

Salt Lake Community College – International Student Services

Program Review Action Plan – May 12, 2021

Goal	Action	Timeline	Progress
<p>Create an office Mission Statement</p>	<ul style="list-style-type: none"> • Assign professional staff to think about some ideas for our mission statement. • Meet as a staff to discuss our ideas. • Draft a mission statement based on staff ideas and suggestions. • Share mission statement with staff. • Post mission statement to our webpage. • Use mission statement as our reason/purpose for making decisions and moving the office forward. • Create and define list of ISS services. 	<p>July 2021</p> <p>August 2021</p> <p>September 2021</p> <p>September 2021</p> <p>September 2021</p> <p>September 2021</p> <p>October 2021</p>	
<p>Improve communication and collaboration with outside departments.</p>	<ul style="list-style-type: none"> • Create one-page handouts for Academic Advising 	<p>August 2021</p>	

	<p>that are updated yearly.</p> <ul style="list-style-type: none"> • Attend an Academic Advising staff meeting to review immigration handout each semester. • Partner with Academic Advising to request specific advisor/s to work directly with international students, like advisors for Veterans Services. • Create admissions checklist for Athletics that is updated yearly. • Meet with ODMA events and activities coordinators each semester. • Plan and schedule yearly events to collaborate with ODMA. • Meet with SLL events and activities coordinators each semester. 	<p>August 2021</p> <p>October 2021</p> <p>October 2021</p> <p>September 2021</p> <p>September 2021</p> <p>September 2021</p>	
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	<ul style="list-style-type: none"> • Plan and schedule yearly events to collaborate with SLL. • Advertise and invite international students to participate in events and activities that include domestic students. • Meet with Maria Ammar in ESL to discuss ESL placement process. • Create standardized ESL placement process for international students. • Meet with OSS to discuss ways to compliment and assist each other on a yearly basis. • Implement items from meetings with OSS to improve and update international orientation efforts. • Improve first semester registration with standardized list of classes that can be 	<p>September 2021</p> <p>September 2021 Ongoing</p> <p>November 2021</p> <p>December 2021</p> <p>February 2022</p> <p>April 2022</p> <p>July 2022</p>	
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	<p>sent to students through working with Academic Advising and OSS.</p>		
<p>Improve office cohesiveness, communication, and cooperation.</p>	<ul style="list-style-type: none"> • Continue regular staff one on one meetings. • Continue bi-monthly staff meetings. • Continue recognizing staff members' birthdays. • Create a weekly check-in process involving all staff members. • Encourage and assign staff to attend professional development trainings. • Maintain and model office values of compassion, forgiveness, kindness, and respect. • Hold an annual staff retreat. • Encourage staff to schedule time to manage workload and 	<p>July 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2022 Ongoing</p> <p>July 2021 Ongoing</p>	

	<p>personal wellbeing and mental health.</p> <ul style="list-style-type: none"> • Encourage staff to ask clarifying questions and avoid assumptions. • Review and update staff job descriptions. • Review and update office areas' procedure manuals. • Review and update staff workflow processes and staff roles, duties, and responsibilities. • Create simplified Admissions checklist. • Review and update staff structure and organization. • Implement cross training for advisor positions. • Have staff participate in trust, communication, and teambuilding activities. 	<p>July 2021 Ongoing</p> <p>November 2021</p> <p>February 2022</p> <p>September 2021 Ongoing</p> <p>December 2021</p> <p>September 2021 Ongoing</p> <p>July 2021 Ongoing</p> <p>July 2022</p>	
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	<ul style="list-style-type: none"> • Implement use of MySuccess for all advisors/staff. • Provide training of MySuccess for all advisors/staff. • Create standard method for scheduling appointments through MySuccess for all advisors/staff. • Continue to protect the College's ability to admit international students through maintaining immigration protocols. • Provide professional development opportunities for staff members through College, State, and National organizations. 	<p>August 2021</p> <p>August 2021</p> <p>August 2021</p> <p>July 2021 Ongoing</p> <p>April 2022 Ongoing</p>	
<p>Improve and continue international recruitment efforts</p>	<ul style="list-style-type: none"> • Request continued funding for India recruitment with SimplED. • Request funding to support other 	<p>July 2021 Ongoing</p> <p>February 2022</p>	

	<p>international recruitment efforts including travel tours.</p> <ul style="list-style-type: none"> • Encourage the VP of Student Affairs to prioritize funding with Development Office to create scholarships for international students. • Reorganize department budget to include funding for international recruitment efforts. • Request funding to support the creation of new partnerships with other international recruitment agents/organizations. • Review and update department tuition and student fee structure. 	<p>March 2022</p> <p>September 2021</p> <p>February 2022</p> <p>July 2021 Ongoing</p>	
<p>Needs from College: Prioritizing the benefit of hosting international students on the campus.</p>	<ul style="list-style-type: none"> • VP needs to request priority funding for international students with Development Office for scholarships, tuition waivers, 	<p>September 2021 Ongoing</p>	

	<p>international recruitment, economic need, etc.</p> <ul style="list-style-type: none"> • AVP needs to follow up with VP regarding priority funding with Development Office for international students. • VP needs to prioritize funding for full time positions in ISS: Admin, Receptionist. • VP needs to prioritize funding full time advisor positions to E&G funding. • VP needs to prioritize restructuring of international student fees and department fee based funding. 	<p>September 2021 Ongoing</p> <p>February 2022 Ongoing</p> <p>February 2022 Ongoing</p> <p>September 2021 Ongoing</p>	