

## Palomar College – Institutional Review and Planning Non-Instructional Student Services Programs

### Purpose of Institutional Review:

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.) Qualitative

### International Education

Department/Discipline Reviewed

2007-08

#### 1. 3-year trend of quantitative data

	2004-05	2005-06	2006-07
Number of e-Mail/phone contacts	N/A	N/A	N/A
Number of in-person contacts	N/A	N/A	N/A
Number of student contacts at IEP fair	N/A	N/A	Approx. 120
Number of agents/schools overseas visited	10	7	8
Number of student contacts at IIE fairs	N/A	Approx. 400	Approx. 350
Number of Inquiries	N/A	N/A	N/A
Number of cond. Acceptance letters	N/A	N/A	Approx. 35
Number of TOEFL takers	100	104	98
Number of Applications	114	132	175
Number of Acceptance	105	92	134
Number of New Admits	93	77	126
Number of New Admits by recruiting effort	24	11	26
Assessments	82	63	106
Number of SEVIS reporting	N/A	N/A	N/A
Orientations	2	2	3
Enrollment	452	370	376
Educational Plans	N/A	N/A	N/A
Average GPA	3.08	3.08	3.03
Number of students who receive an AA	27	25	16
Number of students who receive a CA	5	8	7
Number of students on OPT	21	18	13
Number of students who transferred	57	37	23
Number of international organization visits	2	2	2
Number of Study Abroad Apps processed	N/A	12	27
Number of FT Staff	2	2	2
Number of Part-time Staff	2 (adjunct counselor)	2 (adjunct counselors)	1 (adjunct counselor)
Staff/student ratio	1/226	1/185	1/188

2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.

Both the number of applications and the number of new admits increased between 06 and 07, while the number of students completing the program did not follow the same trend. The ICE regulations appeared to have eased with international students and the enrollment is stabilizing and beginning to move up. Increased marketing efforts in targeting countries have improved the numbers of students.

**3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Programs changes/improvements</b> Create the International Ambassador program to help new students adjust to the new system and/or environment to improve retention.</p>	
<p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</b> Develop an early alert system for new international students in which every new international student must submit a work in progress report to the Office of International Education in the middle of their first semester. If there are any students failing any classes, refer them for subject matter tutoring.</p>	

**4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:**

PLAN 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b> Some programming may be required to the PeopleSoft/Oracle student system to add international students to the early alert system. We also need additional computer/printer for additional staff member's use.</p>	
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b> Establish a budget to hire international ambassadors on stipend basis. Estimated cost to be \$5,000 per year.</p>	
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices</b></p>	

<p>due to growth, remodeling, etc.</p>	
<p><b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p>	
<p><b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b>          Add an additional staff member on an hourly basis to improve marketing activities to compete in an increasingly competitive international student market worldwide.</p>	
<p><b>f. Other</b></p>	

**5. Discuss one department/discipline goal linked to Palomar’s Strategic Plan 2009 and how it will support the success of students.**

The Early Alert system for new international students as described above will support the success of students (to improve student retention). We will assess the success of the system by comparing the number of students leaving the college without completing their education program (we will not count the number of students not completing their programs due to the family emergencies back home).

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**6. Student Learning Outcome progress:**

**a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.**

Students accepted with TOEFL score of 450-470 with proper ESL placement will maintain a minimum GPA of 2.7. We will measure this outcome by tracking the students’ TOEFL score at the time of admission, ESL placement, counseling appointment (once a semester or more) and early alert system with the ESL faculty (instructor will notify out office when a student is failing the class).

**b. Describe a learning outcome that is difficult to assess.** \_

Student’s completion of the program is difficult to assess due to unforeseen events students may face (illness, loss of financial sponsor, emergency back home, unsuccessful visa renewal, etc.)

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**7. Describe a department accomplishment that you would like to share with the college community.**

The Office of International Education successfully hosted two groups of students from Osaka College of Health and Social Welfare during the fall 2007 semester.

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**8. Are there other resources (including data) that you need to complete your department/discipline review and planning?**

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**For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.**

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**9. Other comments, recommendations**

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**Please identify faculty and staff who participated in the development of this plan:**

Yasue O'Neill, Herman Lee

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**Name/signature**

**Date**