

Department Name: International Student Services

Dash Board Indicators: (Benchmark data reported in budget process.)

	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011 (as of 6/21/2011)	2011-2012 (as of 6/25/12)
Applications Received	394	474	445	444	439	505
Online Applications	74 (included in 394 total)	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)
Sponsored and Agent referred student applications	N/A	N/A	N/A	N/A	74 (included in 439 Total)	18 (included in 505 Total)
I-20s issued	247	285	342	353	342	369
Revenue Generated \$75 application fee (ISS receives 61.5%, 66.6% beginning 2/10)	\$25,610 (\$15,750)	\$30,810 (\$18,948)	\$27,690 (\$17,029)	\$26,810 \$16,488)	\$32,175 (\$19,788)	\$37,875 (\$25,250)
New Students Enrolled	164	197	250	247	236	260
Tuition Economic Impact	\$1,868,452 summer, fall & spring	\$2,474,369 summer, fall & spring	\$2,426,918 fall & spring only	*\$2,691,591 fall & spring only	Not calculated	Not calculated
Host Family Program	Approved, Not implemented	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
Health Insurance	Not Implemented	Not Implemented	Not Implemented	Not Implemented	N/A	764 96% students (34 not paid)
MMR/TB	Not Implemented	Not Implemented	Not Implemented	Not implemented	N/A	784 98% students (13 not paid)
New Students based on recruitment	Hobson's ad, not significant	Asia Recruitment Trip Fall 2007 -2-	AACC Asia Recruitment Fairs StudyUSA website -44-	Marketing & Recruitment Outreach -47-	Sponsored students enrolled -41-	Agents/Agency -14-

Programming or Service Highlights:

- Hosted the Utah Board of International Educators (UBIE) State Conference, April 2012
- Presented at both the NAFSA: Assn of International Educators National Conference, Houston, Texas, May 2012
- **Recruitment and Marketing:** Although no funds were allocated for international recruitment and marketing, our application survey data indicate 14 students in 2011 - 2012 learned about the College through recruitment and marketing methods such as EducationUSA Advising Center or agents. Compared with 98 students during 2010-2011, this is a significant reduction and reflects our not marketing SLCC abroad this past year. Fifty-seven percent of the 388 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 21% reporting our site as their source of information about the College.

- **Sponsored Student Recruitment:** Successfully connected with sponsored student programs such as the King Abdullah Scholarships funded through the Saudi Arabian Cultural Mission (SACM), Washington, DC. Pending approval of our SAT ESL Program, students will be issued a financial guarantee from the SACM to attend SLCC. Our relationship with the Congress Bundestag Program continues to provide opportunities for quality education and to foster international relationships while strengthening cooperation among nations.
- Completed Program Review
- Fully implemented international student health insurance requirement
- Fully implemented, with few pending needs, the FSAAtlas international student database
- **International Diplomacy Program**
Six scholarships were awarded to international and U.S. students for successfully contributing to the International Diplomacy Program in the areas of: the Buddy Program; New International Orientation; the International Club; International Education Week and Model United Nations
Lead Diplomat, Chris Cundey initiated the plan for the Model United Nations Club and an outline for a proposed curriculum for the Model United Nations course. Chris is working with Political Science Professor, Josh Gold.

Assessment Highlights:

- **Program Review**

On April 9, 2012 International Student Services submitted its 67 page Self-Study Report for our Program Review. ISS was a volunteer department and the fourth to complete Program Review in this inaugural year. The Self-Study process was a comprehensive venture for ISS to produce its dissertation on services, programs, successes, trials and tribulations from recruitment to graduation. On Monday and Tuesday, April 24 & 25, we conducted our Site Team visit. The three-person Site Review Team was lead by Ken Bus, Director of International Education Programs at Glendale Community College, part of the Maricopa System, Arizona, Bill Barnhart, recently retired Director of the International Center at the University of Utah and Eric Weber, SLCC AVP for Enrollment Services. During their two day visit the Team conducted interviews with faculty, staff and administrators in the School of Applied Technology and the College, along with U.S. and international students.

The Review Team's Recommendations Report was submitted in late May. International Student Services has reviewed their findings and hopes to strategically focus on these recommendations in the next three to five years. The following are those recommendations, including our long and short term objectives.

- The immediate challenges facing SLCC are;
 - the need to staff an international admissions position;
 - adjustments to the international student health insurance program;
 - refining the procedures for verifying immunizations for MMR and TB;
 - the split between ESL levels I, II, III on one campus and level IV on another campus, and
 - the lack of F-1 student services on the South City Campus.
- Long range challenges;
 - 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.
 - 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.
- **Health Insurance and Immunizations**
A new contract was negotiated with Renaissance Insurance, now Ascension for the 2012-2013 academic year. The renewal policy now covers the MMR immunizations and TB testing required by SLCC.