

STUDENT SERVICES PROGRAM REVIEW

INTERNATIONAL STUDENTS PROGRAM

Evaluation Team: JoAnn Busenbark, Joann Hagerty, Claudia Martin, Vince Lewis

The International Student Program (ISP) is charged with recruiting, admitting and retaining qualified international students to MPC. In addition, ISP working with other departments, makes sure our international students know how to access all the services available to them to enhance their opportunities for a successful college experience.

With a budget of over \$200,000 to recruit and serve over 200 students, staff is very active in providing students with resources for their success. International student tuition to MPC for 08-09 totaled over \$800,000. Money spent recruiting has been beneficial to the institution. Satisfaction surveys tell us students are benefiting in their educational endeavors.

SUMMARY EVALUATION: Staff has done a good job in recruitment with 32 new students enrolling at MPC in 08-09. Students are receiving the orientation to the college environment and to the Peninsula in general. ISP needs to improve development of SLO's, that are measurable, and improve their data collection. Evaluation of shorter student retention needs to be carefully looked into to determine if MPC needs to add some additional transitional services. This is a valuable program to maintaining international relations and building a positive relationship around the world.

1. **Strengths** – outreach and recruitment; personalized services to students; financial revenue to the district
2. **Challenges** – creating SLO's that are measurable; collecting meaningful data that can predict trends
3. **Trends** – increase in number of students, therefore, increase in revenue; completion rates appear to be falling, shorter retention of students; increase in number of students is burdening existing staff
4. **Goals** – continue to grow the program; improve outreach activities without expensive travel; explore the use of technology to improve services