



# **FUNDAMENTALS OF WORKING WITH ONLINE & INTERNATIONAL STUDENTS**

## **Online Panel**

**Jennifer Roberts** – Higher Education Assistance Group

**Zack Goodwin** – Harvard University Division of Continuing Education

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## **International Panel**

**Hallie Moran** – Hult International Business School

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# Jennifer Roberts



# Implementing Successful and Compliant on-line Graduate Programs

- ❑ FSA Considerations
- ❑ Administrative Requirements
- ❑ Admissions Processes
- ❑ Student Service
- ❑ Risks/Opportunities

# FSA, State & Other Regulatory Considerations

## Review and update your PPA

### Plan ahead

- ▣ Program roll out and FSA approval should happen simultaneously preferable before
  - Allows time for solving process issues
- ▣ Rolling out a program before FSA approval can affect the success of the program
- ▣ Is your program approved by your accrediting body?
- ▣ Do you have the appropriate technological set up and support?

## Identify FSA Program Terms

- ▣ Standard/non-standard terms?
  - Length of program
  - Credits/hours
  - Payment Periods
- ▣ Attendance?

### Aid Processing

- Payment periods
- Disbursement
- Withdrawals/R2T4 Calculations
- Graduate Work-Study Programs
- Verification
- Loan Processing
- Alternative Loan Processing
- Institutional Aid

# Administrative & Student Services Considerations

## Administrative Requirements

### Admissions

- Work together for consistency and fraud protection

### Academics

- Attendance
- SAP

### Registrar

- Attendance
- Add/drop
- SAP

### IT/Security

- Secure Document upload & Imaging software

### Legal, Other

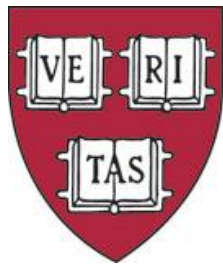
## Exceed Student Expectations

### Communication

- Online students expect a level of technology that is comprehensive and versatile
- Ensure that student interaction for accepting aid and providing documents is easily managed electronically
- Test
  - “cradle to grave” functionality
- Seek assistance/guidance
  - Institutional
  - Colleagues
  - ED
  - Software providers
  - Professional consultants



# Zack Goodwin



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# Effective Communication

How can we best connect with distance students?

- Communication Formats
  - ▣ What are the student demographics?
  - ▣ What is the content and purpose of the communication?
  - ▣ What technologies can be leveraged?
  
- Monitoring Responsiveness
  - ▣ Is the follow-up necessary?
  - ▣ How can we grab students' attention?

# Cost of Attendance

- How do we ensure distance students are treated equitably?
  - Room and Board
    - ▣ What costs are “reasonable?”
  - Travel Costs and Residency Requirements
    - ▣ Is the student encouraged or required to visit the campus?
  - Dependent Care
    - ▣ Are dependent care expenses relevant?
  - Access to Student Services
    - ▣ Does the student have a disability?
    - ▣ How are student services/activities fees assessed?



# Privacy

How do we maintain distance students' confidentiality?

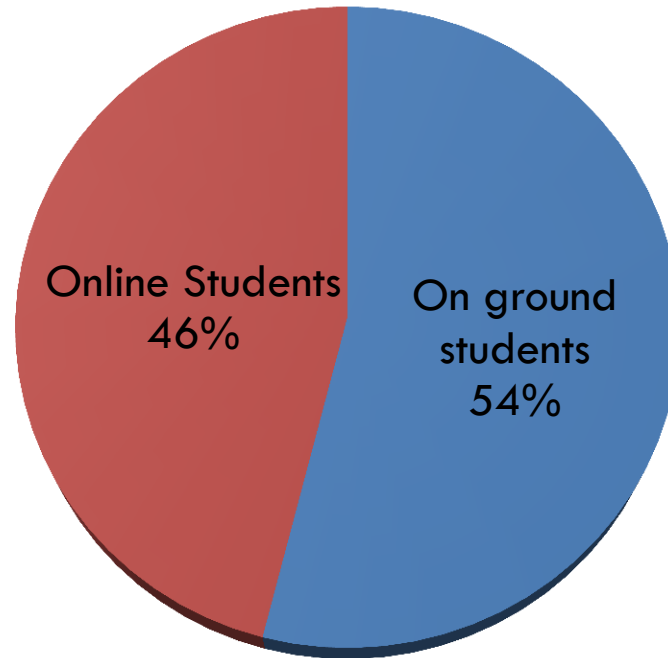
- FERPA
  - ▣ How can students access their records?
  
- High-Risk Information
  - ▣ How can different communication formats maintain privacy?
  - ▣ What technologies can be leveraged?
  - ▣ Do students understand what information is high-risk?

Ebony Carter



Northeastern

# Breakdown of College of Professional Studies Enrollment (12-13 academic year)



# Key Considerations



**A – Adaptability**

**B – Behavior**

**C – Communication**



# Hallie Moran

**HULT** International  
Business  
School  
GET PLUGGED INTO THE WORLD

# International Admissions vs. International Students Office

- Often two different offices
- International admissions = admissions + initial visa advising
- International students = advising enrolled students and alumni

# Basic F-1 Visa Process

- Fully admitted to the program
- Student must show proof of funding for the first year
- Receive an I-20 from the school
- Use this to make an interview appointment at a U.S. consulate

# Proof of Funding

- Estimate of expenses for one year (tuition + housing/living + other)
- Up to international admissions office to decide what is acceptable proof of funding
- Personal funds, family, employer, loans and scholarships
- May be some overlap with financial aid – especially with CADIVI students



# After the Visa...

- International travel
- Changes to academic program:
  - ▣ Reduced courseload
  - ▣ Leaves of absence/withdrawals
  - ▣ Change of major
- Work authorization

# Study Abroad



- Assisting students with visas for other countries
- Hult rotation program to China, UK or UAE



Amy Wooldridge



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# Overview of International Students at NU\*



- 21,000 students at Northeastern
- 7,700 international students
- 3,211 international graduate students
- 2,600 international undergraduate students
- 600 non-degree international students

\*approximate numbers based on 2012-2013 Open Doors Report

# Overview of the ISSI at NU

- Comprehensive Services Offered
  - ▣ Pre-arrival communication & support
  - ▣ Collaborates with admission units (Undergrad, Grad and Non-degree)
  - ▣ On-going F-1 and J-1 compliance advising
  - ▣ Employment and Training Advising (OPT and CPT)
  - ▣ International scholar advising and services

# International Student Challenges

- Language barrier
- New academic and administrative systems
- New educational and professional culture
- New social culture
- Isolation and homesickness
- No centralized orientation office (for international graduate students)
- Housing
- Unfamiliar with U.S. campus life and co-ed living

# Services and Programs at NU

- ISSI collaboration with staff in student services offices
- Online pre-arrival tool (new project)
- ISSI Student Leadership Opportunities
- ISSI organized trips to regional and local areas of interest
- Carnevale: two-month long campus-wide cultural celebration
- NU JumpStart – new pre-arrival program
- English language workshops
- Husky Transitions – new student program
- Success in a U.S. Classroom
- Getting to Know the Campus



# Questions and Discussion