

1. Assessment Plan - Three Column



PIE - Student Services: International Students: Support Services Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: 1. On boarded Master Agents to represent Mt. SAC in Canada, UK and Hong Kong.

2. Transitioned to online/ virtual recruitment fair.

3. Completed medical/ health insurance RFP process for international students.

4. Developed a virtual front desk to allow existing and new students to meet virtually

5. New partnership contract Study California USA, which opens up additional markets to tap into for recruitment.

Program Planning for Retention and Success: The International Student Program (ISP) at Mt. San Antonio College is dedicated to the belief that engaging with other communities, cultures, and experiences broadens the mind and enables a deeper sense of self. The International Student Program offers programming that will contribute to their academic, personal, and social success. Further, development in these areas will enhance students'

1) transition to the United States; 2) English language skills; 3) leadership skills; 4) diversity and global consciousness 5) professional development and 6) development of soft skills for student assistants.

External and Internal Conditions Analysis: External Conditions: Due to Covid 19 California Campus' have closed down and reverted to online learning. This has also resulted in the temporary closure of many U.S. Embassies and Consulates, thereby delaying the issuance of F-1 visas to students or visa renewals. As a result of campus closures which occurred beginning March of 2020, SEVP has allowed F-1 students to continue their degree programs using online platforms offered by colleges. However, recent SEVP guidelines have stated that F-1 students will no longer be permitted to take all their courses online in the U.S. as previously stipulated beginning FALL semester in order to maintain status their status. Additionally, the previous administration has also suspended the issuance of various visa types that typically attract F-1 visa students to the U.S. such as H-1B visas. Finally, the trump administration has placed travel bans on countries that typically attract F-1 students such Myanmar and Nigeria.

Why the slowdown: Covid-19. Temporary closures of Embassies and Consulates. Restricted access to various visa types such as H-1B. Travel bans on countries such as Nigeria and Myanmar that attract F-1 students. Canada, Germany, and the U.K., are recruiting students more aggressively. Tuition increases. Visa Delays Reduction in scholarship money. Prior administration travel ban and negative rhetoric. Political Uncertainty Changes to H1-B visa regulations. Social factor fears

Internal: F-1 students are not currently eligible for priority registration. This limits their ability to obtain 12 units of credit which is needed to maintain status while a foreign students. This inability for students to have priority registration means that new arrival F-1 students under non-Covid-19 conditions are required to physical report to campus and attend orientation up to 30 days prior to their program start date. This early entry date means less time for students to obtain an F-1 visa. In addition, the increasing costs of tuition and other fees is making it increasingly difficult to study at Mt. SAC and limits our ability to attract students from certain regions such as West Africa, and South America.

Critical Decisions Made by Unit: Approval of Additional Master Agents, GSM and BlueChip.

Development of Canvas Shell for online orientation.

Creation of an International Student Center through Canvas.
 Issuance of \$300 credit applied to the International Student Health Insurance for Fall 2020 and Spring 2021.
 Development of virtual front desk.
 Partnered with Keystone vendor to strengthen follow up with student leads.
Contributors to the Report: Patricia Montoya & Stephanie Lopez & Raelyn Alvarez

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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Agent Intake System - Development of an agent contract, processing systems, and support documents that will help grow the F-1 student population
Status: Archive
Goal Year(s): 2017-18, 2018-19, 2019-20, 2020-21
Goal Entered: 03/27/2018
Date Goal Archived/Inactivated: 07/06/2020

Request - No Funding Requested - Marketing materials.
Describe Plans & Activities Supported (Justification of Need): Using student staff to assist manage social media platforms such as WeChat and Instagram. Print materials needed for the promotional of the international student program at Mt. SAC. Mt. SAC promotional items needed for advertising for admissions.
Lead: Darren Grosch
What would success look like and how would you measure it?: Increase number of Master Agents under contract with Mt. SAC. with a goal increasing from our current one Master Agent (ELS) to a total four.
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
Related Documents:
[Recruitment Services Agreement MOU.doc](#)

Conditional Admission Agreements - Increase the number of conditional admits we accept from intensive English language programs.

Request - No Funding Requested - Marketing materials.
What would success look like and how would you measure it?:

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<p>Status: Active Goal Year(s): 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 03/12/2018</p>	<p>Increasing our current number of Conditional Admission Agreements from three to five. 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 Related Documents: UCAN agreement ELS and MT. SAC.docx</p>	
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<p>ISP Program Evaluations - Continued evaluation of the programs provided by the International Student Program which include: Brown Bag Workshops Explorer Series Global Cafe Global Pals International Education Week On Campus Summer Institute</p> <p>Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 05/01/2018</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 100</p> <p>Brown Bag Workshops: Brown Bag Workshop series aimed at preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. Workshops focus on one of five pillars: 1) Transition to the U.S. 2) English Lang skills. 3) Leadership Skills. 4) Diversity and Global Consciousness. 5) Professional Development. 29 students participated in Brown Bag Workshops during the dates of September 2020 – June 2021.</p> <p>ISP Hangouts: Aimed at fostering intercultural friendship formations between F-1 students while studying at Mt. SAC. 105 F-1 students and 8 DREAM students participated in ISP Hangouts during the dates of September 2020 – December 2021. Students had the opportunity to participate in as many as 9 events. Of the 113 participants, 11 participated in Game Night, 12 in the Cooking Class, 14 in Ghouls Night Out, 10 for Movie Night of Fall 2020, 12 in Friday Hues, 11 in Ride Around The World, 9 in Eggfest, 16 in The Heist where we collaborated with the DREAM program, 7 in Student Life Workshop, and 11 in Movie Night of Spring 2021.</p> <p>Global Café: Aimed at infusing international students on campus to facilitate intercultural learning by allowing time for structured encounters with local students and customs in a variety of contexts. 141 students & staff participated in</p>
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	Report directly on Goal	<p>Global Cafés during the dates of September 2020 – May 2021. Students had the opportunity to participate in as many as four events. Of the 141 participants, 24 participated in the Canada Global Café, 52 participated in the Australia Global Café, 38 participated in the Myanmar Global Café, and 27 participated in the Vietnamese Global Café.</p> <p>Global Pals: Aimed at fostering intercultural friendship formation between F-1 and domestic students while studying at Mt. SAC. 8 F-1 students and 15 domestic students participated in Global Pals during the dates of September – December 2020 and March – May 2021.</p> <p>International Education Week: Aimed at celebrating the benefits of international education and exchange worldwide. This joint initiative of the U.S. Department of State and the U.S. Department of Education is part of our efforts to promote programs that prepare Americans for a global environment and attract future leaders from abroad to study, learn, and exchange experiences. 253 students, staff, and faculty participated in International Education Week during the dates of November 16 – November 20, 2020. Students had the opportunity to participate in as many as four events. Of the 253 participants, 200 participated in the International Education Fair. 35 students participated in Friendsgiving. 18 students participated in the Scavenger Hunt.</p> <p>On Campus Virtual Events: Aimed to enhance the student experience and provide opportunities for international students to get involved on campus. 26 students participated in the Welcome Carnival on September 25, 2020. 4 student clubs participated in this event. Students had the opportunity to meet ISP staff, fellow F1 students, and student club officers. 24 students and staff participated in the Lunar New Year Celebration. 58 students participated in the Recognition Ceremony.</p> <p>Summer Institute & Global Leaders (GLs): Aimed at</p>

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	<p>Report directly on Goal</p>	<p>preparing F-1 students to succeed academically, socially, and personally while studying at Mt. SAC. GLs served as cross-cultural group leaders during Summer Institute and, continue to support new international students throughout the academic year. 28 F-1 students participated in Summer Institute during the dates of July 27 – Aug 6, 2020. Students had the opportunity to participate in as many as 16 sessions, which included an activity or workshop. Of the 28 Summer Institute participants, 6.9% were from Brazil, 10.34% were from Cambodia, 24.14% were from China, 3.45% were from Hong Kong, 6.9% were from Indonesia, 3.45% were from Myanmar, 3.45% were from Nigeria, 3.45% were from Panama, 6.9% were from Philippines, 17.24% were from Taiwan, and 13.79% were from Vietnam. Of the three Global Leaders that participated in Summer Institute, 1 was from Argentina, 1 from Australia, and 1 from Peru. (06/18/2019)</p>
	<p>Request - No Funding Requested - Logic Models to support survey development of ISP programs. What would success look like and how would you measure it?: enhancement of current ISP evaluation tools. Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking). Planning Unit Priority: Medium Related Documents: Explorer Series Report_2018-2019.docx Global Cafe_2018-2019.docx Global Pals Report_2018-2019.docx International Education Week_2018.docx On Campus Events 2018-2019.docx Summer Institute Report_2018.docx</p>	

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<p>ESL Language School - To identify and onboard a third party ESL Language School to operate on the campus of Mt. SAC. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 06/17/2019</p>	<p>Request - No Funding Requested - Six classroom spaces. Two administrative offices. Describe Plans & Activities Supported (Justification of Need): By on boarding a third party ESL School that can offer language services to F-1 students it would... A) Generate Revenue for the International Student Program B) Increase our international student population through transfers upon completion of an ESL program. Lead: Darren Grosch What would success look like and how would you measure it?: A contractual agreement with a third party ESL program that would operate on the campus of Mt. SAC, thereby, generating revenue for the international student program Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. Planning Unit Priority: High</p>	
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<p>F-1 Student Outreach and Recruitment - To increase the number of overseas and local recruitment trips in an effort to boost international student enrollment. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 06/17/2019</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 25 Increase participation in virtual fairs during COVID and again this year. Target markets - Canada, India, UK and Hong Kong. As we continue to make connections with schools, students and agencies we hope to see to recoup our enrollment in the next academic year as consulates and embassies open up. (09/24/2021)</p> <hr/> <p>Request - No Funding Requested - A position dedicated to the recruitment of international</p>
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students both overseas and domestically.
 Approval to attend international recruitment fairs and domestic visits to our partner schools and local recruitment events.
Describe Plans & Activities Supported (Justification of Need):
 The ISP would like to commit to participating in a minimum of four overseas recruitment events a year. In addition to ongoing visits to local high schools, community events, domestic recruitment fairs, and visits to our partner institutions during the academic year. To accomplish this, a dedicated position focused on recruitment is needed.
Lead: Darren Grosch
What would success look like and how would you measure it?: The hiring of a full-time position dedicated to the recruitment of f-1 students and approval to attend overseas and domestic recruitment events.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High

International Student Recruiter Specialist - Hire a full time F-1 Student Recruiter to assist with agent relations, student applications, and recruitment of F-1 students both domestically and abroad through virtual and in person student fairs.
Status: Active
Goal Year(s): 2019-20, 2020-21

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

Goal Entered: 07/06/2020