SKY SS PRU Report

2023 - 2024

SKY SS - International Student Program

ZaidkGhori

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ZaidkGhori (Nov 30, 2023 12:52 PST)

11/30/2023

Program Information

Assessment Unit Information

Program Type

Student Services

Division

Global Learning Programs and Services (GLPS)

Assessment Contact

Clair Yeo-Sugajski

Comprehensive Program Review

2022 - 2023

Program Review Update

Fall 2025,Fall 2027

<div style="background-color:#0e6b5c; color:white; text-align:center;">2023 - 2024</div>

SKY Student and Learning Support Services Program Review Update

Submitter Name:

Clair Yeo- Sugajski

DIVISION:

Global Learning Programs and Services (GLPS)

PROGRAM NAME:

International Student Program

YEAR OF REVIEW

2023-2024

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

Last APP in 2019-2020

ii.What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

90% of students persisted from Fall 2021 to Spring 2022; which is better than our success criterion of 85%.

iii.   Are the PSLOs still relevant to your program? If not, what changes might be made?

Yes, but we want to add one on Active Community Engagement

iv.   Please indicate whether the following tasks have been completed.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

No

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

No

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

No

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

The ISP Team has been undergoing a lot of transition since 2020, with only 2 out of 4 of the original team from 2020 remaining at this time. The program services coordinator position will be on detail from 2022-2024, the program manager position was just filled permanently in Fall 2023, and the retention specialist is currently in the works to be posted permanently. The academic counselor remains the same.

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Increase Enrollment

Goal and Desired Impact on Students

Increase international student enrollment by 5% each semester to get back to pre-pandemic levels of 300+ students by Fall 2025

Year Initiated

2016 - 2017

Implementation Step(s) and Timelines

- Schedule and attend at least 3 recruitment events each semester for local language schools, study fairs, etc.
- Recruit students from abroad by attending at least 3 virtual and in-person college fair each semester.
- Process applications that have been submitted within 5-7 business days.
- Communicate with prospective students/agents within 2-3 business days of receiving their communication.
- Ensure that students are aware of their options such as the F1 program, University Access Program, and Global Online Learning Program.

Mapping

- SKY Strategic Goals: (X - Hightlight Selected)
  - Antiracist and Equitable Institution: X
  - Civic Mindedness Cultivation: X
  - Fiscal Stability: X
  - Increased Student Enrollment: X
  - Thriving Environment: X
- SKY College Values: (X - Selected)
  - Campus Climate: X
  - Open Access: X
  - Student Success and Equity: X

STATUS

Goal Status Date

11/15/2019

Academic Year Updated
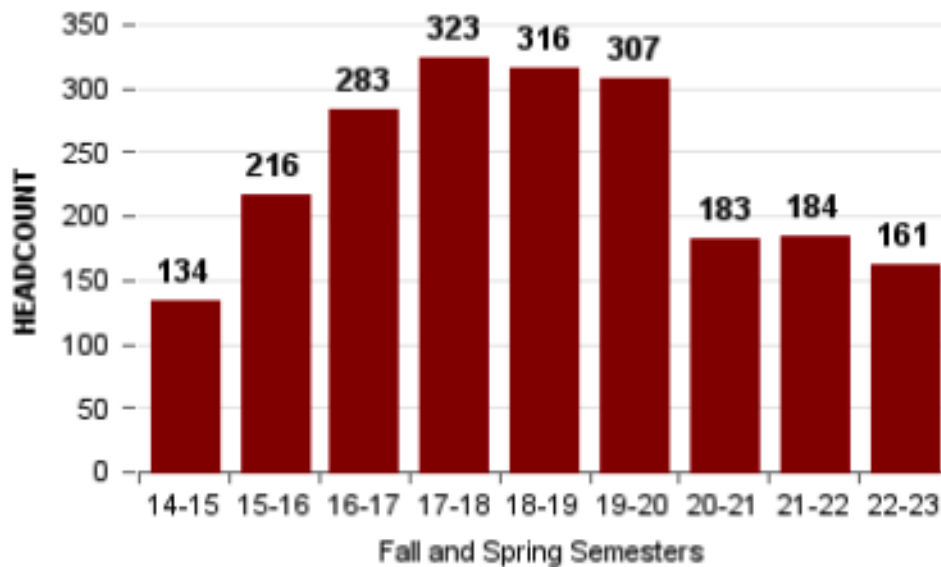
2023 - 2024

Goal Status

On Schedule

Goal Status Narrative

(Add in how we were growing) During the COVID-19 pandemic, the international student population fell due to the inability to travel and/or obtain visas and the loss of income for students to be able to continue their studies. Please see the table below from the International Student Dashboard by PRIE for the numbers.

Optional Tables & Graphs

ANNUAL HEADCOUNT

Bar chart titled "ANNUAL HEADCOUNT" showing headcount by Fall and Spring Semesters:
- 14-15: 134
- 15-16: 216
- 16-17: 283
- 17-18: 323
- 18-19: 316
- 19-20: 307
- 20-21: 183
- 21-22: 184
- 22-23: 161

Y-axis: HEADCOUNT (0 to 350). X-axis: Fall and Spring Semesters

GOAL

Academic Success

Goal and Desired Impact on Students

The International Student Support Program strives to ensure that students reach their academic goals (make measurable, what goal, how many, how long) by monitoring their attendance, units, educational goals, and academic performance and by helping students to set realistic academic and personal goals and to seek out resources, which will help them to accomplish their goals. - Make this smart.

Year Initiated

2016 - 2017

Implementation Step(s) and Timelines

- Monitor students' drop status daily. Initiate Drop Protocol for any student who goes below 12 units.
- Drop Protocol: Reach out to the student to find out why they have been dropped/dropped the class. Work with them to get back to 12 units within 21 days of initial drop.
- Remind students to meet with the academic counselor at least once a semester.
- Communicate with professors about the support services that ISP provides to international students at least once a semester. Initiate the Early Alert Protocol for any student who needs more support.
- Early Alert Protocol: Reach out to the student to find out more about their situation and provide the relevant student service support/follow up.
- Meet with all new students one-on-one for the student success checklist by the end of their first semester.
- Schedule all new students for 1-hour student education plan meetings with the academic counselor by the end of their first semester.

Mapping

- SKY Strategic Goals: (X - Hightlight Selected)
  - Antiracist and Equitable Institution: X
  - Civic Mindedness Cultivation: X
  - Increased Student Enrollment: X
  - Student Support and Resources: X
  - Thriving Environment: X
- SKY College Values: (X - Selected)
  - Campus Climate: X
  - Open Access: X
  - Student Success and Equity: X

STATUS

Goal Status Date
11/15/2019

Academic Year Updated
2023 - 2024

Goal Status
On Schedule

Goal Status Narrative
The annual success rate of international students is above the stated goal of 75%. Also, the annual success rate improved by almost 3%, from 81.1% in 18-19 to 83.9% in 19-20.

GOAL

Student Retention Rate

Goal and Desired Impact on Students
90% of students maintain their full-time enrollment status throughout the semester

Year Initiated
2016 - 2017

Implementation Step(s) and Timelines
- Monitor students' drop status daily. Initiate Drop Protocol for any student who goes below 12 units.
- Drop Protocol: Reach out to the student to find out why they have been dropped/dropped the class. Work with them to get back to 12 units within 21 days of initial drop.
- Communicate with professors about the support services that ISP provides to international students at least once a semester. Initiate the Early Alert Protocol for any student who needs more support.
- Early Alert Protocol: Reach out to the student to find out more about their situation and provide the relevant student service support/follow up.
- Hold at least 1 big event each semester for students to showcase their culture (Fall - International Food Festival, Spring - Global Extravaganza)
- At the end of the academic year, hold a recognition ceremony to recognize the students' achievements.
- Have at least 1 field trip and 1 4-year college campus tour each semester.
- Ensure that students are aware of their options should they need to stop being F1 students (Global Online Learning Program).

Mapping
 - SKY Strategic Goals: (X - Hightlight Selected)
   * Civic Mindedness Cultivation: X
   * Fiscal Stability: X
   * Increased Student Enrollment: X
   * Student Support and Resources: X
   * Thriving Environment: X
- SKY College Values: (X - Selected)
   * Campus Climate: X
   * Community Partnership: X
   * Open Access: X
   * Student Success and Equity: X

STATUS

Goal Status Date
11/15/2019

Academic Year Updated
2023 - 2024

Goal Status
On Schedule

Goal Status Narrative

More than 98% of international students successfull maintained an active F-1 status. Only 3 students had their F1 status terminated for the 2018-2019 academic year.