

2019-20 International Students Program Annual Program Plan

I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

Narrative

The International Student Program supports the mission of Skyline college and the goals of the Global Learning Programs and Services by promoting diversity and by enabling students to reach their fullest potential regardless of economic, educational, or physical disadvantages and/or cultural differences. The international student population currently consists of students from 39 different countries, which helps diversify the campus community. In addition, international students bring a global perspective to the campus community, add to the country's scientific and technical research, create an atmosphere of global learning and inter-cultural understanding, and improve the learning experience of domestic students. The International Student Program is devoted to fostering student learning and to enabling international students to reach their fullest potential by providing guidance and support in the following areas:

- Academic: The International Student Support Program strives to ensure that students reach their academic goals by monitoring their attendance, units, educational goals, and academic performance and by helping students to set realistic academic and personal goals and to seek out resources, which will help them to accomplish their goals.
- SEVIS Compliance: The International Student Program ensures that students comply with college regulations as well as regulations governing F-Visa holders by informing students of the regulations governing F-Visa holders, by conducting arrival orientations and student workshops, by monitoring students' legal status, and by complying with the SEVIS reporting requirements and maintaining accurate student records.
- Cultural: The International Student Program assists students with the cultural adjustment process and to connect international students with domestic students on campus.
- International student recruitment: In order to increase the enrollment of the international student population and to build a self-sustaining program, the ISP holds many outreach events nationally and internationally.

Evidentiary Documents

[Intl_Student_Dashboard_2020-02-03-09-15-02.pdf](#)

I.B. Program Planning Team

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

Narrative

Wisseem Bennani, ISP Manager

Chikako Walker, PSC

Clair Yeo-Sugajski, Retention Specialist

II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

Narrative

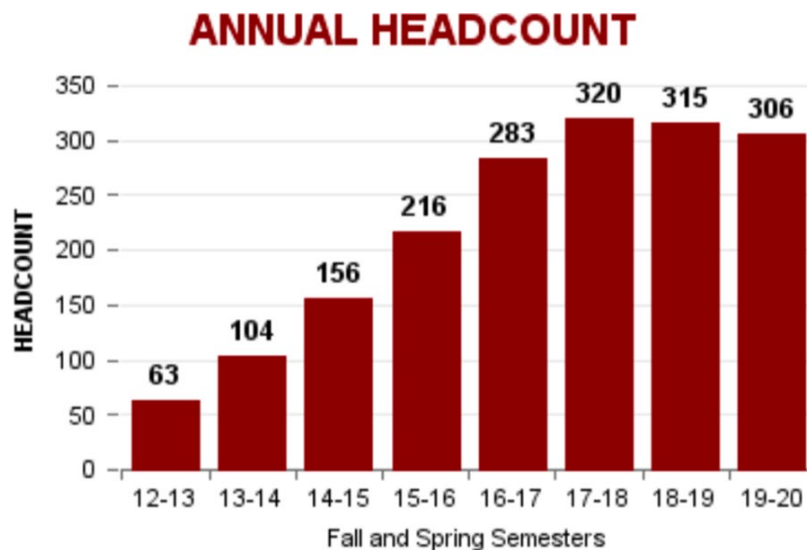
Goal 1: Academic Success (data provided by SKY PRIE):

The annual success rate of international students is above the stated goal of 75%. Also, the annual success rate improved by almost 3%, from 81.1% in 18-19 to 83.9% in 19-20.

Goal 2: 90 % of students maintain their full-time enrollment status throughout the semester (data provided by ISP). Based on the table below more than 98% of international student successfully maintained an active F-1 status.

	Total Enrollment	Total I-20 terminated (03/12/2019)	%
Fall 2018	251	3	98%
Spring 2019	251	3	98%

Goal 3: Maintain a strong presence of international students at Skyline College (Data provided by both PRIE and ISP): Despite the national decrease of international student enrollment, the international student population at Skyline College maintained a steady international student Enrollment.



II.B. Analysis: Program Environment

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

Narrative

Environment:

The unpredictable economic conditions and political environment on the national and the international level can lead to a decline in international student enrollment, which can impact the sustainability of the program. The International Student Program remains committed to the mission of Skyline College and to internationalization by implementing the following:

- Create a Virtual ISP program to meet the needs of current International Students
- Create a virtual safe environment where international students can benefit from the services offered by the ISP, the counseling division, the learning center, and the rest of the campus community.
- Participate in virtual fair to promote Skyline College programs.
- Participate in the District effort to create a “Global Online Learning”, by which students can take online classes from overseas.

“IIE administered the survey to the U.S. higher education community through the IIE Network newsletter from Feb. 13 to Feb. 26, 2020.⁶ The findings represent 234 institutional respondents from 43 states.⁷ Institutional characteristics indicate a broad representation of U.S. higher education institutions, 93% of which also participated in the *Open Doors 2019 Report on International Educational Exchange*.”

The finding of the survey suggests that: “the COVID-19 health crisis will affect international student mobility in this academic year. U.S. higher education institutions are taking extraordinary measures to inform their campuses of developments as they happen, ensuring that international students on campus are safe, that international students overseas are able to continue their studies successfully, and that their study abroad populations have options for alternative study.” Please see attachment for the detailed results of the survey.

Evidentiary Documents

[COVID-19 Survey 1 Brief_FINAL1.pdf](#)

II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)

- 1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- 2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

Narrative

This item is not applicable.

III.A. Reflection: Considering Key Findings

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

Narrative

For the past year, ISP successfully surpassed the predetermined goals. However, it is important to mention that the unpredictable economic conditions and political environment on the national and the international level can lead to a decline in international student enrollment, which can impact the sustainability of the program. The ISP remains committed to the mission of Skyline College and to serving both domestic and international students by implementing the following:

- Create a Virtual ISP program to meet the needs of current International Students
- Create a virtual safe environment where international students can benefit from the services offered by the ISP, the counseling division, the learning center, and the rest of the campus community.
- Participate in virtual fair to promote Skyline College programs.
- Participate in the District effort to create a “Global Online Learning”, by which student can take online classes from overseas.

III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:

(1) What are the findings and/or conclusions drawn?

(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

Narrative

N/A

IV.A. Strategy for Program Enhancement: Continuation/Modification

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

Narrative

In response to the COVID 19 health crisis, ISP created a plan to transition all services online.

In relation to Goal 1: To improve the retention and the transfer of international students at Skyline College. ISP created a plan to transition all services online. The goal is to provide international students with the most up-to-date information.	
Areas of ISP	Initiatives
1. Retention and persistence to graduation	<p>A. Build reports to track student registration.</p> <p>a. Retention Report- Track student registration (Goal: 80% of students to register during the priority registration)</p> <p>i. Start tracking students using the Retention Report</p> <p>ii. Check in with students who haven't registered via phone and email. Schedule zoom to guide them through it if needed.</p> <p>b. Student Education Plan - Create a comprehensive SEP in the first semester</p> <p>i. Schedule students for zoom meetings with academic counselors on SARS</p> <p>c. Early Alert Report- Student issues & communication with instructors</p> <p>i. Continue to reach out to students and professors through emails and phone calls, scheduling zoom meetings as needed.</p> <p>d. Transfer Out Report/Analysis - Track student transfer</p> <p>i. Contact students (email/phone calls) who have been here for enough semesters/are nearing 60 units/SEP expiring to see if they are transferring.</p>

	<p>B.Remove barriers preventing students from registering on time.</p> <p>a.Track payments and alert students if their payments aren't being taken out or made in time for priority registration (Phone, then email)</p>
2. Events & Programming	<p>A.Promote targeted academic and extra-curricular activities, to increase integration between international and domestic students</p> <p>a.One large event each semester (Fall: Int'l Ed WeekSpring: Global Extravaganza)</p> <p>b.Minimum of 30 attendees for each event</p> <p>c.Events</p> <p>i.Afternoon Tea – Drop in Hours for Students (Daily at 2pm, Starting April 13)</p> <p>ii.Employment Workshop Webinar Series</p> <p>1.Severe economic hardship</p> <p>2.Summer CPT</p> <p>3.OPT</p> <p>4.New grading policy</p> <p>5.On-Campus Employment</p> <p>iii.Celebration of Graduates</p> <p>1.Video Appreciation: Have ISC and its members film themselves and put it together and share with the grads</p> <p>2.End of the year Online Celebration on Zoom</p> <p>3.Send Stoles to them with a note of appreciation</p> <p>B.Work with CTTL to create webinars for faculty</p> <p>C.International Student Club</p> <p>a.Executive Meetings: Every other week via Zoom</p> <p>b.General Meetings</p> <p>i.Planned activities such as trivia and Bingo</p> <p>D.Social Media – Need to be more active on Instagram and Facebook</p> <p>a.Assign to a student assistant</p>

	<ul style="list-style-type: none"> i. Themed posts that are prepared at least 24 hours earlier ii. Tuesdays: Link to Newsletter <p>b. Create a FB group for incoming students</p>
2. Government reporting requirements	<p>A. Improve the efficiency of registering and updating student records each semester in SEVIS.</p> <p>1) SEVIS report (Chikako)</p> <ul style="list-style-type: none"> a. Keep updated with the new policy guidance related to COVID-19 and keep the documentation b. SEVIS update town hall meeting for ISP c. SEVIS update for students
3. Student support	<p>A. Orientation: Improve the coverage of topics and increase the involvement of other offices and/ or divisions.</p> <ul style="list-style-type: none"> a. Create an online orientation for new students <p>B. Improve student counseling process to better meet students' needs.</p> <p>C. Weekly Newsletter</p> <p>D. General ISP online Workshops</p> <ul style="list-style-type: none"> a. Health Insurance b. Zoom meetings with Peer Panel with Student Assistants <ul style="list-style-type: none"> i. What they are doing to stay focused and sane ii. Tips and Tricks
<p>In relation to Goal two: To maintain a strong presence of international students at Skyline, ISP will participate in all approved district outreach activities in the U.S. and internationally. In addition, ISP will collaborate with the district office to implement the following programs:</p>	
4. Increase International Student Enrollment	<p>A. Work with the district office for international student recruitment.</p>

	<ul style="list-style-type: none"> a. Work on the GOAL program. See attachment for more details about this program b. Promote UAP c. Participate in virtual recruitment events in country and out of country <p>B. Create Innovative programs</p> <ul style="list-style-type: none"> a. Skyline College Day <ul style="list-style-type: none"> i. School presentation via zoom ii. One-on-one consultation via zoom iii. Sway presentation b. Develop more relationships with ESL schools (Chikako & Clair) c. Local HS <p>C. Student Testimonials:</p> <ul style="list-style-type: none"> a. Contact students to get photos and testimonials. b. Also ask select students if they can film themselves. c. Edit the videos and upload.
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Evidentiary Documents

Global Online Learning Program.docx

GOL Project Plan-2.xlsx

[Pathway Program - Description of Plan - Skyline College Feb 2019.pdf](#)

(Note: Please see the Attachments tab to access the non PDF files.)

IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative

Associated Objectives

[770-Maintain a strong presence of international students at Skyline College](#)

[1084-To improve the retention and the transfer of international students at Skyline College](#)