



ANNUAL REPORT 2017

**NORTHERN
ARIZONA
UNIVERSITY** 

Center for
International Education



Daniel Palm

*Executive Director and Special Advisor to the President for
Global Initiatives*

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CIE PROGRAMMING

Heiskell Award

CIE's Interdisciplinary Global Programs and Education Abroad were awarded one of the most prestigious international education awards in March 2017. The Heiskell Award is administered by the Institute for International Education, a branch of the Department of State, and recognizes innovation in international education. Along with the Senator Paul Simon Award won in 2012, CIE has now received the two most significant international education awards in the United States over a period of only five years.

Undergraduate Research Symposium

In April 2017, the Center for International Education had a second cohort of students present their international and intercultural research findings at the Undergraduate Research Symposium. Eight students presented their research on subjects such as volcanology in Greece, Maori health in New Zealand, public health in the Philippines, and art history in Paris. Students Gavin Wisner and Katie Jebens had the opportunity to present their research findings from a faculty-led archeology program led by Professor Jaime Awe in Belize in summer 2016. The program's discovery of ancient Mayan ruins was considered to be one of the top ten archeological discoveries in the world in 2016.





Short-Term Programs

CIE coordinates short-term programs in which international partners send a group of students and/or faculty to NAU for programs typically lasting less than three weeks. These programs are offered both for credit and not for credit, and are often used as catalysts to develop deeper relationships with foreign universities. Programs typically offer courses to students in E.S.L., the humanities and education, as well as U.S. culture, politics, and history. Short-term programs for foreign faculty provide instruction on higher education administration and pedagogy.

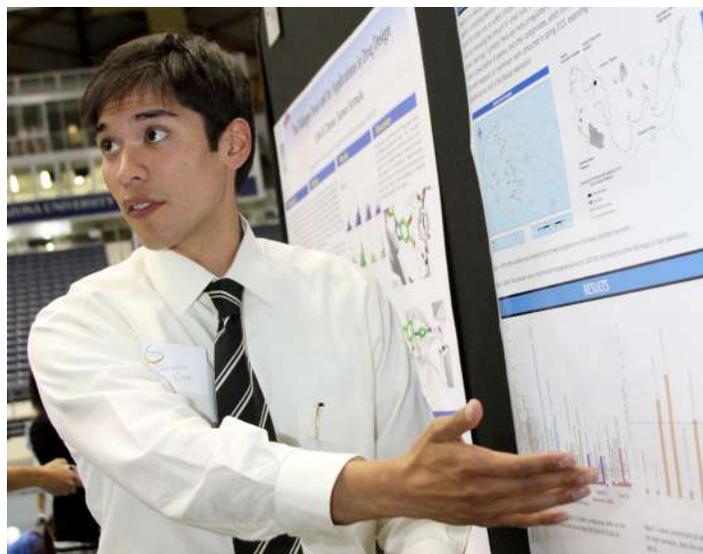
During Academic Year 2016/17, CIE hosted nine short-term programs that enrolled a total of 142 participants. This was an enormous jump from the three programs hosted in AY 15/16.

International Partner Day

In May of 2017, CIE hosted its first ever international partner day. The event was co-coordinated by Zach Tobin in Education Abroad and Lily Palm in Interdisciplinary Global Programs. The goals of Partner Day were:

1. To increase student mobility between existing exchange partners.
2. To highlight NAU and CIE to potential partners and agents.
3. To strengthen existing ties with current exchange partners.

All existing exchange partners and some agents/organizations were invited to Partner Day. Of those, 39 individuals attended the 3-day program. Of the attendees, 15 countries and 28 universities and organizations were represented. In addition to social trips to the Grand Canyon, Sedona, and downtown Flagstaff, the business day included many opportunities for our partners to learn more about what NAU has to offer. Extensive collaboration with academic units on campus allowed for individualized break-out sessions based on the requests of participants. In addition to department and college representation, Dr. Daniel Kain, Provost and Vice President for Academic Affairs, joined the group for lunch.

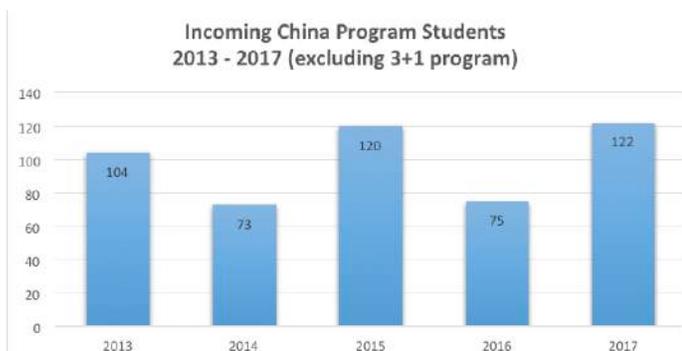




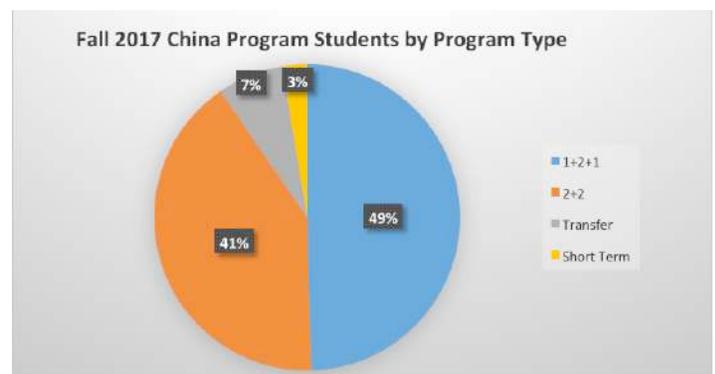
CHINA INITIATIVES

The 2016–2017 academic year has proven to be a turning point for the China Initiatives (CI) unit in regards to organization, branding, recruitment and program development. With changes in policies and regulations introduced by the Chinese government and new trends in students’ needs, CI continues to adjust program models to respond to the market.

The Fall 2017 China program student enrollment number is estimated to be between 140-150 (counting the first cohort of 3+1 Joint Program Students from CQUPT). The new enrollment number almost doubles that of Fall 2016 and is the highest in NAU’s China program history (see table 1). One of the important strategies that have contributed to enrollment success is program diversification. By working through different channels of recruitment and program development, CI does not rely on one single program, but rather spends finite time and resources on a number of diverse initiatives, strategically building a recruitment investment portfolio. As a result, incoming student population consists of 1+2+1, 2+2, 3+1 and transfer programs.



Incoming China Program Students



The “International Class” Cohort-based Recruitment Approach

In 2014, NAU established an innovative model in the 1+2+1 program with Guangdong University of Finance and Economics (GUFU), the Dual-Degree Experimental Class. The program has been a success, with almost 40 students enrolled and attending or will attend from GUFU. This model represents a new program development strategy – the “International Class” cohort-based approach which focuses on collaboration of one specific major with one partner university, as opposed to the traditional multi-disciplinary recruitment in many universities.

With governmental approvals in the province of Jiangsu and Guangdong, NAU has implemented this approach and established five international classes with Yangzhou University, Nanjing University of Arts, Jiangsu University, Guangdong Polytechnic University, and Foshan University of Science & Technology in areas of Business Economics, Finance, Hospitality, Chemistry and Creative Media & Film. Under this new cohort-based strategy, NAU faculty/staff are able to promote programs and study-abroad opportunities exclusively in these classes and address students’ needs in a timely manner. Faculty from both sides are able to get together for academic exchange and joint research, which will positively influence NAU’s global branding and campus internationalization. Our goal is to grow these international classes in the next few years and have steady cohorts, like the GUFU students, enroll in the 1+2+1 or 2+1 programs.



The First Cohort of 3+1 Joint Program with CQIPT

In Fall 2017, NAU will welcome the first cohort of the 3+1 Joint Program with Chongqing University of Posts & Telecommunications. Out of 86 students from the first cohort, 49 students have applied to NAU for their last year of studies, representing a 57% study-abroad conversion rate. According to two MOE affiliated agents (Prepare Education & StudyLink), the national average study-abroad conversion rate in MOE-approved joint programs is between 16% and 20% (source unpublished). Currently, 37 students out of the 49 applicants are applying for US visas and planning to attend NAU. While celebrating a successful enrollment rate, we are continuing to analyze ways to increase enrollment and reduce attrition in the coming years. A significant reason for the attrition between student application and enrollment is the stricter English language requirement set by the 3+1 program. A good number of applicants have met NAU's undergraduate language proficiency (TOEFL IBT 70+) but are a few points off from the 3+1 program requirement. With this valuable experience learned from the first cohort, new ways are being implemented to improve English training for incoming cohorts and increase student application in Fall 2018 and forward.

As NAU's very first MOE-approved 3+1 joint program with CQIPT is almost to its completion in the first four-year cycle, CI is actively searching for new opportunities to replicate the model and establish more successful joint programs with universities in other geographic areas in China.

The Office of Asian Academic Engagement

Located in Beijing, China, NAU's office of Asian Academic Engagement (AAE) continues to serve as a critical point of contact for NAU's international operations in the area. In addition to the daily functions such as student/parent services, application assistance, agent meetings/training, etc., the AAE office also provides support for recruitment representatives in India and Vietnam. Staff from the AAE office host weekly meetings with NAU's Vietnamese representative to discuss recruitment strategies, production of marketing materials, and collaboration on program development in the Vietnamese market. The goal is to strengthen NAU's academic partnerships in Vietnam from the existing experience of NAU's China operations.

In Summer 2017, the AAE office successfully assisted with the logistics of NAU President Dr. Rita Cheng's first visit to the CHEPD 1+2+1 program graduation ceremony in Dalian, and a visit to the China Scholarship Council at the Ministry of Education in Beijing. President Cheng represented over 16 U.S. participating universities at the ceremony as the opening speaker. Since it first joined the 1+2+1 program, NAU has received over 400 students and graduated almost 300, ranking #1 in terms of student enrollment in this incredible initiative. Each year, NAU celebrates with outstanding alumni in China (see picture of 2017 1+2+1 Program Graduation attended by President Cheng in Dalian, China below).



China Initiatives Staff Professional Development

Bruce F. Wang

Director of China Initiatives



- Attended 2016 CHEPD 1+2+1 program workshop hosted by AASCU in Washington D.C. and presented on NAU's Experimental Class model to over 20 U.S. participating university representatives.

- Assisted in the implementation of the first NAU English Proficiency placement test at 3 partner institutions in China.

- Worked with the China Center of International Educational Exchange (CCIEE) and other entities in China to receive provincial government approval for establishing five NAU international class programs in Guangdong and Jiangsu.

- Visited partner institutions and agents in HCMC, Vietnam and trained NAU's first Vietnamese recruitment representative in recruitment and program development. Self-taught and passed the N5 level of Japanese Language Proficiency Test (JLPT)



Xia Jiang

*International Student
Recruitment and Retention
Specialist*

- Published stories and reports on the lives of current China program students and alumni on NAU's social media channels in China.

- Presented "China's One Belt One Road Initiative and Its Financial Risks – An Oversea Chinese Scholar's Perspective" at the First International Conference on China's One Belt One Road Initiative and Oversea Chinese Talent's New Role, on Nov. 16-18, 2016 at Lishui University, Zhejiang China. Xia was invited as a keynote speaker for the conference and the paper will be published this year by Press of China Social Sciences.

- Published of about 20 articles on the US Presidential Election of 2016 in World Weekly/World Journal, one of the biggest and influential Chinese newspapers in the U.S.

EDUCATION ABROAD

Education Abroad (EA) experienced a year of stability in 2016/17. Investments in creating a stable foundation over the past few years allowed EA to focus this year's efforts on maturing existing projects while also developing new initiatives. EA worked on a few exciting new projects over the past year.

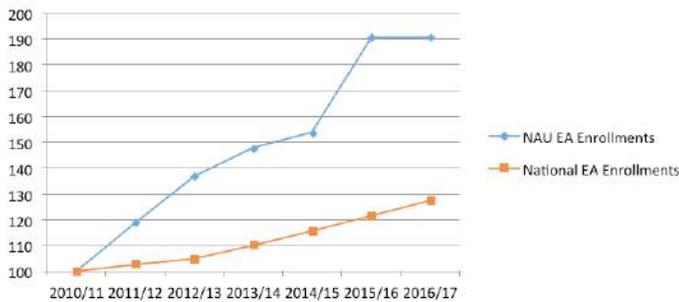
A Global Track program is in development with the College of Business, the School of Hotel & Restaurant Management, and the College of Education. Global Track will offer students pre-articulated and pre-determined study abroad options. FCB, SHRM, and COE faculty are pre-articulating courses at select partner institutions in order to remove uncertainty from the study abroad experience. In addition, all three academic units will be better able to tell students the ideal term in which to study abroad. FCB has selected Coventry University and the University of Leeds (both in the U.K.) as its Global Track partners. SHRM has selected the International University of Bad Honnef (Germany), and the College of Education has selected the University of Tasmania (Australia). The development of close partnerships between NAU's academic units and foreign universities

will allow for a smoother study abroad process for students and greater confidence in study abroad by faculty.

EA also improved the office's use of the technology that it utilizes to run the study abroad webpage and to manage student applications. The Terra Dotta software has for years been hosted by ITS, resulting in serious delays in the implementation of new versions and myriad other problems. In early June 2017, the software was migrated to Terra Dotta's servers, the latest version of the software was applied to the EA webpage, and EA applied NAU's new web template. The server migration will greatly improve EA's back-end management of the EA database, application system, and webpage.

Finally, EA is in the process of saving students' course equivalencies for future use by other students. Previously, students asking for an equivalency with had already been approved by an academic advisor in the past had to start from scratch and receive an entirely new approval. This process has been inconsistent with how NAU treats non-study abroad international transfer courses. Education Abroad has been working closely with Admissions to utilize their existing transfer database to save course equivalencies. This will save time for future study abroad students as well as their academic advisors. The Education Abroad Office was also proud to see that seven of this year's twenty one Golden Axe Award winners were EA alumni. This reinforces our understanding that Education Abroad programming is especially important to NAU's outstanding students.

Values-Adjusted Growth Comparison



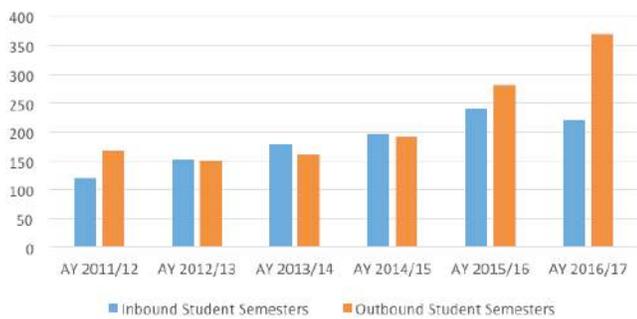
Student Exchange

Education Abroad sends students almost exclusively on semester and full year exchange programs. This is unique in that most American universities utilize, private third-party programs rather than exchanges made available through direct university-to-university partnerships. Outbound exchange enrollments increased 32% between AY 2015/16 and AY 2016/17. Sending students out on exchange grows capacity from which CIE can recruit students from partner institutions. Outbound enrollments are therefore closely tied to the ability to recruit international students.

Faculty	Department	Program Location
Bjorn Krondorfer	CCS	Israel
Pamela Stephens	CCS	United Kingdom
Ed Smaglik	Construction Management	United Kingdom
John Cauvin Mark Molinaro	HRM	France
Lisa Skinner	Geology	Greece
Amy Smith	Dental Hygiene	Guatemala
Alexandra Carpino	CCS	Italy
Tracye Moore	Dental Hygiene	Morocco
Victoria Pickett	Communications	The Netherlands
Abe Springer	Geology	Serbia
Kevin Massoletti	Italian and HRM	Italy
Anne Medill Janine Schipper	Sociology	Spain
David & Alison Weber	Business	SE Asia
Brian Stone	Education	United Kingdom
Chad Woodruff	Psychology	Germany and Austria
Jaime Awe	Anthropology	Belize
Karen Plager	Nursing	Tanzania
Besty Adachi	First Year Seminars	Japan
Laura Camden	Communications	Cuba
Frederick Gooding	Ethnic Studies	Ghana
Nancy Baca Geoff Dick Paul Thomas	Business	Mexico
Dot Dunn	Nursing	Guatemala

New Programs

Inbound & Outbound Exchange Enrollments



New Programs

Education Abroad continued to develop new programs and partnerships in Academic Year 2016/17. New exchange relationships were developed with:

- The American University in Cairo – Egypt
- Roskilde University – Denmark
- Omsk State University – Russia
- Manchester Metropolitan University – England

EA is in the process of exploring new exchanges with the University of West Bohemia in the Czech Republic, Taylor University in Malaysia, Nanyang Technological University in Singapore, Lincoln University in New Zealand, Chungnam National University in South Korea, Konkuk University in South Korea, Universidad Ponteficia Comillas in Spain, Mary Immaculate College in Ireland, as well as the University of Liverpool, the University of Strathclyde, the University of Lincoln, and the University of West London, all in the U.K.

A variety of faculty joined Education Abroad this year to offer new and innovative programs around the world. Of particular interest is NAU's first faculty-led program to Israel, run by Bjorn Krondorfer. NAU students will examine indigenous and culture issues among the Bedouin community in Israel and Bedouin students will then come to NAU to examine Native American issues here in Arizona. NAU faculty continue to run outstanding programs and should be recognized for those efforts whenever possible. The following faculty ran programs in AY 2016/17. (Page 10)



Amanda Williamson

Education Abroad Advisor

- “Sexual Assault, Title IX, and Conduct Abroad”. – NAFSA Regional conference presentation.



Carolyn Christianer

Education Abroad Advisor

- 2016 University Studies Abroad Consortium (USAC) Study Abroad Staff Grant Recipient.
- 2017 Blavin Scholar Mentor.

Staff Professional Development

Evaluations of Summer 2016 Faculty-led Programs

A comprehensive survey was distributed to all summer 2016 faculty-led participants to evaluate Education Abroad's application process, advising, faculty performance, facilities, and learning outcomes. Of 272 faculty-led participants, 118 completed the online survey following the completion of their program for a 43 percent response rate. Here are some highlights of the responses:

- 97 percent of respondents would recommend their program to other students.
- 96 percent of respondents agreed that their program contributed to their academic goals and progress.
- 95 percent of respondents agreed that their excursions/activities were related to the learning outcomes of the course and contributed to their understanding of the host culture.
- 94 percent of respondents rated their instructor either a 4 or 5 on a scale of 1-5.



Eric Deschamps

Director of Education Abroad & Associate Director, Center for International Education

- Co-applicant (with Melissa Armstrong) and awardee; The Institute for International Education's Heiskell Award for Innovation in International Education, category – Study Abroad.
- Heiskell Award Acceptance Speech and Interdisciplinary Global Programs summary; IIE Best Practices Conference; March 14, 2017.
- Committee member and curriculum development for the creation of a NAU Master's Degree in International Education.



Mariel Goble

Education Abroad Advisor and Inbound Exchange Coordinator

- Proposal Reviewer for National NAFSA 2017.
- Presented at Lessons From Abroad on "Going Back Abroad After Graduation".
- NAFSA Region II Grant Awardee.
- Presented at NAFSA Region II on "Federal Government Resources for Health and Safety Abroad".
- USAC SAS Grant Awardee for Bangalore, India.



Mikaela Terry

Education Abroad Advisor

- Sexual Assault, Title IX, and Conduct Abroad; presentation at NAFSA Regional Conference – Wednesday, November 2nd 2016.
- Student Conduct Abroad; Webinar Presentation Created for USAC.
- Student Sexual Assault and/or Harassment Abroad; Webinar Presentation Created for USAC & Presented at the Annual Board Meeting in Florianopolis Brazil on Sunday, March 12th 2017.
- Bystander Intervention Presentation; Webinar Presentation Created for USAC & Presented at the Annual Board Meeting in Florianopolis Brazil on Sunday, March 12th 2017.
- Campus Connect/Safe Jacks Training for Center for International Education Staff; Co-presented with Carol O'Saben on Mental Health and Suicide Prevention.
- NAU Safe Jacks Trainer.



Zach Tobin

Assistant Director

- Elected as the Education Abroad Knowledge Community Liaison for NAFSA Region II.
- Presentation – NAFSA Region II Conference: Increasing Study Abroad Enrollment Through Traditional Sales and Marketing Practices (Named Best in Conference).
- Presentation – NAFSA Region II Conference in Santa Fe: Federal Government Resources for Health and Safety Abroad.
- Presentation – Arizona International Educators Conference: Education Abroad Hot Topics Panel.
- Presentation – The Forum on Education Abroad Annual Conference in Seattle: Advising is Sales and Outreach is Marketing: How to Do It Ethically.

Some clear take-aways from the evaluations include:

1. Students are having a terrific experience on faculty-led programs.
2. Students understand what is expected of them, both academically and financially.
3. Faculty continue to exceed our expectations. They are exceptionally engaged in their programs and their commitment to education abroad shows through the academic experiences that they deliver to students.

Scholarship Funding for Students

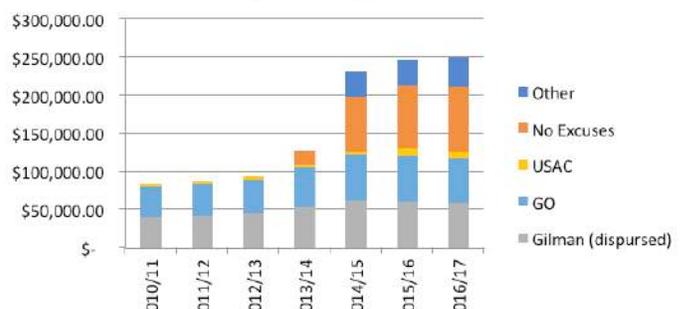
Scholarship funding continues to be critical to providing access to education abroad to NAU students.

The Gilman is the premiere national scholarship for study abroad and is administered by the Institute of International Education for the U.S. State Department. Education Abroad hosts bi-annual workshops for students on how to submit a competitive application for the Gilman. International Internships & Research Coordinator Danielle Linde serves on the Gilman scholarship committee and is therefore able to tell students exactly what the committee is looking for in awardees.

Scholarships are funded from four major sources:

- The Gilman Scholarship.
- GO/CIE Funding – Mostly ASNAU money supplemented with CIE funds.
- No Excuses – CIE scholarship for students with high financial need.
- USAC – Scholarships awarded with USAC funding provided to CIE. USAC is a NAU study abroad third-party provider.

Scholarship Funding for EA Students



INTERDISCIPLINARY GLOBAL PROGRAMS

The Interdisciplinary Global Programs (IGP) are NAU's answer to preparing undergraduates with the skills to seamlessly work across disciplines and borders as they prepare for a complex future. These five-year, double-major programs integrate language study into students' chosen majors and include a year abroad in year four, in which students complete both coursework and an internship while immersed in the language and culture of the host country. IGP has two tracks – STEM and Business.



Reporting Period Highlights

From July 2016 to June 2017, the IGP program achieved the following:

- Offered IGP student professional development to prepare students for their intensive year abroad, including the Global Language and Culture Summit and IGP student preparation conference.
- Supported the field work experience of 19 students abroad, working with students and internship mentors in Argentina, Chile, China, Costa Rica, France, Germany and Spain.
- Graduated 17 IGP participants. Students are pursuing paths from Peace Corps in Benin to a variety of graduate programs in the US and internationally.

- Was awarded the Institute for International Education's **Andrew Heiskell Award** for Innovation in International Education in collaboration with Education Abroad.
- Co-organized and hosted **NAU Exchange Partner Day** with Education Abroad on May 25- 26, in which eight IGP partners participated, in addition to many Education Abroad partners.
- Partnered on a successful **100,000 Strong in the Americas** project in collaboration with the NAU Department of Geology and the National Autonomous University of Mexico (UNAM) on a geophysics research project on the Serdán-Oriental Volcanic Field in Puebla in east-central Mexico, in which IGP students will participate.
- Instituted an **English Language Bridge Program** to partner institutions in Japan and Argentina to encourage incoming exchange



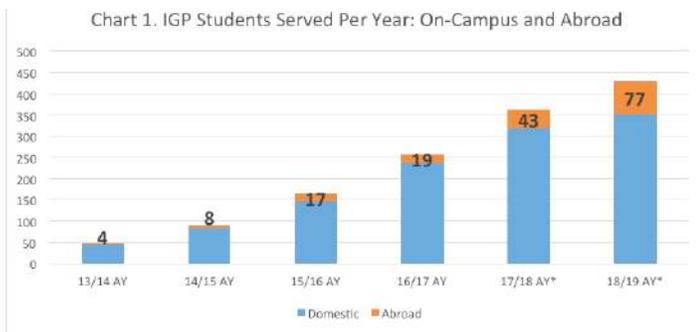
students from these countries.

•Completed Year 3 of the Patagonia Research Experiences in Sustainability Science (PRESS) project, sending four IGP students to Patagonia, Argentina for their internship experience.

IGP Program Statistics

IGP Student Enrollment

Since the launch of GSEP in 2011, IGP has continued to see impressive program growth. If growth stays on track, it is estimated that by academic year 2018/19, IGP will be serving well over 400 students per year with more than 70 students studying abroad each year (see Chart 1). IGP works closely with NAU's Offices of Admissions, EMSA, Gateway, and CEFNS/FCB advisors and recruiters to promote the program to incoming freshmen.



**estimated values for on-campus students*

IGP Student Diversity

IGP continues to support a diverse student base, with higher ethnic, racial, and gender diversity than in the colleges from which the students declare their first majors. Overall, **44% of IGP participants are underrepresented minority students** (see Chart 2). In 2015, 38% of students in the IGP STEM track were underrepresented minorities, a higher percentage than CEFNS at 33% or the national average for STEM majors at 22%. Regarding the IGP Business track, 57% of students are underrepresented minorities, a higher percentage than FCB at 30% and the national average for Business majors at 38%. When looking at gender diversity, overall **59% of IGP participants are female** (see Chart 3). This is also higher than the percentage of female undergraduates in CEFNS at 43% or the national average for STEM majors at 31%. The same trend for gender diversity occurs in the IGP Business track, which is higher than FCB at 44% and the national average for female Business majors at 48%.

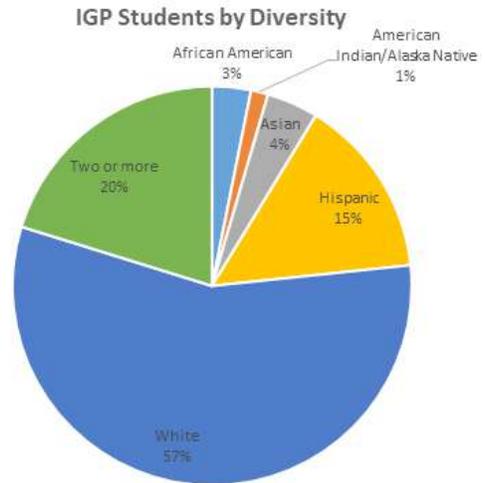
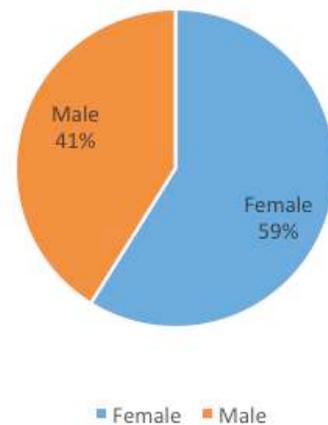


Chart 3. IGP Students by Gender



Language Enrollments

IGP students choose to study one of five languages. While Spanish continues to be our biggest population, we are seeing growing diversity in the other languages. For example in the 2015 cohort, 68% of students studied Spanish, in our current freshman cohort, 43% of students are studying Spanish, with more students spread across other languages.

IGP Student Professional Development

IGP students participate in monthly program events during the course of the year while on campus at NAU in an effort to build a vibrant community of students that can serve as a support along the path of two intense, integrated academic programs. The program has grown to the point that IGP offers targeted program delivery to get students the information they need, when they need it.

•**Year 1:** freshman programming focuses on orientation and planning for two integrated course progression plans, in collaboration with Gateway and the JacksPlanner team.

•**Year 2:** sophomore programming focuses on resume building and career opportunities. Sophomores also work in teams to conduct country profiles to present during the IGP student conference. Sophomores complete their first language/culture checkpoint with their CAL mentor in the fall semester, receiving feedback on preparedness for an immersion year abroad.



•**Year 3:** junior programming focuses on resume and online portfolio building in the language and format of the host country. Juniors apply to their host institution and begin the visa application process. Juniors complete language/culture checkpoints two and three in the fall and spring semester with their CAL mentors, receiving further feedback on preparedness for an immersion year abroad.

•**Year 4:** while abroad, students are engaged with the program through a CENS 499 course in the fall semester. Students interview and secure their field work experience placement in the fall semester. Checkpoints 4 and 5 take place in the fall and spring semester with their CAL mentor to gauge students' language development and provide any necessary support to help students succeed during this critical year.

•**Year 5:** programming engages returning students with upcoming IGP students in Years 1-3. The highlight event of Year 5 is the IGP Language and Culture Summit, where students present their experience abroad in their language of study.

Student Field Work Experiences Abroad
Nineteen IGP students completed their year abroad (AY 16/17), including their full time, language/cultural immersion field work experience in the spring semester. Student projects and mentors are listed below:

Argentina

Students conduct research in Argentina with the Patagonia Research Experience Program in Sustainability Sciences (PRESS) at the Centro Austral de Investigaciones Cientificas (CADIC) in Ushuaia, Argentina.

•Alex A., (Environmental Engineering and Spanish) Análisis del Estratificación en el Canal Beagle with Dr. Patricia Rodríguez, Dr. Andrea Malits and Dr. Jacobo Martín.

•Erin M., (Environmental Engineering and Spanish) El Impacto de la Invasión de Hieracium Pilosella en Tierra del Fuego with Dr. Alicia Moretto and Dr. Verónica Andrea Pancotto.

•Katie J., (Environmental Studies and Spanish) La Dieta del Pescado Puyen, Galaxias Maculatus, en el Parque Nacional Tierra del Fuego with Dr. Claudia Boy.

•Sam E., (Forestry and Spanish) Biodiversidad en el Sur de la Patagonia para Apoyar el Manejo Sostenible de la Tierra with Dr. Pablo Peri (INTA).

Chile

•Lauren H., (Biomedical Science, Chemistry and Spanish) Estudios Funcionales y Estructurales de LOXIN, una Variante de Empalme de LOX-1 que Inhibe la Absorción de Lipoproteínas de Baja Densidad Oxidada at the Department of Clinical Biochemistry and Immunology, Faculty of Pharmacy, Universidad de Concepción, Chile with Dr. Felipe A. Zuñiga Arbalti.

China

•Fernando T., (Biomedical Science and CCS/Chinese and Japanese) at the Multidisciplinary Research Center, Faculty of Science, Shantou University, China with Dr. Kevin Chen.

Costa Rica

•Marina M., (Marketing and Spanish) Marketing y Alcance Comunitario para ONGs y Municipios in San Jose, Costa Rica with Roy Arias and Alonso Chaves.

France

•Bonni B., (Biology and French) Rôle de la Voie Wnt dans la Polarité des Cellules Endothéliales with INSERM, Délégation Aquitaine Poitou, University of Bordeaux, France with Dr. Cécile Duplâa.

•Jessica I., (Environmental Science and French) Réseaux Pesticides



Bassin d'Arcachon (REPAR), Laboratoire de Physico et Toxico Chimie, University of Bordeaux, France with Dr. Hélène Budzinski.

• Markie D., (Environmental Science and French) Les Approches Expérimentales dans l'Écologie de la Communauté, at UMR BioGeCo, University of Bordeaux, France with Dr. Emmanuel Corcket.

• Rachel R., (Biomedical Sciences and French) Répartition des Espèces et Antifongiques dans les Tests de Susceptibilité dans la Section d'Aspergillus Isolants de Nigri Provenant d'Échantillons Médicaux, at Pitié-Salpêtrière Hospital, Paris, France with Dr. Arnaud Fekkar.

Germany

• Ryan L., (Computer Science and German) Implementierung von Betriebssystemen für die Erstellung von Graphen at the Faculty of Informatics, TU Dortmund, Germany with Dr. Christopher Morris.

Spain

• Ashlee H., (Biology and Spanish) Cómo la Dieta Afecta la Acumulación de Metales Pesados en Hermetia Illucens, Lucilia Sericata, Chrysomya Megacephala y Musca Domestica at the Department of Environmental Sciences and Natural Resources, University of Alicante, Spain with Dr. Ana Isabel Martínez Sánchez.

• Matthew Q., (Computer Science and Spanish) Visión de la Computadora Aplicada a Algoritmos de Reconocimiento de Objetos 3D / Aprendizaje de Máquinas Aplicados a la Generación de Música Midi at the Department of Computer Science and Artificial Intelligence, University of Alicante, Spain with Dr. Jose García-Rodríguez.

• Daniel V., (Chemistry and Spanish) Síntesis de Polímeros y Modificación de Nanopartículas Magnéticas at the Polymer and Composites Research Laboratory, University Carlos III of Madrid, Spain with Dr. Verónica San Miguel Aranz.

• Marco A., (Biomedical Sciences and Spanish) Biomedical Imaging and Instrumentation Group: La Prevención Futura de la Esquizofrenia: El Uso de Omega-3 at the University Hospital General Gregorio Marañón, Madrid, Spain with Dr. Manuel Desco-Menéndez.

• Raymundo S., (Biomedical Sciences and Spanish) Biomedical Imaging and Instrumentation Group: La Prevención Futura de la Esquizofrenia: El Uso de Omega-3 at the University Hospital General Gregorio Marañón, Madrid, Spain with Dr. Manuel Desco-Menéndez.

• Winston F., (Physics/Astronomy and Spanish) El Experimento Anais para la Detección de Directa de Materia Oscura en el Laboratorio Subterráneo de Canfranc at the Department of Theoretical Physics, University of Zaragoza, Spain with Dr. María Luisa Sarsa.

English Language Bridge Program Exchange

In an effort to maintain a healthy exchange balance with IGP partner institutions, IGP established a Bridge Program exchange in Japan and Argentina, where English language level can be an issue for students to enter NAU under an exchange model. To address this issue, an English Language Bridge Program exchange was established at Kansai University and Kyushu University in Japan and the National University of Tucumán in Argentina. This program “bridges” the study of English with academic coursework for students scoring between a 57 and 69 on the TOEFL iBT. The number of hours of English language study depends on students TOEFL score. The Bridge Program was well received and looks to be an important offering to keep exchange numbers well balanced between IGP exchange partners in key countries.

Staff Professional Development:



Melissa Armstrong
Director

• *Presentation:* Zen and the Art of Partner Maintenance. 100,000 Strong in the Americas Capacity Building Workshop. May 28, 2017. Los Angeles, CA.

• *Presentation* (with Benning Tieke): Achieving a New and Necessary Level of International Interdisciplinarity. AAC&U Global Learning and the College Curriculum. October 6-8, 2016. Denver, CO.

• *Publication* (with Harvey Charles): Case study on the role of international programs on diversifying STEM disciplines. Internationalization and Diversity in Higher Education. Edited by David Killick. November 2016. Palgrave.

• *Article:* Going Epic. NAU Global. Fall 2016.

• *Education:* Pursuing Post Baccalaureate in Spanish at NAU.

• *Member:* NAU Commission on Ethnic Diversity.

• *Steering Committee Member.* 2016 Colloquium on International Engineering Education.

• *Advisory Board Member.* NAU Doris Duke Conservation Scholars Program.



Liliane Palm
Assistant Director

• *Presentation:* Introduction to the Interdisciplinary Global Programs. IIE Best Practices Conference: Andrew Heiskell Award. March 14, 2017. Miami, FL

• *Presentation:* Getting Started with International Engineering and Work Abroad Programs. Colloquium on International Engineering Education. Nov. 4, 2016. Newport, RI.



Rebecca Deadmond
Program Manager

• *Education:* Pursuing Master's in Administration, emphasis in Leadership at NAU.

• *CIE Liaison* during 2017 NAU Women's Soccer Tour to Spain

• *Completed* Bystander Intervention and Campus Connect Training





INTERNATIONAL ADMISSIONS AND RECRUITMENT

The last year saw many changes in the direction of International Admissions & Recruitment (IAR) with internal and external shifts towards new markets and new ideas to continue to build on the successes of continued growth in international student enrollment at NAU.

Looking outward, IAR developed a global network of representatives and contacts in new and existing recruitment markets. New market exploration included heavy marketing and recruitment efforts in India, Nepal, Pakistan, Russia, Azerbaijan, and Mexico coupled with similar efforts in existing markets such as South Korea, Sri Lanka, Brazil, Malaysia, and the United Kingdom. IAR, for the first time, partnered with two major online marketing firms to develop the NAU brand and promote NAU programs in these areas. “To the right is an example of the online marketing IAR has engaged to promote the NAU brand. A promo of NAU was included as a sidebar advert for an article about studying in the USA (see inset).” IAR has, in addition to the marketing efforts outlined above, engaged the services of two online platforms at the end of the academic year to help communicate with our global representative network and students directly. We are excited to see how these platforms perform in the coming year.

Looking inward, IAR worked with many campus partners to bring the processing and review of international student applications and admissions in line with campus technologies. Here is a brief list of efforts IAR has been engaged with over the last year:

- **OnBase:** IAR has been working with the OnBase team to develop admission work-flows and document scanning/storing similar to domestic admissions. This will increase efficiencies in collecting and reviewing application documents as well as decrease time needed to make admission-based decisions for international students.

- **Salesforce:** IAR has worked with the Salesforce team to develop communication collection and tracking, as well as work-flow procedures to decrease the amount of time needed to respond to student inquiries. This project also has the benefit of bringing IAR in line with the academic advising units as it relates to student communications and work-flow assignments as part of IAR’s



continued connection with the advising community.

- **UAO/OnBase:** IAR has partnered with both the UAO and the OnBase team to develop international transfer credit rules and resources. This has increased our exposure to the larger transfer credit knowledge base in UAO and helped to spearhead two projects related to international student transfer credit processing.

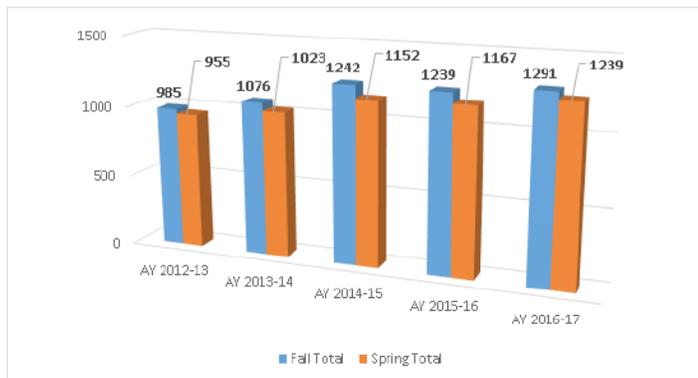
One other major change this year for IAR was the International Student Scholarship scheme, building upon the successful growth of the program in prior years. This year the Scholarship was established for new students to receive the award for up to four years, renewed based on the students’ continued academic success at NAU following the first year initial award. This major change in the scholarship scheme will help to retain quality international students for the full four years of their programs.

International Student Enrollment Data

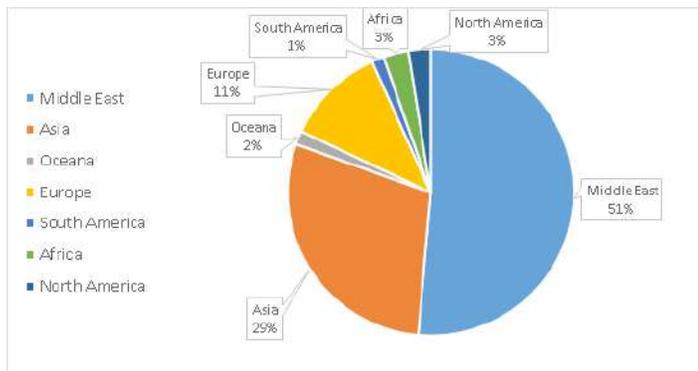
Enrollment for the 2016-17 academic year saw continued increases over previous years with a total of 1,291 international students – both undergraduate and graduate – enrolling in the Fall 2016 semester (see



chart below). A total of 461 new international students enrolled in Fall 2016 and 157 in Spring 2017 for a total of 618 new international students enrolling for the 2016-17 academic year.



Enrollment across countries also rose in the 2016-17 academic year with the total countries represented being 83, the most countries ever represented on campus, at Spring 2017 enrollment. Below is a breakdown of the regions represented by NAU's international students:



IAR looks forward to another great year with new staff hires and additional technologies coming online to assist IAR's mission to provide a smooth application and admission process while recruiting quality students from a diverse range of countries and backgrounds.

Staff Professional Development:



Jacob Eavis
Interim Director of
International Admissions &
Recruitment

- ICEF Sao Paulo, Brazil Agent Workshop and Conference
- Qatar and United Arab Emirates High School Recruitment tour
- AIRC Annual Conference



Nancy Currey
International Recruiter &
Admissions Counselor

- Sri Lanka, Malaysia, Myanmar, Pakistan (USEFP Delegation) for direct recruitment and partnership building
- Washington State Community College and ESL recruitment tour
- Mexico recruitment tour
- NAU International Student Orientation Manager and Committee Lead



Shannon Erickson
International Admissions
Coordinator

- NAU Employee Development Day Attendee
- NAU Leaders at Change Attendee



Abou Toure
International Admissions
Coordinator

- Arizona International Educators Conference
- NAU Employee Development Day Attendee



INTERNATIONAL STUDENT AND SCHOLAR SERVICES

International Student and Scholar Services (ISSS) provides services to international students, scholars and faculty, including immigration/visa advising and programs, and services to support NAU's international population for the duration of their program.

International Student Profile

The international student population includes both degree and non-degree seeking students. International student enrollment has increased by 181% since Fall 2007 and reached 1291 international students in Fall 2016 (as reported in the IIE OpenDoors Report). The largest international student population is degree-seeking from Kuwait with 438 Kuwaiti students attending NAU in Fall 2016. China is second among sending countries with 292 students and Saudi Arabia is third with 160 students.

Most of our non-degree students are here on exchange programs, and typically spend no more than one to two semesters. During the 2016/17 academic year, NAU received over 200 exchange students from partner institutions. The majority of the exchange students in bilateral exchanges are from European countries with the largest numbers coming from the United Kingdom, Germany and France. We have also increased the number of non-degree exchanges with China, Korea and Japan in recent years.

Scholars, Faculty and Staff Profile

ISSS supports the visa and arrival services for international Scholars, Faculty and Staff who have been invited to work at NAU through a competitive hiring process. Over the past academic year, NAU hosted over 100 International Faculty and Scholars, including faculty and staff who were sponsored for both temporary and permanent work authorization.

During the past year, ISSS hosted over 49 J-1 scholars. The J-1 visa exchange visitor program "promotes the exchange of ideas, research, mutual enrichment and linkages between research and academic institutions in the United States and foreign countries" (j1visa.state.gov). ISSS currently has 50 employees in H-1B status, 3 O-1 employees, and 7 TN employees, along with 20 active permanent residence cases.

Among the J-1 visiting scholars, CIE hosted 29 visiting faculty from China through partnership arrangements with several Chinese universities. To meet the academic needs of these faculty, CIE, in conjunction with the NAU College of Education, has established a "Scholar Academy" to provide an introduction to the American style education system and curriculum. Scholar Academy sessions include guest speakers from NAU faculty and administrators, as well as from the local, Flagstaff community. The Academy also includes culturally and educationally oriented trips within the northern Arizona region, including visits to the Hopi and Navajo Reservations, Sedona and the Phoenix Art Museum.





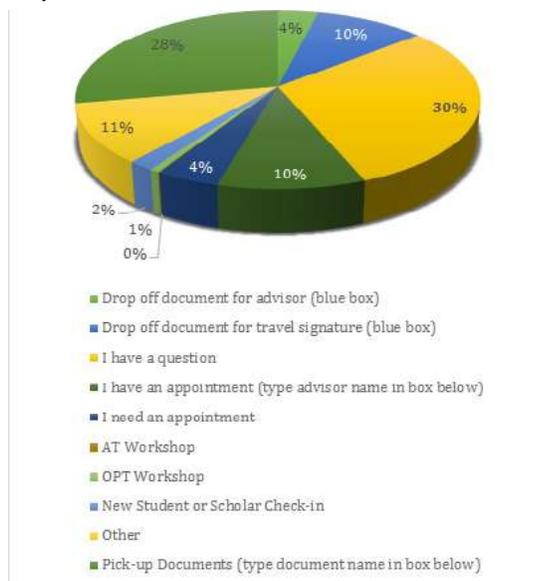
International Student and Scholar Service Center

The ISSS Service Center is located within the lobby of the Center for International Education, and handles intake/support services for international students and scholars. The service center was established in 2015 and staffed for 2016-17 by 4 part-time staff, including graduate assistants, temporary staff, and student workers. The ISSS Service Center staff provide first contact with international students and scholars who arrive at the office. The Service Center assists students and scholars by triaging their requests and directing them to the service that will best meet their needs.

Sunapsis Data Management System (FLX)

The ISSS Service Center utilizes the Sunapsis®/iNAU case management system to support ISSS services. Sunapsis®/iNAU is an immigration case management system that provides infrastructure to batch file transfers, track cases, manage student and scholar immigration records, ensure government compliance, save and file digital documents, manage electronically submitted forms and access a digital notetaking system. For students, iNAU is a digital portal where they can submit electronic forms and make information updates, providing a reduced reliance on paper, improved case tracking and simplification of the request process by reducing the need to drop off paperwork to the ISSS.

During the 2016-17 academic year, the ISSS met with 8,386 students for a variety of reasons.



Reasons for visit

Services and Programming for International Students and Scholars

To assist students and scholars with their academic and cultural adjustment, ISSS provides targeted support services intended to improve the international student and scholar experience. The most important service we provide for international students is immigration advising to assist them to maintain immigration compliance. Many aspects of a student's presence in the U.S. may have an immigration-related function. Thus, keeping informed on procedures and up-to-date with the frequent changes is critical. To this end, we liaise with the Department of Homeland Security and Department of State on various immigration matters.

ISSS support services also include an intensive weeklong orientation program for incoming students, advising on academic, immigration, cultural adjustment, financial and personal issues, and referral to services on and off campus. This orientation is continually evaluated and recent changes include expanded orientation programs for intensive English students. In 2015-2016, ISSS continued to successfully use its online orientation 'class,' implemented in 2013. The orientation is modular and includes immigration, academic success, and living in the U.S. Students are also required to complete the MyStudentBody course. All incoming students are required to complete all modules. The orientation is mostly managed day-to-day by the ISSS Service Center, with input and content provided by ISSS advisers and overseen by the ISSS professional staff.

ONLINE SERVICES



PASSPORT/Visa/I-94 info update



Reduced Course Load



Add a Dependant



iNAU is an online portal for International Students & Scholars



Social Security Request



Update Personal Info



Travel Authorization



Program Extension



Letter of Invitation



I-20 Request



...and more!



NORTHERN ARIZONA UNIVERSITY Center for International Education

ISSS offers workshops throughout campus on a series of topics important to international students, including work authorization applications and special registration procedures. ISSS Workshops have included a Brown Bag session during NAU International Week on

employing international faculty and staff, which was well attended by over 35 chairs and various department administrators. ISSS staff also presented workshops for graduating students (F-1 and J-1 students) on U.S. Employment Strategies after graduation. ISSS liaises with academic and administrative departments on behalf of the students and offer presentations for faculty and staff to increase cross-cultural understanding.

F-1 and J-1 status students have, in some cases, the opportunity to be employed during and after their programs, with ISSS maintaining oversight. In 2016-17, NAU students who applied for work authorization attended required workshops conducted by ISSS, and continue to be under ISSS oversight for immigration compliance while employed in the U.S. In 2016-17, ISSS continued to stress the importance of legal employment for international students. They conducted many workshops which included collaboration with NAU Career Services.

More than 45 continuing F-1 international students received scholarships from ISSS to assist with their non-resident tuition costs during the 2016-17 academic year, similar to numbers in the previous year. These students provided cultural visits to the Flagstaff after-school FACTS program, participated in International Week events, and led campus programming aimed at international awareness. In the Spring 2017 semester alone, scholarship students completed nearly 700 hours of volunteer work in over 30 NAU and Flagstaff community organizations.

ISSS works with embassies, program sponsors, private companies and scholarships on behalf of the sponsored students, as well as the home institutions of the exchange students. ISSS also has given lectures and presentations throughout the country on topics related to international students and scholars. ISSS has been active in the field by presenting, joining committees or participating in international education conferences.

ISSS coordinates the International Friends (I-Friends) program to pair international students with domestic students. ISSS also provides support to the Flagstaff Community Friendship Program (Flag Friends), pairing international students with families in the Flagstaff community. I-Friends had 36 students from 15 different countries participating during the Fall 2016 semester. The Flag Friends program has developed an online application system for both international students and Flagstaff community members to apply more efficiently. The International Week events organized and hosted by ISSS were once again successful. The Parade of Nations kicked off the week with approximately 37 countries from six continents represented on a parade through campus. International Festival and International Idol again were the major events during the week, with over 300 attendees at the International Festival (including over 125 students from the Flagstaff public schools after-school program).

The 7th annual International Idol talent show featured 15 acts of international talent and was held in the Dubois Ballroom to a large crowd of over 500, not including the performers. The show brought together NAU students who had a unique internationally themed talent to display. This year's show featured three "celebrity" judges, door prizes and many other surprises. The acts ranged from Brazilian capoeira to Japanese Pop Rock.

CIE 100: International Student Success

CIE 100 is a transition course for international students transferring to NAU from international colleges and universities. Started in Spring 2013, this one unit course captures an under-served student population, and its purpose is to promote international

student success. In this case, international student success includes understanding the expectations of the U.S. classroom and culture, learning about academic integrity and the various forms of academic dishonesty, as well as an introduction to basic study skills. CIE staff work with partners across campus to deliver topical presentations and answer student-generated questions while also providing cultural and academic support. Thirty-eight students completed CIE 100 during the Fall 2016 semester.

"The International Club" I-Club

The NAU International Club aims to promote cultural awareness and interaction among people of all nations and cultures at Northern Arizona University and in the Flagstaff community. This academic year, the I-club hosted a number of social, educational and cultural events, some of which included a trip to the Lava Tubes, volunteering at the Sunshine Rescue Mission in downtown Flagstaff, tailgating for Homecoming, hikes, Resume Workshop, and the International Food Festival, amongst others.

The highlight of the year was the International Food Festival that was hosted during International Week. The event was co-hosted with the Center for International Education Department. The event had student participants from eleven different countries portraying two recipes each. The event had 400 attendees from the NAU community who had the opportunity to explore different countries without leaving their university. The club also did a Resume Workshop event tailored for our international students. This event gave students the opportunity to ask their specific questions on what U.S. employers are looking for.

Overall, the NAU I-club had a successful academic year with its efforts of making the international students have a home away from home as well as giving them an opportunity to share their culture with the NAU community.



ISSS Professional Development:



Kathleen McKeiver
International Student Academic Coordinator

- Beginner J-1 Advising NAFSA Annual Conference May 2016.
- CIE 100 designer and instructor: January 2013-present.
- ISSS Global Achievement Award Coordinator.
- Presenter to International Short-term programs: American Culture and the US Academic System: January 2017.



Andrew Janusz
Assistant Director of International Student & Scholar Services

- Field Advocate- Sponsored Student Programs – Arizona International Educators.
- Board Member & Secretary - Arizona Chapter Fulbright Association.
- Keynote Speaker, “Best Sponsored Student Practices” - MCCC International Educators Meeting, Tempe, AZ.
- CIE 100 Instructor, Northern Arizona University.
- Member, Academic Standards Committee, Northern Arizona University.
- Presenter, Faculty Development – Learning Community “Working with International Students”.



Courtney Lyn Luque Jacobson
International Student & Scholar Advisor, Senior.

- Manager of International Services – George Washington University International Services Office until 6/02/2017.
- Trained GW DSO/ARO staff in all aspects of student advising.
- Developed GW Policy for F-1 and J-1 regulations.
- Managed team of 4 student/scholar advisors, 1 SEVIS Coordinator and 13 student staff.
- GW Assessment Committee member.
- Sunapsis Users conference and pre-conference workshop attendee – October 2016.
- CIE/ISSS Website Data Steward.



Hannaliisa Savolainen
Coordinator, Senior; International Student and Scholar Services

- Poster Presenter at NAFSA Annual Conference and Expo: June 2017, Los Angeles, CA.
- Presenter at Arizona International Educators’ State Meeting: March 2017, Glendale, AZ.
- Presenter at NAFSA Bioregional Conference: October 2016, New Orleans, LA.
- Poster Presenter at NAFSA Annual Conference and Expo: June 2016, Denver, CO.
- Presenter at TESOL International Convention and Language Expo: April 2016, Baltimore, MD.
- Field Advocate for ESL for Arizona International Educators, March 2016 to June 2017.
- Co-editor of the Program Administration Interest Section newsletter for TESOL, March 2013-February 2017.



Catherine Ribic
Director of International Student and Scholar Services

- NAFSA Trainer Corps Member.
- Arizona International Educators, Leadership Team, Director at Large.



INTERNATIONAL STUDENT RETENTION AND INCLUSION

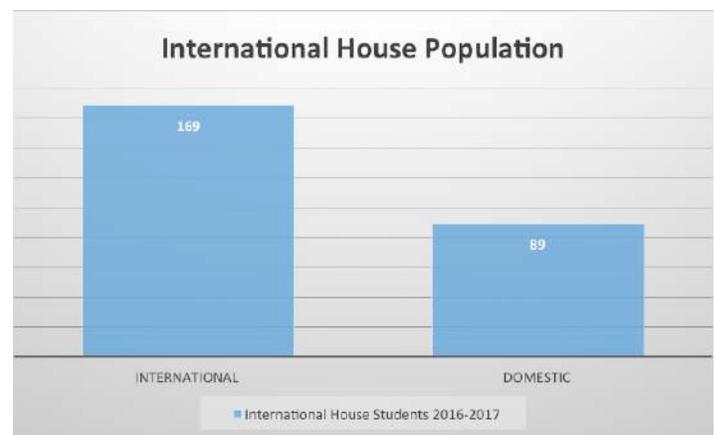
The International Student Retention and Inclusion unit, led by Director of International Student Retention and Inclusion Dylan Rust Ed.D., is responsible for multiple facets of the international student experience on the Northern Arizona University campus. This unit is responsible for the International House, International Pavilion, International Week, two International Graduation Celebrations, and numerous housing initiatives. Dr. Rust serves as the housing liaison for international students, working with NAU Housing and Residence Life as well as assisting international students to find a place to live in Flagstaff. To ensure that students who apply to NAU late or are admitted late still have an opportunity to have a place to live, the Center for International Education partnered with American Campus Communities properties The Suites and Hilltop Townhomes to reserve 118 beds between the two communities for incoming international undergraduate students, international graduate students, and international scholars. The Director of International Student Retention and Inclusion supervises these housing assignments to ensure that NAU is not losing incoming students due to the tight housing options in Flagstaff.

International House Community

The International House is a community focused on global learning and cultural understanding, with accommodation for 206 international and domestic students. The community exists in the Campus Heights Apartments on the central campus of Northern Arizona University. The International House encourages engagement between students from different countries through purposeful roommate placement as well as strategic globally-themed events.

New international students accepted into the International House community are placed in housing with the goal of having them live with an American student and, when possible, with another international student as well. This gives new international students the opportunity to connect to the host culture of the United States, while

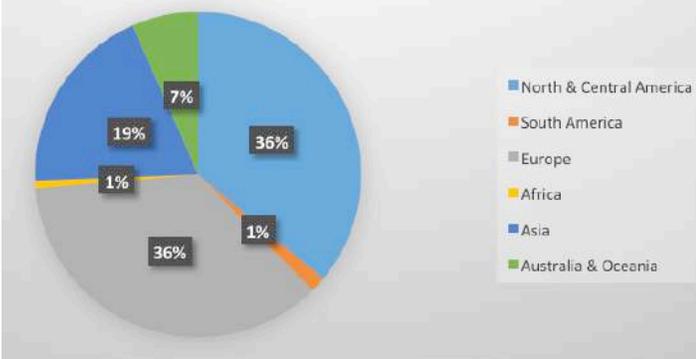
also learning about another country's culture through an international roommate. When possible, the International House staff strives to place new international students with domestic students who are learning the international student's native language. This provides the domestic student with an international student with whom they can hone their language skills, and provides the international student with a domestic roommate who is already engaged and interested in their country and culture. Due to the turnover of exchange students at the end of each semester, the International House population turns over by about one third between the fall and spring semesters. During the 2016-2017 academic year, 258 students lived in the International House, of which 169 were international.



The majority of students in the International House this year came from either North and Central America (due to the large domestic student population) or Europe, with all regions being represented by at least two students.



International House Population by Region, 2016-2017



Cultural performance at Filipino Cultural Night

Events

The International House offers a variety of events for students that connect them to learning about other cultures, as well as learning about the diverse culture of the United States. The NAU International House implemented or promoted 100 events for the 2016-2017 academic year. The International House uses events to build community and encourage interaction between students from different countries. Some events are exclusively for members of the International House community, while others are open to the greater campus and community.

Culture Events

Cultural events are the crux of the I-House experience. Students in the International House this year were able to experience 15 different student-led cultural celebrations. "Culture Nights" are events where students from a particular country lead a presentation about their country and culture, often including music, dance, and activities. This year the International House hosted Culture Nights for the United States of America, France, Malaysia, Japan, South Korea, St. Lucia, Belgium, Chile, China, Vietnam, Mexico, Hungary, the Philippines, Kuwait, and Greece.

In addition to the Culture Nights, the International House hosted multiple cultural events that were open to the entire campus, most notably the lecture by Malala Fund Co-Founder Shiza Shahid. Other notable events were the International Gallery art show, the lecture by famed author Amitav Ghosh, and a showing of the film *He Named Me Malala*.



Student leaders at Mexico Culture Night

Adventures in America

The Adventures in America series of events focuses on trips and experiences for students that give an insight into American culture, history, and geography. This includes outdoor trips and other events. In the fall semester, I-House students were led on a hike in the local lava river cave and also participated in an excursion to Horseshoe Bend and Antelope Canyon. In the spring, students went on a trip to the Bearizona wildlife park and also took a trip to Grand Falls.



International House students visiting Horseshoe Bend



The International Pavilion, with a view into the event space

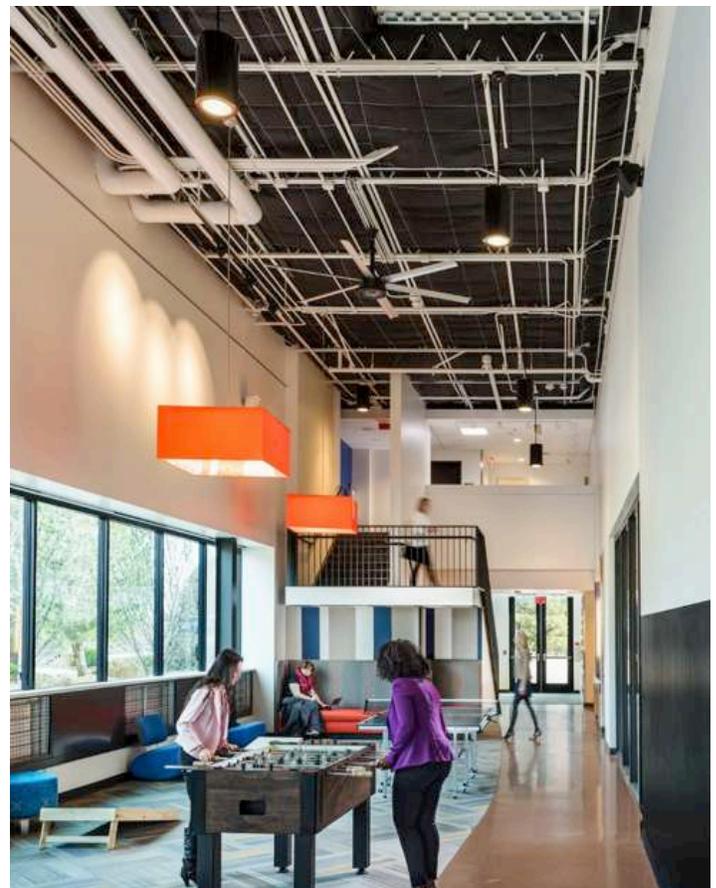
International House Student Club

The International House Student Club is a student leadership endeavor within the International House, supervised by the coordinator of the International Pavilion, and assisted this past year by I-House intern Meghan Walsh. The student officers of the club implemented multiple events, participated in service projects this year, and were the leaders and organizers of the campus visit by Shiza Shahid. Additionally, the club led the International Karaoke Night series and their annual Halloween Party. They also volunteered at the Murdoch Center with their Diversity Reading Corner, implemented a Just Dance fundraising event for Phoenix Children's Hospital, and participated in NAU's annual Relay for Life event.

The International Pavilion is a LEED Platinum building, as a structure that features multiple environmentally sustainable aspects. Some examples of this are solar power, use of recycled materials in construction, radiant floor heating, motion lighting, and natural lighting. These aspects combine to make the International Pavilion a Net Zero building, meaning that it produces more energy through the rooftop solar panels than is used in the building. Due to the building's excellence in innovation and sustainability, the International Pavilion won two awards at Arizona Forward's 36th Annual Environmental Excellence Awards in Phoenix on September 10, 2016. The building won the Crescordia Award in Commercial & Industrial Buildings and Structures (the top honor in that category) and the President's Award, which is the ceremony's Best in Show.



International House Student Club officers and advisors with Shiza Shahid (center)



Students in the community space in the International Pavilion

International Pavilion

The International Pavilion is a nearly 10,000 square foot event center that serves as a space for students of different countries and cultures to interact and gain understanding of others. This site for global learning provides a community space for international students on campus who would not otherwise have a space that is set aside for them. The day to day operations of the building are managed by Coordinator of the International Pavilion.

The International Pavilion features an event space that can seat up to 300 people. This space can also be divided into smaller spaces for greater flexibility. The flexibility and usability of the space has made the International Pavilion a popular space for many constituents during its second year. Eighty-six different groups utilized the International Pavilion over the course of the 2016-2017 academic year, culminating in 691 events held in the building. Some notable events held in the International Pavilion were the lecture by Malala Fund co-founder Shiza Shahid, the fall semester International Graduation Celebration, the lecture by Indian author Amitav Ghosh, and the Green Jacks lecture series.

International Week

International Week is the Center for International Education's annual global celebration with a variety of events open to the campus and greater Flagstaff community. International Week 2017 was celebrated from April 10th – 14th. A variety of departments and organizations helped to make this week-long celebration a success, including Inclusion and Multicultural Services, Campus Recreation, Dining Services, Sodexo, International Club, and the Chinese Student and Scholar Association.



Kuwaiti students at the 2017 International Festival

This year's International Week featured a film screening of the short film *New Roots*, a Chinese pottery demonstration by a visiting scholar, the World Cup Soccer Tournament, the International Festival, International Idol, and the first annual International Food Festival. The International Festival featured students from over 30 countries providing activities and information about their countries in the International Pavilion. Over 300 people attended the event, including many children from the Flagstaff elementary schools. International Idol is the annual talent show featuring NAU students from around the world. This year's International Idol featured 15 different performances, with over 400 people in attendance at the event in the DuBois Center.

The International Food Festival was a new event held during International Week, and will surely be the first of many to come. Students representing nine different countries prepared dishes in partnership with NAU Dining Services and Sodexo to compete in a tasting competition in the International Pavilion. Approximately 500 students attended this event, sampling various international cuisines.



Student capoeira performance at the 2017 International Idol



The Chinese cuisine booth at the International Food Festival

International Graduation Celebrations

Each semester the NAU Center for International Education hosts an International Graduation Celebration. Each event is led by the Director of International Student Retention and Inclusion, Dr. Dylan Rust. At these events the CIE celebrates the accomplishments and experiences of graduating international students, graduating domestic students who studied abroad, departing exchange students, and departing international scholars. Each event also features a guest keynote speaker and a student performance. The keynote speakers for the year were Dr. Jaime Awe in the fall and Dr. Paul Wiener in the spring. The student performances were an Indian Bollywood dance in the fall and an Iranian Santur (hammered dulcimer) instrumental performance in the spring. Between the Fall 2016 and Spring 2017 International Graduation Celebrations, over 500 scholars and students were honored for their efforts and contributions at NAU.

Sustainability Internship Course

For the past four years, Director of International Student Retention and Inclusion Dr. Dylan Rust has offered CIE 408, an independent fieldwork course focused on sustainability internships. These internships focus on one of three areas of sustainability: environmental, cultural, or economic. For the 2016-2017 academic year, one student participated in the internship course and served an internship at CIE partner site Peak Scents.

Professional Development:



Dylan Rust

Director of International Student Retention and Inclusion

- “Developing Effective Residential Student Leadership Programs for International and Domestic Students” Presentation Chair at the NAFSA Annual Conference & Expo, Los Angeles, California, May 2017.
- Created and taught the course “English and American Culture” at Chongqing Normal University on behalf of Northern Arizona University, November 2016
- Secretary, International Houses Worldwide, June 2016 – June 2017
- Past Chair, NAU Service Professional Advisory Council, June 2016 – June 2017



OPERATIONS

The Operations unit in the Center for International Education provides infrastructure and programmatic support to CIE's nine functional units and extensive programs. This routinely involves assisting all units with finding administrative, logistic and technological solutions to support their initiatives and program objectives, but more significantly, supporting the office environment and culture in a way that reflects departmental and institutional learning outcomes and organizational culture within both CIE and the university as a whole.

In order to continue to strive toward as efficient an administrative structure as possible, Operations staff this year continued to audit and document CIE financial and administrative processes, focusing on better serving the students to whom CIE provides financial support. Working extensively with Financial Aid, Operations designed and implemented a waiver and scholarship management process that will help track student contributions over time and measure the effectiveness of the program on student success. Sustainability continuing to be both an institutional strategic priority and departmental commitment, Operations signed CIE on as one of the first NAU departments to participate in the NAU Green Office Certification initiatives. CIE was subsequently awarded NAU's First Place as Greenest Office of the Year.

In community engagement, the Operations unit's passport acceptance program continues to thrive in volume since its inception five years ago, from processing over 1009 passports in the AY 14-15 to 783 as of June 2017. The program serves clientele coming from as far away as Tucson and Page, based on the positive service reputation the division has earned. To express diversity, the Operations unit remains demonstrably committed to hiring a deeply diverse pool of professional and student staff. Operations staff routinely conduct regular community presentations on the importance of the diversity that CIE brings to the community at large through the impacts of its international students and faculty and NAU students having studied abroad. In the interest of furthering this, Operations designs and manages a monthly digital newsletter that is distributed out into the community highlighting CIE and NAU's global activity.

Operations staff have committed equally to sharing knowledge and expertise, with staff presenting at the NAFSA Region II conference as well as internally at NAU. The Operations staff also continues to demonstrate a commitment to a culture of community engagement through active volunteerism in multiple sectors. Operations staff volunteer activities include the NAU Green Fund, NAU Environmental Caucus, NAU Native American Student Services, NAU Scholarship Review Committee, NAU Disability

Resources, the NARBHA Institute, NAU Affirmative Action, Flagstaff Unified School District, Arizona Technology Access and Assistive Technology program, and multiple community fundraising initiatives. Operations also imparts this commitment to its student and temporary staff as part of their training on a routine basis, with demonstrable long-term effects. Past Operations student and temp

staff can now be found working and/or volunteering in Teach America, the Peace Corps, environmental policy development at the U.S. Department of the Treasury, CAPS (teaching English abroad), and in sustainable international hospitality and tourism across the globe.

Operations Staff Training and volunteerism:



Sheila Anders

Director

- Presented at NAFSA Region II and the NARBHA Institute Advisory Board
- NAU Green Fund voting administrative board member
- CIE Orientation Committee
- Chair, Dollars for Dreams Regional Microloan program, serving Native American and women entrepreneurs



Linda Alvarado

Administrative Assistant

- Presented at NAFSA Region II and NAU Staff Development Day
- Served on departmental retreat planning committee
- Online Passport Agent training and testing for re-certification to continue to support CIE Passport services.



Kathryn Fox

Office Automation Specialist

- Completed Online training for newly formatted Open Doors report, making the reporting process of the CIE Open Doors report quicker and more efficient.
- Online Passport Agent training and testing for re-certification to continue to support CIE Passport services.
- Trained in H1-B and J Scholar process using the new Sunapsis E-Forms.



Sky Yazzie

Administrative Associate

- Passport Managers training in Phoenix. By attending this training it's helped identify areas of concern other passport offices have and avoid repeating those mistakes here so we can continue to serve NAU and the greater community of their passport needs.
- Passport Managers Seminar in Chandler. By attending this seminar it's informed us of recent changes to the Passport Agents Reference Guide which keeps us in compliance with the US Dept of State so we can continue to be a passport acceptance facility.
- Served as international student orientation volunteer

