

International Students Program Review

2012-2013

1. Program Description

1A. Description

The International Students Office assists students attending Ventura College under F-1 Visas with college admission, assessment, orientation, immigration matters, employment under OPT (Optional Practical Training), housing, academic advising, and counseling. Students attending Ventura College come from countries around the world including Australia, Brazil, China, France, Germany, Guatemala, India, Japan, Hong Kong, South Korea, Vietnam, Venezuela and Zimbabwe. Currently, Ventura College has 47 international students.

1B. Services Provided by the Program

The international students' office provides a variety of resources. Primarily, the office ensures that international students comply with all immigration requirements to maintain their student visa status. The office also assists with college admission, assessment, orientation, immigration matters, employment under OPT, referrals to housing, academic advising and counseling.

1C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

1D. College Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

1E. Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect

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- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

1F. Program Significant Events (Strengths and Successes)

The Ventura College 2013-14 Planning Parameters include the elimination of the International Student Specialist position. The proposal is to integrate the International Student functions into Admission and Records and eliminate the full time International Student Specialist. This proposed move is problematic on a number of levels:

- The proposal has been stated as intended to adopt the “Moorpark” model for International Students. However, what has been proposed does not follow that model. (Appendix A: “International Students – The Moorpark Model) The most notable issue is that even though the Moorpark staff member handling International Students is not an International Student Specialist, she is a Matriculation Specialist II, which is a like classification with similar job duties but two steps higher on the salary scale. Further, the individual handling international students at Moorpark neither provides nor conducts workshops, social activities or graduation events that are coordinated and delivered by Ventura’s International Student Specialist. Elimination of the position and integrating the duties in admissions and records creates greater inequity between the Ventura and Moorpark positions. Because of this, the duties will need to be undertaken by either the Registrar or Assistant Registrar, creating an even greater workload for these two employees than already exists.
- International students currently pay \$310 per unit and must be enrolled full time to be eligible for an F-1 visa. By eliminating the office of international Students as a separate unit, students will be paying approximately \$7,440 annually in tuition at Ventura College and receiving minimal services. (Appendix B: Duties of the Ventura College International Student Specialist as reported to the U.S. Citizenship and Immigration Service)
- The current International Student Specialist is the only person at the college who is trained and authorized to enter data into SEVIS. SEVIS stands for the Student and Exchange Visitor Information System and serves as the Department of Homeland Security’s (DHS) web based system for maintaining information on international students and exchange visitors in the United States. The regulations implementing SEVIS not only establishes the mandatory framework for the reporting and procedural aspects of SEVIS, but changed numerous key

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eligibility requirements for benefits in the Student Visa categories. According to SEVIS, every international student program must have a Principal Designated School Official (PDSO). The PDSO is the only person who is authorized to have access to immigration documents on SEVIS. It has taken years of training for the current PDSO to acquire the requisite skills and knowledge to keep the international students and college in compliance with federal regulations.

- International students have challenges and issues that are unique to that population. They need a place to gather, and someone to address their issues. The proposal to integrate the International Student Specialist into Admission and Records eliminates the intimate gathering space and confidential environment currently provided by the program. Without a separate office, international student issues will have to be addressed in an open office environment, thus disrupting the operations of Admission and Records during the busiest times of the year, and creating an intimidating environment for the international student needing individual and specialized assistance.
- Although it is true the post 9-11 restrictions on international students have reduced the number of international students attending Ventura College, these students pay significantly higher rates for tuition and fees and expect to be offered a full menu specialized college services. An alternative would be to stop accepting international students and close down the program altogether, rather than offer these students a “watered down” version of the services they now receive.

The current program seeks to ensure the success of VC’s international student population. The International Student Specialist facilitates the graduation, transfer and employment of international students. The strengths of the program are the knowledge and experience of the single individual who serves International Students, is designated as the PDSO for immigration purposes and has the experience and expertise to work with a diverse international population. Other significant events affecting the program are the impacts of 9/11, post 9/11 global conflicts and the increase scrutiny of all non-immigrant persons entering the United State on student (F-1) visas.

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1G. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Victoria Lugo

Supervisor: Victoria Lugo

Name	Rosie Stutts
Classification	Student Services Specialist
Year Hired	1989
Years of Industry Experience	25
Degrees/Credentials	AA General Liberal Arts/AS Math BA Business Administration

Name	
Classification	
Year Hired	
Years of Industry Experience	
Degrees/Credentials	

Name	
Classification	
Year Hired	
Years of Industry Experience	
Degrees/Credentials	

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2. Performance Expectations

2A. Student Learning Outcomes

2A1. **2012-2013** - Institutional Student Learning Outcomes

1. Communication - written, oral and visual
2. Reasoning - Scientific and quantitative
3. Critical thinking and problem solving
4. Information literacy
5. Personal/community awareness and academic/career responsibilities

2A2. **2012-2013** - Program Service Unit Outcomes

2A2.1 90% of students attending an international student workshop will demonstrate knowledge and understanding of requirements to stay in status.

2A2.2 90% of students who attend an OPT workshop will demonstrate understanding of their employment options once they complete Ventura College.

2A3. **2012-2013** - Program Operating Outcomes

1. The hours of operation are adequate to allow access for students each semester.
2. The facility that currently houses the International Students program is sufficient to meet program and student needs.
3. If the college planning parameters include the integration of the international student specialist into the current admissions and records office, there will not be sufficient space to adequately serve the international student population.

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3. Operating Information

3A. Budget Summary Tables, Trends, and Detail

International Students					
Title	FY09	FY10	FY11	FY12	FY13
FT Faculty		0	0	0	0
PT Faculty		0	0	0	0
Classified		64,073	64,073	64,073	64,073
Student Hourly		2,794	2,800	1,800	1,800
Benefits		35,584	38,203	38,186	39,793
Overtime		4,251	1,663	800	800
Supplies		3,300	3,300	3,300	2,500
Employee Travel		2,000	2,000	2,000	250
Dues/postage		1,010	1,010	650	650
Total	0	113,012	113,049	110,809	109,866

International Students: Budget Expenditure

2012 - 2013 Please provide program interpretation for the following:
Interpretation of the Program Budget Information

As you can determine from the budget above, the International Students Department operates on a budget of less than \$111,000 annually. Savings from eliminating the program as a separate unit will have a minimal impact on decreasing costs. If the college were allowed to keep all International Student Fees, the program would be able to pay for itself (47 students x \$7440) = **\$349,680**.

Interpretation of the Program Inventory Table

The international students program has a dell personal computer, a fax machine and a Dell printer. The program operates with minimal resources.

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Service Data:

a) *What populations are served by the program?*

INTL. STUDENTS COUNTRIES FALL 2012 AT VENTURA COLLEGE

COUNTRY NAME	NUMBER OF STUDENTS PER COUNTRY
1. Australia	3
2. Brazil	12
3. China	2
4. France	1
5. Guatemala	1
6. India	3
7. Italy	1
8. Japan	3
9. Hong Kong	2
10. South Korea	1
11. Srilanka	1
12. Vietnam	5
13. Venezuela	1
14 . Zimbabwe	1
TOTAL	37

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- b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

VENTURA COLLEGE INTERNATIONAL STUDENT POPULATION COUNT FROM SPRING 2009 TO FALL 2012			
TERM /YEAR	F-1 VISA (STUDENT VISA)	OTHER VISAS	TOTAL STUDENTS
FALL 2012	41	6	47
SPRING 2012	48	7	55
FALL 2011	51	15	66
SPRING 2011	41	21	62
FALL 2010	56	31	87
SPRING 2010	58	21	79
FALL 2009	51	30	81
SPRING 2009	58	39	97

- c) *What other operational data is pertinent to your program? Please provide.*

The number of international students fluctuates every semester. There is no recruitment done specifically for the international student population, most students learn about Ventura College through word of mouth.

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4. Performance Assessment

4A1: 2012-2013 Institutional Level Student Learning Outcomes

Institutional Level Student Learning Outcome 1	Performance Indicators
Communication	
Operating Information	
Analysis – Assessment	
This ISLO will not be assessed by the International Student Office	

Institutional Level Student Learning Outcome 2	Performance Indicators
Reasoning	
Operating Information	
Analysis – Assessment	
This ISLO will not be assessed by the International Student Office	

Institutional Level Student Learning Outcome 3	Performance Indicators
Critical Thinking and problem solving	
Operating Information	
Analysis – Assessment	
This ISLO will not be assessed by the International Student Office	
Institutional Level Student Learning Outcome 4	Performance Indicators

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Information Literacy	
Operating Information	
Analysis – Assessment	
This ISLO will not be assessed by the International Student Office	

Institutional Level Student Learning Outcome 5	Performance Indicators
Personal/community awareness and academic / career responsibilities	
Operating Information	
Analysis – Assessment	
This ISLO will be assessed during the 13-14 academic year, per the institutional ISO calendar	

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4A2: 2012-2013 Service Unit Outcomes

Service Unit Outcome-1	Performance Indicators
Students attending an international student workshop will demonstrate knowledge and understanding of requirements to stay in status.	<i>90% of students attending an international student workshop will demonstrate knowledge and understanding of requirements to stay in status.</i>
Operating Information	
Pre and posttests from workshops	
Analysis – Assessment	

Service Unit Outcome-2	Performance Indicators
Students who attend an OPT workshop will demonstrate understanding of their employment options once they complete Ventura College.	<i>90% Students who attend an OPT workshop will demonstrate understanding of their employment options once they complete Ventura College.</i>
Operating Information	
Pre/Post surveys for workshops	
Analysis - Assessment	

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4C. 2012-2013 Program Operating Outcomes

Operating Goal-1	Performance Indicators
The International Student office is sufficient to serve all International students	90% of students surveyed will express satisfaction with both the location and space allocated to the International Students program.
Operating Information	
Staff will provide random surveys to students about their ranking of the space	
Analysis – Assessment	

5. Findings

2012-2013 - FINDINGS

Finding 1: The international Student Specialist position has been identified for elimination according to the 2013-14 Planning Parameters

Finding 2: The current incumbent in the International Student Specialist position is the only person in the college knowledgeable and trained on the SEVIS system.

Finding 3: International Students currently pay approximately \$7,440 per year in tuition and fees. Elimination of the position will result in minimal services to international students.

Finding 4: There are currently only 47 international students enrolled at Ventura College and the number dwindles annually.

Finding 5: If the college were allowed to keep the funds from International student fees, the program would be able to pay for itself.

Finding 6: The Registrar will recommend a phase out period if the college decides not to admit new International Students

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6. Initiatives

6A: 2011-2012 - FINAL Program Initiative Priority Ratings

Line Number	Program	Category	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Full Time or Part Time
1	International Students	Personnel	1	H		M	IS1201	Student Hourly funds	Increase acces to student services at the international students office	4,600	4,600	4,600	

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6B: **2012-2013** Initiatives

**Initiative ID should be consistent. For example:
2012-2013 identified initiatives – LC1301, LC1302, etc.**

Initiative: Increase collaboration with volunteer members from the International Student club to provide external resources for International Student program activities and celebrations.

Initiative ID: IS 1201

Link to Finding #1: Funding for international students has decreased over the past 3 years. Refreshments for orientations and workshops will no longer be able to be paid for by the program.

Benefits: International Student attendance at events is always enhanced by the provision of snacks and refreshments. The Club will be able to fundraise to pay for these items.

Request for Resources: None

Funding Sources:

No new resources are required (use existing resources)	x
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

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6C: 2012-2013 Program Initiative Priority Ratings

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	
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International Students		2				IS1301	Collaboration	None	None	None	None	

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6D: Program/Department Level Initiative Prioritization

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

Division Level Initiative Prioritization

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

Committee Level Initiative Prioritization

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

College Level Initiative Prioritization

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

R: Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

H: High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

M: Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

L: Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

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7. Process Assessment and Appeal

7A. Purpose of Process Assessment

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

7B. 2012 - 2013 ASSESSMENT QUESTIONS

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

Yes, program initiatives were developed but none were funded.

2a. Were the identified initiatives implemented? No, they were contingent upon funding.

2b. Did they make a difference?

N/A

3. If you appealed or presented a minority opinion for the program review process last year, what was the result?

No appeals or minority opinions were put forth.

4. How have the changes in the program review process worked for your area?

We benefitted from the use of a facilitator. The process seemed much smoother and easier with everyone in the division participating.

5. How would you improve the program review process based on this experience?

Finding information and recreating the tables was difficult. It would be better to have the tables in a format that can be replicated instead of having to recreate.

7C. Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the appropriate form that explains and supports your position. Forms are located at the Program Review VC website.

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The appeal will be handled at the next higher level of the program review process.

Appendix A - International Students – The Moorpark Model

Moorpark College has merged the required processing for international students into the responsibilities of a Matriculation Specialist II. Although not specifically an International Student Specialist, the position is at a “Specialist” classification.

The Matriculation Specialist II is supported in her International Student duties by the following staff:

- 1 full time student worker
- 1 part time clerical assistant
- 1 academic counselor whose assignment includes counseling international students and doing some outreach

It should be noted that the Matriculation Specialist II at Moorpark does not provide immigration, academic, employment or income tax workshops for international students. Nor does she organize and support social activities such as the end-of-BBQ or graduation party. All of these services and activities are coordinated and delivered by the Ventura College International Student Specialist.

APPENDIX B

1. What do you offer in terms of outreach/recruitment and pre-admission/admissions?

1. Assist English training Schools and other community college with information regarding transferring International students to Ventura College.
2. Answer questions of community and potential students in person, via telephone, e-mail, etc. regarding admission, providing information how to obtain student Visa (F1) or how to change from other visas to student Visa (F1) and process other visa changes.
3. Act as liaison with USCIS (US citizenship and Immigration Services) SEVIS (Student Exchange Visitor Information Systems) DOS (Department Of State), ICE (Immigration Custom enforcement).
4. Act as liaison with the Social Security Administration Office
5. Act as liaison with the California DMV, Department of Motors Vehicles
6. Act as liaison with local Banks
7. Act as liaison with International Banks and International Universities.
8. Act as liaison with International Academic Evaluation Agencies.
9. Comply with SEVIS reporting system requirements.

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10. Conduct International Student Parents and relative meetings.
11. Process International Admission Packets.
12. Issue Acceptance Admission Packets.
13. Issue I-20 Form (**Form I-20-B: Is The Certificate of Eligibility for Nonimmigrant (F-1) student status for Academic and Language Students form 1-20 to present to the consulate/embassy when the student request them to issue the Student Visa (F-1)**)
14. Answer questions to Embassies or consulates regarding prospective students applications.
15. Arrange the International Student Arrival date: Housing & Airport Pickup.
16. Assist the US Customs and Border Protection (24 hours a day, as need it) with information regarding International Students arrival.
17. Arrange the International Student Orientation date, including: Math and English Assessment, Counseling & Class registration.
18. Provide a Workshop to explain the Immigration rules and regulations
19. Arrange meetings with Health Center regarding Tuberculosis skin test. Drive students to local clinics x-rays.
20. Submit International Students Health Insurance applications and payments each semester to the insurance company
21. Review, approve and provide Travel signature on student I-20's Form.
22. Maintain student enrollment/attendance status – ongoing activity
23. Act as liaison with US California Service Center regarding students Immigration Status
24. Meet with students to complete the Immigration document and request the following items as necessary:
 - Work permits
 - Program Extensions
 - Change of Status
 - Reinstatements
 - Meet with students regarding personal problems for example:
 - Classroom conflicts with instructors
 - Homesickness
 - Tutoring needs
 - Financial problems
 - Work study
25. Take students to emergency clinics or hospitals when they are ill
26. Enrollment verification for the student's country

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27. Assist the students as needed in obtaining telephone and utility services
 28. Attend International Student meetings
 29. Coordinate International Student activities
 30. Maintain files in compliance with Immigration regulations
 31. Attend Immigration and NAFSA workshops and conferences to keep up-to date on new regulations and procedures
 32. Assist International students with transfer forms to other schools
 33. Maintain computer records and paper files on all International Students
 34. Host IRS Income Tax workshop
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2. Who performs the Services?
Rosie Stutts, Counseling Office Admission Office under the supervision of the Dean of Student Services Victoria Lugo.

 3. When do you offer the services?
Rosie Stutts, Admission Office & Counseling Office under the supervision of the Dean of Student Services, Victoria Lugo

 4. How do you offer the services?
Admission starts 3 months prior the semester begins

 5. Where do you offer the services? On Campus? Off-campus?
Both

 6. What works?
Services on Campus Works!

 7. What doesn't work?
The International Student office closes during the time I am providing off-campus services. However, services outside of campus work for the students who need it.