



## Administrative Leadership Unit Review (ALUR) Template for FY 2023-24

**Date:** 3/1/2023

**Division:** GLPS

**Division Dean:** Zaid Ghori

**Please respond to the following prompts by clicking on the grey box:**

**I. List the programs that fall within your Division.**

International Student Program

District-wide Study Abroad Program (includes U.S. Passport Office)

International Business Academic Program

Umoja-ASTEP Learning Community

CIPHER Learning Community

**II. Briefly describe any major changes to the Division or Programs' purview and functions during the past year.**

The U.S. Passport Office reopened and Study Abroad programs resumed after two years of the COVID-19 Pandemic. The demand for Passport Services has been unprecedented due to the backlog from the Pandemic. The U.S. Department of State increased its processing times due to this demand. Study Abroad Programs also reached capacity in enrollment. The International Student Program is slowly seeing increases in enrollment – highest percentage among the three colleges. There are over 200 international students enrolled at Skyline College.

**III. Review the Improvement Platform's "General Information Summary" dashboard for program review completion and **note which programs within your division are (a) missing a CPR/PRU for their designated year, and are (b) scheduled for a CPR and/or PRU next year.****

The International Student Program has requested its CPR to be postponed by a year and this was approved by the Institutional Effectiveness Committee due to high staff turnover in the Division and ISP department.

The District-wide Study Abroad Program (includes the U.S. Passport Office) does not undergo CPR/PRU because it is a District program. Resource requests will be submitted through the College approval process as Skyline College administers and funds this program.

**IV. Review the Improvement Platform's "Course SLO/ PSLO Assessment" dashboard for your division and **note progress on course SLO assessment (for instructional/ student service programs with courses) or program SLO assessment (for student services programs) for the current three-year cycle? Which programs may need your support, and how will you support them?****



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With new staff and leadership, the International Student Program will need the Dean's support in the CPR next year. I have weekly check ins with the new Acting Manager to assess the SLOs and prepare the team for CPR including required surveys, communicating with the IEC Committee in a timely manner, having a representative from GLPS on IEC.

Another area that needs support is the International Business Academic Program. I do not see any course SLO assessments in the platform for IBUS courses (two courses ran in Fall 2022) and the courses are not in Skyline's catalogue. This program needs to be reviewed to have stackable certificates that lead to the AS/AS-T degree in International Business.

While the Study Abroad Program and U.S. Passport Office do not have to submit CPR/PRU, this unit has taken a considerable amount of my support due to staff turnover and high demand for the services.

### V. Briefly describe the major challenges and achievements for your Division over the past year.

#### Achievements

##### **International Student Program**

- Welcomed 85 new international students from 20 countries for Fall 2022 – the highest since the Pandemic
- Welcomed 73 new international students for Spring 2023 – a 40% increase from Spring 2022
- Hosted first in-person event for International Education Week celebrations since the Pandemic
- Hired new Acting College International Program Manager, new Detail Retention Specialist and temporary Program Services Coordinator
- Successfully applied for I-17 recertification for Skyline College with the U.S. government.

##### **SMCCD Study Abroad**

- Skyline College was officially recognized as the #1 Top Producing Gilman Scholarship Community College in the nation by the U.S. Department of State
- Sent 19 students to London, England completing the first semester abroad since the Pandemic
- Sent 26 students to in Florence, Italy for the Spring 2023 semester
- Relaunched the France Community Travel Program with 17 participants enrolling within a week of the application opening. Program to generate \$7,500 in Study Abroad Scholarships to the SMCCC Foundation
- Hired new Acting Director of Special International Programs

##### **U.S. Passport Office**

- Generated over \$100,000 revenue since reopening in November 2021
- Served over 2,500 members of the community with passport processing needs since reopening



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- Successfully completed State Department audit of the facility in October 2022 in full compliance
- Top cities served: Daly City, San Bruno, South San Francisco, San Mateo and San Francisco

### Umoja-ASTEP Learning Community

- Held welcome event for Black students at Skyline College and monthly newsletter
- Retrieved list from PRIE of all Black students studying at Skyline College and communicated/outreach to students
- Took students for first Black-owned/performed opera at Stanford University
- Attended the state-wide Umoja Conference in Southern California

### Challenges

- **High Staff Turnover:** The Pandemic changed a lot of the staffing in GLPS. With an exception of the Division Assistant (who was on medical leave in 2022), every staff member in the Division is new to the College or in a new position. One employee recently resigned after 5 years of service to be a fulltime mother. The International Student Program is staffed entirely by Acting, Detail and Temporary positions.
- **Overwhelmed Passport Office:** The U.S. Passport Office is unable to meet the demands of the community with two part-time employees. Skyline College's visibility as a Passport Acceptance Facility has increased and people as far as Hayward and San Jose are scheduling appointments. The appointments are booked for two months out, for example, March and April 2023.

### VI. List and describe the major goals for your Division – What will the Division focus on achieving over the next 1-3 years? How do your Division goals align with the College's [M-V-V](#) and [Education Master Plan](#)?

1. ***Increase International Student Program enrollment to pre-pandemic levels by collaborating with the District International Education Office***  
This goal aligns with the College's mission and Strategic goals 1 (Student Completion), 4 (Internationalized Campus Community), and 6 (Fiscal Stability) of the Education Master Plan
2. ***Increase community engagement and fiscal stability with the U.S. Passport Office by offering more appointments and walk-in service availability to the community***  
This goal aligns with the College's vision statement and Strategic goals 4 (Internationalized Campus Community), 5 (Strong and Effective Community Partnerships) and 6 (Fiscal Stability) of the Education Master Plan
3. ***Explore innovative global learning programs such as the School of Record opportunity to increase domestic and international student enrollment at Skyline College***  
This goal aligns with the College's vision statement and Strategic goals 1 (Student Completion), 4 (Internationalized Campus Community), 5 (Strong and Effective Community Partnerships) and 6 (Fiscal Stability) of the Education Master Plan
4. ***Increase the visibility and vitality of the Umoja-ASTEP Learning Community by judiciously using the categorical funding to support Black students academic and social experience at Skyline College***  
This goal aligns with the College's vision statement and Strategic goals 1 (Student Completion) and 2 (Transformative Teaching and Learning) .



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**5. Explore new curriculum development such as service learning courses for Study Away Programs within the U.S.**

This goal aligns with the College’s vision statement and Strategic goals 1 (Student Completion) and 2 (Transformative Teaching and Learning)

VII. **Using the boxes below, list the resource requests that the Division is moving forward for consideration. Please note that the resource requests should be in declining order of priority, as indicated in the upper left corner of each box. For each resource request, describe how it connects with your Division goals, and the potential consequences of not securing the requested resource. In sum, please explain why filling this request should be a priority for the College.** (To see a list of requests submitted by your programs, please follow the separate instructions for downloading from the Nuventive Platform.)

<b>Order of Priority</b>	<b>Resource Request Title</b>	<b>Type</b>	<b>Program(s) Impacted</b>	<b>Amount \$</b>
1	Office Assistant II – Passport Acceptance Facility (full time)	Classified Professional FTE	Study Abroad & Passport Office	\$86,513
<b>Describe how this request impacts program/division operations, and how it will further completion of the Division goals stated above.</b>				
A fulltime OA II position will allow the Passport Office to offer walk-in service and significantly help meet the demand from the community. It further completes Division goal #2 state above. It will also generate additional revenue (estimate of \$100,000) to the College and not impact Fund 1 since the Passport Office is self-supporting service.				

<b>Order of Priority</b>	<b>Resource Request Title</b>	<b>Type</b>	<b>Program(s) Impacted</b>	<b>Amount \$</b>
2	Office Assistant II – Passport Acceptance Facility (Part-time)	Classified Professional FTE	Study Abroad and Passport Office	\$41,528
<b>Describe how this request impacts program/division operations, and how it will further completion of the Division goals stated above.</b>				
A part-time OA II position will allow the office to open for special hours on Saturdays. There are many in the community who cannot take their children out of school or take time off work. This position will have specific Saturday hours and other days to meet the growing community demand. This position is				



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estimated to generate additional revenue of \$50,000 to the College and not impact Fund 1 since the Passport Office is self-supporting service. It further completes Division goal #2 state above

Order of Priority	Resource Request Title	Type	Program(s) Impacted	Amount \$
3	Faculty Coordinator – School of Record	Faculty/ Adjunct FTE	Study Abroad	\$40,000

**Describe how this request impacts program/division operations, and how it will further completion of the Division goals stated above.**

Skyline College’s proposed School of Record partnership with the Council on International Education Exchange (CIEE) is in its final stage of approval. Once approved, this position will support the coordination of CIEE faculty evaluations, SLOs, Committees, CIEE faculty credential evaluations to meet the MQs etc. It is crucial to the success of the program. Once the program is launched in 2024, part of the administrative fee revenue from CIEE can be used in lieu of Fund 1. It further completes Division goal #3 state above

Order of Priority	Resource Request Title	Type	Program(s) Impacted	Amount \$
4	Staff Assistant – School of Record	Classified Professional FTE	Study Abroad	\$92,805

**Describe how this request impacts program/division operations, and how it will further completion of the Division goals stated above.**

Skyline College’s proposed School of Record partnership with the Council on International Education Exchange (CIEE) is in its final stage of approval. Once approved, this position will provide administrative support to the Director of Special International Programs and the Faculty Coordinator of the School of Record partnership with CIEE. It is crucial to the success of the program. Once the program is launched in 2024, part of the administrative fee revenue from CIEE can be used in lieu of Fund 1. It further completes Division goal #2 state above.

Order of Priority	Resource Request Title	Type	Program(s) Impacted	Amount \$
5	Office Assistant II – Umoja ASTEP (Part-time)	Classified Professional FTE	Umoja-ASTEP	\$41,528



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**Describe how this request impacts program/division operations, and how it will further completion of the Division goals stated above.**

The Umoja ASTEP Learning Community supports the academic success of Black students at Skyline College. Currently a lot of the administrative coordination is on the Faculty. This position is important to having a thriving learning community where the Faculty can focus on student success and the OA II in administrative coordination of the multiple events for the learning community. Part of the funding can come from the categorical funding of \$50,000 allocated for Skyline College Umoja program. It further completes Division goal #4 state above.

If you have additional resource requests, please copy and paste new boxes below, and be sure to update the priority ranking.