

## De Anza College

### Program Review – Annual Update Form

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members.

The comments have helped us better understand how to improve services to F-1 international students, both in person and electronically.

2. Describe any changes or updates that have occurred since you last submitted program review.

We now offer additional in-person social events and mental health support sessions to meet the needs of the international student community.

3. Provide a summary of the progress you have made on the goals identified in your last program review.

We have created two quarterly social events to address and enhance the overall international study experience:

- ISP Chill & Chat: a casual no agenda event for students to make new friends since loneliness is the number 1 concern form 99.999% of the international student population.
  - ISP Safe Circle Workshop: the goal of this workshop is to address our ISP students' social and emotional needs by providing them with a safe space to share their worries and challenges they might face as well as ask any questions they might have. The purpose of this workshop is to address students' concerns, connect them to possible resources and to provide the space to build community among ISP students.
4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review.

Our objectives have not changed since the last program review. We are always adapting and refining our services to better suit the needs of our students, particularly in the post-pandemic environment. Students are more enthusiastic and focused on finishing their studies as soon as possible due to financial constraints.

- Describe the impact to date of previously requested resources (personnel and instructional equipment) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?

With one of the two international admission assistants unexpectedly retired in the late 2018-2019 academic year. The hiring of this position is currently on hold due to budget concerns. Additionally, the second international admission assistant resigned in early 2021. The international admission team has been operating with one full-time employee while another full-time employee is working out of class to meet the minimum operating requirement from 2022 to 2024.

- How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

To assist the international student population, program staff members must have a certain set of skills and expertise. Assignments must be permanent in order to preserve the student's F-1 visa and the program's or institution's SEVIS (Form I-17) certification, as well as program continuity and consistency.

- Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as the SLO website (<https://www.deanza.edu/slo/>). In the table below provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity.

**Table 1. Reflection on Learning Outcomes**

Learning Outcome	Transition of ISP from a safe space to a brave space to reduce power differentials between staff and students, emphasize student strengths, and build a sense of community and trust where relations are cooperative and mutually beneficial between students and staff.
Method of Assessment (please elaborate)	During workshops and events, get real-time feedback by asking students what they are thinking in a casual context.
Summary of Assessment Results	The themes and purposes were well-received by all attendees. They feel closer to the staff.

Reflection on Results	Loneliness is the most prevalent issue among international students. The regularly scheduled no-agenda social activities allow ISP staff and students to connect and establish communities..
Strategies (aka: Enhancements) Implemented or Plan to be Implemented	In order to ensure that our services continue to be pertinent and sensitive to the needs of students, our office is currently developing a post-event survey using our International Student application and CRM software, SLATE. Through the survey, we may directly gather feedback on what is working well and potential areas for improvement.

**2024-25 OKR Worksheet Update Form**

<b>Objective</b>	<b>Key Results</b>	<b>Activities</b>	<b>Progress on Key Results &amp; Activities</b>	<b>Follow-up Action Plan (If Applicable)</b>
1. Continue improving and refining the online international student application and communication software – SLATE.	Enhance users' knowledge through regular check-ins and training sessions with FHDA Manager of International Student Enrollment systems and Technology.	Bi-weekly meetings w/ FHDA Manager of International Student Enrollment Systems and Technology.	System updates and training materials are now posted in the SLATE portal on a regular basis.	The International Admission staff will attend the annual SLATE Summit.
2. Redesign the F-1 Student Exit Form to a fully automated version for data collection and retention purposes.	Redesign and implement a fully functional Adobe Sign electronic F-1 student Exit Form.	Reminder sent to international students on the new form and process via listserv and F-1 Exit Workshop.	The redesigned form and process are fully in place, but the Adobe Sign version was called back due to unexpected technical issues.	A fillable PDF form is now in use.
3. Transition of ISP from a safe space to a brave space to reduce power differentials between staff and students, emphasize student strengths, and build a sense of community and trust where relations are cooperative and mutually beneficial between students and staff.	Coordinate regularly scheduled activities that allow ISP Staff and students to connect and build community.	<p>Two quarterly social events were created to address and enhance the overall international study experience:</p> <ul style="list-style-type: none"> <li>ISP Chill &amp; Chat: a casual no agenda event for students to make new friends since loneliness is the number 1 concern form 99.999% of the international student population.</li> <li>ISP Safe Circle Workshop: the goal of this workshop is to address our ISP students' social and emotional needs by providing them with a safe space to share their worries and challenges they might face as well as ask any questions they might have. The purpose of this workshop is to address students' concerns, connect them to possible resources and to provide the space to build community among ISP students.</li> </ul>	The creation of the Safe Circle Workshop is our idea of enhancing the safe space concept to the international student population. The workshop in a small group setting is led by the International Counselors who address and provide suggestions to concerns, cultural, language and academic adjustment issues. We often collaborate with other on-campus services to address a specific issue. For example, the Mental Health and Wellness Program was invited to address mental health issues.	

### **SAMPLE OBJECTIVE**

Verb + What you're going to do + In order to / so that (business value) Implement Strategy ...

Implement a Strategy in order to Make More Money for the Owners

### **SAMPLE KEY RESULTS**

Verb + What you're going to track/count + From X to Y Implement a Strategy in order to Make money for the Owners Win Super Bowl during the 2019-2020 season

Increase ticket sales from 70% to 88%

**CAS Comprehensive Program Review**  
**Student Services Department Feedback Form**

- ISP -

Area	Commendations	Feedback for Improvement	Comments to Area
<p><b>Mission</b> (Section 1)</p> <ul style="list-style-type: none"> <li>• Mission is clearly defined.</li> <li>• Indicates the students served.</li> <li>• Indicates the services offered.</li> <li>• Mission is linked to college mission, vision, and values</li> </ul>	<p><b>The mission is clearly defined, as are the students served.</b></p>	<p><b>More details on service, or at least several specific examples, would be welcome. Make a direct link to the college mission. It can be inferred already.</b></p>	<p><b>The International Student Programs' web site contains all services and important information to both continuing and future international students: <a href="https://deanza.edu/international/">https://deanza.edu/international/</a>. This URL can be added at the end of the ISP Mission Statement.</b></p>
<p><b>Program Goals/Objectives and Key Results</b> (Action Steps of all section 2 &amp; OKR)</p> <ul style="list-style-type: none"> <li>• Objectives are clearly defined.</li> <li>• Key results and activities are appropriate to achieving the objectives.</li> <li>• Evidence is provided as to how progress will be monitored.</li> <li>• Metrics that indicate accomplishment of objectives are clearly articulated</li> </ul>	<p><b>Great focused list of objectives and key results. Activities clearly relate to key results</b></p>	<p><b>What other activities could apply to the key results? Try to identify smaller scale activities where applicable to give a broader sense of effort to realize key results.</b></p>	<p><b>We have created two quarterly social events to address and enhance the overall international study experience:</b></p> <ol style="list-style-type: none"> <li><b>1. ISP Chill &amp; Chat: a casual no agenda event for students to make new friends since loneliness is the number 1 concern form 99.999% of the international student population.</b></li> <li><b>2. ISP Safe Circle Workshop: the goal of this workshop is to address our ISP students' social and emotional needs by providing them with a safe</b></li> </ol>

			<p>space to share their worries and challenges they might face as well as ask any questions they might have. The purpose of this workshop is to address students' concerns, connect them to possible resources and to provide the space to build community among ISP students.</p>
<p><b>Populations Served and Student Equity</b> (Section 2 &amp; Section 5)</p> <ul style="list-style-type: none"> <li>• Students served and trends are clearly articulated.</li> <li>• Examination equity of gaps is articulated.</li> <li>• Strategies for ensuring equity and inclusion are clearly defined and articulated.</li> </ul>	<p><b>The strategies for ensuring equity for faculty, staff and students are listed and clearly defined.</b></p> <p><b>The department has done some wonderful training on reducing implicit bias and equity training.</b></p>	<p><b>Can these be articulated beyond discussion of a Safe vs. Brave space?</b></p> <p><b>Identify specific topics/activities in the brown bag lunches so that there's a clear link to equity related topics.</b></p> <p><b>Clearly define the equity challenges with the ISP student population.</b></p>	<p><b>The creation of the Safe Circle Workshop is our idea of enhancing the safe Space concept to the international student population. The workshop in a small group setting is led by the International Counselors who address and provide suggestions to concerns, cultural, language and academic adjustment issues. We often collaborate with other on-campus services to address a specific issue. For example, the Mental Health and Wellness Program was invited to address mental health issues.</b></p>
<p><b>Resource Needs</b> (Section 7, 10, 11 &amp; 12 and in the Action Steps of each area)</p> <ul style="list-style-type: none"> <li>• Staffing needs are clearly articulated.</li> </ul>	<p><b>The importance and usefulness of SLATE and SUNAPSIS are clear, as is the need to continue investing in them.</b></p>	<p><b>Clearly define the resources needed to get training in SLATE and SUNAPSIS.</b></p>	<p><b>Why is section 10 (financial resources) and section 12 (facilities) blank? Are these sections irrelevant to this department?</b></p>

<ul style="list-style-type: none"> <li>• Financial and other resource needs are clearly articulated (i.e., funding, facilities, equipment, etc.)</li> <li>• Department trends are clearly articulated.</li> </ul>	<p><b>Staffing need has been identified.</b></p>		<p><b>Staffing &amp; facilities needs have been identified and acknowledged for the Dean of Enrollment Services who oversees personnel, budget, facilities and related issues.</b></p>
<p><b>Exploring Success Rates</b> (if applicable, in Section 2, 3 &amp; 5 &amp; OKRs and presentation)</p> <ul style="list-style-type: none"> <li>• Ways the department directly or indirectly influences student success rates are clearly articulated (if applicable).</li> <li>• Strategies to increase or maintain student success rates are clearly articulated (if applicable)</li> <li>• Alignment between student success and program goals is clearly articulated.</li> </ul>	<p><b>The connection between ISP mission and student success is clear.</b></p>		<p><b>What metrics are available to track program impact/success?</b></p> <p><b>The annual number of transfer-outs and the institutions to which students were transferred are used to determine the success rate.</b></p>