

**Column 1** indicates the information being requested for the 2015-16 APRU. **Column 2** is where you enter your program information. **Column 3** contains the instructions for responding to the requested information. You can copy and paste or type in your information into the center column. Save this word doc in the following format: sspbt16apru\_*programname*. Once completed, e-mail it as an attachment to [watsonlaura@deanza.edu](mailto:watsonlaura@deanza.edu). She will upload the document to the SSPBT Program Review page. Keep a soft copy for your files to ensure that your work is not lost. Please contact: Stacey Cook ([cookstacey@deanza.edu](mailto:cookstacey@deanza.edu)) if you have questions about the Annual Program Review and Veronica Avila Acevedo ([avilaveronica@deanza.edu](mailto:avilaveronica@deanza.edu)) if you have questions about SSLOs and TracDat.

**Getting Started:** Review your 2013-14 Comprehensive Program Review and 2014-15 Reflection posted on the SSPBT website: <http://deanza.edu/gov/SSPBT>

Column 1	Column 2	Column 3
<b>Information Requested for the 2015-16 SSPBT - APRU</b>	<b>Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.</b> Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	<b>Instructions:</b>
Program Name:	<b>International Student Programs</b>	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Joseph Ng and Angelica Strongone	Enter the name or names of those who wrote this APRU.
What is the program's Mission Statement?	International Student Programs (ISP) serves as the office overseeing all aspects of international student programs, services and exchanges at De Anza College. Its mission is to nurture a lifelong global perspective and provide a user-friendly environment to international students so to ensure a rewarding educational and personal experience at this college.	Cut and paste your most current Mission Statement. Please <b>highlight</b> any changes from the 2013-14 Comprehensive Program Review (CPRU)

	<p>ISP plays a key role in increasing De Anza's visibility around the world and serves as a resource to the campus community on information and resources concerning international education and activities.</p>	
<p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2013-14 CPRU?</p>	<p>The F-1 international student enrollment continues to stay in approximately 2000+/- throughout 2013-2014, 2014-2015 and 2015-2016. The former Program Supervisor, Marilyn Cheung, left the program on May 1, 2014. The program was operating without a supervisor on-site until November 20, 2014. During the absence of the supervisor, all remaining full-time staff and faculty worked above and beyond their scope of duties to ensure that services were uninterrupted. Under staffing remained a major issue due to the fact that Joseph Ng, Administrative Assistant Sr. (Immigration Advisor), was promoted to the Program Supervisor position. The Administrative Assistant Sr. position was not filled. Instead Angelica Strongone, Office Coordinator, was appointed to work out-of-class to back fill the position while performing the Office Coordinator duties. Some aspects of the immigration reporting and advising were overseen and carried-out by both Joseph and Angelica due to the complexity of immigration mandates and compliances.</p>	<p>Include anything done in direct response to the SSPBT feedback on the 2013-14 CPRU.</p>
<p>Have there been any other significant changes to your program since the 2013-14 CPRU?</p>	<p>ISP experienced its 5<sup>th</sup> move due to college services realignment. The entire program vacated from the 1<sup>st</sup> permanent location – LCW 102 – to Registration &amp; Student Services (RSS) building, 2<sup>nd</sup> floor on September 11, 2015. Janny Thai, Program Coordinator II, announced and submitted retirement on December 1, 2015. ISP continued to operate with little to no interruption to students after relocation while facing under staffing issues due to retirement, unfilled International Counselor positions, and unfilled Administrative Assistant Sr. (Immigration Advisor) position.</p>	<p>Significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p>

<p>What Impact have these significant changes had on your program?</p>	<p>All remaining ISP staff worked tirelessly and operated at the highest capacities but have begun to show signs of burn-out due to under staffing serving 2000 international students:</p> <ul style="list-style-type: none"> <li>• Joseph Ng, Program Supervisor, stepped-in and continued the role of Program Coordinator – International admissions to minimize impact to the program while supervising all aspects of ISP day-to-day operation.</li> <li>• Angelica Strongone, Office Coordinator, extended and continued to work out-of-class to back fill the Administration Assistant Sr. (Immigration Advisor) while performing the Office Coordinator duties.</li> <li>• Additional TEAs were hired to offset the staffing deficiency.</li> </ul>	<p>Please explain these significant impacts and how your program now operates differently.</p>
<p>What Impact have these significant changes had on your students?</p>	<p>The ISP self-contained model is unique and provides several advantages that benefit students and the college. Being a One-Stop-Center for international students provides a central location where they can find answers for many related questions such as immigration, admission, housing, academic, transfers, etc. ISP had to reduce its range of services and hours to international students due to retirement and unfilled International Student Counselors positions. Students were referred to General Counseling for academic advising/planning and to be referred back to ISP for immigration advising and documentation processing. Many students were complaining lack of consistency and lost touch with ISP.</p>	<p>Please explain these significant impacts on your students including any positive or negative consequences.</p>
<p>Have you initiated anything new to your program since the 2013-14 CPRU?</p>	<p>ISP relied more on its' web page, listserv and Facebook page to communicate with students due to extreme staffing deficiency.</p>	<p>This is similar to the above question about significant changes but is meant to single out any new initiatives.</p>

<p>Is there anything else the SSPBT should know about what has happened in your program since the 2013-14 CPRU?</p>	<p>A new database system – Sunapsis – was fully operational in preparation of FHDA International Student Online Application initiative. This system also handle SEVIS batch processing and all required reporting to the Department of Homeland Security.</p>	<p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p>
<p>Are there any additions/deletions/edits to the list of common or unique services identified in your 2013-14 CPRU?</p>	<p>N/A</p>	<p>List any common or unique services provided to students. Are there any changes to that list?</p>
<p>Are there any changes to the common or unique service designations listed in your 2013-14 CPRU?</p>	<p>ISP maintained the highest level of services as much as possible; however, all workshops and celebrations were discontinued due to staffing deficiency.</p>	<p>Describe these changes and decisions to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue. Are there any changes to these designations?</p>
<p>List all of your current and active Student Services Learning Outcome Statements as they are numbered and recorded in your TracDat account.</p>	<ol style="list-style-type: none"> <li>1. Students will understand the process of international student admission and application.</li> <li>2. Incoming new international students will be aware that ISP orientation program provides information on such topics as: health, banking, transportation, housing immigration, cultural adjustment, and medical insurance.</li> <li>3. International students understand that there are specialized International Student Counselors housed within ISP who can provide personal, academic, career, and transfer counseling.</li> <li>4. International students understand that they need to comply with the state rules and regulations mandated by the Department of Homeland Security/SEVIS and maintain full-time enrollment and legal F-1 status.</li> <li>5. International students will complete the transfer</li> </ol>	<p>You may cut and paste your SSLO statements here or attach a document to this APRU and indicate its name here. Attaching a document is preferred for programs with both SLOs and SSLOs. Some programs already have their outcome statements in a separate document and/or in their TracDat Document Repository.</p>

	<p>process to other U.S. institutions by following SEVIS rules and procedures determined by SEVIS and complete the EXIT form prior to leaving De Anza College for which student data is compiled and recorded.</p>	
<p>What is or has been the outcomes /assessment activity for 2013-14?</p>	<p><b>SSLO #1:</b> 65.1% of respondents applied to De Anza on their own; 33.3% applied via an agent; 1.6% applied via others. Majority (90.5%) found our international application easily understood and over 90% found our admission requirements clear. 93.7% of respondents think by having online application and accepting scanned documents would simplify the application process.</p> <p><b>SSLO #2:</b> 80% of students are aware of the International Student Orientation Program; 20% were not aware.</p> <p><b>SSLO #3:</b> 90% knew that counselors are available for personal, academic and other issues. 10% was not aware of the role ISP counselors.</p> <p><b>SSLO #4:</b> 97.4% of students know that they need to maintain at least 12 units to maintain full-time status. 2.6% stated they did not know about this requirement.</p> <p><b>SSLO #5:</b> 99% of students completed and submitted the required EXIT form prior to leaving De Anza College due to school transfer, completion of a degree/certificate program, personal reasons and etc. Data is compiled, recorded and reported in SEVIS.</p>	<p>Please include everything done since the 2013-14 CPRU, including any work in progress.</p>
<p>Which SSLOACs were completed in 2013-14?</p>	<p>SSLO #5: students are more aware of the required EXIT procedures.</p>	<p>If any, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.</p>
<p>Have you identified any improvement plans for which additional resources will be needed in order to</p>	<p>No</p>	<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.</p>

<p>achieve a desired outcome?</p>		
<p>Are there any deletions/edits to the resource requests listed in your 2013-15 CPRU?</p>	<p>The systematic increase of international students from year to year, has caused a significant increase in the counselor to student ratio, as well as an Administration Assistant, Sr. (Immigration Advisor) and Program Coordinator to student ratio. In 2008 when the last CPR was completed, the counselor to student ratio was 1:750. This ratio was considered inadequate at that time due to the level of support these students need. In 2013, this ratio has increased to 1:1000 for counselor to student and 1:2000 for the Immigration Advisor as well as the Program Coordinator for international admissions. In addition, office staff are similarly overwhelmed with the number of student/visitor walk-in traffic to ISP office.</p> <p>Restore staffing level due to promotion, retirement and etc.:</p> <p>2 full-time International Student Counselors                  1 Administrative Assistant, Sr. (Immigration Advisor)                  1 Program Coordinator II (International Admissions)</p>	<p>Resources include: Staffing, equipment, facilities, staff development, operational costs, other.</p>
<p>Are there any additions to the resource requests listed in your 2013-14 CPRU?</p>	<p>N/A</p>	<p>If adding new resource requests, please provide a brief explanations to the following for each new request:</p> <ol style="list-style-type: none"> <li>1. Is the request related to any of the Institutional Core Competencies?</li> <li>2. Is the request related to any of the Strategic Initiatives?</li> <li>3. Is the request related to any of the Core Values?</li> <li>4. Is the request related to any SSLO Assessment Cycle findings?</li> <li>5. Is the request related to your CPR 5-year plan?</li> <li>6. How many times has this request appeared on an APRU?</li> </ol>

		<ol style="list-style-type: none"> <li>7. Is the request related to any of the SSPBT priorities?</li> <li>8. What are the plans to assessment the effectiveness of this request if granted?</li> <li>9. Is there anything innovative, unique, or cutting edge about this request?</li> <li>10. Other information in support the resource request.</li> </ol>
<p>Specify resources received: staffing, computers, furniture, facilities, etc.</p>		<p>Describe how students, staff, faculty, the program benefitted from the resources allocated.</p>