



Connecticut State
Colleges & Universities

**Connecticut State Community College
Job Description
International Student Services Coordinator & DSO**

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
6/13/22

POSITION PURPOSE:

To assist the CSCC Director of International Student Admissions & PDSO with the administration and special projects related to compliance and federal mandates regarding international students on matters of immigration services and assimilation at CSCC. Support the development of recruitment and marketing strategies necessary to meet campus, regional and statewide international student enrollment goals. The International Student Services Coordinator & Designated School Official (DSO) plays a critical role in collaborating across regions and on-campus to ensure the delivery of high-quality service, collaborative recruitment plans, and seamless onboarding support exists to meet the diverse needs of international students. The International Student Services Coordinator & DSO supports the collection and analysis of data to establish benchmarks and leads continuous improvement efforts for international recruitment and enrollment efforts as well as maintains compliance with US Department of Homeland Security Student and Exchange Information System (SEVIS), FERPA and all applicable policies and laws. At the discretion of the Director of International Student Admissions & PDSO the International Student Services Coordinator & DSO may be designated to support campuses within a specific region or across the state. Must work collaboratively with all levels of staff across CT State campuses and the system office.

SUPERVISORY AND OTHER RELATIONSHIPS:

The International Student Services Coordinator & DSO reports to and works under the direction of the Director of International Student Admissions & PDSO. The position may supervise staff, student labor or other clerical positions supporting international student admissions.

The position is required to work collaboratively with other admissions leadership, CSCC college offices and services to develop recruitment goals, build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to international students. The position is also responsible for supporting the development and of relationships within the state, nationally and globally for the purpose of supporting international student recruitment and outreach.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Serves as the Designated School Official (DSO) for the F-1 program and liaison between the system office, faculty; and other key enrollment and advising staff
- Responsible for overview and accuracy of international students' information in the Student Exchange and Visitor Information System (SEVIS)
- Assists with the maintenance of data integrity; reconcile SEVIS Real Time Interactive active database and notifies the Director of International Student Admissions & PDSO and each campus of discrepancies that require immediate attention
- Assists with monitoring of the electronic update of student's academic and immigration status
- Assists with compiling and analyzing data for use in internal and external reports

In addition, the International Student Services Coordinator & DSO is responsible for the following:

Compliance & Reporting

- Works under the direction of the Director of International Student Admissions & PDSO to provide federal compliance reporting via Student and Exchange Visitor Information System (SEVIS) and the United States Citizenship and Immigration Services (USCIS) Student & Exchange Visitor Information System
- Assist students in completing immigration documents, serving as a USCIS DSO (Designated School Official)
- Works with prospective, new, current and former international students on all aspects of the F1 student visa
- Manages all phases of international student file reviews, including verifying finances and TOEFL/IELTS scores, reviewing transcripts and ensures smooth transitions for enrolling students
- Provide documentation for Department of Homeland Security, INS and other government agencies to distribute and explain document/process and assist with obtaining student visas
- Support Director of International Student Admissions & PDSO in maintaining compliance for all international students and meeting SEVIS regulatory requirements on behalf of CSCC
- Provide information on student visas (i.e., can they work, where they work etc.?).
- Assist with advising and counsel international students and sponsors on regulatory/administrative issues related to immigration status (immigration/visa procedures).
- Continuous counseling of international students during the entire tenure at CSCC with the focus on available student services, on-campus employment, CPT, academic requirements, as well as post-graduation (transfer, OPT, departure and after) and I-20/SEVIS operations.
- Educate students on maintaining legal status, employment status, extension of stay, change of status, cultural and financial needs, travel regulations, etc.
- Update and maintain student information in the US Department of Homeland Security Student and Exchange Information System (SEVIS)
- Review and analyze submitted immigration and related application documents and special applicant requests to ensure accuracy, authentication, completeness and adherence to regulations
- Prepare and assist students with legal documents, requests, correspondence, applications and visas
- Work with external groups including the Department of Homeland Security, Social Security Administration, Department of Motor Vehicles and Department of State to resolve issues or provide and receive information
- Create and utilize reports in SEVIS, Banner and the CRM to make informed decisions about processes and ensure students are maintaining compliance with visa regulations.
- Support Director of International Student Admissions & PDSO in maintaining and meeting SEVIS regulatory requirements on behalf of CSCC and compliance for all international students

Recruitment & Enrollment

- Assist the Director of International Student Admissions & PDSO in creating a positive student experience for international students and undocumented student populations
- Work collaboratively with other key admissions staff to identify solutions to streamline onboarding and enrollment processes to improve service to students
- Monitors the flow of students from all regions as they move through the various stages of the admission funnel
- Continuous counseling of international students during the entire tenure at CSCC with the focus on available student services, on-campus employment, CPT, academic requirements, as well as post-graduation (transfer, OPT, departure and after) and I-20/SEVIS operations.
- Travel to CT State campuses, community organizations, enrollment events or other identified locations to support international student enrollment. Domestic and international travel for this position may be required
- Builds and maintains relationships with secondary schools, independent counselors, university academic advisors and study abroad agencies
- Participates in calling campaigns, webinars and yield events for the US and/or in market regions
- Facilitate trainings and professional development workshops for designated back-up campus DSOs, other related student service staff and faculty.
- Processes transcript evaluations for international students to support enrollment and onboarding
- Adheres to FERPA and other departmental policies, procedures and regulations pertaining to student records

- Experience interacting with international students in a college environment. Excellent oral and written communication skills required.
- Participate in recruitment/enrollment activities and events across the state
- Ability to multi-task in a fast-paced work environment. Strong computer skills, including the ability to use MS-Word, Excel, PowerPoint

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.).

Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Two to five years of experience working with international/multicultural students in a college/university setting
- Two to five years of experience recruiting and advising diverse student populations inclusive of international students and/or students from diverse cultural backgrounds
- Current working knowledge and experience with the US Department of Homeland Security Student and Exchange Visitor Information System (SEVIS) procedures and legal requirements of international students, sponsors, and hosting institutions
- Proficient computer skills, including working within database systems/CRMs
- Experience coordinating the F-1 visa process for international students
- Experience working collaboratively with program faculty, enrollment staff and management to support the recruitment and retention of international students

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with 2 to 5 years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.