Staff Resource Guide:
New Graduate & Professional International Students

University of Minnesota

Fall 2015
Dear Graduate and Professional Colleagues,

The goal of this resource guide is to provide you with information and resources that will help you in assisting international students during the first semester. We have highlighted several changes for Fall 2015. By creating a smooth transition, international students are more likely to succeed academically and be fully engaged in their graduate experience. International students are defined as students here on non-immigrant visas whose primary purpose for being in the U.S. is to study full-time. International students make up approximately 15% of the graduate and professional student body.

Together our vision is to create an inclusive and engaged international learning community!

International Student and Scholar Services
The Graduate School
Minnesota English Language Program

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International Student Pre-Arrival Information

After admission, all new international students can access pre-arrival information from two main sources.

Pre-Arrival Guide for New International Students
After confirming their enrollment to the University students are mailed this guide along with their immigration documents. The guide contains general information relevant to all new international students regardless of college. You can review the guide online.

New Fall 2015: Global Gopher Online Orientation
The Global Gopher Online Orientation is a tool to help new international students prepare for their arrival at the University by learning about certain expectations and requirements. Students are required to complete the Global Gopher Online Orientation one week before their Immigration Check-in (information below).

There are five required sections of the online orientation:
1. Introduction videos from President Kaler and ISSS Assistant Dean Barbara Kappler
2. Upon Arrival at the University
3. Immigration Regulations
4. Academics
5. Health Insurance and Campus Safety

There are also several optional sections in the orientation, such as ‘Housing’ and ‘Diversity at UMN.’ We invite you to view the Global Gopher Online Orientation by visiting http://isss.umn.edu/new/ to get the Moodle link and enrollment key.

International Student Arrival Information

International Student Arrival Date

New graduate students are required to arrive by September 8th. Students with assistantships are given a report by date of August 26th. International students are only allowed to enter the U.S. within 30 days of their program start date. This means that the majority of students will not be entering the U.S. until August. However, students who are currently in the U.S. and studying at another U.S. institution may arrive on campus throughout the summer.

New Fall 2015: Immigration Check-in

Immigration Check-in has replaced “Document Check” and the “International Student Orientation Program” (ISOP). The two programs will now be combined into one, two-hour session. Immigration Check-in sessions will no longer be available on a daily basis: weekly sessions will be held on Monday afternoons in June and July. In August and the first week of September, three sessions will be held per week on Monday, Wednesday, and Friday afternoon.

The purpose of Immigration Check-in is to review all new international students’ immigration-related documents. This is a requirement mandated by the Department of Homeland Security (DHS), and ISSS has been given this responsibility on behalf of the University of Minnesota.

At Immigration Check-in, ISSS staff will:
1. Review documents for accuracy and verify arrival in SEVIS.
2. Permanently remove the AI (Determine Visa Status) hold.
3. Instruct students about removal of other negative service indicators (holds) such as the AZ (English Proficiency) or MJ/MG (Graduate School Admissions Office) hold.

4. Instruct students with assistantships to confirm their appointments with their departments and visit Payroll Services to complete the I-9 process.

5. Introduce students to ISSS services.

6. Highlight important immigration regulations and university policies.

**When can a new international student register for classes?**

Students will be able to register for classes after completing Immigration Check-in and making sure all other holds are either temporarily or permanently removed. International students are unable to enroll in courses prior to their physical arrival on campus and completion of Immigration Check-in. Situations that may delay a student’s ability to register include:

- Not completing the Global Gopher Online Orientation: students who report to Immigration Check-in without completing this requirement will be asked to reschedule.
- Not bringing the necessary immigration documents to Immigration Check-in.
- Not resolving other registration holds.

Please direct any questions to the Immigration Check-in Coordinator, Lisa Ziegler, at zieg194@umn.edu or ext. 4-4895.

**New Fall 2015:** To streamline communication from incoming international students, ISSS has created a new email account: isssnew@umn.edu. Please direct students to this email account with any questions they have as they prepare for their first semester at the University.

**New Fall 2015: Global Gopher Weeks** (August 24th- September 4th)

Global Gopher is two weeks of engagement activities for International students designed to support their cultural transition to the University of Minnesota Campus. The activities will allow students to connect with one another and provide access to the cultural context of the U.S. higher education system. The goals of the program are to enhance academic skills and increase knowledge of resources and connection to campus. The second week (Sept 1st-September 4th) of programming will be geared specifically towards graduate students with workshops ranging from preparing for the first 30 days of graduate school to social events and building networks.

Please direct questions to Nasreen Mohamed: moha0015@umn.edu, ext. 6-8494.

**Social Security Sessions**

ISSS will be coordinating special sessions with the Social Security Administration (SSA) to facilitate the process of new international students applying for Social Security Numbers. The SSA will host sessions August 13th and 27th, starting at 8:00 a.m. Students will be given details regarding the sessions (dates, times, and how to register) when they attend the mandatory ISSS Immigration Check-in. Questions can be directed to Lisa Ziegler at ISSS: zieg194@umn.edu.
English Language Requirements

Supporting non-native English speaking international students at UMN

Students who have NOT met the minimum English requirement = AZ Hold

*What is an AZ hold and how does a student clear that hold?*

The AZ service indicator is placed on a student’s record by the Admissions Office if the student is admitted before submitting evidence of having met the minimum English proficiency requirement of the University (550 pbt, 79 iBT (with subscores of at least 21 Writing and 19 Reading), 6.5 IELTS (with subscores of at least 6.5 in Writing and Reading), 80 MELAB, or 80 MN Battery (with subscores of at least 83 Writing and 78 GVR).

Upon arrival, students have three options – submit official test scores that meet the requirement, take the MN Battery Test offered through the Minnesota English Language Program and achieve the minimum score required, or register for and pass the appropriate ESL credit courses. Most graduate students who do not yet have the minimum English score and do not test high enough on MN Battery Test take ESL 3302: Academic Writing.

*What if a graduate program has a TOEFL requirement that is higher than the Graduate School minimum?*

AZ holds are only placed if the English test scores are below the Graduate School minimum or in special cases where the department requests that the student be tested on arrival. If a student scores above the Graduate School minimum, but below the department minimum it is up to the department to decide if the student needs additional English language support.

*What if students do not comply with the AZ hold requirement?*

If students drop their required ESL classes, both the student and the college advisor will receive email notification that the student is in non-compliance. In this case, students will be required to submit official TOEFL scores before the AZ hold will be lifted and thus will not be able to register for future terms.

*What is the AZ hold removal process?*

1. Students come to the Minnesota English Language Program (MELP) office for initial AZ advising
   a. ESL Requirement Policy is explained to students
   b. Students register for the MN Battery, if desired (and AZ hold is temporarily removed)
   c. If the student chooses not to take MN Battery, the student is given a permission number(s) for required ESL course(s) (and AZ hold is temporarily removed)

2. Student meets with college advisor and discusses required ESL class(s)
   a. Students and advisors decide on how to work the required ESL class into their schedule
   b. Advisors or students contact MELP for any additional permission number(s): 612-624-1503

3. Students register for classes.

4. MELP follows up and contacts students and advisors if there are students who have not registered for their ESL classes. Students must take required ESL classes during their first term on campus.

5. The AZ hold is permanently removed after students pass all required ESL classes (or meet MN Battery test score minimum).
Students who HAVE met the minimum English requirement

*What if I have an international student advisee with no AZ hold who I think could benefit from more English support?*

It is important to keep in mind that any test score is an indication of proficiency, but some students with high test scores might still benefit from language support, especially during their first year on campus. While these students are not required to take ESL classes, some may benefit from support in certain aspects of language. Course listings are found on the Minnesota English Language Program website.

English as a Second Language Courses

Credit courses (that might be helpful to graduate students)

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<thead>
<tr>
<th>Grammar Courses</th>
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<tbody>
<tr>
<td>ESL 3102, Grammar for Academic Purposes (4 credits) In-person and online sections offered</td>
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<tr>
<td>Course content focuses on improving accuracy and range in English grammar. Topics that are especially relevant to academic writing, such as conciseness and smooth connections between sentences, are emphasized.</td>
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<tr>
<th>Listening and Speaking Courses</th>
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<tr>
<td>ESL 3551, English Pronunciation (4 credits)</td>
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<tr>
<td>Course content and activities center around improving the production and perception of the sounds of the English language: individual sounds, rhythm, intonation, word and sentence stress, and linking phenomena in fast speech.</td>
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<tr>
<td>ESL 3602, Speaking for Academic Purposes (4 credits)</td>
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<tr>
<td>Course activities focus on academic interactions such as lectures, presentations, seminar-style discussions, informal exchanges. Students will learn to present themselves professionally/socially in collegiate settings.</td>
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<tr>
<th>Writing Courses</th>
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<tr>
<td>ESL 3302, Academic Writing (4 credits) Registration reserved for graduate students</td>
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<tr>
<td>Course content emphasizes the writing process - developing ideas, drafting, revising, and editing. Students practice different genres of academic writing, work on refining their ability to incorporate source material into writing, critiquing writing, and matching writing to audience and purpose.</td>
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<tr>
<th>Other courses</th>
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<tr>
<td>ESL 5006, English for Business Interactions (2 credits) Registration priority given to CSOM students</td>
</tr>
<tr>
<td>Course content designed for high-intermediate to advanced non-native speakers of English who are currently business majors or in closely related major. Writing for business communication, self-editing skills, communication styles, presentations, telephone communication.</td>
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Students Experiencing Personal Difficulties or Mental Health Issues

If you work with an international student who is experiencing personal difficulties or mental health issues, or who demonstrates unusual behavior, the following campus resources can offer assistance. Because of the stigma that some students attach to “counseling,” it may help the student be more comfortable if you tell him or her that these offices have staff who help students deal with a variety of difficulties. Or you can directly contact a counselor from one of these offices to consult with you about the student. The counselor can help you determine if a referral or other resources are needed.

The following campus offices offer counseling to international students:

- University Counseling and Consulting Services (612-624-3323)
- Boynton Mental Health Clinic (612-624-1444)
- International Student and Scholar Services (612-626-7100)

For more information about mental health resources, go to [http://www.mentalhealth.umn.edu](http://www.mentalhealth.umn.edu).

International Students in Crisis:

If you are concerned about an international student’s wellbeing or disruptive behavior, please contact International Student and Scholar Services (ISSS). ISSS has an experienced crisis team whose members work with international students who are in crisis or exhibit behavior that is disruptive and/or possibly indicative of more serious problems. Possible behavioral indicators of more serious problems include international students who (a) do not consistently attend class, (b) are missing from normal activities, (c) exhibit disruptive behavior, or (d) appear to not be functioning well. ISSS staff can usually find a way to contact an international student and check on his or her welfare.

The earlier ISSS receives reports about an international student’s wellbeing or disruptive behavior, the more effective interventions can be. If further assistance is needed to stabilize the student, ISSS staff can accompany the student to a medical provider or the hospital. ISSS staff work closely with UCCS, Boynton Mental Health Clinic, and Fairview University Medical Center. In addition, ISSS is represented on the University Behavioral Consultation Team and the University Community Response Team. Referrals from the academic advising community and collaboration with advisers are instrumental in assisting international students.

If you are concerned about an international student, please contact one of these ISSS advisers:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Eric Kroetsch</td>
<td><a href="mailto:kroe0063@umn.edu">kroe0063@umn.edu</a></td>
<td>612-624-7302</td>
</tr>
<tr>
<td>Mingzhi Li</td>
<td><a href="mailto:lixx0887@umn.edu">lixx0887@umn.edu</a></td>
<td>612-626-7100</td>
</tr>
<tr>
<td>Barbara Pilling</td>
<td><a href="mailto:pilli003@umn.edu">pilli003@umn.edu</a></td>
<td>612-624-9519</td>
</tr>
<tr>
<td>Duane Rohovit</td>
<td><a href="mailto:rohov002@umn.edu">rohov002@umn.edu</a></td>
<td>612-626-4797</td>
</tr>
<tr>
<td>Gabriele Schmiegel</td>
<td><a href="mailto:schm0535@umn.edu">schm0535@umn.edu</a></td>
<td>612-626-7428</td>
</tr>
<tr>
<td>(sponsored international students)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alisa Eland</td>
<td><a href="mailto:eland@umn.edu">eland@umn.edu</a></td>
<td>612-626-7100 or 612-626-7445</td>
</tr>
<tr>
<td>Drew Smith</td>
<td><a href="mailto:smit2039@umn.edu">smit2039@umn.edu</a></td>
<td>612-625-7965</td>
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International Student Articles and Resources

University of Minnesota
ISSS Tips for Native English Speakers: Speaking with Non-Native English Speakers

NACADA Clearinghouse: International Student Resources
International Student Related Resource Links (additional articles besides those listed below)
East meets West- Bridging the advising divide
Advising first year international students
Visa Status and Its Effect on International Student Academic Success
What Advisors Can Do to Help Curtail Plagiarism Among International Students
Many Foreign Students Are Friendless in the U.S., Study Finds

NAFSA: Association for International Educators
Bridging the Gap: Recruitment and Retention to Improve International Student Experiences
Retaining International Students

Journal Based
Using Formal and Informal Curricula to Improve Interactions Between Home and International Students
Bridging the Gap in Expectations Between International Students and Academic Staff

Other Resources
The Transition In: Setting International Students Up for Academic Success
The American Educational Administrator: Examining Some Assumptions
Recognizing and Addressing Cultural Variations in the Classroom

University of Minnesota International Student Specific Resources

Graduate Focused Support for Non-Native Speakers of English
Consultations, workshops, online resources, and Partners of English Program available through the Center for Teaching and Learning.

Academic Resources for UMN International Students: NEW!
Helping advisers and student navigate resources for adjusting to U.S. culture, making American friends, English language skills, writing a paper, citing sources, giving presentations, participating in class, test taking, working in groups, choosing a major, managing stress, time management and working as a Teaching Assistant.

Writing Resources for Non-native Speakers of English through the Center for Writing

Understanding the University of Minnesota Library System: A Guide for International Students
Created by UMN library staff and available to students in English, Chinese and Korean languages

ISSSS International Student Support Programs
Cross-Cultural Discussion Groups, Small World Coffee Hour and Leadership Programs
Contact Information

International Student and Scholar Services

http://www.isss.umn.edu
isss@umn.edu
612-626-7100

Lisa Ziegler
For questions about Immigration Check.
parkx661@umn.edu
612-624-4895

Theresa GangelGhassemlouei
For general advising and immigration based questions.
t-gang@umn.edu
612-624-5225

Gabi Schmiegel
For questions about student who are sponsored financially by a government, company or agency.
Schm0535@umn.edu
612-626-7428

Duane Rohovit
For questions about GLBT international student support.
Rohov002@umn.edu
612-626-4797

Graduate School Admissions

http://www.grad.umn.edu/
309 Johnston Hall

Jim Rowan
Assistant Department Director
j-rowa@umn.edu
612-626-7454

Suzan Koroglu
Program Coordinator
korog001@umn.edu
612-625-230

Minnesota English Language Program

20 Nicholson Hall
http://www.cce.umn.edu/esl

Soa Yang
Student Services Specialist
esl@umn.edu
612-624-1503

Valerie Franz
Program Associate, AZ holds
fran0733@umn.edu
612-625-2162

Sara Schroth
MELP International Student Adviser
schro861@umn.edu
612-625-7888

Mike Anderson
Director, English Language Programs
ande1819@umn.edu
612-624-1183

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