

# Internationalization of Career & Counseling Services

## A Mid-sized University's Approach

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# Southern Polytechnic State University

- Located in Marietta, GA
- 6,200 students enrolled
- 796 students not born in the U.S.
  - International – predominantly from China
  - Permanent Residents
- 3 Full-time Career Services Staff
- International Programs and ISSS is housed under Academic Affairs
- Career and Counseling are combined



# WHO AM I?

Associate Director  
Career Services at



Psychology BA and  
Counseling MA

Life long love of History and  
Sociology

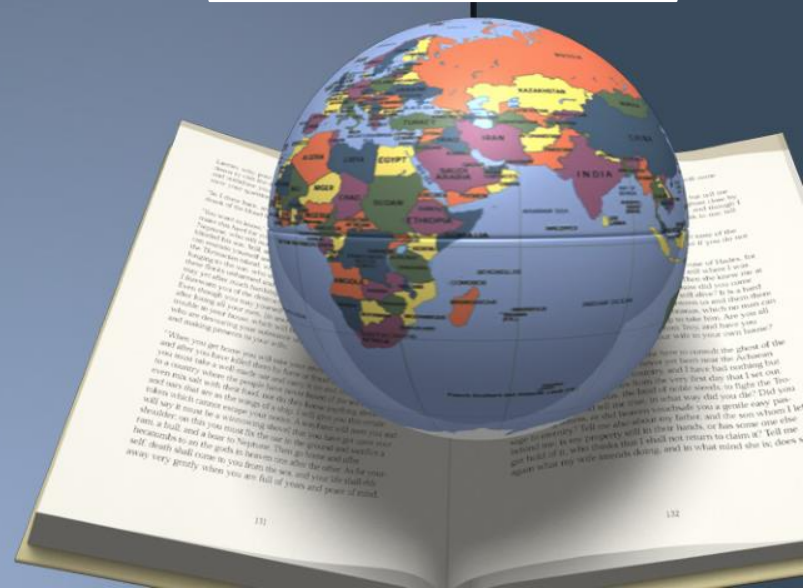
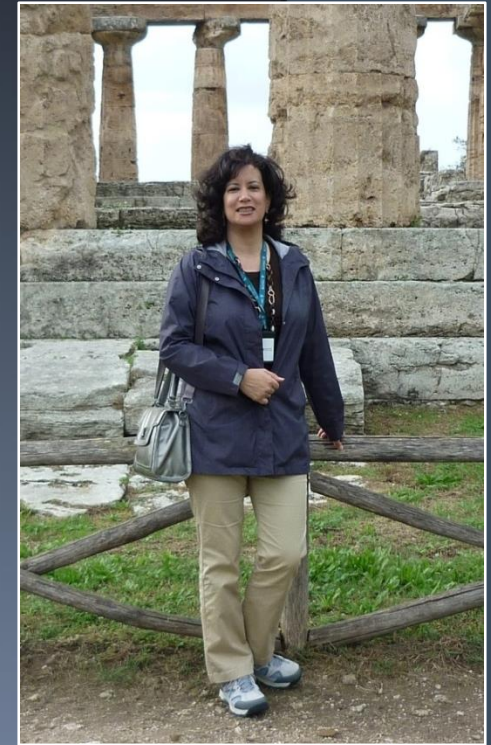
Advocate for SPSU students  
to study, intern and work  
abroad

Passionate about meeting the  
career needs of international  
students and green card  
holders

“Likes” Isabel Wilkerson,  
Esmeralda Santiago, CNN  
International and Lutheran  
Services of GA on Facebook

Avid reader of non-fiction and  
member of a  
book group

Cross-cultural foster parent  
and married to Derek



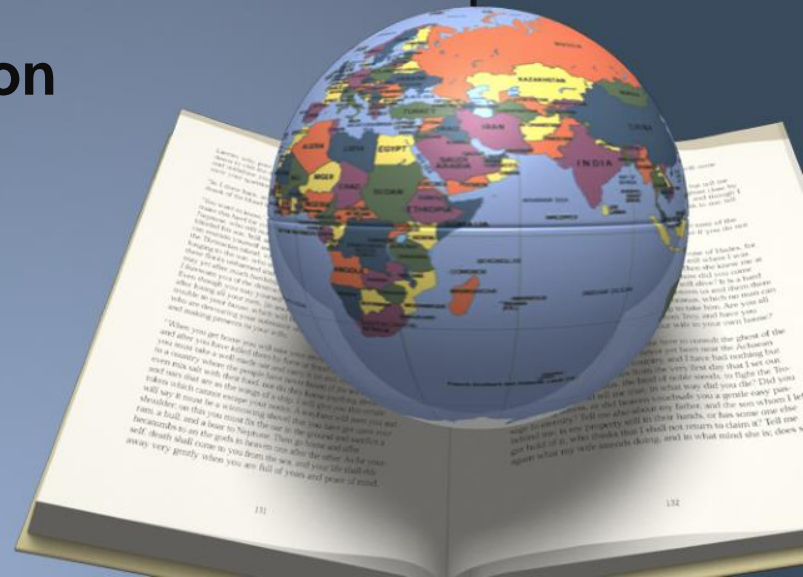
# Why internationalization matters to Career Services?

- Ethical obligation to provide culturally sensitive and appropriate services to all students we serve

## ACPA/NASPA Competency Areas

### Area # 3

- Equity, Diversity and Inclusion



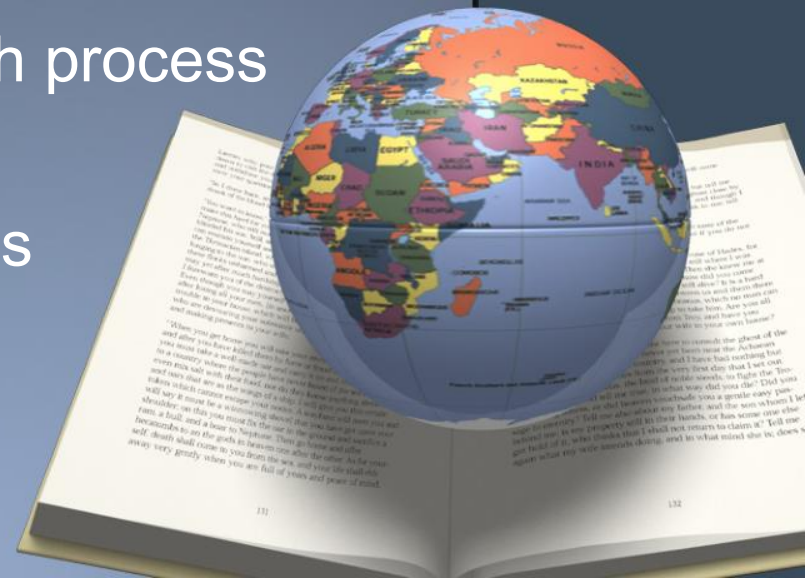


# Career Services for Int'l Students



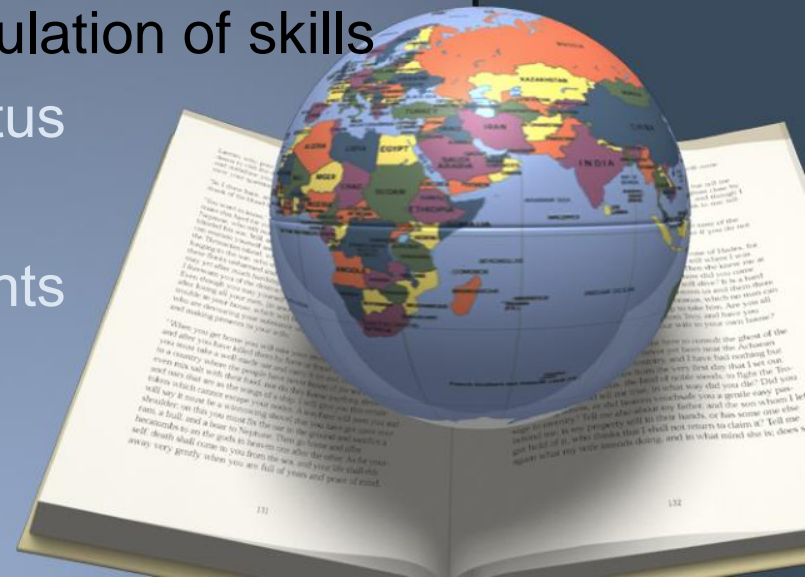
## Some Specific Challenges

- Limited networks
- Discrimination in the job search process
- Name Discrimination
- Definition of Academic Success
- Phone Interviews
- Finding Internships and Jobs



# Current Efforts at SPSU

- Career guide for int'l students
- Chinese based companies doing business in GA
- Going Global
- We ask “Do you sponsor?”
- Infusion of cultural career issues in presentations
  - Handshake, eye contact, articulation of skills
- Employer assumptions about status
  - EE Co-op student
- Resume Advice for Perm Residents





**Students seeking CPT opportunities MUST attend an Intern/Co-op Orientation and Internship Small Group session BEFORE looking for a job.**

This flyer was developed to serve as a guide to help SPSU international students in their search for CPT and/or OPT positions.

Company names were taken from the Georgia Department of Economic Development Website

Career & Counseling Center  
1100 S. Marietta Pkwy  
Suite A-170  
Marietta, GA 30060

Phone: 678-915-7391  
Fax: 678-915-7161  
[www.spsu.edu/cccenter](http://www.spsu.edu/cccenter)



### Chinese Companies with operations in Georgia (U.S.)

China Professional Tours	Intermodal Bridge Transport
COSCO Container Lines	New West International
Dukopp Adler America	Pacific Rim International
Ecotech Machinery, Inc	SANY America
Greenfield Industries	Self Electronics USA
Hailun Distribution	Sinostone
Hisense Corporation	Tai Ping Carpets Americas
HiSoft Technology International	Tehtop Industries
Huawei Technologies	Wuxi AppTec



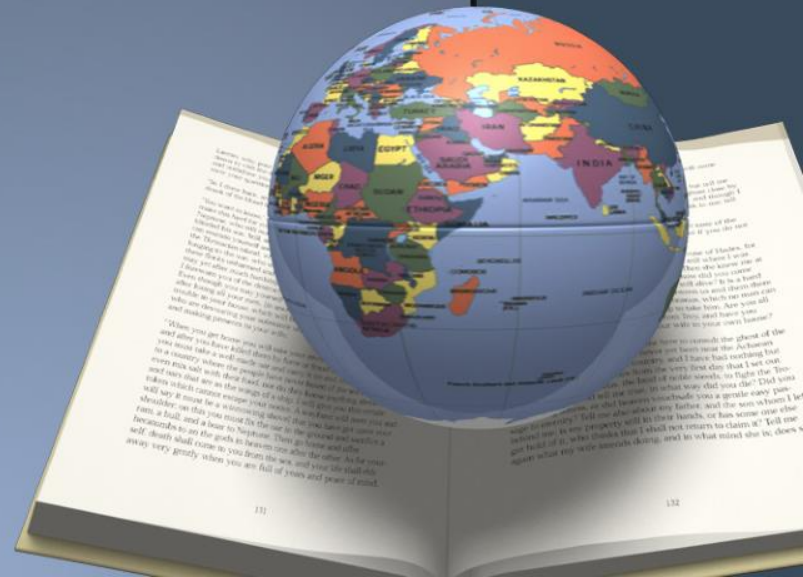
### Georgia (U.S.) Based Companies with operations in China

AFC Enterprises, Inc.	Invesco PLC
AJC International	John Portman and Associates
AGCO Corp	Kurt Salmon Associates
American Megatrends	Manhattan Associates
Coca-Cola Company	Micrometrics Instrument Corporation
Concurrent Computer Corp.	Motovario Corporation
Cox Enterprises	Movius Interactive Corp
CP Kelco	PRG Schulz International
Crawford & Company	Shaw Industries
Delta Airlines	Textile Rubber and Chemical Co.
ET3, LLC	



# National Association of Chinese Americans

- Professional association
- Occasional job postings
- Social events
- Advocacy events







- Networking site 100 million members
- Groups



# Other Networking Organizations

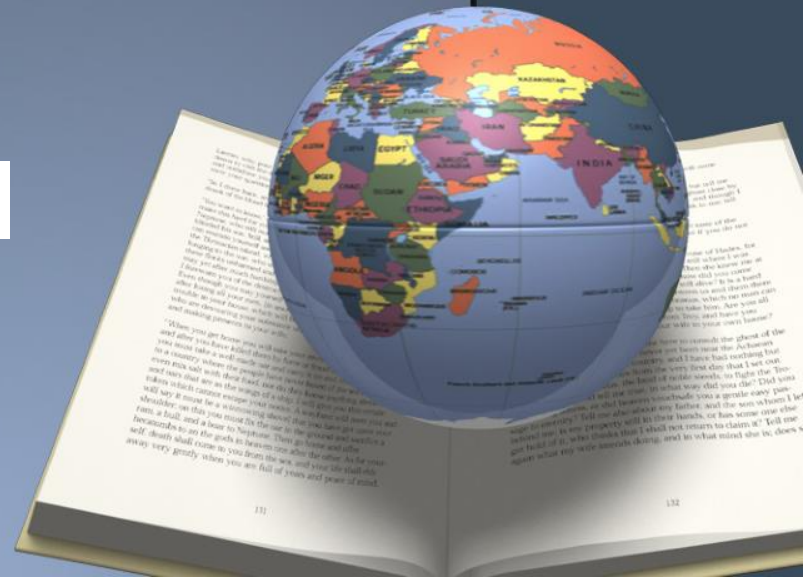


# Future Efforts at SPSU

- Educate our employers
- Students top fear is of using English



For those who are difficult to understand...

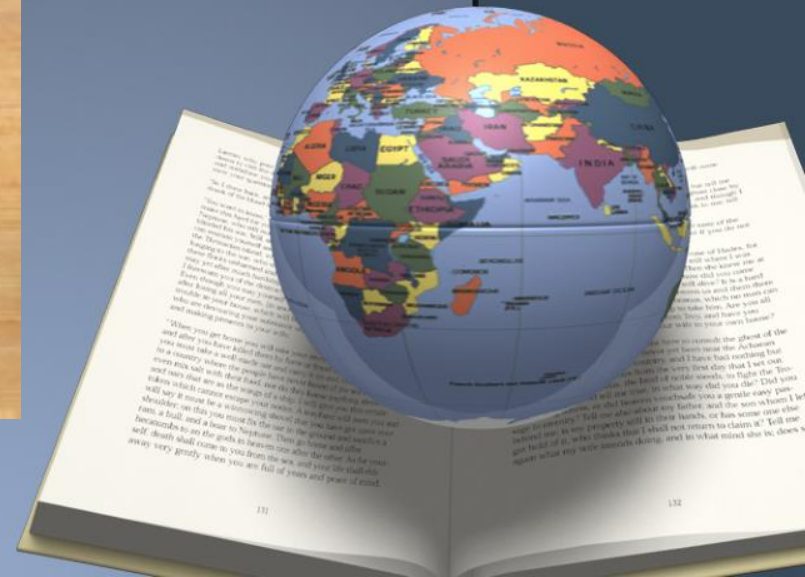




# Career Services and ISSS Together



**“Regular communication between administrators and staff across the international office and other offices is critical to successful internationalization in any administrative organization structure.”**



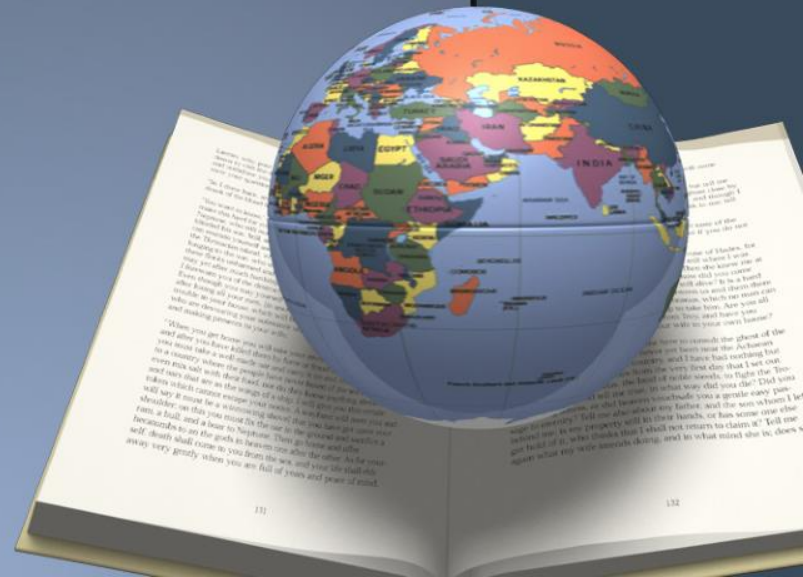


Our office was approached by a multi-national corporation seeking Co-op students to possibly work in Germany.

Now they are seeking full-time hires!

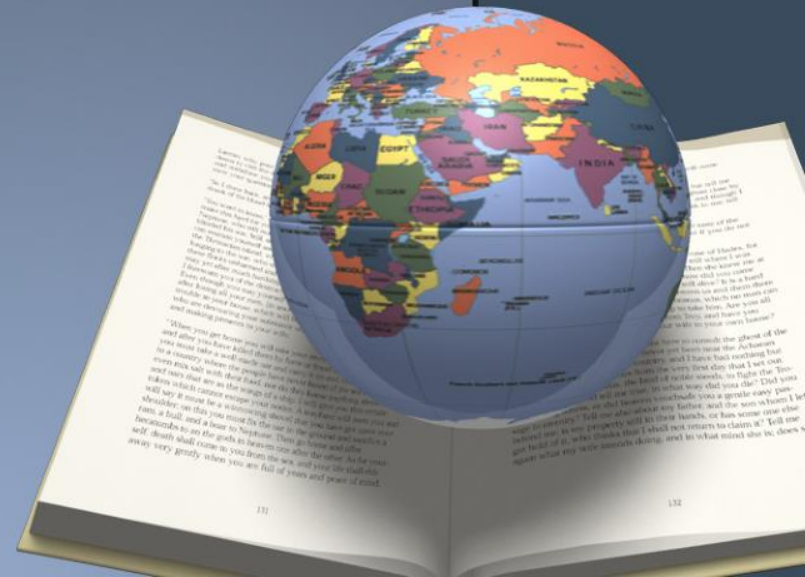
## Work Abroad Initiative

- Created a Work Abroad guide in conjunction with Director of Int'l Programs
  - Pre-departure orientation
  - Culture stress
  - Work Visa and Passport
  - Staying out of legal trouble



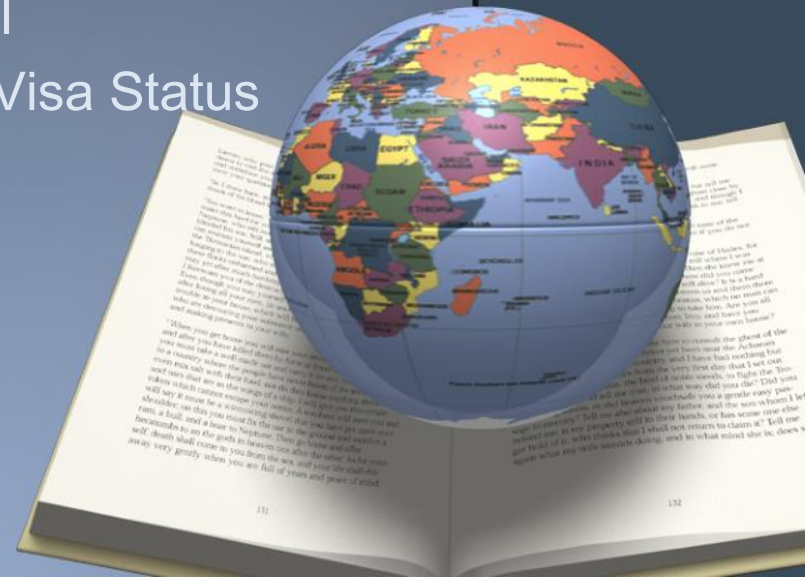
# International Programs Committee

- Started late fall 2012
- Faculty and Staff
- Charge is to:
  - Replace Retired Director of International Programs
  - Look at restructuring the Office of International Programs



# Recommendations for IE Staff Re: Career Svcs

- What do **your** int'l students on **your** campus need?
- Orgs for networking? Network in the int'l community and **share** connections with the Career Services office
- Ask Career Services staff “How do you help students who want to get an H1-B Visa?”
- How do you help permanent residents?
- Creation of International Alumni panel
- When to tell an employer about your Visa Status
- Employer education





# Why internationalization matters to Counseling Services?

- Ethical obligation to provide culturally sensitive and appropriate services to all students we serve

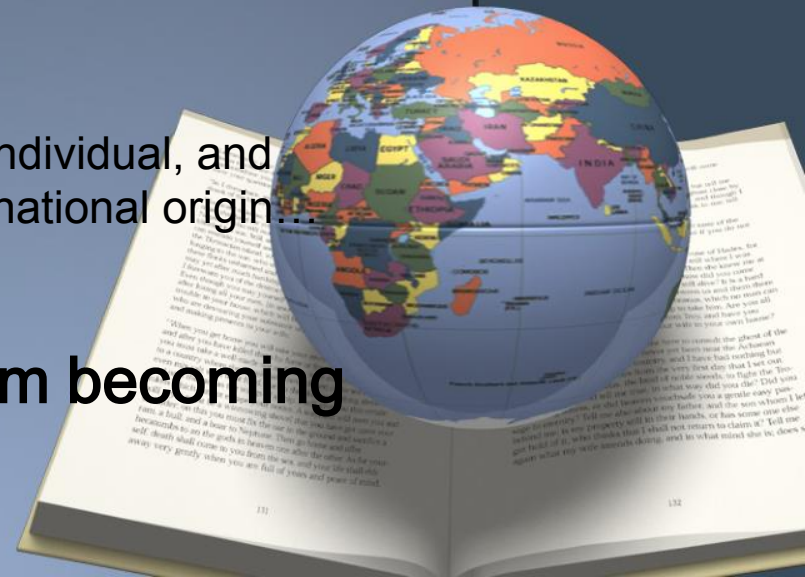
## ACA Code of Ethics

Section A “Counselors communicate information in ways that are... culturally appropriate.”

## APA

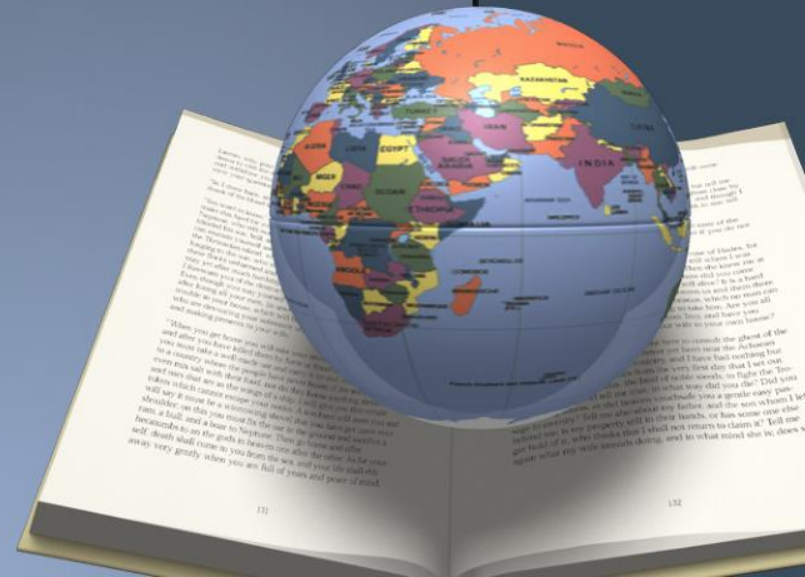
- “Psychologists are aware of cultural, individual, and role differences ... age, gender race, national origin...”

**Help students prevent problems from becoming a crisis!**



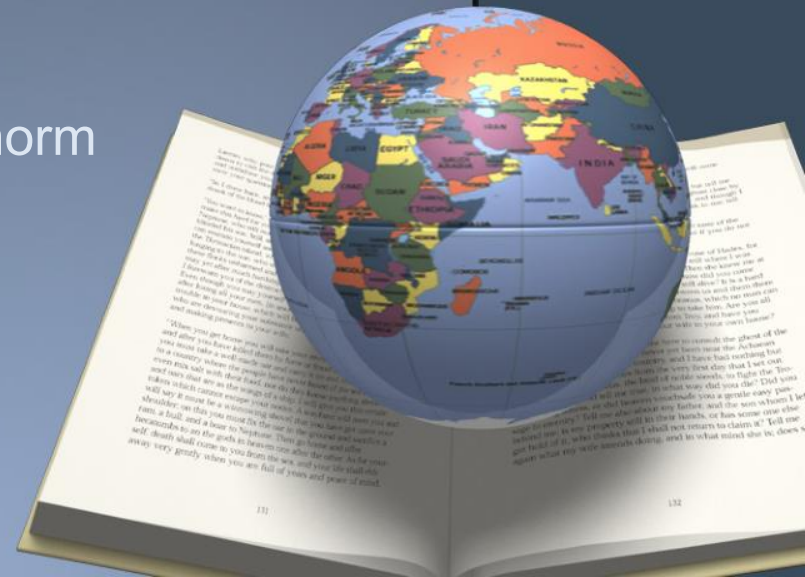
# Underutilization of Counseling

- Families play a key role in decision making



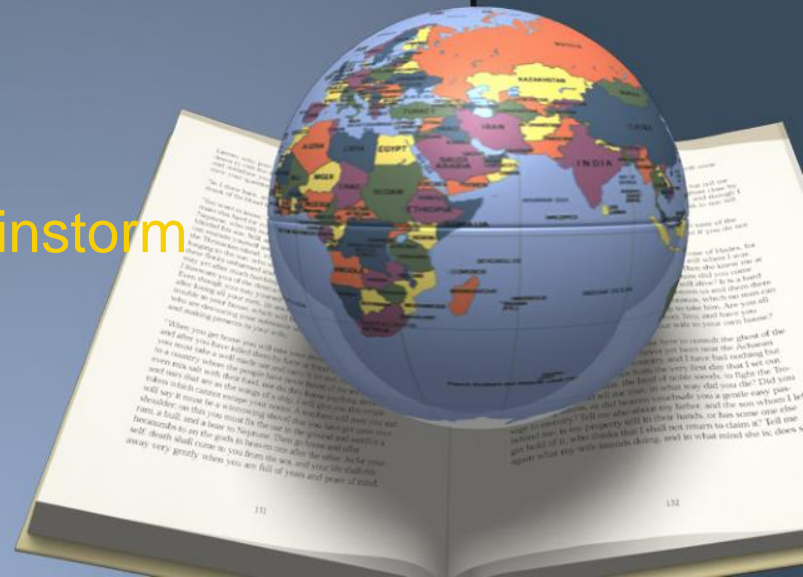
# Why Counseling May be Uncomfortable

- STRONG cultural stigma against asking for help
- STRONG cultural stigma against talking about problems with “strangers”
- Afraid seeing a Counselor will be recorded on one’s transcripts
- Asserting oneself is not their cultural norm
- Sphere of Privacy



# Current Efforts at SPSU

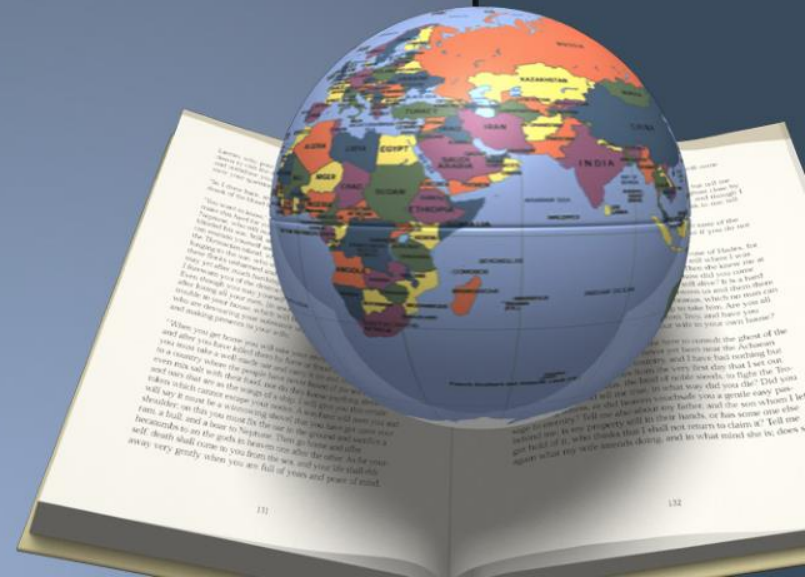
- Specialized handout given at Orientation
  - Defines counseling for int'l students
  - Addresses fears and confidentiality
- Paper Survey given out (not online)
  - Results
- Culture Stress SkillShop
  - Group activity (reduce shame)
  - Students wk in groups and brainstorm solutions
- Int'l Student Support Group





# Future Efforts/Recommendations

- Offer some counseling hours in the ISSS office
- Culturally appropriate handouts in the ISSS office



# Academic Success SkillShops

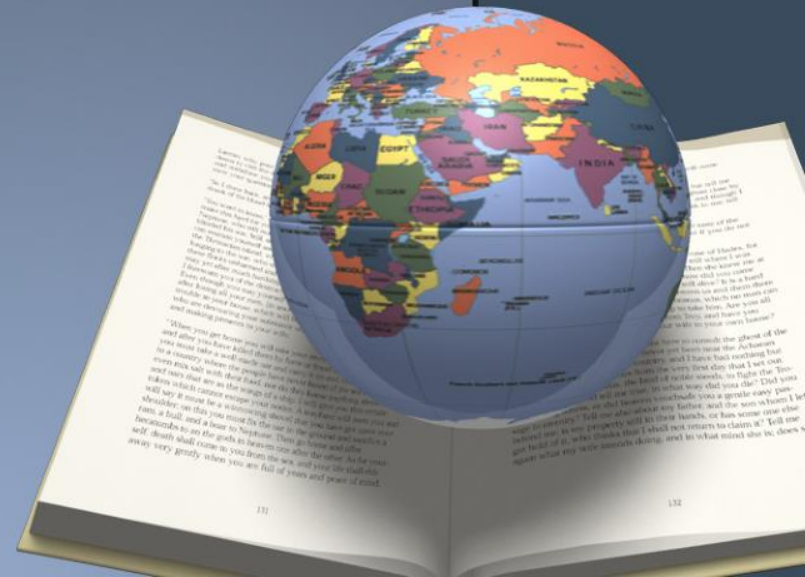


- Cheating or sharing?
- Classroom conduct – silence vs. talking
- Originality and creativity vs. rote repetition
- Continuous evaluation vs. one final test
- Admission to college is just the beginning – now prove yourself



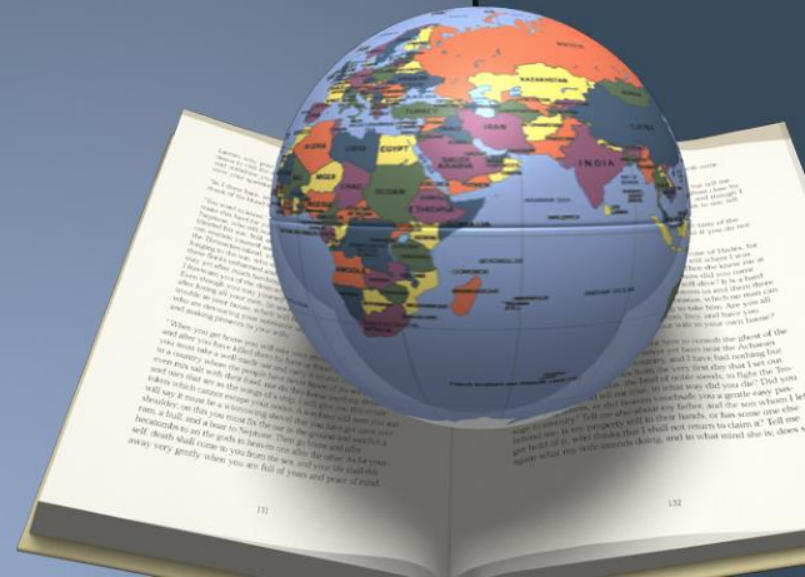
# Some Recommendations

- Ask for visuals to be used in all presentations where int'l students will be
- Ask depts to provide handouts without American jargon
- How long is your orientation? Does it need to be longer?



# Recommendations for IE Offices

- Ask for the stats on int'l students seeking counseling services
- Probe your students on their cultural attitudes towards seeing a Counselor
- Ask, Counseling Staff, “How do you meet the needs of our international populations?”





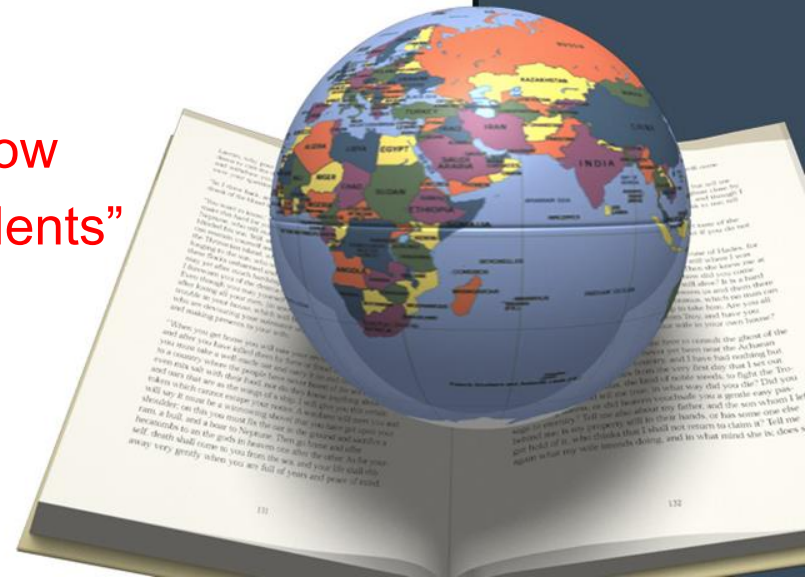
# Recommended Resources

“How to Get a Job in the USA” Nara Venditti, Phd.D

“Americans at Work” Craig Storti

“Succeeding as in International Student in the U.S.  
and  
Canada” Allan E. Goodman

“Underuse of Counseling Services by Low  
Acculturated Chinese International Students”  
Leila Jarrahi



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