

2011-12
SSPBT Annual Program Review Update

IIB. SERVICE DESIGNATION

This program recommends the following designations for each service offered in the program.

Write the designation initial (**M G E CD R** or **D**) for each service offered in this program and write a very brief explanation.

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| <u>Designations</u> → | M aintain: Program should maintain the effectiveness and efficiency of this service. | G row: Program should effectively/efficiently serve more students with this service. | E nhance: Program should enhance the effectiveness/efficiency of this service. | C hange D irection: Program should change the direction /delivery of this service. | R educe: Program should reduce this service. | D iscontinue: Program should discontinue this service. |
| ↓ <u>All Services</u> ↓ | | | | | | |

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| | Designation Initial ↓ | |
| ↓ <u>Common Services:</u> | M G E CD R or D | |
| Counseling | G | Given increased complexity of student needs/demands, year-round counseling needed. |
| Advising | G | Given growth of int'l student population, academic and additional SEVIS advising needed. |
| Orientation | E | Access to facilities/space to offer orientations to meet average 400 per quarter. |
| Outreach | M | Continued current level of int'l student recruitment and services |
| Registration | CD | Assessment results & COUN 200s prior to given registration dates |

↓ Formal Instruction:

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| Courses | G | Additional COUN 200 sections & qualified instructors to teach as overload. |
| Workshops | E | Access to space and facilities to offer specialized workshops |
| Trainings | | Explain: |
| Seminars | | Explain: |
| Other | G | More sections of General Ed and major prep courses to serve burgeoning int'l numbers. |

↓ Unique Services Designation ↓

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| Int'l student orientation | E | In addition to COUN 200, the Orientation Program is unique since it covers topics such as banking, housing, transportation, F-1 SEVIS rules/regulations, employment and travel authorization, etc. For COUN 200, qualified instructors with specialization are needed to teach, preferably as overloads, without taking time away from in-house counseling services. |
| SEVIS & F-1 compliance & advising | G | Additional Immigration Advisor needed to meet increased int'l student population and complex SEVIS demands. The current 1:1800 immigration advisor to student ratio is inadequate and entail potential risks of jeopardizing De Anza's certification. |
| Int'l student medical insurance mgmt | E | Correct Banner coding critical for ensuring coverage and collection of premiums. Nearly \$50,000 of insurance revenue were lost in 2010-11 due to Banner issues. |

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| Int'l admissions | G | Additional admission personnel needed due to increased communications & applications. Int'l admission is similar to university admissions in terms of lengthier process and document evaluations, plus admission advising. |
| Specialized counseling services | G | Specialized international student counselor needed to meet increased services, demands and complexities. |
| Int'l student recruitment & enrollment mgmt | M | Continued int'l student recruitment and marketing to maintain competitive enrollment. |
| Cultural adjustment & community enrichment program | E | Resources needed to develop and implement such programming to enhance student success, retention and persistence. |
| Centralized int'l student services & programming | E | One stop center proven successful in serving its population. Additional resources needed to meet growth and improve services and programming. |
| Linkages with int'l institutions & NGOs | M | Linkages, liaison and communications with foreign institutions, NGOs and government agencies critical for successful int'l student operation and college visibility. |

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