

**Name of Assessment Project:** Compiled English Language & Academic Support Programs 2014-2015

**Name(s) of Person(s) Responsible for Assessment Project:** Out of State & International Student Outreach Coordinator (Shawna Held)

Out of State and International Student Outreach Coordinator (Shawn Fore)

**Email Address:** sfore@ucsd.edu; sheld@ucsd.edu

**Phone Number:** (858) 822-6978; (858) 534-3895

**Other Contacts:** Sixth College

**Providing Department:**

**Other**

**Units/Departments**

**Involved in**

**Assessment Project:**

**Program, Service, or Event Related to Assessment Project:** **Department:** Outreach Coordinators for International and Out-Of-State Students

**Department Contacts:** Shawn Fore Fawcett (Sixth, Warren, and Revelle Colleges)

Shawna Held (Muir, Marshall, and Roosevelt Colleges)

#### **Department Overview:**

As the number of out-of-state and international students increases, UC San Diego has adopted new initiatives to meet the unique needs of these student populations and increase student satisfaction. The Outreach Coordinator Department works in the colleges to assist non-resident students with transition to UC San Diego and helps these students get acclimated to campus life and California culture. The focus is on international and out-of-state students, but the Outreach Coordinators also outreach to California students as well to create campus community and give students the opportunity to meet others from diverse cultures and backgrounds.

The Outreach Coordinators conduct student needs assessments and provide support through outreach, advocacy, marketing and introducing campus resources to students. They also implement campus wide and college programming and events to connect non-resident students with each other, increase interactions between domestic non-resident students, and introduce non-resident students to the local San Diego and greater California regions. Housed in the colleges, Shawn Fore is responsible for Sixth, Revelle, and Warren Colleges and Shawna Held is responsible for Marshall, Muir, and Roosevelt Colleges. The following report is an overview highlighting the English Language & Academic Support programs and assessments implemented by the Outreach Coordinator Department for the 2014-2015 school year.

#### **Department Mission:**

Through programs and events, the Outreach Coordinator Department will support international and out-of-state students to engage in the UC San Diego campus, acclimate to American and California culture, connect with other UCSD students, and utilize university resources.

#### **Department Outcomes:**

As a result of participating in Outreach Coordinator programs directed toward out-of-state and international student populations, students will be able to:

1. Report an increase in student satisfaction and a sense of belonging to UC San Diego
2. Report an increase in awareness and feelings of connectedness to American/Californian culture
3. Report an increase in awareness and understanding of various cultures
4. Become aware of campus resources that are here to support their co-curricular success and development
5. Report making a connection with other UC San Diego students
  1. *Out-Of-State Students:* Name a student within their home state or region and a California resident student.
  2. *International Students:* Name a student within their home country or region and an American student.
6. Discover San Diego by exploring areas outside of UC San Diego

#### **Events Summary:**

Most international and out-of-state students come to UC San Diego to engage in educational opportunities and also to

expand their knowledge through diverse experiences. Since non-resident students are coming from varying cultures, educational systems, and potentially speaking different languages, they often struggle with English language interactions, writing-focused courses, and pursuing academic options. In addition, non-resident students pay high out-of-state fees on top of tuition and must follow strict governmental and UC-implemented guidelines when seeking California residency and changing a non-resident classification. In order to address these challenges, the Outreach Coordinators implemented several English Language and Academic Support programs in 2014-2015 to assist international and out-of-state students with adjusting to the UC San Diego educational system, writing courses, and pursuing academic opportunities.

#### **English Language & Academic Support Events:**

- Residency & Scholarship Workshops (2)
- Summer Opportunities Workshop
- 4-Year Planning Workshop
- SDCC Writing Workshops (2)

**English Language & Academic Support Program Collaborations:** Academic Internship Program (AIP), Summer Session, International Center, Registrar, Financial Aid, Academic Advising, SDCC, Writing Center, Academic Integrity, and OASIS

#### **English Language & Academic Support Programs Program and Assessment Data:**

6 English Language & Academic Support Events with Learning Outcomes and Assessments

211 Total Students Served

Assessment Response Rate = 97%

- 126 International Non-Residents
  - 4% of all international non-resident students in 2014-2015
- 49 Domestic Non-Residents
  - 5% of all domestic non-resident students in 2014-2015
- 37 California Residents

**Assessment Project Description:** The objective of the assessments for each event was to compile a comprehensive satisfaction review and benefits of the overall English Language & Academic Support programs implemented in 2014-2015 by the Outreach Coordinator Department. Students were given the opportunity to anonymously express their satisfaction with each individual English Language & Academic Support event. The evaluation requested demographic information of each student, event satisfaction rating, increased awareness of campus resources, increased knowledge, connection to other students, event recommendation, and free response from students on what they liked/did not like from event.

The Outreach Coordinators distributed hardcopies of the assessment instrument at the end of each English Language & Academic Support program. Data from all paper assessments were uploaded manually to Excel. The results of the compiled assessment data were used to determine the value of the overall English Language & Academic Support programs and to make improvements to each program for the upcoming quarters.

#### **The main purpose of the assessment project was to assess:**

- Number of participants attending English Language & Academic Support Programs
- Benefit of participation in events (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
- If students would attend other similar academic-related events in the future
- If programs/events allowed students to connect with other students from their home state, country, or region
- Students satisfaction with English Language & Academic Support Programs

**Unit/Program Specific Goals and Learning Outcomes:** As a result of participating in English Language & Academic Support Programs, students will be able to:

- Increase knowledge of academic options available for non-resident students (Residency requirements, Scholarships, Summer Options, etc.)
- Become aware of campus resources that are here to support their co-curricular success and development
- Report an increase in their sense of belonging to UC San Diego
- Connect with other students from their home state, country, or region

**Relationship to Student Affairs** Think Critically and Solve Problems, Communicate Effectively, Advance a Plan for Personal, Academic, and Professional Success, Lead in a Diverse Global Society, Engage in a Healthy Lifestyle, Promote Social Justice and Community

**Learning Outcomes:** Responsibility

**Assessment Project Start:** 10/1/2014

**Assessment Project End:** 6/12/2015

**Population/Sample:** 211 students attended English Language & Academic Support programs throughout 2014-2015. 204 attendees completed the assessment providing a 97% response rate. Participants consisted of a range of residency statuses – out-of-state students, international students, and California resident students. All UC San Diego colleges and all levels of the student body were represented.

**Type of Assessment:** Satisfaction study

**Other Assessment Type(s):**

**Assessment Methods:** Surveys

**Other Assessment Method(s):**

**Data Collection Tools:** Hard-copies of the survey were distributed at the end of each Cross-Cultural Adjustment & Integration event by the Outreach Coordinators. Students were given the opportunity to anonymously express their satisfaction with the each Cross-Cultural Adjustment & Integration event. The evaluation requested demographic information of student, satisfaction rating, and free response from students on what they liked/did not like from each event.

**Data Analysis Methods:** Data from all paper assessment were compiled and uploaded manually to Excel by Outreach Coordinators.

**How Your Results Will Be Presented:** The results of this assessment were used by Outreach Coordinators to improve culturally-focused programs for the following

quarter based on student feedback. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee.

**Progress:** 100%

**Link Assessment Project in Campus Labs Baseline :**

**Name**

**Source**

No items to display.

**Summary of Findings:** The main purpose of the English Language & Academic Support Program assessment project was to assess the following based on the program specific goals. The compiled annual data provided the following results:

- Participant demographic information
  - 211 student participants
    - 60% of attendees were International students
    - 23% of attendees were Out-Of-State students
    - 18% of attendees were California resident students
    - Assessment Response Rate = 97%
  - All six colleges represented
  - Students from every grade level represented
- Benefits of participation in event (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
  - 79% of participants agreed or strongly agreed they gained a better understanding of academic options available for non-resident students (Residency requirements, Scholarships, Summer Options, etc.)
  - 79% of participants agreed or strongly agreed they felt an increased awareness of campus resources to assist with English language and academic support
  - 57% of participants reported an increase in their sense of belonging to UCSD
- If students would attend other similar academic-related events in the future
  - 90% of participants were satisfied (or higher) with English Language & Academic Support programs
  - 70% of participants stated they would recommend a similar academic-related event to a friend
- If program/event allowed students to connect with other students from their home state, country, or region
  - 84% of participants met at least 1 new person at each series event
    - 57% of participants were able to connect with international students
    - 49% of participants were able to connect with out-of-state students
    - 41% of participants were able to connect with California-resident students

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**Impact of Assessment:** The assessment results were viewed by the Outreach Coordinators for International and Out-Of-State Students along with various campus partner collaborations. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee. The findings were used to:

- Improve the academic-related programs for the following quarter based on student feedback
- Increase awareness and advertising of English Language & Academic Support and community-building programs among UCSD students to increase participation

**Lessons Learned:** The assessment results identified key findings of student satisfaction, benefit of participation in event, and student interest in attending similar English Language & Academic Support events in the future. Attendance for English Language & Academic Support events was fairly consistent, but attendance could have been increased by additional outreach and also holding sessions on a regular schedule.

The assessments provided valuable insight into student's perception of the academic-related programs. For future English Language & Academic Support programs, the Outreach Coordinators plan to continue to be strict on having participants complete the assessment at the end of each event in order to maintain a high response rate. The Outreach Coordinators will also enhance marketing efforts to outreach to international, Out-Of-State, and California-resident students to increase attendance as a whole. All UCSD students can benefit from academic resources and support.

The assessments provided a high response rate from participants, indicating that students were satisfied with the event and were interested in attending future academic-related events in the future for additional support. For future academic-focused programs, the Outreach Coordinators also plan to ask additional survey questions that will identify what specific knowledge and/or skills were learned from attending. This information will help the Outreach Coordinators identify how they can improve programs or adjust the event structure for the future. Surveys will be implemented for future academic-focused events and compared with these existing findings.

Overall since satisfaction levels, increase in sense of belonging, and percentages of students meeting others were all high, the Outreach Coordinators plan to continue the English Language & Academic Support programs in the following quarters. Emphasis will be placed on how attending academic support programs are beneficial to student's success, thus translating to students reporting a higher sense of belonging to UCSD after attending events.

**Supplemental  
Information:**

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