

SSPBT Position Request Template

Name of Requester: Nazy Galoyan

Program/Department: International Student Programs

Date Completed: January 18, 2022

Position Requested: ISP Counselor

1. How Is this position linked to the College's ICCs?

Institutional Core Competencies:

1. Communication and Expression
2. Information Literacy
3. Physical/Mental Wellness and Personal Responsibility
4. Civic Capacity for Global, Cultural, Social and Environmental Justice
5. Critical Thinking

The Institutional Core Competencies (ICCs) set standards for students in areas such as communication and information literacy, lifelong learning and reflection, critical thinking, and global/cultural/social/environmental awareness. Our vision for a third counselor would mean increasing our ability to:

Facilitate orientation and dynamic year-round programming that goes beyond basic workshops and information-giving. Programming for first year students would be based in community building and achievement of academic goals via Guided Pathways.

ICCS such as inter-cultural communication and global/cultural/social/environmental awareness are competencies that are most salient for ISP students studying abroad for the first time. An additional counselor would increase capacity to build programming for students that would foster opportunities to develop these competencies through cohort-style programming with other ISP and resident students, service learning, career development and other community building opportunities.

As we approach our new model of ISP services that will include students studying fully remotely online, we will also need another counselor to innovate ways to meet these ICCs for students who will only interact with our De Anza ISP online during their time as a De Anza student. This will require a shift in how services are provided to this new group who will be studying at De Anza fully online and from abroad.

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✓ Com & Exp ✓ Info Lit. ✓ P / M Wellness & Personal Resp. ✓ Justice ✓ C. Thinking

2. How is this position linked to the College's mission?

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. The college engages students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's Institutional Core Competencies.

"The College Mission asks that we facilitate a learning environment for students to develop in their intellect, character, leadership and social responsibility as citizens of the world. Our vision for a third counselor would mean increasing our capacity to:

Serve current F-1 students directly in 1:1 setting and meet with them throughout their time at De Anza. Currently, we are not able to meet the need of meeting with every F-1 international student to facilitate the college goals/mission for each student. Current F-1 students are a high needs population, studying in the U.S. for the first time. Many are English Learners. These students must be able to meet with counselors for extended appointment times, multiple times a quarter, and are dealing with a set of needs that can not be addressed with a one-time 30 minute appointment each quarter.

Serve a new population of "Global" students who will be studying from abroad fully remotely. We must increase capacity to support this population of students who will attend De Anza as fully remote students who never set foot on our campus. This will include creating remote learning resources for these students, increasing hours of operation to meet student needs, and providing high quality virtual services via email, videoconferencing or chat.

Innovate programs and services that we have proposed in the past but have not had the capacity or staffing to start. These include the following:

Program for first year ISP students to be part of a cohort, beginning with COUNS 5 and including other community-based activities throughout their first year at De Anza including workshops, guest speakers and field trips, Community and service learning opportunities

Peer mentorship programs including ISP and resident students

Online programming and services for our fully online "Global students" a population that is quickly growing

Partnership with multiple De Anza division and departments (VIDA, Career Services, Student Success Center, Office of Equity) to better immerse and expose ISP students to the campus services and student body

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3. How is this position linked to the College's core values?

- 1. Integrity
- 2. Innovation
- 3. Equity
- 4. Developing Human Capacity
- 5. Institutional Core Competencies
- 6. Civil Engagement for Social Justice

The College's Core Values are linked to our vision for this position in the following ways:

Integrity and Innovation –

To serve students with integrity, ISP aims to provide access to student services and programming that is high quality, well-thought out, timely, and meets the very different needs of our diverse ISP students. For years, we have not been able to provide all of these with 2 counselors serving such a high needs population. An additional counselor will provide more capacity to provide the type of services that our recruitment team markets abroad to our students and their families.

Innovation is currently happening with our Guided Pathways framework, and we will also need another counselor to support Guided Pathways work, as it comes to the forefront for ISP students, especially those who are new to De Anza and those who will be studying fully online.

Innovation will also be key for providing our Global student services. This will include understanding the current and best trends in fully online education and then having the capacity to build fully online services for students abroad – certainly an innovative step that De Anza or Foothill has not taken before.

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- ✓ Integrity
- ✓ Innovation
- ✓ Equity
- ✓ Develop HC
- ✓ ICCs
- ✓ CE for SJ

4. How will this position impact equitable outcomes for disproportionately impacted student populations (D.I.S.P) served by program/department?

- 1. Black
- 2. Foster Youth
- 3. Latinx
- 4. LGBTQI+
- 5. Native American
- 6. Pacific Islander

ISP students – Rare and unique circumstances require time and staffing. To provide equitable services, we need to meet students where they are at. Additionally, there are ISP students who do fall into 3 of these DISP groups. At this time, we have not been able to provide additional support to these students because of the lack of capacity. An additional counselor would allow us the capacity to provide additional support for ISP students who identify as Black, Latinx or LGBTQ+.

Serves to serve the needs – to meet them where they are at

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- ✓ Black
- F Youth
- ✓ Latinx
- ✓ LGBTQ+
- N American
- P Islander

5. How is this position linked to the SSPBT core priorities?

- 1. Student Equity
- 2. Access to Education
- 3. Student Retention
- 4. Student Completion

An additional counselor will support in the expansion and development of online modules of instruction to meet the needs of our ISP students and new global student population.

A better division of the total student population 1:1 need can provide the counseling team better capacity in developing support services and student interventions:

Student orientation modules

Opening more sections of counseling courses designed specifically for international students

First Year student peer mentorship

Building international student community through holding counselor facilitated listening sessions

Survey international student needs

Develop program supports based on needs

Remote learning resources and guides

Provide guided pathways support

As F-1 Visa holders, students are also limited in their ability to obtain employment in their first year of studying, and only able to apply for on campus work.

For many students studying on campus, it is their first time in the United States and first time in a learning environment taught completely in English. This makes the first year a critical time to set strong foundations towards success.

The campus itself plays a central role in their experience as a place of learning but also as a hub to safely engage and interact with their peers. All these are following the SSPBT core priorities of student equity, access to education, student retention and student completion.

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- ✓ Equity
- ✓ Access
- ✓ Retention
- ✓ Completion

6. How many years has this position request been included in program APRUs?

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The ISP Office used to have another part-time counselor who was supporting our students. With budget crises we were no longer allowed to keep part-time counseling position. We had several times in the past asked for one FTEF. In the past three years ISP Dean has been hiring a part-time counselor (REP overload) during the high pick times when counselor services are absolutely needed for our students to reassure successful transfer, program completion in addition to onboarding new students.

7. How is this position request linked to the College's Institutional Metrics?

1. Basic Skills
2. Civic Engagement
3. Career Technical Education
4. Equity
5. Funding
6. Outreach
7. Planning
8. Success and Retention
9. Transfer

Directly linked to the College Institutional Metrics:

Data shows that most of the ISP students are in ESL classes – basic skills. Also, ISP students participate in college life and De Anza student government showing civic engagement. With another counselor on the team these efforts will be more organized.

Additionally ISP students have transfer as their educational goals. Most of them transfer showing high success rate. An additional counselor will help to increase success rate and better retention rates.

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8. How will success/effectiveness be measured for this position?

Data will be captured using SARS, Argos Reports, Slate, and Open Door Reports.

9. How will this position utilize innovative/effective practices to meet program goals?

How will this position utilize innovative and effective practices to meet program goals?

International Student Programs is on the edge of drastic changes. During pandemic time we faced many changes and obstacles while serving our students in the US and while they were home in their countries. We overcame all difficulties and streamlined our operations in two-weeks' timeline. By fact, our spring orientation was on the first day when we went to lockdown. In hours we were able to convert the whole orientation with many components, assessment sessions, workshops etc. From in person to fully online.

Most importantly, because of exceptions from SEVIS we were able to open admission and registration to all students without F1 and I-20 restrictions. With that we see growth in new emerging population of students that are happy to use this opportunity and take De Anza classes from their countries. This is a new trend and new untapped market for admission for De Anza College. We want to take this momentum this trend practice of admission of foreign or Global as we call them. We are planning to be leaders in institutionalizing this practice, which is our program goal and vision.

10. Is there any additional relevant information or comments regarding this position?

1) New population of students being served -Global Students being served by the ISP Office. New counseling methods and online counseling needs to be proceeded with these students even after our return to campus

2) High need for of direct impact services to address issues specific to international students, including adjustment to the U.S. climate. There is a heavy emphasis on support for a first-year student for student support and basic understanding of the U.S. system of higher education. Equity = Meeting students where they are; we can not do that right now

Data eg: of contacts within 1 week

3) ESL students need more time in appts we cannot provide that right now

4) Work towards developing a cohort model for international students including more ESL 5 classes -- Collaboration and working w/ Guided Pathways

5) International student population are a high needs population.

Working with integrity – we can not recruit overseas and guarantee full counseling support when we can not guarantee that

Expansion of services to develop a vibrant international student community, such as mentorship programming and more capacity to oversee peer to peer support.

The counselor's role and intervention begin before student steps onto campus. Counselors are providing comprehensive advising not limited to academics, including linking to resources and basic needs (transportation, housing, navigating local community).