

International Students OIPS Front Desk Data Report

Fall 2024

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Data Overview and Limitations

This section presents the data collected from Week 35 (August 26–September 1, 2024) to Week 51 (December 16–22, 2024), covering the Fall 2024 semester.

Note: To make more accurate predictions or draw broader conclusions, additional data beyond this period is required.

Table 1 (Week number with its start date)

Week Number	Start Date
35	2024-08-26
36	2024-09-02
37	2024-09-09
38	2024-09-16
39	2024-09-23
40	2024-09-30
41	2024-10-07
42	2024-10-14
43	2024-10-21
44	2024-10-28
45	2024-11-04
46	2024-11-11
47	2024-11-18
48	2024-11-25
49	2024-12-02
50	2024-12-09
51	2024-12-16

Definition of Terms

Job Offer Guidance – Questions related to potential or existing job offers, including offer letters and next steps.

OCEC (On-Campus Employment Certification) – Certification required for students seeking on-campus employment.

SSN (Social Security Number) – Inquiries regarding Social Security Number applications, requirements, or related concerns.

Travel Signature – Requests for travel signatures or questions related to travel authorization for international students.

General Questions – Questions that are highly varied and do not fit into any predefined category. These inquiries often involve diverse topics and one-off situations.

OPT or STEM OPT – OPT is a 12-month off-campus work authorization for F-1 students, while STEM OPT is a 24-month extension for eligible graduates in science, technology, engineering, or mathematics.

RCL Form – Reduced Course Load request form.

“Phone Calls Abandoned” – The caller hangs up.

“Phone Call Breakout” – The caller presses a button to ‘break out’ of the options.

Other – Includes all remaining inquiries that do not fall under specific categories.

INTERNATIONAL STUDENTS WALK-INS

Weekly Trend Analysis

Visitor Trends Over Time: Weekly Analysis

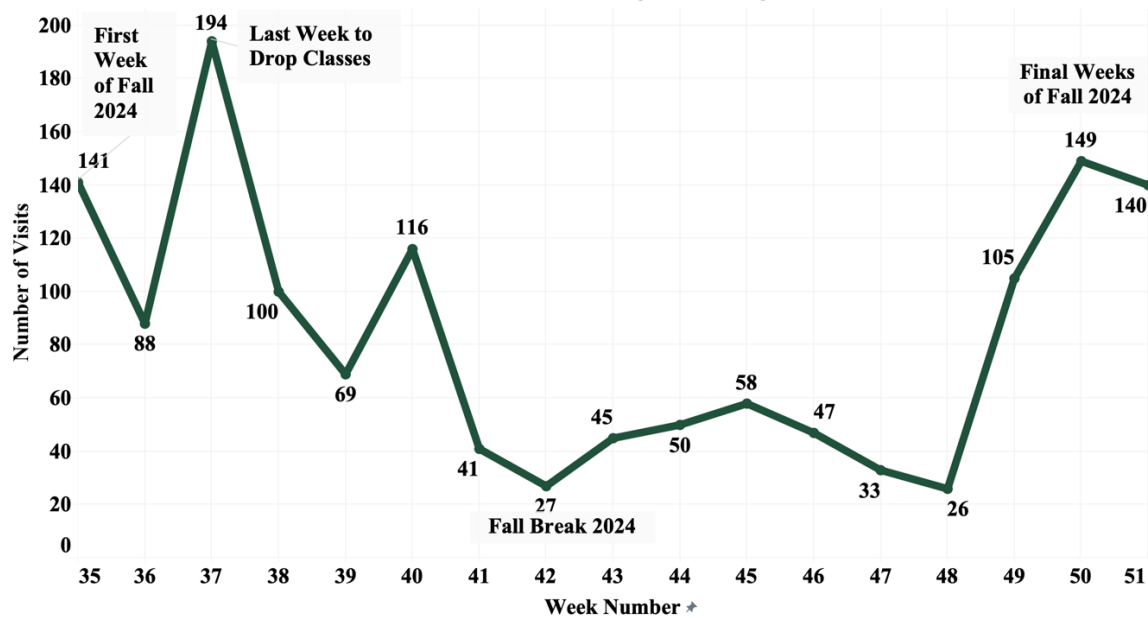


Figure 1 (Visitor Trends Over Time: Weekly Analysis)

Visitor Trends: Working Hours (Semester) Analysis

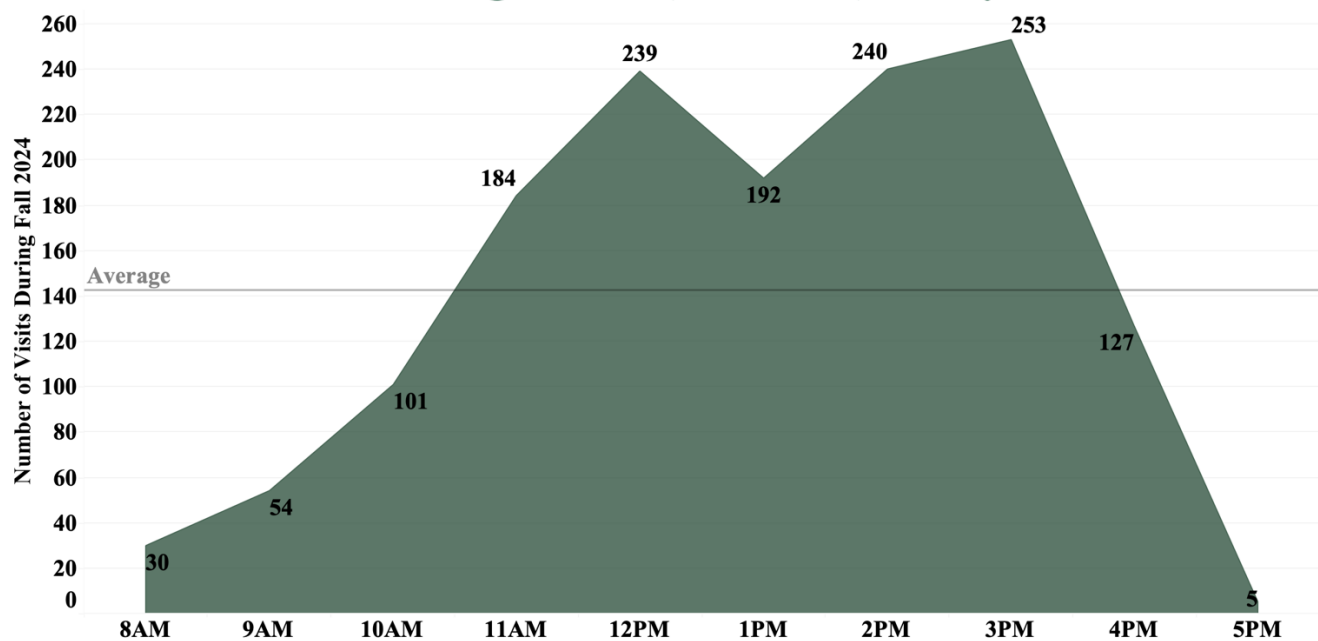


Figure 2 (Weekly Trends in Time Spent)

Visit Reasons Analysis

Top 5 Reasons for Walk-In Visits

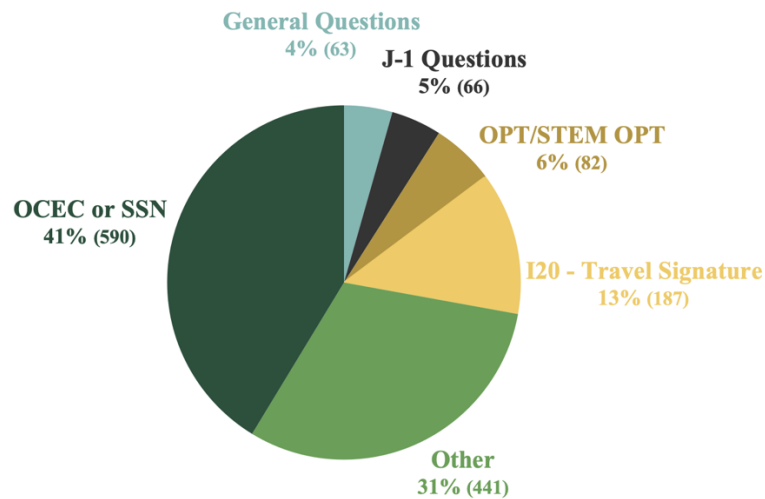


Figure 3 Top 5 Reasons for Walk-In Visits

Visit Reasons Trends: Weekly Analysis

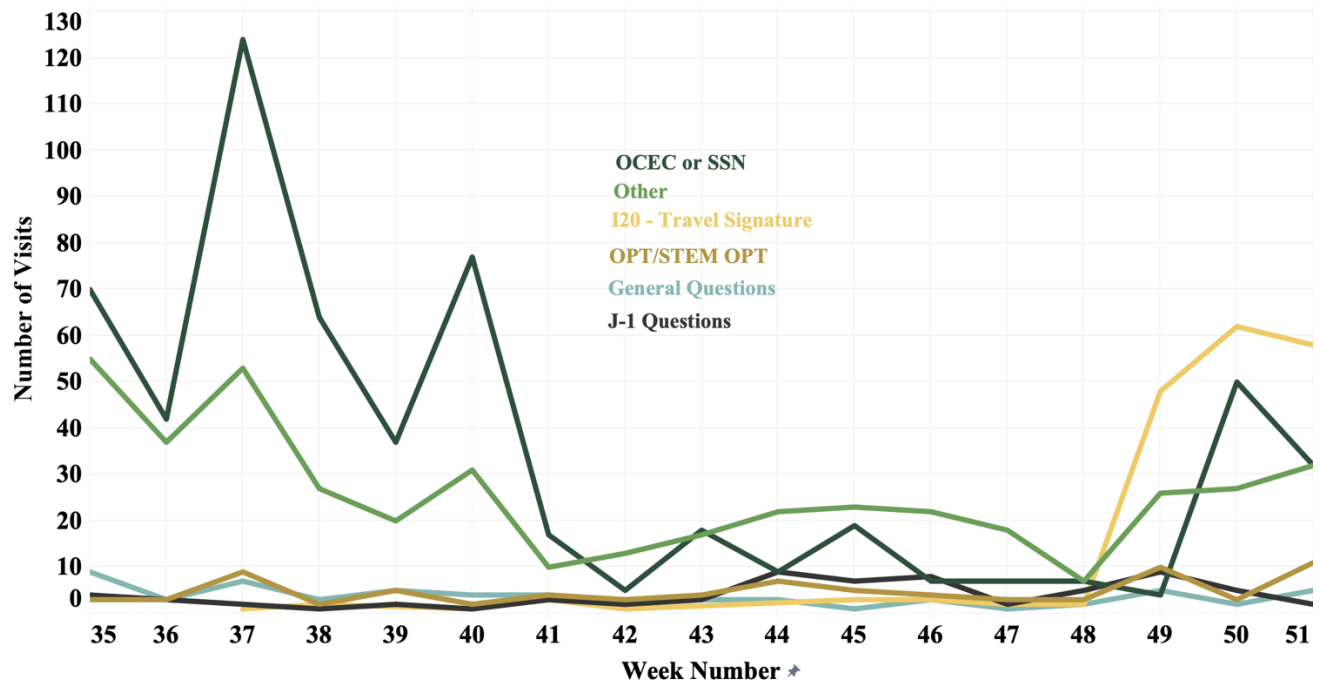
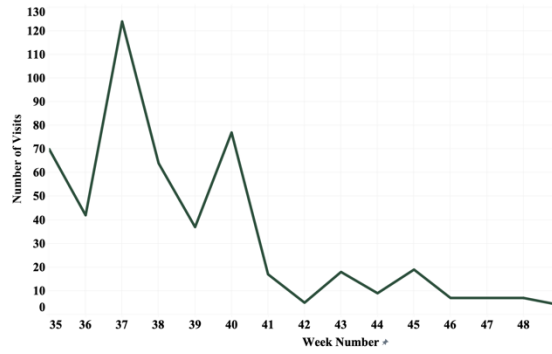
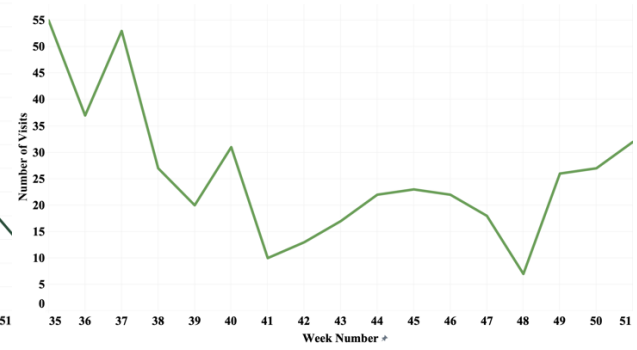


Figure 4 (Visit Reasons Trends: Weekly Analysis)

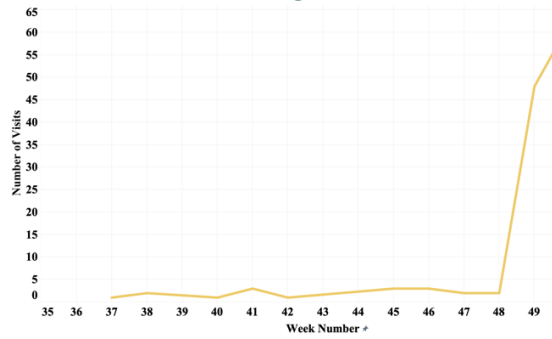
Visit Reason: OCEC or SSN



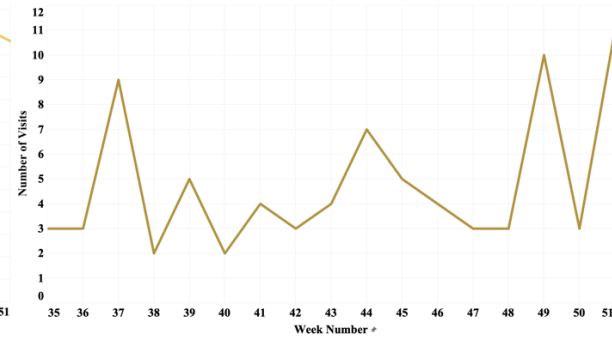
Visit Reason: Other



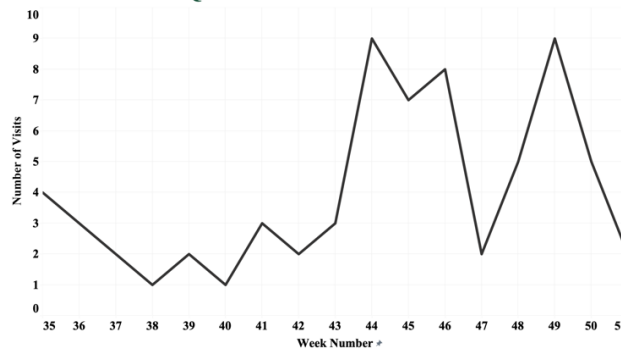
Visit Reason: I20 - Travel Signature



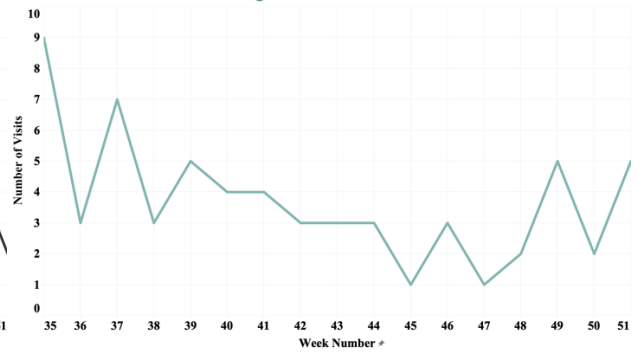
Visit Reason: OPT / STEM OPT



Visit Reason: J1 Questions



Visit Reason: General Questions



Visit Reason: CPT Related

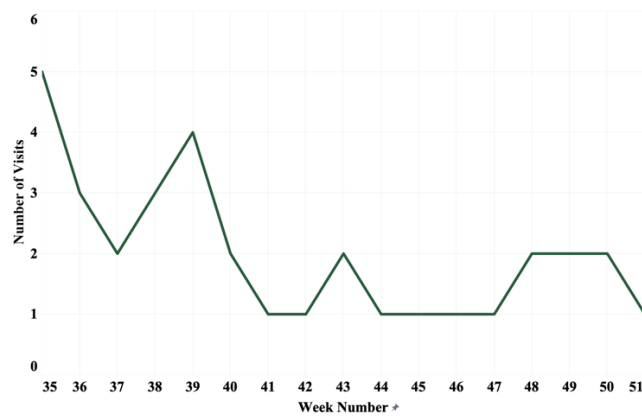


Figure 5 (Grouped Categories)

* “Visit Reason: CPT Related” is an additional CPT-related plot included to highlight the trend in that category.

The Density of Visits' Reasons

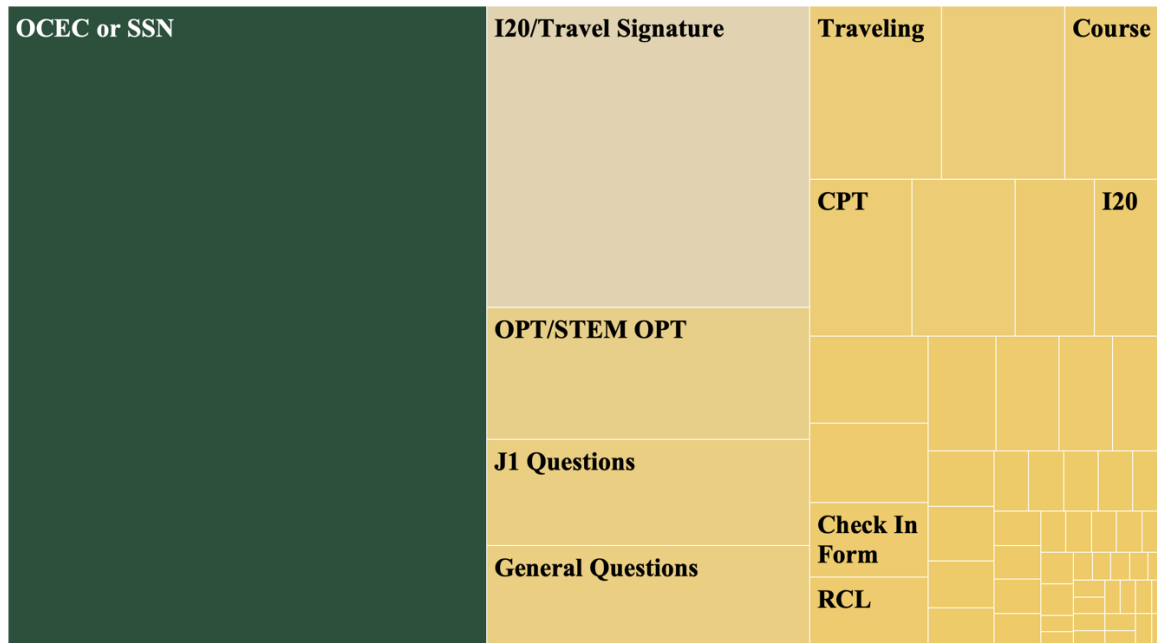


Figure 6 Visits Treemap

Custom Category Breakdown (*Grouped: Forms & Other Offices*)

Visits by Category (Grouped: Forms & Other Offices)

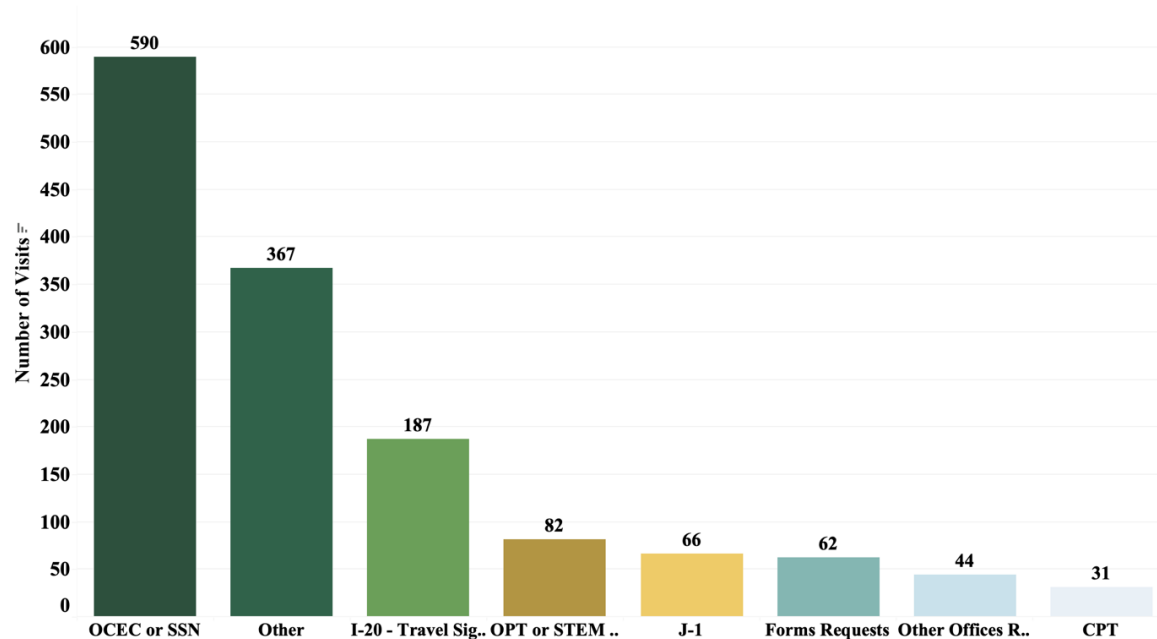


Figure 7 (Visits by Category: Grouped Forms & Other Offices)

Form Requests Distribution

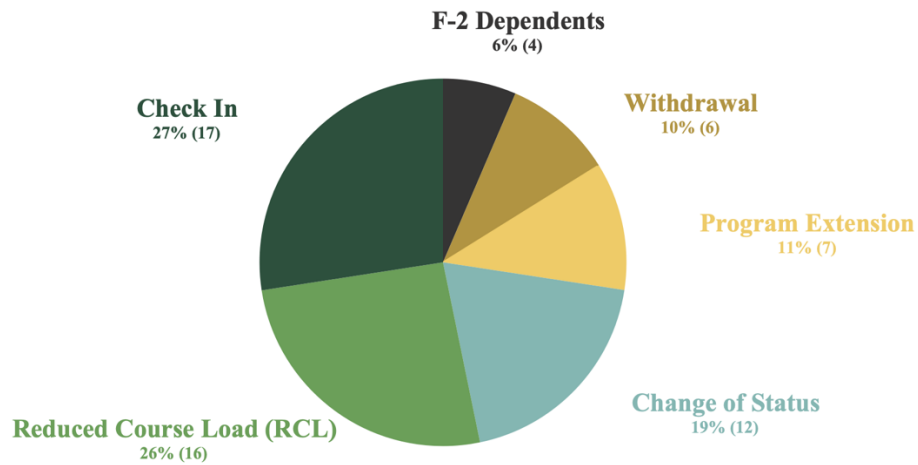


Figure 8 (Form Requests Distribution)

Other Offices Related Requests Distribution

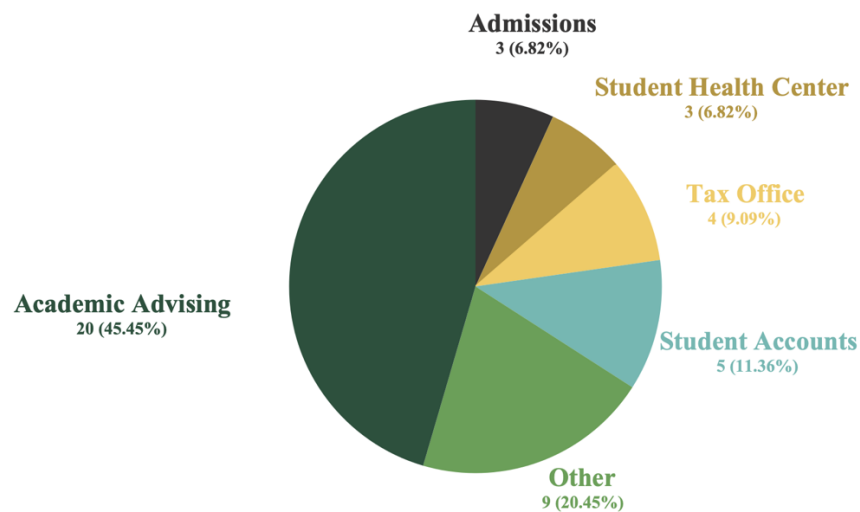


Figure 9 (Other Offices Related Requests Distribution)

Student Visit Trend by VISA Type

Breakdown of Walk-In Visits by Visa Type and Request Type

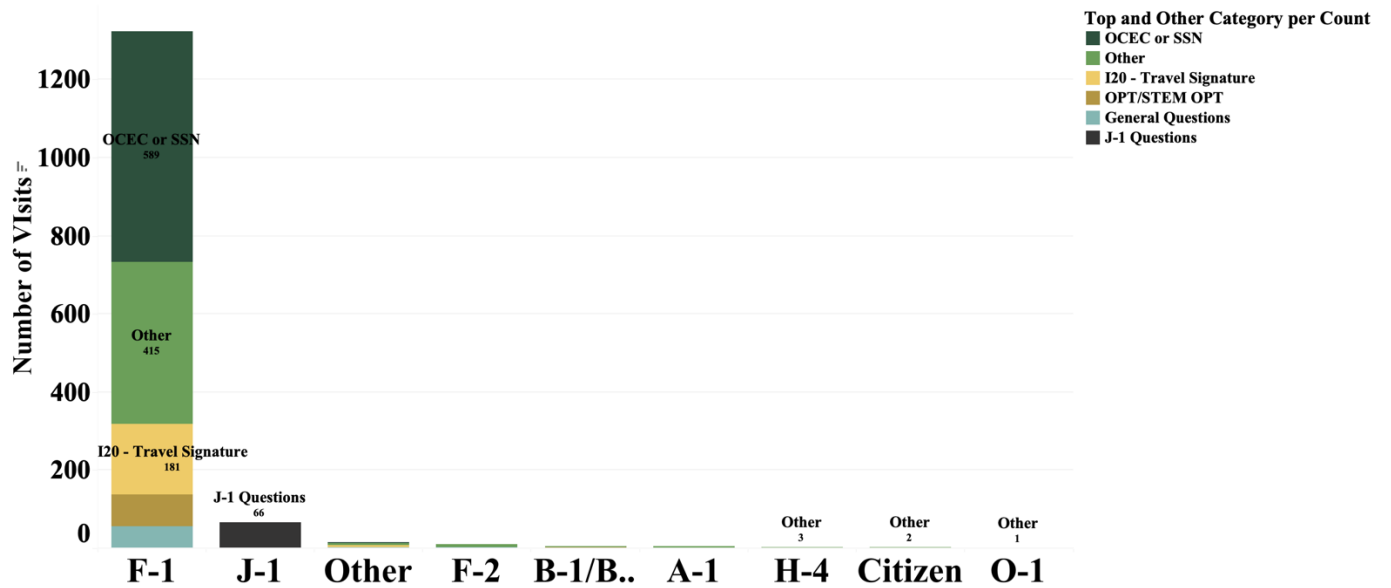


Figure 10 Breakdown of Walk-In Visits by VISA Type and Request Type

Emails and Phone Calls Activity Analysis

Weekly Email Activity

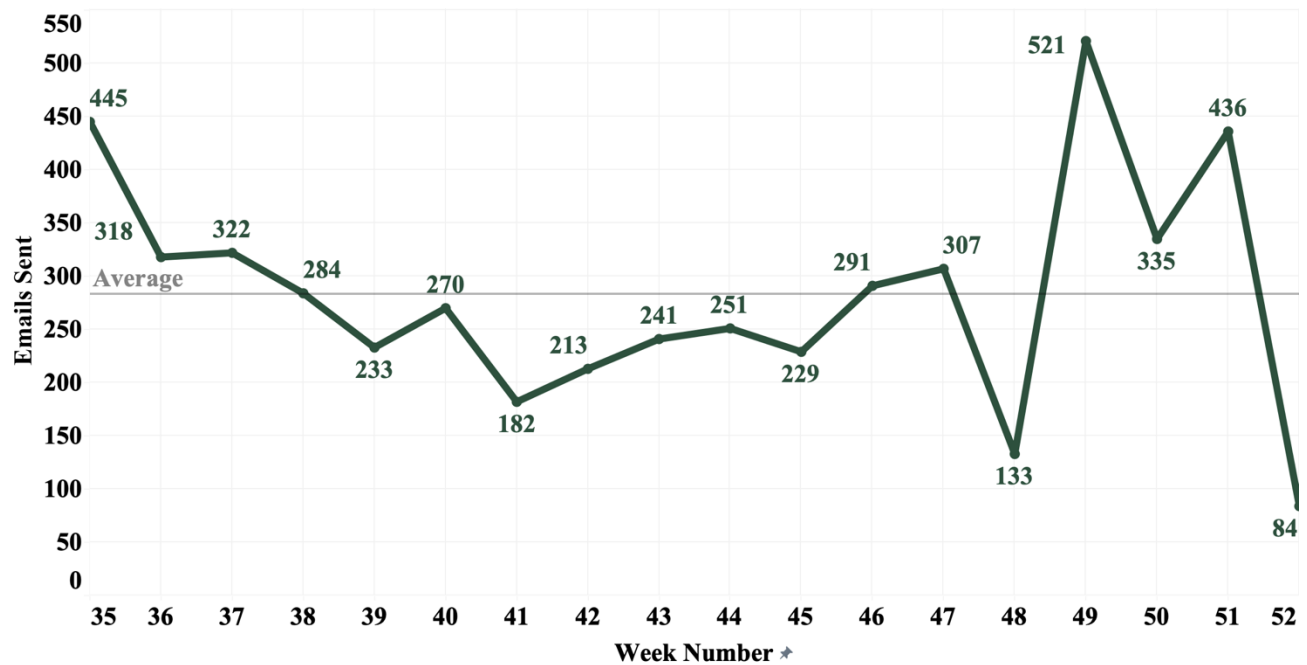


Figure 11 (Weekly Email Activity)

Weekly Phone Calls Activity

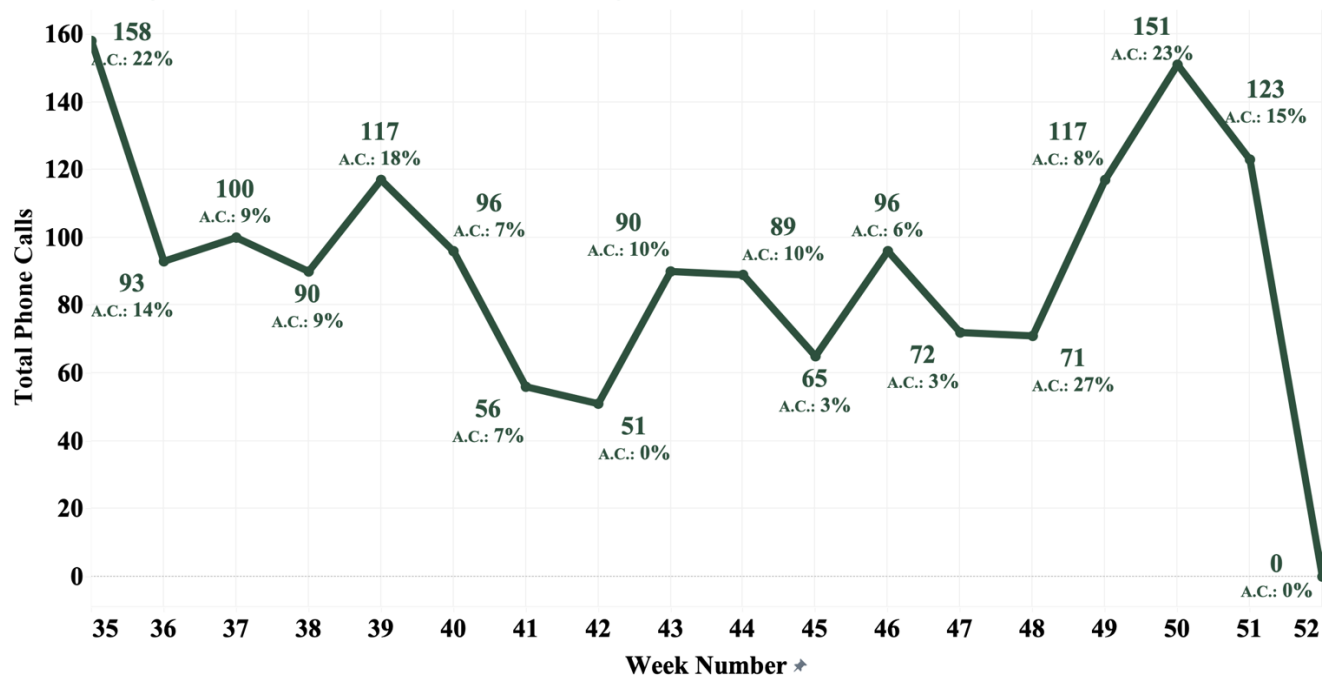


Figure 12 (Weekly Phone Calls Activity)

Note: A.C. – Abandoned Calls

Weekly Abandoned Phone Calls

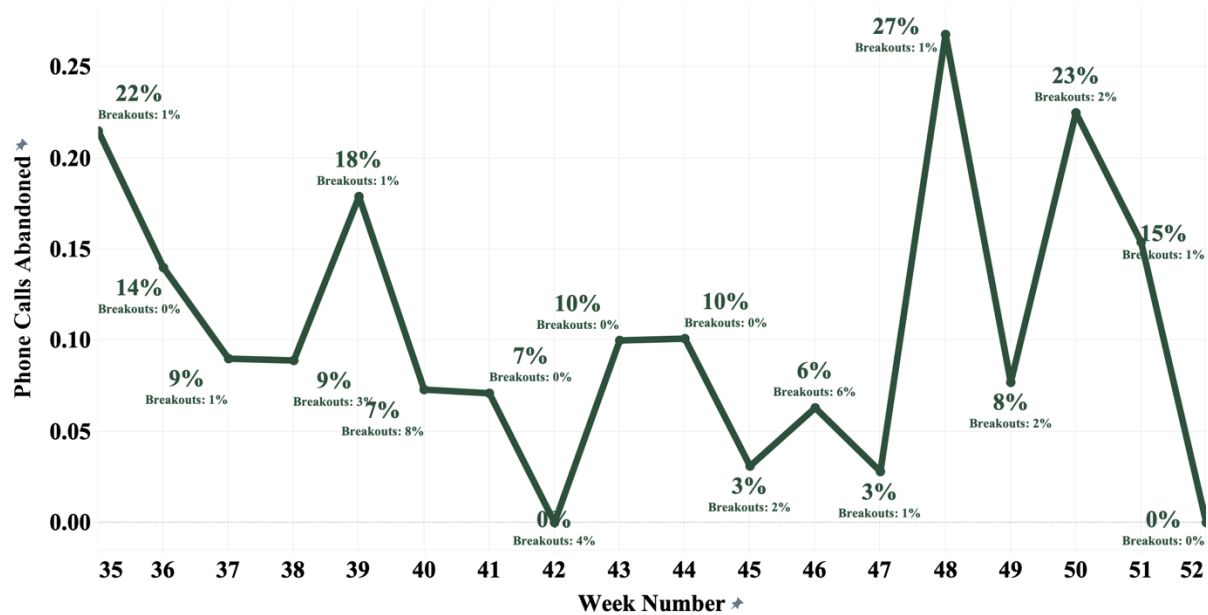


Figure 13 (Weekly Abandoned Phone calls)

Weekly Walk Ins vs Emails vs Phone Calls Activity

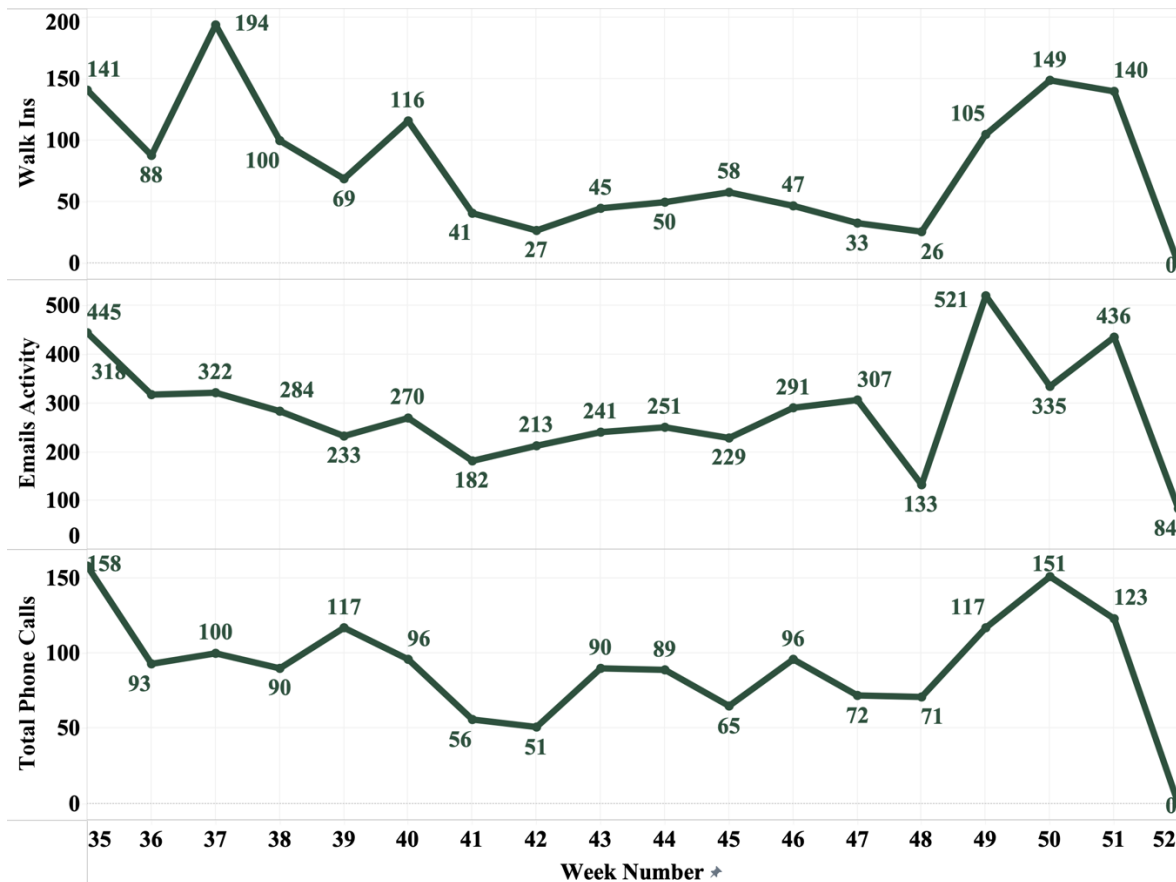


Figure 14 (Walk Ins vs Emails vs Phone Calls)

Recommendations and Conclusions:

The top reasons for walk-ins:

1. **OCEC or SSN – (~41%).**
2. **I-20 / Travel – (~13%).**
3. **OPT / STEM OPT – (~ 6%)**
4. **J-1Questions – (~5%)**
5. **General Questions – (~4%)**

Busy Periods

- **Week 37 (September 9–15, 2024), Week 40 (September 30–October 6, 2024) 2 weeks before Fall Break, and the final three weeks of the Fall semester (December 2–20, 2024) had the highest number of visits.**
- **Weeks 35–37 (August 26 – September 15) show a clear trend of high activity across emails, walk-ins, and phone calls, marking the start of the semester as a peak period. Week 37 had the highest walk-in volume of Fall 2024, along with elevated email and phone traffic. While reasons for emails and calls are unavailable, their pattern aligns with walk-in trends. Given that, the analysis suggests that the front desk team needs extra support during these busy weeks, particularly to handle OCEC and SSN application inquiries, the top reasons for walk-ins during this period.**
- **For Weeks 35 (August 26 – September 1), 39 (September 23 – September 29), 48 (November 25 – December 1), and 50 (December 9 – December 15), phone call analysis shows a high abandonment rate, reaching or exceeding 20%. It is recommended to have additional front desk support during these weeks to manage the increased call volume effectively.**

During these weeks, it might be helpful to have more student workers at the front desk to manage the extra workload.

Times When Specialist Support Might Help

- **During Week 37 (August 5–11), Week 40 (September 30 – October 7), and Week 50 (December 9–16), students actively seek OCEC and SSN application assistance.**
- **During Weeks 49–51 (December 2–December 20), students frequently visit for travel signatures. It may be beneficial to have an immigration specialist or advisor available for quick travel signature processing.**

Busy Working Hours

- **The busiest hours of the day are from 11 AM to 3 PM, with 1–2 PM being the least crowded within this peak period.**

Suggestion: Improved Walk-In Check-In System

- To streamline the process, students can be provided with a predefined list of visa options to choose from instead of manually entering their student or visa status. This will reduce errors and ensure accurate data collection.

Additional Data & Insights

All Categories Visits Number

Visit Category			
OCEC or SSN	590	other - scam concern	3
I20-Travel Signature	187	Proof of Funding	2
OPT/STEM OPT	82	other office - transcripts	2
J1 Questions	66	other office - gmu police department	2
General Questions	63	other - question for friend	2
Traveling	44	other - passport	2
Document Pick Up	41	other - ga questions	2
Course Requirements and/or modality	34	other - banking questions	2
Employmentnet	31	other office - registrar	1
CPT	31	other office - mscc	1
Appointment	24	other office - it support	1
I20	22	other office - hr	1
Academic Advisor	20	other office - financial aid	1
Graduation	18	other - visa for parents	1
Check In Form	17	other - study abroad	1
RCL Form	16	other - orientation	1
VISA	15	other - military service credit	1
Transfer Out	14	other - mason korea	1
other - hold(s)	12	other - late arrival	1
Change of Status	12	other - kuwaiti student association	1
Program Extension	7	other - into mason student	1
other - enrollment verification	7	other - graduation chord	1
form - withdrawal	6	other - document drop off	1
other office - student accounts	5	other - dmv	1
other office - tax office	4	other - deferral	1
other - working hours limit	4	other - background check	1
other - i-94	4	other - asylum	1
F2 Dependents	4		
Adress	4		
other office - student health	3		
other office - admissions	3		
other - termination	3		

Table 2 (All Categories)