

Program Review & Planning (PRP)

COMPREHENSIVE

PART 1: BASIC UNIT INFORMATION

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions:

Date:	
Unit Name:	Enrollment Services
Department Name:	International Education
Division Name:	Student Services
Name of person responsible for the Program/Unit:	Yasue Oneill
Website address for your unit:	https://www2.palomar.edu/pages/internationalstudents/

Please list all participants in this Program Review:

Name	Position
Yasue O'Neill	Coordinator, International Education

SECTION 1: Program/Unit Mission Statement

What is your Program/Unit's mission statement (click here for [how to create a mission statement](#)):

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.

Describe how your mission aligns with and contributes to the College's Vision and Mission.

Mission Statement of Enrollment Services contributes to the College's Vision and Mission in the following areas: We are committed to Excellence in services and every student has Access to our programs and Services for successful completion of their programs and the presence of international students provides Diversity on campus.

SECTION 2: Program/Unit Description**Staffing**

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	2	Total Number of Permanent Part-time Staff	0
Number of Classified Staff	1	FTE of Part-time Staff (2X19 hr/wk = .95)	.40
Number of CAST Staff	0	FTEF of Part-time Faculty	.72
Number of Administrators	1		
Number of Full-time Faculty	0		

Describe additional temporary hourly or contract staff support this unit and/or department? (Include FWS/District Student Worker/Veteran Student Worker)

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review or provide the link to your organizational chart if it is online.

OR

If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)

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How will you submit your organizational chart?

☐ Upload document ☐ Provide web link ☒ Describe organizational structure

Admissions/Financial Aid Specialist II, Judy Gervasio, reports to Coordinator, International Education, Yasue O'Neill

Program/Unit Description

Who utilizes your services?

International students enrolled and prospective students

What services does your program/unit provide (Describe your program/unit)?

The Office of International Education provides multiple services which include pre-admission advising, specialized international admission process, creation of I-20 forms (a DHS form), pre-arrival information, housing referral, new student orientation sessions, Federal regulations for international students, registration assistance, academic counseling, transfer information, social events, etc.

COMPREHENSIVE PART 2: PROGRAM/UNIT ASSESSMENT

SECTION 1: Service Area Outcomes and Assessment

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So, what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three-year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted TracDat as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in TracDat by:

- 1) Login to Nuventive Improve (TracDat) <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password is your login.
- 2) Update or add your SAOs and assessment plans.

NEED HELP?

TracDat:

- 1) If you need help with anything TracDat related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.
- 2) Check out this video on how to enter SAOs in TracDat: <https://youtu.be/b1sRa68wm4c>

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1. [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!
2. Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.
3. The SAO template at the end of this document is a useful template for defining an SAO and assessment plan. It is modeled off what we enter in TracDat.

Are all of your unit's SAOs and assessment plans entered in TracDat?	YES	
If NO, describe why and identify a data by which they will be entered.		

For each SAO in TracDat, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments.
1) Improved orientation material slightly increased the number of students who scored 75% or higher.
2) There was no correlation between students' English proficiency and their quiz results. We plan to give a small quiz at the end of each session and see if their scores on the post orientation sessions would improved.
3)
4)

SECTION 2: Other Assessment Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:

Quantitative Data

	Values				
Measure	2015-16	2016-17	2017-18	2018-19	Definition/Description of Measure
International Student Application	275	249	224	183	Number of application received
Acceptance	165	172	168	135	Number of students accepted
Enrollment	139	172	168	99	Number of accepted students actually enrolled
Annual enrollment	524	558	513	445	Annual number of enrollment.

Reflect on your quantitative data and summarize your findings or interpretations.

Number of new students enrolled at Palomar College declines from 84.2% (2015-2016) to 73% (2018-2019).

Qualitative Data

Describe any qualitative measures you use and summarize the results.

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.

Declining number of international students in the U.S. is a nationwide issue. We will focus more on local intensive English programs as feeder schools.

SECTION 3: Achievements and Other Relevant Information

Describe your program's achievements or this past year. Where possible, describe how these achievements are related to our students and their success!

Participation in ISN (International Student Network) resulted in three application and one enrollment. During the student fairs participated, students learned how 2+2 transfer program in the U.S. works. The one student already enrolled already knows what she needs to do during her studies at Palomar College.

Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?

Recent reduction of the budget will impact our program in multiple ways that include delay in processing student requests and applications, missing opportunities to meet prospective students face to face, to name a few.

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?

COMPREHENSIVE**PART 3: PROGRAM/UNIT EVALUATION AND THREE-YEAR PLANNING**

Program Evaluation and Planning is completed in two steps.

Section 1: Overall Evaluation of Program

Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

Section 2: Establish Goals and Strategies for the Next Three Years

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three-year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion. Goals should be Specific, Measurable, Attainable, Relevant, and Time –Specific (SMART). Following the goal template below will help you create SMART goals!

SECTION 1: Overall Evaluation of Program**1. Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.**

Strengths:	Diversify student population which lead to one of the college values (value 5). The office of International Education also generate revenue as international students pay non-resident tuition fees (SP Goal 5).
Opportunities:	Expansion of the program creates the opportunity to: further increase diversity, financial contribution to both the campus and local economy
Aspirations:	International student office with streamlined student support services with technology.
Results:	Easier and faster student service supports provided.

SECTION 2: Progress on Prior Goals

List current or prior goals your program/unit has been working on and provide an update by placing an "X" in the appropriate status box.

Goal	Completed	Ongoing	No longer a goal
Improve the new international student orientation methods and material. Students now brings the orientation material in the bag given by the Office of International Education without leaving them at home.		X	
Expand recruiting activities. Student fairs by ISN in Asia during the		X	

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Spring 2019 gave me opportunities to meet with hundreds of students and parents face to face.			
Continue collaborating with CSUSM for marketing 2+2 to recruit international students – Participating in the same student fairs side by side created increased interests among the fair participants.		X	

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

SECTION 3: Establish Goals and Strategies for the Next Three Years

1. New Goals: Please list all goals for this three-year planning cycle:

Goal #1	
Goal	Streamline student admission process and support services with technology.
Strategies for implementation	Purchase of software to provide automated information for admission, SEVIS, Peoplesoft, student request forms, etc.
Timeline for implementation	This was planned to implement during the Fall 2020, which probably is not possible because of the budget decrease. When we restore the budget, we will implement this process.
Outcome(s) expected (qualitative/quantitative)	Applicants can check what application documents are missing, application status, students' access to request letters online and receive an automated letter in return. Additional reports in SEVIS will be possible.
How does this goal align with your unit's mission statement?	Providing support services that enable prospective and current students to successfully navigate college and meet their learning goals.
How does this goals align with the College's Strategic Plan 2022?	This goal align with the goal #1, objective 2. This goal provides easier and faster access for students to receive support services they need.
Goal #2	
Goal	Maintain the district's compliance with federal regulation on F1 visa and students.
Strategies for implementation	Maintain and update knowledge and skills to perform DSO (designated school official) responsibilities. SEVP's online DSO workshop.
Timeline for implementation	Continued goal. Immediate implementation on participating in the

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	online workshops for DSOs.
Outcome(s) expected (qualitative/quantitative)	Palomar college will successfully receive re-certification approval by SEVP (student and exchange visitor program) .
How does this goal align with your unit's mission statement?	Accurately perform and maintain compliance with all federal, state, and local regulations.
How does this goal align with the College's Strategic Plan?	Ability to accept non-immigrant students contribute to the development and implementation of alternative revenue streams (objective 2).

Goal #3

Goal	Increase the number of students creating educational plan during their first semester.
Strategies for implementation	Inform students about the requirement during the new international student orientation session on Academics. Weekly report on new students developing education plan.
Timeline for implementation	Implement the process during the Spring 2020 semester
Outcome(s) expected (qualitative/quantitative)	Student will know all the requirements to achieve their academic goals. Align with Goal 1, objective 3, College's guided pathways.
How does this goal align with your unit's mission statement?	We focus on students' timely and successful completion – we care about our students and their success.
How does this goals align with the College's Strategic Plan 2022?	Align with the College's guided pathway work.

Goal #4

Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
How does this goal align with your unit's mission statement?	
How does this goals align with the College's Strategic Plan 2022?	

How do your goals align with the College's value of equity and diversity?

International student population brings diversity to campus and classrooms. Any international student who meets our admission criteria developed in compliance with federal regulation may apply and be admitted as an international students. While they study at Palomar College, international students may receive most of the services except financial aid and other federally funded programs.

The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here to access [Strategic Plan 2022](#).

Our support services provided creates environment comfortable and easily adjustable for international students from different culture, customs, and languages. Academic advising make it more timely for students to complete their requirements, which supports VfS IA, completion of students' programs and VfS Goal 3, Unit Accumulation.

COMPREHENSIVE PART 4: RESOURCES

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's [Strategic Plan 2022](#).

SECTION 1: Reallocation or Reassignment of Resources

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.

Financial and human resources allocated to our program are very minimal, and so there would not be any reallocation or re-organization.

SECTION 2: Need for Additional Resources

STAFFING

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section.

Title	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	New / Vacant / Modified / Temporary	Describe Need:
1)				
2)				
3)				

TECHNOLOGY

If you are requesting TECHNOLOGY, please fully complete this section. If not, skip to the next resource section.

Resource	Unit's Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need and identify if the technology need will require: 1) extra wireless access, 2) integration with existing technology (hardware and software such as PeopleSoft), and/or 3) operational maintenance and support.	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests.
1) Customer Relationship management	Streamlining office operation to better support student success and	Goal 1, objective 2: the software streamlines the	\$12,000	Terra Dotta, the software that automates international application status, provides pre-departure orientation, various requests from students, streamlines and improve SEVIS	1

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	to maintain compliance with federal requirements.	onboarding process for students removing barriers to registration and enrollment		registration and reports, need to integrate with PeopleSoft.	
2)					
3)					

EQUIPMENT (Other than technology)

If you are requesting EQUIPMENT, please fully complete this section. If not, skip to the next section.

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

OTHER RESOURCES

If you are requesting OTHER RESOURCES not described above, please fully complete this section. If not, CHEERS!!! You are DONE!!!

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

COMPREHENSIVE PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council Who Reviewed PRP	Aiden Ely, Acting VPSS
Date	12/17/19

Feedback

1. Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

Small department still maintains productivity and service to students.

2. Areas of Concern, if any:

District budget constraints will restrict past practice of international travel for recruitment. New outreach methods will need to be explored. Additional resources to support program will not be immediately available.

3. Recommendations for improvement:

SERVICE AREA OUTCOMES TEMPLATE

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					