

International Students Program Review

2011-2012

1. Program Description

A. 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, Bangladesh, China, Cambodia, France, Germany, Guatemala, India, Japan, Hong Kong, Peru, Serbia, South Korea, Sri Lanka, Sweden, Vietnam, Venezuela and Zimbabwe. Currently, Ventura College has 66 international students.

B. Service Unit Outcomes:

1. International students will demonstrate knowledge about their immigration status and understand the requirements for maintaining their visa status in good standing.
2. International students will demonstrate success by maintaining satisfactory academic progress.

C. College Level Student Learning Outcomes:

1. Information Competency
2. Critical Thinking and Problem Solving
3. Social Interaction and Life Skills

D. Vision

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

E. 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.

International Students Program Review

2011-2012

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

G. What services are 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, housing, academic advising and counseling.

H. What are the strengths, successes, and significant events of the program?

The program seeks to ensure the success of VC's international student population. The International Student program facilitates the graduation, transfer and employment of the international student population. The strengths of the program are the one staff person who provides a variety of services to the students. Significant events affecting the program are the impacts of 9/11 and the increased scrutiny of all immigrants entering the United States.

I. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Victoria Lugo

Instructors and Staff

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

International Students Program Review

2011-2012

2. Performance Expectations

A. Service Unit Outcomes

Students utilizing this service will be able to:

1. International students will demonstrate knowledge about their immigration status and understand the requirements for maintaining their visa status in good standing.

Performance indicator: 90% or higher will express satisfaction with Services provided by the International Student Office

2. International students will demonstrate success by maintaining satisfactory academic progress.

Performance indicator: 90% or higher will achieve a 2.0 GPA or higher at the end of Spring 2012.

B. Program Operating Outcomes (Budget, Facilities, scheduling, equipment and technology – hardware/software)

- 1) The hours of operation are adequate to allow access for students each semester. *Performance indicator: A survey monkey will be developed and disseminated to all international students to determine if the office hours are sufficient to meet their needs.*
- 2) The facility that currently houses the International Students program is sufficient to meet program and student needs. *Performance indicator: A survey monkey will be developed and disseminated to all international students by the end of the Fall 2011 semester to ascertain if they feel that the current facility is adequate to meet their needs.*

International Students Program Review 2011-2012

3. Operating Information

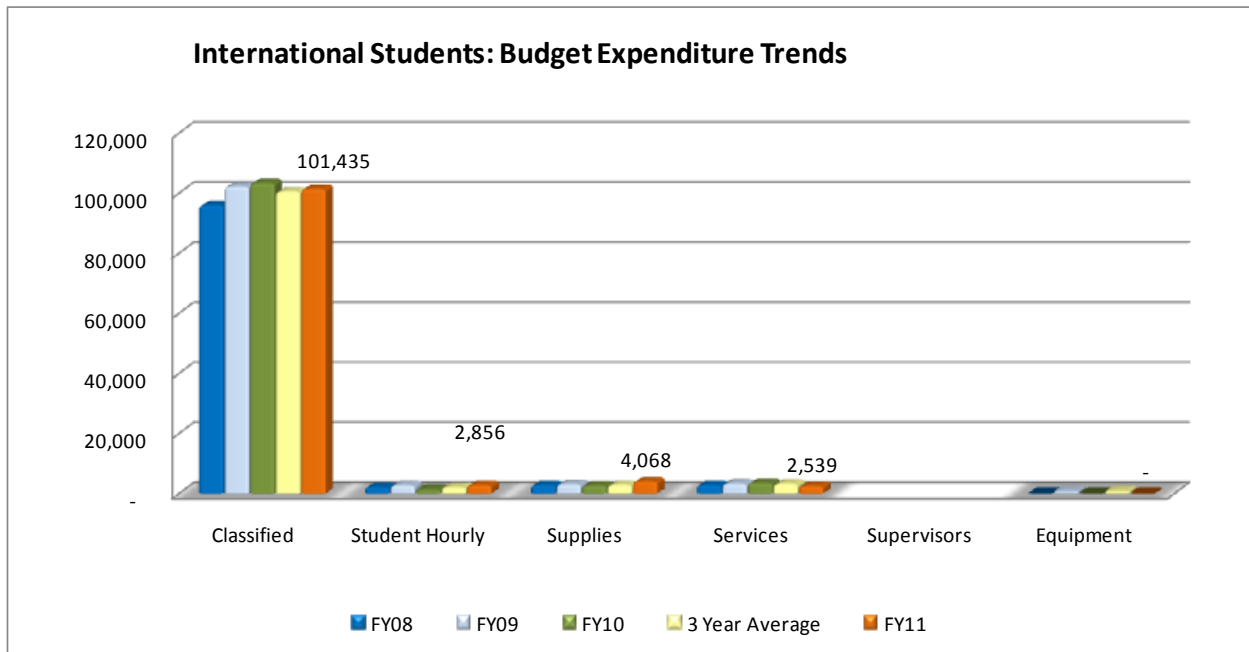
A1: Budget Summary Table

To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into nine expense categories. The personnel categories include employee payroll expenses (benefits). The “3 Year Average” was computed to provide a trend benchmark to compare the prior three year expenses to the FY11 expenses. The “FY11 College” expense percentages are included to provide a benchmark to compare the program’s expenses to the overall college expenses.

Category	Title	FY08	FY09	FY10	3 Year Average	FY11	FY11 Program	FY11 College
3	Classified	95,967	102,282	103,414	100,554	101,435	1%	12%
4	Student Hourly	2,138	2,814	1,368	2,107	2,856	36%	-10%
7	Supplies	2,843	3,167	2,689	2,900	4,068	40%	-1%
8	Services	2,872	3,324	3,557	3,251	2,539	-22%	10%
5	Supervisors							7%
9	Equipment	-	942	-	942	-	-100%	-8%
	Total	103,820	112,529	111,028	109,126	110,898	2%	0%

A2: Budget Summary Chart

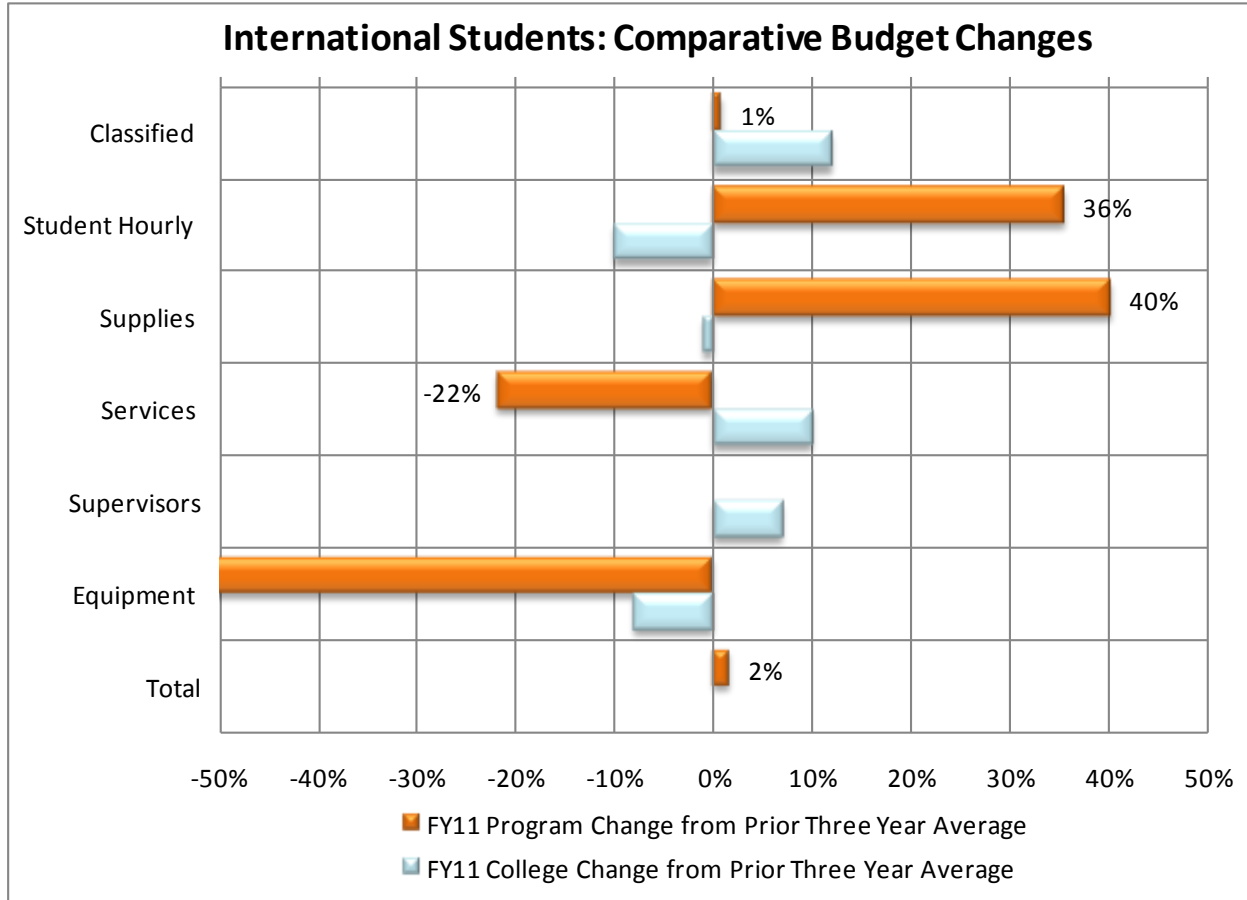
This chart illustrates the program’s expense trends. The data label identifies the FY11 expenses (the last bar in each group). The second-to-last bar is the program’s prior three year average.



International Students Program Review 2011-2012

A3: Comparative Budget Changes Chart

This chart illustrates the percentage change from the prior three year average expense to the FY11 expenses. The top bar for each budget category represents the program's change in expenses and includes the data label. The second bar represents the college's change in expenses.



A4: Program Staffing

The following table shows the staffing in the FY12 budget.

International Students							
Fund Org Account	Title	Name	Months	Pos%	Assign%	Total%	FTE
111310112121	Std. Svcs Spec/Int'l Std	Stutts, Rosalva	12	1.000	1.000	1.000	
						1.000	-

A5: Budget Detail Table

The program's detail budget information is available in *Appendix A – Program Review Budget Report*. This report is a PDF document and is searchable. The budget information was extracted from the District's Banner Financial System. The program budget includes all expenses associated to the program's Banner program codes within the following funds: general fund (111), designated college equipment fund (114-35012), State supplies and equipment funds (128xx), and the technology refresh fund (445). The *Program Review Budget Report* is sorted by program (in alphabetical order) and

International Students Program Review

2011-2012

includes the following sections: total program expenses summary; subtotal program expenses for each different program code; detail expenses by fund, organization and account; and program inventory (as posted in Banner). To simplify the report, the Banner personnel benefit accounts (3xxx) were consolidated into employee type benefit accounts (3xxx1 = FT Faculty, 3xxx2 = PT Faculty, 3xxx3 = Classified, etc.).

FOAP	Title	FY08	FY09	FY10	3 Year Average	FY11
111 31011 2121 649000	Classified Regular	59,933	64,028	64,073	62,678	64,073
111 31011 2322 649000	Classified - Overtime	1,988	2,911	4,251	3,050	1,663
111 31011 2530 649000	Student Hourly-Non-Instructional	2,096	2,764	1,344	2,068	2,794
111 31011 3XXX3 649000	Benefits Classified	34,046	35,343	35,090	34,826	35,699
111 31011 3XXX4 649000	Benefits Student Hourly	42	50	24	39	62
111 31011 4200 649000	Office Supplies and Material	1,026	1,049	299	791	1,311
111 31011 4800 649000	General Supplies & Materials	1,817	2,118	2,391	2,109	2,757
111 31011 5120 649000	Honoraria, Art Models, Speakers	-	-	400	133	-
111 31011 5211 649000	Employee Travel	1,103	1,638	1,710	1,484	1,107
111 31011 5300 649000	Dues & Memberships	710	350	360	473	365
111 31011 5622 649000	Maint/Repair-Equipment	-	-	386	129	-
111 31011 5822 649000	Licenses And Fees	-	375	375	250	545
111 31011 5850 649000	Postage/Shipping	579	750	290	540	123
111 31011 5870 649000	Printing And Duplicating	-	86	-	29	-
111 31011 5890 649000	Other Expense & Services	480	126	36	214	400
111 31011 6425 649000	Equip-Non Instruc Furni \$200-\$999	-	942	-	314	-
	Total	103,820	112,530	111,029	109,126	110,899

A6: Interpretation of the Program Budget Information

The international student program operates on a very limited budget. There is one full time classified staff person who runs the entire program with limited assistance from a student worker. During peak times, this person works countless hours to ensure that all students are enrolled in at least 12 units and have their paperwork properly filed. Nonresident students pay \$226.00 per unit including nonresident tuition of \$176 per unit, \$35 per unit for registration fees plus a \$14 per unit surcharge generating about \$270,000 per semester for Fall/Spring. Most of the funds generated by international student tuition are not allocated for the program, but used by the District office to fund other college priorities counseling services for international students are covered under the counseling general fund budget.

International Students Program Review

2011-2012

B1: Program Inventory Table

This chart shows the inventory (assets) as currently posted in the Banner Financial System. This inventory list is not complete and will require review by each program. Based on this review an updated inventory list will be maintained by the college. A result of developing a complete and accurate inventory list is to provide an adequate budget for equipment maintenance and replacement (total-cost-of-ownership). The college will be working on this later this fall.

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

B2: Interpretation of the Inventory Information

N/A

International Students Program Review
2011-2012

C1: Service Data:

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

INTL. STUDENTS COUNTRIES FALL 2011 AT VENTURA COLLEGE

COUNTRY NAME	NUMBER OF STUDENTS PER COUNTRY
1. Australia	3
2. Brazil	14
3. Bangladesh	1
4. China	1
5. Cambodia	1
6. France	1
7. Germany	2
8. Guatemala	1
9. India	3
10. Japan	4
11. Hong Kong	2
12. Peru	1
13. Serbia	2
14. South Korea	5
15. Srilanka	1
16. Sweden	1
17. Vietnam	5
18. Venezuela	2
19. Zimbabwe	1
TOTAL	51

International Students Program Review

2011-2012

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 2011			
TERM /YEAR	F-1 VISA (STUDENT VISA)	OTHER VISAS	TOTAL STUDENTS
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

International Students Program Review

2011-2012

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.

C2.:Times of Operation (per semester/summer):

Fall and Spring Semesters:

M-Th 8-5

F 8-3

Summer:

M – Th 7-6

International Students Program Review

2011-2012

4. Performance Assessment

A. Service Unit Outcomes

Service Unit Outcome	Performance Indicators
1. International students will express satisfaction with the services offered by the International Student office.	<i>90% or higher will: express satisfaction with Services Provided by the International Student Office</i>
Operating Information	
Survey Monkey	
Analysis – Assessment	
24 International Students responded out of 49 International Students enrolled in the Spring 2011 semester 83.3% of responders expressed satisfaction with the International Student Office, 16.7% expressed dissatisfaction. The comments indicate that the International Student Office would benefit from additional staff support to provide assistance to the International Student Population. However, the survey is brief, and questions too vague to generate results from specific services and academic resources. Findings indicate that the initial goal of a 90% Positive response was too high, and that a more in-depth survey needs to be done	

Service Unit Outcome	Performance Indicators
2. International students will demonstrate success by maintaining satisfactory academic process.	<i>90% or higher will achieve a 2.0 GPA or higher at the end of Spring 2011.</i>
Operating Information	
This SUO will be assessed at the end of Fall 2011.	
Analysis – Assessment	
Review of international student grade reports	

Service Unit Outcome	Performance Indicators
Operating Information	
Analysis – Assessment	

International Students Program Review
2011-2012

B. Operating Goals

Operating Goal	Performance Indicators
The hours of operation are adequate to allow access for students each semester.	<i>Performance indicator: A survey monkey will be developed and disseminated to all international students to determine if the office hours are sufficient to meet their needs.</i>
Operating Information	
NA	
Analysis – Assessment	

Operating Goal	Performance Indicators
The facility that currently houses the International Students program is sufficient to meet program and student needs.	<i>Performance indicator: A survey monkey will be developed and disseminated to all international students by the end of the Fall 2011 semester to ascertain if they feel that the current facility is adequate to meet their needs.</i>
Operating Information	
N/A	
Analysis – Assessment	
Will be completed at the end of Fall 2011	

International Students Program Review

2011-2012

5. Findings

Finding 1: Although a large majority of students expressed satisfaction with the services provided by the International student's office, it is clear that a significant percentage (16.7%) is dissatisfied. The next student survey should list the various categories of service i.e. hours of operation, access to staff, etc. to comprehend why students expressed dissatisfaction.

International Students Program Review

2011-2012

6. Initiatives

Initiative: Provide a student assistant position to the office to cover when the full time staff person is out of the office.

Initiative ID: IS 01

Link to Finding #1: The comments indicate that the International Student Office would benefit from additional staff support to provide assistance to the International Student Population. (SUO #1)

Benefits: Students will have access to someone in the office in the absence of the full time International Student staff.

Request for Resources: Student Hourly: \$6,400

Funding Sources:

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

International Students Program Review

2011-2012

6A: Initiatives Priority Spreadsheet

The following blank tables represent Excel spreadsheets and will be substituted with a copy of the completed Excel spreadsheets. The program's initiatives will be entered into the Excel spreadsheets by resource category and consolidated into division and college-wide spreadsheets.

Line Number	Division Code	Program	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	Resource Category	Estimated Cost
1	35	International Students	1				IS3501	Hire a student worker to assist in the International Students office	Funds to hire a student worker	2	6,400
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											

Divisions		Resource Categories	
Robin Calote	10	No New Resources	0
Dave Keebler	20	Personnel-Faculty	1
Ramiro Sanchez	30	Personnel-Other	2
David Oliver	31	Equipment-Computer	3
Kathy Scott	32	Equipment-Other	4
Gwen Huddleston	33	Facilities	5
Tim Harrison	34	Grants	6
Victoria Lugo	35	Operating Budget	7
Jerry Mortenson	36	Other	8
Karen Gorback	37		

6B: Program Level Initiative Prioritization

All initiatives will first be prioritized by the program staff. If the initiative can be completed by the program staff and requires no new resources, then the initiative should be given a priority 0 (multiple priority 0 initiatives are allowed). All other initiatives should be given a priority number starting with 1 (only one 1, one 2, etc.).

International Students Program Review

2011-2012

6C: 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 (excluding the '0' program priorities) will then be prioritized using the following priority levels:

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

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

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

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

6D: Committee Level Initiative Prioritization

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

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

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

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

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

6E: 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 following priority levels.

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

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

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

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

International Students Program Review

2011-2012

7A: Appeals:

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

If you choose to appeal, please complete the form that explains and supports your position. The appeal will be handled at the next higher level of the review process.

7B: Process Assessment

In this first year of service unit review using the new format, units will be establishing performance indicators (goals) for analysis next year. Review will take place annually, but until units have been through an entire annual cycle, they cannot completely assess the process. However, your input is very important to us as we strive to improve, and your initial comments on this new process are encouraged.