

# 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**

**2012-2013**

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

	08-09	09-10	10-11
Number of e-Mail/phone contacts	12739	12862	13125
Number of in-person contacts	2068	2095	2138
Number of student contacts at IEP fair	Approx. 89	Approx. 83	65
Number of agents/schools overseas visited	4	4	4
Number of student contacts at IIE fairs	Approx. 200	Approx. 120	150 (Capstone Fair)
Number of cond. Acceptance letters	Approx. 25	Approx. 12	Approx. 10
Number of TOEFL takers	135	100	107
Number of Applications	199	183	172
Number of Acceptance	144	122	112
Number of New Admits	136	108	82
Number of New Admits by recruiting effort	44	38	25
Assessments	124	94	75
Number of SEVIS reporting	1763	1804	1814
Orientations	3	3	2
Enrollment	516	495	438
Educational Plans	N/A	N/A	N/A
Average gpa	3.08	2.97	2.99
Number of students who receive an AA	24	13	16
Number of students who receive a CA	2	1	3
Number of students on OPT	10	4	10
Number of students who transferred	51	56	61
Number of international organization visits	2	3	N/A
Number of Study Abroad Apps processed	5	4	N/A
Number of FT Staff	2	3	2
Number of Part-time Staff	1	1	1

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

Enrollment continues to decrease while the number of transferring students increased. We need to receive more new admits than students completing their programs .Increased number of students are completing AA degree and participate in OPT.

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

PLAN – 2010-2012	Progress –
<p><b>a. Programs changes/improvements:</b> to increase the enrollment, develop a new recruiting campaign by focusing on renewed relationship with ELS placement services and its' agents overseas.</p>	
<p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.):</b> Develop a method to follow up on the inquiries coming through Study USA website.</p>	

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

PLAN 2010-2012	Progress
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b> A few marketing materials such as table top banner may be helpful.</p>	
<p><b>b. Budget - budget development process, one-time funds, grants, etc.:</b> To receive a large number of applications from ESL placement services, will need to increase budget in 50000 accounts to pay consultation fees. We still need to keep adequate funds in 50000 accounts for traveling to train agents overseas.</p>	
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.:</b> to accommodate additional staff, a minor remodeling of the office is necessary.</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> Recommend an enrollment services specialist be reassigned due to future growth.</p>	

**f. Other**

With reduced course offerings, international students will continue to have difficulty getting classes especially ESL to meet the 12 unit load requirement.

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

80% of new international students who attend the orientation program will be able to select appropriate classes and register in a full time load to maintain F-1 status. New students are unfamiliar with college registration systems in the U.S. where students must select classes and complete the registration process. The new student orientation sessions include visa regulation information and academic orientation, in which students learn how to select classes according to their educational goal and to maintain their visa status.

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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).

During the fall 2010 and spring 2011 semesters, there were 13 new international students admitted with TOEFL scores between 450 and 470. Average semester GPA was 2.878. About 31 % of students had a GPA of less than 2.7>

**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, change/adjustment of visa status, 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 saw increased number of students transferring to higher level institutions (UCLA, UC Berkeley, University of Southern California) for the last two years as more international students are aware of how to select classes and use the counseling services when needed.

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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**

We will be working more closely with ELS Placement Service and KAPLAN-Aspect Placement Services. We have received increased number of application documents for CLA (conditional letter of acceptance) from KAPLAN China. If we see drastic increase of CLA and enrollment based on CLAs, we will need additional staff to handle documents.

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

Yasué O'Neill Herman

Lee

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**Name/signature**

**Date**