Many thanks to Seven-Minute Motivator Series Sponsor:

UMSL Global
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Establishing Offshore Operations: Challenges, Opportunities and Successes

Kim Morrison, Grok Global Services
Dr Matthew Pucciarelli, St. John’s University
Brett Berquist, University of Auckland
Tori Ellenberger, Deakin University
Dr Jeffrey Riedinger, University of Washington
Demands and Trends

Kim Morrison
CEO, Grok Global Services
Demand for Global Management Framework

- Demand drivers for in-country presence
- Non-US universities
- American universities
Major Trends in Deployment of In-Country Staff

- Improvements on campus
- Better team management
- A professional work environment
- New strategies impacting staffing
- Administrative / commercial arrangements
Challenges for SIOs

- Conditions for success on campus
- Conditions for success off campus
- How to deploy staff?
Management Across Borders

Dr Matthew Pucciarelli,
Associate Provost of Global Programs
St. John’s University
Queens, New York
St. John’s Sites Abroad

New York City “Home Base”
Paris, France Site
Rome, Italy Campus
SIOs & Management Across Borders

- Translating institutional norms
- Anticipating & addressing cultural challenges
- Recruiting and retaining staff
- Considering the role of local collegial networks, unions, professional development expectations, and more
Risk Mitigation and Transition Strategies for Offshore SIOs

Tori Ellenberger, Director North America
Deakin University
Deakin’s Offshore Experience

People

Space

Technology
Transition Strategies

Timeline & Plan
- Internal resources and approvals
- Negotiating and finalising contract
- Negotiations and transfer of assets

Communication with stakeholders

Qualified transition team
Risk Mitigation Strategies

Knowledge Capture

Shared contacts

People focussed
Establishing Offshore Representation Through Service Platform

Brett Berquist, Director International
University of Auckland
NZ International Education sector

Total economic contribution of international education

$5.1b

Total value of onshore economic value

$4.8b (Value Added + tax)

$260m increase since 2016

Total value of offshore activity

$0.3b

$60m increase since 2016

Expenditure by international students supports

47,490 jobs

Source: Education New Zealand

Economic value of international education to New Zealand (infographic)
China has peaked. Long live India.

2016 – 0% increase China outbound
TNE: What are we doing?

- Joint programming China
- Aulin College
- Dual Master’s strategy & joint PhD
- Growing articulation agreements
- Off-shore foundation delivery
Off-shore Representation - Internal vs. Outsource

Compliance

Talent

Risk mitigation
Supporting COMPLEX International operations

Dr. Jeffrey Riedinger
Vice Provost for Global Affairs
Global Operations Support
Identify and Connect Resources

- Compliance & legal
- Human resources
- Resources & tools
- Purchasing & payments

Single points of contact
UWORLD
NGOs in Relevant Locations

- University controlled Washington non-profit corporation

- University is IRC Section 115 (tax exempt) organization; did not seek 501(c)3 status for Uworld

- UWorld allows for registration and complex, long-term operation in multiple countries – currently 14 subsidiaries
Thank you!