Validation Review Recommendations & Responses

Commendations

No Commendations Have Been Made.

Recommendations

<table>
<thead>
<tr>
<th>Year</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall a good report that is specific and relevant.</td>
<td></td>
</tr>
<tr>
<td>Program Overview-Program Mission</td>
<td></td>
</tr>
<tr>
<td>Well written.</td>
<td></td>
</tr>
<tr>
<td>Program overview-Overview</td>
<td></td>
</tr>
<tr>
<td>No evening hours</td>
<td></td>
</tr>
<tr>
<td>Good understanding of what this program does.</td>
<td></td>
</tr>
<tr>
<td>External Validation-Advisory Board</td>
<td></td>
</tr>
<tr>
<td>Advisory board was explained very well.</td>
<td></td>
</tr>
<tr>
<td>SLOs</td>
<td></td>
</tr>
<tr>
<td>The SLOs are relevant, specific, quantifiable and measurable.</td>
<td></td>
</tr>
<tr>
<td>External Validation-Program Accreditation</td>
<td></td>
</tr>
<tr>
<td>No mention of accreditation</td>
<td></td>
</tr>
<tr>
<td>Survey</td>
<td></td>
</tr>
<tr>
<td>Is there a plan for a survey?</td>
<td></td>
</tr>
<tr>
<td>Program Outreach</td>
<td></td>
</tr>
<tr>
<td>Good outreach.</td>
<td></td>
</tr>
<tr>
<td>Final Comments</td>
<td></td>
</tr>
<tr>
<td>In the future, Program Reviews of all areas of Student Services need to take into consideration the economic climate and the new SS building.</td>
<td></td>
</tr>
<tr>
<td>-Student Services Committee - Donna Ayers, Robert Crossley &amp; Monica Moreno</td>
<td></td>
</tr>
</tbody>
</table>

Objectives

0 Objectives.

Program Overview - Program Mission

Program Mission

Describe the purpose of the program:

Los Angeles Mission College welcomes applications from international students and values the diverse cultural perspectives they bring to our school and community. The International Students Program (ISP) purpose is to assist foreign students who desire an American education, initially with requests to obtain I-20 certification as a step to receiving an F-1 student visa under all laws pertaining to USCIS. This program assists foreign students with cultural adjustment to ease their transition to living and studying in the United States for the duration of their college experience. ISP services are tailored specifically to integrate international students into the LACCD educational system, as well as Mission College campus and the surrounding community. The ISP gives high priority to providing student support services crucial to International Students' academic and social success.

Respondent: Georgia Estrada

Validation Review

Data Evaluation: 

Comments:

Save

Program Overview - Overview
Program Services & Hours of Operation

Location, days/hours:
Campus Center Building, Lower Level
Monday through Thursday: 9:00 a.m. to 4:00 p.m.
Friday: 9:00 a.m. to 12:00 p.m.

Respondent: Georgia Estrada

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for F1 Visa Status from abroad</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitor B1/B2 Visa Change of Status</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reinstatement for Out of Status students</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assist F2 Visa students</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F1 Visa Transfer in students</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request for Pre OPT/Post OPT</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request for employment-Economic Hardship</td>
<td>On-going</td>
<td>11/13/2010</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

The International Student body population:
Gender: Males and Females, Age: 18 years Diversity: 8 to 10 different countries, Spring 2010: 150 students, Fall 2010: 164 students
Type: a)Abroad, b)Transfer in, c) Reinstatement, (out of status), d)Concurrent Enrollment
Transfer in from: a)ESL Programs, b)High Schools, c)local community colleges, d)universities e)out of state

Trends:
Increase of population
Students from Middle Eastern countries - 98% male
More students transferring in from out of state colleges
Growing number of students transferring out of state colleges and universities.

Impact:
Population growth need for additional resources to adequately support the needs of these students
Transfer Center-growing need for out of state transfer advising
Counseling Department-Evaluation of out of state credits

Validation Review

Data Evaluation:  
Comments:

External Validation - Advisory Board

Advisory / College Oversight Committee

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>Foreign Student Advisors</td>
<td>LACCD</td>
<td>PDSO/DSO</td>
<td>Month</td>
</tr>
</tbody>
</table>

Respondent: Georgia Estrada

Meetings

List the Date and Membership of your Advisory Board:

Dates (mm/dd/yyyy) | # Members | Members Attending |
|-------------------|-----------|-------------------|
**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?

The Board of Foreign Student Advisors relies on the recommendations and membership in the National Association of Foreign Student Advisors. *(NAFSA)*. The FSA board meets to discuss updates of immigration regulations for international students along with changes in district policy. Major recommendations include the implementation of a SEVIS fee to assist with the extra fees incurred from monitoring and tracking international student and Mandatory insurance coverage for international students. Recent recommendation for an increase of Capital Outlay fees to offset the costs incurred by international students LACCD. 

NAFSA's membership in the United States is organized into 11 geographic regions, which provide the all-important grass roots strength of the association. Annually in the fall, the 11 NAFSA Regions hold their conferences. These are excellent opportunities to network with accomplished colleagues and to stay current with the latest trends. International students and scholars in the United States make significant contributions to campus learning, community diversity, and the economy. Those who return home to become leaders in their countries represent a reservoir of goodwill for the United States, perhaps our most underrated foreign-policy asset.

NAFSA provides participatory training opportunities to maximize your professional skill set and increase impact in international education. Opportunities range from entry to senior levels. Nearly 3,000 international educators participate in NAFSA trainings every year. Recommend continued membership with NAFSA for the ISP of Los Angeles Mission College. Through conferences, workshops and accessibility to the NAFSA website the ISP remains current of the most up to date information regarding international education.

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**Validation Review**

**External Validation - Program Accreditation**

**Accreditation or Compliance Status**

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

**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.

**The International Student Program remains In-Compliance and no recommendations or corrective actions as of last audit/evaluation. The report is on site for consultant review.**

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**SLOs - Program SLOs**
## Core Competencies

### Program Objectives

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Program Objective</th>
<th>Outcome</th>
<th>Opportunity</th>
<th>Assessment Tool</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Comp B: Information location/retrieval</td>
<td>Serve as primary contact program for international students throughout their college experience. Assist international students in any aspect of cultural adjustment and adapting to college life. Advise international students regarding immigration regulations and enforce USCIS and District policies and procedures.</td>
<td>Students distinguish the International Student Program is a one-stop shop to assist in all aspects of student's academic and personal experiences for the duration of status.</td>
<td>Students will successfully navigate program procedures for ISP admissions. Students will understand immigration regulations, procedures and District/college policies.</td>
<td>Number of applications received, student acceptance, and website hits. Survey of student satisfaction with ISP services.</td>
<td>Comprehensive printed data, modernize website, regular updating of information. Training of staff to maintain accurate files of monitoring and tracking students.</td>
</tr>
</tbody>
</table>

### Core Competencies Alignment

How do the department's course and program SLOs address Mission's Core Competencies?

The International Student Program SLO's address:
- B Core competency - Information location/retrieval - ISP empowers students with the ability to develop knowledge of immigration standards and practices, as well as college and district policy.
- C Core competency - Evaluation of information - ISP provides international students the information that allows F1 Visa students to enhance their own educational opportunities.

Respondent: Georgia Estrada

### 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.

Currently, the effect of the ISP for International Students is assessed through self evaluation of program. LAMC ISP program serves International Students very well. However, there are always areas that can be improved. Reviewing the strategical planning for ISP to improve student learning outcomes include:

1. Updating and modernizing printed data to include information of where to find assistance upon completion of student responsibility.
2. Regular updating of website to keep information current.
3. Increase integration of culturally diverse activities on campus.
4. Connect students with existing student support services entities.
5. Strive to attain resources to allow official academic advising from ISP personnel.

### Validation Review

Data Evaluation: 
Comments: 

Save
Students will successfully navigate program procedures for ISP admissions. Students will understand immigration regulations, procedures and policies.

Staff, technology, and financial resources will increase. Opportunities and services for international students will increase.

Respondent: Georgia Estrada

Program Weaknesses

- Students need more information on navigating program procedures.
- Financial resources for international students need to be increased.

Program Mission

The International Student Program remains In Validation Mode.

Recommendations

- Increase staffing to meet the needs of international students.
- Develop a comprehensive immigration information booklet.

Data Evaluation:

- Overall Evaluation:
  - Purpose: -
  - Results: -
  - Action: -

Validation Review

- Save

Program Outreach

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

NA

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

Interdepartmental Collaboration
The ISP is a component of the Student Services Department at LAMC. This placement ensures effective interfacing with Admissions and Records and Counseling Services, two other major student support programs. The ISP Director reports directly to the Vice President of Student Services.

Service Location Timetable
School Registration Admissions Office On-going
Academic Advisement Counseling Office On-going
Transfer Assistance Transfer Program On-going

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

Recent connections with others include:
- Actively participates on LACCD nine Community Colleges Board of Foreign Student Advisors.
- Shares costs of a Recruiting Office located in Vietnam with two other LACCD colleges.
- Meetings with CSUN International Student Transfer Recruiter.

Respondent: Georgia Estrada
Professional Development

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.

NA
Respondent: NA

Validation Review

Resources - Personnel

Certificated Administrator, Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe S. Ramirez</td>
<td>Vice President, Student Services</td>
<td></td>
</tr>
</tbody>
</table>

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia Estrada</td>
<td>Director/Student Services Specialist</td>
<td></td>
</tr>
</tbody>
</table>

Student Workers

No Student Workers Added.

Projections

Projected Retirements:
NA

International Student enrollment for Fall 2010 semester is 164 students. Request for initial enrollment from abroad and United States transfer-in students are at an all time high. Additional support of classified and certificated staffing is necessary in order to continue to provide students with quality student services. Currently the program is staffed by one permanent classified position (Student Services Specialist) as the director and one part-time hourly counselor. Permanent clerical staffing is not adequate to support this fast growing program. A full time permanent Classified Student Services Aide is needed in order to:

1) provide clerical support necessary to meet the needs of the program.
2) provide accurate and up-to-date immigration information
3) provide accurate and efficient monitoring and tracking of these students according to immigration (USCIS) department regulations.
4) provide additional available office hours to service students. The current growth trend is expected to continue as more countries approve F1 applications allowing more people to enter the US as students. It is anticipated that there will be a significant increase of eligible students who will need to be served. This will place an increasing demand on existing staff.

Respondent: Georgia Estrada

Validation Review

Data Evaluation:

Comments:

Save

Resources - Facilities

Facilities & Equipment

Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?

The space assigned to the ISP is adequate to support the addition of a second work space for clerical support. However, current and future trends regarding the growth of the program will negatively impact the space needed to support the needs of the service area. One additional computer and monitor is necessary to support the needs of the growing population of students.

Does the program regularly utilize general campus facilities? Are they available and adequate?

As the ISP continues to grow the need to utilize general campus facilities will increase. Available facilities are adequate for future student orientation and informational workshops.

Respondent: Georgia Estrada

Validation Review

Data Evaluation:

Comments:

Save

Resources - Planning

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 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

Expected Demand: Increase student enrollment of approved F1 Visa students, including transfer students, ESL program transfers and high school student transfer. Anticipated funding trends will involve the increasing of ISP budget corresponding with increased F1 visa student enrollment. 100% of foreign student fees remain on campus and are not included in State cap. This will allow for adequate funding to support the ISP. Anticipated pedagogical trends involve the joining of international student’s responsibility and all college departments responsibility, outside of the ISP, for foreign students to be included in the ecological framework of the school. SEVIS Website upcoming release of a program that will allow students to access and change certain information along with accessing the I-20 created by the school. The increase of Capital Outlay fees will be justified to accommodate the additional space and area maintenance costs to educate students from other countries. Increase need for formal advisement of students by knowledgeable ISP personnel.

Respondent: Georgia Estrada

Self-Assessment of Challenges Facing Program

Please present the unit’s analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

Challenges for 2010 and Beyond:
Assumptions for 2010 and beyond are the expected increase of approved F1 visa students from more countries and the expected increase of the diverse types of transfer
students. The services provided by the ISP to students from abroad is crucial for connecting at-risk students with the college, community, and other students to positively influence the potential outcomes for students in unfamiliar surroundings. Goals include the progression of all college department involvement and interaction with international student activity and responsibility to address and increase academic success.  

Major challenges include funding that provides adequate support services for international student success. Those identified are:

1. Academic advisement provided by ISP personnel housed in the ISP office.
2. Increase of ISP classified staff to assist in the tracking and monitoring of international students.
3. Revising strategic planning of the program.
4. Reviewing and revising methods of support for international students.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Related Goal Area</th>
<th>Individual(s) Responsible</th>
<th>Period</th>
<th>Activity</th>
<th>Expected Outcome and Measure</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective: Enhance delivery of service, improve physical environment (2007-2008) (Priority: Critical)</td>
<td></td>
<td>Student Services</td>
<td>5/1/2008 - 1/1/0001</td>
<td>Identify and designate a facility to house the ISP office to accommodate expected growth of students and staff to provide adequate support for International Students. An adequate and comfortable setting facilitates the aclimation process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Objective: Connect with local ESL Programs for recruiting purposes (2007-2008) (Priority: High)</td>
<td></td>
<td>Georgia Estrada, Director ISP</td>
<td>9/1/2009 - 1/1/0001</td>
<td>Meet with local FSA from ESL programs to provide information for international students ready to transfer to academic programs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Objective: Increase support service and retention, community integration (2007-2008) (Priority: High)</td>
<td></td>
<td>Georgia Estrada</td>
<td>9/1/2009 - 1/1/0001</td>
<td>Retention rates increase with the decreasing of student uncertainty barriers, cultural expectations, language barriers, and homesickness, along with a place to live, safety concerns, and transportation issues. The coordination of a program to invite the community to participate in a Homestay Training Program will provide positive student integration with the community, facilitate the transition process, and provide housing for students close to the college.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Resource

**Resource Requested:** PersonnelRegular (2007-2008) (Quantity: 0  Units )

**Anticipated Total Cost:** $20,000

**Contact Person:** Joe Ramirez

**Type:** One_Time

**Description of Item:** Program assistant clerical assistance to support F1 visa student growth. Currently the demand for service for international student support exceeds the current staffing required to meet this demand. Changes to the method of providing student assistance, without compromising the integrity of the ISP is worthy of analysis.
2010-2011 International Student Center Funding Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>Program 100</th>
<th>Total Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (Adjunct)</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Personnel (F/RG/Classified/Unclassified)</td>
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</tr>
<tr>
<td>Supplies/Printing</td>
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<td>$700</td>
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<tr>
<td>Equipment</td>
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</tr>
<tr>
<td>Other</td>
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<td>$250</td>
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<tr>
<td><strong>Totals</strong></td>
<td>$111,997</td>
<td>$111,997</td>
<td>$111,997</td>
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</tbody>
</table>

2011-2012 Active Resource Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>On-Going Requests</th>
<th>One-Time Requests</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (Adjunct)</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Personnel (F/RG/Classified/Unclassified)</td>
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<td>0</td>
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<tr>
<td>Supplies/Printing</td>
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<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Equipment</td>
<td>0.0</td>
<td>0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Other</td>
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<tr>
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</table>

Supplemental Material

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<th>Description</th>
<th>Uploaded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Chart.doc</td>
<td>Organizational Chart</td>
<td>1/29/2009 10:55:00 PM</td>
</tr>
</tbody>
</table>

Final Summary

**Summary**

Based on your program review, summarize:

**Program Strengths - What is your program doing well?**

The International Student Program of Los Angeles Mission College is committed to assisting F1 Visa students and their dependents with no bias or racist tendencies, avoiding assimilationist tendencies and with the absolute taking of individual differences into account when offering services to students from diverse cultures. The Embassy of the State of Kuwait and the Royal Embassy of Saudi Arabia at a recent national conference in Washington DC recognized LAMC as an educational institution that provides exceptional support to their students. The strength of this word of mouth recruiting method created a surge of enrollment as students from these countries as well as from UAE, transferred from within the US and applied from abroad to the LAMC International Student Program. Strong intrapersonal skills and informal academic advising from the director creates an accepting atmosphere and encourages student visits to the office. This in turn allows more information provided to student which leads to student success at the college.

**Program Weaknesses - What areas can your program improve?**

Currently the demand for service for international student support exceeds the current staffing required to meet this demand. Changes to the method of providing student assistance, without compromising the integrity of the ISP is worthy of analysis. International Students fees remain at the college where the fees are generated and are not regulated by the State for a non-profit organization. Currently, these fees generated by International Students do not match the amount distributed to the ISP budget accounts. This is needed in order to accommodate recruitment and growth of foreign students. There is a need for a full time academic advisor for the program where high risk student success is linked to personnel with current up-to-date immigration information.

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

International education inclusive of academic accomplishment, associated student activity, and community-involved interaction provides a wider scope of knowledge regarding the way of life in the United States. A student intrinsically motivated internalizes this information while experiencing personal growth and satisfaction. An International Student arriving to the United States in a quest for excellence in their studies experience a broadening of knowledge about subjects that appeal to them.
Extrinsically, students in possession of an American earned degree is regarded as superior in many countries providing this person with more prestigious job opportunities and careers offered in diverse fields. A foreign student returns home bilingual and confident of their increased communication skills, along with the capability for advanced abstract thinking. Intellectual growth, self-assurance and a sense of accomplishment is observable for internationally educated student. This individual is now proficient at finding solutions for situations requiring higher levels of complex problem solving ability. International Students with an increase awareness of the concept of individualism along with the collectiveness of the many cultures that make up the United States. These students return home dedicated to sharing and applying innovated, intellectual ideas for their communities acquired through their academic and other experiences for the duration of study in American colleges and universities. Individuals with diverse knowledge achieved through higher education become stable and productive members of a community encouraging and improving foreign relations with the United States.

Respondent: Georgia Estrada

<table>
<thead>
<tr>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validation Review</td>
</tr>
<tr>
<td>Submit Program Review</td>
</tr>
</tbody>
</table>

Program Review is in Validation Mode