

# THE NEW SCHOOL KNOWLEDGE PROJECT

TEAM 4 - Information for international students

**DONG YOON PARK**  
**SPENCER BLACK**  
**TEDDY PARK**

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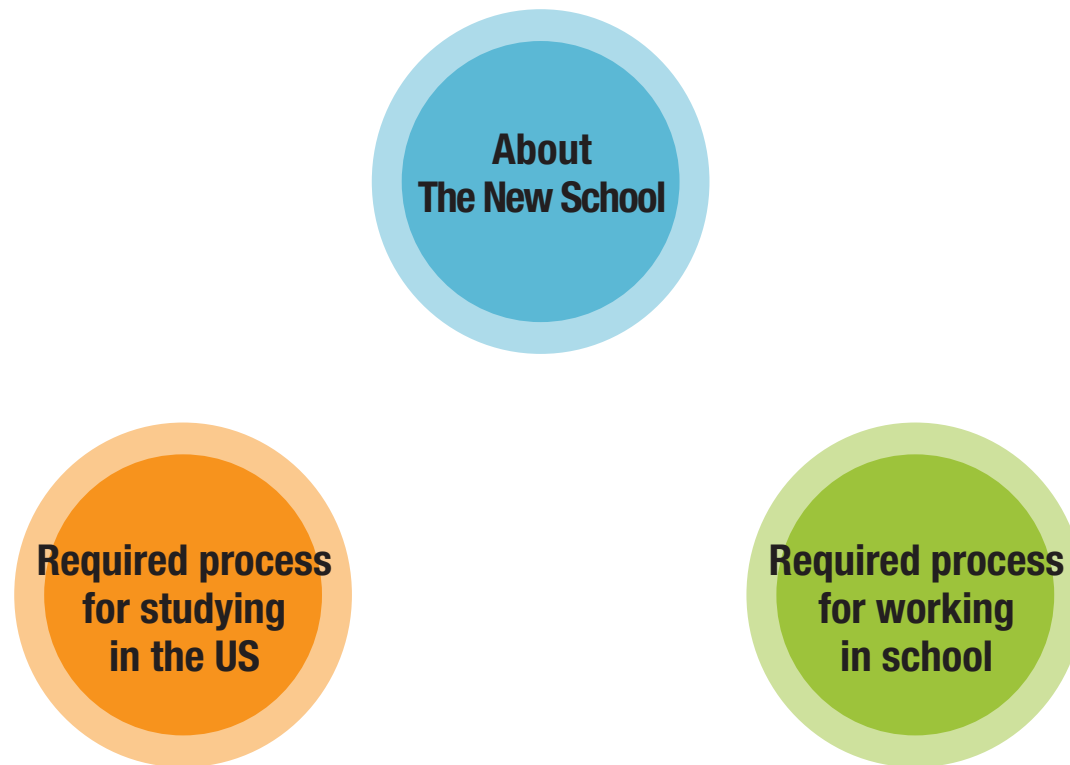
- 1. Problem Statment / Description**
- 2. Evidence / Research**
- 3. Conclusions / Recommendations**
- 4. Sketches / Wire frames**
- 5. Final Design**

In a large and multi-faceted university, it is difficult to find information, especially for international students. International students have a relatively longer process involving several required documents. They currently struggle to find practical information about the acceptance and work permit process .

Even though the New School's web site provides substantial information, it is still hard to find out specific answers and does not easily lead student to detailed actions they need to take.



We started with three main topics - the information about the school, the process after accepted to the school, and the process to work at the school. After the initial research, we narrowed down the topics and tried to focus on the procedural information.



## Information about the School

Summary after surveying 5 international students:

- Wanted info on traveling (airport/train), where campus/buildings were in NYC, living areas in walking distance from campus, food, stores
- Hard to find general “about” info
- No visual picture, too text-based
- Visual Maps, pictures, video would help

General info / history not available

- “About” link leads to specific categories, basically a shortened version of “Resources A-Z”
- “Learn About The New School” link on homepage: doesn’t lead to “about” info or history; instead gives dates to attend seminars on subjects about the school

International Page:

- Lots of text
- States that ISS has made a PowerPoint but not digitally available
- A video is available giving an overview of school, city, transportation, etc but hard to find
- English only
- Doesn’t allow for interactivity or specifics
- Specific Info for stores, living, food, banks, etc: All links to other websites or wordy pdfs

PDFs

- ISS provides campus info to international students through several separate PDFs
- Info spread out, hard to keep track of info
- PDFs include lots of text and complex vocab
- PDFs give addresses but no map to illustrate proximity to school or area of NYC

### Information about the process of entering the US

1. When you receive acceptance letter make a new school account

2. Make a passport

3. Access to the Sevis site and request I-20 (\$130)

4. Make an interview appointment online

5. Purchase ticket for visa interview at Shinhan Bank( \$150)

6. Download form from USA embassy and write down.

7. Bring below things and go to Embassy.

Bank statement, photo 1.5 inch \*1.5 inch photo (2pcs), I-20, Passport, downloaded form from USA embassy, TOEFL score transcript

8. Purchase airplane ticket.

9. Get I-94 at the JFK airport

10. Attend the orientation.

11. Meet advisor for registration

12. International check in

13. Remove I-94 hold

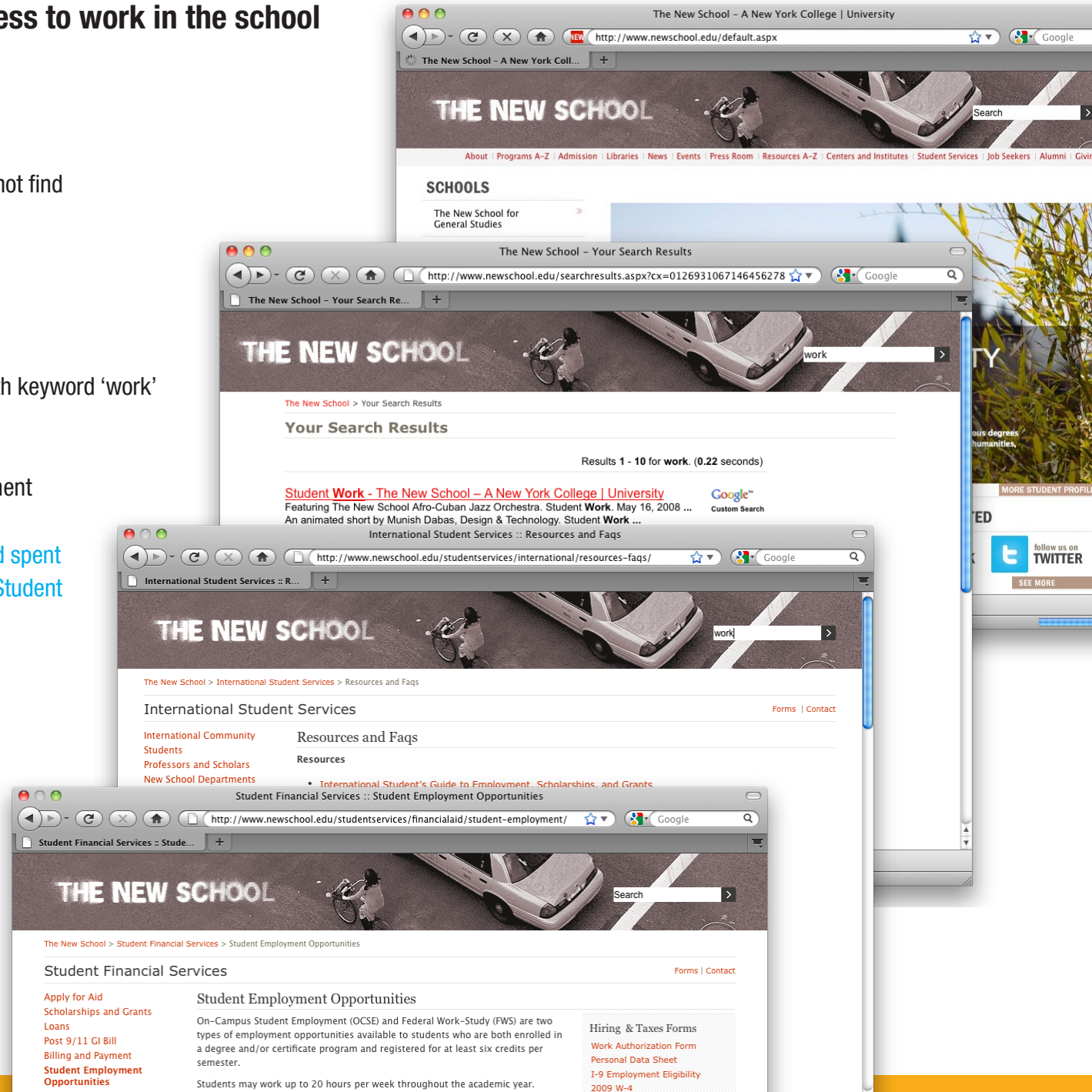
14. Register the class by [mynewschool.edu](http://mynewschool.edu)

## Finding information about the process to work in the school

### WEB

1. Went to the web site <http://www.newschool.edu>
2. Clicked Student Service
3. Tried to find a menu related with 'work' : Could not find
4. Pressed Ctrl+F and typed 'work' : No result
5. Clicked 'International Students' on the right side
6. Clicked 'Students' on the left menu
7. Could not find 'work'
8. Clicked 'Resources and Faqs'
9. Searched from global search field on the top with keyword 'work'
10. Clicked Student Financial Services
11. Clicked Student Employment Opportunities
12. Found the menu On-Campus Student Employment

It was not easy to find with the keyword 'work' and spent a lot of time to find out the fact that it was under 'Student Financial Services' menu.





### Finding information about the process to work in the school

**OFFLINE**

13. Went to Advising Professor (Michie Pagulayan) and got a letter for Research Assistant
14. Went to ISS, submitted the letter to apply approval letter for SSN
15. About 2 days later, visited ISS again, got the approval letter, with advisor's letter
16. I asked how to get SSN and they gave me an information sheet about applying SSN
17. Went to SoHo/Chinatown Social Security Office (32 Mercer St, 8fl) with Passport, VISA, I-20 and Letters
18. After application, SSN arrived by mail in a week
19. Brought original SSN, VISA, I-20 to AMT Office (Timothy Jensen)
20. Copied all those documents and submitted to Tim
21. Got the tax forms - W-4, Personal Data Sheet, IT-2014, Foreign National Information Collection Form
22. Completed the form and submitted to Tim
23. Learned how to write and submit the time sheet
24. Got email from the Human Resource Department (79 Fifth Ave, 18th) for tax form signature
25. Went to HR and reviewed and signed all tax forms (1cm thick)
27. In My Newschool - 'Employee' menu appeared
28. Started work and submitted time sheet - by due date before 12pm to Tim or 80 Fifth Ave 4fl
29. Got paid by direct deposit to the bank account

There were a lot of documents to fill. Even though there were instructions for each forms, it was difficult to understand and hard to find some samples.

**THE NEW SCHOOL**

## SSN ?

Social Security Number  
For more information visit [www.ssa.gov](http://www.ssa.gov)

**+What is an SSN?**  
An SSN is a 9-digit, personal identification number issued to U.S. citizens and permanent residents by the United States Social Security Administration. The SSN is one of the most important numbers an individual can have. You must have an SSN to apply for a job, file taxes, and obtain credit. For all of these reasons, an SSN is also one of the most private pieces of personal information an individual uses, and should be kept private. Please be aware that an SSN is not employment authorization. Students must have employment authorization for any off-campus employment prior to applying for an SSN.

**+Who is eligible to apply?**  
F-1 and J-1 students or J-2 dependents are eligible to apply for a social security number only if they are in status and authorized to work. You should wait until you are in the United States for at least 10 days before applying for a Social Security number. Report also to ISS prior to applying for a number. Any work authorization must be for at least 30 days or no SSN will be issued.

F-1 work authorization must in one of the following forms:  
 A letter from an employer (on-campus or off-campus) offering employment, and a letter from ISS certifying employability.  
 A valid Employment Authorization Document (EAD) issued by the U.S. Department of Homeland Security with a start date that has already been reached.  
 Curricular Practical Training authorization on I-20

## ITIN ?

Individual Taxpayer Identification Number  
For more information visit [www.irs.gov](http://www.irs.gov)

**+What is an ITIN ?**  
An ITIN is a tax processing number issued by the Internal Revenue Service. It is a nine-digit number, and is intended to serve any other role. IRS issues ITINs to help individuals comply with the U.S. tax system to provide a means to efficiently process tax returns and payments for eligible for Social Security Numbers. An ITIN not authorize work in the U.S. It is not an identification outside of the tax system. ITINs do not establish immigration status.

**+Who is eligible to apply?**  
If you do not have an SSN and are not authorized to obtain an SSN, but you have a requirement to furnish a federal tax identification number for federal income tax return, you must apply for an ITIN. If you have an application for an SSN, you do not apply for an ITIN number.

Examples of individuals who need ITIN:  
 Non-resident alien filing a U.S. tax return who is not eligible for an SSN.  
 Dependent or spouse of a non-resident alien visa holder

**+Who is not eligible to apply?**  
If you have an application for an SSN, you do not apply for an ITIN number.

2008

New York State Department of Taxation and Finance  
**Employee's Withholding Allowance Certificate IT-2104**  
 New York State • New York City • Yonkers

First name and middle initial	Last name	Your social security number
Permanent home address (number and street or rural route)		Apartment number
village, or post office	State	ZIP code
Are you a resident of New York City? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	Single or Head of household <input type="checkbox"/> Married <input type="checkbox"/>
Are you a resident of Yonkers? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	Married, but withheld at higher single rate <input type="checkbox"/>
<b>Note:</b> If married but legally separated, mark an X in the Single or Head of household box.		
Number of allowances you are claiming for New York State and Yonkers, if applicable (from line 20) .....	1.	
Number of allowances for New York City (from line 31) .....	2.	
<b>3, 4, and 5 below to have additional withholding per pay period under special agreement with your employer.</b>		
State amount .....	3.	
City amount .....	4.	
Amount .....	5.	
I am entitled to the number of withholding allowances claimed on this certificate.		
Signature	Date	
penalty of \$500 may be imposed for any false statement you make that decreases the amount of money you have your wages. You may also be subject to criminal penalties.		
Attach this page and give it to your employer.		

THE NEW SCHOOL UNIVERSITY

79 Fifth Avenue, 5th Fl New York, NY 10003  
 t 212.229.5592 f 212.229.8992 iss@newschool.edu www.newschool.edu

International Student Services

October 29, 2009

Social Security Administration

Dear Social Security Officer:

Applying F-1 status with a SEVIS-



### **Conclusions**

- Information is scattered throughout the website and offline
- They provide information but not specific actions to take
- Text is crowded and unorganized
- Too many separate pages and PDFs; confusing to navigate through them

### **Design ideas**

- Unified but compact web page that provides information
- From macro to micro view of information with interactive interface
- Information from the experience of the international students
- Information needs to be put together in one concise web page or document

## Process to enter the school - Refined to four steps with detail process

### 1. GET ACCEPTANCE LETTER

1. You will receive a URL(<http://newschool.edu/admin/packet/internationalstudents>) to a website with your letter of acceptance to The New School.
2. Transfer \$400 deposit to NEW School's CHASE bank account 123445678.  
Arrange final grade report. (Parsons The New School for Design Office of Admission 72 5Av New York, NY 10011)
3. Make your Passport.
4. Purchase visa interview \$150 ticket at the authorized local bank in your country.
5. Reserve your air plane ticket.

### 2. APPLY FOR VISA WITH I-20

1. Once you receive your I-20 by UPS, you may apply make an appointment to USA embassy
2. In appointment day, bring these documents.
  - Signed and dated original Form I-20 or DS-2019
  - Original letter of acceptance from The New School
  - Valid passport
  - Original or certified copies of financial documents (with translations if needed)
  - Recent passport-size photograph
  - Proof of ties to your home country (This is critical to a successful visa application).
  - Proof of SEVIS Fee Payment if necessary (visit SEVIS fee section below for more information)
3. Register student health insurance. [http://www.universityhealthplans.com/brochures/brochure.cgi?school\\_id=181](http://www.universityhealthplans.com/brochures/brochure.cgi?school_id=181)
4. Look for the housing. <http://www.newschool.edu/student-services/housing> or <http://www.craglist.com>

### 3. ENTERING THE US

1. Receive I-94 (Arrival/Departure Record) at immigration office.

### 4. ISS CHECK-IN

1. International student check in - <http://www.newschool.edu/student-services/international/subpage.aspx?id=31996>  
16St 5Av 5F, Bring I -20 , Passport, I-94
2. Make a student Id card <http://www.newschool.edu/card>, Passport or other Id card in USA
3. Health care center, Clear immunization hold <http://www.newschool.edu/student-services/health>
4. Check New school email account and check the appointment with advisor
5. Receive ALT-PIN number via email from advisor and Register the class.

## Process to work in the school - Refined to four steps with detail process

### 1. GET A LETTER TO APPLY SSN

1. Visit your Advising Professor and get a letter for employment
2. Go to the ISS, submit the letter with the form 'Letter of eligibility for Social Security Number application'
3. About 2 days later, visit ISS again, get the approval letter, with advisor's letter
4. Now you are ready for applying SSN

### 2. APPLY SSN

1. Find your nearest Social Security Office
2. Prepare these documents and apply
  - Valid unexpired passport
  - I-94 card (white card stapled in your passport)
  - I-20 or DS-2019
  - Your New School Identification Card
  - Letter offering employment
  - Letter of Eligibility issued by ISS

### 3. FILL AND SUBMIT DOCUMENTS

1. When the SSN arrives with mail, visit ISS to make a copy
2. Visit AMT office with all the documents and make a copy
3. Get tax forms (W-4 and IT-2014) and Personal Data Sheet, Foreign National Information Collection Form
4. Fill all of the documents and submit to AMT office

### 4. WORK AND SUBMIT THE TIME SHEETS

1. Email will be sent from the Human Resource Department (79 Fifth Ave, 18th) for tax form signature. Visit and sign the documents.
2. Learn how to write and submit the time sheet
3. In My Newschool - 'Employee' menu will appear and you can check out the financial transactions and work times.

## THE NEW SCHOOL INTERNATIONAL STUDENTS STARTER KIT

### STEPS TO ATTEND THE SCHOOL

1. GET A LETTER

2 APPLY VISA

3 ENTER THE US

4 CHECK-IN

Pero, auter ponlocto ceris. Furs intrarbituam tante nos egervis sulicaventus bon vasteret vitervi ctursuam dit? Nihilis conem pectam prae peritea inules ocavehem se auceres nes cupimer itemordisus siliis sis itus es Cat. Effre din res? Aliu consid derdicibus loculius. Satia aperibulari iaciti coent.

Show detail process ▼

### STEPS TO WORK AT SCHOOL

1. GET A LETTER

2. APPLY SSN

3. FILL DOCUMENTS

4. WORK & TIMESHEET

In this step, you will get a job offer letter. The letter must include: Your name, nature of the job (e.g. library aide, office worker, research assistant), start date, number of hours you are expected to work per week, office address, telephone number, name of supervisor, signature and title of signatory, and date letter was issued.

Show detail process ▼

## THE NEW SCHOOL INTERNATIONAL STUDENTS STARTER KIT

### STEPS TO WORK AT SCHOOL

#### 1. GET A LETTER

#### 2. APPLY SSN

#### 3. FILL DOCUMENTS

#### 4. WORK & TIMESHEET

In this step, you will get a job offer letter. The letter must include: Your name, nature of the job (e.g. library aide, office worker, research assistant), start date, number of hours you are expected to work per week, office address, telephone number, name of supervisor, signature and title of signatory, and date letter was issued.

#### 1. Visit your Advising Professor and get a letter for employment



Click to view the sample document

#### 2. Go to the ISS, submit the letter with the form 'Letter of eligibility for Social Security Number application'

#### 3. About 2 days later, visit ISS again, get the approval letter, with advisor's letter



Click to view the sample document

#### 4. Now you are ready for applying SSN

Hide detail process ▲



The screenshot shows a web browser window with the title "The New School International Student Starter Kit". The address bar contains the URL "http://a.parsons.edu/~parkd295/data/TNKP/". The page content includes the following sections:

### THE NEW SCHOOL INTERNATIONAL STUDENT STARTER KIT

**How do I attend the school?**

- 1 GET ACCEPTANCE LETTER
- 2 APPLY FOR VISA WITH I-20
- 3 ENTERING THE US
- 4 ISS CHECK-IN

**How do I work at the school?**

- 1 GET THE JOB OFFER LETTER
- 2 APPLY FOR A SSN
- 3 FILL DOCUMENTS
- 4 WORK & TIMESHEET

[Click here for pocket-sized version of to-do list!](#)

The New School Knowledge Project

2010 By Dong Yoon Park | Spencer Black | Teddy Park

Untitled Document

http://a.parsons.edu/~blacs910/polshek/polshek1.html

Google

Untitled Document

**STEP 1**

15 % Done!

**STEP 2**

6.) After receiving I-20 in mail, make appointment to USA embassy  
7.) Go to appointment and bring necessary documents

**STEP 3**

8.) Register for student health insurance & complete immunization record  
9.) Look for housing

- <http://newschool.edu/admin/packet/internationalstudents> links to your letter of acceptance to The New School. Make your account and complete the application forms online. Pay SEVIS fee (\$100) at (<http://www.fmjfee.com/i901fee>) and print out receipt.
- Transfer \$400 deposit to New School's Bank of America account #21204953. Arrange final grade report and send to Admission office.
- Make your Passport.
- Pay Visa processing fee & Sevis fee at the authorized local bank in your country.
- Reserve your air plane ticket. ([www.kayak.com](http://www.kayak.com))

- Once you receive your I-20 by UPS, you may apply make an appointment to USA embassy. (Fill out visa application form online and print it out.)
- In appointment day, bring these documents:
  - Signed and dated original Form I-20 or DS-2019
  - Visa application form
  - Original letter of acceptance from The New School
  - Valid passport
  - Original or certified copies of financial documents
  - Recent passport-size photograph
  - Proof of ties to your home country
  - Proof of SEVIS Fee Payment

- Register student health insurance  
[http://www.universityhealthplans.com/brochures/brochure.cgi?school\\_id=181](http://www.universityhealthplans.com/brochures/brochure.cgi?school_id=181)
- Complete immunization record  
<http://www.newschool.edu/student-services/health/>
- Look for housing
  - <http://www.newschool.edu/student-services/housing>
  - [www.craglist.org](http://www.craglist.org)