

# **Surviving the Front Line: Advice from New Professionals in the Field of International Education**

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**TOP TEN SKILLS NEEDED BY AN  
INTERNATIONAL EDUCATION  
PROFESSIONAL**

# Activity Time!

- 1. What to Look For/Ask During a Job Interview**
- 2. Ways to Develop Successful Relationships  
(with students, administrators, faculty, etc.)**
- 3. Ways to Navigate New Office Politics & Campus Culture**
- 4. Ways to Create/Develop/Define Office Policies and  
Procedures**
- 5. Ways to Define Your Role in the Office and On Campus**
- 6. Ways to Be Effective at the Bottom, While Trying to  
Prove Yourself to the Top**
- 7. Resources for New Professionals**
- 8. Ways to Help Your New IE Professional**

# Ten Things to Look for During a Job Interview

1. Do your research on the institution before the job interview.
2. Will there be room for growth or career development in this position?
3. How will you feel challenged and supported in this position?
4. Look at similar jobs descriptions at other institutions before your interview.
5. Meet your direct supervisor or director

# Ten Things to Look for During a Job Interview

6. Ask to meet with students or departments that are important to your position.
7. Ask for a campus tour and possibly a community tour, depending on time.
8. Take note of the little things throughout the entire interview process.
9. Try to observe the campus culture.
10. Interview the employer about any questions or concerns you may have about the job.

# Ten Ways to Develop Successful Relationships Across Campus

1. Encourage your department to hold regular staff meetings
2. Connect with other departments through staff meetings. Either yours or theirs.
3. Host Coffee Talks or Talk Back Sessions for students and the campus community.
4. Work to bridge knowledge gaps among other departments that work with international students
5. Plan a cross-departmental program

# Ten Ways to Develop Successful Relationships Across Campus

6. Get involved!
7. Find a mentor, be a mentor.
8. Know how to resolve conflict.
9. Send out surveys to help evaluate your office procedure, programs or encourage new suggestions.
10. Educate others on campus about what you are doing and the students you are serving.

# Ten Ways to Navigate Office Politics & Campus Culture

1. Attend a New Employee Orientation.
2. Smile and nod.
3. Save everything!
4. Find out what to do in case you encounter behavior which seems unethical or unprofessional.
5. Know where your ethics are and how you deal with the grey areas. It is ok to stand up for what you feel is right. And put your concerns in writing.



# Ten Ways to Navigate Office Politics & Campus Culture

6. Have a safe support network, where you can release your concerns and not worry about repercussions.
7. Do your best to learn about your university, past, present and future.
8. Know the organizational structure of your office and division & your reporting line.
9. Listen.
10. Don't take things personally.

# Ten Ways to Create, Develop & Define Office Policies and Procedures

1. Work with your team to develop office policies, especially on the major issues.
2. Get everyone on the same page about policy changes/updates and procedures.
3. Know who in your office is responsible for what. List it out and help others learn this process.
4. Purchase the book 'Law in Higher Education' by Kaplin and Lee (or similar)
5. Read and post to the NAFSA Listservs

# Ten Ways to Learn, Develop & Define Office Policies and Procedures

6. Don't be afraid to contact the SEVIS Help Desk and ask for their input.
7. Repetition helps learning! Just keep at it.
8. Connect with colleagues at similar institution types to inquire about their policies
9. It is ok to make mistakes. Sometimes it is the best way to learn
10. Actually enforce the policies you create.

# Ten Ways to Define Your Role in the Office and On Campus

1. Keep track of your tasks, accomplishments, creations, updates and current duties in a portfolio.
2. Review and update your job description every year adding and changing responsibilities.
3. Meet with various departments on campus.
4. Know your budget!
5. Understand how your role on campus fits into your office, campus and community.

# Ten Ways to Define Your Role in the Office and On Campus

6. Seek out professional development opportunities and bring back what you learn to your department and campus.
7. Work to develop expertise in a specific aspect of your job.
8. Always seek clarification and ask questions, rather than guess.
9. Spend time cross training with your co-workers
10. Serve on campus-wide committees, initiatives, search and screens and programs.

# Ten Ways to be Effective at the Bottom, While Trying to Prove Yourself to the Top

1. Work hard and show motivation.
2. Make sure to take care of yourself and when to say no.
3. Make and keep your aforementioned portfolio. You will need to show it off and use it during reviews or restructuring.
4. Be prepared for performance reviews, set goals and work through the feedback.
5. Don't be afraid to make suggestions.

# Ten Ways to be Effective at the Bottom, While Trying to Prove Yourself to the Top

6. Ask for more responsibility, when you are ready and able to handle it. This includes serving on committees.
7. Look for grants, programs or awards to apply for and then do it.
8. Be a team player.
9. Ask for help when you need it.
10. Ask people to share compliments with your supervisor.

# Ten Resources for New Professionals

1. NAFSA – Advisors Manual/ Forums / Issue Net
2. SEVIS Help Desk - #800-892-4829
3. USCIS/ICE/DOS Websites
4. ‘Law in Higher Education’ by Kaplin and Lee & The Code of Federal Regulations
5. People with experience in the profession. Including all of us!



# Ten Resources for New Professionals

## 6. Join an association related to International Education and/or Student Affairs.

- AACRAO - American Association of Collegiate Registrars and Admissions Officers
- ACPA – American College Personnel Association
- AIEA - Association of International Education Administrators
- AILA - American Immigration Lawyers Association
- Alliance for International Educational and Cultural Exchange
- American Association of Intensive English Programs
- CIEE - Council on International Educational Exchange
- EAIE - European Association for International Education
- IIE - Institute for International Education
- ISA - International Studies Association
- NACAC - National Association for College Admission Counseling
- NAFSA - Association of International Educators
- NASPA - Student Affairs Administrators in Higher Education
- SIETAR - Society for International Education Training and Resources
- TESOL - Teachers of English to Speakers of Other Languages
- The Forum on Education Abroad

# Ten Resources for New Professionals

7. Your institutions 'course catalog', 'student code of conduct', & 'policies and procedures'.
8. Other universities resources.
9. Create a 'Golden Resources' List
10. The NAFSA Academy!

# Ten Ways to Help Your New IE Professional

1. Give them time to learn and adjust to their new role.
2. Allow the opportunity for shadowing experience and hands on experience.
3. Provide case studies, either from NAFSA or from previous issues from your institution.
4. Have a welcome social including key partners from across campus.
5. Provide a list of helpful contacts/resources.

# Ten Ways to Help Your New IE Professional

6. Provide opportunities, support and funding for professional development.
7. Sit down with your new employee and write out a yearly calendar.
8. Let them know their budget limitations, rules and procedures for purchases.
9. Be an ally and provide a safe space for questions or idea sharing.
10. Acknowledge their achievements.

# Things I Wish I Would Have Known

- Group Activity:
  - Think back to when you first started at your current position or at your first job in international education. What are some things that you wish you would have known about your job, the field, immigration regulations, your university, office culture or policies. What do you wish you would have had that could have helped you at that time? You may be as funny or serious as you like. Share a few of your opinions or stories.

# Things I Wish I Would Have Known

- ‘I wish I would have known about the office culture, the various interpersonal relationships and the previous office drama.’
- ‘My own strength!’
- ‘How much the NAFSA Advisor Manual actually has in it!’
- ‘Who was there to help me’
- ‘When to look for another job’
- ‘How important it was to save examples of my work and to note what tasks I was doing.’

# Other Workshops of Interest for New IE Professionals

- International Education Career Roundtable  
Wednesday, 2:00-3:00 (see pg. 19 of program)
- “Ready or Not We’re Here!” Effectively  
Reaching Millennials in Your Office  
Thursday, 4:00-5:30 (see pg. 31 of program)

Any Questions?

**THANK YOU FOR COMING!!!!**