Student Profile

- Fall 2015 – 1980 international students
- Spring 2016 – 1632 international students
- India, China, Saudi Arabia are most common countries represented
- OIA Advises F-1 and J-1 students mostly
  - You can see this in the Visa/Permit screen of SIS (Add/Update a Person)
  - Many other categories allow study, but don’t have the same regulatory requirements
Pre-Arrival Communications

• Pre-arrival checklist (Sunapsis®)
  – 3 stages (Pre-Arrival Step 1, Pre-Arrival Step 2, Document Check)
    • Step 1:
      – Technology (tech accounts at IUPUI; updating email)
      – Housing
      – Academic orientation
    • Step 2:
      – Health insurance
      – Placement Exams
      – Facebook
      – Emergency Contacts
      – Mentoring Sign-up
      – Meningitis & Citizenship Verifications
      – Airport pick-up/flight information
    • Document Check
      – Upload Passport
      – Upload visa stamp
      – Upload I-94 and passport stamp (after arrival)
Pre-Arrival Communications

• Monthly newsletters
  – March for fall admissions
  – Topics change every month with what is relevant at that time
  • Graduate and Undergraduate versions

• Archived on our website: http://international.iupui.edu/admissions/plan-arrival/newsletters.html
ALEKS

- Included in Pre-Arrival Checklist
- Monthly Newsletters
- Placement Exam
- Newsletter
- Facebook reminders
Website

• New!

http://international.iupui.edu/index.html

• Extensive orientation information based on admit type

http://international.iupui.edu/admissions/orientation/index.html

• New Advisor Resources section:

http://international.iupui.edu/visas/advisors/index.html
International Freshmen - BRIDGE

Soft requirement to participate in Bridge

– Most will be in International Bridge sections except those who test high enough (EAP) for major-based sections

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Arrival Date</td>
<td>August 3</td>
</tr>
<tr>
<td>EAP Testing</td>
<td>August 4</td>
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<tr>
<td>UC Orientation</td>
<td>August 5</td>
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<tr>
<td><strong>MANDATORY</strong> Immigration Meeting</td>
<td>August 8</td>
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<tr>
<td>Bridge</td>
<td>August 9</td>
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International Undergraduates

- Will also include any freshman who did not arrive to participate in Bridge

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<tbody>
<tr>
<td>Arrival Date</td>
<td>August 14</td>
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<tr>
<td><strong>MANDATORY</strong> Immigration Meeting</td>
<td>August 15</td>
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<tr>
<td>EAP Testing</td>
<td>August 16</td>
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<tr>
<td>UC Orientation</td>
<td>August 17</td>
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<td>Various Workshops</td>
<td>August 16-19</td>
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<tr>
<td>Start of School</td>
<td>August 22</td>
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Registration Needs

• 12 Credits, or
  – 6 credits plus Reduced Course Load for Academic Reason (RCL) request in iStart
  – Example of RCL on our website:
    http://international.iupui.edu/doc/visas/rcladvisorexample.pdf

– Learning Communities:
  – Bridge Options: UCOL U110 #24516 (2 cr) or #24269 (1 cr),
    International Engineering: ENGR 19500 #24645 (Hybrid)
    UCOL U110 #24578 or #32998 (Hybrid)
  – Fall FYS Options:
  – Other major LC/FYSs are OK for those with higher EAP scores
Registration Needs

• Must have at least 9 hours of traditional coursework, or
  – 3 hours traditional coursework with RCL

• Concurrent Enrollment (Ivy Tech)
  – Must complete Concurrent Enrollment Verification in iStart!!
  – Must submit copy of I-20 with Passport Agreement
What international students may expect from you...

• “Just tell me what to do.”
• “There must be a way around this...”
• “Aren’t you going to do this for me?”
• Immediate in-person access to manager
• That all employees understand the special requirements of international students
• That no employees understand the special requirements of international students

Make your role clear!!!
Frustration Points

• What is an academic advisor?
• Relationship differences (faculty/student)
  – Confusion about the nature of the relationship may lead to behavior you do not understand, and the student may not understand your response.
• Different cultural approaches to problem solving can lead to conflict
• Culture relates to our deepest values which generally cannot be changed
Differences

You will notice:

• Personal control/self-determination
• Time and the control it has on international v. domestic students
• Directness/Openness

How to deal:

• Recognize
• Validate the frustration point
• Teaching moment - Coaching
• Evaluate Expectations
• Discuss Path Forward
Communication Tips

• Avoid Yes/No questions
• Avoid slang/jargon/idioms
• Speaking louder usually does not help
• Speak slower
• Rephrase using different words
• Ask the student to repeat what you have discussed
• Provide written overview of matter discussed
  – Email works best, be sure to tell the student you are sending it to their IUPUI email address
• Be sensitive to cultural considerations—don’t try to push American ideas too hard
• Be willing to listen and ask leading questions
International Peer Mentoring Program (IPMP)

– Current International and Domestic Students act as mentors for new international student
– Highly trained
– Mentors assigned mentees in late June, continue to connect over summer
– Events programmed by staff to encourage larger group connection
– Mentors receive scholarship money
Questions???

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