MID-CAREER PROFESSIONALS IN INTERNATIONAL EDUCATION

Thomas V. Millington, M.A., and Abi Cavazos, Ed.D., Editors



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Forward

Mid-career professionals are the backbone of the international education community. They are often the folks who seem to have relations everywhere on campus, keep the history of programs and partnerships, and know what to do when a crisis arrives. Throughout the COVID-19 pandemic, their role expanded exponentially, as communication with students, families, and faculty became ever more urgent and frequent. Often, the past few years have meant taking on additional responsibilities when colleagues left the field or when positions were eliminated or transferred to other departments. While daunting and in many cases thankless, these new challenges have also helped some mid-career professionals move into positions of greater seniority or feel ready to do so.

The timing of this book's arrival, therefore, is perfect. With a slew of newcomers to the field of education abroad and an astounding number of vacancies on campuses and in education abroad organizations, having the opportunity to learn about the career paths of a diverse group of colleagues, along with the rewards and challenges encountered along the way, is an extraordinary gift.

In reading through the selections contained in this book, it is clear that if you seek a career to impact future generations, you are in the right place. The focus on serving students and the fulfillment that comes from being a part of their personal and professional development, is evident in every story. The variety of backgrounds and entry points of each author demonstrates that where you're coming from is not nearly as important as why you've chosen to do this work. Although it is not easy, as our colleagues so eloquently testify, it is incredibly rewarding.

I am struck by how many people have entered this field because of their own experience studying abroad and/or working in the study abroad office during college. That so many of us did not realize this is a profession we could pursue until we participated in an education abroad program ourselves makes it all the more imperative that we successfully diversify the student pool in order to make this the inclusive, diverse profession we want it to be. As a first-generation college graduate who didn't have the financial means or the family tradition of studying abroad, I feel privileged to lead an organization dedicated to opening doors and creating pathways of support for people at all levels and stages of their career.

This book is filled with thoughtful advice and relatable anecdotes that are valuable to every person pursuing a career in education abroad. I hope you enjoy reading it as much as I have.

Melissa A. Torres
President & CEO
The Forum on Education Abroad

Introduction

Trahit sua quemque voluptas. (Everyone follows their own bent)

-Virgil

The Forum on Education Abroad Working Group on Mid-Career Professionals defines an international education "mid-career professional" as "someone whose career begins after 7-10 years of direct or related experience in international education (following early-career) and continuing another 10-20 years in increasingly responsible roles (followed by late-career)." As members of that working group we feel that this is terrain that provides the pulse of the profession. Increasingly, more talented individuals with significant international experience and unique skill sets are entering the field of international education. Yet, mid-career professionals, as a group, have not figured prominently in discussions that directly affect the field. With this book we hope to highlight the strengths and talent of some mid-career professionals who also share advice to newcomers to international education.

We firmly believe that mid-career professionals are an untapped resource. This was confirmed to us by the active participation of over 50 individuals at our session titled "Mid-Career Professionals in IE: Evaluate Your Skills and Plan for Future Growth", which we presented at the annual Forum on Education Abroad conference on March 24, 2022. We were inspired and deeply impressed by the observations, backgrounds, concerns, and perspectives that the participants shared with us and we asked a select number of international educators to discuss their experience with us, which we now present to you in this e-book.

What is unique about the international education professional? For one, the career trajectory that leads individuals to our profession is distinct from that of other careers. Unlike say engineering or biochemistry, there is no one specific degree that a person must earn to pursue a career in international education. Many individuals possess degrees ranging from the Arts, to languages, to the sciences; each degree leading them, directly or circuitously, to international education. It could be said that no two international education career paths are alike. International educators do indeed follow their own bent. Each international educator has a special story to tell and we are privileged that some shared them with us.

Like us, we hope that you will find passion, enthusiasm, commitment and dedication in each of the profiles featured in this e-book. The French philosopher Frédéric Gros perhaps best captures the aptitude and outlook of international educators when he wrote, "Discipline is the impossible conquered by obstinate repetition of the possible." These two words form part of the foundation of the international education profession: discipline and repetition. International educators often accomplish what to others may seem impossible by their due diligence and by repetition of procedures and the application of experience and knowledge. But ultimately, it is their passion for and dedication to international education which really stands out. This comes through in each of the profiles you will read in the following pages.

We hope that you will enjoy reading the stories that each international educator shares in this e-book. Compare them to your journey. Find inspiration in the work they do and share this e-book with others.

Do not be shy about sharing this with human resource departments or senior administrators at your college or university. It is important to remind them of the value of having a professional international educator on campus.

Thomas V. Millington Abi Cavazos May 2022

Stephen Robinson

Director and Professor
Champlain College, Dublin Campus
IRELAND

Number of years working in the field



14

What is the most rewarding thing about working in this field? What is the most challenging?

Working closely with students experiencing Ireland is incredibly rewarding. Seeing them grow, mature, explore, and push their boundaries makes this all worthwhile.

To me the most challenging thing relates to the state of the study abroad sector these days. Those of us working on-site to make these experiences happen for the students really are left out of the overall conversations around study abroad. My institution does a great job of making me a part of international education decision making and the college as a whole, but I know so many on-site professional staff who don't feel connected, consulted, or respected for all that they do. The sector seems to have lost sight of the fact that what happens on the ground is the most critical element for study abroad success. This is a common topic of conversation amongst on-site staff in Europe.

Briefly talk about your journey to a career in international education.

I had a rather haphazard entry into the field. I'm British-born, but grew up in Canada. At university I studied environmental earth sciences and spent many years wandering the Canadian Arctic conducting research into permafrost, climate change, and wetlands. Soon after I finished my PhD I landed a faculty position at a liberal arts college in the US, and was six years later awarded tenure. During my time on faculty I led several faculty-led trips to Alaska, China, and the Canadian North. Shortly after achieving tenure I was offered the chance to direct the university's study abroad campus in London, England, for one year. That year abroad changed everything for myself and my family. It rekindled a love for the place of my birth. It also brought the realization that I could have much more impact on students teaching them about the world and its people and cultures, than I would running a seminar on wetland hydrology. At that institution it was a rotating abroad directorship, so I was scheduled to return to the US at the end of my year.

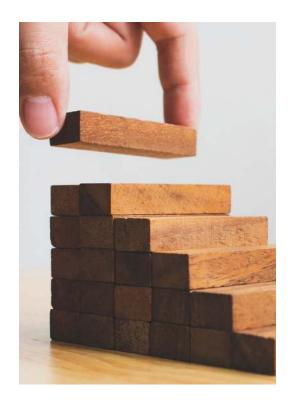
Looking for an opportunity to stay in Europe, I thought I would test the waters to see if any other US institution needed someone to direct their abroad campus (English-speaking Europe, as I am unfortunately unilingual). Champlain College of Burlington, Vermont, was opening a new study abroad campus in Dublin, Ireland at the same time. I interviewed, was offered the job, and took a year's leave of absence from my previous institution as a back-up plan....just in case it didn't work out. Well, it worked out, and I've been Director and Professor with Champlain College's Dublin Campus for 13 years now, and my office in Dublin is nicer than that of the college president! I wouldn't change it for the world!

Who inspired and/or encouraged you to pursue a career in international education?

I was actually actively discouraged from making the move to international education. I was a tenured Associate Professor at a very good college before I moved to Ireland. I also gave up an active research agenda. Most of my faculty colleagues thought I was crazy, and several tried to talk me out of it. In the end, I did it for personal, quality of life, and family reasons. But I will say that I have ongoing encouragement from my study abroad colleagues in Ireland and across Europe. A great bunch of dedicated people doing tough jobs, but loving every minute of it.

Advice for newcomers to the international education field.

Keep trying to break into the field if you're dedicated. It takes a lot of work but it's worth it in the end.



Nicole Berry

Founder Linguistic Horizons UNITED STATES



Number of years working in the field.

8

What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing about working in the field is watching the growth of my students. The most challenging has been dealing with the COVID related changes this past year.

Briefly talk about your journey to a career in international education.

During my college career I studied abroad twice in different Spanish cities and interned in Germany for a summer. My experiences as a student abroad made a significant impact on my life and career development. My passion for foreign language learning, exploring the world and love for education brought me to pursue a career in international education. As I am an entrepreneur at heart, I actually started my career in international education by founding Linguistic Horizons.

Advice for newcomers to the international education field

Think outside the box!



<u>Christopher Van Velzer</u>

Director of Global Education
Duke Kunshan University
CHINA

Number of years working in the field.



14

What is the most rewarding thing about working in this field? What is the most challenging?

Student impact is easily the most rewarding; knowing that you are facilitating experiences that have tremendous potential for impact on a student's life and career is what drives my work. Challenges all ultimately involve working to ensure (and striving to improve) experiences that target reflective, meaningful impact in learning outcomes that benefit both host communities and students themselves.

Briefly talk about your journey to a career in international education.

As an undergraduate, I spent a summer abroad in Heidelberg, Germany as an afterthought. It was a true "island" model program, focused on being accessible and comfortable rather than culturally immersive. Although it was tremendously fun and resulted in deep friendships with program peers, I later realized that a summer of traveling around Europe in this way had not been a deep cross cultural experience, and ultimately reinforced my own privilege.

This also served as the first breadcrumb of engaging with critiques of global citizenship and internationalization, and related "global" claims that are, in the words of Geary Schneider (2015) "more invoked than ensured."

I resolved to live abroad for at least two years after graduation in search of a more meaningful cross-cultural experience, which brought me to Shanghai, China after finishing my MBA in the US. Following a year of full-time language study, I was hired to establish a new study away program for my alma mater. After establishing the program, I was asked to stay on as the Program Director, and led the program for five years. I also began my Ph.D. in Higher Education at this time, now certain that I wanted to devote my career to international higher education and study away. This led to other roles in Shanghai for study abroad providers, directing other programs, and more recently, a role to establish a study away office and portfolio of study away programs for Duke Kunshan University, a new joint-venture university between Duke University, Wuhan University, and the city of Kunshan.

Who inspired and/or encouraged you to pursue a career in international education?

My earliest inspirations were a faculty member who was a close mentor while an undergraduate student, and who had invested deeply in China, followed by the Dean of International Programs who hired me in my first "study abroad" role. Since then, I have had the good fortune of forming relationships with mentors and scholars in the field who continued to challenge my thinking of program design, global learning outcomes, and host-community impact.

Advice for newcomers to the international education field.

Invest deeply in a community, whether in your home culture or abroad. Stay put. You don't have to be living abroad to be engaged in work that is global, and you will often be far more effective in your own home-culture. Above all, focus on listening and learning rather than serving and saving.



Sandi Smith

Vice President for Strategic Partnerships Toucan Education Programs BELIZE

Number of years working in the field.

27



What is the most rewarding thing about working in this field? What is the most challenging?

I remember the day I realized I wanted to build a career influencing others to participate in a meaningful international/intercultural experience that can transform attitudes and engagement in our world. The reward is the email from a student after arriving abroad and they tell me about a rough day or a challenge they experienced, and then tell me about how important the experience was in changing their perspective of themselves in this world. The reward is when a student visits my office after returning from Education Abroad, when I ask them "how was it?".

They smile a huge, sincere grin that brightens their whole demeanor and just as they begin to speak, they tear up and take a deep breath. They hardly have the vocabulary to articulate how important their international experience was.

The reward is when a returned student tells me how much they value the strength and power they feel when they surround themselves with as much diversity as possible. The reward is when an alum tells me how they connect their Education Abroad experience to problem-solving; diverse interactions, and taking initiative in their new job. The challenge - - - faculty and administrators who have not experienced a transformative international experience.

Briefly talk about your journey to a career in international education.

On a whim as a young, restless 20-something, I travelled to Palau to teach kindergarten. It was AFTER this immersive experience that I committed my career to influencing others to have a meaningful international experience. After I realized that there was a career path in international education at colleges and universities, I pursued graduate degrees in Higher Education Administration. I customized all my assignments, study, and research on internationalization of higher education. I intentionally started in an entry-level position in Education Abroad while completing my dissertation. I knew that to influence the leadership of international education, I needed to work through all of the roles and responsibilities of the international office. I then took progressively more influential positions in Education Abroad leadership as an Assistant Director, and Director.

Who inspired and/or encouraged you to pursue a career in international education?

Dr. Wilson and Dr. Jackson, my mentors at Appalachian State University during my Master's Degree.

Advice for newcomers to the international education field.

Continue to seek out learning opportunities to broaden your effectiveness. Practice, practice, practice sincere persuasive communication techniques.



Rebekah Anaya

Associate Director of Study Abroad Mercer University UNITED STATES

Number of years working in the field.



11

What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing about working in this field is helping students to broaden their minds by learning more about the world they live in: the diversity of people, cultures, languages, food, landscapes, animals, etc.

The most challenging thing is the constant change that happens, whether that's technology, student interests, funding, social and political landscapes, infectious disease outbreaks, etc.

Briefly talk about your journey to a career in international education.

I never planned on having a career in international education. I never planned on participating in a service-learning program to Costa Rica in high school, much less participating in study abroad in college, yet through the encouragement of others I found myself doing so.

After my first study abroad experience at the end of my freshman year, I fell in love with international education, participating in a total of six study abroad programs as an undergraduate before becoming a study abroad ambassador at my university.

After graduating from college, I taught English in Spain for a year before getting my Master's degree in International Education, Policy and Management, with the intention of working in the study abroad field afterwards. I completed an internship in a study abroad office and then worked as a tutoring center director before moving back to Spain to teach English for a couple more years. Soon I found myself transitioning to leading high school study abroad programs in England, Costa Rica, and Cuba before landing a job as a study abroad coordinator at Mercer University. Two years later, even amidst a pandemic, I found myself with a promotion to my current role: Associate Director of Study Abroad.

Who inspired and/or encouraged you to pursue a career in international education?

My great-grandmother, a strong-independent woman ahead of her time, who traveled the world and led others to do so as well.

Advice for newcomers to the international education field.

Take advantage of networking and professional development opportunities and never forget how invaluable student input can be.

Becca AbuRakia-Einhorn

Manager of Education Abroad and International Fellowships Gallaudet University UNITED STATES

Number of years working in the field.



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What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing about working in the field of international education is seeing how your students have been changed by their participation in the programs you steward. For me, working at Gallaudet means working with deaf, deafblind, and hard of hearing students. For these students, the protections they have in the United States courtesy of the Americans with Disabilities Act, are not guaranteed abroad. They don't simply have the option to just sign up for a program and go. Many of my students also come from low income backgrounds, so a lot of the students I work with have never traveled abroad. The best part of my job is the moment when returned students come back to my office and say, "Ok, I'm back, what's next?" I know that my own life was changed deeply by traveling abroad and it's really exciting to see when a student of mine catches the "travel bug."

The most challenging part of working in international education is finding ways to send students abroad in sustainable and responsible ways. The nature of entering a community that isn't yours is disruptive. It's really important that we find ways to ensure that students who are going abroad and entering other communities and other cultures do so respectfully. It can be hard to structurally ensure this is true and to ensure that students are aware of the impact they have when they travel.

Briefly talk about your journey to a career in international education.

When I was in college, I went for two months to Peru with a professor from my college who had worked in the Altiplano during his time in the Peace Corps in the 1960s. The village had no running water or widespread electricity and it was an eye opening experience for me to see people living a really different lifestyle than what I was used to. It made me excited about finding other ways to live abroad where I wouldn't be surrounded by other Americans and would be able to really immerse myself. I ended up taking a leave of absence from college and moving to a town in Minas Gerais, Brazil, where I lived with a woman who was my mom's exchange student in the 1970's. There, I learned to speak Portuguese (after arriving with none!) and developed lifelong friendships.

After college, serendipity landed me in the Intensive Arabic Semester program in Israel where I studied some Hebrew and a lot of Palestinian Arabic. I later worked for the program, in my first international education role, and loved thinking of ways to improve the participants' experiences.

I ended up meeting a guy while living there and after staying in Israel for a little over a year, I moved back to the United States and eventually brought my now husband to DC to live with me. As a Jew married to a Palestinian Muslim, intercultural life is my every day norm. Right now, in our house, there's a constant mix of English, Spanish, American Sign Language, and Arabic. My knowledge of other languages and my ability to work with people across cultures is absolutely something I have gained through my time spent abroad and my time spent working in the field of international education.

In terms of official international education positions, I first began by working for the Intensive Arabic Semester in Israel where I helped recruit and enroll students and redesigned program materials. For three years, I worked at American University's Washington College of Law, where I managed the Inter-American Human Rights Moot Court Competition, a trilingual program for international law students and lawyers. I worked for Johns Hopkins Carey Business School where I helped international students acclimate to the United States and begin their programs. For a year, I worked at an NGO, Ashoka, where I helped manage a series of boot camps for up-and-coming international entrepreneurs. For the last four years, I've had the honor of building Gallaudet's study abroad programs and advising our students on international fellowships and scholarships.

Advice for newcomers to the international education field.

Newcomers to the international education field should absolutely attend conferences like NAFSA (especially the regional conferences where it is easier to make connections), Diversity Abroad, and the Forum on Education Abroad. The people in this field are wonderful and will be there to support you or provide you ideas or information when you need it.

Conference sessions are great, but meeting people in the field and growing your network will help you in ways you can't imagine yet. I also recommend looking into volunteer opportunities. There are always opportunities to review applications for organizations like the American Councils on International Education, IREX, or the Fund for Education Abroad. You can also volunteer at some of the conferences for reduced registration fees. Lastly, for those who are in their first few years in the field, don't be afraid to submit a proposal for a conference, draft an article for a publication, or host an event for folks in the field on your campus.



Sue Macchiarella

Director, Office of Global Engagement Embry-Riddle Aeronautical University UNITED STATES

Number of years working in the field.



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What is the most rewarding thing about working in this field? What is the most challenging?

I love sending students to study abroad and on our targeted Study America programs because I know the experience will be transformative for them and open them up in a way nothing else they do in college could. Equally, I love hearing the student stories when they get back; what they experienced, felt and learned, how they changed. I think my biggest challenge is helping students to find funding to go on these experiences.

Briefly talk about your journey to a career in international education.

My whole life I lived in an international bubble of sorts. My whole life I loved anything international, I always found jewels in every culture. From growing up in Singapore & Hong Kong, to going on a college study abroad to Spain, to life in the U.S. Army moving around & living in Germany, to being a church Youth Director leading students on international mission trips, globalization has been a part of my DNA. Looking back, I feel like my whole life has been a series of little steps towards working in international education and I never knew it.

After working at a position for about 11+ years and not knowing what I wanted to do, I was at a loss on what was next for me. My husband would print out job announcements and place them on the kitchen counter to help. One day, he put a job announcement on the counter but this time he highlighted and circled the position title: Study Abroad Director. At first, I wasn't interested, it was at a university and I never worked at a university and never had the desire to and probably wouldn't fit the bill. But I went back to it, picked it up and closely read the job description. I saw where my husband wrote "This is you." Anyway, 9, going on 10 years later, here I am doing what I love. My journey has led me to the best job that I have ever had and I am forever grateful to my husband who knew just what I would love and encouraged me to apply.

Who inspired and/or encouraged you to pursue a career in international education?

My husband.

Advice for newcomers to the international education field.

Find an IE mentor, watch and listen to other IE professionals at conferences and meetings. They don't have to be a formal mentor. I found one and she never knew it until one day I told her. I learned so much just by listening and watching her at IE meetings and conferences. Don't be afraid to try new things, be in awe of what you are doing because it makes a difference. Build bridges and collaborations. Find the jewels of international education and the destinations, they are everywhere.

<u>Ben Finnegan</u>

International Officer Maynooth University IRELAND

Number of years working in the field.



8

What is the most rewarding thing about working in this field? What is the most challenging?

Most rewarding: The people and relationships built through international collaborations. Most challenging: Continuing need to adapt and alter approaches in an ever changing international landscape

Briefly talk about your journey to a career in international education.

I studied abroad myself as a student, it was a last minute decision and ended up changing my life. Straight after my undergraduate studies I worked for two years in a Students Union and worked heavily with the international student population of the university. I then spent over a year in the private sector helping private institutions recruit international students in the Middle East.

I knew that the private sector wasn't for me so I then spent 2.5 years in a smaller third-level institution in the Mid-West of Ireland in a small size international office and ended up learning so much about all aspects of international education. I quickly picked up a passion for working with partners and students in North America.

I then moved to my current position with a bigger university in the East of Ireland and manage the incoming study abroad programs. I've been working here now for over three years and have grown a passion for developing new innovative programs for niche cohorts of international study abroad students.

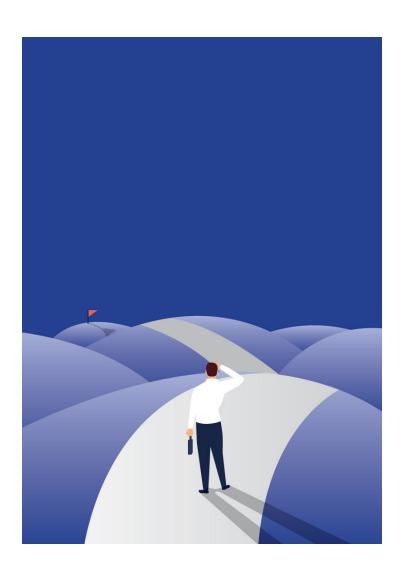
Who inspired and/or encouraged you to pursue a career in international education?

My wife initially encouraged me to pursue this type of career and my former Director of International Engagement, Holly Cowman inspired me to forge a long-term career in this field.

Advice for newcomers to the international education field.

Write the word 'SPONGE' on a posted and tape it to your desk! For the first year or so just have the attitude of learning as much as you possibly can about all aspects of international education and offer to help out or take part in any and all tasks. Don't immediately narrow your area of interest as even if you do eventually decide to focus on one certain field a general awareness and knowledge of all elements of international education are crucial to becoming an expert in this sector.

This type of work is for flexible, creative, people-orientated individuals who have a drive to always do better and provide the best possible experience for students.



Jessica Sarles-Dinsick

Associate Dean for International Programs
Columbia University, School of General
Studies
UNITED STATES



Number of years working in the field.

11

What is the most rewarding thing about working in this field? What is the most challenging?

I have the good fortune to have a role that is centered in enrollment management, which means I get to see the student experience from their first contact with my program all the way through graduation. For me, the most rewarding thing about working in IE is seeing how students challenge themselves, through their experiences abroad, in academic systems and contexts that are unfamiliar to them, to adapt and achieve the goals they set for themselves in their admissions essays. We get to watch them grow into the people they want to be, and that's an immense privilege!

The most challenging thing about this field is that there are never enough resources to "do it all." I've found that most people in IE are idealists at heart, with creative ideas about how to make an international experience the best it can be, but every new idea takes time, energy, and funding to put a plan in action. It can be a humbling experience to recognize that a fantastic idea might need to be shelved until the right combination of luck and buy-in align!

Briefly talk about your journey to a career in international education.

My journey into IE has been a fairly organic one. I have always been an internationalist, but my undergraduate background was in the performing arts. Before transitioning to working in higher education, I worked on the production side at a number of not-for-profit arts organizations, while also trying to launch my own performance career. A friend recommended I look for university-based jobs, to get a bit of distance between my professional and performance spheres, and I took an administrative assistant position at my current institution. My stage management background seemed to lend me well to Operations within my institution, and when we started our first international partnership, I was the one tasked with building the database infrastructure to support the program. From there, I moved into an admissions recruitment role for our international programs, and then into program and partnership management a few years later.

It's been a very happy combination of right time-right place-right people-right skills for me, and I feel very lucky to have been able to have the support from my direct manager as well as our deans!

Who inspired and/or encouraged you to pursue a career in international education?

As I've noted above, I've always been an internationalist at heart - even my performing career was very internationally focused. I was a first-generation college student, and never had the resources to study abroad during my undergraduate experience, and that lack of international exposure was definitely something I've tried to "fix" in my professional life! I've also had so many mentors and peers who have inspired me onward in this field, I don't think I could name just one!

Advice for newcomers to the international education field.

There is no wrong way to get into the field. Whether it's working in education abroad or international student services, or enrollment management - find the thing that speaks to your own interests and specific skills, and you will be able to grow a career in IE, regardless of where you start!

<u>Jamila Bargach</u>

Executive Director

NGO Dar Si Hmad for Development,

Education & Culture*

MOROCCO



Number of years working in the field.

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What is the most rewarding thing about working in this field? What is the most challenging?

Having US-based students recognize their experience in rural Morocco as a turning point in their lives, as the moment leading to a deep and positive personal transformation. The most challenging is exactly the opposite side of the coin, when the students feel more ensconced in their beliefs and claim their comfort as a given.

Briefly talk about your journey to a career in international education.

I myself was a student in the US where I received my PhD and so I am, in a lot of ways, the product of "international" education. Then back in my native country and after teaching at the Moroccan University for a decade (2000-2009), I co-founded NGO Dar Si Hmad and as a trained US anthropologist, we started hosting US based faculty-led groups in Southwest Morocco, first with some of my friends being the faculty, and slowly through the years we have become an active center in Morocco.

Up till March 2019 when we had to halt these activities due to the Corona pandemic, we have hosted over 57 groups who have gone through experiential learning in the rural, mountain region of Southwest Morocco and experienced what "sustainable development" means and how it unfolds in the thickness of the field, in the actual lives of children, women and men they met and with whom they talked and, at times, lived.

Advice for newcomers to the international education field.

The possibility of creating inlays to bring people closer to each other is an amazing venue. There needs to be a deep belief in this as an absolute value, and horizons will open up.

*NGO Dar Si Hmad received in 2016 a prize for Sustainability in Education from goabroad.com recognizing the Fog-Harvesting project & the sustainability engagement of the organization.

Beck Lamb

Associate Director, Onshore International Admissions St George's University UNITED STATES

Number of years working in the field.



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What is the most rewarding thing about working in this field? What is the most challenging?

Most rewarding? The opportunity to connect with, explore, learn from, and experience so many different cultures, perspectives, opinions and diverse life (personal and professional) experiences. Most challenging? The inability to help and transform the lives of every single starfish on the beach (<-- a story that changed my life and perspective on the world some 21 years ago!).

Briefly talk about your journey to a career in international education.

After dropping my start to a PhD at age 21, I travelled to the U.S. -- my first ever time abroad -- to work in a summer camp and coach basketball. Whilst I thought this would be my "in" to becoming Australia's first ever female coach of the men's national basketball team (I was already coaching at a high level back home), it came to be so much more.

I met people at that camp from all corners of the globe -- from countries I'd only ever read about in books, only ever seen on maps, and only ever heard about from my parents -- and I become hungry to learn more.

Following camp, I travelled the world for the next 10 years learning about different cultures (yup, that PhD fell by the wayside...) and, along the way, earning my keep by working for a cultural exchange program in four different countries. I have been in international ed ever since.

Who inspired and/or encouraged you to pursue a career in international education?

The people I met at that summer camp in 1999, and then students with whom I worked when I emigrated to Canada in 2009.

Advice for newcomers to the international education field.

Network, network, network. Seek out a mentor. Research. Try new things. Explore your passion.

Stina Dufour

Academic Dean of Global Programs
CEA Study Abroad
UNITED STATES

Number of years working in the field.

12



What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing is the relationships that we build which make this work possible and worthwhile. The most challenging thing (often in a good way) is the incredible diversity of skill sets that we must draw upon each day.

Briefly talk about your journey to a career in international education.

My childhood was split between Scandinavia and one of the most diverse US zip codes. I thought this was typical, until I studied abroad my sophomore year of college. During that time, I experienced culture shock as I noticed the other US students on my program had brand new passports and were navigating language/cultural differences for the very first time. Through this experience, I became interested in how study abroad, as part of a higher education experience, had the potential to shape student development toward values of global understanding, diversity, equity and inclusion.

Around the same time, I pursued internships at cultural organizations and began to gain work experience in higher education administration. I eventually put the pieces together that this could be a full-fledged career, and that I'd need additional training for me to take this as far as I wanted to go. I earned an MA in International Education, and then after several years in the profession I pursued an Ed.D. in Higher Education Administration in order to pursue a scholar-practitioner path.

Who inspired and/or encouraged you to pursue a career in international education?

The example set by my father. He taught abroad and was active in international education efforts on his campus, though I'm not sure I ever heard that term tossed around.

Advice for newcomers to the international education field.

Learn to say no. It makes space for the right projects and relationships to flourish. (Do as I say, not as I do!)

Brooke Roberts

Executive Director & Founder
Inside Study Abroad
UNITED STATES

Number of years working in the field.

17



What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing has been the students I've been able to advise and support regarding a study abroad experience who otherwise never would have considered it. The "Unlikely Participants" are the ones who make me feel like the work I do matters.

Briefly talk about your journey to a career in international education.

In short, I studied abroad three times as an undergrad and had no idea what I wanted to do with my career when graduation rolled around. After a nudge from an advisor (see below), I discovered this big wide world of International Education as a career. I did what everyone told me to do: went to grad school and got experience in the field through a graduate assistantship in study abroad. Yet, when I finished grad school, I applied for over 75 jobs and got ZERO interviews.

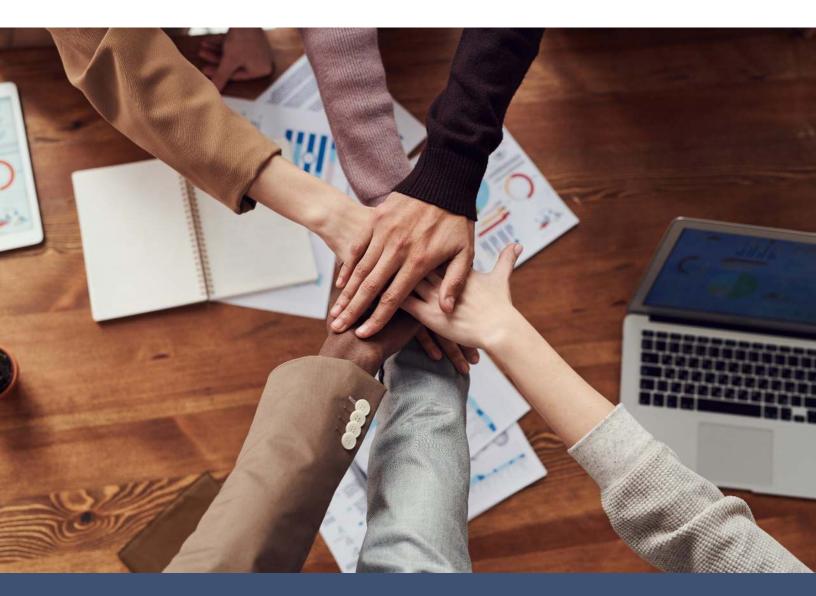
I thought I had done everything right. After a stint in China and doing a lot of research on what it takes to land a job in a competitive industry, I returned to the US and my job search with renewed confidence. A year after that first attempt to land a job, I applied for 15 jobs, landed 7 interviews, and received 5 job offers. I went on to work for internship providers, sail around the world with Semester at Sea, consult for universities such as MIT, manage IE as the founding director of study abroad at a Division 1 university, and become the Senior VP of GoAbroad.com where I grew the reach, revenue, and team by 300% in under three years. Now, I'm the founder and CEO of Inside Study Abroad, the leading career development coaching and internship program in international education. I'm also host of the #1 international education podcast - Inside Study Abroad.

Who inspired and/or encouraged you to pursue a career in international education?

When I was a senior at college and had just made the decision that I didn't want to work in politics (something I had been working towards over the previous four years), I went to talk to my advisor. As I sat there crying, feeling like the last four years had been a huge waste of time and money, going on and on about having no direction....she handed me a tissue and said "Why don't you work in study abroad? You talk about it constantly and you're always helping other students figure out the process. Have you considered that?" I was honestly stunned in that moment. I had never even considered study abroad to be a job even though I'd interacted with dozens of professionals throughout my three study abroad experiences. From that moment, I had a single-minded focus of building a career in global education.

Advice for newcomers to the international education field.

Don't get a master's degree right away just because everyone is telling you to do it. Spend some time exploring different career tracks, read books and articles about the work of IE, do lots of informational interviews, get some real experience working/interning in the field. And then, AND ONLY THEN, should you consider getting a graduate degree.



<u>Julie Pollard</u>

Director of International Health,
Safety & Crisis Management
UCEAP
UNITED STATES



Number of years working in the field.

16

What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding experiences I have in this field come from watching my program alums move and do incredible things while attributing their success to their international experience. Creating accessibility and programming for students to study abroad provides me with a strong sense of accomplishment as a professional and as a human. The most challenging aspect of my work is oftentimes the delay in learning outcomes that students may experience. An experience that is reflected upon six months, five years, or 15 years after the fact is not always appreciated by the student in the moment.

Briefly talk about your journey to a career in international education.

My journey was quite atypical. I began as an intern at the University of Pittsburgh's study abroad office, an institution challenged by litigation and a dissolving partnership with Semester at Sea.

I joined a study abroad provider and was tasked with marketing and outreach, leading me to visit nearly 300 schools across the USA. My exposure to campus operations across higher education was truly valuable. I also participated in the AIEA Conference beginning in 2006.

This exposure to leadership in international higher education allowed me to develop ideas well beyond my years and have conversations outside of what would be my typical group of colleagues. My organization allowed me to explore professional development in areas of global operations, staff training and program development, which lead to spending six months in the USA and six months overseas for about six years. In 2011, I relocated to Turkey and oversaw all aspects of program operations. In June 2021, I joined the University of California Education Abroad Program as only the second Director of International Health Safety & Crisis Management, replacing my predecessor, Ines DeRomana, one of the earliest occupants of this position in our industry and responsible for development and professionalization of health, safety and risk management in education abroad.

Who inspired and/or encouraged you to pursue a career in international education?

I've had a number of mentors over the years. The most significant has been Duleep Deostahle, a former president of KEI Abroad and longtime international educator. Duleep's genuine appreciation for the student experience and drive to challenge individuals to be better, resulted in many positive changes in my organization and within my own professional development. He was able to draw on a wealth of experience when considering my ideas, he offered insightful comments on proposals, and guided me through frustrating times with his sage wisdom.

Advice for newcomers to the international education field.

Listen and ask questions. There are many smart and talented individuals in this field and there is a wealth of experience to learn from and build upon. I attracted the attention of many of my mentors by simply asking great questions.

Even though many of us are not academicians, we are scholar-practitioners. Take great pride in this ability to work in this space and take the best of both worlds. Read Dr. Anthony Ogden's book International Higher Education's Scholar-Practitioners: Bridging Research and Practice.



Christy Burke

Director of Education Abroad Marietta College UNITED STATES

Number of years working in the field.

15



What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing about the field is to engage and encourage cultural understanding and growth. Working with inbound and outbound students, I see how international students develop cultural competence while studying at our small campus, and witness the transformation and gained self-confidence from returning study abroad students. The biggest challenge in my position is regulations. Prior to 2020, I would have strictly thought of this in terms of international student immigration, but the global pandemic has introduced a whole new set of rules and regulations to learn, adapt to, and inform our constituents of in uncertain times.

Briefly talk about your journey to a career in international education.

After college, I joined the Americorps National Civilian Community Corps (NCCC) and served in the Washington D.C. branch for two years. I relocated to Boston from small town Ohio, earned a TEFL certificate and planned to then move abroad and teach English indefinitely.

While I did teach ESL, travel outside of Massachusetts wasn't possible at the time. After a few years, I realized that I liked interacting with international students, but didn't want to be their teacher. Shortly after this revelation I began to research graduate schools. The following year I moved to Vermont and matriculated into the School for International Training's Master's in International Education.

Advice for newcomers to the international education field

There will be tasks, assignments, and dilemmas that weren't covered in school. Take a deep breath and remember that international education professionals have seen a lot, so reach out for guidance and help; you're not alone.

When I left college, I had zero intention of working in higher education (as my parents had done). That worked for five years, but then my IE interest connected me with higher education and I'm now entering my 15th year at my current institution. I'm lucky to have experienced many different areas of international education— International Student Services, Education Abroad, and International Enrollment Management during my career.

Pouneh Eftekhari

Scholar-Practitioner, Internationalization of Higher Education (IoHE) Lund University (Sweden) & the Centre for Internationalisation of Education (CIE), University of Groningen-Campus Fryslân (The Netherlands)
SWEDEN



Number of years working in the field.

15

What is the most rewarding thing about working in this field? What is the most challenging?

Harmonizing Internationalization of Higher Education policy and practice is very rewarding because there are moments in my work where I can really see how our work makes a positive contribution to the growth and development of students and staff.

Briefly talk about your journey to a career in international education.

Being in the religious minority of the Iranian-American community, I was always "the other" at school, at work, in social settings, etc. While I found the differences between people to be fascinating, interesting and a positive thing, early on I realized not everyone felt the same way.

Indirectly, as a child, I think my confusion about the ways in which (certain types of) diversity was accepted or rejected ultimately led me to seek out ways to bridge the gap between diversity and education. In my early 20s, I began working with different dimensions of internationalization and in my early 30s began to research this topic.

Who inspired and/or encouraged you to pursue a career in international education?

My personal experiences as a three-time study abroad alumna and international student (at the BS & MA levels) made me curious about how universities work with various dimensions of internationalization of higher education. My journey as a scholar of internationalization, however, was encouraged by Dr. David Comp (https://www.linkedin.com/in/davidcomp/) who shared his own doctoral journey with me when I was contemplating pursuing a PhD or not. Of course, many others have also supported and inspired my scholarly career, but David was there early on and without his encouragement, I'm not sure if I would have taken the leap.

Advice for newcomers to the international education field.

People in our field are extremely friendly and generous with their advice. Seek out informational interviews often throughout your career. This is the best way to become good at your job and find the right type of work within the field.

It is extremely useful to read some literature about the different dimensions of internationalization of higher education, including definitions, tools, etc. It is also important to know how international education actors (e.g., universities, third-party providers, governments, individuals, etc.) interact with and impact one another. Understanding these dynamics will help you do your job better and more effectively.



Jill Reister

Assistant Director of Programming
University of Minnesota Learning Abroad
Center
UNITED STATES

Number of years working in the field.



18

What is the most rewarding thing about working in this field? What is the most challenging?

I love working in this field, knowing that I am helping support students and making positive connections around the world. Every day is completely different and there are always new challenges to work through. While there are always challenges that come up, the people I work with across the field, at my institution and around the world are all incredible and are committed to doing the right thing. I can't imagine myself working in any other field.

Briefly talk about your journey to a career in international education.

After hosting exchange students growing up and studying abroad multiple times in High School and College, I was always seeking out opportunities that were related to international education. After I got a job at the study abroad office as a returnee my senior year of college, I realized this could be a career for me and I began networking and talking to representatives from study abroad providers who visited campus to learn more about the field and career paths.

I was lucky to land a job as a study abroad advisor at a large public university immediately after graduating from college and the rest is history. From there I took advantage of tuition benefits to complete my masters and PhD and also had opportunities to move up in Education Abroad. When my family relocated to Minneapolis I used my strong network and solid reputation that I had built up over 10+ years of working in the field to land a job at the Learning Abroad Center at the University of Minnesota where I continue to have career growth opportunities that I have been able to take advantage of. I love working at the LAC and hope to stay in my current role for a long time. I'd like to say it was luck that got me to where I am, but I owe a lot to my parents for opening up their home to students from around the world when I was young and the informal global education that gave me.

Who inspired and/or encouraged you to pursue a career in international education?

When I was a senior in college at Miami University working as a student worker at the study abroad office I was tasked with helping visiting providers with their tabling events. As different people visited campus to promote study abroad, I would ask them about how they got into the field. One day Dru Simmons who was at Arcadia at the time was visiting campus and told me about a study abroad advisor job that was just posted at the University of Cincinnati where he had a campus visit the day prior. I followed up with Dru and landed the job, starting the day after my college graduation. I continued to work with Dru for many years after that and whenever we connect at NAFSA or the Forum I always let him know how grateful I am grateful for his help getting me started in the field.

Advice for newcomers to the international education field.

Be persistent and take advantage of all networking opportunities. It's a small field and building strong connections with others won't just help with your career, but will help make the work easier and more enjoyable. It's not an easy field to break into but well worth it!



Venkata Madhuri Gunti

Consultant INDIA

Number of years working in the field.

11



What is the most rewarding thing about working in this field? What is the most challenging?

Meeting new people from different cultures and backgrounds and working with them is very exciting and motivating. They all carry different ideas and approaches towards the world, and it is always good to hear the other side of the story. We learn a lot about each other's culture and it is always good to appreciate the reality of other cultures and traditions. Teaching others ICL (Intercultural Communication Leadership) is challenging and rewarding, too. We learn about their culture through their eyes and experiences and understand more this way rather than through reading books or watching programs on television. Approaching other cultures or people changes us and we become less judgmental, but sometimes putting ourselves in another's shoes is tough. The most challenging part is to make others follow the local norms or rules. They think that they can take things for granted and nothing will happen. This casual approach of theirs makes us worry about their safety. We come from a culture where we consider a guest as God "Athithi Devo Bhava" and treat students with love and affection and for them sometimes it is too much. Many times it is hard to understand the depth of a culture and to adjust accordingly.

Briefly talk about your journey to a career in international education.

Having had the opportunity of studying and growing up in different states across India, as well as travelling to various countries like Turkey, South Africa, Morocco and the USA for work, has helped me gain a deeper knowledge and understanding about the true value of study abroad and the importance of cross-cultural experiences. This exposure and teaching the Intercultural communication Leadership course has helped me to open my mind and become more adaptable, inclusive, and accepting towards different people and cultures. I am glad that I had this great exposure and experience. My journey started as a Hindi Language tutor in 2004 for American students who were studying at the same university where I was studying. I subsequently joined the university in 2009 as Program Coordinator for 9 years (2009-2018) and enjoyed interacting with students and engaging with them.

The last two years (2018-2020), before the program was shut down due to COVID, I was the Center Director for the Hyderabad, India Program. I didn't know much about America or Americans before joining CIEE and I had to deal with a lot of culture shock and sudden surprises. But it was a great learning experience for me. I first learned about my culture in depth when I started to teach them or to orient them toward our way of life. I loved working with the students, local stake holders, NGOs, homestays, as well as organizing and arranging events, lectures, cultural programs and much more. Traveling across India with students as part of the educational trips and travel to the United States and other countries for work was amazing and a very different kind of exposure.

Who inspired and/or encouraged you to pursue a career in international education?

Mr. Late. Vasudeva Rao (who was the ex CIEE consultant and Director) encouraged me to join this field. He was very impressed with my adaptability and hard work during the language tutoring sessions. I also used to work for them part time whenever there was a need. My dad also wanted me to explore and get exposed to various cultures and traditions. These two individuals were my major inspirers.

Advice for newcomers to the international education field

Be open and adaptable and the world is yours. Love being who you are and learn about new cultures, traditions, people and love them for who they are. Every person/country will have different approaches, ideas or thinking, so welcome them. You do not need prior knowledge; you need an open mind and big heart to accommodate and adapt to a new culture and people. Engage, explore and enjoy this field. You will never regret it. I promise!

Carrie Prior, Ed.D.

Vice President of Academics and University Partnerships The Intern Group UNITED STATES

Number of years working in the field.

14



What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding thing about working in this field is its mission-driven nature and the possibility to not only change lives, but also the trajectory of our world. The most challenging aspect of the field is the administrative slog that can weigh an individual down, coupled with the often slow-moving, bureaucratic nature of higher education (and I say this as a person that loves process!). Yet, when a former student tracks me down years later and tells me how their international experience changed their lives, I find my spirits lifted and my passion reignited.

Briefly talk about your journey to a career in international education.

I ended up studying abroad in Samoa my junior year and, upon coming back to campus, switched my work-study position from accounts payable to my school's international office. All senior year I wondered what I would do with myself after graduation (I was an Anthropology major).

One day it hit me that there were people working in the international office and that a position working in a study abroad office must be a real job! From there, I sought mentors, learned about the field, and took peripheral jobs that eventually led me fully into international education and higher education. I also pursued further studies in international education (a master's degree at the SIT Graduate Institute and a doctorate at Rutgers University). Once I was working specifically in the field, I engaged with our professional organizations and kept seeking additional professional opportunities both internally and externally, as well as continuing to hone my skills and advance every few years.

Who inspired and/or encouraged you to pursue a career in international education?

Many encouraged me along the way, throughout my career, some of whom I've lost touch with and may no longer be in the field, to several who I am close to today. Among them, Jed Willard, Harvey Charles, Laura Niesen de Abruna, Sora Friedman, my graduate school classmates, my students, and so many more people who I am forgetting to mention.

Advice for newcomers to the international education field.

Find ways to keep learning, keep meeting people, and keep the passion you have as a newcomer to the field

Abi Cavazos

Associate Director for Study Abroad Siena College UNITED STATES

Number of years working in the field.

10



What is the most rewarding thing about working in this field? What is the most challenging?

The most rewarding part of working in this field is knowing the change we get to see in students once they study abroad. To this day, it never bores me or ceases to amaze me when I see the transformation that happens. Making study abroad possible for students, especially underrepresented students who normally may not have this opportunity, is one of the best parts of my job.

Challenges are numerous – but all workable. Parents can be a huge challenge with this generation of students. Recovering from the impact COVID has had has certainly been a challenge as well. Keeping the big picture in sight amidst the day-to-day mundane routine can also be challenging.

Briefly talk about your journey to a career in international education.

My journey to this career now, in hindsight, seems totally logical. But it was in no way intentional. I studied abroad for a semester in Finland while in high school and spent a semester abroad in Australia when I was in college.

I majored in geology and went into teaching right out of college, which I immediately realized was not my calling. All I knew was that I wanted travel to be a part of my life – even if that meant part of my career. I worked as a tour guide for a travel company for a short while until 9/11 hit. After that I worked in the non-profit world for some time before I relocated and ended up snagging a job in higher education. Even then, I worked as an administrator and advisor, but not in study abroad. I got my MBA thanks to tuition benefits and ended up randomly seeing a job ad posted at the institution a couple years later for a study abroad program advisor. I immediately thought "wait – this is a thing? I never even thought of a career in study abroad!". The rest is history. If I hadn't ever seen that job ad, I'm not sure I would have ended up in this career! I'm now in the process of finishing up my doctor of education degree focusing on underrepresented students studying abroad so this career has become a passion above and beyond anything I ever imagined.

Who inspired and/or encouraged you to pursue a career in international education?

I have been encouraged by so many my whole life, but there is no one person who encouraged this specific career for me. I will say that those I worked with early on and who I continue to work alongside have always supported my career and aspirations to do more in this field.

Advice for newcomers to the international education field.

There are a lot of ways to be involved in international education. Higher education seems like the obvious path, but there are many. Don't be afraid to go out of your comfort zone. Keep an open mind. Don't ever forget why you got into this career – that will sustain you through the hard times.

Thomas V. Millington

Founder & Executive Director
Abroadia
UNITED STATES

Number of years working in the field.

21



What is the most rewarding thing about working in this field? What is the most challenging?

Like many colleagues I believe in the mission of international education and there is nothing as exhilarating or fulfilling as facilitating international encounters and engagements for students and faculty. Working with likeminded colleagues is another enjoyable aspect of this profession. As the saying goes, "Choose a job you love, and you will never have to work a day in your life," and I believe it. I have worked in international education for over 20 years and I still feel as energetic and enthusiastic as I did on my first day on the job. Our mission transcends monetary value and represents the better aspects of humanity.

As for challenging aspects of the field, there are several that come to my mind. The escalating costs of the annual international education conferences prohibit the participation of many individuals and institutions that do not have the funds to take part in them.

Inadvertently, this complicates the participation of newcomers to the field, international educators in transition and those from institutions with smaller budgets to work with, i.e., community colleges, Tribal Colleges, Hispanic Serving Institutions and Historically Black Colleges and Universities.

I have also noted the tendency of the field to shift with the political winds of the moment. I entered the field in August of 2001, shortly before the tragic events of September 11th and I remember how the field, in combating congressional calls to restrict visas for international students, promoted the idea that international education contributed to national security and stressed the economic value of having international students on campus and in the community. This conflicted with my humanist view of the field. In recent years, international education has made concerted efforts to promote international experiences for STEM (Science, Technology, Engineering, Technology) students and now is promoting itself as a tool for anti-racism. These are all worthy causes, of course, but we should not completely abandon the fact that international education has strong roots in second language acquisition and public diplomacy. The novelist Salman Rushdie once observed that, "Sometimes the birth of a great idea revealed things about its future, the way in which newness enters the world prophesied how it would behave when it grew old." Once original, international education now accommodates the latest social, cultural and political movements. It must re-assert its integral and longterm role in the formation of global citizens and shed the du jour role that some administrators assign it.

Perhaps the most challenging thing about international education is that not enough is being done for people who are new to the field or have been displaced by decisions made by their employers. The Covid pandemic led to massive layoffs and not long after this we witnessed the Great Resignation.

Clearly, there are some issues that must be addressed and resolved and the field has sometimes been slow in considering them and effectuating policies to focus on them. It took me 10 years to enter the field because at the time the emphasis on creating "global citizens" was not as pronounced as it is now. We must make sure that talented individuals who wish to work as international educators encounter fewer obstacles.

Briefly talk about your journey to a career in international education.

My mother is from Bolivia so I grew up in a bi-cultural household and spoke more Spanish than English and I had a first-hand view of discrimination from my kindergarten teacher to people I encountered as an adult. I entered college intending to major in the sciences, but Calculus did me in. It was after I studied abroad that I realized that I wanted to be an international educator and I pursued my graduate degree at Indiana State University. I worked my first 'professional' international experience as a volunteer at the Atlanta Summer Olympic Games in 1996. I worked the fencing venue and scored the gold medal match between Italy's Valentina Vezzali and Romania's Laura Badea (Badea won by a score of 15-8, if I remember correctly).

After much persistence in my job search, I landed a job as program officer at Brethren Colleges Abroad (BCA). Here is where I cut my teeth professionally as an international educator and began to network.

More importantly, it was here where I saw the connection between international education and peace and justice studies and made it an important part of my education abroad philosophy. This is a fundamental component of my view of international education that I continue to employ at Abroadia.

Throughout my career I have designed and led programs to Cuba, placed international students on US campuses, assessed programs in China, Ecuador, India and Ireland and helped found the NAFSA Peace & Justice Special Interest Group.

Who inspired and/or encouraged you to pursue a career in international education?

My aunt used to work as an interpreter at the United Nations in New York City and growing up I learned about other cultures through her. I always envisioned some similarly internationalist role for me when I became an adult. Although a career as an interpreter did not work out for me, I am extremely happy to work in international education. I must also tip my hat to William "Flint" Smith, William "Willy" Melczer and Luis Guillermo Becerra Cely. I worked for them in Madrid, Spain from 1993-1995 and learned so much from them and how they inspired and guided students who were studying there through the Syracuse DIPA program. I can only hope to have the same effect on future students as they have had on me and the numerous participants in their program.

Advice for newcomers to the international education field.

My advice would be to network, present at conferences and publish. International education is a small, albeit international community. By networking and presenting and publishing, you can quickly build up a reputation and a growing list of contacts. Case Studies in International Education and NAFSA's Global Studies Literature Review are two excellent places to get started. The beauty of our field is that everyone is supportive of each other and I strongly recommend that you identify someone who can be a good mentor. This is the best way to learn the intricacies of the field and to make new connections.

Mid-Career Professionals in International Education

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