



Higher Education International Business Officers

6th ANNUAL HEIBO CONFERENCE

Treading International Waters

A Virtual Conference

Hosted by



UNIVERSITY OF
ILLINOIS
URBANA - CHAMPAIGN

September 21 – September 22, 2020

WELCOME

Fellow HEIBO Members and Friends,

Here we are in this moment in history. Our solid anchorage has shifted or even disappeared, our ship has capsized, and we are treading waters. Our health and the health of those we love is imperiled by a global pandemic. The economy, our jobs, funding, budgets and contingency funds are all threatened, if not evaporated. Black lives have been needlessly taken away by police brutality. Massive demonstrations continue to take place across our country in an effort to teach us what we should already know – that Black Lives Matter and that we are all created equally. We are in the midst of an embattled presidential election.

And here we are, in this moment of time, treading waters and wondering how we are going to survive – as employees, businesses and institutions, as citizens, as equals, and as humans.

This year's HEIBO conference will focus on moving from treading waters for survival to swimming towards a positive new future: What can we do through our roles as international business officers to not just survive, but to adjust, adapt and then thrive? Our conference may differ this year in that we all won't be in the same room. However, what will remain the same is our collective desire to bring each of our opinions to the table, to listen, have tough discussions, and seek out ways to meet our common challenges ahead. We look forward to seeing you at the conference!



Cathy Caine, University of Minnesota Duluth
2020 HEIBO Conference Planner

Conference Committee:

Wil Biddle, University of Maryland
Danette Bontrager, Iowa State University
Victoria Dowling, Rutgers, The State University of New Jersey
Tony Fussy, University of Minnesota
Cheryl Heck, University of Illinois at Urbana-Champaign
Santee Huang, University of Kentucky
Marsha Mallet, University of Pennsylvania
Missy Peterson, University of Minnesota
Ami Tain, Boise State University

DAY ONE

9/21

12:00 - 1:30 pm CDT
(1:00 - 2:30 pm EDT)
(11:00 am - 12:30 pm MDT)
(10:00 - 11:30 am PDT)

CONFERENCE WELCOME

HEIBO Chair: Missy Peterson, Director of Finance & Operations,
Global Programs and Strategy Alliance, University of Minnesota

WHAT KEEPS YOU UP AT NIGHT

Short presentations with Q&A from experts at the University of Illinois at Urbana-Champaign.

Moderator: Cheryl Heck, Director, International Business Operations

Chat Coordinator: Marta Schneider, Assistant Director for Global Communication

Panel Members:

- Reitumetse Obakeng Mabokela, Vice Provost International Affairs & Global Strategies
- Amanda Brown, Executive Assistant Dean for Administration, College of Education
- Andrew Collum, Director, International Safety & Security
- Martin McFarlane, Director, International Student & Scholar Services
- Joy Phaphouvaninh, Director, Illinois Abroad & Global Exchange
- Matt Rosenstein, Director, Global Education & Training

1:30 - 1:45 pm CDT

BREAK

DAY ONE CONTINUED

9/21

1:45 - 3:15 pm CDT
(2:45 - 4:15 pm EDT)
(12:45 - 2:15 pm MDT)
(11:45 am - 1:15 pm PDT)

TREADING INTERNATIONAL WATERS

Experts across institutions and fields discuss how COVID-19 has challenged us and the future of international education, followed by Q&A.

Moderator: Missy Peterson, Director of Finance And Operations, Global Programs and Strategy Alliance, University of Minnesota

Chat Coordinator: Marta Schneider, Assistant Director for Global Communication, University of Illinois at Urbana-Champaign

Panel Members:

- Gil Latz, Vice Provost - Global Strategies, The Ohio State University
- Donald Amundson, Senior Associate General Counsel, University of Minnesota
- Lauren Easterling, Associate Director, University of Washington
- Artemis Koch, Executive Director of Global Support Services, Penn Global, University of Pennsylvania
- Margot Popowycz, Senior Account Executive at Cultural Insurance Services International (CISI)
- Brad Stepan, Director of North American Operations, DIS Study Abroad in Scandinavia
- Jeff Wang, Assistant Vice President of Global Affairs, Rutgers Global, Rutgers, The State University of New Jersey

3:15 - 3:30 pm CDT

BREAK

DAY ONE CONTINUED

9/21

3:30 - 4:30 pm CDT
(4:30 - 5:30 pm EDT)
(2:30 - 3:30 pm MDT)
(1:30 - 2:30 pm PDT)

HOT TOPIC ROUNDTABLE DISCUSSIONS

Join conversations on relevant issues with colleagues in your cohort. Please suggest topics of interest on your registration form or email them to: HEIBOGeneral@gmail.com

International Student & Scholar Services

Moderator: Paul Butler, Director, Administration and Finance, Office of International Services, Indiana University

Chat Coordinator: Karen Wardzala, Associate Director of Finance and Business, Office of Global Education, Georgetown University

Study Abroad Services

Moderator: Ami Tain, Global Classroom Specialist/Passport Program Manager, Center for Global Education, Global Learning Opportunities, Boise State University

Chat Coordinator: Vicki Dowling, Accounting Specialist, Rutgers Global, Rutgers, The State University of New Jersey

International Affairs

Moderator: Drew Cahan, Director of Finance & Administration, Penn Global, University of Pennsylvania

Chat Coordinator: Ashley Behrendt, Assistant Director of Global Gateways, The Ohio State University

DAY TWO

9/22

10:00 - 11:00 am CDT
(11:00 - 12:00 am EDT)
(9:00 - 10:00 am MDT)
(8:00 - 9:00 am PDT)

11:00 - 11:15 am CDT

11:15 am - 12:45 pm CDT
(12:15 - 1:45 pm EDT)
(10:15 - 11:45 am MDT)
(9:15 - 10:45 am PDT)

KEYNOTE ADDRESS

Dr. Robert J. Jones, Chancellor, University of Illinois

Introduction by Cheryl Heck
Time will be allotted for Q&A

BREAK

ACCOUNTING OUR ROLE AS INTERNATIONAL BUSINESS OFFICERS IN DISMANTLING RACISM, ENSURING DIVERSITY & INCLUSION

All higher-ed institutions are faced with the critical responsibility of creating and ensuring more diverse and inclusive environments where people with profound differences are empowered to perform their best. What role do business officers play in these timely discussions and actions to dismantle racism and facilitate diversity and inclusion initiatives? Join this dynamic and interactive discussion to identify challenges in our field, help us account for our roles, and initiate change.

Facilitators: Kenneth Munroe, Manager of Finance and Accounting, Education Abroad and Overseas Campuses, Temple University

Sandee Huang, Director of Finance and Operations, International Center, University of Kentucky

Breakout Sessions:

- **Human Resources**, moderator: Tami Jauert, HR Director, Global Programs and Strategy Alliance, University of Minnesota
- **Inclusive Culture**, co-moderators: Missy Peterson, Director of Finance and Operations, Global Programs and Strategy Alliance, University of Minnesota & Wil Biddle, Associate Director, Administrative Services, Office of International Affairs, University of Maryland
- **Student Support**, moderator: Ben Fan, Director, Budgets and Personnel, Rutgers Global, Rutgers, The State University of New Jersey
- **Program Development**, moderator: Miko McFarland, Executive Director, Education Abroad & Exchanges, International Center, University of Kentucky

DAY TWO CONTINUED

9/22

12:45 - 1:45 pm CDT

1:45 - 2:45 pm CDT
(2:45 - 3:45 pm EDT)
(12:45 - 1:45 pm MDT)
(11:45 am - 12:45 pm PDT)

BREAK FOR LUNCH

CONFERENCE WRAP-UP

HEIBO Chair: Missy Peterson, Director of Finance & Operations, Global Programs and Strategy Alliance, University of Minnesota

This is NOT Your Ordinary Business Meeting!

- Wear your college gear!
- Annual Photo!
- Volunteer Opportunities and Next Steps!
- “Best of” 2020 Countdown!
- Social Activities with Prizes!
- HEIBO 2021 Sneak Peek and more!

A very special THANK YOU to our hosts at the University of Illinois at Urbana-Champaign:

- Cheryl Heck, Director International Business Operations
- Michelle Marquart, Lead Program Coordinator, Conference & Event Services
- Marta Schneider, Assistant Director for Global Communication

SPEAKER BIOGRAPHIES



DONALD AMUNDSON
Senior Associate General Counsel
University of Minnesota



Donald M. Amundson, JD, is Senior Associate General Counsel in the University of Minnesota's Office of the General Counsel, which he joined in 1996. His legal practice focuses on international activities and agreements, in addition to general business matters. He works very closely with the University's Global Programs and Strategy Alliance as well as many other University units to help manage risk in connection with the University's international activities. He has been a frequent presenter on international risks and legal issues in higher education and also was a contributing author to a chapter on Legal

and Regulatory Considerations in International Research Collaborations in the book published in 2010 entitled International Research Collaborations: Much to be Gained, Many Ways to Get in Trouble.

He is an active member of the National Association of College and University Attorneys (NACUA), including serving on its Board of Directors from 2017-2020, and has also served on its Finance and Audit Committee for several years, including chairing its Investments Subcommittee. He has presented a NACUA seminar entitled Ambassadors Abroad: Due Diligence in Sending Students Overseas at a CLE Workshop in 2011, a NACUBO seminar on University Global Support Models at its 2013 Global Operations Forum, co-led a NACUA Annual Meeting discussion group entitled The Policy and Practice of Education Abroad: The Role of Counsel and other Stakeholders in 2014, a NACUA seminar called Going Global: Identifying and Managing Risks in Study Abroad in 2018, and presented several other webinars and seminars on international legal issues for higher education.

Don received his law degree cum laude from the University of Minnesota Law School after earning his baccalaureate degree summa cum laude from St. Olaf College, where he was also a member of the Phi Beta Kappa Honor Society. His prior legal experience includes private practice at the Dorsey & Whitney law firm as well as in-house work for several corporations. Mr. Amundson has been practicing law since 1980.

SPEAKER BIOGRAPHIES



AMANDA BROWN

Executive Assistant Dean for Administration, College of Education, University of Illinois at Urbana-Champaign



Amanda Brown is the Executive Assistant Dean for Administration in the College of Education at the University of Illinois at Urbana-Champaign. She leads the College of Education teams for budgeting and finance, human resources, marketing and communication, information technology partners, facilities and the dean's office. For the last 20+ years, Amanda has had the privilege of working for a variety of units across campus including college and campus administrations, academic department, and a research institute.



ANDREW COLLUM

Director, International Safety & Security
University of Illinois at Urbana-Champaign



Andrew joined Illinois International in 2017 as the Associate Director for International Safety and Security and assumed the role of Director in 2020. He develops and coordinates policies and procedures that support the safety and well-being of Illinois students, faculty, and staff traveling abroad for study or university business. Andrew also provides global emergency response services to travelers. Before working for Illinois International, Andrew served in the U.S. Army as a political-military specialist on Africa. He holds an M.A. in

African Studies from Ohio University and a B.S. in International Relations from the United States Military Academy in West Point, New York.



LAUREN EASTERLING

Associate Director, UW Study Abroad
University of Washington



Lauren Easterling is the Associate Director of UW Study Abroad (UWSA) at the University of Washington. She has worked in international education for 15 years, both in administration and in the field, having co-led four study abroad programs to Rome, Italy. Lauren serves on the leadership team for UWSA and manages the staff that support UW's 100+ faculty-led programs. She has an academic background in Art History and participated in three study abroad programs as an undergraduate and graduate student to Rome and Japan.

SPEAKER BIOGRAPHIES

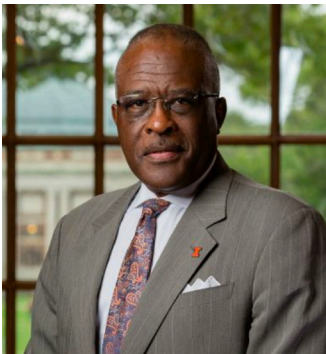


SANDEE HUANG

Director of Finance and Operations
International Center, University of Kentucky



Sandee Huang is the Director of Finance and Operations in the International Center at the University of Kentucky, overseeing the financial and administrative operations for offices including 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 at the global accounting firm KPMG, one of the world's "Big Four" auditing corporations, before coming to the U.S. She worked at the U.S.-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. Sandee is a Certified Public Accountant (Canada) and a NAFSA Leadership Academy alum.



ROBERT J. JONES

Chancellor
University of Illinois at Urbana-Champaign



Robert J. Jones became chancellor of the University of Illinois at Urbana-Champaign on September 26, 2016. He previously served as president of the University at Albany, State University of New York (SUNY) and is an experienced and accomplished scientist and research university leader.

A Georgia native, Jones earned a bachelor's degree in agronomy from Fort Valley State College, a master's degree in crop physiology from the University of Georgia, and a doctorate in crop physiology from the University of Missouri, Columbia. He is a member of the American Academy of Arts and Sciences and is a fellow of the American Society of Agronomy and the Crop Science Society of America. He began his academic career as a faculty member at Minnesota in 1978 and became an internationally respected authority on plant physiology.

At the University of Illinois at Urbana-Champaign, Jones serves as chancellor of the state's flagship, land-grant university and vice president in the University of Illinois system, with universities in Chicago and Springfield. At Urbana, Jones' tenured faculty home is in the Department of Crop Sciences, College of Agricultural, Consumer and Environmental Sciences (ACES). Jones is the first African American scholar appointed as Urbana chancellor since the office was created in 1967.

SPEAKER BIOGRAPHIES



ARTEMIS VELAHOS KOCH

Executive Director, Office of Global Support Services
Penn Global and Division of Finance, University of Pennsylvania



Artemis joined University of Pennsylvania in 2012 as the inaugural Executive Director of the Office of Global Support Services (GSS). Artemis leads the development and administration of a services delivery model supporting the University's international programs. She directs the GSS team and functional specialists throughout Penn to streamline business processes and establish cross-functional policies and best practices. Artemis earned a BS in business from Drexel University and a MT (Tax) from Villanova

University School of Law. She spent 15+ years in public accounting and consulting before joining Penn and is currently a candidate for a Master in Law degree from Penn Law.



GIL LATZ

Vice Provost - Global Strategies
The Ohio State University



Gil Latz is vice provost for global strategies and international affairs and professor of geography, The Ohio State University. This appointment includes serving as President, The Ohio State University Global Gateway Network LLC Board of Advisors for Gateway Offices in Shanghai, Mumbai and Sao Paulo.

In his administrative role, Latz is broadly interested in internationalization, diversity, community engagement and global learning for all – and how these areas intersect – as well as the internationalization of higher education in the United States and Asia. His research career has focused on comparative study of regional development and resource management policy (rural and urban areas) in East Asia, North America and Europe. Currently, his research interests explore Japan's modernization process in terms of the role played by philanthropy and civic leadership.

Latz holds a BA (1974) from Occidental College, majoring in Religious Studies and English Literature. He earned his MA (1978) PhD (1985) degrees in geography from the University of Chicago. From 1980-84, he was a graduate research student at the University of Tokyo as part of his dissertation field work on 20th century agricultural development policy. In 2001-02, he was affiliated as a Fulbright research scholar at the University of Florence, studying the conservation of cultural landscapes. Latz's national leadership includes service as president, Association of International Education Administrators (2015-2017); senior associate for internationalization, American Council on Education (2016-); and US-Japan Bilateral Advisory Board US-Japan Higher Education Engagement Study (2019-21).

SPEAKER BIOGRAPHIES



REITUMETSE OBAKENG MABOKELA

Vice Provost International Affairs & Global Strategies
University of Illinois at Urbana-Champaign



Reitumetse Obakeng Mabokela is the Vice Provost for International Affairs and Global Strategy and Professor of Higher Education at the University of Illinois at Urbana-Champaign. She received her BA in Economics from Ohio Wesleyan University, magna cum laude and Phi Beta Kappa. She received a Master's in Labor & Industrial Relations and a Ph.D in Educational Policy Studies, both from the University of Illinois at Urbana-Champaign.

A former Fulbright New Century Scholar fellow, Prof. Mabokela's research seeks to understand experiences of marginalized populations and aims to inform and influence institutional policies that affect these groups within institutions of higher education. Her research centers or has centered on the examination of three interrelated themes: 1) organizational change and organizational culture in higher education; 2) gender in higher education; and 3) higher education in transitional societies. She has devoted a significant part of her career over the past two decades studying these education issues in South Africa, Namibia, Tanzania, Ghana, Egypt, and Pakistan among others. Over the course of her career, she has secured more than \$27 million in external funding to support various education and research initiatives.

She is the author, co-author, editor or co-editor of seven books and has published extensively in academic journals including Comparative Education Review, American Educational Research Journal, the Africa Education Review, and The Review of Higher Education, Comparative Education, Higher Education, among others.



MARTIN MCFARLANE

Director, International Student & Scholar Services
University of Illinois at Urbana-Champaign



Martin became director of International Student and Scholar Services (ISSS) in 2015. A former international student himself, he had been with the ISSS office for ten years prior to becoming director, and held responsibility as the office's primary expert on student visa policies and regulations. Martin earned his Master's degree in English and Film Studies from the University of Aberdeen.

SPEAKER BIOGRAPHIES



KENNETH MUNROE

Manager of Finance and Accounting, Education Abroad and Overseas Campuses, Temple University



Kenneth 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 oversees student billing, departmental HR functions as well as strategic planning and process improvement initiatives. Prior to joining his alma mater, where he earned his MBA in Accounting, Kenneth held various finance and operations leadership roles at Penn Medicine for over 12 years.

Kenneth's passion for international education and cross-cultural collaboration 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 at St. Joseph's University. For his capstone project, he conducted a research study on some of Philadelphia-area higher ed institutions' strategies to diversify student participation within their study abroad programs. Kenneth is currently enrolled as a doctoral student in the Ed.D. in Higher Education program at Temple, where he intends to study the intersection of access, affordability, inclusion, diversity and equity related to study abroad programs. Kenneth has been a member of HEIBO's Steering Committee since 2018.



JOY PHAPHOUVANINH

Director, Illinois Abroad & Global Exchange
University of Illinois at Urbana-Champaign



Joy began serving as the Director of IAGE in September 2017. She originally joined IAGE in 2013 as Assistant Director for Academic Integration. In her role, Joy collaborates closely with both on campus academic departments and international partners abroad to identify and develop study abroad programming that aligns with and complements academic learning goals. She also oversees the incoming exchange student program and study abroad academic processing teams for IAGE. Previously, Joy worked at the City

University of New York in New York, NY, and developed a variety of study abroad policies for the university system. She has a background in refugee and immigrant services in government and non-profit sectors, and studied abroad in India. Joy earned her B.A. in Religious Studies and Asian Studies from Kenyon College and M.A. in Sustainable Development from the SIT Graduate Institute, and is pursuing a Ph.D. in Educational Policy, Organization and Leadership from the University of Illinois at Urbana-Champaign.

SPEAKER BIOGRAPHIES



MARGOT POPOWYCZ

Senior Account Executive
Cultural Insurance Services International (CISI)



After her own study abroad experience in Brussels, Belgium in the spring of 1990, Margot worked for 4 years directly in the field of international education for the American Institute For Foreign Study (AIFS). Combining her interests in cultural exchange and insurance, she became a licensed insurance producer and joined Cultural Insurance Services International (CISI) 24 years ago. Presently, as Senior Account Executive for CISI, she oversees the day-to-day and longer-term activities of servicing the insurance needs of over 50 study abroad, international student and cultural exchange programs. This includes activities surrounding enrollment, eligibility, materials, web tools, claim processing, crisis case management, new product offerings and plan review/design/renewal. She is a member of NAFSA and the Forum and has presented as part of panels at various NAFSA regional conferences, state meetings, client conferences and HEIBO. She is grateful for this opportunity to exchange knowledge and experience with HEIBO during these unique times.



MATT ROSENSTEIN

Director, Global Education & Training
University of Illinois at Urbana-Champaign



Matt Rosenstein became Director of Global Education and Training (GET) in 2015. During Matt's tenure, the Shanghai Office and the Intensive English Institute became a part of GET. Prior to joining GET, from 2010-2015 he was Senior Associate Director of the European Union Center (EUC) at the University of Illinois. Rosenstein also served as EUC's Director of Graduate Studies for the Master of Arts degree program in EU Studies. Previously, Rosenstein was Associate Director of the Program in Arms Control, Disarmament and International Security (ACDIS) at Illinois from 2001-2010. He holds Ph.D. and M.A. degrees from the University of Illinois at Urbana-Champaign, and a B.A. degree from Duke University.

SPEAKER BIOGRAPHIES



BRAD STEPAN

Director of North American Operations
DIS Study Abroad in Scandinavia



Brad is the Director of North American Operations for DIS - Study Abroad in Scandinavia. DIS is an independent, non-profit study abroad foundation based in Denmark and enrolls over 3000 undergraduate students in Copenhagen and Stockholm annually. In his role, Brad provides strategic oversight of recruiting, admission, institutional relations, outreach, and administration at DIS' North American Office in Minneapolis. He is a member of DIS' Executive Team in Copenhagen which handles DIS' organizational strategy process,

budgets, major procurements and projects, organizational development, as well as major HR and administration policies. Brad is on the Board of FEA: The Fund for Education Abroad. He has a M.Ed. (Student Affairs & Higher Education Administration, University of Wisconsin - La Crosse) and a B.S. (Environmental Studies, University of Minnesota). He has been with DIS in various roles since 1996.



JEFF WANG

Assistant Vice President of Global Affairs
Rutgers, The State University of New Jersey



Jeff Wang is a faculty member at the School of Social Work at Rutgers, The State University of New Jersey, and Assistant Vice President for Global Affairs at Rutgers Global. The Rutgers Global leadership team manages international strategies and global engagement, and leads campus-wide strategic international initiatives.