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2021-2022 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 review of and reflection on key program elements, Program Review and Planning identifies program strengths and 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.

The College also uses Program Review and Planning as the conduit to request resources (human, technology, facilities and funding) to further help improve and support programs.

BASIC UNIT INFORMATION

Program/Unit Name
International Education

Department Name
Enrollment Services

Division Name
Student Services

Name of Person responsible for the Program/Unit
Yasue Oneill

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

Webpage URL 1

Unit webpage
https://www.palomar.edu/internationalstudents/

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

Participant	Title
Yasue Oneill	Coordinator, International Education

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)** 0.35
Number of CAST Staff 0.00	**FTEF of Part-time Faculty**
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.
We have seen decreased weekly counseling hours.

Program/Unit Description

Have the services your unit performs changed in any way over the past year?
Yes. Due to COVID-19 pandemic, we needed to change most of our services to online services. In addition, due to the SEVP policy during the COVID-19 pandemic, we had develop a method to know which students are in the U.S. and which are in their home country, making it harder to differentiate our communication with the students.

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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 (SAOs).

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 doing the following:

1) Log in to Nuventive Improve (previously TracDat) https://idmpg.palomar.edu/_layouts /PG/login.aspx?ReturnUrl=%2Fsso%2Fdefault.aspx. Your Palomar username and password is your login.

2) Check your SAOs for **currency**. SAOs should be assessed at least once every three years. **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, if appropriate.

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

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
Assessed

SAO Summary and Reflection
Updating the OPT presentation which includes online OPT application process implemented by USCIS helped OPT applicants to successfully submit their application. In addition, everyone successfully completed the login process for SEVIS student portal.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.

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!
For the spring 2021 semester, we changed our new international student orientation sessions by providing academic information and immigration information via zoom meetings. We had an on-campus event when new students came on appointment basis to pick up their orientation material. This change was successful as we had all the new students participated in the orientation sessions.

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?
SEVP (Student and Exchange Visitor Information System) policy guidance on F1 students during the COVID-19 pandemic still is in effect. Students who were not enrolled full time on March 20, 2020, must have at least one hybrid/face-to-face class to stay and study in the U.S. I have asked our BSA to create a new PS inquiry on F1 students enrolled in these classes.

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 summarize 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
Streamline student admission process and support services with technology.

Choice
In progress

Describe Progress
We have not purchased any software to streamline our admission process; however, we have requested funds through HEERF grant to add additional function in PeopleSoft. Remote work has changed the international admission process during COVID-19 pandemic. Usage of Team/Zoom meetings made it easier to meet with prospective students while they are outside the U.S. Creating online student forms also made it easier for us to issue letters requested.

Describe Challenges
Due to Remote work, we still have not received training for OnBase.

Describe Outcomes (if any)

Goal 2

Goal
Maintain the district's compliance with federal regulation on F1 visa.

Choice
In progress

Describe Progress
This is an ongoing goal for our program. Creating an office calendar helped remembering what report we need to submit. We also made sure international students understand updated SEVP policies to remain in legal status.

Describe Challenges

Describe Outcomes (if any)
SEVP recertification application we submitted was successful and approved for next two years.

Goal 3

Goal
Increase the number of students creating educational plan during their first semester.

Choice
In progress

Describe Progress
International students recruited by YIC, one of our agencies in Japan, have their own "advisor" and never see our academic calendar. Excluding YIC students, 72% of new international students for the fall 2021 semester had their educational plan created by a counselor.

Describe Challenges
Reduced counseling hours is not meeting students' needs. We prefer to have one specific counselor to see international students because of their special enrollment requirement (maintain full-time status, etc.).

Describe Outcomes (if any)

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. The new flow chart of academic ESL courses has reduced number of classes students must take to meet the college composition requirement. In addition, encouraging students to develop/update their educational plans prevents students from taking classes not required for their academic program.

Describe any changes to your goals or three-year plan as a result of this annual update.

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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 2019, 2020, and 2021. 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.
Due to COVID-19 pandemic, our number of international students has declined. As the situation improves, we would like to start our recruiting and marketing activities again. During the year 2019/20, our budget was $85,000, and we actively recruited by participating in recruiting tours, visiting agencies, and placing advertisement in magazines.

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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?
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 11/19/2021._
  - _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

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

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

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Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the form.

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**

FEEDBACK

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

Areas of Concern, if any:

Recommendations for improvement:

Vice President Review

Strengths and successes of of the discipline as evidenced by the data and analysis:
COVID has created unique challenges for the International Education. The office has been adequately serving students via zoom/remote operation. For students in the USA, the office held events/orientations to keep students engaged.

Areas of concern, if any:

Recommendations for improvement:
As we return to in-person operations, I support the review of budget needed to resume International Student Recruitment.

VP Name: **Signature Date:**
Dr. Vikash Lakhani   2/1/2022