NASPA ANNUAL CONFERENCE 2018 100TH ANNIVERSARY MARCH 3-7 PHILADELPHIA, PA

Understanding the Role of Orientation Staff in International Student Orientation Collaboration

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Monday, March 5, 2018
Convention Center, 121 C

Overview

Learning Outcomes

Statement of the Problem

Data & Essential Issues

Campus-Specific Strategies

Challenges Encountered

Lessons Learned

Learning Outcomes

As a result of participating in this educational session, participants will:

Compare and contrast the core competencies of orientation professionals and international educators.

Identify at least 2 barriers encountered by orientation staff in identifying their role in the design, implementation, and evaluation of international student orientation.

Describe at least 1 collaboration strategy to use on their campus to navigate partnerships for international student orientation.

Statement of the Problem: Fundamental Issue

What role does a domestic, undergraduate, new student orientation office play in the institution's international student orientation program?

If that role is *collaboration*, how does one cultivate and build this collaboration?

Statement of the Problem: Secondary Issues

How does the expertise of international education staff members shape their role in the collaborative process?

Do orientation staff members need training in immigration, processes, etc. for a collaboration to be effective?

Statement of the Problem: Secondary Issues

Can orientation staff leverage their strengths in social transition strategies for the potential collaboration?

Which office should take ownership of the new collaborative program?

What fiscal & human resources would be required for sustaining the collaboration? How would each unit contribute?

Data & Essential Issues

NAFSA International Education Professional Competencies™

OVERVIEW OF MAJOR CATEGORIES

COMPREHENSIVE INTERNATIONALIZATION

- Advocacy for Comprehensive Internationalization
- International Partnerships
- Internationalization at Home (Curricular and Cocurricular)
- Mitigating Organizational Risk
- Sustaining Internationalization

EDUCATION ABROAD

- Contributing to Comprehensive Internationalization
- Developing and Implementing Programs (from a U.S. Campus)
- Funding and Financing
- Office Administration
- Risk Assessment and Crisis Management
- Student Advising
- Student Health and Safety

INTERNATIONAL ENROLLMENT MANAGEMENT

- Admission and Placement of International Students and Scholars
- Contributing to Comprehensive Internationalization
- English as a Second Language Program Administration
- Planning for International Enrollment Management
- Preparing International Students and Scholars for Study in the United States
- Recruiting International Students and Scholars

INTERNATIONAL STUDENT AND SCHOLAR SERVICES

- Contributing to Comprehensive Internationalization
- Crisis Management
- Office Administration
- Orientation, Retention, and Student Services Programming
- Student and Scholar Advising

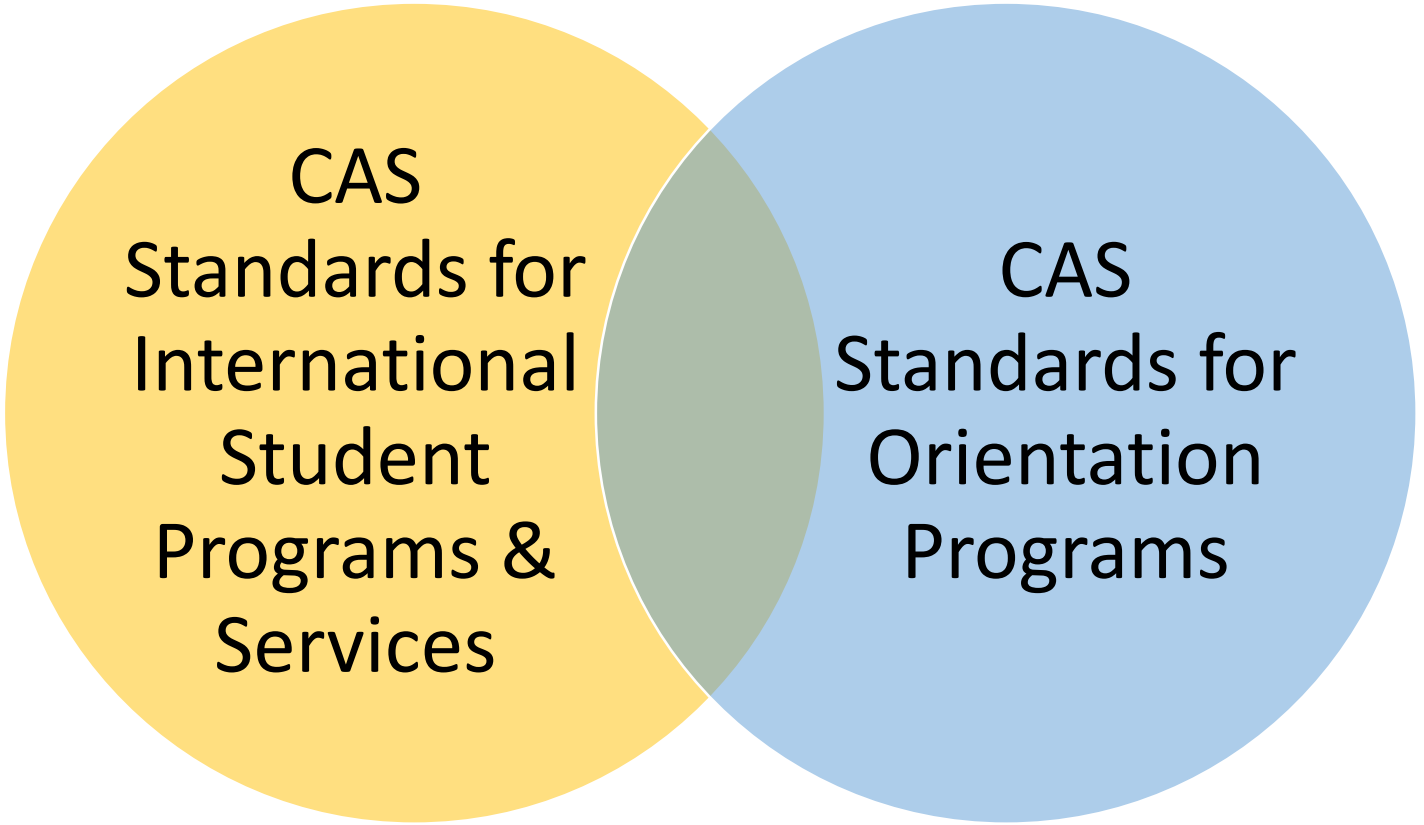
CROSS-CUTTING COMPETENCIES

- Advocacy
- Communication with Stakeholders Across Campus and Community
- Financial Stewardship
- Human Resources
- Information Technology
- Intercultural Communications
- Leadership
- Strategic Planning

Data & Essential Issues

- Theoretical and Institutional Knowledge
- Diversity, Inclusion, and Access
- Campus Collaborations
- Curriculum and Content Development
- Program Delivery and Management
- Organization and Leadership
- Communication
- Crisis Management
- Financial Management
- Laws, Policies, and Governance
- Enrollment Management
- Research, Assessment, and Evaluation

Data & Essential Issues



Data & Essential Issues

noda

NODA Databank Survey 2017

DRAFT REPORT
April 21, 2017

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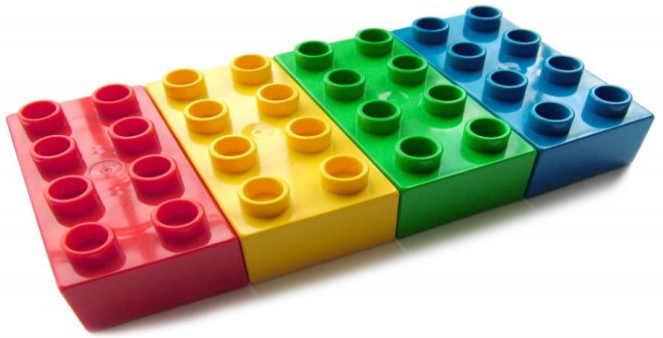
An SSAO's Charge

An SSAO's Charge

SEPARATE
STRATEGIES



INTEGRATED
STRATEGIES

Campus-Specific Strategies: Fort Hays State University

Focus for ISS staff
Focus for Orientation staff
New collaborative social integration elements
Cultivation of new campus & community partners
Family Orientation program development
Re-design of NODA Summer Internship
Re-work ISS orientation positions to blend into OL roles
Functionality of Google+ community for training IWLs

Campus-Specific Strategies: Purdue University

Identifying international student needs

Working with International Students & Scholars and International Programs

Working with campus partners (specifically academic advisors)

Challenges Encountered

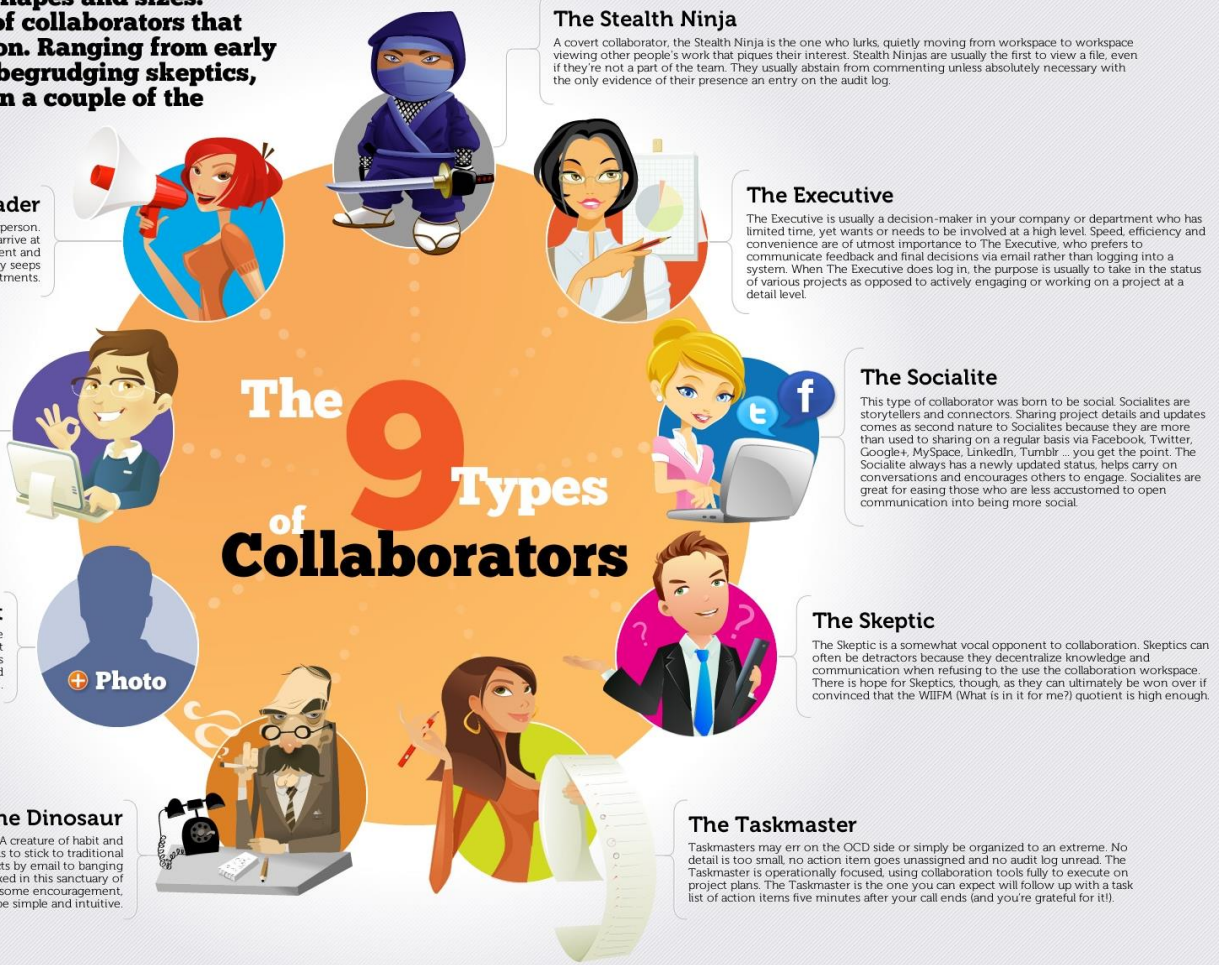
Ownership is messy at times.

Conflict will arise.

Different perspectives exist on how institutions and individuals at one institution view the orientation process for international students.

Technology has an influence on an institution's relationship with new international students.

Collaborators come in all different shapes and sizes. We've identified the top nine types of collaborators that typically exist within an organization. Ranging from early adopters to social butterflies to the begrudging skeptics, we're sure you'll recognize more than a couple of the characters below.



The Stealth Ninja

A covert collaborator, the Stealth Ninja is the one who lurks, quietly moving from workspace to workspace viewing other people's work that piques their interest. Stealth Ninjas are usually the first to view a file, even if they're not a part of the team. They usually abstain from commenting unless absolutely necessary with the only evidence of their presence an entry on the audit log.

The Ringleader

The Ringleader is anything but a behind-the-scenes person. The Ringleader is a big-idea person who helps other team members arrive at "aha" moments. Ringleaders begin a lot of discussions, bookmark interesting content and add thought-provoking comments to discussions and files. Their creative energy seeps into and influences team members across all the departments.

The Executive

The Executive is usually a decision-maker in your company or department who has limited time, yet wants or needs to be involved at a high level. Speed, efficiency and convenience are of utmost importance to The Executive, who prefers to communicate feedback and final decisions via email rather than logging into a system. When The Executive does log in, the purpose is usually to take in the status of various projects as opposed to actively engaging or working on a project at a detail level.

The Expert

The Expert is the go-to person for questions about collaboration technology and best practices in your organization. The Expert looks beyond the normal file-sharing and project management capabilities of a collaboration solution and finds interesting and innovative ways to automate his or her work by leveraging sophisticated workflows, databases and other advanced features. Borderline geek, Experts are always experimenting, sharing new hacks on the intranet, and custom coding to create the coolest-looking workspaces on the block. Oh, and they usually have the most interesting desk toys and gadgets.

The Socialite

This type of collaborator was born to be social. Socialites are storytellers and connectors. Sharing project details and updates comes as second nature to Socialites because they are more than used to sharing on a regular basis via Facebook, Twitter, Google+, MySpace, LinkedIn, Tumblr ... you get the point. The Socialite always has a newly updated status, helps carry on conversations and encourages others to engage. Socialites are great for easing those who are less accustomed to open communication into being more social.

The Siloist

The Siloist enjoys working alone and is reluctant to share only because he or she is not used to it. Siloists tend to be a bit absent from the workspaces they're part of and like to do most work offline. Siloists are actually most at risk of losing files and work because they prefer not to save and backup regularly to the cloud - and they are also always the last to realize, if ever at all, that the intranet is down.

The Skeptic

The Skeptic is a somewhat vocal opponent to collaboration. Skeptics can often be detractors because they decentralize knowledge and communication when refusing to the use the collaboration workspace. There is hope for Skeptics, though, as they can ultimately be won over if convinced that the WIIFM (What is in it for me?) quotient is high enough.

The Dinosaur

The Dinosaur is not the most tech-savvy person in the organization. A creature of habit and uncomfortable with new ways of doing things, The Dinosaur tends to stick to traditional methods of work. While The Expert might equate managing projects by email to banging two rocks together to create fire, The Dinosaur prefers to be cloaked in this sanctuary of status quo. The Dinosaur does not embrace a new tool without some encouragement, so it is extremely important that the collaboration solution be simple and intuitive.

The Taskmaster

Taskmasters may err on the OCD side or simply be organized to an extreme. No detail is too small, no action item goes unassigned and no audit log unread. The Taskmaster is operationally focused, using collaboration tools fully to execute on project plans. The Taskmaster is the one you can expect will follow up with a task list of action items five minutes after your call ends (and you're grateful for it!).

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Lessons Learned

Collaboration is key!

Develop a collaborative context:

- Build commitment.
- Commit.
- Sustain commitment.

Understand a unit's motivating factor for wanting to build a partnership.

Analyze the various forms of capital at stake – social, organizational, & partnership capital.

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2019 NASPA Annual Conference

MARCH 9-13, 2019 ★ LOS ANGELES, CA

Thank you for joining us today!

Please remember to complete your online evaluation following the conference.

See you in Los Angeles in 2019!