Being an OPO (One Person Office)

Isn't Always a Walk on the Beach

Oct. 17th, 2012 / 2:30pm

NAFSA
Regions III and VII
BI - REGIONAL CONFERENCE 2012
OCT. 14 - 18, San Juan, Puerto Rico
www.nafsa.org/PR2012

PRESENTERS:

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Session Chair		
CLAYTON STATE UNIVERSITY	ST. EDWARD'S UNIVERSITY	Aston International Academy, a member of the Aston Educational Group
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~ Contact Info At The End ~

OVERVIEW:
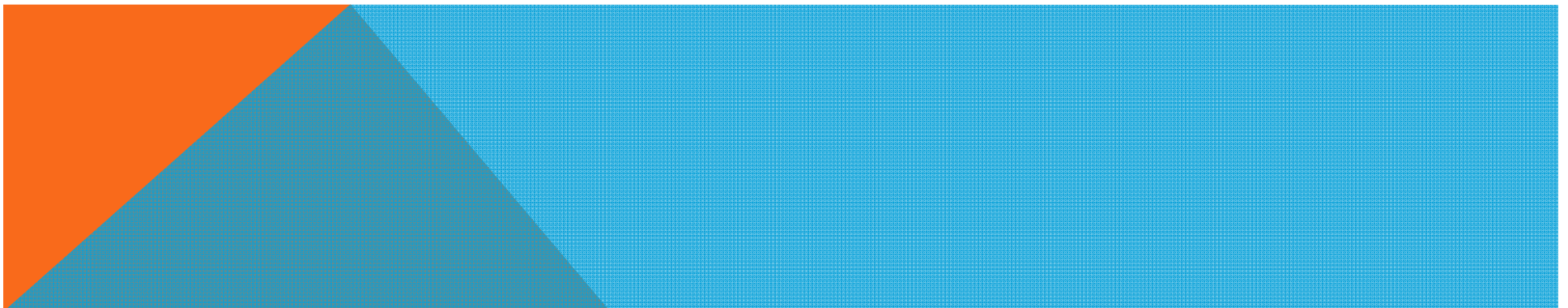
INTRODUCTION

- All OPO's are not the same.
- What an OPT does.
- Who We Are.
- Who You are.
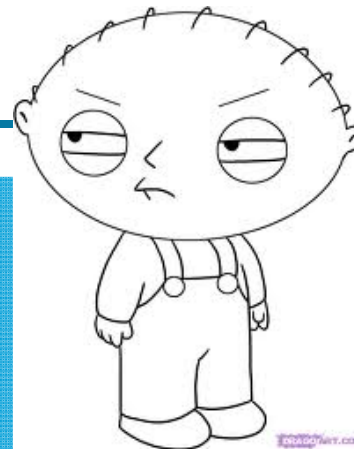
Are these "OPO's?"

TOP 5 🙂

1. Student connection
2. Flexible schedule
3. Speed of decision process
4. Familiarity with multiple aspects of campus and other units
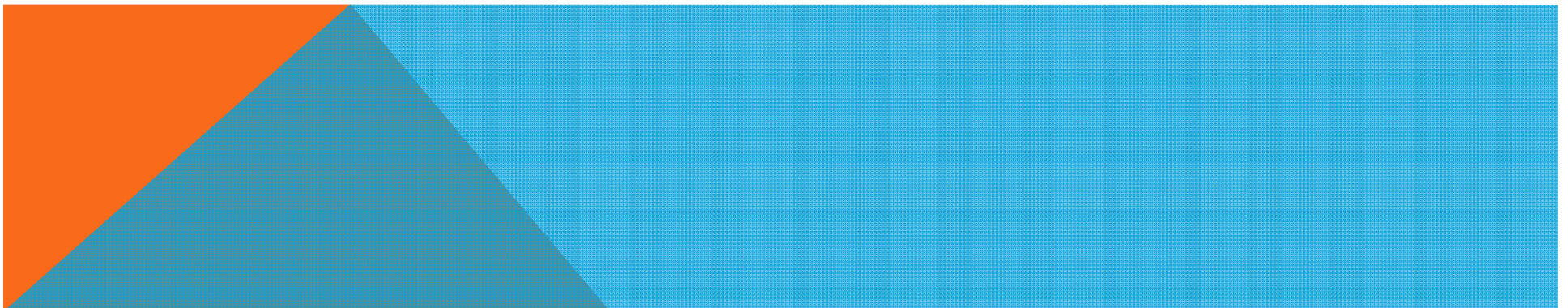5. Professional cross-skill growth
6. Others?

TOP 5

1. Lack of team approach / feedback
2. Planning professional travel & leave
3. Maintaining balance (especially if new parent)
4. Managing work flow at busiest periods
5. Lunch break? What lunch? !
6. Others?

BEST PRACTICES

Groups of 4-6

- Read Your Scenario
- Pick a Note-Taker / Spokesperson
- Discuss 10-12 Minutes & Present

SCENARIOS (7)

1. **Develop a Recruitment Plan.**

   a. Whom do you engage on campus for input?

   b. How do you develop an approach for use (or not) of agents? What mix of low-cost options can be used?

   c. If recruiting travel is involved, how do you pick markets of interest / tours / justify the costs?

SCENARIOS (7)

2. **It's time for SEVIS recertification!**

a. Are you the PDSO? Who is responsible for reviewing documents?

b. Who manages this process in terms of quality control?

c. If you've already been recertified, tell us about it. Was it smooth, hectic, easy, stressful? Any special tips?

d. What roadblocks or complications can you anticipate?

SCENARIOS (7)

3. Time for Academic Re-Accreditation

a. What's involved in maintaining your schools accreditation and how do you juggle these requirements with all of your other responsibilities?

b. Whom do you engage to assist with the process?

c. How do you allocate your time? What tools and resources do you use?

d. What problems do you anticipate encountering, and how might you resolve them?

SCENARIOS (7)

4. It's Arrival/Orientation time.

a. What is your role?

b. What other offices do you work with?

c. Do returning students help? Other helpers the day of?
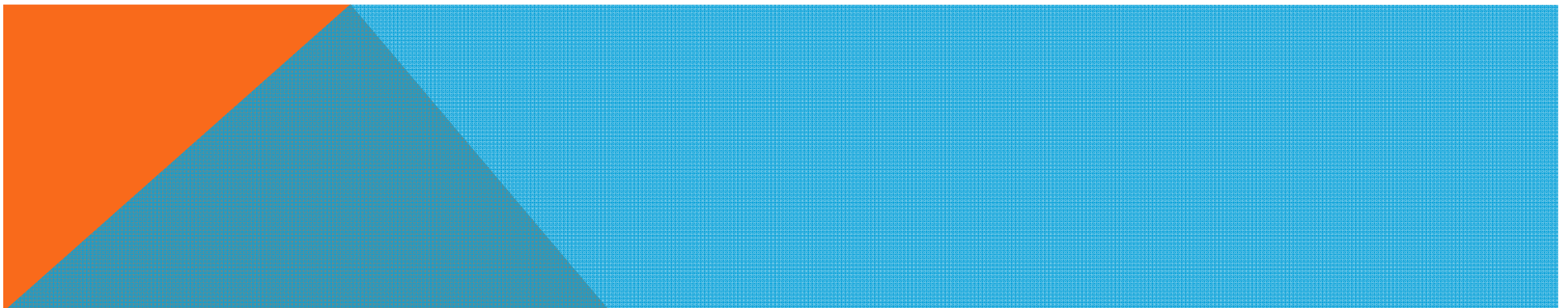
SCENARIOS (7)

5. Classes have started, SEVIS registration clock is ticking, there's a line out your door with questions, and you have a calendar full of meetings you're supposed to attend.

a. How do you prioritize work flow during busiest times?

b. Do you have any time-saving systems, plans, or tips to share? Do any involve technology?

c. Do you have help (student workers, interns, etc...)?

d. Do you use batching software for SEVIS data?
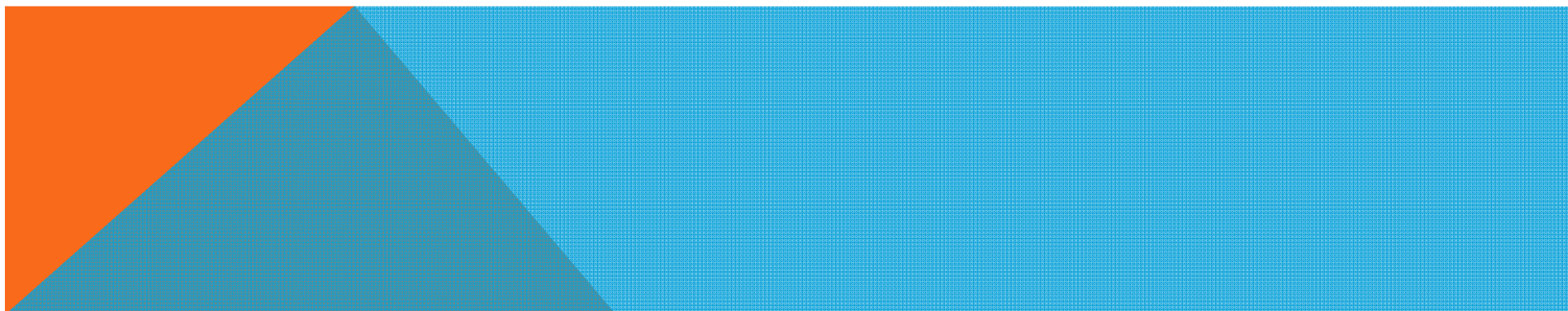
SCENARIOS (7)

6. There are many ways of communicating with students effectively and for liability reasons.

a. What are your preferred ways of disseminating information to students?

b. Do you have any innovative communication solutions?

c. How much do you use these different communication options?

d. Are you finding that smart phone or social media are useful / appropriate?

SCENARIOS (7)

7. You need to be out of the office for a day/ a week/ a month for a family emergency or other. How do you make sure things are covered while you're out?

   a. Is anyone cross trained at your institution as DSO?

   b. Do you have the capability of working remotely on some level, as needed?

   c. Do you have resources (notes, guides, password access, etc...) for anyone who might assist when you're out?

RESORCES

- **Calendar Management**

  Microsoft Outlook 2010 > 2013

  Tip: easily synchs with your smartphone

  !! Not "Outlook Email" (outlook.com), which will be replacing Hotmail.

- **Education USA**

- **Growing the Office**

  When? Why? How?

- **International Education Week (IEW)**

  www.iew.state.gov/index.cfm

RESOURCES

- NAFSA / www.nafsa.org

  > CONNECT & NETWORK

  >Regions

  >Region Teams

  > FIND RESOURCES

  > Supporting Int'l Students & Scholars

  > Supporting Study Abroad

  > Advancing Public Policy (Advocacy)

  > Internationalizing Higher Education

  > Economic Impact Data

RESOURCES

- **Peer Schools' Websites**

    Public domain? Public knowledge?

    A Courtesy email is good practice.

- **Project Management**

    Rememberthemilk.com

    Abroadoffice.com

    Hotcoursesabroad.com

    People.uncw.edu/maberya

- **Social Media**

    FB, Twitter, Pinterest, Photo Albums

RESOURCES

- **State Consortia**

  www.studygeorgia.us

  www.studytexas.us

- **State level Int'l Association**

  www.gaieinfo.blogspot.com
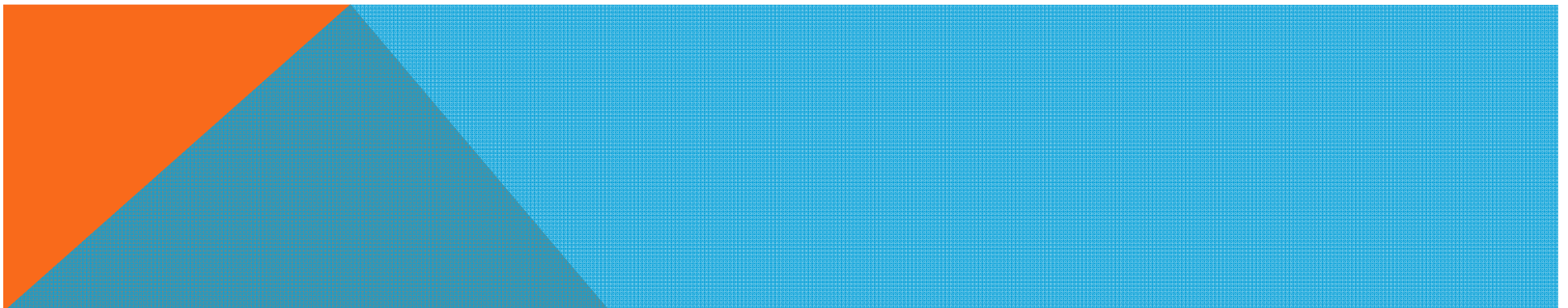
  www.ncaie.org

  Yahoo Group / Gmail Group / None

RESOURCES

- **Surveying Students / Stakeholders**

  www.surveymonkey

  www.qualtrix.com

  Google Forms

RESOURCES – WEBSITE TIPS

- Draw it 1st , on paper
- Write it, then reduce it, by 30%
- Less is More
- Postal Address + School Code + Telephone + Email Right up front
- Forms Chanel
- Large / Non-serif font / Simplified English
- Colorful but not a Circus

RESOURCES – WEBSITE TIPS

- Put links to forms in pdf
- Interlink campus url's
- Proofing committee
- Test it. Assign top 10 simple questions to novice users.
- Web translator buttons are terrible. Use a Pro or native speaker, at least.
- Always a Work in Progress...

RESOURCES – WEBSITE TIPS

Session at this Conference!

"Websites 101 – Website Usability..."

Tuesday, 8:30am

Pg. 23 in your program

Contact: lmoix@uark.edu

"Responsive Web Design"

Adapts web content to mobile content

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PPT to be submitted to conference website

Thank you