

2022 Annual Conference Agenda

Thursday, October 6

9:30am-1:00pm Conference Registration

10:00am-12:45pm Pre-Conference Workshops with Lunch

Session 1: A Systems Level Approach to Assessing Global Learning

Hilary Landorf, Executive Director, Office of Global Learning Initiatives, Florida International University

Vilma Fuentes, Assistant Vice President for Academic Affairs, Santa Fe College

Global learning is defined as “the process of collaboratively analyzing and addressing complex problems that transcend borders.” Faculty, student affairs staff, community members, advisors, administrators, and professional developers—all play a role in determining the extent to which students engage in global learning inside and outside of the classroom and achieve intended learning outcomes. Together with facilitators Drs. Hilary Landorf and Vilma Fuentes, participants will dissect the parts of systems that effectively support all students’ global learning and reveal new sources of information for determining how and why different students benefit from global learning. Through a series of interactive discussions and activities, participants will be empowered to assess their own global learning activities on the course, program and institutional levels.

Session 2: Growth and Recruitment Opportunities for Colleges and Universities

AnneLiese Busch, Associate Dean of International Programs, University of Tampa

Frank Jurkovic, Director of the Center for International Programs, St. Petersburg College

Learn how to forecast international trends, capitalize on opportunities already present at your institution, and how you can leverage these to grow your international student population. This presentation will include a geopolitically-focused approach to international student recruitment, focusing on factors such as the political and economic realities of regions and how these will impact future recruitment. Special attention will be given to Latin America and recent political events in the region.

1:00-2:15pm Breakout Session 1

Crisis Management and Risk Mitigation in a Complicated World

Kiki Caruson, Interim Vice President for USF World, University of South Florida

Jason Ramage, Director of Research Integrity and Compliance, University of South Florida

Jorge A. Rodriguez, Senior Foreign Influence Analyst, University of South Florida

The ability to successfully manage risks associated with global engagement and the impact of international crises is essential for Senior International Officers (SIOs), Study Abroad Directors, Research Administrators, as well as Communications Directors - and others who manage or supervise global activities. Whether the event has immediate impact to a student abroad (contracting covid19) the campus community (anti-Asian racism) or invites broader considerations around global engagement (how/when to respond to an international crisis or mitigating the impact of foreign influence on the research enterprise). These increasingly complex tasks are bigger than one individual or unit and can necessitate cooperation across global, research, communications, legal, government affairs, as well as other offices. Learning outcomes include strategies for managing the risk associated with global engagement; input regarding structures and policies designed to reduce an institution's vulnerability to foreign influence – especially as articulated in HB 7017 – and strategies for choosing how to respond to world events.

Why China is Still the Most Important Country in the World for International Educators

David Moore, Dean of the International Center, Broward College

Rosey Yang-Krivak, Senior Director of International Education, Broward College

Sino-American relations have been described as the most important geopolitical and economic dynamic in the world. China is our number one trading partner and our greatest rival and competitor. As the relationship between China and Russia has warmed, the relationship with the U.S. has cooled dramatically. The Biden Administration has not been able to restore relations to the "pre-Trump" era where the two super-powers had a steady though precarious relationship based on mutual interests. With its vast population of 1.4 billion people, China is by far the most populous nation on earth, and it boasts the largest system of higher education in the world with 42,000,000 students enrolled in 2020. Each year, according to the Open Doors Report, more than 300,000 of these students pursue degrees in the US, which is the largest number of students from one country studying in any other country. While those numbers have steadily increased in the past thirty-five years of economic expansion in China, they have recently begun to plateau and even decline slightly due to economic and political factors in both countries. What has driven this growth? What are the consequences and benefits to U.S. higher education for having so many students from one country driving recruitment and foreign student enrollments? What will be the impact on our higher education system if relations between the U.S. and China deteriorate further? How can institutions address and respond strategically to potential disruptions in enrollments? This session will raise and attempt to answer these questions in an open and interactive discussion.

Incorporating Virtual Study Abroad into a Global Scholar Certificate Program for Credit

Bryan Shuler, Professor, Hillsborough Community College

Minami Eberhard, Manager of International Programs and Study Abroad, Center for International Education, Hillsborough Community College

PJ Shoulders, Director of International Partnerships and Marketing, Study Abroad Association

It is not merely enough for a College to offer courses with an international focus, or offer virtual/traditional study abroad experiences, or, as Faculty, organize an Internationalization Committee. There must be another and greater entity which brings all of these components together, creating a cohesive 'academic product' which is marketable, sustainable, and effective in immersing students in a "global" construct. Enter the Global Scholar Certificate Program. Three presenters will offer their approaches from a variety of points of view concerning the creation of the certificate program including Bryan Shuler, faculty and facilitator of several virtual study abroad programs at Hillsborough Community College, Minami Eberhard, Manager for International Programs and Study Abroad Center for International Education at Hillsborough Community College, and PJ Shoulders, Study Abroad Association's Director of International Partnerships and Marketing. Come learn the challenges and rewards that emerge with incorporating a variety of virtual study abroad opportunities into a Global Scholar Certificate Program, while balancing the needs of all members invested in such an undertaking.

Florida Linkage Institutes Roundtable Discussion

Rachel Hendrix, Director of International Affairs, University of West Florida

Lisbeth Isaacs, Senior Director for Global Operations, Broward College

This session will provide an overview of Florida Linkage Institutes and the opportunities they provide to international students who come to our state for a higher education experience. This roundtable discussion with co-directors of Florida Linkage Institutes will explain the history of the adoption of linkage institutes, how the scholarship provides out-of-state tuition waivers, countries eligible to apply, as well as the application and renewal processes. Sufficient time will be dedicated to answering audience questions.

2:15-2:30pm Coffee Break

2:30-3:45pm Breakout Session 2

Collaboration to Provide Access and Promote Equity in Study Abroad

Gabriela Esteves, Director of Global Student Programs, Miami Dade College

Wendy Joseph, Educate Tomorrow Coordinator, Miami Dade College

Critical to Miami Dade College's success in providing greater access and promoting equity in study abroad has been our partnership with Educate Tomorrow, a Miami-based nonprofit. That collaboration has enabled us to offer study abroad opportunities to students that have experienced chronic youth homelessness or impacted by the foster care system. Our record in integrating these marginalized students into our programs was a major factor in MDC receiving the Senator Paul Simon Spotlight Award in 2021. MDC representatives will present this innovative case on

collaborating to extend study abroad opportunities to the most underrepresented students. We will provide an overview of the program from inception to lessons learned and our vision for the future. Participants will engage in an interactive discussion to identify an underrepresented student population at their own campus and identify potential partnerships or strategies to improve the effectiveness of current partnerships. Join us in this interactive session to discuss how you can foster a successful and impactful partnership at your campus.

Ensuring Quality in International Partnerships

Maria Bernal, Senior Director of International Student Success, Broward College

Janice Toh, Associate Director of International Strategic Initiatives, Broward College

Establishing and managing international partnership sites is complex and requires a multitude of components. Successfully establishing an international partnership is just the first step. But once established, then what? This session will focus on measures to ensure quality control at international partnership sites such as professional development, faculty onboarding, peer mentoring, compliance, etc.

Mobile App for Global Mobility: Centralize your study abroad operations and mitigate risk in study abroad

Ganesh Neelanjanmath, Founder and CTO, iCent App

A key component of comprehensive internationalization is the development and expansion of international mobility opportunities for students, faculty and staff. Case studies in which a comprehensive mobile app solution purpose built for supporting international mobility projects in North America will be explored. Using a combination of lecture and facilitated discussions, the session will highlight the various considerations that went into the design and deployment of the app solution set-up, plus the future plans for the ongoing expansion of use of the app to serve more aspects of internationalization and study abroad projects. The presenters will emphasize the context and underlying factors driving the decision to use the technology and will engage participants to consider the conditions on their own campuses that will be impacted with a similar strategy.

Perspectives on COVID Risk Mitigation in Study Abroad

PJ Shoulders, Director of International Partnerships and Marketing, Study Abroad Association

Matt Lewer, Specialty Markets Director, LewarMark

Carrie Cohan, Senior Account Executive, Via TRM

As many institutions resume traditional study abroad programs with the latest changes to the Department of State Travel Levels, COVID still looms large. The pandemic will continue to impact study abroad for the foreseeable future, so how do we best mitigate risk when sending students abroad with constantly evolving circumstances? As EA professionals, our risk mitigation practices need to be constantly evolving as well. This session will address the ongoing impact of COVID on best practices in risk mitigation for study abroad from three very different perspectives: a faculty-led study abroad provider, an insurance provider, and a traveler relationship management software provider. We will explore a variety of considerations, including recent survey results, which show

the need to have proactive, data-driven risk assessment and response. Hear how other institutions are mitigating risk using best practices in programming, technology, and insurance, as we share the latest updates from our experiences in working directly with a variety of institutions on study abroad programs over the last two years. We'll cover lessons learned and explore how study abroad administrators and risk managers can establish best practices that meet the evolving circumstances through program and provider vetting processes, communication strategies, insurance essentials, and use of technology.

4pm-5pm Keynote Address

Starting and Scaling A COIL Virtual Exchange Program: Lessons from FIU and Other Institutions Worldwide

Stephanie Doscher, Director of Collaborative Online Learning, Florida International University
Gabriela Méndez Carrera, Assistant Director, Collaborative Online Learning, Florida International University

The COVID-19 pandemic sparked an explosion of interest and growth in Collaborative Online International Learning (COIL) and virtual exchange programs around the world. Two and half years on, institutions are still exploring ways to start their program or take it to scale. Leaders from FIU COIL will share their own birth and growth story from 2016-present, describing how they and other institutions have approached typical program development milestones. Participants will take away practical ideas to apply at their own institutions, professional development resources, and a look into *The Guide to COIL Virtual Exchange* (Stylus, September 2022).

5-7pm Reception, Networking, and Vendors

Friday, October 7

9am-10:15am Session 3

The Benefits of Institutional Collaboration to Improve Risk Management in Study Abroad

Lisa Eli, Assistant Vice President for Global and Continuing Education, Valencia College
Vilma Fuentes, Assistant Vice President for Academic Affairs, Santa Fe College

The COVID-19 pandemic has caused higher education institutions to reevaluate their approach to risk management in study abroad. Beginning in the Spring of 2022, representatives from Valencia College and Santa Fe College began an internal review of past practices. They complemented this review by consulting with each other, comparing risk management philosophies, sharing study abroad documents, and updating policies and procedures. This experience revealed that while both institutions share similar values, their approaches to risk management were quite different. This session will show the results of this joint effort and highlight how institutional collaboration can be an effective way of mitigating risk in study abroad.

International Medical Simulation Program: A Comprehensive Program Offered by Broward Health Sciences Simulation Center (HSSC) to the International Healthcare Community

Lilia Chavarria, Senior Director of Simulation Center, Broward College

The Broward College Health Sciences Simulation Center (HSSC) is extraordinarily well positioned to provide resources for the international healthcare community in the regions of Latin America and the Caribbean. Due to the proximity of South Florida to Latin America, the HSSC is an appropriate location for this educational opportunity. In tandem with discussion is a proposal for faculty development in simulation (“train the trainers”), which can be conducted in our facilities or abroad.

Designing “Plug and Play” Modules for Virtual Global Exchange

Wendy Baker, USF World Campus Director, University of South Florida

Rene Sanchez, Assistant Director of Education Abroad, University of South Florida

Virtual Global Exchanges came to the forefront at many institutions as they worked to meet the demand for global learning during a pandemic. Even with a return to physical mobility, these meaningful interactions can complement mobility and enhance on-campus curricular internationalization. The traditional model of linking two faculty members to collaborate on an assignment/interaction over the course of a semester has a powerful impact on the students, but many institutions run into scalability problems in attempts to reach and expand access. In this session, we will explore the creation of ready-made modules for faculty to integrate into their existing syllabi. We will focus on a general education course that serves first and second year students from across multiple disciplines and early language courses. In this interactive workshop, participants will be presented with strategies for developing “plug-and-play” modules and work through these strategies collectively to identify the process at their own institutions.

10:15-10:45am Coffee and Networking

10:45am-12:00pm Session 2

Best Practices Using IELTS to Effectively Recruit and Place International Students

Regina Carvalho, Senior Director of International Student Enrollment Services, Broward College

Kate McKeen, Director of Higher Education, IELTS

International student enrollment services officers are always seeking innovative ways to attract new applicants and make the admissions and enrollment process seamless. This session will (1) showcase IELTS complimentary services and how to best utilize them and (2) share a community college best practices for using IELTS to recruit, admit, and place international students in the appropriate entry-level courses based on English proficiency. At the end of the session, participants will be able to better understand IELTS services and come up with ideas to share with their institutions’ recruitment and admission teams.

Equity, Inclusion, and Racial Justice through the International Lens

Eileen Santiago, Assistant Professor, Broward College

During the session, the presenter will discuss the importance of sharing our differences, diverse perspectives, experiences, and roles in higher education and international programs. These steps help our students engage, make decisions, find opportunities, seek resources and grow as adults. Our goal is ultimately to help diverse students be active leaders and change-makers of justice, equity, diversity, and inclusion. By providing equitable access to resources and global education we can empower students, train and empower educators, and connect the community to resources. By collaborating, we can look at the current demands and obstacles that universities might face in the areas of inclusion, racial justice, and educational equity.

International Teaching Assistants and Undergraduate Students: Why and How to Optimize Their Collaboration

Jane Harvey, University Support Coordinator, University of South Florida

International Teaching Assistants are a salient and important feature of many undergraduate students' academic lives at US universities, especially in the fields of business, engineering and computer science. National statistics suggest that around one third of all teaching assistants are international. Their roles range from grading and conducting office hours to being primary instructors of complete courses. Not surprisingly, ITAs face challenges as they adjust to a new academic environment and teach in a different classroom culture from what they themselves have been used to in their own studies. Alongside this is a certain amount of prejudice and negative attitude that ITAs as linguistic and cultural foreigners can encounter from the undergraduate students they work with as well as from other stakeholders. This can impact not only the experience of ITAs but also the experience and potentially the success of the undergraduate students they work with. On the other hand, there are many important but often underestimated advantages for undergraduate students seeking to pursue professions in an ever increasingly global context that having an international teaching assistant can afford them, given appropriate attitudes and support. These range from familiarity with a variety of global accents and dialects of English to the understanding that there are many other ways of seeing and doing things than what are default in the students' own culture. As a result, finding ways of narrowing the gap and increasing positive collaboration between ITAs and undergraduate students can benefit both parties greatly. After a detailed explanation of the background and context of the undergraduate student/ITA relationship, a variety of previously implemented, low-cost, group and individual activities that can foster mutually beneficial collaboration and understanding between ITAs and undergraduate students will be presented and discussed.

12noon-1:00pm Lunch

1:00-2:00pm Panel Discussion

How Can Governments Support Global Learning and Florida's Engagement with the World?

Sandra Campbell, Director, U.S. Commercial Service Tampa Bay

Mignon Houston, Diplomat-in-Residence for Florida, U.S. Department of State

The U.S. federal government funds several agencies and programs that can help higher education institutions recruit more international students, develop new international partnerships, diversify global learning, showcase careers in government, and engage others in this complex world. Join us for this panel presentation as Mignon Houston, a career foreign service officers now serving as Diplomat-in-Residence for Florida, and Sandra Campbell, the director of the U.S. Commercial Service in the Tampa Bay area, explain how they and their respective agencies can help support our work.

2:00-2:15pm Concluding Remarks