Support Services Review

2013   International Programs   William Hayden

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?
   Primary Services
   1. Design, develop, manage, and implement faculty-led study abroad programs for ACC credit.
   2. Develop and manage bilateral, sustainable partnerships with international peer institutions.
   3. Develop and manage International Visiting Scholar Program.
   4. Promote and support ACC faculty involvement in Fulbright Scholars Program.
   5. Develop and implement International Training Solutions partnership with Continuing Education.
   6. Support divisions and departments in developing and implementing internationalization projects and initiatives, including establishment of Conflict Transformation and Peace Studies program.
   7. Promote and manage "Internationalizing Curriculum, Courses, and Instruction Grant" for ACC faculty (fulltime and adjunct).
   8. Develop international internship opportunities for established ACC internship courses.
   9. Develop collaboration with Austin-area public and private entities in support of International Programs and ACC mission and goals.

   Impact
   All services/outcomes above are directed at expanding internationalization of ACC through international education opportunities (both academic transfer and workforce) for students; international professional development opportunities for faculty and staff; internationalizing curriculum, courses, and instruction; and creating new global relations for ACC with peer institutions in strategic countries/regions.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?
   Strengths
1. Depth and Diversity of Programs.
2. Leadership and Staff.
3. Benefits to Students.
4. New Initiatives.
5. Global Benefits to ACC.

International Programs strengths have contributed to expanding the services and benefits available to the ACC community as well as the quality of programs, services provided, and the policies and procedures for effectively managing, implementing, and improving services.

Weaknesses

Support Services Review

1. Student Challenges - financial resources, student awareness.
2. Institutional Support and Challenges - Upstream leadership engagement; division and department engagement; staffing.

Students face a variety of personal, financial, and educational challenges that impact their ability to take advantage of International Programs services. IP actively reviews and evaluates how programs and services can be adjusted to improve student access and opportunity. Institutional support and challenges are being addressed, with major improvements through robust Provost/EVP support, IP being given priority one status with PICM, and recent resolution of IP Director position. Consistent institutional support, stakeholder engagement (through IPAC, divisions, departments), as well as larger systemic challenges may present obstacles that impact institutionalizing programs and services.

Opportunities
1. Institutional Development.
2. Student Resources.
3. Marketing.
4. Partnerships and Collaborations.

Multiple opportunities exist to strengthen IP services, including an institutional realignment of international units (International Programs, International Student Office, and ESOL) that would promote mutual support and collaboration leading to improved services and resources. International Programs will seek to strengthen its internal ACC stakeholder and partnership relations as a key means to expanding institutional support and engagement. Local and international partnerships and collaborations provide excellent opportunities to leverage public and private resources to improve and expand services to the ACC community.

Threats
1. Student Challenges.
2. Institutional Challenges.
3. Risks.

Many threats are not directly addressable, but can be mitigated through improving student access and resources, building institutional stakeholder relationships, and building on IP's risk management capabilities through training and resources.

3. Using the answers to the first two questions, what improvements to primary services and/ or intended outcomes will occur during the next five years?
I. Study Abroad as a Vehicle for Student Success

Support Services Review

• Strengthen Faculty-led Study Abroad Programs, including expanding Faculty-led Study Abroad Programs in Workforce Disciplines (e.g., Health Sciences, RTF, Music, Music Business) and STEM disciplines.

• Develop international service-learning opportunities for students and faculty to engage in during study abroad programs that foster student academic success, citizenship, and community involvement.

• Institutionalize the three-year study abroad program development cycle with college-wide RFPs, to contribute to programmatic maturity and continuity of core offerings.

• Institutionalize annual study abroad program design and development cycle to explore new programs, particularly in non-traditional disciplines.

• Increase the Board of Trustees' Study Abroad Scholarship fund from $50,000 to $75,000 to expand scholarships to 75 from the current 50.

• Establish new merit-based $2,500 study abroad scholarships through the ACC Foundation.

• Develop Texas Community College Consortium for International Education

II. The Global Community at ACC

• Institutionalize annual ACC international visiting scholar program in partnership with the Institute of International Education's Scholar Rescue Fund, with rotation among academic and workforce divisions and departments.

• Institutionalize International Visiting Scholar Speaker Series, in collaboration with academic and workforce departments, to promote international issues, research, and education.

• Promote and support ACC faculty and staff participation in Fulbright Scholars Programs.

• Expand ACC participation in International Exchange Programs (e.g., CBYX)

• Develop and support International Student Recruitment

• Develop and support International Alumni Relations

• Develop and implement International Training Solutions partnership with Continuing Education

• Expand collaboration with Austin-area public and private entities in support of International Program mission and goals.

III. Internationalizing Curriculum and Courses

• Institutionalize annual ACC international visiting scholar program in partnership with the Institute of International Education's Scholar Rescue Fund, with rotation among academic and workforce divisions and departments, as a means to internationalize curriculum and courses.

• Continued support of Conflict Transformation and Peace Studies Advisory Committee and program development.

• Institutionalize the pilot Internationalizing Curriculum, Courses, and Instruction Grant for fulltime and adjunct faculty projects directly related to internationalizing curriculum and courses.

• Develop international internship opportunities for established ACC internship courses (e.g,

Music Business, Health Sciences).
• Support divisions and departments with internationalization projects and initiatives.

IV. Partnerships with Foreign Institutions.

• Develop sustainable, bi-lateral partnerships with foreign peer institutions.
• Continue partnership development with Aarhus Business College and Business Academy Aarhus, Aarhus, Demark.
• Explore and develop higher education and workforce training and partnership opportunities in support of the City of Austin-London Borough of Hackney economic development project (e.g., June visit to Hackney Community College).
• Explore and develop higher education and workforce training and partnership opportunities in Latin America, with a focus on peer institutions in Mexico.

International Programs utilizes an annual workplan and internal implementation and evaluation tools to consistently monitor, review, and evaluate services in order to improve. The International Programs Director is primarily responsible with each IP staff member actively engaged in the process.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Improvement	Measure	Baseline	Target	Current
Increase workforce education study abroad programs with relevant professional experiential components, including service learning.	IP will be directly engaged in design and development of programs and will measure planned improvement through program management cycle, including quality of program design, student interest and engagement, student success through program completion and GPA, faculty leader reports, and student surveys.	0	5	2

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?
   The planned improvements would be a qualitative and quantitative expansion and institutionalization of International Programs services beyond the current primary focus of

Support Services Review

developing and managing faculty-led study abroad programs, including the establishment of new programs that contribute directly to internationalizing ACC curriculum, courses, and campuses. These outcomes would contribute to direct results that support the SSI Goals and Presidential Priorities. International Programs has seen a direct correlation between student persistence and success in relation to programs that galvanize student interest and motivation. Creating, expanding, and institutionalizing relevant and accessible international programming across the College can increase student engagement and success.

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