Student Services Annual Highlights
2012-2013

Salt Lake Community College

Department Name: International Student Services

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

	2007-2008	2008-2009	2009-2010	2010-2011 (as of 6/21/2011)	2011-2012 (as of 6/25/12)	2012-2013 (as of 6/28/13)
Applications Received	474	445	444	439	505	542
Online Applications	82 (included in 474 total)	188 (included in 445 total)	206 (included in 444 total)	250 (included in 439 total)	330 (included in 505 total)	484 (89% of 542)
Sponsored and Agent referred student applications	N/A	N/A	N/A	74 (included in 439 Total)	18 (included in 505 Total)	36 (8% of all applicants) SACM, UAE, Qatar, Kuwait
I-20s issued	285	342	353	342	369	279 (51% of applicants)
Revenue Generated $75 application fee (ISS receives 61.5%, 66.6% beginning 2/10)	$30,810 ($18,948)	$27,690 ($17,029)	$26,810 $16,488)	$32,175 ($19,788)	$37,875 ($25,250)	$40,650 ($27,100) $11,500 slcc Gen fund
New Students Enrolled	197	250	247	236	260	264 (includes students on other visa types)
Tuition Economic Impact	$2,474,369 summer, fall & spring	$2,426,918 fall & spring only	*$2,691,591 fall & spring only	Not calculated	Not calculated	Not calculated
Host Family Program	7 families 3 students placed	13 families 6 students placed	38 families 15 students placed	32 families 33 students placed	33 families 18 students placed	35 families 28 students placed
Health Insurance	Not Implemented	Not Implemented	Not Implemented	N/A	764 96%students (34 not paid)	719
MMR/TB	Not Implemented	Not Implemented	Not implemented	N/A	784 98%students (13 not paid)	Tracking system Changed to Banner from excel. H&W still entering data
New Students based on recruitment	Asia Recruitment Trip Fall 2007 -2-	AACC Asia Recruitment Fairs StudyUSA website -44-	Marketing & Recruitment Outreach -47-	Sponsored students enrolled -41-	Agents/Agency -14-	Agents/ EducationUSA Advising Centers 13

Programming or Service Highlights:

- **International Diplomacy Program** - during fall semester 2012 six lead diplomats from five countries participated in the International Diplomacy program. They completed two goals:
    1. The Buddy Program – throughout fall semester the diplomats offered pre-arrival outreach to new international students arriving in January, through on-line and social media strategies.
    2. **International Education Week** November   The lead diplomats planned and successfully delivered three events:
    - Speed Diplomacy
    - International Opportunities Fair
    - International Night

    The estimated total number of participants for the International Education Week events was 250 with 175 students; 25 faculty and staff. Community attendees numbered over fifty.

- **International Student Voice Panel** – six students from an equal number of countries offered their voices to express the international student perspective and experience of attending SLCC. Throughout the panel presentation close to 100 students, faculty and staff attended representing the highest number of attendees for any of the student voice panel presentation.

- **Recruitment and Marketing:** Although **no** funds were allocated for international recruitment and marketing, our application survey data indicate 13 students in 2012 – 2013 learned about the College through overseas agents and EducationUSA Advising Centers abroad. Compared with 41 students during 2010-2011, this represents a significant 68% reduction and suggests that marketing SLCC abroad this past year. 255 or 55% of the 466 students self-reported that a family member or friend referred them to SLCC. Our webpage continues to be a strong outreach tool for enrolling international students with 18% reporting our site as their source of information about the College.

- **Three International Student Orientation offered, serving 138 new students**
    - Fall 2012 – 54 Students
    - Spring 2013 – 51 Students
    - Summer 2013 – 33 Students

- **Department Personnel:** Three new staff: two professional advisors and one support staff were hired to fulfill the variety of core services required by an international education program.

Assessment Highlights:

ISS completed Program Review in the Spring of 2012. Based on the Site Review Report International Student Services has reviewed the findings and is strategically focusing on the recommendations. We hope to achieve each suggested item in the next three to five years. In this first year following Program Review we have met the following immediate challenges:

1. The need to staff an international admissions position;
   - Funding for this position has been secured through the Informed Budget Process. After an uneven start in filling the position with a qualified staff member, we successfully hired in February 2013.
2. Adjustments to the international student health insurance program;
   - ISS has worked closely with IT and the Ascension Insurance provider to prepare a tracking system for those students needing to meet this requirement.
3. Refine the procedures for verifying immunizations for MMR and TB
   - As of June 2013, Health & Wellness is entering student immunization records on the GOAIMMU Banner screen rather than the "T" drive;
   - In the next few months ISS and H&W will meet to finalize a system and timeline for new international students to submit

In the 2013 – 2014 year, ISS will work to resolve the following recommendations:
4. The split between ESL levels I, II, III on one campus and level IV on another campus, and
5. The lack of F-1 student services on the South City Campus.

- Long range challenges:
  1. The need for SLCC to have a strategic conversation at the highest levels about a comprehensive approach to international education. This discussion should touch on the global mission of SLCC, the establishment of a global studies center or other entity to spearhead the mission, the role in that mission of ISS, study abroad, faculty exchanges, international and intercultural programming, internationalizing the curriculum, and the possibility of launching a for-profit intensive ESL institute that could generate funds to support the mission.
  2. Conclusion, SLCC is at a critical juncture in terms of the international profile of the institution. Recognition of the challenges and opportunities that lie ahead could propel SLCC to new levels of global engagement that serve the entire Salt Lake community.