Mission

The Office of Global Services (OGS) advances the international community of Northeastern through ensuring immigration compliance while providing transformational services for successful academic, professional, and cultural experiences.

The OGS collaborates with partners across the Northeastern campuses and beyond to enhance the University’s global character and network.
Highlights of OGS Services

Production and total number of student and scholars served (AY 2015-2016)

• Pre-Arrival, Compliance, and Employment Cases (production e-Forms): 14,870
• J-1/J-2 Exchange Visitors Served: 504
• F-1 Served: 11,702
• Total Served: 12,206 (3rd highest enrollment of international students and scholars in the country—ICE data)

Campus engagement and student support

• More than 5,000 students participated in over 100 events and programs hosted or sponsored by OGS
Serving Growth of Regional Campuses

- Silicon Valley to host first cohort of F-1 students in Spring 2017
- Charlotte to host first cohort of F-1 students in Summer 2017
- Expansion of space and programs in Seattle campus
New Strategies

> **Shift to proactive** relationships with schools and colleges

> **Streamlined processes** and re-investment in OGS systems resulting in better student service
  
  - CPT and OPT sessions: Personalized service and customized solutions
  - Staff skillset enhancement to advise students on multiple aspects of SEVIS: “Specialists” also become “Generalists”

> **Programming**
  
  - Expansion of Jumpstart events to include graduate students -- in China and India
  - Webinars for incoming graduate students
  - Expansion of social media platforms and new website
  - Collaboration with GEO and OGC to host faculty forum
Moving Forward

> Enrich the existing infrastructure to better support international students academically, culturally, and globally — Develop and implement cross-departmental strategies for international student success

> Recognize and celebrate our diverse body of students, faculty, staff, and alumni through cross-cultural programs

> Personalize programming based on varying student interests

> Collaborate with faculty to maximize student experience
International Student Experience

Academically & Legally
- Language & Curriculum
- Status & Faculty Expectations
- Graduation & Career

Culturally & Socially
- (Pre-)Arrival & Settle-down
- Adaptation
- Challenges & Dilemmas
Opportunities and Need for Faculty

> **Participate in orientation** to discuss academic differences, expectations, social interaction beyond classroom

> **Mentor** students and **direct** them to the available resources

> **Facilitate with OGS**: Customize programs/to meet student needs -- American pop culture; research; global leadership and entrepreneurship

> **Involve and explore**: Identify students from regions of faculty interest for entrepreneurship, research opportunities/collaboration – especially graduate students
Your Success and Best Practice – we’d like to hear

Success stories to share:
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Best practices and suggestions:
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OGS New Structure