

APRIL 2009

## Faculty and Staff Newsletter

Sample  
HelpDesk Ticket

## New OIS Tools and Resources

OIS is introducing two new tools that will assist the international student and scholar community as well as staff and faculty at NC State. The new OIS website is nearly complete and will make its debut at the OIS Personnel Rep's Training Workshop later this month (see page 2 for more information). Our website has been completely rewritten, updated, and expanded for greater clarity and ease of use. The old website will remain active for a few more weeks and will have a link to the new website on the homepage.

A more comprehensive tool that we have been developing is the OIS HelpDesk, which is an easy to use online submission and tracking system. Students, scholars, and staff can submit requests (and forms) online where OIS staff can process and track them. Users can also easily check on the status of a request and will be notified by email as soon as a request or process is complete. Part of the HelpDesk is a comprehensive Knowledgebase (or FAQ) that gives answers and instructions to the most common questions we deal with at OIS. This system is available all the time and addresses many of the needs or questions we currently get via email, phone calls, or walk-in sessions. We will have both live information sessions and on-line training modules about the OIS HelpDesk scheduled throughout the summer and fall for students, scholars, and staff.

## J-1 Research Scholar Program

New International Student  
Orientation Fall 2009

A new "Request for DS-2019 Form" with updated funding amounts will be posted on the OIS website the first week of May. Please use this new form for J-1 scholar requests or extensions with July 1, 2009 (or later) effective dates. OIS requests that an offer letter (signed by the Department Head) accompany all Request for DS-2019 Form submissions. Departments who invite J-1 scholars who have no U.S. Social Security number will be given a temporary id – necessary to add a new appointment in the HR system – when the DS-2019 is issued.

The former NIVE certificate has also been replaced with visa information in the Visa Permit Panel in the Campus Community section of SIS. Required check-in and SEVIS validation for incoming J-1 Research Scholars is held once each week at OIS, but is not a pre-requisite for appointments in the system or begin dates to employment.

The New International Student Orientation will be held August 13<sup>th</sup> and 14<sup>th</sup> in Talley Student Center. OIS staff and more than 50 volunteers will be assisting an estimated 700 new international students arrive, get settled, and prepare for their programs here at NC State.

By working with international student groups and community volunteers, we provide small group support systems, airport pick-up, temporary housing, housing assistance, individual check-in and advising sessions, campus tours, assistance with daily logistics, social networking, and overall orientation.

New international students who need or desire a more intensive cultural orientation, English language and study skills, and social support can enroll in the GTI 401 Colloquium on US Culture and Education in the Fall.

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## Upcoming Workshops, Events & Training Opportunities

**Weds April 29, 2009**  
2-4 PM

Payroll and Personnel Representative Workshop. Talley Ballroom. We will discuss J -1 Visa issues, procedures, completing the Request for DS-2019, student research options, etc.

**Weds April 29, 2009**  
4-5:30 PM

End of Year Reception for the international community at NC State. NC State faculty and staff who work with, advise, or support international students or scholars are invited to attend. Food and drink will be provided at no cost. Follows the workshop above, but is open to all. Come celebrate with us. No RSVP necessary. Talley plaza/lawn (rainsite: 2<sup>nd</sup> Fl. galleries).

**Fri June 12, 2009**  
10-12 AM

Workshop for international students and scholars – review OIS website, OIS HelpDesk, & international student and scholar issues. Talley Walnut Room.

**Various Dates**  
**Summer 2009**

OIS & GTI staff are available to visit college or departments (dean's meetings, departmental faculty meetings, etc., ) to discuss international student & scholar issues/processes.

**Weds July 15, 2009**  
10-12 noon

Immigration Overview for staff and faculty. OIS staff will discuss international student and scholar processes, issues, and forms. We will also demonstrate the OIS website and the OIS HelpDesk system. Erdahl-Cloyd Theater (D.H. Hill Library next to the Media Center).

**Thurs Aug 6, 2009**  
*All day*

Graduate DGP Workshop at McKimmon. OIS will review critical international graduate student issues and processes. Introduction of OIS website and OIS HelpDesk system.

**Thurs Aug 12, 2009**  
1-4 PM

OIS Information Fair for all new international students and scholars. Talley Ballroom. More than 30 different campus and community groups/agencies.

**Fri Aug 13, 2009**  
8:30 – 4:30

New International Student Orientation. Talley. Required participation for all new international students. DGPs, Grad Secretaries, and other advisors welcome to join us for lunch (Fountain Dining Hall) if you want to meet with new students in your department.

**Mon Sept 14, 2009**  
10-12 noon

Immigration Overview for staff and faculty. OIS staff will discuss international student and scholar processes, issues, and forms, We will also go through the new OIS website and demonstrate the OIS HelpDesk system. Talley/Walnut.



As part of the 12<sup>th</sup> Annual Service Raleigh, eight OIS volunteers braved grey skies and a threat of rain to work and clean areas in a low-income neighborhood on Saturday, March 28<sup>th</sup>.



## Coming in May:



## The New OIS Website

### OIS, Serving You...

Daniels Hall, Room 320

Drop-offs: 8 AM - 5 PM

Walk-ins: 2 PM - 3 PM

Phone: (919) 515-2961

Fax: (919) 515-1402

Email:ois@ncsu.edu

www.ncsu.edu/ois

## Changes in OIS

We are happy to announce some OIS staff updates. This past year, we hired Mr. Thomas Greene to fill the newly created Assistant Director position in OIS and Ms. Lauren Ball to oversee our orientation and cultural programs. Thomas has several years of experience advising international students and scholars on the West Coast and this year he is heading up our Research Scholar program improvement, advising non-degree international students and new student issues. Lauren was an intern with our office while she was completing her Masters of International Studies degree at NC State and then transitioned into the full-time position after Ms. Pam Cook transferred to another state agency.

Ms. Hanya Redwan, Ms. Kelia Hubbard, and Ms. Elizabeth Rose focus on advising issues and processes for international degree-seeking students. Ms. Pascale Toussaint handles admissions related processing – particularly for NDS students – and Ms. Nieke Ploemenguillory is our very capable Front Office Manager. Mr. Derrick Lovick is our Systems Analyst with responsibility for data systems, reports, and technical issues. We were also very fortunate this past year to have front office assistance from Ms. Milagro Rumble and processing assistance from Ms. Diane Armstrong, a first semester student in the MIS program.

To view an organizational chart for OIS staff members with their primary duties in pdf format, please visit: <http://www.ncsu.edu/ois/orgchart2009.pdf>



- International students who are graduating this May are not permitted to work on campus or be employed after graduation unless they have a valid EAD or J-1 Academic Training authorization.
- International students who are not able to complete their programs before the end date on their visa certificate (Form I-20 or DS-2019) must apply for a Program Extension before their form expires. We ask DGPs to confirm the new estimated completion date on the Advisor's Recommendation form (which is pre-filled and submitted by students who need an extension).
- New international students arriving in the Fall are not permitted to arrive in the US more than 30 days before the reporting date on the visa certificate (or July 19<sup>th</sup>). Students must check in with OIS after arrival. Students who cannot get visas and/or arrive before classes begin are strongly encouraged to defer their admission to the next semester.

## GTI Update

The Global Training Initiative facilitated more than 100 overseas nationals so far, who came to NC State to enroll in courses, prepare for graduate admission, engage in supervised research, participate in cultural workshops, or receive short-term professional training. We also began the Student Intern program this year for select overseas students who want to participate in a structured internship or research program on campus or in partnership with NC industry.

More information is available at: <http://www.ncsu.edu/gti/internship.html>

