

International Student & Scholar Services

Fall 2009

In Summary

- International Student & Scholar Services (ISSS) is an administrative office whose main purpose is to assist international students and faculty members with immigration issues related to their studies and/or employment. In certain situations, we will refer individuals to other resources (e.g. immigration lawyers).

Who Does What *a VERY basic summary*

- **Robbin**—Director—Students M-Z, faculty and scholar immigration advising
- **Sara**—Assistant Director—Students A-L, All J-1 Students, some faculty advising
- **Emma**—Int'l. Services Coordinator—On-Campus Employment Paperwork
- **Meghann**—Int'l Services Specialist—Health Insurance Compliance
- **Ning**—Graduate Assistant—initial paperwork processing, Global Certificate Program, administrative assistance, general advising

The Office Basics

- Office Hours: 8 a.m. until 5 p.m.; advisor available:
 - 8:30 a.m. until 12:30 p.m.
 - 1:30 p.m. until 4:30 p.m.
- Telephone: 757.683.4756
- Located in 214 Spong
- **E-Mail: intlstu@odu.edu**
- Fax: 757.683.6198
- Web Site: www.odu.edu/iss

Who Do We Serve?

- As of Spring 2009, there were more than 1,100 international students.
- In a typical year, 100-120 visiting faculty are helped and visa assistance is given to 25-30 permanent international faculty and staff.

Who Do We Serve?

- 35% in Bachelor's programs
- 35% in Master's programs
- 20% in Ph.D. programs
- 5% in intensive English
- 5% in post-graduate training

Who Do We Serve?

- Top 10 Countries, in terms of enrolled students
 - India
 - People's Republic of China
 - Turkey
 - Japan
 - South Korea
 - Kuwait
 - Cyprus
 - Taiwan
 - Thailand
 - Nepal

Services of ISSS

- Administrative Needs for Students
 - Immigration and non-academic needs
 - Enrollment certification letters
 - Requested via our web site's **FORMS** page
 - Employment and tax certification (I-9 paperwork), along with access to a tax return preparation system (CINTAX)
 - Home government forms

Services of ISSS

- Personal advising and assistance with adjustment to the US and the University
 - orientation before semester
 - other programs throughout term
 - one-on-one assistance with needs
- Workshops for students and staff on issues and concerns
 - Internships
 - Post-graduation employment
 - Student Leadership
 - Staff training on international student issues

General Information

- **Staying Informed:** We have information on most student immigration policies and procedures on our web site. We also send information out in our e-newsletter, **Updates & Reminders**. Please **READ** these materials and then ask questions.
- **Website:** Almost all procedures can be done online—electronically or filled out online and then printed. Take some time to go through our web site carefully so you know how to find things easily.

General Information

- **Document Drop-Off:** All documents and requests should be submitted to the **ISSS Inbox**, located just inside our office, with an orange Service Request form attached.
- **Document Processing:** Bear in mind that we are an extremely busy office and that the various requests made do take time to be processed. To help you plan, we post and update processing times outside the ISSS office and on the ISSS site.

General Information

- **Document Pick-Up:** All document pick-ups are done at the front desk of our office with a picture ID. If you can't come yourself, a friend can get your item(s), as long as you have sent an e-mail to our office and s/he has a note from you and a photo ID.
- **Friends Asking Questions:** This is not a good idea and often we have to tell a friend that the student him/herself must contact us. Each student's situation is unique and we need certain information that friends cannot provide. Please contact ISSS directly first.

General Information

- **E-Mail:** Check your ODU student e-mail weekly. If you prefer another address, your ODU account can be forwarded. We can't use @cs.odu.edu, @physics.odu.edu, etc., addresses.
- **Appointments:** After check-in, you will be able to make appointments via our web site. If you make one but are then not able to come, **please be sure to cancel the appointment** so another student can use the time slot.
- **Emergencies:** Outside of ISSS office hours, **emergencies** are handled through the University Police, 757.683.4000.

Welcome to Old Dominion University!

