



**NORTHERN ARIZONA
UNIVERSITY**

Center for International Education



Annual Report 2013-14

The Center for International Education

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International Education

Northern Arizona University

Annual Report 2013-2014

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Center for International Education

Annual Report 2013-2014

Introduction

The Center for International Education is pleased to have completed another year of successful achievements. From higher numbers of international students and education abroad participation to a thriving Global Science and Engineering Program, from a more robust engagement by CIE staff in professional activities to new commitments for an expanded International House, the Center for International Education continues to provide leadership in transformation. We see transformation in the lives of the students and scholars we serve. We see transformation in programs of study that renew their commitment to teach from a global perspective. We see transformation in terms of the culture of the campus, where more and more, global education is being institutionalized. We welcome you to this report which provides a fairly comprehensive overview of our activities and achievements over the past year.

Global Learning

Global learning is now a feature of the academic experience of most NAU undergraduates. It is fairly ubiquitous in the liberal studies program, and the majority of academic programs have made significant commitments to teaching from a global perspective. Such a commitment is also reflective in the impressive number of international engagements in which NAU faculty participate. Whether it be in terms of research collaboration with colleagues overseas, teaching at our partner institutions abroad, or leading NAU students on short-term study abroad programs, students can now enroll at NAU with the assurance that the chances are greater than average that they will have multiple, intentional and substantive encounters with global perspectives during their tenure at the university.

Department / Faculty Awards for Global Learning

The President's Annual Award Ceremony recognizes two faculty members with the Provost Award for Excellence in Global Learning, acknowledging the global experiences they afford students. Recipients of this award include Gretchen Gee from the Department of Politics and International Affairs and Terry Baxter from the Department of Civil and Environmental Engineering. A similar award is given to one academic department for outstanding leadership in the area of global learning. The Provost Award for Department Excellence in Global Learning was given to the Department of Dental Hygiene.

Global Learning Research Scholarship

The Global Learning Research Scholarship (GLRS) celebrated its third anniversary this year. The GLRS is intended to support globally engaging undergraduate research. The award is an annual award requiring that students conduct research that engages with at least two of the three themes of global learning (diversity, sustainability, and global engagement), one of which must be *global engagement*. Scholarships of up to \$1,000 are awarded, and students present their findings at the annual CIE sponsored Global Learning Symposium. Applications for the past academic year were lower than expected, but efforts for the upcoming year will include a comprehensive marketing and promotional plan.

Short-term Educational Programming at NAU

The Center for International Education hosts international students and scholars at NAU for study for short periods of time ranging from one week to one month. Each program is unique and tailored to the needs and interests of the visiting group. CIE hosted the following short-term program during the 2013-2014 Academic Year:

- **Chengdu University of Information Technology – Teacher Training Program**
The Chengdu University of Information Technology (CUIT) sent 20 faculty to NAU in July 2013, funded by a Chinese government grant. CUIT faculty took courses in pedagogy, higher education administration, and American classroom culture. The group also had time to see the desert southwest through excursions to the Grand Canyon, Sedona, Wupatki, and Sunset Crater.

Global Learning Symposium

This year's International Week featured the annual Global Learning Symposium, International Festival, and International Idol. The Global Learning Symposium provided a forum for undergraduate students to present their research. A total of 22 undergraduate students presented research from a variety of majors including environmental engineering, biology, environmental studies, bio-medical sciences, arts and cultural management, and business.

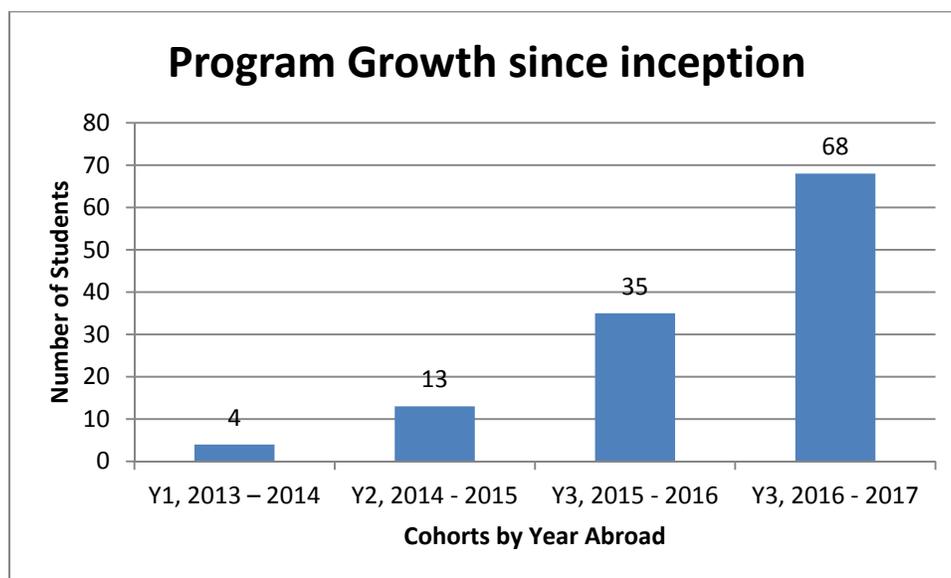
Global Science & Engineering Program

The Global Science and Engineering Program (GSEP) provides College of Engineering, Forestry and Natural Sciences (CEFNS) undergraduate students with an opportunity to internationalize their education through the integration a second major in a foreign language and a year abroad, studying and doing an internship in the foreign language and culture. The mission of GSEP is to prepare globally competent leaders within the Science, Engineering, Technology and Mathematics (STEM) disciplines with the requisite skills to address the large scale issues of the future.

GSEP Program Statistics

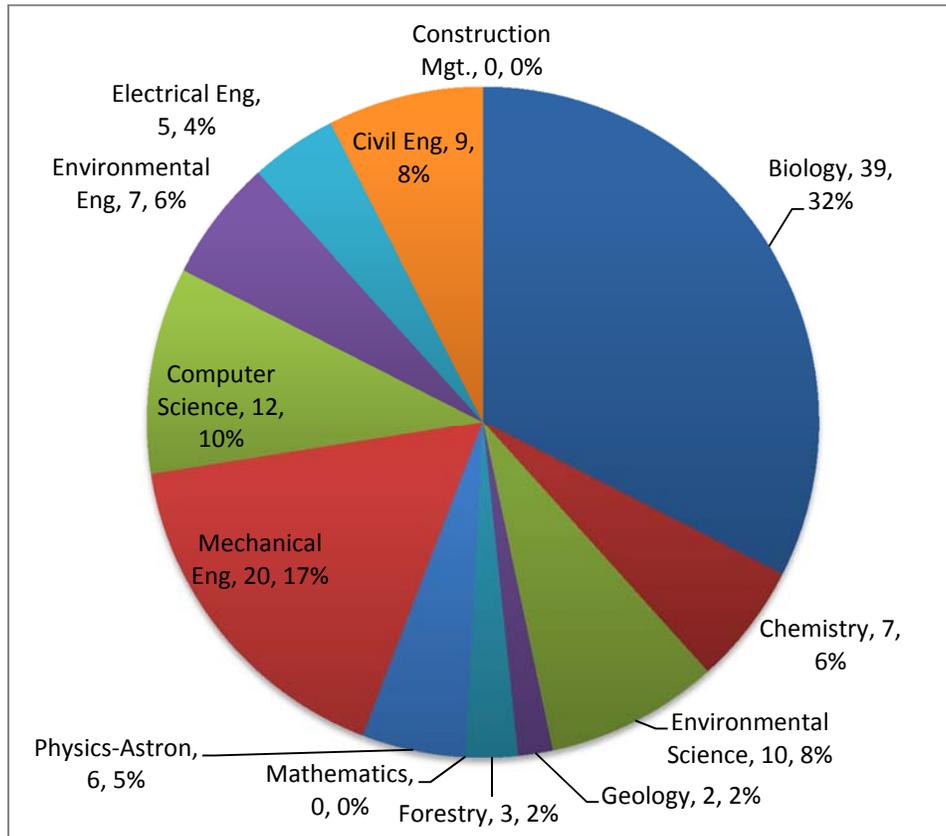
GSEP is in its fourth year. The program has seen tremendous growth since its launch in 2011, with an increase in enrollment of at least 50% each year (see Graph 1). Students are designated into a cohort by the year they will go abroad which is typically a student's Junior year, but may vary depending on the anticipated graduation date. We currently have a total of 120 students in GSEP over four cohorts. GSEP students have an average cumulative GPA of 3.30. In the fall, the first cohort of four students will be returning to NAU to complete their degrees and upon their graduation in spring 2015, they will be the first four GSEP alumni. We are receiving applications from the 2014 incoming CEFNS freshman and expect an enrollment of at least 80 students this summer.

Graph 1. GSEP Enrollment by Cohort Abroad



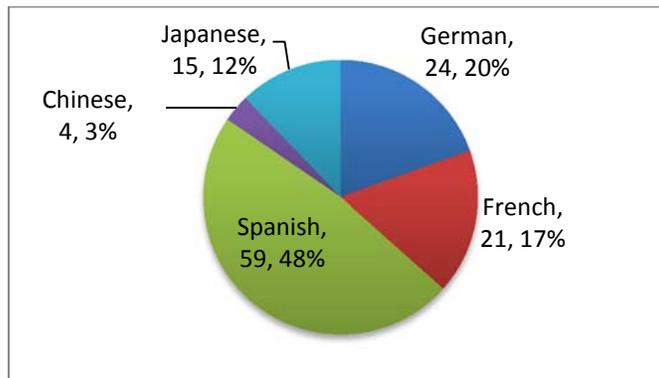
All GSEP students are double majors. Their first major is within CEFNS. Biology (32%), Mechanical Engineering (17%), Computer Science (10%), and Environmental Science (8%) are the most popular majors (see Graph 2) though we have representation in all CEFNS majors except Construction Management.

Graph 2. CEFNS Breakdown by Major



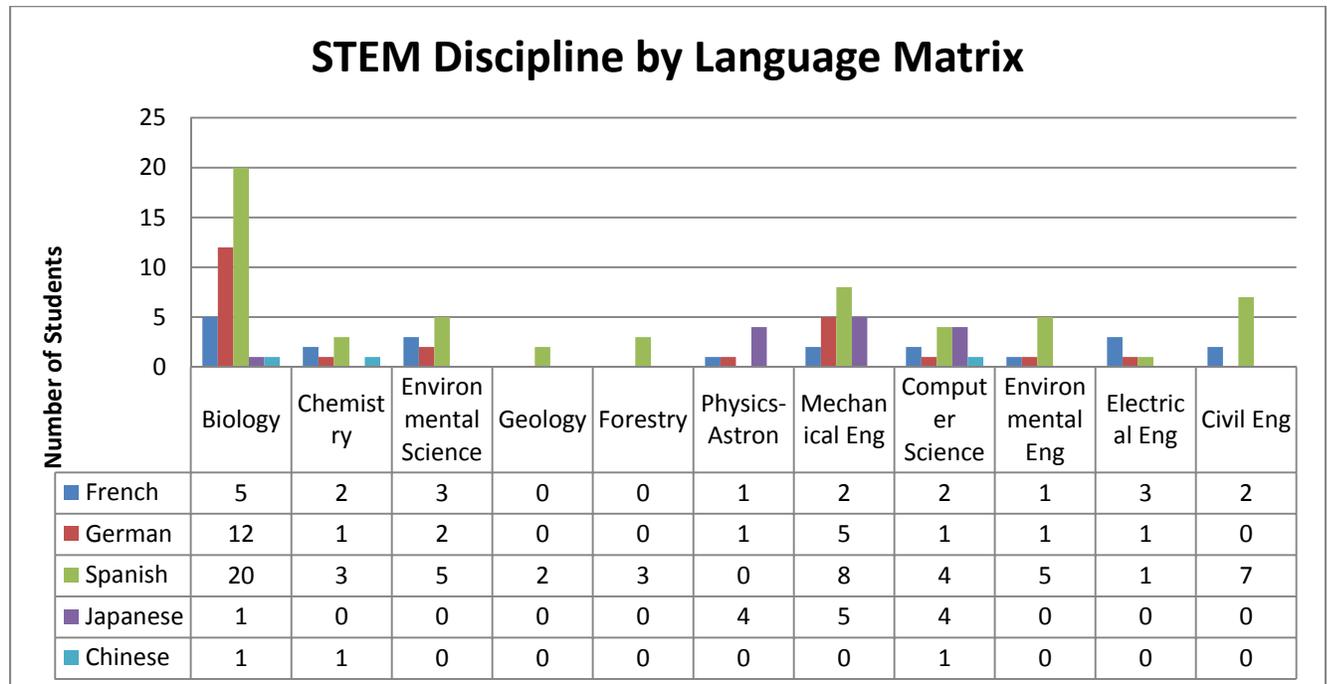
GSEP students' second major is from the College of Arts and Letters (CAL). Students studying Spanish, French, or German will receive a BA in Modern Languages with an emphasis in Global Science and Engineering. Students studying Chinese and Japanese will receive a BA in Comparative Cultural Studies with an emphasis in Asian Studies. Almost half of GSEP students are studying Spanish (48%). German and French are popular choices (24% and 21% respectively), followed by Japanese (12%) and Chinese (3%) (see Graph 3).

Graph 3. GSEP Breakdown by Language



Looking at the combination of CEFNS and CAL majors, some trends arise (see Graph 4). For example, Biology, which includes Biomedical, Exercise Science, and Microbiology, is most commonly combined with Spanish or German. Geology and Forestry majors have only selected Spanish as their language major. Japanese is most common among Physics, Computer Science, and Mechanical Engineering majors. Civil Engineers also lean toward Spanish. Biology and Computer Science are the only CEFNS majors with representation in all five CAL majors.

Graph 4. Matrix of CEFNS Majors by Language



GSEP on Campus Programming

GSEP students participate in program events during the course of the semester 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. Mandatory events include GSEP program meeting updates, professional development workshops (such as international STEM career panels, intercultural communication, and strengths based leadership). Optional, community building events include hikes to Sedona or Grand Canyon, cultural outings to ethnic restaurants. All GSEP events are offered in collaboration with the International House at NAU and international students are invited to attend, especially those from GSEP partner institutions.

GSEP Partner Institutions

Europe	
France	<ul style="list-style-type: none"> • University of Paris consortium (MICEFA) • University of Bordeaux • University of Aix Marseilles
Germany	<ul style="list-style-type: none"> • Technical University Dortmund • Dresden University of Applied Sciences
Spain	<ul style="list-style-type: none"> • Carlos III de Madrid • University of Jaén • University of Alicante • University of Zaragoza
Asia	
Japan	<ul style="list-style-type: none"> • Waseda University • Kyushu University • Kansai University
China	<ul style="list-style-type: none"> • In progress
Latin America	
Chile	<ul style="list-style-type: none"> • Universidad de Concepción
Argentina	<ul style="list-style-type: none"> • Centro Austral de Investigaciones Científicas (CADIC)

International House Living and Learning Community

The International House Living and Learning Community celebrated its second year in Aspen Crossing Learning Community. The “I-House” is a community for domestic and international students, and focuses on global issues and international understanding. This past year a total of 147 students made the International House their home. Out of this group of students, 42 students were from the United States and 105 students were international students. Twenty-nine countries were represented at the International House this year, with the largest international student populations coming from South Korea, Brazil, and China. Of the 42 American students, 12 were also members of the Global Science and Engineering Program (GSEP).

Beginning Fall 2014, the International House is moving to the Campus Heights Apartments. This exciting change will transition the I-House to an apartment-style community in a great location on central campus. The Center for International Education will also be building an events center at Campus Heights for the International House, opening Fall 2015.

Cultural Events & International Week

Cross-cultural events are deeply integrated into the I-House experience. Students in the International House this year were able to experience 10 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 food. This year the International House hosted Culture Nights for France, China, USA, Australia, Spain, Albania, Britain, Brazil, Tanzania, and Korea.

In addition to the Culture Nights, I-House students were also able to participate in Language Lunches. These events are organized around a specific language, with native speakers and language students coming together for lunch to speak the language and get to know each other. This past year Language Lunches were held for French, Spanish, and Japanese, in association with the Global Science and Engineering Program.

International Week 2014 occurred in the first week of April and engaged members of the campus community, Flagstaff community, and students from local Flagstaff elementary schools. A variety of departments, organizations, and colleges helped to make this week-long celebration a success, including the College of Arts and Letters, Dining Services, The W. A. Franke College of Business, Unions and Student Activities, the Native American Cultural Center, and the Center for Indigenous Music and Culture.

The International Festival featured students from over 30 countries providing activities and information about their countries. Over 300 people attended the event, including many children from the Flagstaff elementary schools. International Idol is the annual talent show featuring students from around the world. This year’s International Idol featured 18 different performances.

Professional Events

Students were able to learn about international issues in a professional context through multiple events. In the fall, the International House worked with the Global Science and Engineering Program to host two professional panels on international careers, with one panel focused on science careers and the other on engineering. The I-House also hosted a workshop on international internship opportunities in the fall. In the spring, the International House worked with GSEP to host a series of international communication workshops to equip students to communicate effectively in different cultures.

Campus and Community Events

The International House promoted campus and community events that focused on international issues and cultures. The I-House promoted the concerts held by The Center for Indigenous Music and Culture. These events showcased indigenous music from around the world. The I-House worked with NAU Disability Services to put on a lunch with Judith Heumann, Special Advisor on Disability Issues for the U.S. State Department, to talk about international disability issues. The International House also promoted the International Film Series.

Sustainability and Outdoor Events

Since the issue of environmental sustainability affects all nations, the International House provides students with opportunities to learn about this increasingly important issue. In the fall, I-House students took a 3-day trip down the San Juan River, led by staff from NAU Outdoor Adventures. While on the trip, they learned about the “Leave No Trace” practices in the outdoors. In the spring, I-House students also took a weekend hiking trip down to the Havasupai falls. Students also learned “Leave No Trace” protocol on this trip. Students were also encouraged to attend the Sustainability Film Series led by the Green NAU Energy Initiative. In addition to the sustainability-themed events, I-House students participated in other outdoor events. I-House students were led on a hike of the lava river cave northwest of Flagstaff in the fall, and hiked the Cockscomb trail in Sedona in the spring.

Community Service

Community service is an important aspect of the International House experience, and multiple I-House students joined the I-Service Club this year to participate in community service activities. This year, the I-Service Club participated in a highway cleanup event on I-17, and also participated in family housing’s Halloween Extravaganza in which the I-Service Club hosted a face painting booth for children at the event.

Education Abroad

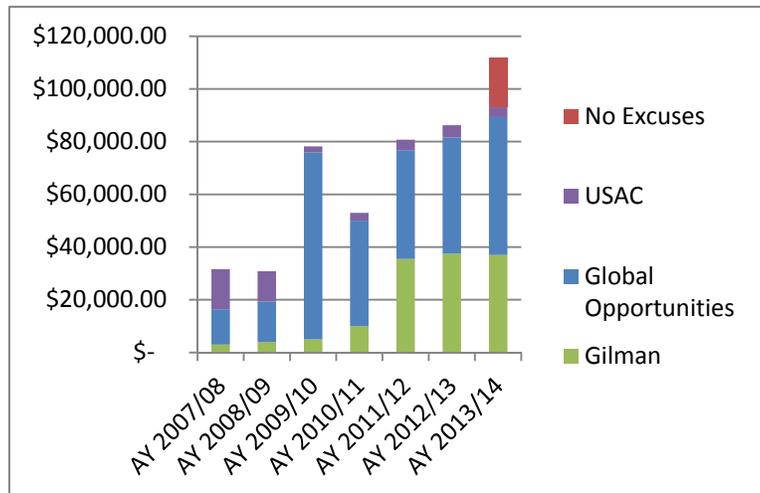
Enrollment

The number of NAU students going abroad for study, internship, and research opportunities continues to grow at a rapid pace. A total of 568 students studied abroad between fall 2013 and summer 2014, a 9% increase over the previous academic year. NAU’s education abroad enrollments have increased 88% since Academic Year 2008-2009.

Scholarship Funding for Students

Education Abroad continues to focus on finding more scholarship money for NAU students. Over the past year an additional \$10,000 was obtained from ASNAU to support the Global Opportunities scholarship. CIE also made a new pool of funding available to students, the No Excuses Scholarship, to support students in financial need. In Academic Year 2013-2014 NAU students received seven times the amount of Gilman money than NAU students received in 2009-2010. The Gilman is the premiere

national scholarship for study abroad and is funded by the Institute of International Education. Education Abroad hosts bi-annual workshops for students on how to submit a competitive application for the Gilman. EA's International Internships & Research Coordinator served on the Gilman scholarship committee and is therefore able to share with students exactly what the committee is looking for in awardees. Scholarship funding is especially critical for NAU students who often come from modest financial backgrounds.



Capacity Building in Select Regions

Education Abroad focused on capacity building in semester and year programs during Academic Year 2013-2014. Exchange opportunities available to students in many parts of the world have been limited for a variety of reasons therefore restricting students' ability to study abroad.

NAU's Latin American exchange partners teach very few courses in English. Most NAU students do not have the Spanish language proficiency necessary to take a full load of courses in Spanish and have therefore not had semester and year opportunities in that part of the world. Education Abroad is in the process of finding Latin American partners that teach courses in both English and Spanish. The Universidad San Ignacio de Loyola (USIL) in Lima, Peru and the Universidad de Chile (UC) in Santiago, Chile meet this criterion and in spring 2014 NAU signed an exchange agreement with USIL. An agreement is currently being pursued with UC.

NAU students have historically had very few options for semester and year-long study in the Middle East and Africa. These regions can be challenging to work as many universities in this region lack the infrastructure necessary to host international students. Despite this challenge, over the past year NAU signed exchange agreements with Bilkent University (Turkey), and Yeditepe University (Turkey). Additional agreements are in development with the University dar es Salaam (Tanzania), Nelson Mandela Metropolitan University (South Africa), and American University Dubai (United Arab Emirates). The number of exchange students going to the Middle East and Africa has grown from zero students in 2012 to six in 2014.

The United Kingdom continues to be a popular destination for students. NAU has filled all exchange seats available in this region over the past few years and additional capacity has been pursued through new partnerships. The past year yielded new partnerships with the University of East Anglia, Coventry University, and the University of Warwick.



In fall 2014, additional capacity building within the UK is planned to discuss new partnerships with the University of West of England, the University of Sussex, the University of Roehampton, Regent's University London, Plymouth University, the University of Cardiff, and the University of Winchester. Part of this strategic visit to the UK will include meetings at the University of Limerick with hopes of developing NAU's first exchange in Ireland.

NAU student Kendra Petersen conducts field research during the 2014 Mariana Islands Conservation Biology faculty-led program.

International Admissions and Recruitment

The International Admissions and Recruitment (IAR) unit is responsible for the following core activities:

- New undergraduate international student enrollment management;
- Recruitment of international students to undergraduate programs and the Program in Intensive English;
- Communication management for students, secondary schools, post-secondary schools, ESL institutions domestically and abroad through in-person, virtual sessions and social media;
- Admissions review for degree-seeking and non-degree seeking students for the Flagstaff campus, Yuma campus and Extended Campuses;
- Initial immigration processing and document issuance for undergraduate and graduate students;
- Transfer credit for all undergraduate international students;
- Transfer credit for all Education Abroad non-direct credit programs;
- Prospective international student and applicant management;
- Data maintenance and data integrity for PeopleSoft and initial Sunapsis records;
- Scholarship management and eligibility for new incoming international students;
- Initial immigration advising and student advising on academic and community programs and resources;
- Degree posting for dual degree program students;
- Alumni relations and outreach;
- New international student pre-arrival outreach;
- Fostering and developing international partnerships.

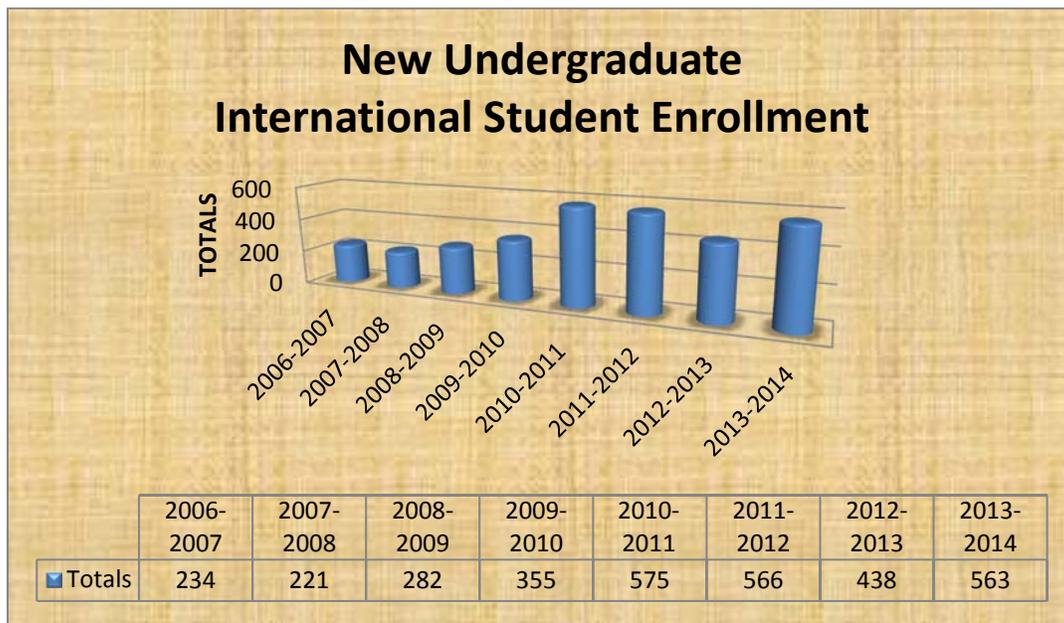
Over the past year, the unit added translations of international admissions information to the website in Vietnamese, Arabic, Portuguese, Korean, simplified & traditional Chinese. In addition, a new ZOHO live chat feature was added on the main page as well as the admitted student page. Video projects ensued and included international

student vignettes with 14 students from 11 countries as well as a new international student arrival video.

Enrollment

The efforts of IAR contributed to a record enrollment of international students in the fall 2013 semester with a total of 1,080 international students.

A total of 563 new undergraduate international students enrolled at Northern Arizona University during the 2013-2014 Academic Year which is a 29% increase over the previous academic year. The chart that follows outlines the new undergraduate international student enrollment over the past 8 academic years.



Recruitment and Partnerships

The unit participated in a combination of domestic and international recruitment events and activities. Domestic markets continue to be a strong pathway with international students transferring from community colleges, intensive English programs and high schools and boarding schools within the United States. The continued growth in this arena is part of a strategic focus to cultivate relationships with institutions within and outside of the United States. New agreements were signed that focused on transfer pathways and opportunities for students at other institutions to continue studies at NAU. The following agreements were facilitated by IAR:

- Inatel: Instituto Nacional de Telecomunicacoes (Brazil)
- Grupo Anima de Educacao (Brazil)
- Spring International Language Center (USA)
- Kaplan International (USA and Global locations)
- ILSC Education Group (USA)
- ELS Educational Services (USA and Global locations)
- Cascadia Community College (USA)

In-Person Recruitment

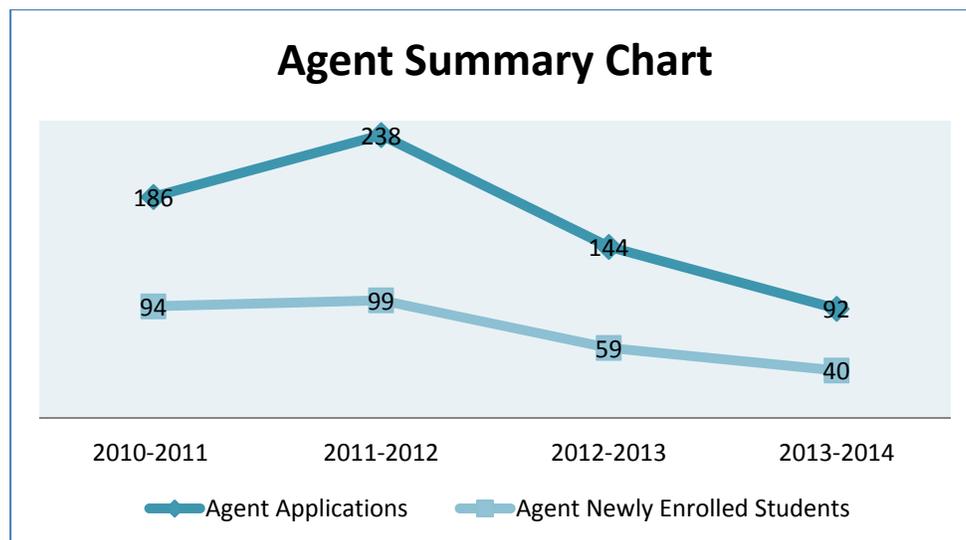
The recruitment of international students in domestic markets continues to focus on Arizona and the West with select visits to partners in the North East with intensive English schools. In addition, there was close collaboration with non-profit organizations within the United States like the Institute of International Education. Such collaboration resulted in an increase in the new Brazilian student population. IAR worked closely to host Brazilian students that were selected by their government to participate in the Brazilian Science Mobility Program (BSMP). A total of 61 new Brazilian students enrolled at NAU during the 2013-2014 Academic Year. This population of students is significant and contributes to Brazil as one of NAU's top 5 countries of origin for international students. NAU was one of the first institutions in the West to host students sponsored by the Brazilian Mobility program administered by the Institute of International Education.

A total of 200 students met personally with IAR staff during domestic recruitment visits in Arizona, Colorado, California, and Washington. In addition, virtual information sessions continued in these domestic regions for students as well as the staff that are responsible for working with and advising international students.

International student recruitment efforts abroad focused on maintaining relationships in primary markets and secondary markets. A total of 500 students connected with IAR staff during the 2013-2014 Academic Year in the following countries: South Korea, Malaysia, Vietnam, Myanmar, Saudi Arabia, the United Arab Emirates, and Brazil.

Agent Collaboration

International Admissions and Recruitment utilizes agents as part of a comprehensive recruitment plan. These relationships have resulted in a total of 92 applications during the 2013-2014 Academic Year and 40 newly enrolled international students. The unit participated in an agent event in December 2013 to connect with agents in an effort to develop new relationships that will contribute to additional streams of new incoming students.



Calling Campaigns

Calling campaigns were another focus of recruitment activity for the unit and included (a) calls to applicants to focus on application completion; (b) admitted students to encourage attendance, and (c) matriculated students to discuss important next steps for arrival. Current international students assisted with admitted student and matriculated student calls. A total of 7 such campaigns ensued with the assistance of 13 current international students from 9 different countries of citizenship. International admissions staff assisted with these calls as well as 11 additional calling campaigns to incomplete applicants.

Virtual Information Sessions

The unit is dedicated to timely communication with students, families and partners via email, Skype, phone calling and IM/chat. An additional technological aspect of IAR includes the use of Virtual Information Sessions (VIS) which augments in-person recruitment activity. VIS involve the use of technology like Skype and Eluminate to virtually connect with students and partners to conduct NAU information sessions.

The unit conducted the following Virtual Information Sessions that reached a total of 400 prospect, applicants, admitted/matriculated students, community college advisors, ESL advisors, agents and EducationUSA Advisors:

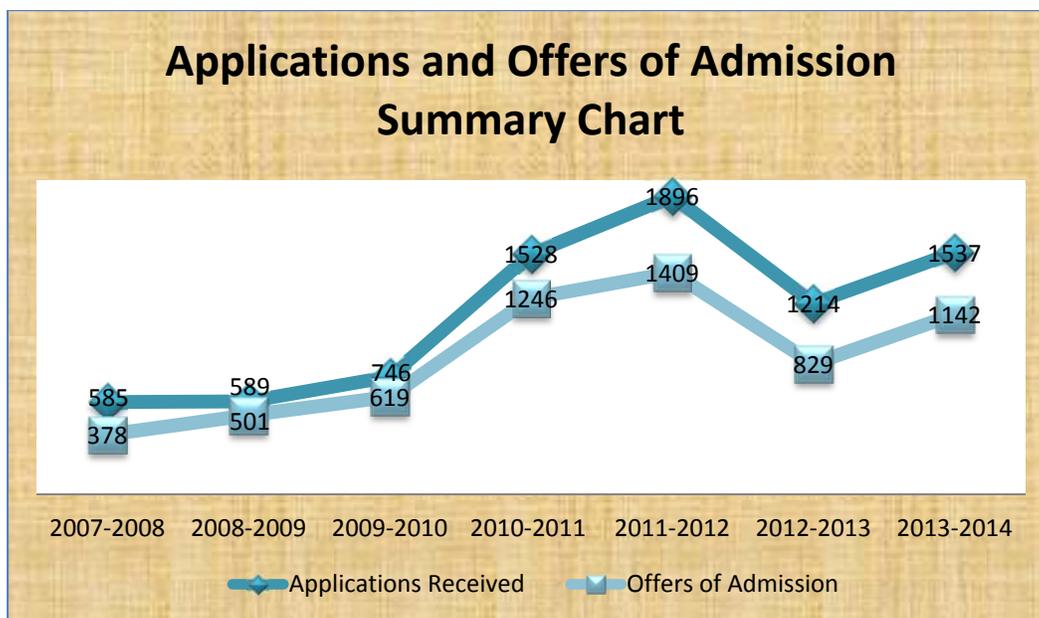
- 10 Prospective Student Information Sessions
- 13 Admitted Student Information Sessions that were attended by over 100 admitted, matriculated Exchange/ISEP, and Undergraduate degree-seeking students
- 1 'Pack your Bags', Pre-arrival Session with a CIE live panel that involved 20 matriculated Exchange/ISEP, Undergraduate, and Graduate degree-seeking students
- 21 EducationUSA Information Sessions on topics from Admission & Scholarships to University Life in the U.S. Sessions reached at least 25 EducationUSA advisers, 6 international high school representatives, and 225 students from the following countries: Canada, Azerbaijan, Gaza, Russia, Belarus, Bangladesh, Ukraine, Egypt, Peru, South Africa, Ecuador, Armenia, Indonesia, Kazakhstan, Latvia, Zambia, Paraguay, Colombia, Brazil
- 8 Agent-Partner Information Sessions that reached a total of 14 agents, 2 community college advisers, and 2 ESL advisers.

Processing

The efficient and timely review of application material is an integral function and core value of the unit. Attention to the review of applications and decisions on completed applications within 72 business hours contributes to the growth of new international student numbers as NAU is often the first school that a student hears from regarding their acceptance and issuance of immigration documents. The unit has not only seen an increase in newly enrolled students but also in all parts of its application processing.

The summary chart that follows details the growth the unit experienced both in the volume of applications as well as the offers of admission. Applications have increased

163% from 2007-2008 Academic Year to 2013-2014 Academic Year while offers of admission have increased 202% from 2007-2008 Academic Year to 2013-2014 Academic Year.



The unit also manages a general email account for student inquiries with the address of studynau@nau.edu. Through this account a total of 18,000 email messages were sent for planned communication flows that include PeopleSoft communication and Hobsons communication. An additional, 7,560 unique emails were sent as direct responses and replies to prospective students and partners.

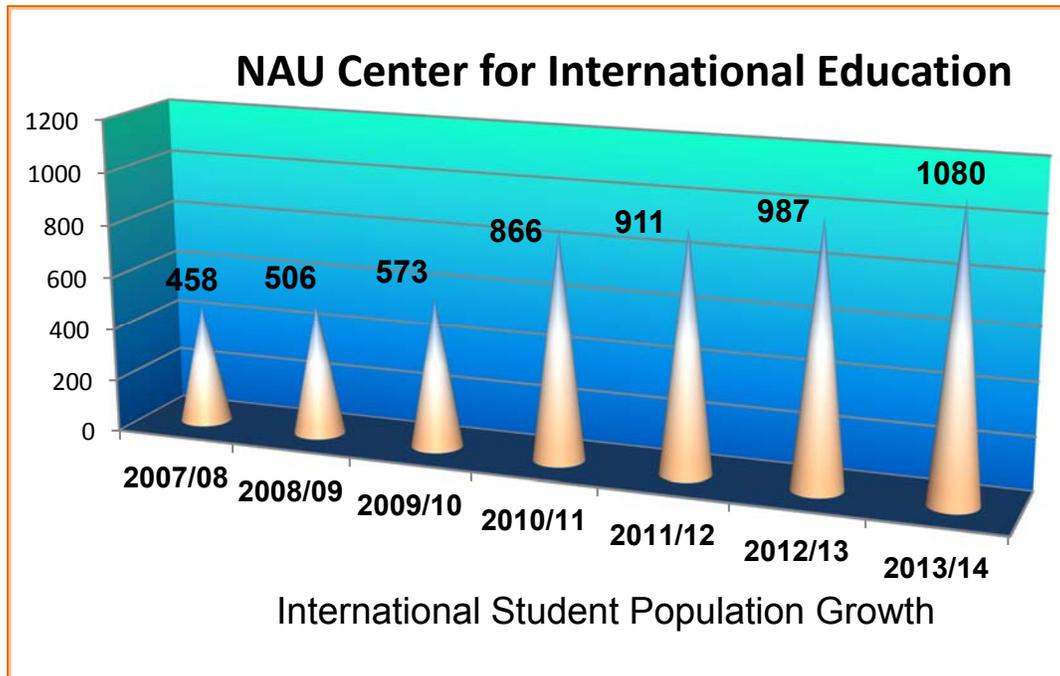
An additional component of processing is the posting of transfer credit. The unit posts transfer credit for all undergraduate international students (new and continuing) as well as for Education Abroad students participating in non-direct credit programs. It is estimated that during the 2013-2014 Academic Year the unit posted transfer credit for approximately 280 students with the average time of 25 minutes to post each transcript (note: students may have multiple transcripts due to attendance at more than one university or college).

Looking Forward

The unit expects to welcome a minimum of 350 new undergraduate international students to the Flagstaff campus fall semester 2014. This will represent a similar sized class as the prior fall semester. However, summer 2014 enrollments represented a 100% increase over summer 2013 with a total of 46 enrolled international students. IAR continues with its efforts to connect with students after admission to decrease student melt (the loss of students between matriculation or students that confirmed their attendance and arrival on campus). Fall 2013 melt was 12% which was down from fall 2012's melt of 13%. Summer consists of admissions review for late fall 2014 applicants and planning for the 2014-2015 Academic Year travel and communication plans.

International Student and Scholar Services

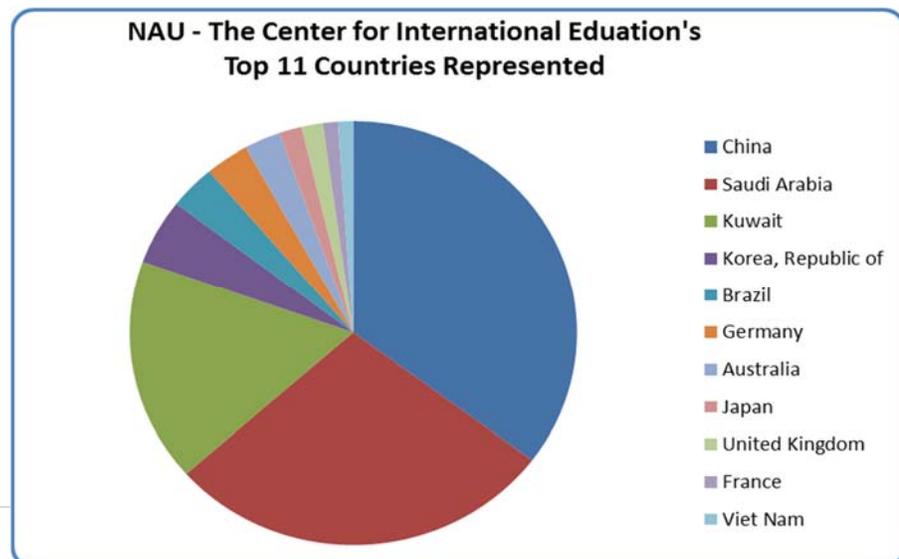
Enrollment among international students continues to grow, having more than doubled in the past six years with an increase from 458 students in the fall of 2007 to 1,080 students in fall 2013. The Center for International Education remains as committed as ever to serving as advocates for these students and helping them realize their academic objectives.



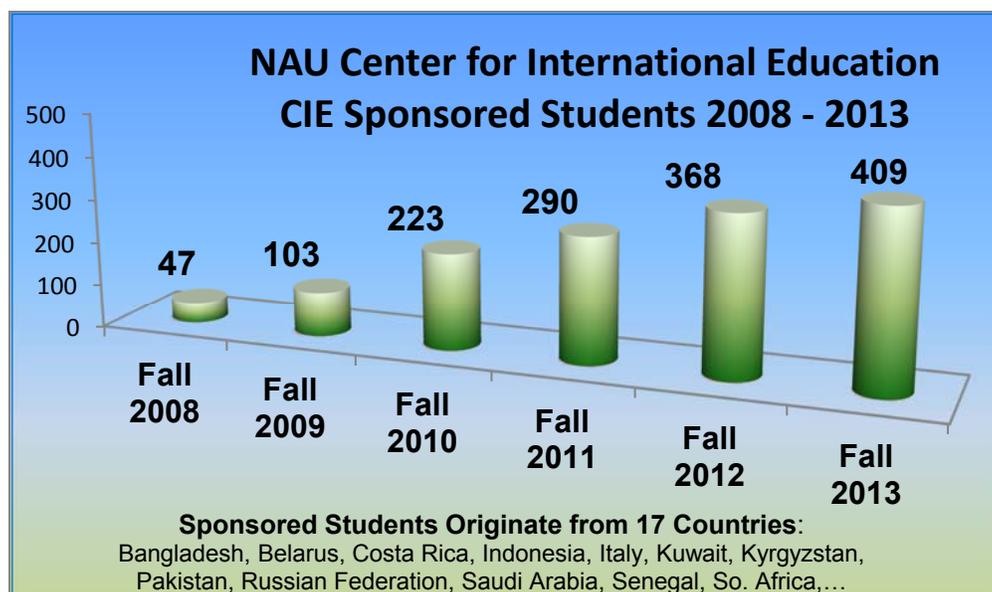
This chart displays an increase in the International Student population of 135.8% over six years. These numbers are the official NAU Census numbers, not Open Doors which include NAU students on Optional Practical Training (OPT).

International Student Profile

The international student population can be divided into degree-seeking and non-degree seeking students. A majority of the international students are degree-seeking from China with 323 students from China attending NAU in fall 2013. Saudi Arabia is second among sending countries with 258 students from Saudi Arabia attending NAU in fall 2013. The number of students from Saudi Arabia has increased rapidly in recent



years, as has the number of students from Kuwait, which is third among sending countries with 156 students. The majority of these students are sponsored by their home-country government with the growth in these sponsored students increasing from 47 in fall 2008 to 391 in fall 2013.



Most non-degree students attend NAU on exchange programs, and typically spend no more than one to two semesters. During the 2013-014 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 Germany and France. For several years we have received non-degree, exchange-students through the Brazil Scientific Mobility Program (BSMP), and have seen a significant increase in their numbers in the past year. During the 2013-2014 Academic Year we received over 60 BSMP students, plus over 30 during the summer of 2014. A similar, or greater, number is expected for the next academic year.

Services and Programming for International Students and Scholars

To assist students with their academic and cultural adjustment, ISSS provides various types of support services. Arguably the most important service we must 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 fall 2013, ISSS introduced an online orientation class. It was used in that term as a 'make-up' orientation for late-arriving students. In spring 2014, it was required of all incoming students. The online orientation is being continually improved, and currently consists of modules aimed at academic success, cultural adjustment, and immigration information.



Orientation

ISSS offers workshops throughout campus on a series of topics important to international students, as well as faculty and staff that work with international students and scholars. Workshops included topics on work authorization applications and special registration procedures. A Brown Bag session was held 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. The unit continues to offer presentations for faculty and staff on Middle Eastern students, and added a presentation on Chinese students to increase cross-cultural understanding.

In addition, ISSS works with embassies and cultural divisions on behalf of the sponsored students, as well as the home institutions of the exchange students. ISSS also gives lectures and presentations throughout the country on topics related to international students & scholars.

The unit coordinates the International Friends group to pair international students with domestic students, facilitates the Flagstaff Friendship Program to pair international students with families in the Flagstaff community and advise the International Club, an NAU student organization for both international and domestic students. Membership in

IClub doubled in the past year with over 200 members for the 2013-2014 Academic Year.

The International Week events organized and hosted by ISSS expanded to include a language event in 2014. Approximately 25 students and staff were involved and attended. International Festival and International Idol again were the major events during the week, with over 250 attendees at the International Festival (including over 100 students from the Flagstaff public schools after-school program). The Parade of Nations was much larger than in 2013, with many more nations represented (approximately 50).



Parade of Nations 2014

The 4th annual International Idol talent show featured over 20 acts of international talent and was held in Dubois Ballroom to a large crowd of over 500, not including the performers. The show brought together all NAU students who had a unique internationally themed talent to display. This year's show featured 3 "celebrity" judges, door prizes and many other surprises. The acts ranged from traditional Brazilian singing to high-paced African dance. This year's event was featured in Northern Arizona University's "The Lumberjack" and saw a great mix of student participation.

Scholars, Faculty and Staff Profile

ISSS services to visiting scholars and international faculty are an important feature of the unit's efforts. Over the past academic year, approximately 100 International Faculty and Scholars were hosted, with a fairly equal distribution between Visiting Scholars, and those faculty and staff who were sponsored for both temporary and permanent work authorization.

Of the employment based cases, ISSS had approvals for 23 H-1B, 8 TN and 10 employees seeking Permanent Residence. There are currently 4 H-1B and 9 Permanent Residence cases in progress.

Among the visiting scholars, CIE hosted 35 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. On a visit to Gap elementary school on the Navajo Reservation, the Scholars celebrated Chinese New Year with the students by making dumplings, demonstrating crafts and playing cultural-specific games.



2013-2014 Academic Year Scholar Academy

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 credit 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 US 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. Over 100 students completed CIE 100 in the fall 2013-spring 2014 Academic Year.

China Initiatives

The past nine years of strategic engagement with CIE partners in China are both meaningful and extremely consequential to Northern Arizona University. Student enrollment from Chinese partners plays an important role in diversifying NAU, and bringing together ideas and ideals of both east and west. Such partnerships also contribute to collaborative research among faculty and promote greater understanding of both the Chinese and American systems of higher education.

The academic year of 2013-2014 was turning point for the unit's continued efforts to engage with partners in China. Most notably, the establishment of a new and formally approved dual-degree program with Chongqing University of Post and Telecommunication and an increase in the number of Chinese scholars desiring to come to NAU as part of the Center for International Education (CIE) directed Scholars Academy. In addition, the establishment of the Beijing office in May 2013 proves to be an essential addition to meeting the unit's obligations for current and future partnerships.

3+1 Dual Degree Program in Electrical Engineering

In July 2013, formal approval by the People's Republic of China, Ministry of Education (MOE) was given to finalize development of a 3+1 dual-degree program in Electrical Engineering between Northern Arizona University and Chongqing University of Post and Telecommunication (CQUPT). As part of this program, NAU is responsible for teaching thirty percent of the courses in China during the first three years of the program. This represents a new type of dual degree model and an increased commitment by NAU to provide instruction on the ground in China; something that NAU has not committed to prior to this arrangement. The program received permission by the MOE to recruit 150 students in each annual cohort, with the requirement that each of these students attend classes at NAU, at some point during the four year program. It is expected that in the final year of the program, a majority of students will come to NAU to complete their final year of coursework and be awarded both an NAU and CQUPT Electrical Engineering degree.

Scholars Academy

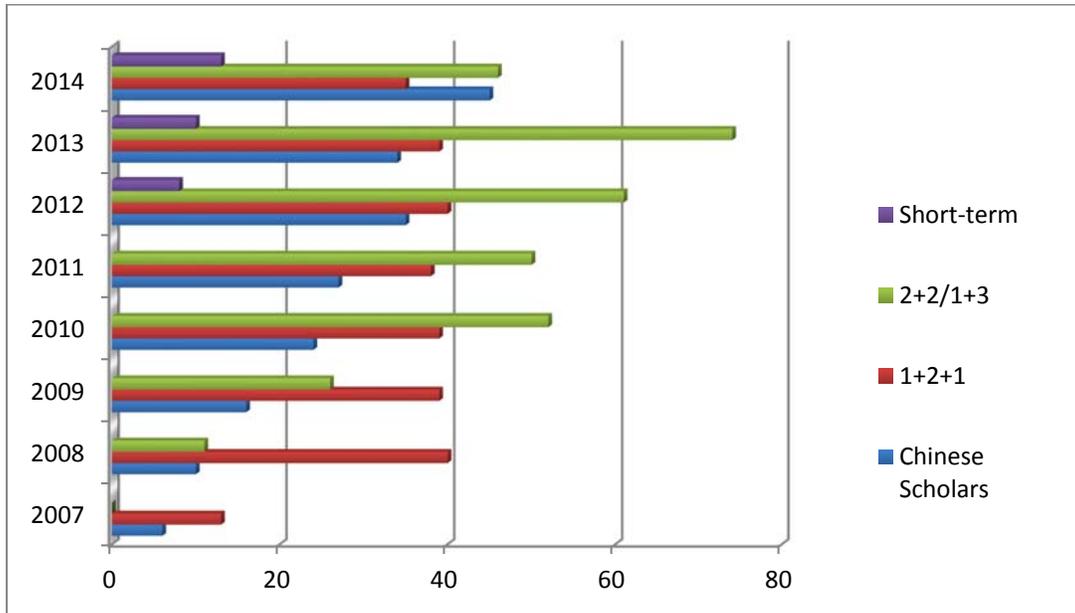
The Scholars Academy completed another successful year and is on track to welcome record numbers of Chinese scholars to the NAU Campus in August 2014. In an effort to better streamline the application process and make applicants aware of the Scholars Academy, a sixty-seven page handbook was created for scholars to better prepare themselves for their time at NAU. A printed handbook is given to each admitted applicant and an electronic version is available on the CIE Chinese website.

Beijing Office

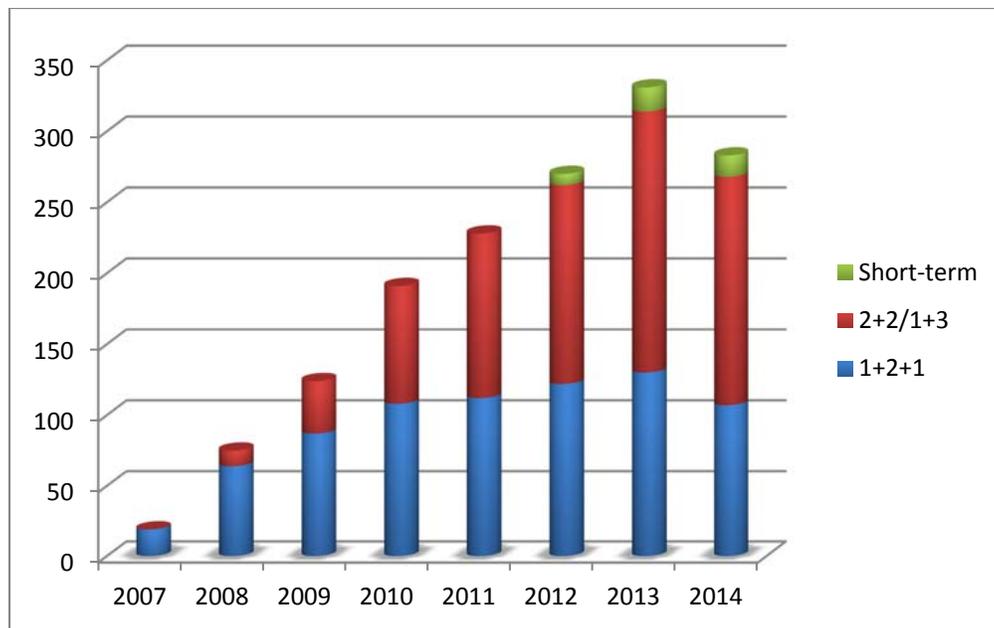
The Beijing office has now been in operation for just a little over a year and is proving to be an indispensable asset in facilitating the work that NAU is doing in China. The office has full-time staff to answer emails and phones during normal Chinese business hours. The office is actively involved in recruitment, marketing, branding, relationship building, agent agreements and relations, alumni relations and application assistance for

prospective students. In addition, the Beijing office is working in conjunction with ongoing projects in development on the NAU Flagstaff campus, as well as ensuring logistical arrangements are made for visits to partner university campus by NAU professors and administrators. The office continues to be of strategic importance as NAU endeavors to increase the level of engagement and types of collaborative programming with Chinese partner institutions.

Current and Historical Student Data



Total Number of New Incoming Chinese Program Students and Chinese Visiting Scholars participating in the CIE sponsored Scholars Academy from fall 2007 through fall 2014.



Total Number of Chinese Program Students at NAU from 2007 – 2014.

Operations

The Operations unit in the Center for International Education is tasked with providing infrastructure and programmatic support to all units and programs under CIE's umbrella. This not only requires assisting all units with finding administrative, logistic and technological solutions to support their initiatives and programs, but also with 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. As an administrative support arm, the Operations unit strives to demonstrate how specific university priorities, primarily associated with sustainability, can be inserted and embodied in the administrative sector.

Sustainability being both an institutional and departmental commitment, the Operations unit continues to manage and provide support to in-house software packages that help advance the department toward a paperless culture. Operations also oversaw an aggressive technology replacement program as these software packages are continually upgraded, requiring more powerful technological platforms. The unit is also working closely with the International House to support the design and upcoming construction of its new LEED-certified programming facility. Operations has also worked closely with the International House and NAU Facility Services to design and implement a Green Ambassador internship program for both domestic and international students, and partners with multiple community organizations for outside sustainability internship placements. As part of the expansion of internships within the CIE, Operations has also been working closely with NAU Human Resource to develop best practices for internship management for the institution as a whole, taking the institutional lead in this area. Operations also continues the sustainable landscaping project for the front of the Blome building, working with a local master gardener on design and install (currently slated for Spring 2015).

In terms of global and community engagement, the Operations unit's passport acceptance program has quadrupled in volume since its inception three years ago, from processing 300 passports in the first year to over 400 so far in calendar year 2014. The success of the program has meant that Operations has hired a dedicated person to oversee it, in order to ensure Federal compliance as well as its high standard of customer service.

The Operations staff also continues to demonstrate a commitment to a culture of community engagement through active volunteerism in multiple sectors. Operations staff volunteer activity includes the NAU Green Fund, NAU Environmental Caucus, Sustainable Economic Development Initiative of Northern Arizona, Camp Soaring Eagle and Horses with Heart (with disabled and chronically ill children), NAU Affirmative Action, and Hubbell Trading Post fundraising auctions to assist Native American 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, Environmental Policy development at the US Department of the Treasury, CAPS (teaching English abroad), at the US Consulate in Beijing, and in sustainable international hospitality and tourism in across the globe.

In general support, the Operations unit is continuing to manage the ongoing building remodel since CIE took full occupancy of Blome. This includes finding ways to best manage this historical space within the context of the department needs. Operations continues to oversee reconfiguration of space to accommodate staff expansion, redesign and management of the reception area to better serve ever increasing and diverse student and faculty populations, including an automated check-in system for international students. To assist in ongoing departmental assessment, Operations staff has continued developing and providing reporting to meet custom data inquiry needs on departmental growth and program expansion for CIE and partner departments, while streamlined accounting and archiving procedures to meet growing volume and demand for data. This has involved working with multiple partner departments to align institutional processes with departmental needs (particularly in student record and financial management data).

Operations staff have committed equally to sharing knowledge and expertise, with staff presenting at the Arizona International Educators annual meeting on managing a diverse reception function with a diverse reception staff and student leadership development, and regular community presentations on the importance of the diversity that CIE brings to the community at large through its international students and faculty and NAU students having studied abroad.

Objectives for the coming year include the planning and staging of Flagstaff's first International Festival with community partners; a fundraising series highlighting various geographical regions of the globe; expanding CIE's grant-funded programs and developing systems to support them; finalizing the reconfiguration of the building to best take advantage of the space for the department's needs; increased staff presentation opportunities; and continuing to encourage staff volunteerism as well as provide expanded leadership training to student and temp Operations staff.

Looking Forward

The Center for International Education is poised to continue its work at NAU in leading campus internationalization, supporting the advancement of global learning experiences for students and serving as a model for comprehensive internationalization. CIE goals for the 2014-2015 Academic Year include the following:

- Launch a new five-year strategic planning process in collaboration with the new President and the Provost
- Hire a full-time, experienced Director to lead the Global Learning Initiative

- Launch a new Global and Interdisciplinary Research Funding opportunity for NAU faculty, with support from the Office of the Vice President for Research
- Finalize the construction of a new programming building adjacent to the International House
- Oversee the first year of operations for the new dual degree program with Chongqing Posts and Telecommunications University
- Help the College of Education develop a greater capacity for education abroad opportunities for its majors

Faculty Development

The Center for International Education is committed to ensure that NAU faculty are supported in their efforts to facilitate global learning opportunities for NAU students. The CIE provides modest funding for international teaching and research experiences as well as to support events and programs on campus that improve cross-cultural understanding. The following are recipients of CIE funding over the past academic year.

Summer 2013

- **Michael Falk** - CEFNS, presentation and Fulbright visit, *Romania and Dublin*
- **Sheila Nair** - Politics and International Affairs, research support, *Vietnam and Cambodia*

Fall 2013

- **Scott Anderson** - CEFNS, Spain-paper presentation, Istanbul-research, *Spain and Turkey*
- **Jason Beduhn** - Comparative Cultural Studies, Int'l Association of Manicanean Studies – paper presentation at conference, *London*
- **Sharon Doctor** - College of Education, attend NAFSA Region II regional conference, *Bozeman, MT*
- **Pete Fule** - CEFNS, presentations on forestry topics, *New Zealand*
- **Global Languages** - Bicultural Roadshow and Katia Cardenal event support, *NAU*
- **Global Languages and Cultures** - support speaker event with Weimin Zhang, *NAU*
- **Frederick Gooding** - Ethnic Studies, travel support to research for faculty-led program, *New Zealand and Australia*

- **Zsuzsanna Gulasci** - Comparative Cultural Studies, Int'l Association of Manicaean Studies – keynote lecture, *London*
- **Chad Hamill** - Applied Indigenous Studies, hosting two musical groups, *NAU*
- **Glenn Hansen** - Honors, Collegiate Honors Council paper presentation, *New Orleans*
- **Juanita Heredia** – Global Languages, conference paper presentation, *Santo Domingo, DR*
- **Nancy Johnson** - CEFNS, guest lecturing, *Lanzhou University*
- **Ryan Kashanipour** - History, conference participation, *Belfast, Ireland*
- **Frederick Lampe** – Lutheran Campus Ministry, Malaria awareness event, *NAU*
- **Xiaoyi Liu** - Global Languages, conference attendance
- **Liza Minna** - Women and Gender Studies, speaker support - Chris Crass visiting speaker workshop, *NAU*
- **Leah Mundell** - FYE Field trip to Mexico, field trip support, *Nogales*
- **Robert Neustadt** - Global Languages, educational field trip, *AZ-Mexico border*
- **Cecilia Ojeda** - Global Languages, paper presentation, *Hermosillo, Mexico*
- **Tom Paradis** - Geography, Planning and Recreation, present with Harvey, *Indiana University*
- **Politics and International Affairs** - Model United Nations, conference attendance, *DC, UCSB, American MUN Conference – Chicago*
- **Krista Rodin** - Asian Studies, guest lecturing, *China*
- **Robert Schehr** - Criminology, Hotel for guest Dean David Langwallner from Ireland, *NAU*
- **Paul Wiener** - Hotel & Restaurant Management, partner institution visit, *Breda, BL*

Spring 2014

- **Tom Acker** - Mechanical Engineering, guest lecture, *XUST, Xian, China*
- **Krystal Barajas and Catherine Burnite** - College of Education, paper presentation on early childhood ed globalized curriculum, *HIEC conference (UK)*
- **Jeff Berglund** - English, travel support, *NAISA meeting, Texas*
- **Betsy Buford** - University College, TESOL conference attendance and Int'l Student Success committee, *Portland, Oregon*
- **Caitlyn Mae Rose Buford** - School of Communication, paper presentation, *FLASCO University*
- **CAL** - one semester per academic year course release to cover Berglund
- **Thomas DeStefano** - Athletics, teaching for spring term, *Chongqing, China*
- **Dorothy Dunn** - Nursing, scouting trip for faculty-led program, *Guatemala*
- **Jackie Evans** - Program in Intensive English (PIE), NAFSA, *San Diego, CA*
- **Kathleen Frank** - Native American Cultural Center, event support, *NAU Contest Pow Wow*
- **Yolanda Garcia** - College of Education, travel to guest lecture and lodging during guest teaching, *Luxembourg*

- **Paul Helford** - School of Communication, short-term guest lecturing, *NHTV Breda*
- **Ed Hood** - Global Languages, Paper presentation at XIII Congreso Int'l de Literatura Hispanica, *Cartagena, Columbia*
- **Hie-Myung Jo (grad student)** - College of Education, conference registration, *Hawaii*
- **Model UN** – student travel and conference support
- **Mark Neumann** - School of Communication, guest speaker dinner (Deborah Dudek)
- **Chie Okubo** - Global Languages and Cultures, event support, *American Association of Teachers of Japanese*
- **Karen Plager** - School of Nursing, scouting trip for nursing exchange agreement, *HAN U of Applied Sciences, Nijmegen, NL*
- **Nicole Price** - Global Languages, Paper presentation at XIII Congreso Int'l de Literatura Hispanica, *Cartagena, Columbia*
- **Krista Rodin** - Asian Studies, guest lecturing and research, *Vietnam and Myanmar*
- **Guy Senese** - College of Education, guest lecturing and research, *Ankara University, Ankara, Turkey*
- **Lisa Skinner** - SESES, FYE class travel expenses, *Greece*
- **Susan Stutler** - College of Education, paper presentation on early childhood ed globalized curriculum, *HIEC conference (UK)*
- **Susan Stutler** - College of Education - NAU Yuma, student travel to Global Learning Symposium, *NAU*
- **Undergraduate Symposium** - event support (poster printing costs), *NAU*
- **Barbara Veltri** - College of Education, Siena prep meeting (mileage), *travel to Flagstaff*

Summer 2014 through August 15th

- **Bruce Aiken** - Art, faculty-led program scouting trip, *Siena & Cinque Terra, Italy*
- **Yuly Asencion-Delaney** - Global Languages, paper presentation American Association of Teachers of Spanish and Portuguese Conference, *Panama City, Panama*
- **Jeff Berglund** - CIE, faculty-led program scouting trip expenses, *Costa Rica*
- **Monica Brown** - English, guest lecture - Children's Lit and Social Justice, *University of Wollongong, Australia*
- **Ivonne Chipatecua** - Global Languages, paper presentation American Association of Teachers of Spanish and Portuguese Conference, *Panama City, Panama*
- **Joe Collentine** - Global Languages, paper presentation American Association of Teachers of Spanish and Portuguese Conference, *Panama City, Panama*
- **Karina Collentine** - Global Languages, paper presentation American Association of Teachers of Spanish and Portuguese Conference, *Panama City, Panama*

- **Bernd Conrad** - Global Languages and Cultures, paper presentation – EUROCALL Conference, *Groningen, Netherlands*
- **Bryan Cooperrider** - Mechanical Engineering, scout for engineering internships, *Tanzania*
- **Kimberly Curtis** - University College, program participation food and sustainability, *Siena, Italy*
- **K. Laurie Dickson** - Psychology, Psychological Literacy Around the World conference, *NAU*
- **Patricia Frederick** - Global Languages and Cultures, explore and negotiate GSEP partnerships, *France*
- **Patricia Frederick and Nicole Bauge** - Global Languages and Cultures, scout sites for summer program, *Quebec, Canada*
- **Peter Fule** - Forestry, guest lecture travel costs, *New Zealand*
- **Michelle Harris** - Sociology, paper presentation Culture, Values and Justice Conference, *Vaasa, Finland*
- **Dawn Hawley** - Geography, Planning and Recreation, teaching abroad, *Siena, Italy*
- **Juanita Heredia** - Global Languages, paper presentation American Association of Teachers of Spanish and Portuguese Conference, *Panama City, Panama*
- **Nancy Johnson** - SESES, conference support – Int'l Conference on Mycorrhizas, *NAU*
- **Nancy Johnson** - SESES, present at Int'l Society of Microbial Ecology, *Seoul, South Korea*
- **Mark Manone** - Geography, Planning and Recreation, *Siena, Italy*
- **Brent Nelson** - Mechanical Engineering, scout for engineering internships, *Tanzania*
- **Pin Ng** - Franke College of Business, guest lecture, *Hefei, China*
- **NHTV Group** - Communication, workshop dinner, *NAU*
- **Cecilia Ojeda** - Global Languages, paper presentation, *U. de Laval, Quebec, Canada*
- **Luke Plonsky** - English, Int'l Association of Applied Linguistics Conference, *Brisbane, Australia*
- **Marilya Reese** - Global Languages, research, *Germany*
- **Jon Reyhner** - College of Education, travel support for visiting New Zealand keynote speaker, *NAU*
- **Karen Sealander** - College of Education, faculty-led program support – airfare only, *Ghana*
- **Zach Smith** - Politics and International Affairs, paper presentation at 11th Int'l Conference of Management and Behavioral Sciences, *Calgary, Alberta*
- **Susan Stutler** - NAU Yuma Education, student travel support for Reggio-inspired site visits, *Chula Vista, La Jolla, El Cajon*
- **Todd Sullivan** - School of Music, NAU jazz ensemble music tour, *China*

Professional Development among CIE Staff

Linda Alvarado, Administrative Associate

- Presented with Angel Yang on managing a diverse student employee and reception Functions at AIE in Prescott in March; also attended NAFSA Region II for training
- Completed leadership class
- Implemented effective use of Sunapsis as check-in at Front Desk (in tandem with ISSS of course)
- Provide leadership in CIE volunteerism including adopt a highway cleanup and Hubbell Trading Post annual fundraising auction

Sheila Anders, Director of Administrative Services

- Initiate planning phase for Flagstaff International Festival for 2015 with campus and community partners
- Initiate planning phase for Academic Year 14-15 “Wined Around the World” international education fundraising series
- Serve as administrative voting member on the NAU Green Fund
- Serve as departmental representative on the NAU Environmental Caucus
- Serve as voting board member and CIE representative on the Sustainable Economic Development Initiative of N. AZ (Vice President FY15)
- Chair the SEDI microloan program and oversee the application and award process
- Coordinate green business networking program reaching both campus and community members through Green Drinks monthly events

Harvey Charles, Vice Provost for International Education

- **Charles, H.** (2014). (Forthcoming). Imperatives for Chinese Higher Education in the Age of Globalization. *Quarterly Journal of Chinese Studies*.
- **Charles, H., & Plager, K.** (2014). (Forthcoming). Internationalizing Nursing Education from the Ground Up: The Case of Northern Arizona University. In W. Green & C. Whitsed & J. Beelen (Eds.), *Internationalising the Curriculum in Disciplines: Stories from Business, Education and Health*. Milan, Italy: Vita e Pensiero Press.
- **Charles, H. & Deardorff, D. K.** (2014). A failure to capitalize on globalization. *The Chronicle of Higher Education*. Retrieved from <http://chronicle.com/blogs/worldwise/a-failure-to-capitalize-on-globalization/33965>
- **“Reinventing SHU in the Age of Globalizations.”** Invited Speaker at the Sacred Heart University 2014 Faculty Institute, Fairfield, CT.
- **“The Internationalization of Chinese Higher Education: Imperatives for a Globalized 21st Century.”** Invited Speaker at the 2014 China Study Abroad Forum, Beijing, P.R. China.
- **“Putting Old Tensions to Rest: Internationalism and Multiculturalism.”** Presenter at the 2014 NASPA Annual Conference, Baltimore, MD.

- **“Internationalizing STEM Education in the Context of Affordability, Access, Retention and Program Efficiency.”** Chair and Presenter at the 2014 Association of International Education Administrators Annual meeting, Washington, DC.
- **“Exploring Intersections between Senior International Officers (SIOs) and Chief Diversity Officers (CDOs).** Roundtable participant at the 2014 Association of International Education Administrators Annual meeting, Washington, DC.
- **“From Higher Education to Primary Classrooms, Global Learning = Meaningful Learning.”** Presenter at the 12th Annual Hawaii International Conference on Education, Honolulu, HI.
- **“Assessing Global Learning in the Disciplines: The Case of Geographic Science and Community Planning.”** Chair and Presenter at the 2013 Assessment Institute, Indianapolis, IN.
- **“Elements of Successful Strategic Planning for Campus Internationalization.”** Presenter at the 2014 NAFSA Annual Conference, San Diego, CA.

Carolyn Christianer, Inbound Exchange – National Student Exchange

- Poster presented at national NAFSA conference, May 2014. *Pieces of the Puzzle: Approaches for Programming for Specific International Student Groups.*
- Training at Forum on Education Abroad conference, April 2014. *Mental Health Issues in Education Abroad.*

Nancy Currey, International Admissions Counselor

- Presentation - *“Doing the Two-Step: How Community Colleges and Universities Partner for Success”* NAFSA Region II Conference, October 2013
- Presentations – “Student Life in the USA” U.S. Embassy American Centers in Seoul, S Korea and Yangon, and Myanmar

Rebecca Deadmond, Education Abroad Adviser

- Training at national NAFSA conference, May 2014. *Education Abroad Advising.*
- Training at national NAFSA conference, May 2014. *Addressing Student Mental Health in Education Abroad.*

Eric Deschamps, Director of Education Abroad & Associate Director for the Center for International Education

- Co-authored an article in the Journal of International Education (in press). *Internationalization as Mergers and Acquisitions: Senior International Officers’ Entrepreneurial Strategies and Activities in Public Universities.*
- Session presentation at APAIE conference, March 2014. *Entrepreneurialism & Internationalization.*

Eck Doerry, Director of the Global Science and Engineering Program

- Workshop: Hosted, organized, and served as co-Chair: “Teaching German for STEM disciplines” (sponsored by Goethe Institute Chicago and CIE). Flagstaff, AZ. Sept. 19-22, 2013.
- Invited Panelist: “*Internationalizing the Engineering Curriculum*”. 16th Annual Colloquium on International Engineering Education, Lexington, KY Nov. 7-9, 2013.
- Workshop Presentation: “How to develop Language Programs for Engineering Students”, 16th Annual Colloquium on International Engineering Education, Lexington, KY Nov. 7-9, 2013.
- Podium Presentation: “Preliminary results from the Workshop on Teaching German for STEM disciplines”. Invited podium presentation, 16th Annual Colloquium on International Engineering Education, Lexington, KY Nov. 7-9, 2013.
- Publication: Altaf, S., E. Doerry, L.J. Shuman, E.R. Collins (2013). *Joining Hands: Using Consortia to Efficiently Create Easily Accessible International Experiences for Engineering Students*. Proceedings of the *2014 American Society for Engineering Education (ASEE) Annual Conference*, Indianapolis, IN, June 15-18, 2014.

Kathy Fox, Office Automation Specialist

- Completed a Certificate in Enterprise Systems Reporting from the WA Franke College of Business, which supports and enhances reporting with Business Objects (an Enterprise system)
- As part of the Passport Agent team, tracked over 1500 passport applications processed over 3 years; re-certified Passport Agent eligibility.
- Trained in Blackboard Analytics, a new system coming to NAU for tracking data
- Volunteered for Affirmative Action, assisting disabled attendees at Spring Commencement 2014.
- Assisted in year-end Reconciliation of Education Abroad student fee postings and reversals.
- Pulled data and created charts for ISSS Annual Report input. Also pulled data for 5-year overview report for Associate Director report.
- Sat on hiring committee for new Passport Agent - Administrative position.

Sheri Gordon, Business Analyst

- Set up the new PDL-Prospect Data Load processes for loading test scores and/or prospects.
- Coordinated Updates and Fixes testing and modified the test plan as needed to include new functionality, such as the PDL process, and removed old processing, such as the old test score load process.
- Is part of the HCM 9.2 upgrade Functional Leads team to coordinate testing and implementation of the HR upgrade. This will include changes in the seamless CREF for navigation between HR, CS, and FM systems.
- Created a new report for CIE for the review of Agent referrals. This effort also helped with some data integrity cleanup of agent reporting. The original Agent

Paid report was modified to use as a report of students that have the Agent Paid commkey on their record. This reporting is needed to determine agent payment reimbursement from the PIE program or from the President's office.

- Wrote up the specifications for new data to be added to the Sunapsis data feed for new functionality in Sunapsis 3.0.

Mandy Hansen, Director of International Admissions and Recruitment

- Earned doctorate degree in Educational Leadership from Northern Arizona University
- *Dissertation*: Lotus Strands: Higher Education Women in Senior International Officer Positions Weaving Robes of Gender
- Presentation – *Strategic International Enrollment Management*, NAFSA Region II Conference, October 2013
- Course designer and instructor for the Institute of International Education new pilot course: *Connecting with the World: International Relations at Higher Education Institutions*, May 2013 – present
- Course designer and presenter for the 2014 NAFSA Online Conference, *International Student Recruitment: Data-Driven Strategies for Success*
- Interviewed and cited in the following:
 - *AIRC Five Years at a Glance*, Quotes from founding members
 - *How IIE Launched a New Course in Myanmar*, IIE Opening Minds Blog, December 2013
 - *Myanmar IIE's International Engagement Course*, The PIE News, December 16, 2013
- NACAC: National Association for College and Admission Counseling
International Advisory Committee 2013-present
- NAU Faculty Professional Development Advisory Council
Council Member 2011-present
- Institute of International Education Mentor for the *Connecting with the World: International Relations at Higher Education Institutions* 2013-present
- NAFSA Region II Treasurer and NAFSA Region II Executive Team Member, January 2011 - present
- NAFSA National Conference Reviewer- 2014 Annual Conference Proposal Reviewer.

Andrew Janusz, International Student & Scholar Advisor

- Guest Speaker & Presentation - "Working with Middle Eastern Sponsored Students" Arizona International Educators Conference – Prescott, AZ
- Lecture – "Working with Students from Middle East," NAU Faculty Development Lecture, March 2014
- Poster Presentation- "Bridging the Gulf – Successful Middle Eastern Sponsored Program Strategies," 2014 NAFSA National Conference – San Diego, CA, May 2014
- Field Advocate - Sponsored Student Programs – Arizona International Educators

- Interviews:
 - NAFSA International Educator Magazine December 2013 “Middle Eastern International Students”
 - NAFSA Website “Profiles in International Education – Sponsored Student Coordinator Job Profile”
- Member: Middle East Institute

Allison Ludlam, International Student and Scholar Services

- Participant in the NAFSA Leadership Academy Class 11
- Development of Digital Storytelling student organization for inbound and outbound study abroad students
- Co- presenter at Arizona International Educators conference on Programming International Student Orientation

Christopher Maylard, Support Systems Analyst Sr

- Oversaw Academic Year 2013-2014 departmental technology replacement program
- Successfully relocated tech area to new office and training space
- Established new secure server banks

Kathleen McKeiver, Coordinator of International Student Academic Advising

- Publication--Identifying Barriers to Effective Intercultural Communication. Academic Advising Today, Fall 2013
- Webinar Panelist--Developing Intercultural Communication Skills for Academic Advising, Fall 2013
- Presentation—What About Us: Developing a Transition Program for International Transfer Students, NACADA Annual Conference, Fall 2013
- Presentation—Chinese Students and the US University Experience, NAU Faculty Development Workshop, Spring 2014
- Panelist—Bridging the Gap: International Student Success, NAU Town Hall Meeting, Spring 2014
- Reviewer—NACADA 2014 Annual Conference proposals, Spring 2014
- Coordinator for CIE 100 with 103 students enrolled for Academic Year 2013-2014

Angela Miller, Assistant Director of Education Abroad

- Earned doctorate degree in Educational Leadership from Northern Arizona University
- Training at national NAFSA conference, May 2014. *Health, Safety, and Risk Management in Education Abroad.*
- Training at national NAFSA conference, May 2014. *Assessing Student Learning Outcomes of Curriculum Internationalization.*
- Training at national NAFSA conference, May 2014. *Managing the Education Abroad Office.*

- Training at national NAFSA conference, May 2014. *Strategic Planning for Campus Internationalization.*

Sean Milton, International Student and Scholar Advisor

- Continuing member of NAFSA KC ISSS Subcommittee on Crisis Management (2-year term)
- Co-presenter, NAFSA Collegial Conversation on Crisis Management, October 2013
- New member of NAFSA Trainer Corps (3 year term)
- Co-presenter, half-day workshop 'Crisis Management for ISS Offices,' NAFSA Annual Conference May 2014
- Co-presenter, pre-conference workshop 'F-1 Advising: Intermediate,' NAFSA Region II Conference October 2013
- Co-presenter, conference session 'Building Blocks for Effective International Student Orientations,' Arizona International Educators state meeting March 2014

George Omwandho, Assistant Director – International Student and Scholar Services

- Immigration Training, ISSS Staff training on advanced immigration petitions, 2013-2014 NAU Academic Year
- Presentation: "Employment and Understanding Immigration Basics," NAU April 2014
- AIE Conference Participant Volunteer- Immigration Issues and Trends, Prescott, AZ, March, 2014

Daniel Palm, Director of China Initiatives

Professional

- Working together with leadership at both NAU and Chongqing University of Post and Telecommunications to apply for and receive approval from the Chinese Ministry of Education for the establishment of a 3+1 dual-degree undergraduate program in Electrical Engineering.
- Participated in the Asian-Pacific Association for International Educators held in Seoul, South Korea.
- Establishment of standard operating procedures for the Beijing office.

Personal

- Completion of a Master's degree in International Business Leadership: Leading Innovation and Change, from York St. John University in York, England.

Liliane Palm, Special Programs Coordinator

- Collaborative presentation – with Cultural Vistas, University of North Carolina and University of Waterloo at Global Internship Conference, June 2014.

Catherine Ribic, Director for International Student and Scholar Services

- NAFSA Trainer Corps Member
- Trainer for the J-1 Advising for Beginners workshop, 2013 NAFSA Annual Conference.

- Workshop Coordinator for NAFSA Region II Conference, 2012, 2013 and 2014.
- Arizona International Educators, Leadership Team, Director at Large.

Lisa Richardson, Accountant

- Managed process for Epars for fac-led programs
- Agent Fee project – compiled four years of data from the financial and student side. This involved meeting with business analysts to review reports and gathering information
- Volunteered for CIE events and independently hosted regional environmental excursions with the Chinese scholars. Outside office, continue to volunteer with Horses with Heart at Camp Soaring Eagle, Jackpot Ranch and in Chino Valley (all for chronically ill and/or disabled children).

Dylan Rust, Director of Global Student Life

- Member, NAU Service Professional Advisory Council, July 2013-present

Charity Thompson, Accountant, Associate

- Set up new p-card reporting process
- Began learning and assisting in foreign currency transactions
- Took over processing departmental deposits
- Attended AZ International Educators meeting and NAFSA Region II for training

Danielle Varnes, International Internships Coordinator

- Session presentation at regional NAFSA conference, October 2013. *International Internships, Best Practices*.
Panel presenter at AIE State Meeting, March 2014. *The Power of International Service: Civic Engagement, Service-learning, and Experiential Education Programs Abroad*.

Rachel Walker, International Admissions Counselor

- Training – Ektron CMS Basic Training, October 2014
- Training - NAFSA Academy Class 11, January 2014 – present
- Discussion Leader – “Virtual Outreach” Roundtable at NAFSA Academy Training, March 2014
- Training – “ABC’s of Visa Acquisition” Workshop at NAFSA National, May 2014
- Presentation – NAFSA Academy Progress Presentation at NAFSA National, May 2014
- Presentations – “U.S. University Life” and “Admission & Scholarships”, EducationUSA Virtual Information Sessions, Spring 2014
- Committee Member – Continuing International Student Scholarships Committee, Spring 2014
- Training – Skills Lab for Advanced Social Media, EducationUSA Forum, June 2014

- Webinar Host and Presenter – Developed new ‘Pack your Bags’ Pre-arrival Information Session for International Students in collaboration with CIE staff participants, Summer 2014

Bruce Wang, Assistant Director of China Initiatives

Professional

- Redesigning of marketing materials for 1+2+1 program recruitment.
- Assisted in establishing the Beijing office (facilities, staff, logistics, etc).
- Assisted in establishing standard operations for the Beijing office.

Personal

- Completion of a Master’s degree of Education in Human Relations from Northern Arizona University.

Jiang Xia, Academic Specialist

Professional

- Work with the Director of China Initiatives to streamline the application process for the International Scholars Academy.
- Worked together with staff to create a sixty-seven page Chinese language Scholars Academy handbook to assist incoming scholars in better understanding the program, its policies and various aspects of life in Flagstaff.
- Presented on the Internationalization of Chinese universities at the 9th International Conference on China’s Development and Overseas Chinese Talent

Personal

- Published essays related to the Chinese and American higher education, diplomacy and the Cuban Missile Crisis in three Chinese journals.