

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

	05-06	06-07	07-08
Number of e-Mail/phone contacts	N/A	N/A	12480
Number of in-person contacts	N/A	N/A	1978
Number of student contacts at IEP fair	N/A	Approx. 120	Approx. 85
Number of agents/schools overseas visited	7	8	9
Number of student contacts at IIE fairs	Approx. 400	Approx. 350	Approx. 380
Number of Inquiries	N/A	N/A	N/A
Number of cond. Acceptance letters	N/A	Approx. 35	17
Number of TOEFL takers	104	98	112
Number of Applications	132	175	202
Number of Acceptance	92	134	123
Number of New Admits	77	126	113
Number of New Admits by recruiting effort	11	26	34
Assessments	63	106	104
Number of SEVIS reporting	N/A	N/A	1628
Orientations	2	3	3
Enrollment	370	376	435
Educational Plans	N/A	N/A	N/A
Average gpa	3.08	3.03	2.86
Number of students who receive an AA	25	16	24
Number of students who receive a CA	8	7	5
Number of students on OPT	18	13	16
Number of students who transferred	37	23	19
Number of international organization visits	N/A	N/A	2
Number of Study Abroad Apps processed	12	27	5
Number of FT Staff	2	2	2
Number of Part-time Staff	2 (adjunct counselors)	1 (adjunct counselor)	1 (adjunct counselor)

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 decreased between 07 and 08. In addition the average GPA of international student has been declining for the last three years; however, these trends may stop for the next review cycle (08/09). Another area of concern is the declining number of students participating in the study abroad programs hosted by Southern California Foothills Consortium.

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

PLAN – 2007-08	Assessment/ Outcome Progress – 2008-09
<p>a. Programs changes/improvements Create the International Ambassador program to help new students adjust to the new system and/or environment to improve retention.</p>	<p>Due to the shortages of staff and funds, we have not been able to develop the International Ambassador program.</p>
<p>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.) 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>	<p>During the Fall 2008 semester, newly admitted students were requested to bring in the work in progress report. 70 out of 79 students responded. The fall 2008 semester grade report shows 3.18 as an average GPA among 1st semester students, while 3.0 is an average GPA among the total international students. In addition, the first semester students for the spring 2008 semester had an average GPA of 2.73. Further studies are necessary to determine the real benefit of early alert system.</p>

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

PLAN 2007-08	Assessment/Outcome Progress – 2008-09
<p>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</p>	<p>We developed the early alert system without requesting programming for the PeopleSoft/Oracle student system; however, the programming will be necessary if we expand the system to involve ESL faculty's assistance in the future.</p>
<p>b. Budget - budget development process, one-time funds, grants, etc.</p>	<p>We did not receive any additional funds to develop the International Ambassador program.</p>
<p>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</p>	
<p>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</p>	
<p>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</p>	<p>Due to the budget situation, we have decided to continue with the current staffing.</p>

f. Other	

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 describe 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 with those students who complete their educational program. GPA improvement will also be a factor.

All of the new students who submitted the work in progress during the fall 2008 semester are continuing their studies for the spring 2009 semester, while 2 out of 39 new international students we had for the spring 2008 semester did not continue their studies for the fall 2008 semester.

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 2008 semester, there were 17 new international students whose TOEFL scores were between 450 and 470. Fifteen of the Seventeen students took appropriate ESL classes as determined by the Compass ESL. The average GPA for this group of students for the fall 2008 semester was 3.1.

b. Describe a learning outcome that is difficult to assess.

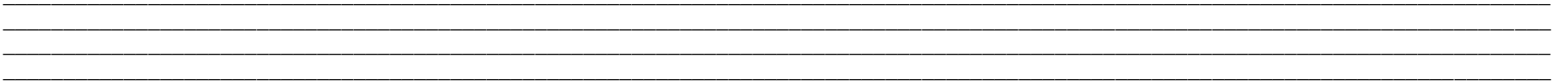
Student's completion of the program is difficult to assess due to unforeseen events students may face (illness, loss of financial sponsor, emergency back home, unsuccessful visa renewal, change/adjustment of visa status, etc.)

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 2008 semester.

During the fall 2008 semester, we receive the highest number of new international students since the fall 2002 semester

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



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.

9. Other comments, recommendations

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

____ Yasue O'Neill _____

Name/signature

Date