The Culture and Structure of the Office of Global Programs: At the Intersection of Study Abroad and International Student and Scholar Services

Forum on Education Abroad
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Presenters

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Agenda

- Introductions
- Organizational Structures of JMU and App State
- Venn Diagram – Noticing the Overlap
- Advantages of Combining ISSS with Education Abroad
- Reality Checkpoints with a Joint Office
- Not a Joint Office – Now What?
Introductions

• Survey of the Room: *What type of office do you come from?*
  - One-person office for both
  - Joint ISSS and EA
  - Separate ISSS and EA
  - Other – Joined with someone else

• Expectations of the Room: *What are you hoping to get from this session?*
What activities do your EA and ISSS offices engage in?

- Education Abroad
- Both
- ISSS
What activities do your EA and ISSSS offices engage in?

**EA**
- Course registration
- Advising outgoing students (domestic and international)
- Course articulations
- Maintain exchange balances
- Transcript processing
- Student accounts (housing, tuition, meal plans etc.)
- International outreach (IEW, buddy program, EA fair, Diversity Celebration)
- Point of contact for students before, during and after arrival
- Support exchange students
- Advising students
- Promote study abroad

**ISSSS**
- Immigration documents
- Immigration advising
- Incoming orientation
- Immigration assistance
- Tax assistance
- Employment Advice and Assistance
- Social Security support
- Airport pickup
- Connect international students to community
- Trips within the U.S.
- Advise student organizations
- Host International Student Leadership Conference
Advantages of Joint Offices

• Joint Marketing - One Brand
• Visibility - More chances that a faculty / staff / or student has had interactions with the office.
• Good ISSS Partners = Good SA Partners
• Financial Management is joint / shared.
• Cross-fertilization (joint programming)
  • Collaboration happens in the hallways and kitchen
Disadvantages of Joint Offices (a/k/a Realities…)

- Actual interaction between international and study abroad students doesn’t always match our goals
- Student/Staff/Faculty not knowing where to go
- One side feeling overshadowed
- What is the internal distribution of shared resources? Is it equitable and fair?
- Academic vs. Student Affairs
Not a joint office… Now what?

• **Table Discussion:** Even without a joint office, what are your institutions possibilities?
  
  • Avenues of collaboration?
  • Opportunities for campus projects?
  • Possibilities of joint marketing?
Not a Joint Office… Now what?

- JMU Examples:
  - I-Week
  - Conversation Partners
  - Global Connections

- App State Examples:
  - INTAPP
  - iPals
  - Global Ambassadors
Considerations for Transition

• Understand your **History, Stake Holders, Contention Points** on your campus.

• **Why does it matter?**
  - *What will you gain?*
  - *What will you lose?*

• **Foundational Steps**
  - Who, What, Where, When, How…
Questions or Comments?