

# Student Services Units Program Review Year Five Update - International Student Services Latest Version

This cycle is for Student Services Units to complete the Year Five Update of the Program Review cycle.

## Program Overview, Engagement, VfS Goal Setting, and Assessment Update

### 1. Overview : Version by Archaga, Teresea on 02/01/2022 22:21

**a. Include essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission.**

The International Students Program at LMC serves F1 and M visa status students. It is the responsibility of the Designated School Officials within Admissions and Records and Student Life to ensure that the college and its international students are in compliance with federal law. International students come with unique challenges that domestic students do not have including compliance standards to meet their F1 Visa status. Furthermore, international students face stringent immigration requirements related to enrollment and academic success.

Historically, International Students communicated directly with the Designated School Officials (DSOs) within the Admissions and Records Office who provided all support this student population. However, due to limited capacity within the office, the support for International Students was limited. In the spring of 2017, the International Students Program was relocated to the Office of Student Life under the Director of Student Life. The Office of Student Life now provides the primary leadership for the program development and primary support for International Students studying at the college.

**b. Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.**

- Director of Admissions: Primary Designated School Official
- Director of Student Life: Designated School Official
- Admissions and Records Lead (Pittsburg Campus) Designated School Official
- Admissions and Records Lead (Brentwood) Designated School Official

The primary responsibility of determining eligibility as an F1/M Visa student as well as the processing of I-20 documents for prospective students is carried out by the Admissions and Records Office. Upon the hire of the new Director of Admissions and Admissions and Records Lead for Brentwood, it was decided in the fall of 2021 that the Admissions and Records would also be responsible for monitoring the unit loads of current students, validation of health insurance payments, placing holds on student records to ensure compliance of unit loads, as well as the processing of CPT and OPT requests.

The Office of Student Life continues to perform marketing and outreach to prospective and current students to address any questions or concerns they may have regarding Los Medanos College, application, or issues that may arise once they begin their studies at the college. In addition, the Office of Student Life also hosts the mandatory International Student Orientation which includes important information needed to maintain visa compliance, introduction to important departments and staff at the college, as well as campus tours, and making connections with student mentors to support incoming students in their first semester at LMC. Ongoing communication exists with the Director of Student Life, designated Admissions and Records Staff, Dean of International Education at the District office regarding timelines and administrative guidelines for serving F1 Visa students. The Dean of International Education provides ongoing best practices training and resources while continuing to serve as a liaison between campuses and prospective international partners.

A collaborative relationship exists with Transfer & Career Services to support incoming and current International Students to increase opportunities for transfer in a timely manner and expose students to transfer opportunities they may not be aware of via campus tours, workshops, and college representative on-campus visits.

We also work with our athletics department to ensure that our international athletes meet the milestones towards graduation or transfer as they balance coursework, training, and adjusting to the United States.

The week prior to the start of the semester orientation is held for incoming international students facilitated by: Office of Student Life, Designated School Officials within Admissions and Records, Relations Health Insurance, and the LMC Counseling Department

**c. Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program, or administrative unit provides.**

The International Students Program has barriers that have presented challenges to growing the program. As with most colleges across the United States, the LMC International Students Program has experienced a decline in international student enrollment. The most significant factor in the F-1 population decline across the U.S. is the current Nationalist climate in the United States. The previous federal administration started its tenure in office by invoking a travel ban against people from several Muslim majority countries as well as travelers from North Korea and Venezuela. In addition, the pandemic affected current international students as well as accepted prospective students having to either return to their home country or defer enrollment due to shelter in place and travel restrictions around the world. Lastly, the vast majority of recruitment for international students comes from the Contra Costa Community College District main office with only a handful of prospective students reaching out to LMC directly.

The inclusion of the International Students Program within the umbrella of Office of Student Life has presented challenges in applying to fund towards specific activities and events allocated for this student population. International Students Program currently does not have an allocated budget therefore funds have been redistributed using Student Life funding. As a result, the development of Student Life programming and activities has been impacted. In addition, programming and engagement of activities for International Students have been limited. Creating a budget allocation for the International Student Program will support the needs of the program and offer International Students opportunities to discover all the campus and Bay Area has to offer our visiting students.

The Office of Student Life also acknowledges that our domestic students also need exposure and experiences beyond East Contra Costa County. Additional funding allocations to the program would allow for field trips in addition to specialized programming that can work towards expanding world views and increase opportunities for dialogue.

#### International Students Enrollment Data

Term	#
Fall 2019	26
Spring 2020	27
Fall 2020	21
Spring 2021	19

Fall 2021	20
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The decrease in the number of students from spring 2020 to present is associated with the pandemic, remote learning, travel restrictions, vaccination status, embassy closures or delays, and financial barriers. These factors have made it difficult for international students to remain in the United States to complete their studies or prevents prospective students from applying to our college.

**d. Describe current level of staff, including full-time and part time faculty/staff and other categories of employment.**

Director of Admissions & Records (PDSO)  
 Admissions & Records Staff - 1 (DSO)  
 Director of Student Life (DSO)  
 Dean of International Students Education (District Office)

The Director of Admissions is new in their role at Los Medanos College. We were going through recertification at the time they came into their role. There were some delays in designating them as a PDSO. In addition there were two DSO's who retired during the 2020-2021 academic year which left a shortage in staffing and delay in processing I-20s for prospective students. In the Fall 2021 semester, LMC received recertification status and two new Admissions and Records Leads were hired to fill the Designated School Official roles.

**e. How does your department ensure that students are aware of learning support outcomes?**

The identified learning support outcomes for the International Students Program are displayed on the Office of Student Life website, and in the college catalog.

## 2. Engagement : Version by Archaga, Teresea on 01/28/2022 20:34

**a. Discuss how faculty and staff have engaged in institutional efforts, such as committees, presentations, and departmental activities.**

The Director of Student Life have contributed to institutional efforts through participation in several shared governance and sub-committees to include:

- Equal Employment Opportunity (EEO) Committee
- Institutional Development for Equity and Access (I.D.E.A.)
- Student Services Learning Outcome Committee
- Student Services Leadership Team
- District Wide International Education Committee

NAFSA is the most recognize organization supporting International Educators in the work of International Students Programming. They host an annual conference that highlights current and outdated legislation impacting F1 students. In addition, annual membership to the organization provides access to handbook, online training, listserv and networking, etc.

**b. Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.**

All DSOs are encouraged to participate in the Districtwide International Students Advisory Group where the three colleges and district representatives come together once a month to discuss policy updates and strategies/best practices in supporting international students.

All DSOs at Los Medanos College are members of NAFSA and have access to the NAFSA Listserve where questions and concerns can be addressed.

**c. Discuss how part-time/temporary employees (students, classified professionals, and adjunct faculty) are included in departmental training, discussions, and decision-making.**

Current Student Life Associates as well as continuing International students are invited to participate in the International Student Orientation in order to introduce incoming students to the college and have a familiar person to reach out to.

Current students and continuing International Students serve as Peer Mentors to incoming international students to address basic questions and concerns in addition to moral support during the semester.

International Students serve as officers in the International Students Club. Due to the decreased number of international students and remote learning environment, the club has not been chartered since spring 2019.

The Office of Student Life employs at least one international student each year to support programming specifically geared towards international students.

Other opportunities will be explored for faculty, staff, and administration in order to increase campus wide awareness and understanding of the opportunity for engaging international students in the college experience in a meaningful way as well as the challenges that international students face to work towards culturally-appropriate interventions and support for their learning.

**d. IF APPLICABLE: Please provide an Advisory Board Update and Analysis. Include dates of Advisory Board meetings in 2019-20 and 2020-21, and those completed or planned in 2021-2022. Provide a brief description of the major items discussed and any action taken by your Advisory Board between 2019-2021.**

Districtwide International Students Advisory Group  
 2019-2020

March 12, 2020

- Discussion for transition to International Student CCCAPPLY for district. DVC was selected as the test for the three campuses. All three campuses are expected to convert to CCCAPPLY in spring of 2021.
- Corona virus- SEVIS and district policies regarding international students. Students were permitted to return home or remain in the country to study remotely.

May 7, 2020

- Districtwide Q&A list was developed for all to access and add to with responses

2020-2021

October 8, 2020

- Updates to English proficiency requirements so that all colleges have the same requirements of acceptance.
- Onboarding of new recruiters for the district to increase application and enrollment for all campuses
- Launch of CCCApply for all international students districtwide (fall 2021 for spring 2022 term)

## 3. Vision for Success Goals Update : Version by Archaga, Teresea on 01/28/2022 20:34

a. Summarize your program's strategies to increase success for populations identified in LMC's Equity Plan: African American students, foster/former foster youth, low income students, and students in DSPS.\*

Link to LMC Equity Plan: <https://www.losmedanos.edu/equity/plan.aspx> (https://www.losmedanos.edu/equity/plan.aspx)

Because of the unique nature of the International Students Program at LMC the support and services offered through the program do not directly influence or impact the student populations identified in LMC's Equity Plan (African American students, foster/former foster youth, or low-income students. However, as part of the Student Services division, the Office of Student Life has made referrals as well as collaborated on projects supporting all students that may need accommodations through DSPS.

b. Please align your goals from Program Review Year Three with the accreditation and Vision for Success indicators below.

\*Please copy the table below into your response and complete accordingly

INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS (Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)	ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
<i>Accreditation: Course Success</i>							
<i>VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.</i>							
<i>VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</i>							
<i>VFS3: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</i>							
<i>VSF4: Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.</i>							
<i>VFS5: Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented groups as identified by the college.</i>							
INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS (Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)	ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
<i>Accreditation: Course Success</i>							

<p><b>VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.</b></p>	<p><b>Goal 1:</b> Creation and implementation of a robust international student orientation to be assessed fall 2020</p>	<p><b>Student Engagement &amp; Success</b></p>	<p>Review status of the prospective student at the time of application to attend LMC to completion of the second week of term to ensure all requirements are met.</p>	<p>In Progress</p>	<p>On-going modifications as needed or required due to the district, state, federal policies, and updates as well as identified changing needs of students within the program. Ongoing through fall 2023 we will Seek out ways of engaging with the incoming students and identifying additional support and resources that may benefit incoming students prior to the semester. Update the International Student Canvas shell to include resources for easier access including health insurance, learning communities, scholarships, and tutoring. Incorporate a stronger presence by Counseling as it relates to Education Planning and registration.</p>	<p>This goal will be evaluated at the end of each orientation through fall 2023.</p>	<p>Director of Student Life, Primary Designated School Official, Designated School Official, Dean of International Education (district office)</p>
<p><b>VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</b></p>							
<p><b>VSF3: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</b></p>							
<p><b>VSF4:</b> <b>Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.</b></p>							
<p><b>VFS5: Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented groups as identified by the college.</b></p>							

Goals and Objectives	Modified	In Progress	Abandoned	Completed			
Goal 1. Strengthen a culture of equity, diversity, inclusion, and racial justice. (District #2 and #4)							
<table border="1"> <tr> <td data-bbox="71 1627 235 1701"><b>Recommended Actions</b></td> <td data-bbox="235 1627 852 1701">Creation and implementation of a robust international student orientation to be assessed fall 2020</td> <td data-bbox="852 1627 1104 1701">0 linked SLOs 0 resource requests</td> </tr> </table>	<b>Recommended Actions</b>	Creation and implementation of a robust international student orientation to be assessed fall 2020	0 linked SLOs 0 resource requests				
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Goal 2. Increase and maximize equitable opportunities for students to successfully complete courses and programs. (District #1 and #2)							
Goal 3. Increase opportunities that will prepare students to enter high-demand and living-wage occupational fields. (District #3)							
Goal 4. To better support students in accomplishing their academic and career goals – from entry to completion/transition – and to enhance course-level and program-level achievement, expand and deepen educational, workforce, and community partnerships. (District #3)							
Goal 5: Effectively utilize institutional resources to meet the needs critical to the College mission. (District #4 and #5)							

4. Assessment Update and Effectiveness : Version by Archaga, Teresea on 02/01/2022 22:21

**\*PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY**

LEARNING SUPPORT OUTCOMES UPDATE	
<b>LEARNING SUPPORT OUTCOME</b>	<b>Example:</b> Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
<b>TARGET*</b> <i>*Indicate at least one of the following in your response:</i>	
<ul style="list-style-type: none"> <li>• Student</li> <li>• Employee</li> <li>• Service</li> </ul>	
<b>MEASURE</b>	<b>Example:</b> Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
<b>STATUS*</b> <i>*Please indicate a status from the following options:</i>	
<ul style="list-style-type: none"> <li>• Abandoned</li> <li>• In Progress</li> <li>• Completed</li> <li>• New Outcome</li> </ul>	
<b>INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT</b>	
<b>NEXT STEPS</b>	<b>Example:</b> Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
<b>RESPONSIBLE PARTIES</b>	<b>Example:</b> Jennifer Ma, Financial Aid Office
<b>ALIGNED STUDENT SERVICES GUIDING PRINCIPLES</b>	<b>Example:</b> SS Theme #1: Demonstrate proficiency in the use of college online services.
<b>ALIGNED PROGRAM REVIEW YEAR THREE GOALS</b>	<b>Example:</b> Increase the FAFSA filing and completion rate for currently enrolled students.

LEARNING SUPPORT OUTCOMES UPDATE	
<b>LEARNING SUPPORT OUTCOME</b>	Creation and implementation of a robust international student orientation will be assessed beginning fall 2019 and will be ongoing through fall 2023
<b>TARGET*</b> <i>*Indicate at least one of the following in your response:</i>	Students
<ul style="list-style-type: none"> <li>• Student</li> <li>• Employee</li> <li>• Service</li> </ul>	
<b>MEASURE</b>	Students will be provided a quiz at the end of the orientation to determine if the information provided to them during orientation was clear and if any gaps in understanding exist in order to fine-tune the information being shared.

<b>STATUS*</b> <i>*Please indicate a status from the following options:</i> <ul style="list-style-type: none"> <li>• <i>Abandoned</i></li> <li>• <i>In Progress</i></li> <li>• <i>Completed</i></li> <li>• <i>New Outcome</i></li> </ul>	In Progress			
<b>INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT</b>	<a href="https://email4cd-my.sharepoint.com/:b:/g/personal/tarchaga691_email_4cd_edu/ERF4mvi_ZulGgoTO9kUt2G8B6zMh8MoT8BSLGF2lrFCxvg?e=73tY8u">https://email4cd-my.sharepoint.com/:b:/g/personal/tarchaga691_email_4cd_edu/ERF4mvi_ZulGgoTO9kUt2G8B6zMh8MoT8BSLGF2lrFCxvg?e=73tY8u</a>			
<b>NEXT STEPS</b>	On-going modifications as needed or required due to the district, state, federal policies, and updates as well as identified changing needs of students within the program.  Ongoing through fall 2023 Seek out ways of engaging with the incoming students and identifying additional support and resources that may benefit incoming students prior to the semester.			<b>Example:</b> Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
<b>RESPONSIBLE PARTIES</b>	Director of Admissions & Records Admissions and Records Staff (DSO) Director of Student Life			<b>Example:</b> Jennifer Ma, Financial Aid Office
<b>ALIGNED STUDENT SERVICES GUIDING PRINCIPLES</b>	Student Engagement & Success			<b>Example:</b> SS Theme #1: Demonstrate proficiency in the use of college online services.
<b>ALIGNED PROGRAM REVIEW YEAR THREE GOALS</b>	Creation and implementation of a robust international student orientation to be assessed fall 2020			<b>Example:</b> Increase the FAFSA filing and completion rate for currently enrolled students.

NOTE:

## Impact of Resource Allocation