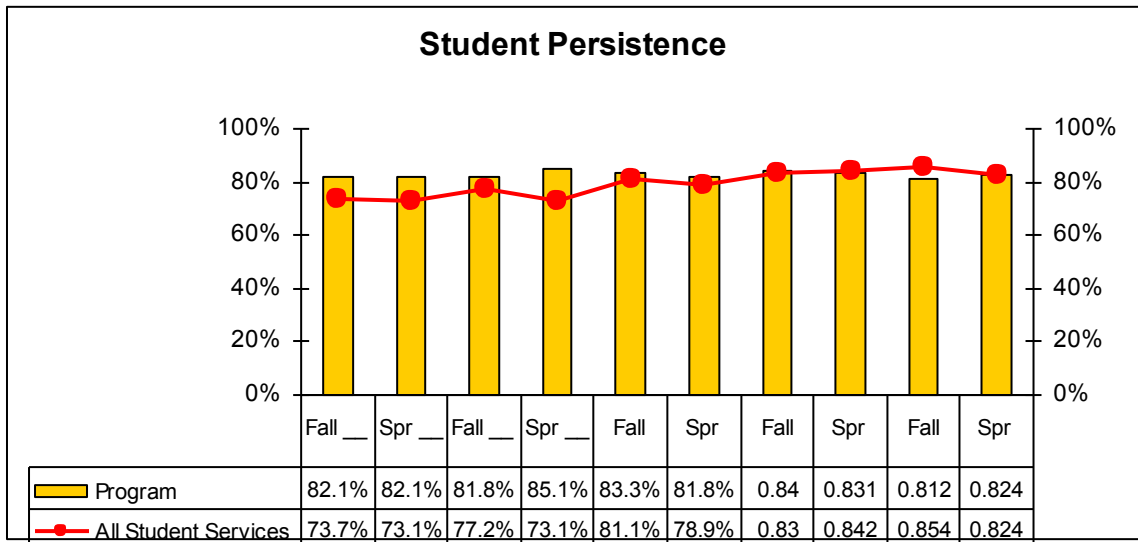
- ii. Printed are the retention rates for the program over the last 5 years. Discuss similarities and differences between the program's and college's rates.**

WAITING FOR DATA FROM ROSALEEN RYAN



**Comments**

- ii. Printed are the persistence rates for the program over the last 5 years. Discuss similarities and differences between the program's and college's rates.



**Comments**

- d. Program Improvement Plan (If any boxes checked, describe plans):

Identify any plans your program has to:	Details
<input checked="" type="checkbox"/> Change or improve services.	Improve Orientation to include: ESL faculty



		participation, tours of the campus, student id, housing partners, health insurance, etc.
<input checked="" type="checkbox"/>	Respond to user demand.	Create a FAQ page, improve website to include virtual tours and testimonials.
<input checked="" type="checkbox"/>	Improve student retention rates.	Academic Follow-up, Occupational Practical Training and Curricular Practical Training Program workshops, ISP club, etc.
<input checked="" type="checkbox"/>	Improve student persistence rates.	Assimilation/Adjustment and "Homesick" workshops; Transfer and Career workshops,
<input checked="" type="checkbox"/>	Other	Recruitment at local agencies and partners, attend International training workshops to improve SEVIS and immigration knowledge of staff. Develop an ESL Language program in collaboration with the ESL department.

### 3. Program Services

a. Please describe any programmatic changes during the last 5 years.

Service	Programmatic process(es) used to support the services
Director	Retired in 2011
Part-time Counselor	Tenured faculty reassigned half of counseling load

b. If relevant, please provide a summary of any audit, program review or compliance review conducted by yourself or an outside agency.

<b>Comments:</b>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
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c. How do the service users assess the program? Please work with your program review's support team to create and disseminate a survey to service users.

<b>Comments:</b>	<ul style="list-style-type: none"> <li>The only assessment at the moment is of the counselor which is done as part of the evaluation process.</li> </ul>
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d. How do campus faculty and staff perceive the program? Please work with your program review's support team to create and disseminate a survey to all college employees.

<b>Comments:</b>	<ul style="list-style-type: none"> <li>An official assessment of the campus perception has not been done.</li> </ul>
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i. Explain how external factors (e.g. state budget, local economy, local job market, Education Center at Marina, changes in technology, similar program or service at neighboring institutions) influence your program, and describe any measures that have been taken to respond to these factors.

<b>External factors</b>	<ul style="list-style-type: none"> <li>As already mentioned, the September 2001 (911) incident impacted all international programs in the United States. In addition, the decrease of state allocated funds to the community colleges experienced in 2009 had a significant impact on ISP at MPC. Due to these two major changes, the Director of ISP retirement coupled with an extensive leave of absence of the ISP Coordinator created a significant “whole” of knowledge in ISP and was filled with temporary staff and adjunct faculty. Although the director’s position has not been replaced, there is consistency provided to ISP in the past two years with having a tenured counselor reassigned part-time to ISP and the return of the ISP Coordinator.</li> </ul>
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**ii. Describe how your program coordinates with other programs on campus and how improved coordination could enhance institutional effectiveness.**

<b>Program coordination</b>	<ul style="list-style-type: none"> <li>Currently ISP collaborates with the ESL department related to student follow-up and assessment. In addition, there is a strong collaboration with the Assessment and Counseling Department. More recently, there is more communication with the Golf, Football and Baseball coach due to recruitment efforts experienced in these areas.</li> <li>The opportunity to improve coordination and collaboration is very possible and needed however, a dedicated fulltime director or faculty is necessary to devote time to developing these efforts.</li> </ul>
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**iii. Describe your program’s involvement with the community through recruitment, articulation, partnerships, facilitation of advisory committee meetings and/or collaboration with business, government, private agencies, or educational institutions.**

<b>Community involvement</b>	<ul style="list-style-type: none"> <li>ISP works with CSUMB and MIIS to provide a “link” for students who want to continue their education with MPC, CSUMB or MIIS. It is an “exchangeable” partnership which is supported by attending workshops, presentation and meetings.</li> <li>More could be done if ISP had a fulltime director or counselor dedicated to developing these efforts.</li> </ul>
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**iv. If there are any other measures or considerations you would like to include regarding your program’s vitality, please explain.**

<b>Other considerations</b>	N/A
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**v. Program Improvement Plan (If any boxes checked, describe plans):**

Identify any plans your program has to:		Details
<input type="checkbox"/>	Change or improve services.	Improve Orientation to include: ESL faculty participation, tours of the campus, student id, housing partners, health insurance, etc.
<input type="checkbox"/>	Change or improve processes.	Create a FAQ page, improve website to include virtual tours and testimonials.
<input type="checkbox"/>	Improve coordination with other programs on campus.	Create an advisory board that includes both campus and community members – this would allow voices from various parts of the campus and area community to help create the vision of ISP.
<input type="checkbox"/>	Improve involvement with the community.	Establish monthly or semester meetings with the local universities and agencies.
<input type="checkbox"/>	Other	Recruitment in growing areas both in the US and abroad.

#### 4. Student Learning

##### a. How does your program support student learning?

ISP has completed the Program Reflection each semester for the past 3 years. Because the staff is limited, discussion is limited and many of the reflections identified are based on issues that arise throughout the year. The issues that surface have either been addressed or are pending.

##### b. What was learned by participating in “Program Reflections on Student Learning”? Please summarize your discussions/decisions.

The following was learned from the Program Reflections”:

- There is a need for fulltime leadership position in order to grow international population
- The move to the new site has had challenges for the coordinator but appears to be positive from the students perspective
- The ISP website needed improvements and changes were made to help prospective students
- The ISP application was not online so an online electronic application was created.
- Recruitment efforts are needed to grow our the program
- Better community relationships need to be established
- SEVIS knowledge needs to be ongoing and more conference and training for staff

##### c. Indicate how often your staff refer students to the following services. (Completing the Staff Satisfaction Survey will provide data for this question.)

	Often	Sometimes	Rarely	Never
Academic Support Center (Tutoring) no longer available				

Admissions & Records		x		
Assessment Center (for ENGL/ESL/MATH placement)	x			
Business Skills Center				x
Counseling	x			
English & Study Skills Center	x			
Information Services (College Center)		x		
Library & Technology Center	x			
Math Lab	x			
Reading Center	x			
Supportive Services & Instruction	x			
Career/Transfer Center	x			
Child Development Center				x
Cooperative Work Experience	x			
Extended Opportunity Programs & Services (EOPS)				x
Job Placement		x		
Student Financial Services				x
Student Health/Psychological Services		x		
Re-Entry & Cultural Center (no longer available)				
Other:				

**e. Facilities, Equipment and Supplies**

- i. What facilities/equipment/supplies changes have occurred since the last program review? How have these changes affected your program's ability to fulfill its mission and/or support student learning?**

<b>Comments</b>	ISP moved from the Art Dimensional Building to the Student Services Building on August 14, 2014. This change reduced the area (square footage) available for students but in exchange it centralized its location to a more visible and accessible location for students. The change has not had a drastic impact on our we support student learning but it has created some challenges for the ISP Coordinator due to lack of privacy in the specified area.
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- ii. What specific facilities/equipment/supplies needs do you have that are not being met?**

<b>Comments</b>	Creating a more private space for the coordinator is in progress and solutions are being researched to address this concern.
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**f. Other**

If there are any other measures or considerations you would like to include regarding student learning, please explain.

<b>Comments</b>	
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**g. Program Improvement Plan**

Check the appropriate box(es), identifying any plans your program has to improve services, processes, and/or student learning.

Identify any plans your program has to:		Details
<input type="checkbox"/>	Further support student learning.	n/a
<input type="checkbox"/>	Improve awareness of and/or further refer students to student services.	n/a
<input type="checkbox"/>	Improve facilities to increase program's ability to support student learning.	n/a
<input type="checkbox"/>	Purchase equipment and/or supplies to increase program's ability to support student learning.	n/a

**4. Staffing**

- a. On a separate page, provide an organizational chart of your program or service (including all levels of service and classified staff positions).
- b. Briefly describe each employee's primary responsibilities.

Position	Responsibilities
ISP Coordinator	<ul style="list-style-type: none"> <li>• Front line office support</li> <li>• Responds to all inquiries (phone, in-person and email) from prospective and current students</li> <li>• Preps all applicant files to ensure that it is complete &amp; ready to be reviewed by counselor</li> <li>• Coordinates health insurance documents</li> <li>• Communicates to ISP students of important immigration changes, workshops, health related topics, counseling appointments, etc.</li> </ul>
Counselor (1/2 load)	<ul style="list-style-type: none"> <li>• Review ISP application</li> <li>• Admit international student to MPC</li> <li>• Issue I20's</li> <li>• Address all issues related to immigration and SEVIS</li> <li>• Provide abbreviated and comprehensive ed plans</li> <li>• Provide assistance in all areas related to transfer to UC's , CSU's or other private and out of state schools</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Personal counseling</b></li> <li>• <b>Communication with families/parents/guardians</b></li> <li>• <b>Occupational Practical Training and Curricular Practical Training process and approval</b></li> <li>• <b>Orientation to all new students</b></li> <li>• <b>Teach PERS 10 with an emphasis on international students</b></li> <li>• <b>Create protocol for all processes related to international students</b></li> <li>• <b>Follow-up with each student's record to ensure that they are in compliance</b></li> </ul>
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a. Describe your staff's recent staff development activities.

n/a

b. Complete the Staff Satisfaction Survey. Discuss your findings from this survey.

n/a

c. Discuss the adequacy of your staffing to meet your program's mission.

The program currently has 40 international students.

d. Program Improvement Plan:

Identify any plans your program has to:		Details
x	Take steps to improve staff satisfaction.	Attend the NAFSA Conference
<input type="checkbox"/>	Seek out opportunities for training and development.	
<input type="checkbox"/>	Adjust staffing to meet program's mission.	

## 5. Summary

Summarize and prioritize the Program Improvement Plans for improving or maintaining the quality of your program area. Include rationale for any plan. Distinguish between budget-dependent and budget-independent items.

For the "rationale" column, indicate whether the PIP item is intended to improve one or more of the following:

- The program's mission
- The program's vitality
- Student learning
- Staffing

### Budget Dependent

Priority	PIP Item	Rationale	Timeline	Responsible Person	Cost
1.	Hire a full-time Director, Manager or Counselor	If the program is to grow, fulltime support is needed to develop the program.	2017	VPSA	\$150,000.00
2.	Private or semi-private area to provide a safe and quiet space for students.	Many times our international students have issues related to very personal areas that requires front line private space.	2017	VPSA	\$1000.00
3.	Marketing Materials	Improve recruitment efforts via website, mailing, etc.	2017	Counselor and Coordinator	\$5000.00
4.	Recruitment Efforts in the local language schools and international college fairs.	Increase enrollment and relationships – funnel students to MPC	2017	Counselor	\$2000.00 to \$15,000.00
5.	Professional Development	Changes in immigration requires training	2017	Coordinator & Counselor	\$7000.00

### Budget Independent

PIP Item	Rationale	Timeline	Responsible Person