



Global Support
Impact Report

Odda, Norway | Penn Abroad Student Photo Contest 2017

The Office of
**Global
Support
Services**

Mission

Global Support Services collaborates with the Penn Community to navigate the complexities of international initiatives. We share knowledge, streamline processes, and provide solutions that adapt to a changing global landscape.



Vision

Our vision is to be a trusted resource and advocate, valued throughout Penn for catalyzing global opportunities, offering outstanding day-to-day service, and developing innovative solutions to systemic challenges.

Welcome to the Global Support Impact Report

These have been unprecedented times for Penn and our global activity. In the past 18 months, the office was restructured and new team members were added. These changes gave GSS the ability to add services and to delve deeper and more thoroughly into areas of support to the global community at Penn.

With the changes due to COVID-19, our team was able to move into action, supporting faculty, staff, and students in areas of most need during this time. GSS expertly navigated the unknown to develop tools and resources for use during these unique times, as well as plan for the future of global, post-COVID.

Meet the Team



Artemis V. Koch, CPA, MT

Artemis joined GSS in 2012 as its inaugural Executive Director. Artemis leads the development and administration of a services delivery model supporting the University's international programs. She directs the GSS team and functional specialists throughout Penn to streamline business processes and establish cross-functional policies and best practices.



Becky Struwe, MA

Becky joined GSS in June 2019 as our Director of Global People Operations. Becky provides support, policy, and practice guidance on global "people" issues occurring outside the United States, including hiring, benefits, travel, visas, relocation, and labor compliance.



DeAnna M. Orwig, CPA, MIB

DeAnna joined GSS in July 2019 as our Director of Global Operations and Compliance. DeAnna supports global strategic planning, coordination, and compliance. She works closely with Penn's central offices, analyzing information to formulate and support global policies, strategies, and compliance requirements.



Rosybell Maria

Rosybell joined GSS in April 2019 as our Coordinator. Rosybell provides administrative support and guidance for GSS team members and other stakeholders, both external and internal to the University, as it relates to GSS initiatives and broader projects and strategies.



Maria Cortese Hering, MA, MPH

Maria joined GSS as a program associate in 2015. Maria manages the website, develops process improvement initiatives, provides data analysis and reporting both internally and across the University, and creates communications and outreach materials for the Penn community with respect to global administrative needs.

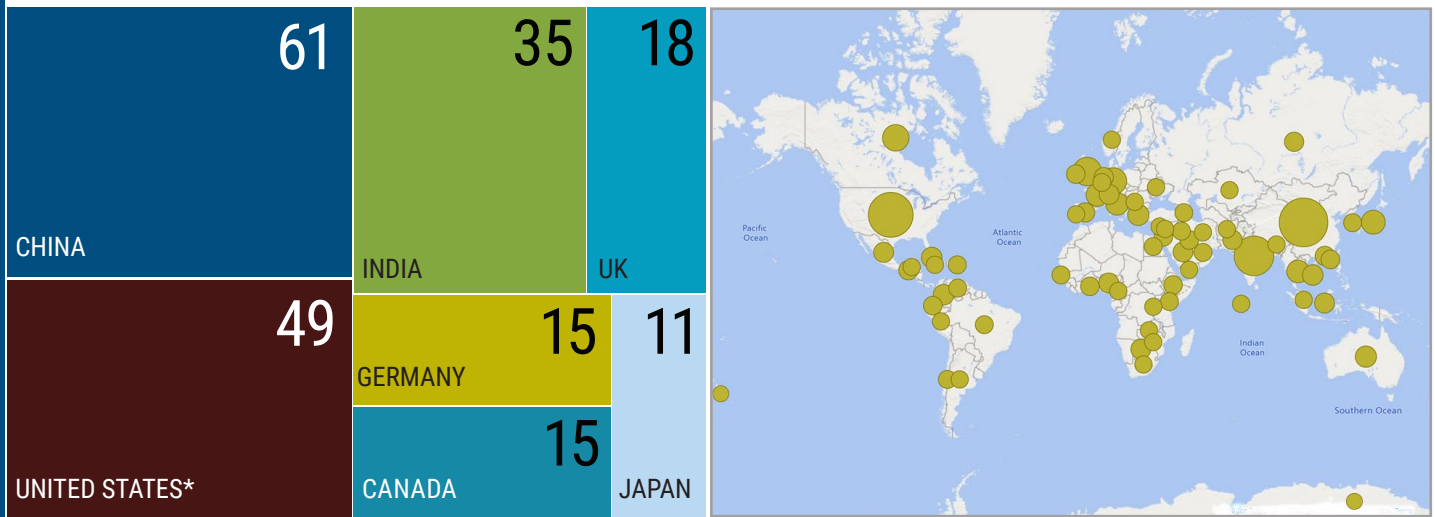
Facts & Figures

475
Cases in FY20

WHAT IS A CASE?

A case is a question or issue from a Penn community member that requires support from GSS. Case issues include: engaging individuals abroad, international travel logistics, and international program development, just to name a few.

OUR GLOBAL REACH



Countries with 10 or more cases in FY20

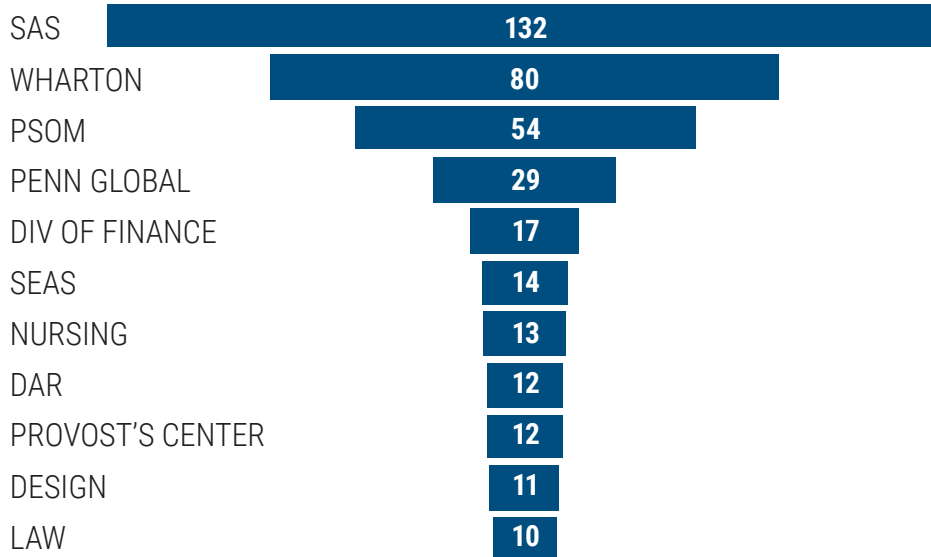
*Includes government organizations, international NGOs, or payments to foreign affiliates in the US.

Global snapshot of cases worldwide FY20

“[We] are so very grateful to you and your Global Support Services colleagues. Your office is one of the Penn units that makes me proudest to be a Penn alum, parent, faculty member, program director, and donor. The care and professionalism of your office is a tribute to the possibility of A+ leadership and administration within university settings.”

-John Dilulio, Frédéric Fox Leadership Professor of Politics, Religion, and Civil Society

Schools/Centers with 10 or More Cases in FY20





International People Operations

[Worker Classification](#) | [Faculty International Sabbatical Support](#)

175

International People Operations cases came to GSS in FY20. These cases can include engaging someone outside the US, Penn personnel working abroad, or global opportunities for faculty.

This represents **37%** of all GSS cases in FY20.

113

of the International People Operations cases involved the review of Independent Contractor status.

This represents **1/4** of all GSS cases in FY20 and **65%** of all International People Operations cases.

7 additional International People Operations cases resulted in individuals being onboarded and managed through a Professional Employer Organization.

Interested in engaging someone outside of the US? [Contact GSS](#) to discuss your options, which can include engaging someone through a local organization, as an independent contractor, or through a Professional Employer Organization.



International Travel

[MyTrips](#) | [Data Reporting](#) | [Outbound Visas](#)

1950 Passport inserts were distributed to travelers

The passport insert was designed for Penn Travelers to have quick access to the numbers and resources available to them when abroad.

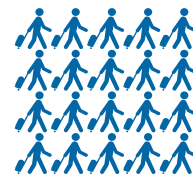
More than 10 MyTrips trainings were delivered across campus

To prepare the Penn community for a new International Travel System, MyTrips, GSS and International Risk Management conducted 7 open MyTrips trainings to all Penn travelers, as well as offered trainings to requesting schools/centers.

6 Data report requests were provided to schools/centers across campus

GSS has assisted schools and centers with both compliance and health & safety related issues by providing reports on international travel activity. These reports combine travel data from TEM, World Travel, Pro Travel, and MyTrips.

[Contact GSS](#) to receive Passport Inserts, schedule a MyTrips training, or request a travel data report.



4400+
Travelers abroad
in FY20

152

Countries visited
around the globe



Program Highlights



Compliance

US Reporting of Foreign Activity | Foreign Country Requirements | Global Taxation & Reporting

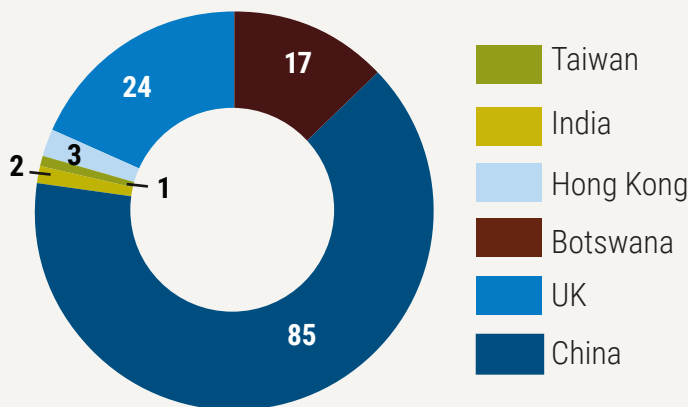
Penn has increased its international activities, such as operating separate registered business entities (see chart), operating through partners and vendors, or operating directly in foreign countries. Simultaneously, international regulatory requirements of the US and foreign jurisdictions are evolving with increased demands. Penn must continuously navigate a myriad of U.S. and foreign regulations to maintain compliance and monitor potential risks.

Country-by-Country Reporting (CbCR)

The Organization for Economic Co-operation and Development (OECD) instituted a framework for Country by Country Reporting (CbCR), which many countries have adopted. Penn prepared the US CbCR for the first time this year, to meet filing requirements in the HK and UK for the fiscal year ending June 30, 2019.

UPIASI

Vetting of significant partner relationships and responsibilities, such as those with UPIASI, is conducted to ensure the facilitation of research and education activity does not bring about additional reporting requirements.



Tasks Required by Foreign Jurisdictions

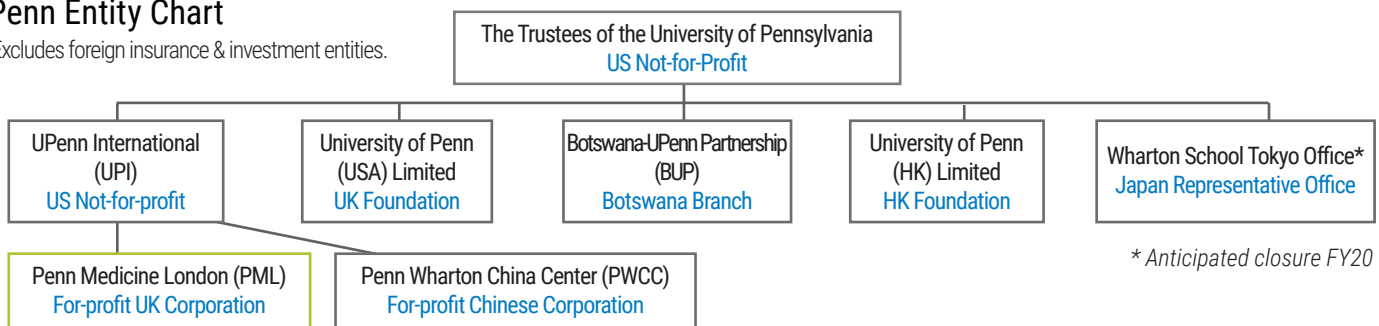
Outside the US Compliance tracking

Cross-departmental international reporting requirements were consolidated and summarized in Smartsheet for business continuity and to assess potential compliance risks at a bird's eye view.

Currently the tool only includes foreign reporting required by jurisdictions outside the US. This will be expanded to include the US requirements to report foreign activity.

Penn Entity Chart

Excludes foreign insurance & investment entities.



* Anticipated closure FY20

Penn Medicine London (PML) **NEW in FY19**

PML was created to support the University of Pennsylvania Health System's networking efforts in London. As a UK corporate entity, all regulatory, tax, and legal requirements are conducted in coordination with outside vendors.

UPenn International (UPI)

GSS continues to support the compliance requirements of UPI, launched in 2012, including those related to programming conducted in India, through UPI, as a tax savings strategy.

Program Highlights

COVID-19 Response

Reacted to fluid and fast moving challenges:

1

Coronavirus Task Force

Developed [guidance and communications](#) for travelers to help them assess the risks in remaining abroad, returning to the US, or for non-US citizens, a return to their home countries.

2

Faculty, Students, & Staff Abroad

Addressed COVID-19 for our students, staff, and faculty abroad included: academic coordination with Penn UG Schools and host Universities, repatriations, logistical guidance, and case management for travel issues created by changing DOS and CDC guidelines.

Our response to COVID-19 started in mid-January with the cancellation of our China study-abroad and continued through European institutions' shifting to on-line, abrupt housing changes, and travel bans. This impacted over 300 students abroad in 37 countries in addition to 30+ programs planned for spring break that were altered or canceled.

3

International Student Community on Campus

Managed challenges faced by Penn's international students as they navigated travel bans, visa issues, housing changes to move off-campus, and more.

Preparing for Penn's 'new normal', guidance for summer and beyond:



Compliance

Addressing issues of virtual program delivery outside the US, GSS is working with several offices to provide advice and guidance to Schools and centers as it relates to tax, exports, privacy, and regulatory requirements abroad.



Hiring & Payments

In response to questions about payment options, GSS is providing [guidance](#) to schools/centers in paying individuals temporarily located outside US due to COVID-19.



Travel

Working on the Task Force on Travel and International Students, GSS is providing recommendations to Leadership and developing guidance on a [travel risk policy](#) and the domestic & international [travel petition process](#).

Partnerships & Projects

Faculty Support in Global Leave

In support of the goal to bring the world to Penn and Penn to the world, GSS has compiled [resources to provide guidance and support](#) for faculty who wish to pursue global fellowships or sabbaticals.

GSS has engaged with faculty members who are recent Fulbright U.S. Scholars that would be happy to speak with [faculty interested in Fulbright](#). GSS has also met with 5 faculty and staff members exploring sabbatical opportunities.

Know Before You Go: GSS built an easy to navigate web resource to help faculty understand the [Practical Considerations](#) associated with international leave.

Dept. of Education Foreign Reporting



In partnership with the Office of Research Services, GSS raised campus awareness of Dept of Education (DOE) and Bureau of Labor and Statistics (BSL) foreign reporting requirements. GSS initiated an expanded process of data collection. This process evolves as DOE continues to expand requirements to report revenue, gifts, and other receipts from foreign sources.

From GAR to MyTrips

GSS partnered with International Risk Management to bring a new travel registry for Penn's travelers going abroad. This system is easy to use and provides Penn with robust resources to support its community abroad including: international medical insurance coverage, emergency evacuation, and 24/7 medical and security assistance for our travelers.



International Agreements

GSS [offers support](#) to schools and centers with the development of institution-to-institution agreements between Penn and other organizations and schools around the globe. GSS, acting on behalf of Penn Global and the Provost Office, maintains a central repository of international agreements signed between Penn and other institutions/organizations around the world. Schools and centers are encouraged to support the maintenance of this repository by [submitting copies of new agreements](#) to GSS.

Annually, GSS uses the agreements repository to provide a report to each school/center on both the historical and active agreements they hold. GSS currently holds:

530 Agreements (Historical & Active) on Record in **67** countries, across **20** Schools, Departments, & Centers.

GSS has also partnered with the Office of Research Services to build a searchable database of the agreements held by both offices. This database is available to the Penn community through the [GSS website](#) and currently holds:



Resource Highlights



Working Groups

[Global Administrators Working Group \(GAWG\)](#)

To better serve Penn's international program administrators, GAWG conducts periodic sessions to address operational concerns.

Key sessions from FY20:

Fall 2019: *Payments & Reimbursements to Foreign Non-Affiliates in the US*

Winter 2020: *International Travel Logistics*

[Global Operations and Support Council \(GOSC\)](#)

GOSC is comprised of senior leaders from across central admin and the schools and centers. GOSC aims to discuss and optimize policies & processes related to global operations.

Key sessions from FY20:

Fall 2019: *Mandatory Foreign Reporting*

Summer 2020: *Int'l Compliance Tracking/Payments to Students Abroad/Travel Policy Updates*



Forms, Guides, & FAQs

[Global Supplier Vendor Form*](#)

Help GSS to be the central repository on global vendors & service providers.



[International Activity Questionnaire*](#)

Starting a new international project? Make sure you are making all the right considerations.



[FAQs for Independent Contractors](#)

Are there special considerations for engaging international independent contractors?



[FAQs for Payments Abroad](#)

Do you have questions related to paying people overseas due to COVID-19?



[Foreign Corrupt Practices Act](#)

Engaging in activities abroad? Visit our FCPA training to learn the rules around engaging safely.



*These forms are behind Pennkey. Login required.

Upcoming



Schedule F Working Group

GSS will bring together constituents to discuss potential improvements to the Schedule F reporting process.



International Online Education

Guidance in development by GSS and Online Learning Initiatives for tax, regulatory, and operational issues when conducting international online education



How can we help?

Do you have an international project coming up? Can GSS be of assistance?



Visit us at: global.upenn.edu/gss



Contact us at: globalsupport@pobox.edu