

Success and Challenges of the Front Line Services– OIA, IUPUI & OIS, IUB

Thierno Talla, International Services Support Coordinator–IUPUI
Angela Green, International Services Specialist–IUPUI
Alicia Arnold, Graduate Assistant–IU

Overview

I Introduction

II Office of International Affairs, IUPUI

III Office of International Services, Bloomington

IV Services

V Traffic

VI Hiring Process

VII Front Office Assistant Training

VIII Front Desk Personnel Needs

IX Handling Difficult situations

X Sharing Front Desk Practices

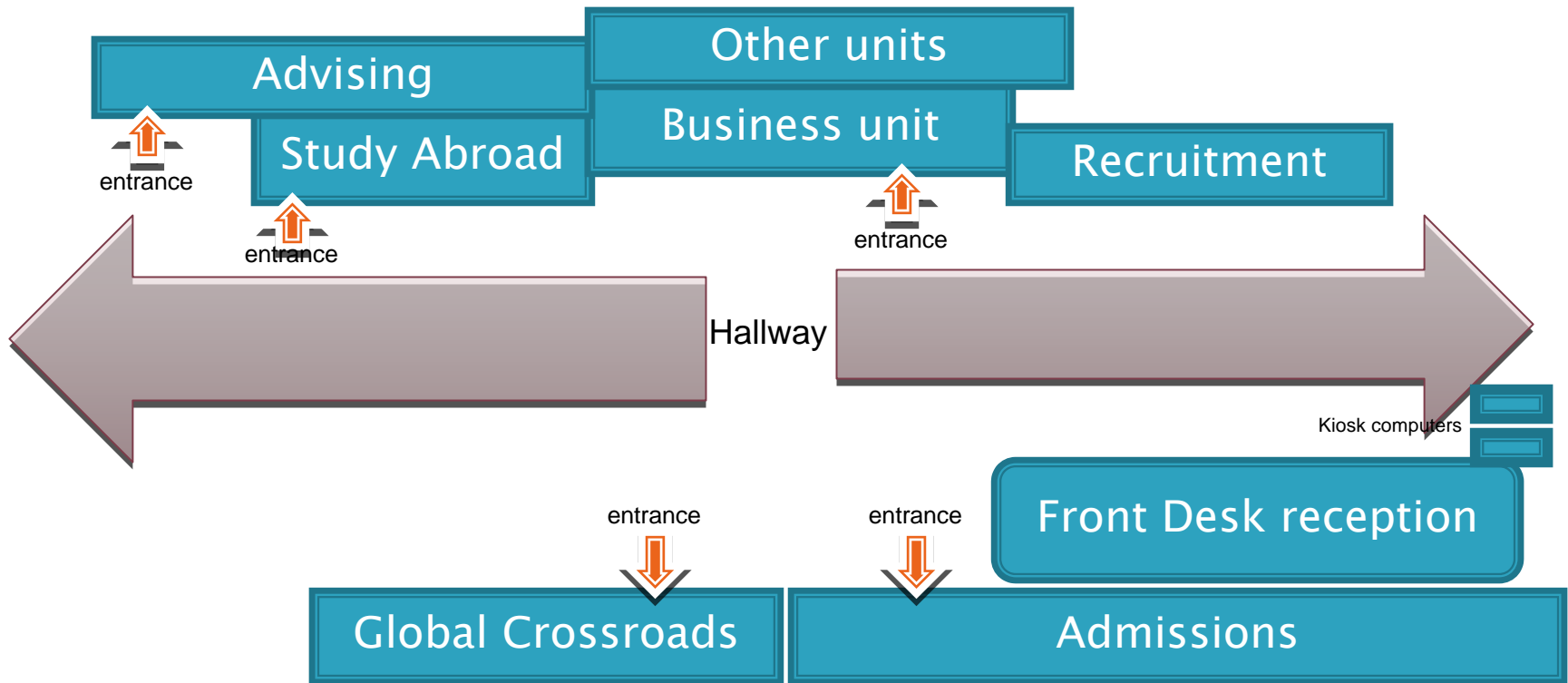
XI Discussion/Sharing experiences

I Introduction

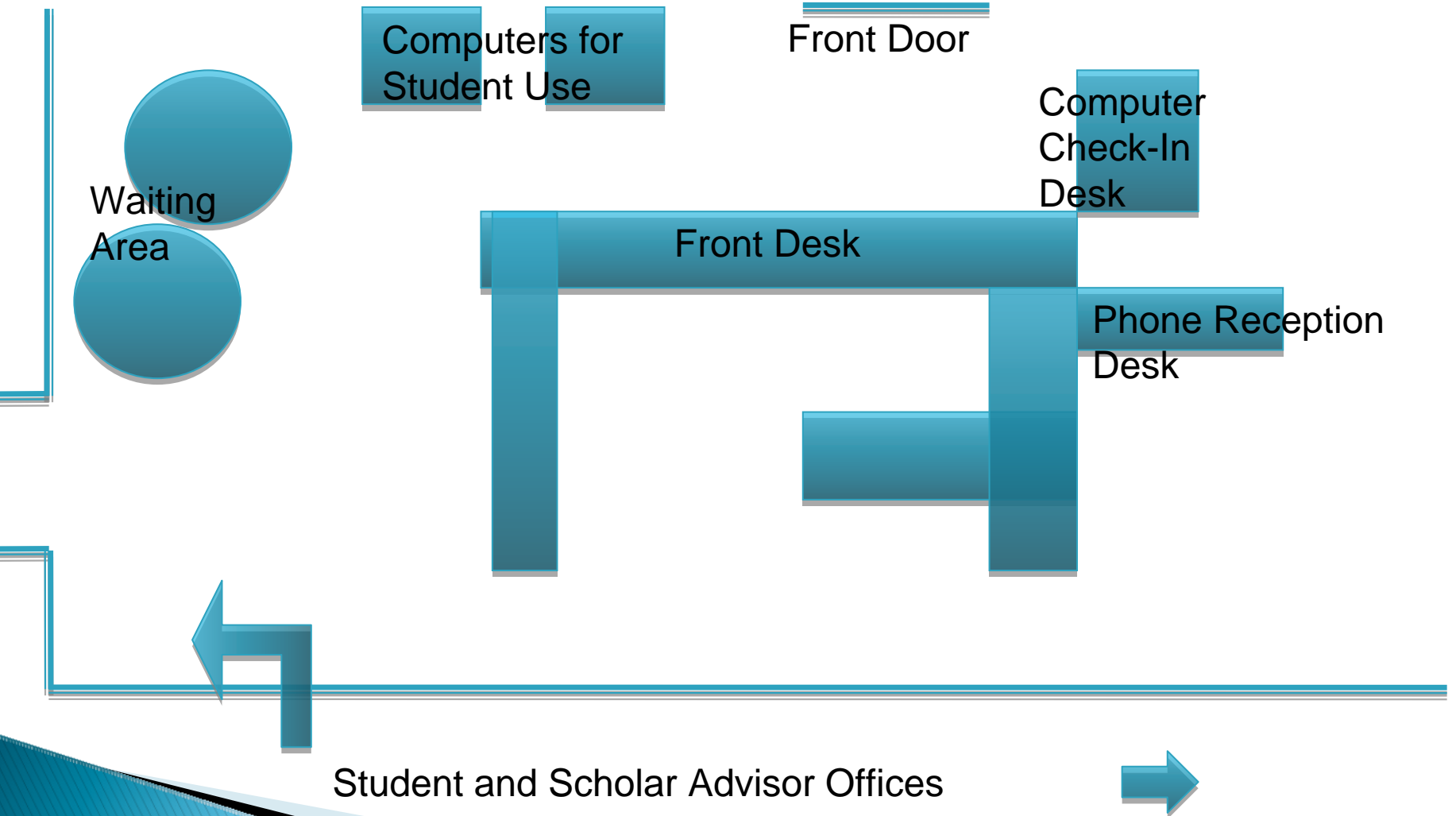
Front Line Services

- key success to your operations
- Center of all activities (prospective, parents, students, faculty, staff, immigration)
- Your link to the outside world

II Office of International Affairs, IUPUI



III-Office of International Services, Bloomington



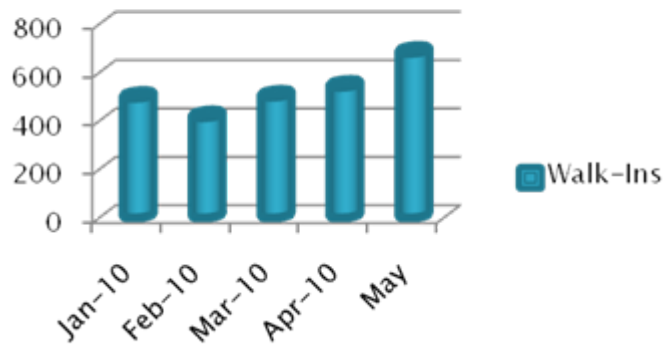
IV Services

- Process requests whether by walk-in, phone, email, voicemail
- Admissions process:
 - Applications, transcripts, application status
- Advising process:
 - Basic advising on immigration issues and visa related
 - Basic process of scholar issues
 - OPT intake appointments
 - Appointments with advisors (serious/difficult issues)
 - DSO privileges/other regulation issues
- Communicate with or direct student/scholars to Admissions, International Center, Overseas Studies, academic advising units, other campus services.

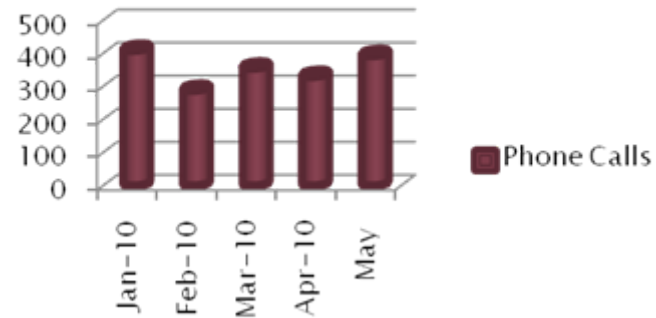
V Traffic

Spring 2010 enrolled International students:
1395

Walk-Ins

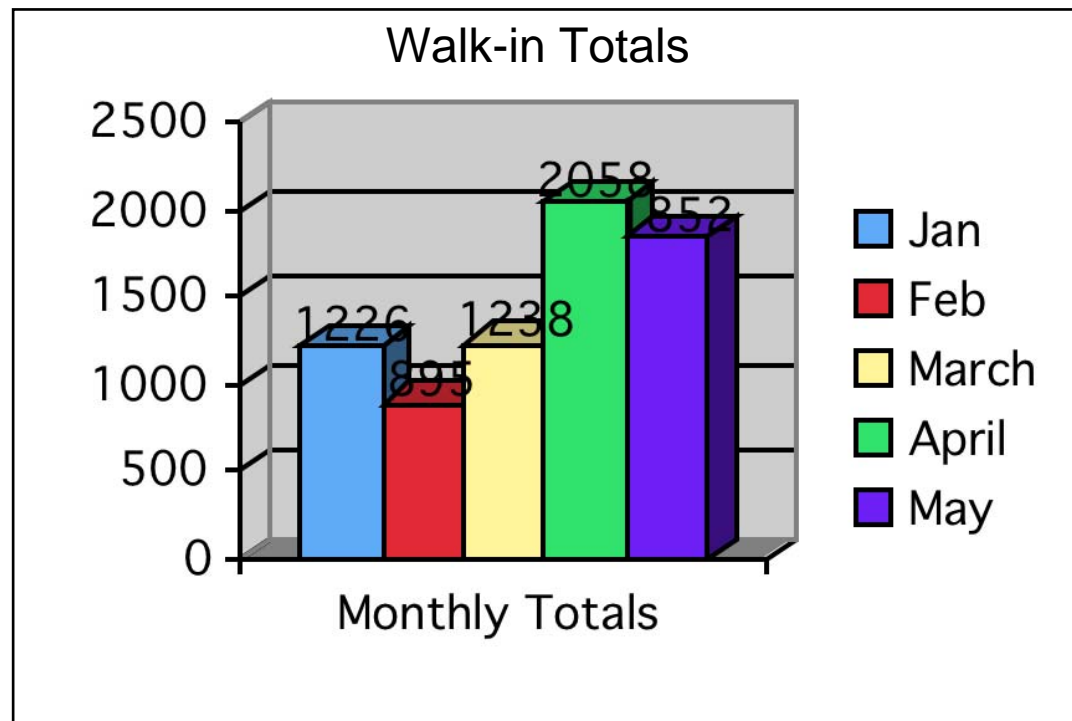


Phone Calls



Traffic

- ▶ Fall 2009 enrollment of approximately 4,600 and 1,500 visiting faculty and staff.



VI Hiring Process

- 4 Student Assistants + Coordinator
- 30 days posting thru JagJobs
- 60 to 70 applications
- Interview (5 candidates)
- Reference calls
- Decision

VII Front Office Assistant Training

- ▶ Front Desk manuals
- ▶ University policies
- ▶ Accesses to IU/IUPUI systems
- ▶ Admissions–apps status/apps process/other
- ▶ Advising–OPT meeting/Handbook/other
- ▶ Other units
- ▶ Sensitive calls: Police, FBI, Immigration

VIII Front Desk Personnel Needs

- ▶ Client Services Manager
- ▶ Office Services Assistant
- ▶ Office Assistant
- ▶ 2 Graduate Assistants
 - Individuals with intentions to enter the field of international education
 - Typically Master's students in the Higher Education and Student Affairs Program

All trained on basic immigration regulations, internal office processes, and University resources and processes

IX Handling Difficult situations

- ▶ Job knowledge–confidence
- ▶ Be calm and welcoming
- ▶ Be sincere and listen to client
- ▶ Authority some time necessary/Protect your staff
- ▶ Apologize and fix the issue if you can or transfer to higher up
- ▶ Answers to avoid (Jerry W. Baker, IUPUI police)
‘We do not do that’, ‘No’, ‘It is not my job’,
‘You should have...’, etc.
- ▶ Green Folder
- ▶ Panic Button

X Sharing Front Desk Practices

- ▶ How Do You Answer Common Questions?
 - Direct to website
 - Handy reference materials that contain the answers
- ▶ How Do You Prioritize Walk-In Traffic?
 - Front Desk Check-In System
- ▶ How Do You Schedule Advisor Appointment Scheduling?
 - I-Advising
 - Scheduled Appointments
- ▶ How Do You Organize Documents for Student/Scholar Pick-up / to Distribute to Advisors?
 - Document Filing System
 - Pick Up Drawer
- ▶ How Do You Assist with Common Student Frustrations that You Are NOT Authorized to Answer?
 - Taxes, Health insurance issues, some BMV issues, etc)
- ▶ How Do You Share Student Information Internally?
 - Records/Notes in Sunapsis

XI Discussion/Sharing experiences

Source

“Handling Difficult Situations”, presentation by IUPUI Police Department Jerry W. Baker.