

Streamlining the F-1 Transfer-Out Process from Valencia Enterprises to Valencia Community College

- Operational Unit:** Center for Global Languages (CGL), Valencia Enterprises
- Unit Mission:** **Intensive English Program Mission Statement:** *To provide the highest quality English language programs to international students to meet their personal, academic, and professional goals while creating an environment that fosters cross-cultural understanding and appreciation.*
- Initiative Contact:** Jennifer Robertson
- Strategic Initiative:** Goal 1: Build Pathways
- Goal Outcome:** To increase the number of transfer students from the noncredit Intensive English Program to Valencia's degree programs.
- Objective:** Streamline the existing process for students and create a transfer packet to help students with the transition.
- Objective Description:** In order to achieve this goal, we will first meet with Valencia's student services related to international students and document the existing process. Then we will create a checklist to ensure that all steps in the process are covered. We will also create an F-1 Transfer Packet which will include the checklist and additional materials that may be of interest to students. Related to this, we will improve our internal tracking for F-1 transfer out students in order to be able to measure the outcome of this goal.
- Initiative's Relation to the Strategic Plan:** Valencia has made excellent strides in streamlining their admissions policies and procedures over the last several years. This goal directly supports the *Build Pathways* initiative by making the entire transfer process student-centered.

EXPECTED RESULTS AND THE MEANS OF ASSESSMENT

- Result:** A Transfer-In Packet containing all of the required forms for students will be created and a seamless communication line will be put into place to help students navigate this process.
- Means of Assessment:** Track the number of transfers from month to month, year to year.
- Responsibility:** Jennifer Robertson, Lisa Eli, Alexandra Cordero-Miles
- Expected Completion Date:** January 31, 2009
- Stakeholders:** Center for Global Languages, Admissions, Academic Affairs

Final Result:

During a meeting with Valencia's stakeholders, we were able to identify the biggest challenge in the process. Due to Valencia's process for admissions, we found that students received their acceptance letter at a date later than the date that we needed to transfer them out in SEVIS. After some discussion, we all agreed that the international admissions specialist would send us an email to confirm the student's acceptance to the college which would then signal our ability to release the student in SEVIS, thereby reducing the number of times we had to contact SEVIS to do a data fix and revert the student back to us.

In addition, we worked collaboratively on a checklist which outlined all of the steps in the process that an international student would follow in order to make the transfer out process clear to them, which also included contact information for international admissions specialists.

Finally, a packet of material was prepared for all F-1 transfers to the college which includes the following: F-1 Transfer Out Checklist, Transfer Out Form, International Student Application for Admission, EAP Brochure, and a Valencia College brochure.

Since this new procedure has been in place, we have found a significant decrease in the number of students who return to us for help with the transfer process. We saw a steady flow of transfer students to Valencia in 0809 which totaled approximately 20 students. We hope to increase this number next year.

Results to Improve:

We must continue to ensure that our F-1 transfer out tracking system is updated and accurate. This will be a continued goal throughout next year.

Changes for Next Year:

Since we have made considerable changes in the process, we do not expect to make more changes in 0910 unless we find the process to be ineffective. At that point we will regroup and review for improvement.