



Prep Makes Perfect

Inventorying ISSS Processes

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Ask and Answer

- What does your office currently do to manage students/scholars, process requests/updates?
 - Accepting paper in office or scanned documents via email attachments
 - Google spreadsheets
 - E-Forms created by your IT dept
 - Collecting/scanning immigration documents at check-in



~ SHARING IS CARING ~

What are some of your daily office processes?



Record Updates & Benefits



Examples

- Registration
- Program Extensions
- CPT/OPT/AT
- Address Updates
- Social Security Letters



Detail Your Process

Current CPT Process

- Student completed CPT request form
- Student must submit internship/employment offer letter
- Student must enroll in CPT credit
- Academic advisor must complete CPT approval form on behalf of the student



Preparing to transition to a new system is a great time for some...



Considerations When Transitioning Your Processes

Political Considerations

- Gaining support of leaders
- Regulations
(*Institutional/Government*)
- Compliance (Ex. Security)



Technological Considerations

- Finding the right system
- Willing IT department
- Cost also factor

Psychological Adjustment

- "I have my process."
- "This is the way we've always done it."
- Managing expectations
(*staff & stakeholders*)



Consider Your Request Processes

- What info are you requesting?
 - Is this still current?
 - Can I rephrase questions for clarity?
 - Do any questions need to be added/removed?
 - Is it SEVIS-Essential?



Consider Your Request Processes

- What are your colleagues doing?
 - Review publically accessible forms of other offices in your region
 - **TIP:** Compare several offices forms to identify consistencies
 - Check out NAFSA resources



Consider Your Request Processes

- What's possible in your new solution?
 - How can information be collected?
 - Dates
 - Field
 - Single Select
 - Short Description
 - Document Upload
 - Electronic Signatures
 - Action Items
 - Dynamic Processes



Who Needs to be Considered?



Thank You!

Please take a moment to fill out your evaluation.

Presenter: Katie Wirka

Session Title: Prep Makes Perfect - Inventorying ISSS Processes

TDS Building Blocks for ISSS-ers - Noah Kriger
Tuesday 04/26 @ 4:40 pm - Bluegrass Second Level

