



5th Annual Conference
Financial Orchestration of Global Education
September 30 - October 1, 2019



Boise State University
1910 West University Drive
Boise, Idaho 83725

Conference Schedule
(Subject to Change)

Session Tracks

Study Abroad	SA
International Student Services	ISS
International Affairs	IA
Plenary	P

Our Sponsor



Our Conference Hosts



Presentations are intended for educational purposes only. Statements and opinions expressed are those of the individual participants and, unless expressly stated, are not the opinions or positions of the Higher Education International Business Officers, its cosponsors, or its committees. HEIBO assumes no responsibility for the content, accuracy, or completeness of the information presented.

Pre-Conference, Sunday, September 29, 2019

7:00 PM Meet and Greet The Lobby Bar & Grill - Rooftop, Residence Inn, 400 South Capitol Boulevard

Day 1 - Monday, September 30, 2019

Spirit Wear - Wear your school gear!

8:00 AM Registration Opens / Breakfast (luggage storage available) Simplot Ballroom Lobby

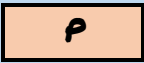
8:45 AM Welcome & Introductions Simplot Ballroom



Ami Tain, Global Classroom Specialist and Passport Program Manager

9:00 AM Opening Plenary Session Simplot Ballroom

Boise State University VIP Panel Q&A



Local experts from the Center for Global Education at Boise State University will answer prepared questions in their own field of expertise on hot topics of interest to international business officers. The audience will have time to add questions as well during this opening session.

Cheryl Heck, Moderator



Boise State University
 Gonzalo Bruce, Assistant Provost
 Corrine Henke, Director of International Student Services and Global Learning Opportunities
 Ruth Prince, Director of Academic Immigration Services
 Stephanie Marlow, Director of the Intensive English Program
 Celeste Giordani, International Enrollment Counselor
 Keith Ouatraro, International Student Services Coordinator

10:30 AM Break



11:00 AM Presentation Simplot Ballroom

Funding Structures of International Offices



Explore the pros and cons of different funding models through compare and contrast of four institutions and the various operations and initiatives that they support. How their funding structures have changed over time due to budget cuts, business needs, or institutional priorities and their associated challenges will all be explored.





Larry Phu, Director of Financial and Business Services, University of Texas at Austin
 Drew Cahan, Director of Finance and Administration, Penn Global
 Sandee Huang, Budget Officer, University of Kentucky International Center
 Marie Cox, Assist Director, Budget & Finance for Educ Abroad and ISS, University of Colorado Boulder
 Ben Fan, Director, Budget and Personnel, Rutgers Global



12:00 PM Lunch Simplot Ballroom

Day 1 - Monday, September 30, 2019 (continued)

1:00 PM Breakout Sessions

<p>» Foreign Currency Hedging through a Financial Intermediary</p> <p><i>In this session, you will gain a deeper understanding of how forward contracts work in foreign currency exchanges, be able to evaluate the pros and cons of forward contract use and better understand the budgeting and account benefits/challenges that forward contracts present. Join two institutional HEIBO members and a representative of Western Union present the complexities of hedging foreign currency.</i></p> <p style="text-align: right;">Wil Biddle, Assoc Director for Administrative Services, University of Maryland Karen Wardzala, Assoc Dir of Finance & Business, Office of Global Ed, Georgetown University Yassine Laghzaoui, Western Union Business Solutions</p>	<p>Hatch B</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px; background-color: yellow;">SA</div> <div style="border: 1px solid black; padding: 2px; background-color: lightgreen;">IA</div> </div>  
<p>» Deal or No Deal?</p> <p>Best Practices for Conducting Business with Education Abroad Providers</p> <p><i>Education abroad providers (aka third-party providers) that design and implement customized study abroad programming offer a variety of services, including on-site staffing, logistical support, in-country expertise and risk management. This presentation will define the types of contracts and agreements used, outline best practices for selecting providers, soliciting bids, negotiating contracts and working with legal counsel.</i></p> <p style="text-align: right;">Miko McFarland, Executive Director of Education Abroad and Exchanges Santee Huang, Budget Officer University of Kentucky International Center</p>	<p>Hatch C</p> <div style="border: 1px solid black; padding: 2px; background-color: yellow;">SA</div> 
<p>» Study Abroad Challenges: How Do You Deal With _____?</p> <p><i>This roundtable discussion will share study abroad challenges that impact education abroad programs and how members have addressed them. Topics may include non-student program participants, fee collections, working with faculty, paying providers, cash advances, risk and safety, and a wealth of other possibilities!</i></p> <p style="text-align: right;">Tim Hornsby, Moderator</p>	<p>Hatch D</p> <div style="border: 1px solid black; padding: 2px; background-color: yellow;">SA</div> 

2:00 PM

Panel Presentation

Simplot Ballroom

Don't Blame it All on the Millennials; the Multigenerational Workforce

SA

ISS

IA

Gone are the days that allow us to hire and retain employees that are happy to come into a cube and work from 8-4:30 each day. Our workforce is changing and expanding across five very different generations. What does that mean as we try to attract and retain employees while understanding the different styles and demands in our office?

Missy Peterson, Dir of Finance & Operations, Global Programs, UMN
Tony Fussy, Lead Accountant, UMN
Nate Lynch, Lead Accountant, UMN
Tami Jauert, HR Director, UMN
Elle Larkin, Accountant, UMN
Cathy Caine, International Project Specialist, UMD



3:00 PM Break

Day 1 - Monday, September 30, 2019 (continued)

3:15 PM

Breakout Sessions

» **Study Abroad Office Technology: Three Views on Procurement**

Aside from staff compensation packages, the greatest expenditure faced by international education offices frequently is the purchase of specialized software. International education managers need to be conversant in budgets, staffing, integration, implementation, training, user experiences, etc. Hear the approaches used by three institutions as they considered their strategic expenditures.

Larry Phu, Director, Financial and Business Services, Texas Global, UT-Austin
 Jennifer Sommerville, Michigan State University
 Christine Trinidad, Michigan State University
 Danette Bontrager, Business Manager, Iowa State University
 Kerry Geffert, Product Evangelist, Terra Dotta

Hatch B



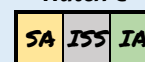
» **Should I Go to NAFSA, or What Else?**

The Role of Professional Development in Supporting Financial Employees

As recent participants in the NAFSA Academy, our presenters will explain how to seek out professional development opportunities, how to advocate for funding and support, how to present the learning outcomes to leadership and leveraging professional development opportunities for employee retention.

Ami Tain, Global Classroom Specialist and Passport Program Manager, Boise State University
 Sandee Huang, Budget Officer, University of Kentucky International Center

Hatch C



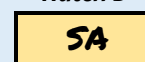
» **Signature Session: BEST PRACTICES**

Exchange Programs

Be on a team of problem solvers that will address challenges and seek resolutions related to study abroad exchange programs during this hands-on session. HEIBO's Exchanges Small Working Group will start laying the foundations for a draft of HEIBO's exchange program best practices from information gathered during this session.

Nate Lynch, Accountant II, GPS Alliance, University of Minnesota
 Karen Wardzala, Assoc Director of Finance & Business, Office of Global Ed, Georgetown University
 HEIBO Exchange Program Small Working Group

Hatch D



4:15 PM

Hot Topics Roundtable

Hot Topics for Higher Ed International Finance Officers

Start the discussion around the table with your fellow HEIBO members. Hot topics may include funding structures, China relations, finance staff structures, managing overseas campuses, fee setting, working with overseas or third party providers, and more. Vent!

Missy Peterson, Moderator

Simplot Ballroom



5:00 PM

Daily Wrap-up

5:15 PM

Check into Hotel

6:30 PM

Dinner

Bardenay Restaurant & Distillery, 610 West Grove Street

Day 2 - Tuesday, October 1, 2019

8:00 AM Registration/Breakfast **Simplot Ballroom Lobby**

8:45 AM Welcome & Introductions **Simplot Ballroom**



Ami Tain, Global Classroom Specialist and Passport Program Manager

9:00 AM

Keynote Address

Simplot Ballroom



HEIBO's keynote speaker will discuss current trends and issues in our field, bringing a unique academic lens to the business we all manage. A question and answer session will follow.



Mark A. Buchanan, JD
Chair, Management
Professor, International Business, Business Law
Boise State University

10:00 AM Break

10:30 AM

Presentation and Discussion

Simplot Ballroom

Tired of Turnovers? HR Roadmap for Retention in International Offices



During this session, the presenters will share the challenges and practices from two BTAA schools around employee retention issues. A group discussion will follow that will help develop a platform on retaining employees more creatively and cost-efficiently in an international/global office.



Ben Fan, Director, Budget and Personnel, Rutgers Global
Tami Jauert, HR Director, Global Programs and Strategy Alliance, University of Minnesota



11:30 AM Lunch

Simplot Ballroom

12:30 PM

HEIBO Member Survey Results and Hiring Panel Interactive Discussion

Simplot Ballroom










Review the results of our first HEIBO Membership Survey – the starting point for learning more about our members' paths to financial and business operations in international education at academic institutions. Then a panel of HEIBO members will share their experiences with the joys and sorrows of hiring and open the floor to hear your comments, experiences and entertain your questions. (The survey results will be made available to all HEIBO members.)



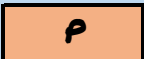

Marsha Mallet, Director of Financial Analysis, College of Liberal and Professional Studies,
University of Pennsylvania
Drew Cahan, Director of Finance and Administration, Penn Global
Kenneth Munroe, Finance and Account Manager, Education Abroad, Temple University
Sande Huang, Budget Officer, University of Kentucky International Center

Day 2 - Tuesday, October 1, 2019 (continued)

1:30 PM Breakout Sessions

		Hatch B 
»	Hot Topics on International Student Services <i>Join this roundtable discussion on issues related to International Student Services. Topics may include student fees, orientation programs, international student recruitment, passway programs and more. Vent!</i> <p style="text-align: right;">Ben Fan, Moderator</p>	
»	The Role of Financial Decision-Making in Holistic Faculty-Led Program Design <i>Institutions often seek to strike a balance between robust and comprehensive programming, student accessibility and fiscal responsibility. This workshop will provide an opportunity to share a holistic approach to program design and discuss where finances play a role in decision-making and where they do not.</i> <p style="text-align: right;">Amy Exah, Assistant Director for Faculty-Led Programs, University of Texas at Austin</p>	Hatch C  
»	The Solo Performance: A Field Guide to Musicianship and International Finance <i>Are you a solo performer - a one-person financial show? Even if you work as a part of a team, we all have challenges to overcome. Consider these challenges through the lens of solo musical performers and become inspired to be an outstanding financial performer during this multimedia presentation.</i> <p style="text-align: right;">Catherine Caine, International Programs Project Specialist, University of Minnesota Duluth Kenneth Munroe, Finance and Account Manager, Education Abroad, Temple University</p>	Hatch D   

2:30 PM Break

		Simplot Ballroom 
2:45 PM	Annual HEIBO Business Meeting Agenda: Welcome Bylaws with Live Online Voting on Adoption Nominations for Cohort (3) and At Large Representatives (2) Standing Committees Gathering	

3:30 PM Wrap-up/Next Steps, Closing

4:00 PM Optional Walking Tour Boise State University

International Office, Passport Office, and Campus

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Our Keynote Speaker



Mark A Buchanan, Professor of Law and International Business is a licensed attorney and has lived and worked in the U.S., China, Australia, Canada, Thailand, Vietnam and Spain. He has twice been awarded overseas Fulbright Professorships. He teaches courses in international trade and investment law and has long focused his research interests on ethics and Corporate Social Responsibility in the international context.

Our VIP Panel



Gonzalo R. Bruce serves as Assistant Provost for Global Education at Boise State University. As the Senior International Officer, he provides leadership in areas that support strategic internationalization, including Global Learning Opportunities, International Recruitment and Admission, the Intensive English Program, International Scholars and Academic Immigration Services, International Students Services, and the Peace Corps Prep Program. He has more than 18 years of experience in international education at public and private higher education institutions, in the U.S. and in Chile. In his current position, he provides oversight of the Center for Global Education, a division of Academic Affairs that is dedicated to advance campus internationalization efforts, where he is directly involved in developing new international programs and partnerships and managing externally funded projects with global partners. Gonzalo is active in several professional associations, including NAFSA, AIEA and EAIE. Gonzalo earned the Ph.D. in Higher Education Administration from The Ohio State University. His dissertation entitled "Institutional Design and the Internationalization of U.S. Research Universities" explores how universities organize and structure themselves to address comprehensive internationalization efforts. His Master degree is in International Public Affairs from the Graduate School of Public International Affairs (GSPIA) at the University of Pittsburgh.



Celeste Giordani has worked in higher education for 5 years, and International Education for 2 years. As an International Enrollment Counselor within the International Admissions office, she is able to touch many facets of International Education. Her position includes identifying and recruiting in viable international markets, advising prospective International students throughout the admission process, and working as both a DSO and an ARO serving exchange, undergraduate, and graduate admitted students.



Corrine Henke is the Director of Global Learning Opportunities and Director of International Student Services at Boise State University. She has a Master's degree in International and Intercultural Management from the School for International Training in Vermont. She has worked at Boise State since December 2000. Prior to working at Boise State she was the Study Abroad Advising Center coordinator at the University of Massachusetts-Amherst. In 2009, she received the Provost's "Excellence in Advising" award, as well as a \$100,000 grant for education abroad scholarships. For NAFSA, she led a team of trainers to create an e-learning course for NAFSA: Association of International Educators "Mapping Short Term Programs Abroad". She is the Fulbright Scholar Advisor at Boise State and was a recipient of a Fulbright International Education Administrators award to Germany.



Stephanie Marlow is the director of the Boise State University Intensive English Program. In her 25 year journey through the peaks and valleys of international education, Stephanie is continually grateful for the good fortune of sustained passion and purposeful engagement of her work.



Ruth Prince is the Director of Academic Immigration Services at Boise State University. Her responsibilities include oversight of the F1 and J1 programs for students and scholars, as well as H1B petition sponsorship and employment-based permanent residency applications. Ruth is a former international student from Northern Ireland. She earned her Bachelor's degree in Law from Cambridge University (UK) and her Master's in International Peace & Conflict Studies from the University of Notre Dame (USA). She has been working in the field of international education for more than ten years.



Keith Quatraro joined the Center for Global Education in September 2017 as the International Student Services Coordinator. His primary roles are facilitating advising and registration for international & international transfer students, organizing academic programming, and connecting students to resources on campus. He holds a MA in International Education from The School for International Training (SIT) in Brattleboro, Vermont. Prior to joining Boise State, he worked as the International Student Coordinator at the College of Southern Idaho. He also served as a Peace Corps volunteer in Tanzania from 2009-2011. When not working Keith enjoys all things outdoors and spending time with his wife and two children.

Our Presenters



Wil Biddle is the Associate Director for Administrative Services at University of Maryland and has worked in International Education for the past 11 years, including 5 years in the Middle East. Originally from the United Kingdom, Wil got the travel bug early and has visited 30 countries. His areas of specialization include business operations, budget development, and financial management. He earned his Bachelor's Degree in International Business and Economics from Green Mountain College, and his MBA from Bloomsburg University. Wil serves on the HEIBO Steering Committee.



Danette Bontrager is the business manager for the Study Abroad Center at Iowa State University and has had changing roles since she began working for the Center in 2005. Danette advises campus study abroad personnel on administrative processes and best practices as well as the development and maintenance of study abroad technology tools. She is the technical lead for Iowa State's Terra Dotta Software (TDS) installation and interfaces with various IT and student support units across Iowa State to coordinate the integration of multiple systems and processes related to study abroad. In addition to her TDS responsibilities, Danette assists faculty and staff with group and individual travel, advises students on student visas, administers the study abroad international insurance program, and manages the Center's finances. Danette also served for a number of years as a NAFSA consular liaison for the Spanish and Italian consulates in Chicago. Danette earned her Bachelor of Arts in International Management and French from Central College, Pella, Iowa; she also studied abroad at the Sorbonne for a year in Paris with Central.



Drew Cahan is the Director of the Finance and Administration office of Penn Global. He is responsible for overseeing the financial and operational needs, budget planning, and reporting functions for each of the respective divisions within Penn Global- reporting to the Provost Administrative Affairs Office. Drew returned to Penn after two and a half year stint at Lockheed Martin as a Lead Financial Analyst supporting Naval Undersea Systems Contracts. Prior to that, he spent five years as the Grants Manager for the Center for Global Communication Studies (CGCS) at the Annenberg School for Communication. CGCS was a global comparative media, law, and policy center focused on international programs in conflict/post-conflict and developing regions. Drew helped grow the CGCS network of grants and contracts while maintaining the financial oversight and reporting for the center. Drew holds a Master's in Public Administration from the University of Pennsylvania's Fels Institute of Government (with a Certificate in Public Finance) and a B.A. in Finance & Accounting from Northeastern University. Drew serves on HEIBO's Steering Committee.



Catherine Caine is the project specialist for International Programs & Services at the University of Minnesota Duluth. Her duties include departmental and study abroad budgeting, accounts receivable and payable, student study abroad billing, and departmental hiring. She has worked in international programs since 2009. She was a recipient of UMD's Executive Vice Chancellor's Unit Award for Outstanding Service in 2019. She is a current co-chair of HEIBO, and serves on the Steering Committee and Conference Planning Committee. During her spare time, Cathy volunteers as treasurer for the Big Time Jazz Orchestra, a non-profit 501(c)3 that provides fundraising performances for local non-profits and educational jazz experiences for local youth.



Marie Cox is the Assistant Director for Budget and Finance for Education Abroad and International Student and Scholar Services at the University of Colorado Boulder. She oversees a \$20 million budget and is in charge of all fiscal operations, including budgets, procurement, contracts and reporting. Marie has been with these offices for 29 years and in her current position for the last 10. Prior to moving to Colorado, she spent three years in the Treasurer's Office at the City of Tallahassee, Florida. Marie received her degree in Political Science from Florida State University and completed the coursework for a major in accounting from CU Boulder.



Amy Exah is the Assistant Director for Faculty-Led Programs, in the International Office at the University of Texas at Austin. Amy has over 18 years of experience in International Education, including working for a third-party provider where she managed faculty-led programming in Cuba and led various programs abroad. Amy spent 14 years living and working abroad in Ghana, Guatemala and Peru as an educator in the international school system and was involved in various community development projects. In her current role at UT Austin, Amy directs the Faculty-Led Programs Team who develop and manage over 35 short-term customized & faculty-led programs.



Ben Fan is the director of budgets and personnel. He oversees the financial, human resources, and operational responsibilities of the Rutgers Global, which entails the development and enforcement of policies and procedures that ensure adherence to financial and personnel requirements. Fan also provides recommendations for future strategies and agendas and performs a number of managerial activities in the Rutgers Global's offices, including those related to facilities and telecommunications/IT functions. With an MBA and a master's of science in accountancy, Fan has significant experience in leading accounting, recruitment, and personnel efforts for higher education international relations units.



Tony Fussy has worked in international programs at the University of Minnesota-Twin Cities since 2002. He is currently the lead accountant for the Learning Abroad Center and also has responsibilities with the China Center and GO MN (reverse study abroad). Tony has a BS in Business with an emphasis in MIS and an MBA from the Carlson School of Management at the University of Minnesota-Twin Cities.

Kerry Geffert is Product Evangelist at Terra Dotta where he encourages thoughtful approaches to international education. He has over 35 years of international education experience, including over 12 years in international student services and international recruitment at universities in Oklahoma and New York. He then spent two decades in education abroad leadership with program providers developing strong institutional relations. A long time NAFSA leader and Forum member, Kerry received his B.A. from Kalamazoo College and his M.A. in College Student Personnel from Bowling Green State University.



Cheryl Heck is a twenty year veteran of the University of Illinois, Cheryl joined Illinois International in March 2015, as the Director of International Business Operations. Prior to joining the Illinois International team she acted as the Assistant Director in the School of Architecture where she served as the Chief of Staff for the school by providing oversight of all administrative activities both on campus and within the School's year long international study away program. Cheryl provides oversight of an advancement, fiscal and human resource shared services center within the Office of the Vice Provost for International Affairs and Global Strategies, and serves as a member of the senior leadership team. Cheryl received her B.S. in Marketing and Business Administration from Illinois State University.



Timothy Hornsby is an education abroad program manager at The Ohio State University. He is part of a team that is responsible for logistic and fiscal oversight for The Ohio State University's approximately 100 faculty led education abroad programs offered each year. Previously he coordinated agricultural and environmental focused education abroad programs at Ohio State. Tim is a graduate of Ohio State and traveled on two faculty-led study abroad programs to China and the Dominican Republic. Those experiences sparked Tim's interest in the Peace Corps (Moldova) and, eventually, to working in the field of international education.



Sandee Huang lead and oversee the financial and administrative operation for the UK International Center, which includes offices of Education Abroad, International Students and Scholars Services, International Partnership and Research, International Recruitment, International Safety and Security, Confucius Institute, and Global Health Initiative. Sandee started her career from working for the global accounting firm KPMG, one of the world's "Big Four" auditing corporations, before coming to the U.S. She worked at the US-based International nonprofit, Save the Children Foundation, before joining the UK International Center in 2014. Sandee serves on HEIBO's Steering Committee and Conference Planning Committee.



Tammy Jauert is the HR Director for the Global Programs and Strategy Alliance at the University of Minnesota. She has worked in Human Resources at the University of Minnesota for 16 years doing work ranging from data entry and payroll verification to employee relations, performance management, and employee engagement. Tami has a Bachelor's of Science degree from South Dakota State University and is a certified Senior Human Resource Professional from the Society for Human Resources Management.

Yassine Laghzaoui is the head of the Higher Education and Medical team at Western Union with around 18 years of experience working in the international Payments industry. Yassine has spent the past 18 years working with Compliance, Treasury, sales and running the largest customer support team for the Americas. The past 5 years Yassine helped create a new segment unique to our Higher Education and Medical clients to provide enhanced specialized solutions for Universities, Hospitals, Patients and students.



Elle Larkin has been at the University of Minnesota for just over a year now. Her job duties at the University of Minnesota range from processing documents to helping in the passport office. Before coming to the University of Minnesota Elle studied finance and accounting at Grand Canyon University in Phoenix Arizona.



Nate Lynch is a senior accountant with the Global Programs and Strategy Alliance at the University of Minnesota, and has been in this position for about five years. Nate is primarily responsible for managing the finances for the UMN International Student and Scholar Services (ISSS) office, but has recently added Exchanges to his portfolio.



Miko McFarland, Executive Director of Education Abroad & Exchanges, oversees the education abroad department and program portfolio, which includes faculty-directed, exchanges, partner and consortia programs, internships and for-credit community engagement opportunities abroad. Prior to joining the UK Education Abroad & Exchanges team as the Assistant Director in 2014, Miko served as the Study Away Programs Advisor at Missouri State University for over four years. McFarland plays an active role within the field of international education. She currently serves on multiple regional, national and international advisory boards. She is a member of the Association of International Educators (NAFSA), a Trainer Corps member, a NAFSA Leadership Academy Alum and contributing author to NAFSA publications. McFarland regularly presents at conferences to promote best practices in education abroad programming, international risk management, student health and safety and faculty engagement.

Marsha Mallet



Kenneth Munroe is the Finance and Accounting Manager for the Education Abroad Office at Temple University in Philadelphia, PA, where he's been since 2018. In addition to his budgetary and accounting responsibilities, he also oversees student billing, departmental HR functions as well as process improvement initiatives. Prior to joining his alma mater, where he earned his MBA in Accounting, Kenneth held various finance and operations roles at Penn Medicine for over 12 years. During this time he also facilitated visits from J-1 scholars and foreign medical students. Kenneth's passion for education abroad and cross-cultural communication stems from his first visit to Mexico as a community health volunteer while in high school. He also studied abroad for a semester in Australia as an undergrad and participated in a study abroad tour in Italy while pursuing his second Master's degree in Organization Development and Leadership. For his capstone project, he conducted a research study on some of Philadelphia-area higher ed institutions' strategies to diversify their study abroad programs. He is currently a member of HEIBO's Steering Committee.





Missy Peterson is the Director of Finance and Operations for the Global Programs and Strategy Alliance at the University of Minnesota. As a former Rotary Exchange Student in India, she has been able to combine her passion for international education with her educational background in Finance, Small Business Management/Entrepreneurship, and School Business Management. In her position, she leads the finance, human resource, and IT teams to be innovative in working to help navigate University policy and procedures with the complexity of international activity. She also serves as the Treasurer for the University Student Services Association in Montpellier, France where the U of M has a study abroad program and is a Co-Founder of HEIBO. Personally, she is part of the "HEIBO parent of twins club," as she and her husband have three sons ages 21 and 19-year-old twins.



Larry Phu is the Director of Financial and Business Services for the International Office at the University of Texas at Austin. He oversees the financial, software development, and passport services units within the International Office. He also works closely with Global Engagement on budget plans for global initiatives and strategic plans for the International Office. Larry is a Certified Public Accountant and has been with the UT International Office for over 18 years and prior to that was an audit supervisor at the University focusing on compliance, internal controls, and efficiency reviews. Larry was last year's Local Conference Arranger and serves on this year's Conference Planning Committee.



Jennifer Sommerville joined the Office of Study Abroad in February 2016 as the Business Manager. Her background includes various administrative roles in academic and non-academic units on campus. Her career at MSU began in January 2006 in the Department of Chemical Engineering and Materials Science. After three years, she received a promotion to office manager of the department of Accounting and Information Systems in the Broad Business College. In July 2012, she joined Founding Director, Michael Rush in the opening of the Eli and Edythe Broad Art Museum where she was the Finance and Human Resources Coordinator for 3.5 years. Prior to Michigan State University, Jennifer held various positions with increasing responsibility at the Story Automotive Group in Lansing. She holds a Bachelor's degree in Communication from Michigan State University. Jennifer serves on HEIBO's Conference Planning Committee.



Ami Tain specializes in working with faculty on developing and creating short-term global classroom programs and managing the Passport Acceptance program in the Center for Global Education which includes Global Learning Opportunities, International Student and Scholar Services, International Admissions, and the Intensive English Program. Ami joined Boise State 8 years ago after completing two years in the Teach for America 2009 Delta Corps. Ami is this year's Local Conference Arranger.



Christine Trinidad provides leadership and direction for all functions related to enrollment management and student services. She is responsible for ongoing quality improvement of enrollment management systems, processes, policies and procedures; for ensuring that communication, promotion and outreach messaging is comprehensive, consistent and accurate; and for providing training for and oversight of all aspects of student advising. Christine is a strong proponent of education abroad with over ten years of experience in higher education and the profession of international education. She has served in multiple capacities on the student services side of education abroad, including her current role, as well as an education abroad advisor at her previous position at St. Edwards University in Austin, Texas. She received her undergraduate degree from the University of California, San Diego in Political Science and Ethnic Studies and received her Master's degree in Education with a focus on Postsecondary Leadership from San Diego State University. She spent a year at the University of London, School of Oriental and African Studies in the United Kingdom that inspired her to enter the profession of international education. Since 2006, Christine has made it her professional goal to improve the student experience (from first point of contact to return) and has made it her personal mission to reach out diverse and underrepresented populations.



Karen Wardzala has more than 20 years of experience working in the field of international education, primarily in the realms of student services, academic advising, program development/management and financial management. Ms. Wardzala is currently serving as the Associate Director of Finance and Business in the Office of Global Education at Georgetown University and in this role, among other things, manages all bi-lateral exchange agreements and balances.