

Compliance Matters

Office of the President / Office of Compliance and Risk Management / Office of Equal Opportunity



A New Service Model for the Global Network University by David Austell

*Afoot and light-hearted, I take to the open road
Healthy, free, the world before me...*

from "Song of the Open Road"
by Walt Whitman

Whenever I read these lines, I am reminded of the open road afforded by New York University in its role as the first Global Network University, ("GNU") a road more traveled worldwide by NYU students, faculty, and staff than by any other academic community in the United States. An effective innovation such as the GNU requires the development of new operational infrastructures, and an example of this is the new service model supporting seamless travel throughout the GNU: the Office of Global Services ("OGS").

The OGS was previously the Office for International Students and Scholars ("OISS") which served international students, foreign faculty, and visiting research scholars and professors coming to New York from abroad.

The transition to the OGS reflects the new and expanded services offered to our community which are fundamentally focused on compliance with federal immigration laws; the immigration laws of all of the countries abroad hosting the touch-points of the GNU, foreign and domestic taxation related to travel, and legal aspects of global mobility.

To meet these complex compliance requirements, four service areas have been developed and enhanced within the OGS.



International Scholar Services provides comprehensive immigration services to international tenure-track faculty and to visiting international researchers and professors. Staff expertise areas include J-1, H-1B, TN, O-1, and E-3 non-immigrant classifications, as well as immigrant classifications, labor certification, and advising/processing related to adjustment of U.S. permanent resident ("green card") status.

Immigration and Mobility Services is the newest service area within the OGS and it focuses on immigration advisement and visa processing for all NYU students, faculty, and staff traveling abroad under the auspices of NYU. Comprehensive mobility services are now available to eligible faculty members being deployed abroad by NYU.

Continued on page 2

In This Issue:

- ◆ A New Global Service Model , page 1
- ◆ Enhanced Travel Services, page 2
- ◆ Risk-Managed Travel, page 3
- ◆ Compliance and Risk Management, page 3
- ◆ NYUAD Corner, page 4

New Service Model (continued from page 1)

These services include relocation, assistance with overseas housing and schooling needs, monitoring and communications during deployment, and returning the NYU faculty member, family, and household goods safely to the United States.

International Student Services provides immigration advisement and processing for one of the largest international student communities in the world (numbering over 9,300 from 130 countries during this academic year).

The OGS serves as the primary compliance office related to the federal Student and Exchange Visitor Information System (SEVIS), through which institutions of higher education are required to report to the U.S. government the presence of all international students and visiting scholars in F-1 student visa classification and J-1 exchange visitor classification.

Office of International Students and Scholars at NYU Poly has recently come into the OGS fold, offering

immigration advisement and processing to international students and to visiting research scholars and professors; there are currently about 2,800 international students and scholars at NYU Poly.

All four service areas offer specialized programs in collaboration with the NYU Division of Student Affairs and with school-based student support services (for example, focusing on non-immigrant visa classification, non-resident taxation, orientation, career opportunities, and cultural/academic adjustment).

A great deal of informational outreach to the NYU community is regularly conducted by the OGS staff using social media as well as the traditional forums of list-serves, presentations, and workshops. This is of increasing importance in our environment, a milieu which includes new innovations in academic program design, creative entrepreneurial activities, and expansive growth in the

international student communities of the GNU, which often require assistance in navigating the immigration and mobility laws of the world effectively, expeditiously, and transparently.

Members of the NYU global community hear the song of the open road and experience the strong compulsion to travel within the complex circulatory system of the GNU. Whenever this occurs, the OGS is at their disposal.

For more information, please visit the Office of Global Services website at www.nyu.edu/ogs. The Assistant Vice President and Director of NYU Office of Global Services, David Austell, may be contacted by email at david.austell@nyu.edu, or by cell phone 24/7 at 917/689-5589.

The OGS is located at 561 LaGuardia Place, Washington Square Village, first floor.

NYU Community Enjoys Enhanced Travel Services by Lily Kim

With the growth of NYU's Global Network University and our community members' increasing involvement in collaborations and professional relationships around the U.S. and the world, the NYU community is traveling more than ever, and bringing scholars, speakers, job candidates and other visitors to Washington Square. To make the experience of planning travel easier and less expensive, the University has negotiated various services and discounts with travel providers for the NYU community.

Hotel Accommodations

Members of the NYU community looking for hotels near Washington Square for themselves or out of town visitors can avail themselves of exclusive NYU community rates at the Holiday Inn Soho at 138 Lafayette Street, which was fully renovated in 2011.

The special rate includes a breakfast buffet and access to the 24 hour fitness center. The discount can be secured by making a reservation at www.TheHolidayInnSoHo.com, and entering '100188999' in the "Corporate ID" box.

NYU has negotiated a special graduation rate at the Holiday Inn Soho this year, for stays on May 21st and 22nd. The rate is fixed as long as there are vacancies for those days, providing the NYU Code is used to secure a room.

Continued on page 5



Risk-Managed Travel by Michael Liebowitz

NYU has changed from a university "in and of the city" to a Global Network University. In addition to having campuses and sites in other countries, we have what the Institute of International Education found is the largest number of students who study abroad of any U.S. university.

Our faculty is involved in research and collaborations with international scholars and members of the NYU community are traveling in record numbers. The increase in travel has created a corresponding need for NYU to address the safety of traveling students, faculty and staff.

Risk-managed travel at NYU tries to provide an envelope of safety for all of its travelers. It involves an in-depth look at all aspects of travel itinerary. Travelers are asked how they plan to get to their destination, where they will be going within their destination, where they will be staying once they arrive, and what forms of ground transportation they will be using.

This information is then plugged into a variety of independent and government security resources to determine travel risks and how to mitigate them. Security resources used include iJet International, a private global information gathering organization that rates risk in countries, regions and towns, and the U.S. Department of State's online Travel Warning database.

After the safety risk information is compiled, it is shared with the travelers or trip coordinators to enable them to make an informed decision about travel. A number of factors will be used to determine whether existing risks should

lower for a trip including undergraduates than it would be for faculty, staff or graduate student travel.

Based on the safety risks identified, a security procedure will be developed collaboratively with the traveler or trip coordinator that begins with arrival at the destination. Procedures will include determining whether public taxis from the airport should be used, or if it is more advisable to use chartered transportation arranged in advance.

Security procedures regarding accommodations will be easier for travelers staying at "name brand" hotels – which are likely to have their own security – than for travelers staying at smaller, locally owned hotels. Depending on the level of risk in the region, a communications schedule may be set for the traveler or trip coordinator to contact Insurance and Risk Management on a regular basis during the trip.

Risk-managed travel is about not taking safety for granted. NYU's travel safety resources are designed to give peace of mind to traveling members of the community and to the University.

NYU individual travelers or trip coordinators who are anticipating travel should contact Michael Liebowitz, Director of Insurance and Risk Management, at 212/998-2757 or by email at michael.liebowitz@nyu.edu, or Robin Friedman, Director of Emergency Management, Public Safety, at 212/998-1452 or robin.friedman@nyu.edu, before they have made commitments for travel to allow for potential risks to be explored and managed from the beginning.

Compliance and Risk Management at NYU

As NYU's [Compliance Program](#) has matured, it has become apparent that the goals of the program would be best advanced by integrating the core elements of Enterprise Risk Management into a Compliance and Risk Management Program. This integration enables the University to address risk and compliance issues on a single platform and has led to some exciting developments:

- Visitors to the Office of Compliance and Risk Management website will soon be able to find information about the Enterprise Risk Management process and how it is rolling out at NYU.
- The re-named [Compliance and Risk Reporting Line](#) allows employees to report risk and operational concerns, as well as compliance issues. Soon, all around campus, you will see posters, pens, post-its, and coasters printed with information about how to access the Compliance and Risk Reporting Line by phone and online.
- Members of NYU's compliance committees—the Compliance Officers Working Group (COWG), the Schools Compliance Officers Taskforce (SCOT) and the newly formed Global Compliance Officers Taskforce (GCOT)—are now compliance and risk management officers. COWG and SCOT members have approved mission and charter statements that were amended to include risk management. The GCOT charter and mission statement, which are being reviewed by members, will also articulate that risk management is an integral part of the compliance agenda.

Enhanced Travel Services at NYU (continued from page 2)

NYU is a member of the Club Quarters hotel chain, which has four hotels in New York City, one in Boston, three in London, two in Chicago, one in Washington, D.C., one in Philadelphia, one in San Francisco, and one in Houston. Gold Status Benefits are available for NYU faculty, students, alumni, and guests. Members pay low, fixed rates, weekend and holiday rates start as low as \$129 in New York City and from \$65 in other locations.

Other Club Quarters benefits offered to NYU include Wi-Fi throughout the hotel, iPads for loan to registered guests, club living rooms with complimentary coffee, tea, newspapers, magazines and games, and fitness centers. Rooms can be reserved by calling 203/905.2100 (U.S.) or +44 (0) 20 7451 5800 (Europe), via email at memberservices@clubquarters.com, or online at www.clubquarters.com (password: NYU).

Travel Planning Made Easy

Some of us remember the pre-Internet days, when planning a trip involved speaking with human beings known as “travel agents” who would ask travelers what they were looking for, suggest itineraries, and then do the actual booking.

These “travel agents” still exist, and NYU has made two different agencies’ services available to the community. One travel agent is AmEx (1-888-477-0451) and the other is Egencia (1-877-613-4284), which is affiliated with Expedia. They can also be accessed online at <http://www.nyu.edu/life/travel-and-transportation/nyu-traveler.html>.

An NYU administrator who used AmEx to book a business trip to several European cities described the experience as “a revelation.” “Instead of spending hours on various travel websites looking for the most convenient and cheapest flights, I gave the agent my travel dates and times in a brief phone call and she emailed me several options later that day. She steered me away from a hotel that someone else had been suggested because she noted that there were unfavorable comments about it on the professional booking site indicating it wasn’t well maintained.”

Another administrator who used Egencia to book foreign travel said his main concern was to travel at his chosen times at the best fare. “The Egencia agent checked various combinations of airlines and schedules and found a well-timed flight at half the price of the flights I was able to find

on my own.” NYU employees can also use the AmEx and Egencia phone and online options to book train travel on Amtrak and receive a 20% discount on Acela Express Business class service between New York and Washington D.C., or 5% between New York City and Boston. These discounts are pre-loaded via AmEx and Egencia booking portals and are available if booked through these agents. Acela Express trains offer more comfort and space, free Wi-Fi, and a quiet car.

NYU employees who are Amtrak Guest Rewards members will receive Fast Rewards, which allows travelers on trips between qualifying cities to earn 500 points for a one-way Business Class travel rather than the two points per dollar with regional Amtrak earned by regular Guest Rewards members. Sign up for Amtrak Guest Rewards at amtrakguestrewards.com.

For more information about NYU travel discounts and benefits, please contact Global Travel Manager Lily Kim at lily.h.kim@nyu.edu in Purchasing & Supply Services.

NYUAD Corner by Brenda Abdellal

Welcome to *NYU Abu Dhabi Corner*, a column focusing on compliance matters of particular interest to NYUAD.

The NYUAD Compliance Office is responsible for a variety of activities at NYUAD: facilitating policies and procedures; communicating and providing training about policies specific to NYUAD and relevant NYU policies; risk assessments; investigations of ethical violations; complaint-related human resources functions for NYUAD Human Resources employees; appeals with respect to equal employment

opportunity, discrimination and harassment matters; and the enforcement and monitoring of human rights standards required of NYUAD contractors.

The NYUAD Compliance Office team includes Maggie Bavuso, Chief Compliance Officer, Brenda Abdellal, Deputy Chief Compliance Officer, Liria Gjidiija, Senior Change Management Analyst, and Liza Manougian, Executive Assistant and Administrator, Legal and Compliance.

Continued on page 5

NEW YORK
UNIVERSITY



ABU DHABI

NYUAD Corner *(continued from page 4)*

The work of the NYUAD Compliance Office crosses into every department of the School. We hold regular training sessions to encourage compliance and to ensure a safe and healthy work environment. The team works closely with each department and unit to ensure a clear understanding of internal policies and procedures, as well as applicable laws and regulations of both the United Arab Emirates and the United States. Members of the NYUAD community are responsible for conducting themselves in accordance with the ethical standards laid out in NYU's Code of Ethical Conduct, and with relevant laws and regulations.

We welcome your questions and suggested topics for future columns. Please feel free to email Brenda Abdelall at ba47@nyu.edu. The NYUAD Compliance Office can be reached by email at nyuad@compliance@nyu.edu, or by telephone at +971 2 628 4104.

Compliance Matters is a newsletter published by the Office of the President. *Compliance Matters* is issued three times a year and provides updates about important compliance, risk management, equal employment opportunity, and disability issues.

The editors of *Compliance Matters* welcome ideas for articles in future issues. Please send your ideas or submissions to Deputy Chief Compliance Officer Rebecca Holland at rebecca.holland@nyu.edu, or Assistant Compliance Officer Diane Delaney at diane.delaney@nyu.edu.

Previous issues can be found by visiting the Office of Compliance and Risk Management Services page or by [clicking here](#).

*Enjoy the
Summer!*