Program Overview - Program Mission

Program Mission

Describe the purpose of the program:

The program mission mirrors the Educational Philosophy, Vision for the Future, Values Statement, and Mission Statement of West Los Angeles College. The International Student Center provides quality support services that are integral to a successful educational experience that results in a viable contribution to society.

Respondent: Kathleen Greer

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Program Overview - Overview

Response to Demand

Location, days/hours:

International Student Services
Admissions and Records, Bldg. A-13
Mon.-Thurs. 9:30-6:00; Fri. 8:00-4:30; FT 40 hours/wk

Respondent: Kathleen Greer

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service Offered</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral to Campus Services</td>
<td>On-going</td>
<td>11/10/08</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Admit International Students</td>
<td>On-going</td>
<td>11/7/08</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Advise on Status Issues</td>
<td>On-going</td>
<td>11/7/08</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Marketing and Recruitment</td>
<td>On-going</td>
<td>11/7/08</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Counsel/Prepare Immigration Documents</td>
<td>On-going</td>
<td>11/7/08</td>
<td></td>
<td>Remove</td>
</tr>
</tbody>
</table>

Number of Participants Served

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

Servicing 115 to 145 students
55% females 45% males (approx.)
Citizenship: 35 countries
Almost half (44%) are Japanese citizens
Two largest majors: Business (28%) and Travel (21%)
Implications: Since the dominant country of origin is Japan and Business and Travel make up approximately half of international student majors, marketing and recruitment efforts should focus in these areas. Although the dental hygiene program is small, it is growing rapidly and may be another area of focus for recruitment and marketing.

Student Achievements

Given the data, describe the trends in Access, Success , and Persistence. What are the implications for your program(s)?

Period: Jan 2007 – Aug 2008
Transfers to Four-Year University
Total: 31
CSUN-5
UCLA-6
UC Berkeley-1
CSULA-8
UCSD-1
CSULB-2
UC Davis-1
MIT-1
Pepperdine Univ.-1
Loyola Univ./Chicago-1
Univ. of Nevada/Las Vegas-1
Academic Awards June 4, 2008 Commencement Summa Cum Laude-6 (21% of West total) Magna Cum Laude-6 OPT Records in SEVIS: 16 (OPT Application indicates Completion of Course Work/Educational Goals/Program)
Application is made to USCIS to request one year of work experience in field of major. Current OPT records in SEVIS: 16 Current Approved: 10 Current Pending: 6 Current Denied: 0

Validation Review

Data Evaluation: Return to Unit for Review
Comments: Objectives are missing. Add 1) Develop an on-line international student program for students living abroad who are interested in earning an AA degree.

OBJECTIVES:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop an online AA degree program for intercontinental study</td>
<td>Sep, 2010</td>
<td>NA</td>
<td>High</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

External Validation - Advisory Board

Advisory Board
Members Names, Representation:

<table>
<thead>
<tr>
<th>Advisory Board Member Name</th>
<th>Company/Affiliation</th>
<th>Title</th>
<th>Meet Once Every</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathleen Greer</td>
<td>LACCD-West</td>
<td>Advisor</td>
<td>Month</td>
</tr>
</tbody>
</table>

Respondent: **Kathleen Greer**

Meetings

List the Date and Membership of your Advisory Board:

<table>
<thead>
<tr>
<th>Dates (mm/dd/yyyy)</th>
<th># Members</th>
<th>Members Attending</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/29/08</td>
<td>9</td>
<td>All international advisors from all nine colleges</td>
</tr>
<tr>
<td>Monthly</td>
<td>15</td>
<td>Student Services Council</td>
</tr>
<tr>
<td>10/29/08</td>
<td>15</td>
<td>Student Services Council</td>
</tr>
</tbody>
</table>

Reminder: Keep copies of your Minutes for audit purposes.

Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

Advisors discussed IMED (medical insurance) fees for international students. Major recommendation: Work with district to resolve refunds and the impact of change of status in mid semester. This is a recent recommendation and has not yet been acted upon. Other issues related to updates of SEVIS/USCIS rules and regulations and campus’ policies.

Validation Review

Data Evaluation: Accepted

Comments:

OBJECTIVES:

No Objectives Submitted.

External Validation - Program Accreditation
## Response to Demand (Operational Program Review)

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?  
Yes

What is the program's accreditation status?

**WLAC is a fully accredited California Community College through 2012.**

WLAC is a SEVP certified school. WLAC International Student Services is authorized to maintain records in SEVIS (Student and Exchange Visitor Information System), to issue Forms I-20, Certificate for Eligibility for Nonimmigrant Student Status in order to enroll nonimmigrant students in an F (academic) visa classification. Certification entails a great deal of responsibility for monitoring, tracking, reporting, and recordkeeping of nonimmigrant foreign students. Certified schools are responsible for ensuring international students are maintaining lawful nonimmigrant status and reporting information on those students to SEVP, through the Student and Exchange Visitor Information System (SEVIS), when they are not maintaining lawful nonimmigrant status.

It is imperative the school understands the resources, roles, and responsibilities required for being a certified school. DOS/DHS/USCIS/USICE

**Respondent: Kathleen Greer**

### Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

In recommendation number 2, the ACCJC recommended that the college should identify student learning outcomes at the course and program levels, and refine them at the institutional level, while adhering to the defined timeline and monitoring timely development within each department. These student learning outcomes should be systematically assessed and the results used for the improvement of student learning and institutional effectiveness. In response, the international student services program identified the following Student Learning Outcomes.

### Validation Review

Data Evaluation:  
Comments:

**OBJECTIVES:**

No Objectives Submitted.

### SLOs - Program SLOs

<table>
<thead>
<tr>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curriculum Committee webpage with Institutional and Program SLOs listed</td>
</tr>
<tr>
<td>42 single course assessments by West faculty</td>
</tr>
<tr>
<td>SLO Tutorial on Janet Fulks’ Bakersfield CC website</td>
</tr>
</tbody>
</table>

Save
### Core Competencies Alignment

**How do the department’s course and program SLOs address West’s Core Competencies?**

The department's core competencies overlap significantly with West's, but the outcomes and methods of assessment differ.

**Respondent:** Kathleen Greer

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### Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.
An international student survey was conducted and the results have been tallied. Of the 118 surveys delivered, 51 were completed and returned. Results in the Survey section.

OBJECTIVES:

Program Effectiveness - Surveys

Student Satisfaction Survey

Survey Name               Data Analysis
International Student Services satisfaction survey sent electronically to 118 students. Fifty-one respondents. Analysis currently under review.

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Administration will review data for recommendations, program planning and implementation.

Respondent: Kathleen Greer

Faculty/Staff Program Assessment Survey

Survey Name               Data Analysis
International Student Services satisfaction survey sent electronically to 118 students. Fifty-one respondents. Analysis currently under review.

Gender, enrollment and visa status, services frequently used, level of satisfaction; visitation stats, requests and suggestions for improvement

Comments:

Edit the SLOs so that the top section “To maximize the effectiveness of Student Learning Outcomes and accurately measure the success of these outcomes” lines up on the same line as the rest of the actual SLO.
OBJECTIVES:

Program Outreach

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

93% strongly agree/agree positive results from 8 listed services and 0% disagree; 85.4% responded yes to quick response to phone calls/emails; 56% female and 44% male; 62.5% visit office for F-1 visa regulations; 56.3% visit for advisement; 50% visit on weekday afternoons; 88% previously visited office and 12% first time; 52% responded not a long wait for office visit; 46% have completed 30 or more units; respondents requested additional staff to accommodate needs and growth and a club for socialization and comprehensive transfer services/counseling.

Validation Review

Data Evaluation: Accepted
Comments: The Student Satisfaction Results are available. Please summarize the results.

OBJECTIVES:

No Objectives Submitted.

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

See section on "Advisory Board".

What intra-college collaboration has your program been involved in during the past six years?

See section on "Advisory Board".

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

See section on "Advisory Board".

Respondent: Kathleen Greer

Validation Review

Data Evaluation: Accepted
Comments:
OBJECTIVES:

No Objectives Submitted.

Professional Development

<table>
<thead>
<tr>
<th>Name/Status</th>
<th>Activities (mark all that apply)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathleen Greer</td>
<td>Professional Organization (Specify) Publications</td>
<td>NAFSA Membership and Advisor Manual</td>
</tr>
<tr>
<td>Int'l Advisor</td>
<td>Other (Specify)</td>
<td>Attend monthly LACCD International Advisor Meetings</td>
</tr>
</tbody>
</table>

Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

It may be useful to include staff/faculty at an international students orientation so that they are familiar with the issues surrounding the maintenance of visa status and adjustment to unfamiliar customs and culture. Continued communication needed between this department, the Business Office and District re ongoing DEC fee/hold issues. Coordination with WLAC/District staff and consultants involved with proposed online AA degree program. Coordination with Counseling, Graduation, and Transfer departments.

Respondent: Kathleen Greer

Validation Review

Data Evaluation: Return to Unit for Review

Comments: Make the Professional Development Needs an Objective.

OBJECTIVES:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversity awareness/sensitivity</td>
<td>NA</td>
<td>NA</td>
<td>High</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

View/Modify

Resources - Personnel

Certificated Administrator, Faculty
OBJECTIVES:

Resources - Facilities

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Goltermann</td>
<td></td>
<td>1.0</td>
</tr>
</tbody>
</table>

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathleen Greer</td>
<td>International Student Advisor</td>
<td></td>
</tr>
</tbody>
</table>

Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Student Workers Added.

Projections

Projected Retirements:

None

Are available faculty and classified staff adequate to support the program?

No. West Senior Office Assistant is performing daily functions and operations of LACCD International Director / Coordinator / Specialist without additional classified staff or student workers. LACCD International Student programs vary; e.g., Director (Pierce, LAMC); Advisor (LAHC); Student Services Specialist (LAVC); Coordinator (LATTC). District college programs have classified staff and student workers to assist the Director/Coordinator/Specialist positions. Some colleges have counselor hours for international students.

Respondent: Kathleen Greer

Validation Review

Data Evaluation: Accepted

Comments:

OBJECTIVES:

No Objectives Submitted.

Resources - Facilities

Facilities

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

No. The International Advisor has a small cubicle in A&R. The cubicle has inadequate storage for confidential student files and inadequate floor space for receiving applicants and students for advisement.

Does the program regularly utilize general campus facilities? Are they available and adequate?
Although it is difficult to maintain due to lack of staff, the international student club and international student orientation uses adequate and available campus facilities.

Respondent: Kathleen Greer

Validation Review

Data Evaluation:  
Comments:  
Objective needed.

OBJECTIVES:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for student advisement and reception</td>
<td>NA</td>
<td>NA</td>
<td>High</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Resources - Planning

Past Unit Plan Objectives

What is the status of the objectives in the 2007 unit plan. Areas will evaluate the objectives included in the unit plan for 2007 in a grid with following measures: completed, in progress, deleted. Please explain outcome.

Based on your evaluation, what objectives or initiatives would you develop to improve this measure?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for student advisement and reception</td>
<td>Sep, 2010</td>
<td>NA</td>
<td>High</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

The demand is expected to rise as we begin to issue I-20s for F1 Student Visas from outside the USA and increase marketing efforts. Due to a declining state, national and global economy we do not anticipate increased funding for international student services in the immediate future, although we do anticipate the construction of a new student services building in 2009. As online technological and pedagogical tools improve, we expect that more international students will take advantage of online classes, increasing the size of our international student population and requiring innovative counseling techniques.

Respondent: Kathleen Greer

Self-Assessment of Challenges Facing Program
Please present the program’s analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

See above.

Validation Review

Data Evaluation: Accepted
Comments:

Resources - Resource Request

<table>
<thead>
<tr>
<th>Resource</th>
<th>Quantity</th>
<th>Description</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>40 Hours</td>
<td>Current International Advisor should be promoted to Coordinator commensurate with responsibilities.</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
<tr>
<td>Personnel</td>
<td>40 Hours</td>
<td>Workload requires two part time student workers at 20/hr/wk each for a total 40/hr/wk.</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
<tr>
<td>Supplies</td>
<td>1 Units</td>
<td>A computer for a student worker and a photocopy/scanner/fax not dedicated to A &amp; R.</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
<tr>
<td>Personnel</td>
<td>1 FTE</td>
<td>To expand the program and improve international student services, staff should include an experienced full time Director/Counselor.</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Supplemental Material

Supplemental Materials:

No Supplemental File(s).

Final Summary

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

Students are given excellent service for all needs relevant to International Student Services. SLO directly related to advisement and to referral to needed campus services.

Program Weaknesses - What areas can your program improve?

Outreach/Marketing budget. Use of technology for outreach/marketing (dynamic web site alone can generate numerous international applicants. Adequate counseling hours for educational plan at time of acceptance or at least during first week of semester. Adequate counseling or evaluation tech hours for assessing semester of program completion for OPT application.

Discuss anything else you would like to share about your program that has not been addressed.

Respondent: Kathleen Greer
Validation Review

| Data Evaluation: | Return to Unit for Review |

Dean's Review and Recommendations:
Please see comments regarding edits and requests for more information. Betsy recommends that you add 1 FTE Director/Counselor to your Personnel Requests.

Student Services Council Review

Submit Program Review

Program Review has been completed for this Unit.