**Bakersfield College**

**Program Review – Annual Update 2015**

**International Student Center**

**I. Program Information:**

Program Name: **International Student Center**

Program Type: [ ]  Instructional [x]  Student Affairs [ ]  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

**Describe how the program supports the Bakersfield College Mission:**

The International Student Center (ISC) at Bakersfield College provides support services for lifelong learning and personal development of culturally diverse students from around the world studying on F-1 visa and seeking associate degrees and /or transfer. Students served are prospective, current, and former students and other recent immigrants to the US. Goals of the ISC is in direct correlation with the mission and core values of Bakersfield college, it provides educational opportunities for all students while promoting multicultural understanding required for the wellbeing of our citizens.

 The ISC Counselor/ Program Coordinator is responsible for marketing BC’s programs overseas, screening applicants, selecting eligible students, and providing international students with necessary documents for entry to the US as a student.

 The International Student Center Counselor/ Program Coordinator provides international students and other non-immigrants an equal access to Bakersfield College’s programs by assisting students and their families with enrollment information, registration, advising on immigration/ student visa related documents , managing the operation, orientation sessions, individual counseling/ advising , ensuring all students a Comprehensive SEP within the first 15 units of enrollment, and assisting in other social integrations as needed. The International Student Center Counselor/ program Coordinator is a knowledgeable and professional resource person for all international students learning and skill development.

Highlights of the ISC cultural programs in 2014-15 included a campus-wide celebration of international Education Week, annual celebration of cultures “A Cup of Culture”, and “BC Got Talent”.

Bakersfield College’s International Student Center contributes to the cultural enrichment of students, faculties, and staff as they prepare to function in a global workplace.

**ISC Program Mission Statement:**

The mission of International Student Center at Bakersfield College is to prepare global citizens with skills necessary to function in the interconnected global society. Our mission is success of our students around the world and we support lifelong learning, global awareness, and social and cultural enrichment for all students.

**II. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.
* This being the first year for the International Student Affairs Review, there is no progress report on previous goals. The goal of ISA is to address the need of visa students and assist the diversity of our classrooms.
* Staffing: The program is currently under staffed and it is operated by one person, the counselor.

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| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** |
| 1. Establish a comprehensive program designed to meet the unique needs of international students  | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | >**International Student Center will be recognized as an individual program with proper staffing and budget**.> **It is being proposed that ISC will establish a budget that is income driven. SEE PAGE 9.**  |
| 2. student Goal: Maintain compliance with federal immigration regulations and college policies governing the enrollment of international students  | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | >International students new to the U.S. require immediate information and guidance in order to maintain compliance with immigration regulations, college policies, academic regulations that may occurs on campus/ off campus. |

**B.** List new or revised goals (if applicable) 2015-2016

|  |  |  |
| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
|  | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  |  |

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| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
|  | **[ ]  1: Student Learning** **[ ]  2: Student Progression and Completion** **[ ]  3: Facilities** **[ ]  4: Oversight and Accountability** **[ ]  5: Leadership and Engagement**  |  |

**III. Trend Data Analysis:**

Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity).

Data from the last three years indicates a steady change in gender gap for international student enrolled in classes. The program is mostly male, mostly from the Middle Eastern culture. We represent 26 different cultures out of 70 students we serve in our program.

Top countries of representation at Bakersfield College: Among the 70 Current F-1 students, 26 countries are represented. The table below shows the countries with most student representatives.

|  |  |
| --- | --- |
| **TOP COUNTRIES SENDING INT’L STUDENTS TO U.S.** | **TOTAL STUDENTS ATTENDING BC** |
| **SAUDI ARABIA** | **26** |
| **INDIA** | **9** |
| **SOUTH KOREA** | **6** |
| **VIETNAM** | **4** |
| **ALL OTHERS( 22 COUNTRIES)** | **25** |

B. Changes in enrollment (headcount, sections, course enrollment and productivity).

The table below shows a comparison of prior years’ registered students. We have had an increase in the number of students attending BC.

International Student’s enrollment at Bakersfield College has been increasing and there is a 29% increase from 2014-15 to 2015-16.

|  |  |
| --- | --- |
| Semester | # of Students |
| Fall 2013 | 37 |
| Spring 2014 | 45 |
| Fall 2014 | 51 |
| Spring 2015 | 55 |
| Fall 2015 | 70 |
| Spring 2016(Estimated) | 75 |
| Academic Year Enrollment | Total Student Served |
| 2013-14 | 82 |
| 2014-15 | 106 |
| 2015-16 | 145 |

C. Success and retention for face-to-face, as well as online/distance courses.

* N/A

D. Changes in the achievement gap and disproportionate impact (Equity).

This is the first year of review and there are no data collected.

E. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.

International Student Center at Bakersfield College has not been recognized as a single program because of the low enrollment of F-1 visas. Hence, since spring 2013 there has been much support from the Administration for an increase in the number of F-1 visa studnets.

However, because 100% of international students are self –sponsored or fully funded by overseas sources, increased in inter national enrollment will be an increase in revenue for the college and hopefully for the program.

The out of state fees generated by the international student affairs is now about $168000.00 per semester. We expact to generate over $ 350,000.00 in revenues at the end of 2015-16 academic year.

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| --- | --- | --- | --- | --- |
| Semester | # of Students | Course Units | Fees/Unit | Total Revenue |
| Fall 2013 | 37 | 12 |  $193.00  |  $85,692.00  |
| Spring 2014 | 45 | 12 |  $193.00  |  $104,220.00  |
| Fall 2014 | 51 | 12 |  $193.00  |  $118,116.00  |
| Spring 2015 | 55 | 12 |  $193.00 |  $127,380.00  |
| Fall 2015 | 70 | 12 |  $200.00  |  $168,000.00  |
| Spring 2016(Estimated) | 75 | 12 |  $200.00  |  $180,000.00  |

**IV. Program Assessment (focus on most recent year):**

1. How did your outcomes assessment results inform your program planning? Use bullet points to organize your response.
* We did not have formal outcome/ assessment since as a counselor my duties were associated with the Counseling Department. However, I am hoping to have the assessment results by next program review if we are established as a program.
* Last summer, newly admitted international students were assigned to complete an online F-1 immigration orientation workshop prior to arrival to the U.S. So far, the result of the online workshop has proven to be effective and positive as no student is requesting reinstatement due to non-compliance issues. ISC will have the data for the program review next year.
1. How did your outcomes assessment results inform your resource requests? The results should support and justify resource requests.
* With increase in international students over the past year (in 2013 with 82 FTS to 2015 with 145 FTS), additional staffing, and equipment are needed to support our current program. As ISC continues to expand (as projected) so does the staffing needs. The 145 FTS this year has generated approximately $350,000 which is adequate amount necessary to hire the staff requested.
* ISA is in a need for an assistant and a Program Manager/Director.

C. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).

* ISA does not offer courses at this time.

D. How does the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond.

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| * **International Programs Student Learning Outcomes**:
* By participating in the New F-1 **Academic Orientation** and from the individually meeting with the F-1 counselor, F-1 visas will learn the requirements necessary to reach their educational goals (data will be collected to see the number of students earned AA/AS/transferred).
* F-1 International students maintain satisfactory F-1 status by participating in New Student **Immigration Orientation.** (Results will indicate less students fall out of status).
* International students will maintain satisfactory grades and continue upward in their educational Journey as they follow their student educational plan.
* The ISA provides space for students, faculty, and staff to engage with one another in person and globally.
 | * **BC Institutional Learning Outcome:**
* Think critically-
* Demonstrate competencies
* Communicate effectively in both Written and oral forms.
* Engage productively another in person and globally.
 |

***Institutional Learning Outcomes***:

*Think: Think critically and evaluate sources and information for validity and usefulness.*

*Communicate: Communicate effectively in both written and oral forms.*

*Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.*

*Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.*

1. Describe *any significant changes* in your program’s strengths since last year.
* International student Center has implemented an aggressive plan to ensure new and continuing students are supported in a positive way.
1. Online immigration workshop for new F-1 visa students
2. Comprehensive two-day in -person international orientation
3. New F-1 request forms
4. Faculty dedicated to international program
5. International network/ Facebook
6. A welcoming physical space for international students
7. Supportive International organization
8. Positive word of mouth endorsement from students and the community at large
9. Describe *any significant changes* in your program’s weaknesses since last year.
* There are many areas that must be recognized for improvement. We are operating as an comprehensive program without a budget and resources
1. Lack of College budget resources
2. The need for an office assistant
3. A need for an office Manager/ Director
4. Lack of funding to attend conferences and road trips
5. Lack of funding to hire peer -mentors
6. On campus jobs for F-1 visas not on student aids

F. If applicable, describe any unplanned events that affected your program.

* Opportunities for on-campus employment:

 The most difficult challenge has always been dealing with student’s unexpected financial problems. Even though students arrive in the US with adequate resources to cover a year of expenses, unexpected world events in their home country affect student’s ability to receive funds from home (example, Yemen, Egypt). International students are not allowed to work off campus and on-campus employment is offered to students on the federal or state student aid. We need jobs on campus for international students.

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.

International Student Center at Bakersfield College must have appropriate staffing to deliver comprehensive student services program. Meet the unique needs of international students, market the program, enhance the experiences of our students, and maintain full compliance with the federal immigration regulations and reporting requirements.

Currently, staffing level is not adequate for the program increase. There is one person, the program Coordinator/ counselor (185 days contract) that services all needs of International Students, including students interested in attending BC and also enrolled. The counselor does immigration advising, academic counseling in addition to managing the program. However, ISC is proposing that Bakersfield College support international students by utilizing part of the funds generated by international students (see table below) and employ a department assistant and a manager/ director for the program. The international students must be monitored weekly for attendance, dropping courses below the 12 units, and maintaining f-1 status. The program assistant ensures the compliance with the Federal regulations on behalf of Bakersfield College. To increase the enrollment, the Director, among other duties, must actively recruited students. The counselor will spend time developing retention activities and counseling students. The chart below is the ISC budget proposal.

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| International Student Center |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Proposal for Entrepreneurship -- budget** |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Projections by Semester** |  | Budget / Expense (Proposed) |  |  |  |  |  |
| **Semester** | **Number of Students** | **Course Units (minimum)** | **Fees/Unit** | **Total (minimum) Revenue** | **Revenue over baseline** |  | **Director** | **DA II (50%)** | **Ed Advisor (50%)** | **Marketing** | **Misc** | **Proposed Expenses** |  | **NET** | **Net (Annualized)** | Growth Rate | **Avg. 5yrs. Growth Rate** |
| Fall 2012 | 26 | 12 |  $ 193.00  |  $ 60,216.00  |   |  |  |  |  |  |  |   |  |  |   |  |  |
| (base) Spring 2013 | 32 | 12 |  $ 193.00  |  $ 74,112.00  |   |  |  |  |  |  |  |   |  |  |   | 0.23  |  |
| Fall 2013 | 37 | 12 |  $ 193.00  |  $ 85,692.00  |  $ 11,580.00  |  |  |  |  |  |  |   |  |  |   | 0.16  |  |
| Spring 2014 | 45 | 12 |  $ 193.00  |  $ 104,220.00  |  $ 30,108.00  |  |  |  |  |  |  |   |  |  |   | 0.22  |  |
| Fall 2014 | 51 | 12 |  $ 193.00  |  $ 118,116.00  |  $ 44,004.00  |  |  |  |  |  |  |   |  |  |   | 0.13  |  |
| Spring 2015 | 60 | 12 |  $ 193.00  |  $ 138,960.00  |  $ 64,848.00  |  |  |  |  |  |  |   |  |  |   | 0.18  | 0.1826 |
| *Fall 2015* | *60* | *12* |  *$ 200.00*  |  *$ 144,000.00*  |  $ 69,888.00  |  |  *$ 52,500.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 107,500.00  |  |  **$ 36,500.00**  |  *$ 73,000.00*  | 0.00  |  |
| *Spring 2016* | *60* | *12* |  *$ 200.00*  |  *$ 144,000.00*  |  $ 69,888.00  |  |  *$ 52,500.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 107,500.00  |  |  **$ 36,500.00**  | 0.00  |  |
| Fall 2016 | 75 | *12* |  *$ 200.00*  |  *$ 180,000.00*  |  $ 105,888.00  |  |  *$ 55,000.00*  |  *$ 16,000.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 111,000.00  |  |  **$ 69,000.00**  |  *$138,000.00*  | 0.25  |  |
| Spring 2017 | 75 | *12* |  *$ 200.00*  |  *$ 180,000.00*  |  $ 105,888.00  |  |  *$ 55,000.00*  |  *$ 16,000.00*  |  *$ 15,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 111,000.00  |  |  **$ 69,000.00**  | 0.00  |  |
| Fall 2017 | 100 | *12* |  *$ 200.00*  |  *$ 240,000.00*  |  $ 165,888.00  |  |  *$ 55,000.00*  |  *$ 40,000.00*  |  *$ 30,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 150,000.00  |  |  **$ 90,000.00**  |  *$228,000.00*  | 0.33  | 0.1167 |
| Spring 2018 | 120 | *12* |  *$ 200.00*  |  *$ 288,000.00*  |  $ 213,888.00  |  |  *$ 55,000.00*  |  *$ 40,000.00*  |  *$ 30,000.00*  |  *$ 15,000.00*  |  *$ 10,000.00*  |  $ 150,000.00  |  |  **$ 138,000.00**  | 0.20  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | ENROLLMENT and INCOME ASSUMPTIONS: |  |  | EXPENSE ASSUMPTIONS: |  |  |  |  |  |  |  |  |
|  | 1. Growing 20 to 25 student per year |  |  | 1. FT Director |  |  |  |  |  |  |  |  |  |
|  | 2. Based on non-resident fee rate |  |  | 2. 1/2 FT DA !! |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 3. 1/2 FT Ed Advisor |  |  |  |  |  |  |  |  |  |
|  |  | 4. Marketing budget: $30,000 pa |  |  |  |  |  |  |  |  |
|  |  | 5. Misc includes travel -- $20,000 pa |  |  |  |  |  |  |  |

1. Professional Development:
2. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
* In 2014, during the International Education week, students represented their country and culture to a room full of students, faculties, and staff.

Students from Iran, Venezuela, Saudi Arabia, Palestine, and Mexico presented cultures with films and other visual aids to spread the knowledge of their countries food, life style, and family tradition, etc.

1. What professional development opportunities and contributions can your program make to the college in the future?

Workshops on:

* The International Student Center in conjunction with the International Student Organization will offer week-long activities during the International Education Week 2015 to celebrate the benefits of international education and the importance of role of education in promoting equity and opportunity for people around the world. The following workshops are scheduled by the International Student Center during the International education Week2015, November 16-25:
	+ 1. International Stories
		2. Culture and Country Workshops
		3. Passport to the World
		4. International Student Faculty Appreciation Dinner
1. Facilities:
2. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
* The ISC office space is a great place for student’s to meet and study in a small group. It is a “one Stop Shop” for all international student services. Students always gather in the room for comfort knowing that we at the center can assist them if they have questions or concerns.

The broken air-conditioning system during the summer heat made it difficult to attract students to the center.

2. How will your Facilities Request for next year contribute to student success?

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?

N/A

1. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?

N/A

1. Discuss the effectiveness of technology used in your area to meet college strategic goals.
* The ISC currently has four computers, a printer, and two phone lines. Two of the computers are for student use, one for the Coordinator and the forth one for the assistant to the department. They are adequate for the size of our program.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

International Student Center goals cannot be completed without the appropriate funds and staffing!

The International Student Center at Bakersfield College was relocated in January 2013 with the reassignment of a counselor as a full time program counselor/ coordinator and a designated space for f-1 visa student services. The program has since developed into a full- service center for all F-1 visa students and prospective F-1 visa’s, from the point of inquiry to graduation or transfer. The ISA currently supports 70 F-1 visa students from 26 different countries. ISA counselor also responds to over 400 prospective student inquiries per year.

We are requesting that a portion of the enrollment fees generated by F-1 visa students to fund all staffing and operations of the ISC office. In 2014-15 academic years, F-1 visa’s brought in approximately $ 250,000.000 in fees.

Services provided to F-1 visa students are divided into four categories: F-1 visa Admissions, F-1 visa/ immigration advising, F-1 visa academic counseling, and student services. The office is maintained by a full time counselor/coordinator and a 19 hour student worker.

With One-person-office unit, and as we increase the number of F-1 visa student on our campus, we will need more staff to:

* Provide accurate, timely and effective information to prospective student during the admission process and throughout their studies
* Contribute to student success through collaboration with other campus departments
* Participate in various campus committees and activities to support international student and their cause
* Continue to communicate with the community
* Increase F-1 visa populations by recruiting efforts

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|  |
| Semester | # of Students | Course Units | Fees/Unit | Total Revenue |
| Fall 2012 | 26 | 12 |  $193.00  |  $60,216.00  |
| Spring 2013 | 32 | 12 |  $ 193.00  |  $74,112.00  |
| Fall 2013 | 37 | 12 |  $193.00  |  $85,692.00  |
| Spring 2014 | 45 | 12 |  $193.00  |  $104,220.00  |
| Fall 2014 | 51 | 12 |  $193.00  |  $118,116.00  |
| Spring 2015 | 55 | 12 |  $193.00 |  $127,380.00  |
| Fall 2015 | 70 | 12 |  $200.00  |  $168,000.00  |
| Spring 2016(Estimated) | 75 | 12 |  $200.00  |  $180,000.00  |

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

There are many benefits to having international students on our campus, in the classroom, students will contribute to the diversity of class discussions and as a result, our domestic students will have an opportunity to develop global awareness, cultural sensitivity, and finally an appreciation of diversity.

In addition, each year, F-1 visa students provide much needed funds for Bakersfield College and add to the economy of our local community. As the number of international student’s increase, the income generated from these students also increase to support the staffing of the center (See table below).

|  |  |  |  |
| --- | --- | --- | --- |
| **Per Academic Year** |  |  |  |
| Academic Year | Number of Students | Total Revenue | % from Previous Year |
| 2012-2013 | 58 | $ 134,328.00 | N/A |  |
| 2013-2014 | 82 | $ 189,912.00 | 41% |  |
| 2014-2015 | 106 | $ 245,496.00 | 29% |  |
| *2015-2016 (projected)* | *145* | *$ 335,820.00* | *37%* |  |



**VII. Forms Checklist (place a checkmark beside the forms listed below that are submitted as part of the Annual Update):**

[x]  [Best Practices Form](http://committees.kccd.edu/bc/committee/programreview) **(Required)**

[ ]  Curricular Review Form **(Instructional Programs Required)**

[ ]  [Certificate Form](http://committees.kccd.edu/bc/committee/programreview) **(CTE Programs** **Required)**

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[ ]  [Faculty Request Form](http://committees.kccd.edu/bc/committee/programreview) [x]  [Classified Request Form](http://committees.kccd.edu/bc/committee/programreview) [x]  [Budget Form](http://committees.kccd.edu/bc/committee/programreview)

[ ]  Professional Development Form [ ]  [ISIT Form](http://committees.kccd.edu/bc/committee/programreview) [ ]  [Facilities Form](http://committees.kccd.edu/bc/committee/programreview) (Includes Equipment)

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_