

**APPALACHIAN STATE UNIVERSITY
OFFICE OF INTERNATIONAL EDUCATION AND DEVELOPMENT**

2011-2012 ANNUAL REPORT TO THE CHANCELLOR

I. MAJOR ACCOMPLISHMENTS

Education Abroad for Students:

- During the 2011/12 academic year, a total of 809 students studied abroad in various programs. This represents an 18.73% participation rate at Appalachian.¹ Appalachian continues to make steady progress in increasing education abroad numbers. According to the Institute of International Education's (IIE) *2011 Open Doors Report*, Appalachian ranks 4th nationally among the comprehensive master's institutions for the number of total undergraduate and graduate students participating in education abroad experiences; and 3th among the same institution for the number of students who study abroad for short-term.

OIED has established a goal of increasing the number of students studying abroad for long-term. Based on the efforts that have been made within OIED, the trend is emerging that the number of students studying abroad for a longer period is increasing: 211 students in 2010/11; 206 students in 2009/10; and 172 students in 2008/09. While we acknowledge that there is still more work to be done, these trends provide an indication that the different initiatives that implemented are working and producing desired results.

- Since 2006/07, OIED has embarked on an effort to diversify education abroad sites available to Appalachian students by developing new sites. Current education abroad data indicate that an increasing number of Appalachian students have indeed selected to study in many of the non-traditional locations of the world. While the national data show that the largest number of U.S. students select to study in Europe (53.5% in 2010), at Appalachian, Europe accounts only for 43% with 47% of the students selecting to study in non-tradition countries in Latin America (28%), Asia (12%), and Africa (7%), all regions OIED has paid special attention to in the past two years.² OIED continued to explore other countries around the world, especially in Jordan and Russia, where Appalachian students could travel and receive positive experiences. The goal is to open up other parts of the world and to diversify students' educational abroad experiences.
- **Education Abroad Scholarships for Students:** During the 2011/12 academic year, OIED provided \$63,647 in scholarships to support 63 students to study abroad. The number of scholarship applications declined from 140 to 133 during the 2010/11 academic year. During the coming year, OIED will be a greater effort in publicizing education abroad scholarship opportunities to students.

¹ This figure is calculated by comparing the number of study abroad participants (809) in study abroad in 2011-2012 with the number of Appalachian degree recipients (4,320) in 2010-2011. Although this method produces only an approximate measure of study abroad participation, it is the method currently used in the Institute for International Education Open Doors annual survey. The Open Doors survey is the only national data collection reporting system for study abroad participation of U.S. students, and is endorsed by the Section on U.S. Students Abroad of NAFSA: Association of International Educators.

² Approximately 10% of the students studied in other, additional non-European regions of the world (e.g., the Caribbean and Oceania).

International Students at Appalachian:

- **International Students on Campus:** One hundred and seventy one (171) international students were enrolled at Appalachian during the 2011/12 academic year: 56 undergraduate degree-seeking students, 17 graduate degree-seeking students, and 98 exchange students. The international students on campus during the 2011/12 academic year represent a 12.5% increase from the 2010/11 academic year. This was the largest number of new international students at Appalachian. International students at Appalachian came from 24 different countries.
- **New International Students:** New international student (both degree-seeking and exchange) population for the 2011/12 academic year totaled 122, approximately a 9% increase from the previous year. OIED has partnered with the Admissions Office to actively recruit more degree-seeking international students. The University has signed two articulation agreements with partner institutions in Thailand and Vietnam that will allow students from those countries to study for two years at one of the partner universities there and then transfer to Appalachian during their junior year. The students will pay Appalachian tuition and fees and graduate with an Appalachian degree. Additionally, Appalachian has developed special formal relationships with more than 13 high schools in China for the purpose of recruiting their students to study at Appalachian. Furthermore, the University has signed agreements with three intensive English language centers in North Carolina for the purpose of providing conditional admissions of some of their students who are interested in pursuing their academic studies at Appalachian. It is expected that these three initiatives will result in a significant increase in the numbers of degree-seeking international students in the next two years.
- **International Student Recruitment:** OIED has partnered with the Admissions Office to focus on international student recruitment. Efforts have included establishing formal relationships with three English language centers (New Mind, ELS Educational Services, and Interlink) whereby Appalachian provides conditional admissions to qualified international students who have not met the University's English language requirement. Appalachian has also established formal relationships with high schools in China for the purpose of recruiting students from those schools. Moreover, the University has developed 2+2 programs in Thailand and Vietnam whereby students from partner universities in those countries will transfer to Appalachian after studying there for their first two years. Furthermore, some portions of the University's website have been translated into four languages (Arabic, Chinese, Spanish, and Vietnamese) to provide information, mainly to parents. More languages will be added in the coming years. During the 2011/12 academic year, OIED spent \$13,207 on international recruitment efforts. These international student recruitment efforts will increase during the 2012/13 academic year.
- **New International Student Orientation:** OIED greatly increased the participation of volunteers campus-wide in international student orientation and reorganized the work of those volunteers. Members of not only International Appalachian (INTAPP) but also of other campus clubs committed time which resulted in a large number of organized and diverse volunteers, over 40, from across the campus. This system allowed OIED to provide more attentive, individualized service to the new international students while giving international and domestic students greater opportunities to interact. Ninety eight percent (98%) of international students who participated in the international orientation surveys conducted during the 2011/12 academic year said they found the orientation to be "useful" and "welcoming" to a "great extent." One hundred percent (100%) of students surveyed expressed a high level of satisfaction with the personal attention given to them by the OIED staff. Moreover, for the first time, University Recreation collaborated with OIED to sponsor an event at the Quinn Fitness Center for international student orientation.

- **Language Tables:** OIED collaborated with the Living Learning Center's (LLC) Residence Director and her staff to plan and implement a pilot program involving language tables held weekly at the LLC. This program provided an opportunity for domestic students at the LLC to practice a language with a native speaker or be introduced to a new language while also allowing international students to practice their conversational English as well as to meet domestic students.

International Visiting Scholars and Visitors to Appalachian:

During the reporting period, OIED directly hosted 98 international scholars and visitors from the 26 countries. The countries from where these visitors came include: Argentina, Brazil, Canada, China, Egypt, Estonia, Georgia, Guatemala, India, Jordan, Kyrgyzstan, Mexico, Poland, South Africa, Thailand, and Uzbekistan. Twenty four (24) of the 98 visitors came as scholars or researchers. The duration of stay at Appalachian for these international scholars varied greatly as some are tenure-track professors while others are short-term visitors on campus for only a few days.

International Visiting Scholars under Exchange Visitor Programs: During the 2011/12 academic year, Appalachian sponsored nine international visiting professors and seven international researchers or short-term scholars across campus under the U.S. Department of State's J-1 exchange visitor program. Moreover, we hosted 22 scholars under the U.S. Department of State's Teaching Excellence and Achievement (TEA) program and two scholars under the U.S. Department of State's Junior Faculty Development Program (JFDP).

OIED spent \$2,098 to host international scholars/researchers and \$16,656 to host 34 international visitors at Appalachian from eight different countries representing five different regions.

Immigration Petitions for U.S. Permanent Residency for International Faculty:

During the reporting period three international faculty members were granted U.S. permanent residency, of which two received it based on university-sponsored petitions (the other immigrated through a family relationship.) Of the three permanent residency petitions which were re-done in light of last year's denials of the labor certification applications (the first step in the permanent residency process) previously filed, two of the new labor certification applications were approved and one was randomly selected for audit by the U.S. Department of Labor. Six other permanent residency applications for international tenure-track faculty members are progressing as expected through the governmental approval process. Overall, as detailed above, we have resolved the denials and errors of the past except for the one application randomly selected for audit. Once this application is approved by the U.S. Department of Labor, we will have a clean slate to continue to build upon.

Outreach to the Community:

During the 2011-12 year approximately 4,761 persons were involved in programming coordinated or co-sponsored by the department of International Outreach. This does not include the number of participants attending separately organized International Education Week events. Of these total participants approximately 2,711 were K-12 students; 1,556 Appalachian State students; 57 Appalachian faculty and staff; 105 K-12 teachers; 952 community members; and 304 were AS•U•GO Speaker participants (signifying the number of participants involved in individual activities).

A significant change between 2010-11 and 2011-12 is the increase in the number of Appalachian faculty and students involved in the AS•U•GO Cultural Speakers Bureau. This change reflects the intentional

focus of international outreach to increase the number of Appalachian faculty utilizing the AS•U•GO Cultural Speakers Bureau as a curricular resource. This year also reflects an additional increase in the use of distance technology for AS•U•GO presentations among the K-12 requests. In the coming year, OIED plans to continue to increase the numbers of individuals involved in both areas (Appalachian faculty/staff and the use of distance technology) through the AS•U•GO program.

Campus Outreach:

OIED contributed funds to support various globally focused activities on campus. These activities included supporting the Diversity Celebration and the international conference hosted by the Department of History. OIED spent \$1,624 for these activities on campus.

Faculty and Staff Support for International Travel:

During the 2011/12 academic year, OIED supported 31 faculty/staff members to travel abroad on 34 different trips to 20 different countries representing five different regions of the world. These travels were for attending conferences, conducting research, teaching for short-term, and/or visiting partner institutions. OIED's financial support for these efforts was \$60,270 during the 2011/12 academic year (an average of \$1,944 per faculty/staff member). The deans' offices and department chairs also provided substantial financial support amounting to at least \$14,200 while faculty/staff members received \$6,030 from other sources. These faculty/staff members traveled to diverse countries in five regions of the world: Seven in Africa, 10 in Asia, eight in Europe, five in Latin America, and four in North America.

Faculty and Staff Support for Domestic Travel:

OIED continued to support faculty/staff's professional development activities. This included support to faculty/staff to attend domestic conference that had a global focus. OIED's financial support for these activities was to \$7,164.

Grants and Contracts:

- During the 2011/12 academic year, OIED submitted three project proposals worth \$696,197 and two of these three have been funded: (1) 2012 Teaching Excellence and Achievement Program for 22 teachers from 18 different countries (\$180,000) funded by the U.S. Department of State through IREX and (2) North Carolina-Pakistan Educational and Cultural Exchange Program (\$266,197) funded by the U.S. Department of State, U.S. Embassy Islamabad Public Affairs Section. The third project, Capacity Building for Undergraduate Study Abroad in Argentina, Brazil, China, and Vietnam (\$250,000) submitted to the U.S. Department of State, is still under consideration.
- During the reporting period, OIED closed-out four projects: (1) Capacity Building for Appalachian Partners in Egypt, India, South Africa and Taiwan; (2) Teaching Excellence and Achievement Program; (3) Legislative Fellows Program for South Africans; and (4) Mexico-TIES. At the same time, implementation of the following projects began or continued: U.S.-Brazil Sustainability Education and the 2012 Teaching Excellence and Achievement Program. Through these projects, OIED provided financial support of \$84,012 (\$68,035 to faculty/staff members and \$15,977 to students). These projects helped to supplement OIED operating funds in advancing the internationalization mission of the University.

Global Learning QEP:

OIED, in collaboration with various campus units on campus, has continues to develop the Quality Enhancement Plan (QEP), “Global Learning: Mountain of Opportunities for Appalachian Students.” At the end of the 2011/12 academic year, an agreement was reached on the major elements that should be included in the QEP. The QEP Leadership Team will spend the summer of 2012 developing the draft QEP to make it ready to share with the QEP Proposal Development Team, the QEP Council, and the campus community.

INTAPP:

OIED has continued to supplement the International Appalachian’s (INTAPP) budget of \$4,000 that the organization receives from Academic Affairs. OIED’s financial support to INTAPP was \$2,053. This student organization continues to make strong contributions to support OIED’s mission. INTAPP volunteers were present from early morning hours to late in the evening hours for the entire week during fall and spring international student orientations. Volunteers helped to greet international students at the airport, orientate them to the campus and the community, and entertain them. INTAPP continued its annual tradition of sponsoring internationally themed dances on campus and International Café, the International Talent Show and food event. The organization created several new programs during the 2011/12 academic year, including a Brazilian Carnival, a Global Perspectives Panel, and a meet and greet activity between international and domestic students modeled after the speed dating concept. Their programs were well attended, at least 100 participants per event. These activities were highly evaluated on international student exit surveys.

II. MAJOR CHALLENGES

- OIED has learned that the new tenure and promotion policies do not value faculty members offering a study abroad program in certain colleges/school and academic departments. There are some faculty members who reported that they were advised by their department chairs not to offer study abroad programs as their efforts would be regarded negatively in the deliberations for tenure and promotion. Colleges/school and academic departments are aware of the time commitment involved in leading study abroad programs and feel that their faculty members should dedicate their time to teaching on campus and scholarly work. Several academic departments and their personnel committees are not willing to even positively consider the work involved in leading study abroad programs to count in the service category. This is a big challenge for the work of OIED and the University’s efforts to provide global learning for students as articulated in the QEP.
- **Scholarships for Students to Study Abroad:** Even though a small scholarship program has been created to support students who are interested in studying abroad, the needs far outweigh current resources available to OIED. For example, during the 2011/12 academic year, OIED received 133 applications while we could provide funding to only 53 students amounting to \$46,475. Availability of scholarships is critical to the efforts to increase the number of Appalachian students who study abroad and the successful implementation of the QEP. OIED will continue to work with various units at the University, including the Office of Advancement, and individual colleges/schools to raise funds to provide scholarships for students interested in studying abroad.

- **Scholarships for International Students to Study at Appalachian:** Appalachian's ability to attract and retain high quality international students is limited by the fact that there are no scholarships available to support their studies at the University. This continues to be a challenge in our international student recruitment efforts. OIED will continue to work with various units at the University, including the Office of Advancement to raise funds to provide scholarships for degree-seeking international students.
- **Retention Rate of International Students:** Fifteen out of 20 new first-year undergraduate F1 students from academic year 2010/2011 returned to Appalachian for the fall 2011 semester. Students did not return because of lack of funds, academic difficulties, differences with athletic coaches, and psychological problems other than cultural adjustment issues. Based on the data from the University's Institutional Research, Assessment and Planning, international students had an 82.75% retention rate, less than the entire freshman population one-year retention rate for the last 5 years which averaged 86.8%. For the fall 2011 semester, all of nine new F-1 visa sponsored graduate students from the fall 2010 class returned to their program or completed their studies during the 2011 summer session.

For the upcoming academic year, OIED plans to partner with other units on campus including Academic Advising, Counseling Services, and University Housing to determine how to improve the retention rate of international students.

- **The Emotional and Social Well-Being of International Students:** Research in the field and OIED's own experience has indicated that some international students may succeed academically at Appalachian but struggle to adjust socially and emotionally on campus and in the community. In the 2011/12 academic year, we initiated communications with the Counseling Center to address these concerns and intend to move these efforts forward in the upcoming academic year.

III. PERSONNEL

- In June 2012, Ms. Shannon Pitts, Office Manager, resigned to pursue other job opportunities. This position has been filled by the rehire of Ms. Kelley Wolcott as the new OIED Office Manager. Ms. Wolcott occupied this position from April 2008 through September 2010 before moving to California where her husband had accepted a position. However, she had returned back to campus and was working in the Alumni Affairs Office. We are very pleased to have Ms. Wolcott back to OIED.
- Mr. Luca Lipparini who was working part-time was hired as a full-time EPA education advisor in the Department of International Student Exchange and Study Abroad. Mr. Lipparini will also split his time between this department and the newly created Intensive English Language Institute.

IV. OIED STAFF ACTIVITIES

During the 2011/12 academic year, OIED staff actively participated in various service activities to Appalachian, the University of North Carolina System, local community, and their professional organizations.

- Mr. Ken Lewandoski made a presentation in November 2011, “Navigating the Campus Environment for International Internships,” through NAFSA’s working group, Work, Intern, Volunteer Abroad, Webinar Series. He was selected by the Institute of International Education (IIE) to write a monthly column, “Stuff Your Study Abroad Advisor Says,” for IIE’s website, www.iiepassport.org. Additionally, he was accepted to NAFSA Trainer Corps for a three-year term. Mr. Lewandoski serves on several campus committees, including the following: Student Recruitment and Transition Committee; Diversity and International Recruitment and Transition Committee (subcommittee of above); Internship Advisory Council; Education Abroad Scholarship Committee; QEP Proposal Development Team; QEP Leadership Council; and QEP Assessment Team.
- Ms. Jeanne d’Arc Gomis served on the Scholarships, Stipends, and Travel Grants Committee for the Global Service Learning-Community-Based Research Initiatives of the QEP proposal development task team. She also submitted a session proposal that was accepted for the NAFSA Region III and VII Bi-Regional conference that will take place in Puerto Rico in October 2012. The purpose of the session is to explore both the positive and negative impacts of experiential learning on host communities, and investigate ways to identify aspects of program design that might reduce negative impacts. Ms. Gomis is a member of the Education Abroad and International Student Scholarship Committee. She joined the Western Youth Network (WYN) mentoring program in 2011. During the 2011/12 academic year, Ms. Gomis attended several workshops, conferences, and Webinars: International Studies Abroad (ISA) Advisors’ Workshop, Austin, TX (August 2011); North Carolina Association of International Educators (NCAIE) State Conference, Winston Salem, NC (March 2012); Terra Dotta University Conference (Studio Abroad), Charlotte, NC (April 2012); NAFSA’s “Comprehensive Internationalization: Inspiring Campus-wide Action” webinar (September 2011); Academic Impressions’ “Effective Study Abroad Risk Management” webinar (February 2012). She also attended several training programs offered at Appalachian, including a training session on “Externally Sponsored Projects at Appalachian” offered by the Office of Research and Sponsored Programs (September 2011); a training session on “2012-2013 ASUFF Grant Proposal Preparation” offered by the Office of Research and Sponsored Programs (October 2011); a training session on “Building a Budget for Grant Application” offered by the Office of Research and Sponsored Programs (October 2011); a training session on “Database Searching: What you Need to Know” offered by the University Library (February 2012); and a training session on “Using SelectSurvey,” offered by University Library (February 2012).
- Mr. Luca Lipparini attended NCAIE Annual State Conference at University of North Carolina Charlotte (March 2012); submitted a session proposal that was accepted for presentation at NAFSA Region III and VII Bi-Regional Conference 2012 in Puerto Rico; attended two TerraDotta Webinars in Summer 2012, “Improve study abroad office efficiency with Terra Dotta software” and “Improve ESL office efficiency with Terra Dotta software”; participated in the NAFSA Webinar on Comprehensive Internationalization (September 2011); attended the Academic Impressions Webcast, “Seven Steps for Effective Study Abroad Risk Management,” (February 2012); and attended NAFSA Webinar on “French Visa Collegial Conversation,” (November 2011). During the fall 2011 semester, Mr. Lipparini also served as a host family for two Polish students. Additionally, he organized and led a visit to the International Civil Rights Center and Museum in Greensboro for two Brazilian students in February 2012.
- Dr. Sarah Speir Bergstedt participated in the Global Leaders Program at World View (June 2012) where she represented the University Council on International Programs (UCIP) of the UNC System’s Internationalizing Teacher Education committee. Dr. Bergstedt assisted with

implementation and facilitation of the second Forum on Internationalizing Teacher Education held on November 2011 at UNC-Charlotte. She co-presented at the Forum in two sessions on “Breadth and Depth: Collaboration Strategies at Appalachian State” with Dr. Roma Angel from the Reich College of Education. She serves on the Advisory Board of Appalachian State University’s chapter of AIESEC. Dr. Bergstedt has also served on the following committees: International Activities Committee (Reich College of Education—RCOE); Diversity Celebration Planning Committee; Doorways International Lecture Series; International Community Outreach Committee of the International Education Council; and RCOE’s Public School Partnership Coordinating Council.

- Ms. Meg Marck-Kennedy attended the 23rd Annual Association of Academic Programs in Latin America & the Caribbean (AAPLAC) Conference whose theme was, “The Study Abroad Experience in Latin America: An Opportunity to Create Social Awareness,” (February 2012); participated in the NAFSA Webinar on Comprehensive Internationalization (September 2011); attended the “Global Opportunities Conference” hosted by the Walker College of Business (April 2012); attended the Academic Impressions Webcast, “Seven Steps for Effective Study Abroad Risk Management,” (February 2012); and attended the “Effective Intercultural Communication” workshop conducted by Dr. Lynn Gregory and Dr. Nina-Jo Moore in the Hubbard Center (February 2011). Ms. Marck-Kennedy serves on several campus committees, including the following: Education Abroad Scholarship Committee and QEP Leadership Council. She has also hosted a German Club Christmas party and hosted a dinner for Mexican intern Presuel, Villolobo, and Dewey families.
- Ms. Nathalie Turner attended the 23rd Annual Association of Academic Programs in Latin America & the Caribbean (AAPLAC) Conference whose theme was, “The Study Abroad Experience in Latin America: An Opportunity to Create Social Awareness,” (February 2012); attended the “Global Opportunities Conference” hosted by the Walker College of Business (April 2012); attended the “Effective Intercultural Communication” workshop conducted by Dr. Lynn Gregory and Dr. Nina-Jo Moore in the Hubbard Center (February 2011); attended the Basic Records Management Training offered on campus (June 2012). She also served as Benjamin Gilman International Scholarships advisor for two students and served on the Appalachian Fulbright Scholarship Interview Committee. During the fall 2011 semester, Ms. Turner also served as a host family for a Brazilian student. Furthermore, she participated in various community service activities, including volunteering for the APPKIDS program.
- Ms. Dawn Arnold participated in the NAFSA Webinar on Comprehensive Internationalization (September 2011) and attended the Academic Impressions Webcast, “Seven Steps for Effective Study Abroad Risk Management,” (February 2012). She also attended the Basic Records Management Training offered on campus (June 2012). Ms. Arnold also participated in various community service activities, including donating blood during campus blood drives and volunteering for the APPKIDS program by taking one child to do Christmas shopping.
- Ms. Natalie Best is a member of the following on-campus committees: the Living Learning Center Board, the Diversity Celebration, and the AIESEC Board of Directors. She is also the principal advisor for INTAPP and the International Friendship Association (Global Connections).
- Ms. Diana Salazar is a member of the Diversity Subcommittee of the Undergraduate Recruitment, the Education Abroad Scholarship Committee, and the Transition Team and the Early Intervention Team (EIT) at Appalachian. The EIT is a faculty and staff-led entity whose main function is to meet with students who are showing signs of difficulty with university life to offer

support and connect the students with resources that can help them become healthier and more productive members of the campus community.

- Ms. Marty McCormick attended the Supervisor Development Series (SDS), a series of 11+ workshops held throughout the semester (January – June 2012). She continues to be a member of the Society of Research Administrators (SRA) International, a professional society that educates and supports research administrators around the world. She is a member of the Education Abroad Scholarship Committee. As office representative, she is a member of the PSU New Building Committee to liaison with Student Development personnel about the new building/office space in the Plemmons Student Union in which OIED will soon reside. She was also a part of the New Building Furniture & Design Committee as a part of that commitment. She regularly attends monthly Departmental Research Administrator (DRA) meetings hosted by Special Funds Accounting and Business Affairs to educate campus personnel. She is the office representative for Staff Senate. In effort to keep pace with changing campus guidelines, procedures, and software systems, she has attended training sessions for AIM (April 2011), Yo-Mart (May 2011 & June 2012), and WebFocus Financial Dashboards (with which she assisted with via feedback during the design stages), and has participated in discussions and meetings with Information Builders and Business Systems to develop specific financial reporting instruments.
- Dr. Jesse Lutabingwa continued serving a three-year term on the NAFSA: Association of International Educator's national leadership team where she served on the International Education Leadership Knowledge Community (IEL KC). He was appointed to serve as the IEL KC NAFSA Annual Conference Content Coordinator for the 2013 conference in St. Louis. He actively serves on the University Council of International Programs (UCIP), UNC System-wide organization of all chief international officers. Dr. Lutabingwa also serves on the Turchin Center's Advisory Board. He is a member of the Boone Sunrise Rotary Club where he serves in a volunteer capacity as International Director.