

Evaluating Community College International Student Programs: A Self Assessment Toolbox (DRAFT)

The purpose of the self-assessment toolbox is to help evaluate the programs and services that community colleges in the United States have in place for hosting international students—especially those on the F-1 visa program. Community colleges can use this instrument to:

- Inventory the features of the college’s international student program;
- Identify strengths, weaknesses, and opportunities for improvement;
- Target areas of the program that could achieve higher quality ratings;
- Reassess the program on a regular basis to measure change;
- Facilitate communication among the campus stakeholders;
- Set priorities for future planning.

This self-assessment toolbox will evaluate programs from many perspectives, based on the list of general standards developed by the Council for the Advancement of Standards in Higher Education (CAS, 2009). Those are:

1. Mission
2. Program
3. Leadership
4. Human Resources
5. Ethics
6. Legal Responsibilities
7. Equal Opportunity and Diversity
8. Organization and Management
9. Campus and Community Relations
10. Financial Resources
11. Technology

12. Facilities and Equipment

13. Assessment and Evaluation

Prepared by Kenneth Bus, Director

International Education Program

Glendale Community College

Glendale, Arizona

June 18, 2009

Directions: Rate your college on a scale of 1 to 5 to judge how well it meets each criterion according to the values in Table 1 below:

Table 1	
Does not meet criterion	1
Barely meets criterion	2
Partially meets criterion	3
Almost fully meets criterion	4
Fully meets criterion	5
Not applicable or info. not available	N/A

Write the value in the column on the right.

1. Mission statements with international dimensions	Value
College has a mission statement that justifies enrollment of international students.	
International student program has a mission statement supporting its work.	
College has a strategic plan for managing international student enrollment.	
TOTAL OUT OF 15:	

2. International Student Program	Value
College has learning outcomes for the international student program.	
College has a special orientation program for international students.	
College has special academic advising (including transfer) for international students.	
College provides visa and immigration status advising for international students.	
College mandates health insurance coverage for international students.	
College offers some scholarships or financial aid to international students.	
College helps international students find and qualify for on-campus jobs.	
College publishes a newsletter or e-newsletter for international students.	

College helps international students arrange CPT and/or OPT employment.
College has a special ESL program for international students who need it.
College offers conversation partners program for int'l students.
College has dormitories, apartments, or "homestay" program for international students.
TOTAL OUT OF 60:

3. Leadership	Value
College president and upper management are supportive of international student program.	
College has a campus-wide steering committee for the international program.	
College director of international program has a job title that reflects responsibilities.	
International student program enjoys wide support with faculty and staff of college.	
International program director at college has responsibility for the budget.	
International program director is involved in campus, state, and national activities.	
International program director communicates program status to campus and community.	
TOTAL OUT OF 35:	

4. Human Resources	Value
International program has adequate staffing for the work load.	
International program staff members have appropriate skills, training, and experience.	
International program staff are encouraged to engage in professional growth opportunities.	
TOTAL OUT OF 15:	

5. Ethics	Value
College has developed set of written ethical standards for international student program.	
International program staff are familiar with ethical standards of college and profession.	
International program staff follow ethical standards in admission of international students.	
TOTAL OUT OF 15:	

6. Legal Responsibilities	Value
----------------------------------	--------------

College maintains up-to-date I-17 on file with U.S. Citizenship and Immigration Service.
College PDSO has adequate training and experience with SEVIS.
College has adequate number of well-trained DSOs to handle SEVIS requirements.
College monitors F-1 students full-time enrollment on a regular basis.
International program staff understand FERPA ,SEVP, and ICE boundaries.
TOTAL OUT OF 25:

7. Equal Opportunity & Diversity	Value
College encourages enrollment of international students regardless of national origin.	
College has special admission policies and procedures for international students.	
College has admission staff who specialize in international admissions.	
College has a system in place to handle the evaluation of foreign credentials.	
International students have equal access to all relevant college services.	
International students at college participate widely in campus activities.	
International students play on college sports teams or in intramural sports.	
TOTAL OUT OF 35:	

8. Organization and Management	Value
The international program has clear reporting lines within the college organization chart.	
The international program staff have well-defined job descriptions.	
College administration is supportive of/responsive to needs of the international program.	
Budget and expenditures for the international program are handled in an efficient manner.	
TOTAL OUT OF 20:	

9. Campus and Community Relations	Value
International students generally have a good reputation with faculty at college.	
International program maintains good relations with other campus departments.	
College has significant ties to immigrant and ethnic groups in the community.	
College observes "International Education Week" with significant campus programming.	
College features displays of flags, artifacts, cultural items, etc. from various countries.	
College newsletters/publications/press releases often feature international program.	
College hosts international events for campus and community.	
TOTAL OUT OF 35:	

10. Financial Resources	Value
College has funding formula that rewards international program for increased enrollments.	
Salaries for international program staff compare favorably with those at peer institutions.	
College provides funding for various international program activities.	
International program has adequate funding for its mission.	
International program staff are funded to attend conferences and training.	
TOTAL OUT OF 25:	

11. Technology	Value
International program office has adequate technology equipment and support.	
College website has a direct link to international program on home page.	
College has a dedicated website for international program.	
International program webpage has information in various foreign languages.	
International program staff are encouraged to upgrade technical knowledge and skills.	
TOTAL OUT OF 25:	

12. Facilities and Equipment	Value
International program office is easy to find and welcoming to international visitors.	
International program office is spacious, attractive, well organized, and inviting.	
International program office has adequate furnishings to serve students and visitors.	
International program office is ADA compliant.	
TOTAL OUT OF 20:	

13. Assessment and Evaluation	Value
College regularly assesses international program.	
International program conducts regular self-assessment.	
College international program mission is updated periodically.	
International students are surveyed regularly for “customer satisfaction.”	
Assessment results are used to improve international program.	
TOTAL OUT OF 25:	

Using the results of this self-assessment:

Each criterion has a maximum value of 5 points for “full compliance.” There are 70 criteria altogether, for a total maximum value of 350 points.

Add up the total points for your self-assessment and divide that number by 3.5 to get a score on a 100 point scale. This will give you a relative indicator of the strength of the college’s international student program.

To reveal relative strengths and weaknesses, however, it is more useful to note the score in each of the 13 sections. Relatively low scores in a section will indicate that more effort is needed to enhance the criteria in that section.