

# Bergen Community College

## ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

**Assessment Period:** 2014-2016

**AES Department:** International Student Center

**Department Head:** Kate Plessing-Brunetto

**Department Assessment Liaison:** Ilene Kleinman

**Date Submitted:** 2/18/2015 and 12/8/2015

**Mission/goal statement or description of the Department:**

- ❖ The mission of The International Student Center (ISC) at Bergen Community College is to give international students the tools they need to achieve their academic and personal goals at Bergen and beyond.
- ❖ The ISC is devoted to advocating for international students on campus, providing quality academic and immigration counseling, and ensuring compliance with federal regulations governing F-1 visa holders.
- ❖ The ISC promotes campus-wide internationalization through educational and cross-cultural programming as well as through the recruitment of a diverse international student body.

❖ **Department's Core Objectives/Outcomes:**

- Create a fully online Optional Practical Training (OPT) workshop. The purpose of this workshop is for students to learn about OPT and how to file for this employment benefit. An online workshop would eliminate the need for students to come onto campus, would allow students to review the information at their own pace and would eliminate the need for our sole international counselor to conduct lengthy in person workshops.
- Increase the number of F-1 students participating in paid and unpaid internships. These internships are referred to as Curricular Practical Trainings (CPT).
- **\*Assess the effectiveness of the New International Student Orientation and make necessary changes to increase student satisfaction.**

### SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

**1. Department's Goal(s) or Outcome(s) to be assessed (from the above section):**

*\*The ISC will assess the effectiveness of our New International Student Orientation model. The purpose of our orientation is to help students assimilate not only to Bergen Community College but also to their new home in the United States.*

*The College currently enrolls 526 F-1 visa holders. On average, we enroll 153 new F-1 students every Fall semester and 110 every Spring semester.*

Semester	Number of New F-1's in attendance at orientation	Total # of newly Enrolled F-1's (after tenth day)	Percentage of newly enrolled F-1's in attendance at orientation
Spring 2013	86	116	74%
Fall 2013	118	154	77%
Spring 2014	63	98	64%
Fall 2014	82	152	54%
Spring 2015	64	114	56%
Fall 2015	101	170	59%

**2. Means of Assessment:**

- A survey will be sent to those students who attended the New International Student Orientation to assess the effectiveness of the sessions and to learn what the ISC can include in future orientations.
- Focus group: The ISC will conduct 2 focus groups within a month of the New International Student Orientation. The intention is to assess student's satisfaction with orientation and to determine the effectiveness of the individual sessions. Focus groups will be conducted in September and October, 2015.

*\*Note- the focus groups were conducted within two months of the orientation as part of an "orientation debrief", however the survey wasn't sent until November. This occurred because the Director of the office was out until September (maternity leave) and the staff member responsible for sending this was on a lecturer line and was not renewed. The office staff didn't realize that they were supposed to send the survey.*

▪▪▪**Feedback from Vice President:**

**SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE**

**3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.**

Survey is below. The survey will be sent the day after orientation and re-sent to non- responders a week later. We would like to use Survey Monkey so the data will be presented to us in an organized and clear manner.

Thank you for attending the New International Student Orientation!  
Please take a few minutes to complete this survey.

## Orientation Survey

### 1) Which best describes you:

- I am transferring my F-1 status from another US institution to BCC.
- I entered the USA as an initial student with an I-20 issued by BCC.
- I changed my status to F-1 with BCC

### 2) Which best describes you:

- I will be taking English as a Second Language classes at BCC
- I will be taking College Level Courses at BCC

### 3) How helpful was the F-1 Visa Rules and Regulations session?

- 1 Low
- 2
- 3
- 4
- 5 High

### 4) Did you find the materials (handouts) and presentations were helpful to you?

- 1 Low
- 2
- 3
- 4
- 5 High

### 5) Did you find the campus tour to be helpful?

- 1 Low
- 2
- 3
- 4
- 5 High

### 6) Was the Information Fair helpful to you?

- 1 Low
- 2
- 3
- 4
- 5 High

On a scale of 1-5, please rate the overall quality of this orientation.

- 1 Low
- 2
- 3
- 4
- 5 High

7) What part of the orientation was your favorite?

8) What part of the orientation was your least favorite?

9) What else would you like to see included in future orientations?

10) Additional comments would be much appreciated.

### 3B. Desired results department and Vice President would like to see.

The ISC would like to understand if the orientation model needs to be adjusted to better serve this population. The focus group will allow the ISC staff to ask follow up questions and hear personal experiences of those who attended.

#### Feedback from CIE:

### SEMESTER 3: COLLECTING AND ANALYZING DATA

#### 4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

See attached summary of survey monkey results and focus group meetings.

#### 5. Recommendations for Improvement:

- Arrange for better signage the day of orientation. This includes having signs directing people to the actual event and giving students maps at orientation.
- Invite the Athletics Dept and Student Life to present at orientation in addition to hosting a table at the Info Fair Ask them to bring pamphlets, coaches, student athletes, calendars of events and give aways.
- Improve the campus tour by bringing students to athletics and student life.
- Offer translated materials to students.

#### Feedback from Vice President:

# SURVEY RESULTS

PAGE 1

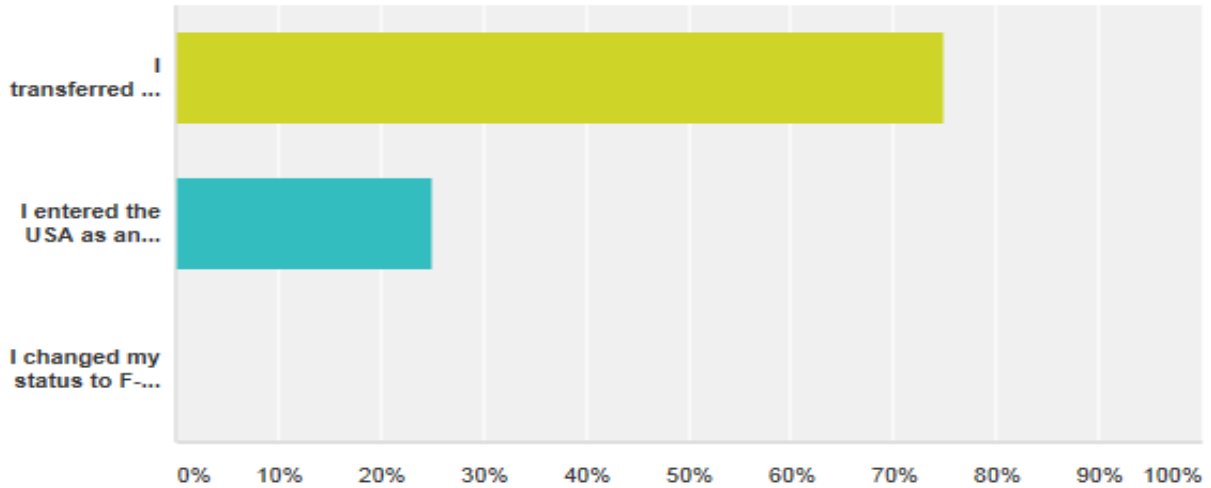
Q1

Customize

Export ▼

## Which best describes you?

Answered: 24 Skipped: 0



Answer Choices	Responses
▼ I transferred my F-1 status from another US institution to BCC	75.00% 18
▼ I entered the USA as an initial student with an I-20 issued by BCC	25.00% 6
▼ I changed my status to F-1 with BCC.	0.00% 0
Total	24

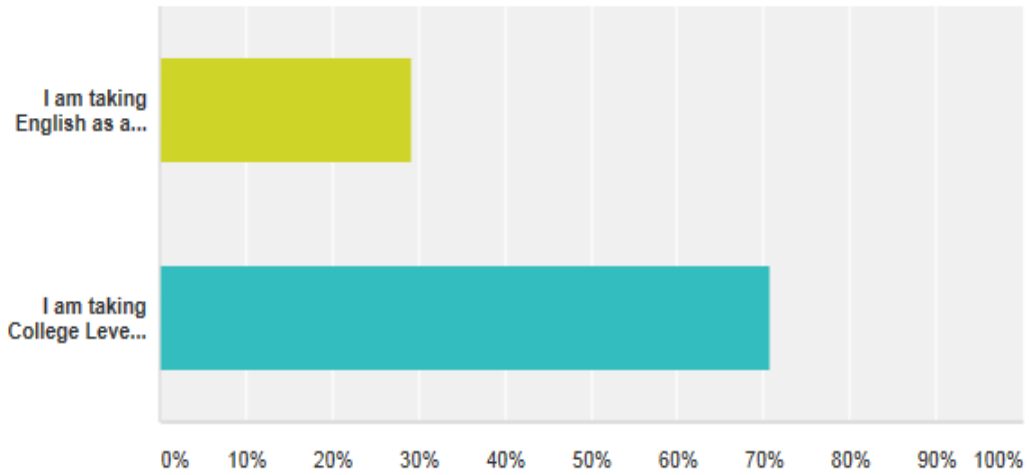
Q2

Customize

Export ▾

### Which best describes you?

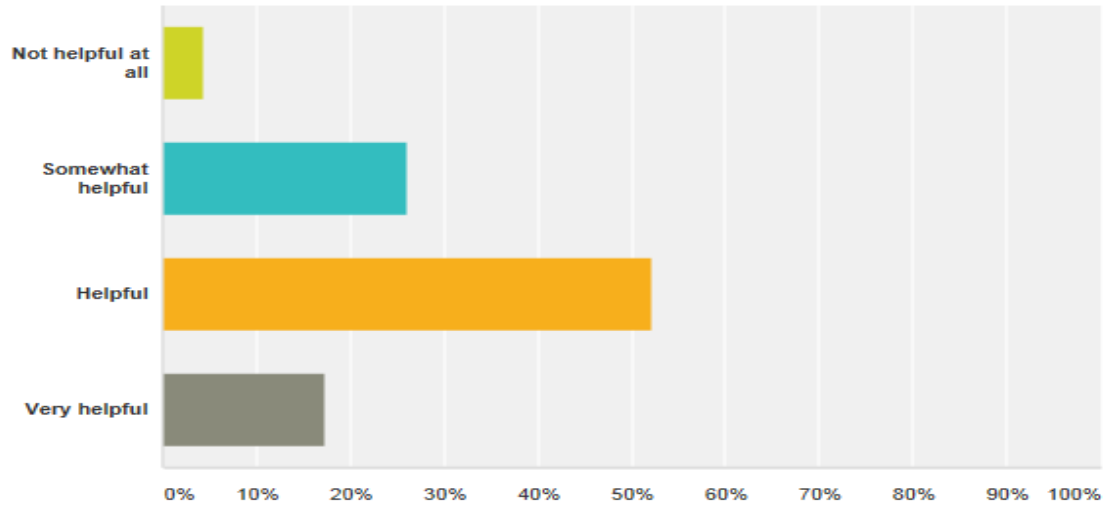
Answered: 24 Skipped: 0



Answer Choices	Responses
▾ I am taking English as a Second Language classes at BCC	29.17% 7
▾ I am taking College Level Courses at BCC	70.83% 17
Total	24

### How helpful was the F-1 Visa Rules and Regulations session?

Answered: 23 Skipped: 1



Answer Choices	Responses
Not helpful at all	4.35% 1
Somewhat helpful	26.09% 6
Helpful	52.17% 12
Very helpful	17.39% 4
Total	23

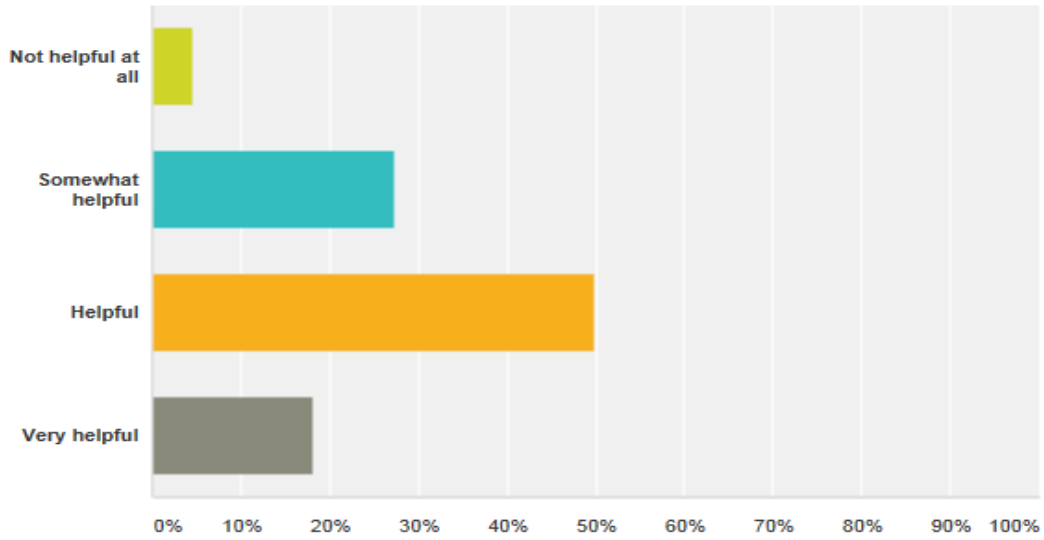
Q4

Customize

Export

### Did you find the materials (handouts) and presentations were helpful to you?

Answered: 22 Skipped: 2



Answer Choices	Responses
Not helpful at all	4.55% 1
Somewhat helpful	27.27% 6
Helpful	50.00% 11
Very helpful	18.18% 4
Total	22



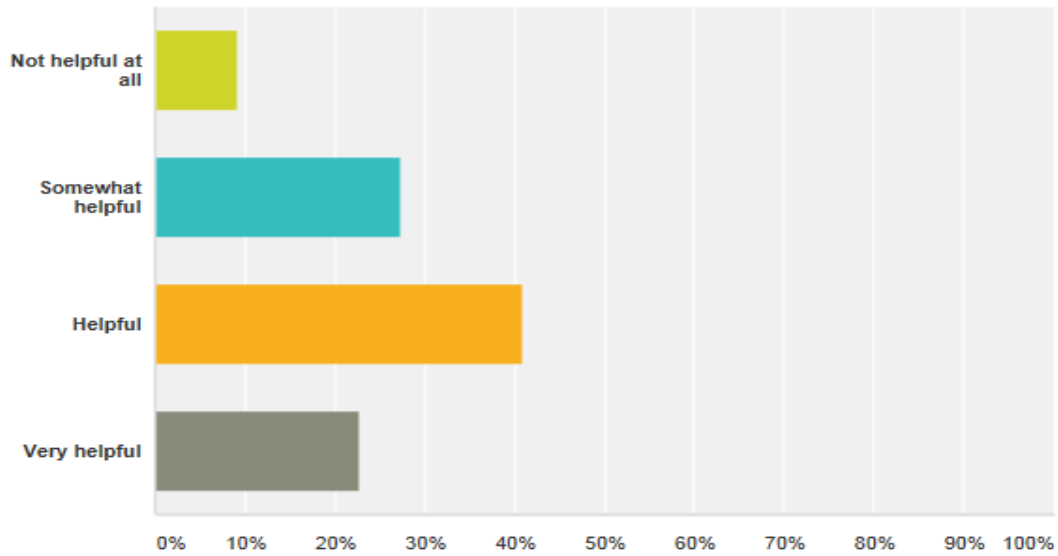
Q5

Customize

Export

### Did you find the campus tour to be helpful?

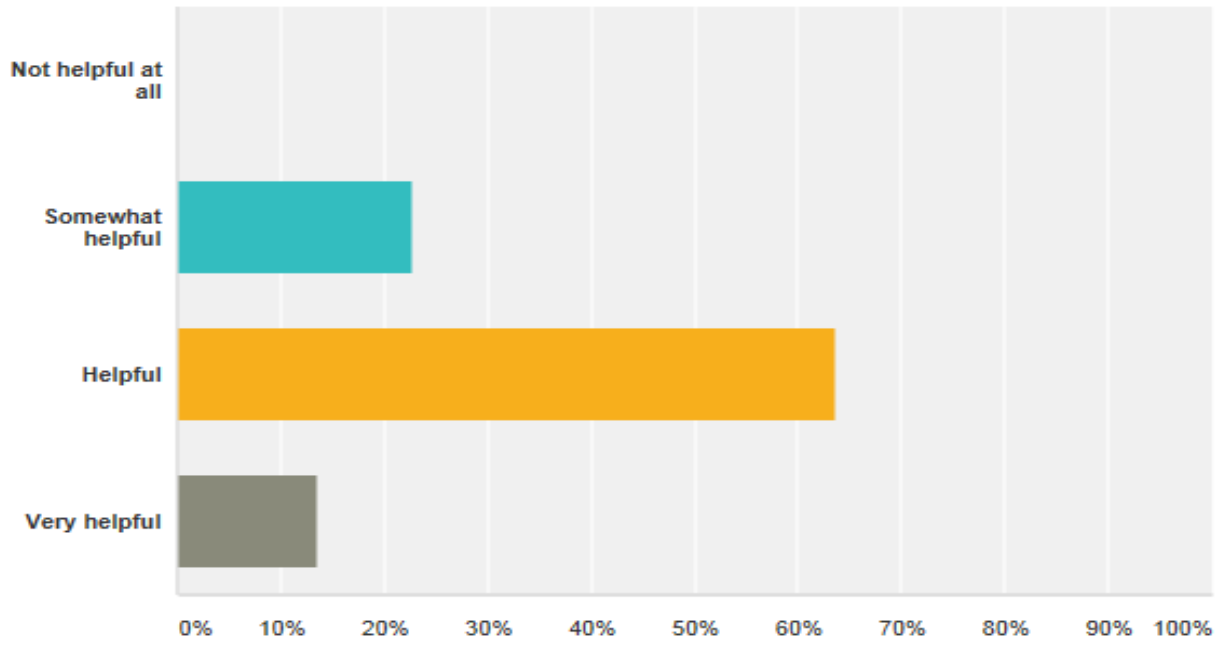
Answered: 22 Skipped: 2



Answer Choices	Responses
Not helpful at all	9.09% 2
Somewhat helpful	27.27% 6
Helpful	40.91% 9
Very helpful	22.73% 5
Total	22

**Was the Information Fair helpful to you?  
 (This was the part of orientation when you met with representatives from College departments like the Library, Tutoring, the Career Center, etc)**

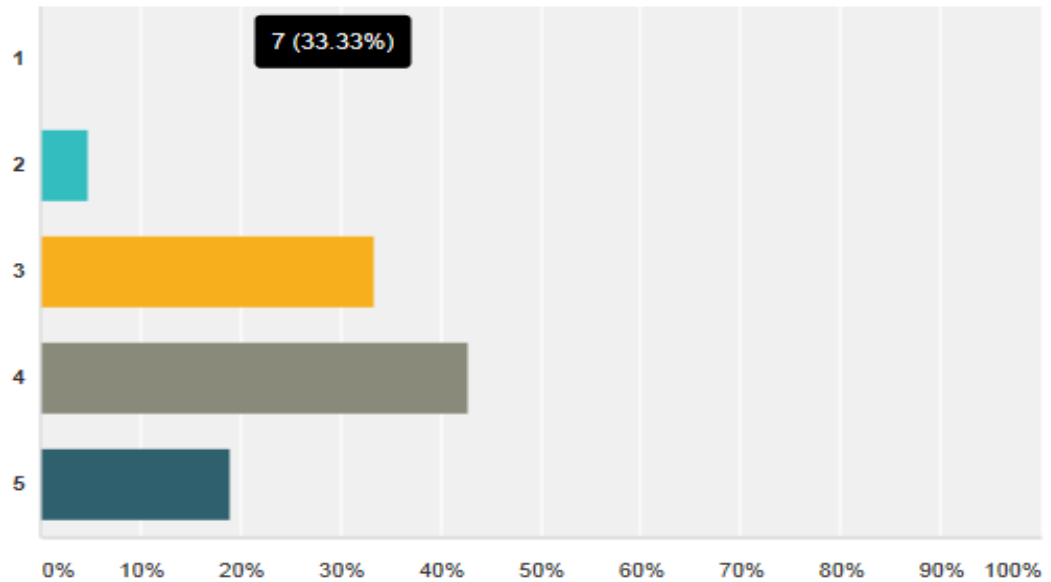
Answered: 22 Skipped: 2



Answer Choices	Responses
Not helpful at all	0.00% 0
Somewhat helpful	22.73% 5
Helpful	63.64% 14
Very helpful	13.64% 3
Total	22

On a scale of 1-5, with 1 being the lowest quality and 5 being the highest quality, please rate the overall quality of this orientation.

Answered: 21 Skipped: 3



Answer Choices	Responses
1	0.00% 0
2	4.76% 1
3	33.33% 7
4	42.86% 9
5	19.05% 4
Total	21

# What part of the orientation was your favorite?

Answered: 10 Skipped: 14

● Responses (10)

☁ Text Analysis

📁 My Categories

## PRO FEATURE

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Showing 10 responses

speeches

12/7/2015 7:35 PM

[View respondent's answers](#)

campus tour and information fair

12/7/2015 11:00 AM

[View respondent's answers](#)

Visa status

12/7/2015 9:42 AM

[View respondent's answers](#)

Talk to clubs teacher

12/7/2015 9:34 AM

[View respondent's answers](#)

I got free T-shirt which I felt like a part of Bergen and also meeting other students.

12/6/2015 6:34 PM

[View respondent's answers](#)

Getting to meet other international students who were already at BCC and the Campus Tour, too

12/6/2015 9:42 AM

[View respondent's answers](#)

The campus tour

12/6/2015 12:26 AM

[View respondent's answers](#)

None. It's not organize. And they do not talk much about activities we can find at Bergen. I understand students are there for school, but outside of classes or school what does the school give/propose them. I mean, we can present the different types of clubs, SPORTS we have by inviting some of the coaches to come and give more details about tryouts, divisions, advantages. Also, the school can provide TRANSLATORS because trust there are many students who don't understand when you talk...

12/4/2015 6:37 PM

[View respondent's answers](#)

The info fair was good

12/4/2015 4:41 PM

[View respondent's answers](#)

The food!

12/4/2015 4:39 PM

[View respondent's answers](#)

# What part of the orientation was your least favorite?

Answered: 11 Skipped: 13

● Responses (11)

Text Analysis

My Categories

## PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

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Showing 11 responses

snacks

12/7/2015 7:37 PM

[View respondent's answers](#)

waiting time

12/7/2015 11:00 AM

[View respondent's answers](#)

Tour

12/7/2015 9:42 AM

[View respondent's answers](#)

None

12/6/2015 6:35 PM

[View respondent's answers](#)

The beginning was kind of boring

12/6/2015 12:27 AM

[View respondent's answers](#)

no idea

12/5/2015 1:58 PM

[View respondent's answers](#)

Almost everything. The first semester of a freshman is really difficult, a smile is not enough... when we make the tour of the campus, go to the sport department too. Invite people from different sports and clubs to come and talk about their experiences and also talk about differe campuses. Bergen is HUGE and the time for them

12/5/2015 1:58 PM

[View respondent's answers](#)

Almost everything. The first semester of a freshman is really difficult, a smile is not enough... when we make the tour of the campus, go to the sport department too. Invite people from different sports and clubs to come and talk about their experiences and also talk about differe campuses. Bergen is HUGE and the time for them to know all they'll graduate and will live with Yes a good diploma, but a bad experience... let's make a difference!

12/4/2015 6:43 PM

[View respondent's answers](#)

tour

12/4/2015 6:33 PM

[View respondent's answers](#)

The survey is being processed after over three months so I do not really remember about orientation that is my least favorite.

12/4/2015 5:32 PM

[View respondent's answers](#)

It was good.

12/4/2015 4:41 PM

[View respondent's answers](#)

I liked it all.

12/4/2015 4:39 PM

[View respondent's answers](#)

## What else would you like to see included in future orientations? Please feel free to add any general comments you may have about orientation.

Answered: 8 Skipped: 16

● Responses (8)

☁ Text Analysis

📁 My Categories

### PRO FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

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Showing 8 responses

more snacks

12/7/2015 7:38 PM

[View respondent's answers](#)

Service student to get the student ID on the day. Showing how to use moodle.

12/6/2015 6:37 PM

[View respondent's answers](#)

More clubs, te students the benefits of the F1 visa

12/6/2015 12:27 AM

[View respondent's answers](#)

no idea

12/5/2015 1:58 PM

[View respondent's answers](#)

We can have contests, a small party at the end. And why does it have to be so early? OMG! 5PM or 6PM. Sports, clubs, committees, student life, public safety, technology all of those parts of the school must be present...

12/4/2015 6:48 PM

[View respondent's answers](#)

nothing special

12/4/2015 6:33 PM

[View respondent's answers](#)

Maybe some info on getting jobs

Maybe some info on getting jobs

12/4/2015 4:42 PM

[View respondent's answers](#)

It would be nice if we could have a chance to meet more students.

12/4/2015 4:40 PM

[View respondent's answers](#)

**FOCUS GROUP: International Student Orientation**

October 21 and 23, 2015

**In Attendance (Staff):**

Mine Ugurlu, Irene Smith, Kate Plessing-Brunetto

**Students:**

Vivian Lee, Mital Patel, Joanna Wrona, Ben Park (10/21)

Yilmaz Toukey, Jina Wang, Hasan Kozal, (10/23)

**How did you first hear about BCC? Where?**

FDU – Was ESL student. Saw that a lot of the students transferred to BCC and tuition was cheaper, by word of mouth.

Started with an internet search and started emailing with Patricia in the ISC office.

Student was here a year and her brother said that Bergen was a good school to improve her English skills. She felt comfortable coming here and went through the ALP program.

“Word of mouth”

“My dad’s friend went here in the 80’s”

**What made you decide to come to BCC?**

“My Brother”

“Financial reasons”, “my cousin”

“Opportunities to transfer”

**Did you enjoy orientation? What did you like best? Least?**

“It was really nice to meet people who work at the College”

“The food was good and it was nice to have coffee”

“The paperwork that we got was helpful to me but only as a reminder because I am F-1 already so I knew a lot of it”

“I had a hard time finding the room, I needed a map and signs”

“I wish we got some giveaways with the Bergen name”

**Tell us about your experience applying to / registering at BCC.**

“It was easy because I did a lot via email”

“The orientation was good because I hadn’t registered at the end the lady told us to register if we haven’t already”

“Didn’t know what to do. Didn’t get exact information on transferring credits from overseas college or where to go. Too many steps. Took six months to transfer credits from Iran.”

“You should have a workshop / seminar for new students on registration. Tutoring students how to register.”

**Is there anything about BCC you wished you knew before you came?**

Pounds gained – cafeteria

Didn’t know about the arts/music—Advertising events more in different places.

Student Life needs to advertise events more

I didn’t know about sports and I wish I knew.

I didn’t know I could transfer to a 4 year school after this.

**Think about the orientation, what else should we do during orientation?**

No power point presentation- boring

Quick-fun – Video showing BCC and then a talk by students, PTK, etc,  
Show you-Tube- a Day in the Life of a Bergen Student video– they do this at other colleges; they show academics, sports, events, etc.

“Add in some stats on how many students transferred out and to where Successful students who transferred from Bergen to good schools”

“We need steps on how to register for classes”

“Maybe we could do an activity at night”  
“Shopping”

**Was the orientation too long? Too short?**

General consensus: good timing because people need to get things done (testing / registering/ buy books) after the orientation.

**Was the campus tour helpful?**

Yes. One student said they would have liked it to be longer.

“It would be good to spend more time in Ender Hall because my classes are there and I didn’t know where to go.”

“The tour helped me to see the building and get used to it.”

Was the “I Team” (current international students who volunteer at orientation) helpful?

“Yes. They spoke Korean so it made my life easy on that day”

“They were so nice and gave me their cell phone number so I could text them with my question”

“I want to help at the next orientation if I Know the school well enough”

**MISC comments:**



“We need more space to study. We need a Lay back area to be comfortable to study (lounge), casual place to study and plug in to charge laptops and phones”

“We need to know what everyone does” (different departments)

Better communications between offices

Student’s friend didn’t come because she was sent all over and felt she didn’t get helped the way she should so she went elsewhere.

Stressful if you come with a child and ran from office to office. Should write down who to see and room number / location to find person.

Signage and maps are badly needed -- Name of department and what they do

Master poster at beginning of registration with: Room numbers, Offices, Office hours, maybe a picture of the person/ department/ room number, what they do

### **If you had to tell us your favorite thing about BCC- what would it be?**

Parking – Free, some schools charge

Teachers

Student Life – Events / Activities

“The people in the ISC are helping us”

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## **SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE**

### **6. Use of Results**

**The International Student Center values the responses from the post orientation survey. The staff was interested in how to better understand the needs of this special population and how to make the most of our time with the group. After analyzing our data, we have made the following changes to our orientation program:**

- **A project initiation request has been sent to Public Relations for orientation signage and printed maps of the campus. The signage will be posted around campus the morning of orientation and the maps will be given out at the event.**
- **An email will be sent to all of student services and to BCC staff via the Bergen Daily to inform the community of the orientation. With so many events going on the week before classes begin, the college staff should know where to send students who may be trying to locate the ISC orientation.**
- **Materials have been translated into 6 different languages. (See attached “Rules and Responsibilities and How to Stay in Status documents). These will be printed and available at orientation. The ISC staff will add 2 additional languages by August.**
- **The Director of Athletics has been invited to speak at orientation during the 10 AM “Meet the Staff” segment.**

- The campus tour will include Ender Hall where many ALP / ESL classes are held. It will also include Public Safety and the IT Help Desk.
- The International Student Association will host a post orientation event on Aug 26<sup>th</sup> around 5 pm. The ISA will either host an on campus BBQ, arrange a trip to the Garden State Plaza mall or a Bowling party. The ISA will meet on July 28 to discuss and finalize plans and budget.

A copy of the agenda which is included in every International student's admit packet is included in this report.

▪▪▪Feedback from CIE: