

Roopa Rawjee

Summary: Student services professional with over twenty years of experience in advising, co-curricular education, student support, experiential learning, leadership development, and change management grounded in the principles of diversity, equity, belonging, and inclusion.

Education:

California Lutheran University

EdD in Educational Leadership

Dissertation title: “English is the Vehicle to Communicate!” International Graduate Students’ Perceptions of the Connection Between Language Proficiency and Academic Success.”

California State University, Northridge

M.A. in Secondary Education: Curriculum and Instruction

California Teaching Credential – Social Science, CLAD (Crosscultural, Language, and Academic Development)

University of Bombay – Bombay (Mumbai), India

M.A. in Education

B.A. in Education

B.A. in Ancient Indian Culture

Professional Experience:

[Northeastern University](#): Total number of students - 44,000.

Division of Enrollment Management - Office of Global Services (OGS).

Assistant Vice President, OGS November 2019 - Present.

Oversee immigration services, academic support, and co-curricular education for approximately 16,000 students, 4000 alumni on OPT, and international research scholars. Northeastern was recognized as the second institution in the U.S. to host international students in the [Open Doors 2020 Report](#) and first in the [SEVIS by the Numbers 2020 Report](#).

OGS is responsible for supporting international students at all regional campuses in addition to Boston: Burlington, Charlotte, London, Nahant, Portland, San Francisco, Seattle, Silicon Valley, Toronto, Vancouver.

Strategic Planning:

- Reviewed and improved student services: Medical Leave of Absence policy, academic probation, dismissal, etc.
- Improved comprehensive advising processes, e-forms, and campus practices related to F and J visas.
- Implemented Designated School Official (DSO) on Call rotation in order to timely respond to after hours inquiries from Customs and Border Protection (CBP).
- In progress; Inter-campus transfer policy and procedures for Canada-UK-U.S. mobility.

Compliance:

- Primary Designated School Official (PDSO) for F-1 students and Responsible Officer (RO) for J-1 students and scholars.
- Successfully completed Redesignation of institution’s J-1 program and Recertification of

F-1 program.

- Successfully added Burlington and Nahant campuses to the institution's I-17 for F-1 program in 2020 and the Roux Institute in April 2021.
- Successfully completed internal audit of compliance processes and systems in 2020-21.

Personnel Management:

- Oversee a staff of approximately thirty employees in the U.S. and Canada.
- Implemented a new organization structure based on a comprehensive advising model.
- Implemented weekly staff development modules to improve staff proficiency and confidence.

Committees:

- University Retention Committee.
- Africa Global Initiative.
- Global Safety and Security Assessment Committee (GSSAC): The committee is responsible for the assessment and oversight of travel risk, safety, security, health, preparedness, and appropriate intervention for university sponsored travel.
- Registrar's working groups for ongoing review of CIP codes, enrollment matters, etc.

Selected Conference Presentations:

- Commitment, Communication, Composure: Success Strategies for International Student and Scholar Advisors. [EducationUSA Forum 2021](#) session. Chair and co-presenter.
- Leadership, Intersections of Identity, a Plan: Intentionality for Success. NAFSA Annual Conference 2020 Virtual Session. Chair and Co-presenter.
- Staying Well and Healthy in the U.S. EducationUSA Pre Departure Orientation, July 23, 2020. Chair and Co-presenter.

[University of Wisconsin-Madison](#) : Total number of students - 45,319.

Division of Student Affairs - Diversity and Inclusion: International Student Services.

Assistant Dean of Students/Director, International Student Services (ISS) June 2017- October 2019.

Strategic Planning:

- Managed annual departmental budget of approximately \$1.4 million.
- Implemented a change in office structure to better serve student needs and align student services with the [Wisconsin Experience](#).
- Introduced strategic priorities focused on student success and high impact practices.
- Designed communications such as messages of care following international natural disasters, improved bi-weekly newsletter, social media messages, etc.
- Successfully led a software replacement project for efficient reporting of SEVIS data and improved student services. Transitioned student records to digital format.
- Developed a department protocol for managing international student death: Communication and collaboration with campus partners, assistance for bereaved families, etc.
- Proposed a J-1 research intern program to support faculty endeavors.
- Increased corporate sponsorship revenue.
- Strengthened collaborations with the Wisconsin Alumni Association: Pre-departure Orientations in China and India, and alumni participation at the ISS Career Conference.

- Raised \$50,00 from multiple campus stakeholders to cover the cost of 2019 events.
- Hosted 2019 Big Ten Academic Alliance Summit on the Integration of International Students.
 - First host to feature a keynote and consultation by Caroline Casagrande, Deputy Assistant Secretary of State for Education and Cultural Affairs.

Compliance:

- Primary Designated School Official (PDSO) for F-1 students and Alternate Responsible Officer (ARO) for J-1 students.
 - ISS served approximately 7000 enrolled students and 1000 alumni on employment authorization (OPT/AT).
- Oversaw reporting of information in SEVIS (Student and Exchange Visitor Information System), individual and institutional compliance with federal regulations.
- Recalibrated department procedures and practice to ensure consistency of information and student-centered advisement.
- Collaborated with admitting units, advisement centers, faculty, and student services units to support international student compliance, success, and retention.
 - Trained/updated DSOs on a regular basis.

Co-curricular Education:

- Redesigned on-campus International Student Orientation on campus and recommended refinement of pre-Orientation in China and India.
- Oversaw administration of the Global Badger Experience Grant for Student Organizations. This was funded by the Chancellor.
- Oversaw advising and support for more than ten affiliated international student organizations.
- Designed and supported delivery of informational workshops: OPT, Taxes, Financial literacy, Safety and well being, Careers and legal issues, etc.
- Created ongoing programs to support student wellness, success, and adjustment to campus and host culture.
- Served as intercultural and diversity liaison to campus stakeholders to ensure that international students received culturally sensitive services.
- Utilized assessment tools to ascertain student needs and satisfaction in order to improve programs.

Personnel Management:

- Changed organization structure to provide balance and improve supervision of the team.
- Supervised three Assistant Directors.
- Oversaw a staff of eight Academic Staff/Advisors, two University Staff/IT support, and approximately fifteen student employees.

Committees:

- Vice Chancellor for Student Affairs (VCSA) Committees 2018-19:
 - VCSA Transition Team;
 - Student Affairs Council;
 - Dean of Students Search and Screen.
- Member of Equity, Diversity, and Inclusion Standard Job Description Review Team

2018-19: Served as subject matter expert on job descriptions in international services and student affairs.

- Behavior Intervention Team (BIT). Worked with colleagues across campus to support students of concern.
 - Served as Dean on call in rotation with other Assistant Dean/Directors.
 - Supported restorative justice and supportive resolutions to student conduct cases.
- Immigration and International Issues Committee: ex officio non-voting.
- University Health Services Insurance Appeals Committee.
- University International Travel Committee (UITC). Assisted in the administration and periodic review of the “International Travel Resources, Guidelines and Policies” document and in the development of additional guidelines, policies, and resources regarding international travel for UW-Madison students, staff and faculty.
- Suicide Prevention Council.
- International Student Marketing, Recruitment, and Policy Group.
- UW Colleges and UW-Extension Restructuring Steering Committee 2018-19: Advised on processes related to institutional I-17s (Certificate of Eligibility to admit F-1 students).

Selected Conference Presentations:

- Best Practices in International Student Support. UW-Madison and EducationUSA Seminar on Recruiting and Hosting International Students. January 2019. Presenter.
- Successful Integration as a Means to Successful Recruitment. EducationUSA Forum 2019. Washington DC. August 1, 2019. Co-presenter.

Awards:

Performance bonus for exemplary efforts and leadership as Director of ISS: Spring 2018.

[Bridgewater State University](#) (BSU): Total number of students – 10,990.

Division of Academic Affairs: Minnock Center for International Engagement ([MCIE](#)). Renamed.

Director, International Student and Scholar Services (ISSS) August 2010 – June 2017.

Strategic Planning:

- Reviewed memoranda of understanding between BSU and partner institutions abroad to provide feedback for growth and improvement. Recommended, created and implemented institutional policies for optimum success of partnership agreement.
- Implemented recruitment strategies, and advised and/or supported senior leadership on current trends, related issues, etc. Researched and recommended a local ESL provider to successfully support a recruitment initiative in 2016.
- Served on the Global Engagement Steering Committee to visualize and implement the mission, vision and goals of BSU’s strategic plan for internationalizing the campus.
- Designed and launched “Global Village: International Residential Community.” Instructor for attached course.
- Served as a data stream steward for the MCIE. Created avenues for tracking international students and study abroad participants.
- Successfully advocated for a budget increase in AY 18 to better serve students and scholars.

Compliance:

- Primary Designated School Official (PDSO) for F-1 students and Responsible Officer

(RO) for J-1 Exchange Visitors.

- Managed reporting of information in SEVIS (Student and Exchange Visitor Information System), individual and institutional compliance with federal regulations: Includes flight school at New Bedford Regional Airport, Attleboro and Cape Cod campuses.
- Established consistent, student centered policies and procedures.

Admissions:

- Created an online application process for non-degree exchange students.
- Supervised the processing of exchange admissions and supported admission of degree seeking applicants.
- Created an online application process for international scholars.
- Supervised issuance of DS-2019s for J-1 students and scholars, and I-20s for graduate students.
- Supervised admission and services for participants of the National Student Exchange (NSE) program.

Programming:

- Designed and implemented all programming related to international students and scholars including but not limited to bi-annual Orientation, campus-wide International Education Week programs, co-curricular programs and off-campus trips. Conducted assessments to improve and enhance the student and scholar experience.
- Established the Eta Nu Chapter of [Phi Beta Delta](#) Honor Society For International Scholars at BSU.
- Received the BSU Promoting Diversity Grant for collaborative, co-curricular programming in Fall 2014, Spring 2015, and Spring 2017.
- Received an average score of 4.5/5 for International Scholar Orientation designed for the Mandela Washington Fellows in summer 2016.
- Established an institutional agreement with [IREX](#), a nonprofit organization committed to international education and development, to host exchange students from Pakistan.

Services:

- Managed the International Scholar House including reservations, maintenance of the property, opportunities for cultural adjustment, conflict resolution, etc.
- Provided orientation and support services to visiting scholars.
- Managed all international student services related to residence life and housing, student billing, health and wellness services, etc.
- Created a comprehensive webpage for ISSS that included information, request forms, helpful resources, etc.

Personnel Management:

- Supervised professional employees ([AFSCME](#), [APA](#)), graduate, and student assistants.
 - Staff Assistant for ISSS: Advising and SEVIS functions.
 - Staff Assistant for programming: Adviser, International Culture Club, National Student Exchange and semester exchanges and Chapter Coordinator of Phi Beta Delta: Honor Society for International Scholars.
 - Administrative Assistant for the Minnock Center for International Engagement: Front desk services, student employee schedules and training, support services for

ISSS.

Key Collaborations:

- Collaborated with MCIE directors on matters including budgets, programming, risk management, creation of policies, etc. Actively promoted BSU Study Abroad opportunities at all times.
- Communicated and liaised with faculty on international student academic support, off-campus employment or internships, withdrawals, academic honesty, etc.
- Human Resources: Responsible for verifying employment authorization for Social Security applications and BSU Human Resources. Provided general information and guidelines for all visa categories to students, staff and faculty.
- Collaborated with faculty and area studies faculty coordinators to support international engagement, facilitated international scholar applications, accommodations, employment authorization, engagement in campus wide events, student programs, etc.
- Worked closely with the division of Student Affairs to support student leadership and success.
 - Member of the extended Care Team. Supported international/transnational students of concern.
 - Speaker/facilitator at New Student Orientation and Parent Day.
 - Facilitator for Orientation Leader training.
 - Member of the Community Standards Administrative Review Committee. Review violations of student conduct code to determine student responsibility if any, and consequences.
 - Brief Alcohol Screening and Intervention for College Students (BASICS) facilitator.
 - Bystander Intervention Trainer/Facilitator. Educated to prevent sexual assault.
 - Mentor/facilitator for leadership and diversity programs. Women's Leadership Retreat facilitator.
 - When possible, served as advisor for off-campus activities.
- Active contributor at events and discussions organized by the Office of Institutional Diversity (OID).
 - Presented at BSU's Annual "Day of Dialogue" and Diversity Conferences.
 - Contributed to monthly OID lunch and learn meetings.
 - Supported diversity issues and initiatives through high impact, collaborative programming and practices.
- Periodically served as a facilitator for the International Book Club which supported the English as a Second Language 101 and 102 classes.

Committees:

- Global Engagement Core Committee and Steering Committee.
 - Risk management sub-committee.
 - Faculty and staff opportunities sub-committee.
- Enrollment Management Task Force.
- Study Abroad Emergency Response Team.
- Study Abroad Advisory Committee.
- Diversity and Social Justice Implementation Committee:
 - Welcoming Environment Education. 2016.

- Welcoming Environment for those with Disabilities. 2016.
- Student Success and Retention sub-committee. 2015.
- Stereotype Threat Working Group. 2014.
- University Data Steward: Created appropriate codes for identification of Study Abroad and ISSS participants. 2013-14.
- Orientation Core Committee.
- English Language Education and Support Advisory Board.
- Cross-divisional International Advisory Committee: Chair.
- BSU Care Team 2012 - 2016. Extended team Fall 2016 onwards.
- Diversity Inclusion Resource Institute (DIRI) 2012-2015.
- Food Services Committee.
- BSU Promoting Diversity Fund/Grant Planning and Design Committee: Fall 2012.

Selected Conference Presentations:

- 2017 BSU Part-time Faculty Teaching and Learning Conference: Teaching to Diversity & Inclusion.
 - The Practical Side of Global Engagement.
- Eliminating Opportunity Gaps: Promising Data-Driven Diversity and Inclusion Practices in Higher Education: Diversity Conference. November 13, 2015. Session lead and co-presenter:
 - Co-curricular Education and the Human Factor: A Case Study.
 - Holistic Academic Advising for Exchange Students: A Collaborative Leadership Model.
- BSU Day of Dialogue: Compassionate Action for a Just Community. November 19, 2014. Co-presenter for sessions on:
 - “Homophobia and Heterosexual Allies.”
 - “Integrating Contemplative Practices in the Service of Social Justice.”
- Leading for Change 2014: Diversity Practices in Higher Education Conference at BSU. June 11, 2014. “Our Unique Stories in Our Voices: International Educators Speak!” Co-presenter.
- MaCIE Conference. November 15, 2013. “Ethics in Immigration, Rules and Regulations.” Co-presenter.
- Leading for Change: Diversity Practices in Higher Education. A state-wide conference offered by BSU and the Massachusetts Commission against Discrimination. August 13 and 14, 2013. Consultant/facilitator.
- BSU Day of Dialogue: Building Skills for Diversity and Social Justice. March 01, 2013. “Employees Working for Diversity and Social Justice.” Facilitator.

[California State University, Northridge](#) (CSUN): Division of Student Affairs.

Total number of students – 41,548.

Foreign Student Advisor, Student Services Professional II. August 2005 – August 2010.

International Student Activities Assistant, Student Services Professional I. April 2001 – July 2005.

Graduate Assistant. November 1998 – March 2001.

- Supported international and exchange students’ compliance with visa requirements. Liaised with federal agencies and internal departments to facilitate student employment

opportunities, inquiries, and/or solutions between institutional policies and procedures and federal immigration regulations. Introduced immigration advisement sessions as a mandatory complement to International Student Orientation. Increased number and quality of informational materials for students, faculty and staff. Created assessment tools and utilized data to improve workshops. Created a Policies and Procedures Manual for the International and Exchange Student Center (IESC). Processed I-9 forms for non U.S. citizen employees.

- Utilized student development theory and student learning outcomes model to create developmental experiences for student employees and graduate assistants/interns from home institution and California Lutheran University. Worked closely with faculty, students, and off campus employers to support internships and cooperative education. Quadrupled international student participation in campus activities,
- Worked closely with Admissions and Records, academic advisement centers, Student Health Center, Counseling Services, the National Center on Deafness (NCOD), Human Resources and Graduate Studies to facilitate international students' success. Collaborated with the office of Student Outreach and Recruitment Services (SOARS) by presenting informational workshops to students and advisors at local "feeder" schools, and mentoring international recruiters.
- Enhanced opportunities for Study Abroad by disseminating general program information to domestic students, assisted in organizing the Study Abroad Fair each fall semester, served on applicant interview panels, etc.
- Served as facilitator at the Orientation Leader Training Retreat each summer. Presented information sessions at New Student Orientation for all incoming freshmen and transfer students each fall.
- Served at all nine CSUN Commencement ceremonies each year.
- Member/Secretary of the Omega Chapter of Phi Beta Delta, Honor Society for International Scholars executive committee. In addition to attending regular meetings, provided support during the planning of the annual induction ceremony of new members each spring and served as presenter at the event.
- Recruited and trained international student participants and coordinated Student Panels for an International Curriculum and Education (SPICE) and the International Student Mentor Program (ISMP). Provided leadership training and collaborated with campus entities such as University Counseling Services to develop ethical mentoring skills in international students. Worked closely with faculty, teachers from neighboring schools and community organizations to bring global education to them. Significantly increased student participation in both programs.
- Organized specialized, bi-annual Orientation for incoming international students and presented information sessions based on their specific needs.

Awards:

- May 2010. CSUN, Academic Professionals of California (APC) merit bonus for earning doctorate.
- May 2009. CSUN, Academic Professionals of California (APC) merit bonus for excellence in work.
- May 2007. CSUN, Phi Beta Delta award for dedicated service to international students.
- May 2004. CSUN, Student Affairs Division Departmental Award: Positive Spirit Award.
- May 2002. CSUN, Academic Professionals of California (APC) merit bonus for earning

Master's degree.

Contributions to Professional Organizations: 2001 - present.

- [Member NAFSA](#): Association of International Educators.
- Workshop Dean NAFSA Trainer Corps: CEP Workshops for ISSS. 2021-2022.
- Member NAFSA Leadership Development Committee. 2021-2022.
- Chair [NAFSA Academy for International Education](#). July 2018 - December 2020: Lead the professional development experience for approximately 100 trainees and eleven coaches each year, train the trainers, advance the mission of international education.
- Coach, NAFSA Academy for International Education 2015-16 and 2016-17. Worked with trainees from Region XI as well as across the United States to support their professional development via online modules, in person, and at Spring Training.
- [MaCIE \(Massachusetts Council for International Education\)](#). Members include 29 institutions of public higher education.
 - President 2012-13.
 - Organized and hosted the annual conference at BSU in 2012 and 2014.
 - Created the MaCIE Executive Board in Spring 2014 and initiated an ongoing, thorough review of the organization. The organization received non-profit status in 2021.
 - Founder member of the Executive Board.
- Recruited MaCIE members to serve as resume reviewers for the NAFSA Annual Conference in Boston in 2015.
- Proposal reviewer for the NAFSA Annual Conferences in San Diego, CA 2014, Denver, CO 2016, Los Angeles, CA 2017, St. Louis, MO 2020, and Denver 2022.
- Omega (CSUN) and Eta Nu (BSU) Chapters of Phi Beta Delta, Honor Society for International Scholars.
- ISSAF (International Student and Scholar Advisor Forum). Alliance of international student and scholar advisors in MA.

Professional Development: 2010 - present.

- Campus Security Authority Training provided by University of Wisconsin-Madison.
- Title IX Training provided by University of Wisconsin-Madison.
- Brief Alcohol Screening and Intervention for College Students (BASICS) facilitator.
- Bystander Intervention Trainer/Facilitator: Trained by [Prevention Innovations](#). Trained to teach fellow professionals how to help prevent sexual assault.
- Management Development Program (20 hours): [NAFSA](#)
- NAFSA Beyond Management: Leadership for Comprehensive Internationalization.
- [HERS](#) Leadership Institute 2011: A two week residential program at Bryn Mawr College with an intensive leadership and management curriculum for women faculty and administrators. Nominated by the Vice President for External Affairs at Bridgewater State University.

Additional Training Received:

- Clery Act Training for administrators provided by [D. Stafford & Associates](#) at BSU.
- Advanced Threat Assessment Training provided by [Sigma](#) Threat Management Associates at Eastern Connecticut State University.
- [QPR: Institute for Suicide Prevention](#) Gatekeeper Instructor. Trained to teach fellow

- professionals how to help prevent suicide.
- Strengths Educator: Trained by Gallup to utilize [CliftonStrengths](#) to educate and maximize student and employee performance.
- Massachusetts State Ethics Commission Training provided by BSU Human Resources.
- Disability Law Issues at BSU, workshop presented by Ralph D’Amico and the BSU Affirmative Action Office.
- Conflict Management Training provided by BSU Human Resources.
- Ethics for Managers Training provided by BSU Human Resources.
- Training for Prevention of Sexual Harassment and Discrimination provided by BSU Human Resources.

Teaching Experience:

University of Wisconsin-Madison
Adjunct Faculty.

- NUTR SCI 375: Food and Culture. An online course.

Bridgewater State University
Part-time Assistant Professor.

- INTD 205: Introduction to American Culture and Society, an interdisciplinary course.
- INTD 105: Global Village Residential Learning Community.

CSUN Roland Tseng College of Extended Learning
Part-time English Instructor, Intensive English Program.

- Taught English as a Second Language to students of various academic and proficiency levels that included vocabulary, grammar, TOEFL preparation, writing a research paper, etc.

Young Ladies High School (YLHS), Bombay, India
Teacher.

- Taught English (including elocution and dramatics), History, and Geography to 9th and 10th grade students.
- Girl Guides: Was responsible for student training, trips and camps out of Bombay.
- Moderator of the Rotaract Club for YLHS.

Languages spoken:

Fluent in Hindi, Urdu, Gujarati, Marathi. Some Spanish and Arabic.

Technology skills:

Banner, Maxient, Microsoft Office Suite, PeopleSoft, ServiceNow, SEVIS, Sunapsis, Terra Dotta, World Wide Web and social media applications.

Top Five Strengths:

Relator, Responsibility, Strategic, Learner, Belief [CliftonStrengths Online Talent Assessment | EN](#)