Palomar College – Program Review and Planning
Non-Instructional Programs
Year 2
Academic Year 2013-14

Purpose of Program Review and Planning: 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.)

Discipline: International Education

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)   **10/18/2013**

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

	2009-2010	2010-2011	2011-2012	2012-2013	Definitions
Number of e-mail/phone contacts	12862*	13125*	5550	N/A	We have decided to discontinue highlighted items due to the increased workload among staff
Number of in-person contacts	2068	2138	2149	N/A	
Number f student contacts at IEP fair	Approx.83	65	Approx. 45	N/A	
Number of agents/schools overseas visited	4	4	7	12	Number of agencies and schools we visited for recruiting/annual visit purposes overseas.
Number of student contacts at U.S> higher education fairs	Approx120	150	Approx. 300	N/A	We did not attend any educational fairs overseas this past year.
Number of cond. Acceptance letter	12	10	35	29	Number of conditional acceptance letters (admission pending English proficiency requirement) we issued (usually to applicants from intensive English programs)
Number of TOEFL takers	100	107	159	138	Total number of students who took the institutional TOEFL (Test of English as Foreign Language) test on campus.
Number of applications	183	172	180	245	Total number of international student application packets we processed each year.
Number of acceptance	122	112	110	137	Total number of students we officially accepted.
Number of new admits	108	82	91	125	Total number of admitted students who actually enrolled.
Number of admits by recruiting effort	38	25	41	43	Total number of admitted students who were referred by agencies/schools we have good relationship with.
Assessments	94	75	90	96	Total number of students who were assessed either at the Assessment Center or at the Office of International Education

Number of SEVIS reporting	1804	1814	1938	N/A	
Number of orientation held	3	3	4	4	Number of new student orientation session we held
Enrollment	495	438	385	443	Number of total enrollment (fall & spring semesters)
Average GPA	2.97	2.99	3.02	3.13	Value of average GPA
Number of students who received AA degree	13	16	23	39	Number of students who received AA/AS degree
Number of students who received a certificate of achievement	1	3	23	33	Number of students who received a certificate of achievement
Number of students on OPT	4	10	3	5	Number of students who applied for optional practical training.
Number of students who transferred	56	61	29	47	Number of students who transferred to universities
Number of international organization visit	3	N/A	1	1	Number of groups from overseas which visited Palomar College for short-term study tour.
Number of FT staff	2	2	2	2	
Number of PT staff	1	1	1		*Adjunct counselor

I. A. Reflect upon and provide an analysis of the four years of data above

Total number of international applicants and admits finally started increasing again.

Total number of international students receiving also increased. This increase partially resulted from new majors of "General Studies" and "University Studies." Total number of transfer-out students increased compared to 11/12 year; however, students' financial resources often affect students' decision on transferring. Some students who were admitted to the college for the transfer program decided to change to AA/AS or CA program.

I. B. Please summarize the findings of SAO assessments conducted.

"80% of international students accepted with a TOEFL score between 450-470, after taking the proper ESL classes, will maintain a GPA of 2.7."
While the average GPA of students started during the fall 2012 semester was 3.402, that of students started for the spring 2013 semester was 2.590.

 I. C. Reflect upon the SAO assessment findings in <u>Box B</u> above. Discuss overall observations and any areas of concern or noteworthy trends.
A close look at the data showed a couple of items which may be related to student's performance. 1. TOEFL score is divided into three sections: Listening, Structure, and Reading. Student's score is an average of these three areas. Many of students whose GPA was below 2.7 had low scores in either structure or reading.
2. Student whose ESL level was changed to a higher level (by ESL department) often did not achieve a GPA of 2.7.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2016, describe/discuss the discipline planning related to the following:

II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.) **International student population contributes to campus diversity. We will improve methods to process of qualified applications in timely matter and increase number of new admits.**

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.) **1. We will re-visit the contract with California English School and modify items as needed. We will also cooperate with California English School owner and instructional staff to assist with CEA (the Commission on English Language Program Accreditation) process.** **2. Develop a non-credit, online "pre-arrival orientation" class through blackboard to prepare new admits for what to do from the time of acceptance through the end of "new international student orientation" which is held on campus after their arrival. This new program will enhance the student's preparedness to "American" college life.**

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >$500) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.	A color printer	1	1.3, 1.7	To attract more attention from students, and it helps students to "read" the information during the student orientation and continuing students reading the information posted in the office.	$500	One time	No
a2.							
a3.							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (**Link**)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	A new computer	1	1.3, 1.7	To be used by additional workers (students) to update marketing information and to keep track of inquiries.	$2,000.00	One time	No
b2.							
b3.							
b4.							
b5.							

c. Budget for 4000s (per unit cost is <$500 supplies) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (**Link**)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.	Customized t-shirts for orientation assistants (students)	1	1.3	We will start hiring student orientation assistants (current international students) to help new students better understand the orientation material and to welcome them to Palomar as their peer.	300?	One time	No
c2.							
c3.							
c4							
c5.							

d. Budget for 5000s (printing, maintenance agreements, software license etc.) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (**Link**)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.							
d2.							
d3.							
d4.							
d5.							

e. Classified staff position (permanent/contract position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (**Link**)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	One classified staff position	1	1.3, 1.7	The program used to have a full-time secretary. Since this employee retired, the district has not replaced the position. The program started growing and only two full-time employees cannot catch up with the workload. With another full-time position, we will be able to handle the workload and expand in some area.	$75,000?	On-going	No
e2.							
e3.							
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource (**Link**)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.							
f2.							
f3.							
f4.							
f5.							

III. B.   Are there other resources (including data) that you need to complete your discipline review and planning?

We would like to receive "transfer rate" information that comes from both UC and CSU Chancellor's office, or number of students transferred to each CSU/UC campuses from Transfer Center.

STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

- In January, we held an all division staff meeting to develop a Mission Statement for Enrollment Services. Over a period of several months we worked on the mission statement collaboratively and through the assistance of Michelle Barton. Our mission statement is:
"The Division of Enrollment Services is committed to excellence. We provide support services that enable prospective and current students to successfully navigate college and meet their learning goals.

The Division is made up of professionals who serve in the following areas: Admissions, Evaluations, Financial Aid, International Education, Records, Scholarships, and Veterans.

We value empowerment, collaboration, and innovation. We complete our work accurately and maintain compliance with all federal, state, and local regulations. We work as a team and in partnership with all other areas of the college from a student's first point of contact through completion. We care about our students and their success."

During the 12/13 academic year, we received a record number of applications. For the current semester (F13), we received a group of 87 new admits which we haven't seen since the mid-90s.

STEP V. ACCREDITATION   For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

California English School under the administrative responsibility of International Education has applied for accreditation as an intensive English program as required by U.S. Department of Homeland Security. The accreditation team from CEA (the Commission on English Language Accreditation) came to campus from October 14th through 16th to conduct a site visit.

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

Have California English School apply for SEVIS (Student/Exchange Visitor Information System) apply for own approval. This will help Palomar re-certified by SEVP (Student/Exchange Visitor Program).

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

Yasue O'Neill		
Name	*Name*	*Name*

Name	Name	Name

_____

Department Chair/Designee Signature   **Date**

_____

Division Dean Signature

_____

Division Vice President Signature   **Date**

- **Provide a hard copy to the Vice President Gonzales no later than September 14, 2013**
- **Email an electronic copy to jpettit@palomar.edu by September 28, 2013**
- **Email an electronic copy to jdecker@palomar.edu by September 28, 2013**