International Students’ Motivations for Choosing CCSF

- Low cost of CCSF – more affordable than other institutions
- Easier admission process for than other universities and colleges (essay, personal statement, etc)
- Support given to students in applying / transferring to the academic program
- The 2 + 2 system – option to do first two years of a bachelor’s degree here before transferring
- Fact that CCSF offers certificate as well as degree programs and continuing education opportunities
- CCSF offers a “second chance” to pursue academic success to students who have not succeed in the education systems in their own countries – in some countries students only get one chance to apply for college or university and there is no opportunity to retake exams or to repeat classes
- No requirement that students have complete high school makes CCSF attractive

Challenges faced by International Students

- Admission process more challenging because of language / culture barriers
- Providing original documents for school transcripts difficult for students from countries where they are only issued one certificate / diploma and copies are impossible to get from institutions
- Some students are confused about requirements and where to ask for help
- Support needed in terms of immigration advice, travel advice
- Some instructors may not understand needs of international students (urgent travel for example)
- Housing is challenging in San Francisco
- Not mandating health insurance for International Students (unlike most California Institutions means that it is more costly (than if CCSF mandated health insurance and made group discounts possible)

Possible Solutions

- Mandate health insurance and offer group discount for international students
- Consider contracts with housing providers – e.g. new development on Ocean Avenue
- Better communication between departments serving international students
- Clearer information to students, including use of PowerPoint presentations at orientations, for example, to make information more accessible for international students and easier to retain
- Making it easier for international students to obtain F1 visas by
  - year round processing of I 20s
  - sending out I 20s early to allow students sufficient time to make embassy appointments for visas
more personalized information on I 20s related to students’ study plans which makes it more likely that visas will be granted

- offering DHL, rush processing
- support when students have Port of Entry problems

- Putting a ‘suggestions box’ in C212 for International Students to make anonymous suggestions and comments

Deans’ Meeting on International Education’s Delivery System
October 23, 2010
Deans: Lindy McKnight, MaryLou Leyba, Rose Marie Roberson

- Agree on the need for better communication between departments
- Agree on the need for everyone to understand the role and the responsibilities of different departments and individuals
- Need for mutual respect and professionalism in oral and written communications
- Areas of concern to be brought to the attention of Dean Rose Marie Roberson who will take matters up with the appropriate Dean

Recommendations from the meeting between Deans of Int’l Ed, Counseling, Admissions and Records:

- Professional development in the areas of cross training to understand and support compliance and accountability levels for all positions in Int. Ed., across divisions.
- Communication and Problem Solving Skills training
- Presentation skills training
- Holding regular meetings will ensure the opportunity to identify and address ongoing communication as well as ensuring follow up and adequate planning time.
- The development of a master calendar was also identified by both groups as essential to the overall effectiveness of the entire International Education team.
- Early Budget Planning to include summer school activities, student aid compensation, overload hours for counselors and outreach

Action/Follow Up

- Equity Task Force needs report on International Admissions – a board hearing is scheduled
- Dean Marylou Leyba will share and update A&R manual with Dean RMR. Information for student holds will also be outlined.
- Dean Marylou Leyba to communicate dates for Orientation and Registration to Int’l Ed and Counseling Deans

Report prepared with input from:
RMR, JH, BC, CP, HS, CC, ML, LM, CO