1. Assessment Plan - Four Column

PIE - Student Services: International Students: Admissions Unit

Where We Are Now: Analysis and Summary

2018-19

Contact Person: Patricia Montoya
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Program Planning Dialog: The International Student Program continues to expand its program and services. The program is dedicated to ensuring students to have a positive and productive experience.
The International Student Admissions program continues to improve its services to allow for increased enrollment. A key goal this year is the development of the International Student Online Application.
It is critical for the program to stay on top of federal changes in order to serve our population.
External Conditions, Trends, or Impacts (Student Services): Federal changes and trends in International Student Enrollment
Current Administration
Recruitment Market
Global Issues
Internal Conditions, Trends, or Impacts (Student Services): Enrollment Trends
Federal Regulations
Visa Delays
Visa Regulations and Changes
Changes in Administration
Cultural Fears

Critical Decisions Made by Unit: Development of an online application and submission of documents online
SEVIS Recertification
Addition of DSO (Designated School Officials)
Monitoring of Students to ensure they maintain their visa status

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Implemented an online application for Admissions beginning Spring 2019.
 - Approximately 585 applications have been received
- 491 students were accepted; Students don't always enroll - Goal is to increase that enrollment

Successful SEVIS (Student Exchange and Visitor Information System) re-certification. Next re-certification will be in two years.

Increased number of graduates this year. Had the most graduates petition to graduate and participate in commencement. Addition of two DSO (Designated School Officials). Students are now able to access an DSO (Designated School Official) at either the International Student Admissions or the International Student Program.

DSO hired to work in the evenings. Students are now able to obtain services from 8 am to 7 pm , Monday through Thursday.
Notable Achievements for Theme B: To Support Student Access and Success: Continued collaboration and growth of programs and services.

Addition of two DSO (Designated School Officials). Students are now able to access an DSO (Designated School Official) at either the International Student Admissions or the International Student Program.

Evening DSO Services: Students are now able to obtain services from 8 am to 7 pm , Monday through Thursday.

Collaboration between the International Student Admissions and the International Student Program by working towards improving services for students. This collaboration is not only between departments, but with a variety of departments on campus such as Counseling, Assessment, Health Services and Student Life.
Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Implemented an online application for Admissions beginning Spring 2019.
 - Approximately 585 applications have been received
- 491 students were accepted; Students don't always enroll - Goal is to increase that enrollment

Successful SEVIS (Student Exchange and Visitor Information System) re-certification. Next re-certification will be in two years. Addition of two DSO (Designated School Officials). Students are now able to access an DSO (Designated School Official) at either the International Student Admissions or the International Student Program.
Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Collaboration between the admissions office and the International student program.

maintain federal compliance to maintain SEVIS compliance ?
Contributors to the Report: Patricia Montoya
Darren Grosch
Related Documents:
New Order on Visas.pdf
ENROLLMENT.pdf
USCIS Policy Change.pdf

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Improved Admissions Process: Online International Student Application - Develop and implement an online international student application. **Status:** Inactive **Goal Year(s):** 2018-19 **Goal Entered:** 03/22/2018	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 100 We are moving forward with the implementation of the International Student Application. We are close to implementing the application. The goal is to begin accepting applications beginning Spring 2019. The ultimate goal is to provide a quicker turnaround on the acceptance letter and I-20. Students are encouraged to have their documents mailed through the UEMS which is an express mail service for international students. There is no

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Report directly on Goal	cost to the college. Students select their deliver method (UPS, DHL, or Federal Express). The service allows for the tracking of documents. (07/14/2018) **Related Documents:** ENROLLMENT.pdf
	Request - No Funding Requested - Information Technology **Describe Plans & Activities Supported (Justification of Need):** To develop an online application that will allow International Students to apply and submit their application and supporting documents. **Lead:** Darren Grosch and Patricia Montoya **What would success look like and how would you measure it?:** We hope to reduce the amount of incomplete applications that are submitted. Additionally the goal is that the process becomes paperless. **Planning Unit Priority:** High	**Reporting Year:** 2018-19 **% Completed:** 100 Successfully implemented an Online International Student Application. Began the implementation in Spring 2019 and have received 470 applications to date. Of these 438 applications have been accepted. We are working on following up with students who do not complete their application. As a result of having an online process, the response time to accept a student has gone from approximately 4-6 weeks to 3-2 weeks. (08/23/2019)
	Request - No Funding Requested - Information Technology Admissions and Records International Student Program **Describe Plans & Activities Supported (Justification of Need):** Develop an online application that would allow International Students to submit the International Student Application and required documents. **Lead:** Darren Grosch Patricia Montoya **What would success look like and how would you measure it?:** We hope to see an improvement and growth in the submissions of applications. This process will allow	

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	students to effectively submit their application and required documents. The goal is that less time would be spent following up on incomplete applications. **Planning Unit Priority:** High	
Summer Institute - Implement a three week summer program for F-1 students focusing on academic, social, and personal enhancement. **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 03/22/2018	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 100 The Director of International Student Program is responsible for this goal. It's ongoing and the staff in International Student Admissions will provide support and assistance with this goal. International Student Admissions staff provide information to incoming Fall students encouraging participation in the Summer Institute. (07/14/2018) **Related Documents:** 17-18 Success Data.pdf Spg 17-Spg18 Stu Rpt.pdf
	Request - No Funding Requested - Improved Staffing: Hiring of an International Student Specialist (Designated School Official) **Lead:** Patricia Montoya **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **Documentation Attached?:** No **Related Documents:** 17-18 Success Data.pdf	
Improved Knowledge: Training on Federal Regulations that affect International F-1 Students. - We have had many changes and updates on federal regulations affecting international students. It is critical that we stay abreast of these	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 100 Attendance at NAFSA (National Association of International Educators) provided continued training on international education. Attendance not only provided federal updates but also fosters understanding and respect among students of diverse backgrounds. Additionally it allows us to gain

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changes. In order to stay updated with these changes, staff will need to attend meetings, workshops, and conferences. Trend across the nation is that enrollment is down due to changes affecting issuance of students visas. By staying abreast of the latest federal changes, we will be better prepared to work on increasing enrollment. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 01/01/2018	**Report directly on Goal**	knowledge and experience about a variety of programs and services. (07/14/2018) **Related Documents:** NAFSA.pdf
	Request - No Funding Requested - Attendance at conferences, workshops and meetings **Describe Plans & Activities Supported (Justification of Need):** Continued attendance at conferences, workshops and meetings. **Lead:** Patricia Montoya **What would success look like and how would you measure it?:** Staying informed of federal changes. **Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees. **Planning Unit Priority:** High	**Reporting Year:** 2018-19 **% Completed:** 100 Staff have actively attended the national and regional NAFSA (National Association Foreign Student Advisors) conference. Active participation allows to stay on top of federal regulations and responsibilities as a campus. (08/23/2019)
Improve Graduation Statics: Mt San Antonio College degree and transfer outcomes for International Students - A large percentage of international students who attend Mt. SAC do not obtain a degree. Many students transfer after two years. The goal is to work increase the number of graduates from Mt. SAC. Last year, we had 7 graduates, we hope to increase the number by informing students of the benefits of obtaining a degree prior to transferring. Additionally a F-1 Student Graduate Exit Form. This form will be emailed to all graduating and transfer	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 75 We are tracking the graduation rate as well as the transfer rate of international students. (07/14/2018) **Related Documents:** F-1 Grad Exit Form.pdf
	Request - No Funding Requested - Workshops Recognition Ceremony **Describe Plans & Activities Supported (Justification of Need):** This goal will be accomplished by working with the Transfer Center and Mt. SAC International Student	**Reporting Year:** 2018-19 **% Completed:** 75 Continued effort to increase graduates. We are looking to work with the Foundation to target International F-1 students. Goal is to work with Marketing, Foundation and IT to see how to best develop a targeted alumni network. (08/23/2019)

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students. Work with F-1 Alumni to create a network to encourage students to obtain a degree at Mt. SAC. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 01/01/2018	Alumni and the International Student Counselor. Alumni could provide their experiences and benefits about obtaining a degree. Working with the Transfer Center will provide information about the transfer process and deadlines. The International Student Counselor will provide information and assist with the development of an Educational Plan. **Lead:** Patricia Montoya Darren Grosch Allen Wang **What would success look like and how would you measure it?:** Increase the number of students obtaining degrees and not just transferring. **Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media. **Planning Unit Priority:** High	
SEVIS (Student Exchange and Visitor Information System) Recertification - Successful SEVIS recertification **Status:** Active **Goal Year(s):** 2017-18, 2018-19 **Goal Entered:** 07/11/2017	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 100 Continue to monitor my email for any questions that arise from SEVP. Failure to ignore or respond in a timely manner can result in the cancelation of our Recertification. (07/14/2018) **Related Documents:** SEVIS Recert0001.pdf
	Request - No Funding Requested - Successful submissions of Mt. SAC's SEVIS Recertification. It is critical that questions are answered and that the recertification is submitted on time prior to the deadline.	**Reporting Year:** 2018-19 **% Completed:** 100 Approval of SEVIS Recertification means we can continue to accept international F-1 students and issue I-20's. (08/23/2019)

Describe Plans & Activities Supported (Justification of Need): Successful submissions of Mt. SAC's SEVIS Recertification. It is critical that questions are answered and that the recertification is submitted on time prior to the deadline. Recertification happens every 2 years.

Lead: As the PDSO (Primary Designated School Official) I am the main person of contact for SEVP (Student Exchange and Visitor Program).
Filing for recertification consists of two essential actions the PDSO must take in prompt sequence. First, the PDSO must complete the recertification petition in SEVIS. The personal SEVIS account of the PDSO at the main instructional site (i.e., campus, in current regulation) must be used to submit for recertification in SEVIS. Second, the PDSO must upload the complete recertification filing (i.e., signed Form I-17, "Petition for Approval of School for Attendance by Nonimmigrant Student," and other supporting documentation) via SEVIS.

What would success look like and how would you measure it?: Successful recertification means that Mt. San Antonio is able to continue to accept international students

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc.

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	services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High	
Maintain staffing needs for the international student admission. - Improve the Admissions Process for international students by creating a position that would follow up with students who apply and do not complete the process. Determine what is need to complete the process and guide the student to complete the process. **Status:** Active **Goal Year(s):** 2018-19, 2019-20 **Goal Entered:** 04/11/2019	**Request - Full Funding Requested -** International Student Specialist **Describe Plans & Activities Supported (Justification of Need):** Allow to maintain growth of enrollment of international students. **Lead:** Patricia Montoya **What would success look like and how would you measure it?:** It would assist in the growth goal for the program per campus goal. **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **Documentation Attached?:** No **One-Time Funding Requested (if applicable):** 60000	**Reporting Year:** 2018-19 **% Completed:** 0 Plan is to request a 4th staff to specifically work on follow up with students who apply and don't complete their application, students who inquire about applying and haven't submitted an application as well as follow up with local Language schools. This person would work with the Director of International Students and the Assistant Director of Admissions and Records. (08/23/2019) **Related Documents:** ENROLLMENT.pdf Spg 17-Spg18 Stu Rpt.pdf
Increase the number of "completed" applicants. - Increase the number of "Completed" applicants. Students often submit an incomplete applications. Staff often do not follow up with a student unless an issue arises or after the deadline has passed. Need to determine why students are not completing their applications. Goal is to have staff follow up with students as soon as an incomplete application is submitted. **Status:** Active **Goal Year(s):** 2018-19 **Goal Entered:** 08/26/2019		