

# University of San Francisco Replaces Chaos with Clarity into Immigration

The University of San Francisco (USF) is ranked as a 2017 Tier One National University by U.S. News & World Report. This private college, located in the middle of San Francisco, offers world-class education and resources for 11,000 students from over 1,200 faculty members. USF is also well-known for diverse community. Ranked 6th in racial and economic diversity among 4-year private colleges by the Chronicle of Higher Education, USF's commitment to diversity includes highly accredited international faculty and staff.

Fe' Campbell, USF's Human Resources (HR) Specialist, assists with several employee hiring and onboarding processes. Part of her job responsibilities include managing the sponsorship process for a number of visas and green cards to help the University attract top talent from around the world.

But, she's far from an *immigration* specialist.

## Confusion and inefficiencies

In order to provide better customer service for international employees, Campbell attended a conference hosted by SHRM about global immigration and began conducting her own research. The conference, she says, was "very informative, but of course, there is only so much you can learn in three days." Back in office, when faced with managing sponsored visas on her own, Campbell quickly realized that a reliable third party could assist with complicated compliance issues and guide her through the each unique visa and green card process.

However, Campbell deemed their immigration attorney services to be less than efficient. "In the past," Campbell says, "a majority of the visa processes and communications, if not all, were conducted through email. The processes were not streamlined; consequently, communications were hard to reference due to lengthy email threads." For example, when a department wanted to sponsor a candidate in the past, several email communications would be exchanged between the department and HR, HR and the immigration attorney, and HR and the candidate.

Additionally, forms and invoices were sent through email, critical



## About the Company

### Background

The University of San Francisco is a Jesuit Catholic university located in San Francisco, California, United States. The school's main campus is located on a 55-acre setting between the Golden Gate Bridge and Golden Gate Park.

### Employees

More than 1,200

### Types of Visas Opened

TN, H-1B, E-3, Green Cards

### Role Types

- Assistant Professors
- Adjunct Faculty
- Communications Managers
- Directors
- Analysts
- Psychologists

employee information was sent through standard mail, and other important documents were obscured as attachments in different email threads. “We had to create numerous reference folders and an internal system of checks and balances in an attempt to stay organized,” concludes Campbell.

**“I’m certainly not an expert at immigration, but having a relationship with Envoy has made me confident to handle this process.”**

## Direct and transparent communication

Determined to find a more seamless solution to managing employment-related immigration processes, Campbell urged USF to partner with Envoy. Through its cohesive technology platform, Envoy maintains HR’s immigration paperwork in one, easily accessible location. Furthermore, communication became more streamlined, providing Campbell and others in her position far more clarity into each immigration case.

Specifically, Campbell wanted Envoy to enhance the communication efforts surrounding these processes (e.g. no more disjointed paper trails, lost emails, confusion over which documents were sent when and to whom, etc.). Envoy’s platform, which offered complete visibility and clarity into the entire line of communication and documentation, was a breath of fresh air to Campbell.

Campbell’s team also appreciated the increased security that Envoy’s platform provided to employees. Rather than resorting to email, Envoy protects personal information and documentation within the walls of their secure platform, which requires two-factor authentication sign-on. “Employees want to know that their information is secure,” says Campbell.

As an HR professional with a limited background in immigration, Campbell is confident answering immigration-related questions due to support from Envoy’s experts. “Envoy has been extremely cooperative and responsive to all the questions and scenarios that I have inquired about. Now, I feel like I’m in a good place to communicate with our employees.”

And when she doesn’t have all the answers? “Envoy is timely in providing the information I need in a detailed fashion,” she says. “I can then relay that information back to employees, and they feel comfortable and appreciate the quick response.” Campbell can also access Envoy’s educational webinars and other resources to enhance her understanding of immigration processes.

## Happy employees, happy HR

By streamlining processes for employees, securing personal information, and providing advice on complex issues, Envoy has helped alleviate some of HR’s burden in navigating immigration processes for USF employees. Envoy excels in communicating and clarifying the complexities of immigration, which can be overwhelming for a professional who isn’t necessarily an immigration expert.

**“It’s a seamless process on both ends – for the employee and myself.”**

Now, Campbell and her team can access the information they need easily, in one location. Furthermore, they can reference cases easily, identify documentation quickly, and feel clarity in the submission and compliance process.

Most importantly, their employees are happy. Campbell recalls an employee on the E-3 visa who was applying for an extension. Because of Envoy’s help, “she’s never had such a great experience [about the immigration process],” says Campbell of the employee. To Campbell,

it's the simplicity of Envoy that makes it so friendly for employees: "Envoy informs you about what you need to update or what is still missing, along with additional details that you need to review as it relates to the case."

Campbell and her HR team at USF have also been impressed with Envoy's frequent engagement and proactive communication. As a result, a trusted relationship has blossomed, which has been one of the most important factors in USF continuing to rely on Envoy for immigration expertise and secure technology. "Whether it's just reaching out to us to check in," Campbell says, "or to follow up via email to say, 'Hello, just so you know, there are some webinars here that might be of interest to you' – little engagements like that go a long way for building trust and relationships with clients."



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