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2020-2021 ANNUAL REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

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.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

> 1) Updates to Service Area Outcomes assessment cycle or unit data;

> 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and

> 3) a review of progress on your three-year plan's goals.

BASIC UNIT INFORMATION

Program/Unit Name
International Education

Department Name
Enrollment Services

Division Name
Student Services

Name of Person responsible for the Program/Unit
Kendyl Magnuson

Website address(es) for your program(s)/unit(s)

Webpage URL 1

Unit webpage
https://www2.palomar.edu/pages/internationalstudents/

Please list all participants and their respective titles in this Program Review

Participant	Title
Yasue O'Neill	Coordinator, International Education
Kendyl Magnuson	Senior Director, Enrollment Services

STAFFING AND SERVICE UPDATES

Staffing

Use the link provided to help answer the staffing questions below.

Link: Permanent Employees Staff Count

This form requires a login and password to access. Please use your Palomar email and password to log in.

__Full-Time Staff__	__Part-Time Staff__
Total Number of Full-time Staff 1.00	**Total Number of Permanent Part-time Staff** 0.00
Number of Classified Staff 1.00	**FTE of Part-time Staff (2x19 hr/wk=.95)** 0.50
Number of CAST Staff 0.00	**FTEF of Part-time Faculty** 0.20
Number of Administrators 1.00	
Number of Full-time Faculty 0.00	

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

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.
Not during the 19/20 period.

Program/Unit Description

Have the services your unit performs change in any way over the past year?
Due to COVID-19, ICE (Immigration and Customs Enforcement) made temporary change on F1 visa regulations, and we changed some of the student forms and website information. In addition, there was a change to the new international student orientation sessions, for which we had to create documents to help new students understand the U.S. education systems, how to select courses according to their academic plans, and how to enroll in classes. We have been focusing on additional changes and requirements issued by ICE.

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOMES UPDATE

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 Nuventive Improve (previously named 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 Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

NEED HELP?

Nuventive Improve:

1) If you need help with anything Nuventive Improve 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 Nuventive Improve: 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.

A template for entering SAOs can be found on the IR&Ps Non-instructional Program Review and Planning website

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)					

SAMPLE

Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve?
Yes

SAOs Summaries / Reflection

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title
OPT (Optional Practical Training) workshops will reduce the number of OPT applicants whose application is denied due to wrong information or by not activating Student Portal as required.

Assessment Status
Not assessed

Next planned assessment
Assessment starts this semester and assessment occurs each semester. Result will be discussed during the fall 2021 semester.

SAO 2

SAO Title
Teamed up efforts between the international program and ESL department will shorten the length of time international students will spend to complete the English composition requirements for both associate degree and transfer program.

Assessment Status
Not assessed

Next planned assessment
Working with ESL Department to utilize new ESL 110 (approved English Composition) course in conjunction with other ESL courses to expedite completion of English Composition. The course is new, Fall 2021 will likely be first point to reflect on initiative.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.
Numbers of application and annual enrollment both have continue to decline.

ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!
Academic year 2018/19 was not a very productive year for our program in terms of our attempts to expand the program, due to the failure of receiving approval to increase our presence in Latin America. During the latter part of the program, with continued communication with the ESL department, we made the ESL self-assessment process for international students easier. From the middle of March through the end of the semester, we continued our efforts in keeping students informed of modified SEVP regulations and Admissions policies caused by COVID-19, which helped the students make decisions whether to return home, continue their studies for the fall semester, etc.

Provide an update on 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?
There have been COVID-19 related modification on SEVP regulations on F1 students, which banned new international students to enter the U.S. while the college continue providing online courses, which will continue affecting our declining international student population. Anti-immigration policies affecting work visa and proposed ruled of changing D/S (duration of status) which has allowed international students to remain in the U.S. as long as they maintain full-time student status to date specific admission (authorized stay depending on the end date of students' I-20 form) will further turn international students away from the U.S. and look for another immigration friendly countries (such as Canada and Australia). This is a national phenomena, and multi-institutional/organizational advocacy efforts are expected.

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

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PROGRESS ON GOALS

Review the goals listed on your comprehensive review and sumarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.

Click on "+Add Goal" below for each additional goal.

Goals

Goal 1

Goal
Improve the new international student orientation methods and material.

Choice
Completed

Describe Progress
In the past, students often forgot to bring the orientation material the following day. Providing custom made bags helped students bring the whole material for each day of the orientation.

Describe Challenges
Late arriving students for the first day did not receive the bag until later (students not checking in the office).

Describe Outcomes (if any)

Goal 2

Goal
Have all OPT (Optional Practical Training) applicants to successfully complete the application and OPT program.

Choice
Not Started

Describe Progress
We will start with students who applied for OPT at the end of the spring 2020 semester.

Describe Challenges
SEVP system sometimes do not work - not sending students information on how to activate the student portal, students' OPT application status not updated on their SEVIS record.

Describe Outcomes (if any)
OPT workshop will prepare students for accurate filing of I-765 and reporting requirements while they participate in OPT.

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.
VfS Goal 3: Unit Accumulation. Close communication with ESL and Math departments, update and modify, if necessary, more detailed information on self-assessment, so they will enroll in the courses right for them. Make sure each student will meet with the academic counselor at least once a semester to review and update their educational plans.

Describe any changes to your goals or three-year plan as a result of this annual update.
Level of Math completed by international student differs from country to country. Some students find it helpful to use the sample Math problems posted on the department home page for self-assessment purpose, while others need additional information. If approved by the department, encourage such students to contact the department chair for additional help.

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RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

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) that will impact your unit. 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.

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

PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?
No

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the Benefits Worksheet for additional costs related to benefits for the position.

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

How to Request the Available Budget Report

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?
Yes

What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.
Although travel for recruiting has been banned, we are now focusing on arm-chair recruitment which include advertising, partnership with intensive English program and study abroad counselors overseas, and participating in the virtual student fairs held worldwide. To cover these activities, I'd like to keep the budget for 50000 same as last year.

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NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

   For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the web page).

   Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional process. If you request technology here, you will see a description of the process below.

PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?
Yes

Technology Request

Technology Request 1

What are you requesting?
Creation of e-brochure.

Provide a detailed description of the techonology item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.
Some companies help institutions create e-brochure for prospective students to learn what Palomar College offers. This should include not only the college information but also local and regional (county level) information, so they will see how their life will be while studying at Palomar.

Estimated Amount of Request.
$11,000.00

Will you fund the request through your budget or other sources?
One Time Request

What PRP plan goal/objective does this request align with?
Increased number of international students and extra revenue.

What Strategic Plan 2022 Goal:Objective does this request align with?

1:1   1:2   5:2

If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)
1

Do you think that your request for technology will require changes to a facility?
No

Technology Request 2

What are you requesting?
Build out and fully utilize the SEVIS functionality in PeopleSoft, GT eForms, and OnBase usage in the International Education Office.

Provide a detailed description of the techonology item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.
This proposed project would want leverage GT eForms for submission of admission and travel documents through secure upload in PeopleSoft and accessed from a student's MyPalomar login (eSignature). This project would also include integrating OnBase as International Education's primary document storage. This project would leverage existing PeopleSoft SEVIS pages, with possible enhancements to fully automate processes for the International Education Office. PS SEVIS pages, GT eForms, and OnBase functionality are already licensed and active on campus requiring no new software or licensing fees. Cost would likely be incurred if there are enhancements needed to the PS SEVIS pages and for the implementation. The implementation will likely be through either engaging a consultant or utilizing limited internal resources. Either way, any cost (resource use) would be mostly one-time with minimal and normal on-going maintenance.

Estimated Amount of Request.
$25,000.00

Will you fund the request through your budget or other sources?
Existing Budget, One Time Request

What PRP plan goal/objective does this request align with?
Could align with COVID grants due to the need to automate in this online required world.

This will greatly improve communication and efficiency in the International Student admission and onboarding
processes.

"SP Goal 1: STUDENTS: Increase student access, progress, and completion, while
decreasing equity gaps. (Guided Pathways: Get on the Path, Stay on the Path)
Objective 1: Implement an integrated and comprehensive outreach strategy which includes
targeting student enrollment groups from the College's SEM and Master Plans 2022.
Objective 2: Streamline the onboarding process for students, removing barriers to registration
and enrollment."

This proposal is listed as the departments #2 ranked proposal only because the scope and size of the project may
make immediate implementation difficult. Otherwise, this is a very important project to assist this office in gaining the
efficiency and communications optimizations that is needed.

What Strategic Plan 2022 Goal:Objective does this request align with?
1:1   1:2   5:2

If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)
2

Do you think that your request for technology will require changes to a facility?
No

Note about technology requests:

All technology requests will now go through a review process before prioritization.

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
  - *You must complete this checklist and return it to your director no later than 10/30/2020.*
  - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
  - *The results of the review will be sent to the director with feedback.*
  - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
    - *Requests for one-time funding will move forward for prioritization.*
    - *Requests that use funding from your department budget may move forward for purchase.*

PART 3: FACILITIES NEEDS

Do you have resource needs that require physical space or modification to physical space?
No

PART 4: ONE TIME NEEDS

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?
No

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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: **Date Reviewed**
Kendyl Magnuson   12/4/2020

FEEDBACK

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

Areas of Concern, if any:
The current environment of COVID-19 and difficulties with National Politics are putting significant stressors on enrollment or F-1 students. We will need to be in a rebuilding mode after some of this passes.

Recommendations for improvement:

Enter your email address to receive a copy of the PRP to keep for your records.
kmagnuson@palomar.edu

I confirm that the Program Review is complete and ready to be submitted.
Yes

Vice President Review

Strengths and successes of of the discipline as evidenced by the data and analysis:
The International Education has faced a challenging time with the move to virtual instruction and some of the challenges with the political environment. The office continued to work towards improving services for International Students

Areas of concern, if any:

Recommendations for improvement:
As we return to campus eventually, we will have to build an aggressive plan to make up for the loss of international students during the pandemic

VP Name: **Signature Date:**
Vikash Lakhani   12/15/2020