

TDU2015

ANNUAL USER CONFERENCE



TERRADOTTA



10 years
MILWAUKEE

SEE YOU IN BOSTON

TDU
ISSS
SUMMIT

BOSTON, MA • MAY 23-25, 2015

&

BOOTH
NAFSA
2000

TDU ISSS SUMMIT

Join us for the inaugural TDU ISSS Summit at the Renaissance Boston Waterfront Hotel. Topics include SEVIS reporting, recruiting, & workflow management tools.

Find out more & register today!

conference.terradotta.com

NAFSA ANNUAL

Stop by booth 2000 at the annual NAFSA conference May 26-29. Enjoy our special presentations to learn about our SEVIS module, agreements management, & more.

Add presentations on your calendar today!

www.terradotta.com/nafsa-2015-schedule



TDS15 COMING SOON

SEVIS EASY MODULE

A new SEVIS module allows batch and RTI updates for student and scholar information. The module includes SEVIS profiles for previewing applicant information and pending SEVIS updates. Detailed record update logs keep you informed and up-to-date. When using the module for RTI updates, Terra Dotta software mirrors the changes made in the SEVIS system. No more double data entry. The SEVIS EASY module requires a dedicated TDS for ISSS license hosted on Terra Dotta servers.



WORKFLOW MANAGEMENT TOOLS

Need process elements reviewed before placing them live on applications? Need application cycles updated for the upcoming semester? Need various staff to approve course equivalencies? The new tasking system allows you to develop individual tasks and groups of tasks (workflows) that are delegated in sequential order for your processes. Action items are displayed right on the administrative home page when an admin logs into the software. With Terra Dotta's new workflow management tools, you can get organized, collaborate, and automate tasks.

DOCUMENT UPLOADER

Applicants will now have a "Documents" panel on their application page to upload any required documentation in any phase of the application process. Global site settings allow you to define acceptable document types (passport photo, financial document, etc.) and maximum file sizes. Program-level settings determine if a program will allow file uploads and what phases of the application/registration process the applicant can upload files. Queries allow you to search for applications that do or do not contain a specific type of attached document.



PRINCIPAL/DEPENDENT APPLICATIONS

Applications/Registrations and profiles can be linked in this new TDS15 feature. This is useful for any office process that involves tracking multiple applications and applicants as a group. Updated report results allow you to view assigned principal applications or profiles and their associated dependent records. Settings provide the option for principals to view dependent profiles and applications. Using the new principal/dependent profiles & applications feature, you can assign scholarships to study abroad applications, link a J-1 scholar's dependents to his/her profile, or assign a group leader to a cohort of travelers.

WELCOME

Greetings Terra Dotta User Conference Attendees,

For our 10th user conference, we are thrilled to welcome you to Milwaukee, Wisconsin. Every year our conference grows, and every year we are amazed by the energy generated in these three days. Since the first user conference in 2006, with our 26 much-appreciated attendees and 8 humble sessions, we've grown every year. This year, we decided that one conference simply wasn't enough, and introduced our two new summit events: Travel-Risk, which was held in January and ISSS, which will be held the weekend before NAFSA in Boston. Our staff has been preparing for months and collaborating with clients to deliver high quality sessions based on your needs. We understand that valuable networking and relationships are built here. We know how much you can learn from each other, and how much we can learn from you. Terra Dotta's staff ranks this as their favorite event of the year, when we get to meet so many clients face-to-face in three intense, energetic days filled with learning, sharing, networking and fun.

Are you ready for the upcoming year? We are. We'll be releasing TDS15 this summer, which features SEVIS processing for international student and scholar services offices, a workflow management tasking system to prioritize all office projects, a principal/dependent application system for associating multiple applications with a primary application, and a new document uploader that enables your students and faculty to upload documents directly to their application page.

With these changes in our future, I'd like to thank our biggest supporters. First, thanks to our clients for being constant advocates. With your willingness to help us improve our software and your references to others, we proudly serve over 400 clients. Second, I appreciate the input of our steering committees and their ongoing guidance that helps direct many of our decisions. And third, I would like to thank our Platinum Sponsors, CISI (Cultural Insurance Services International) and AIFS StudyAbroad for their support of this conference.

Users, partners, and sponsors: I welcome you to this conference centered on learning, growing, and celebrating another year with Terra Dotta.

Warm Regards,

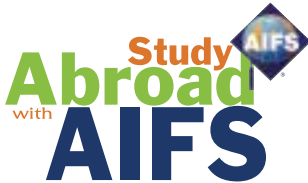


Brandon S. Lee
CEO / Co-Founder

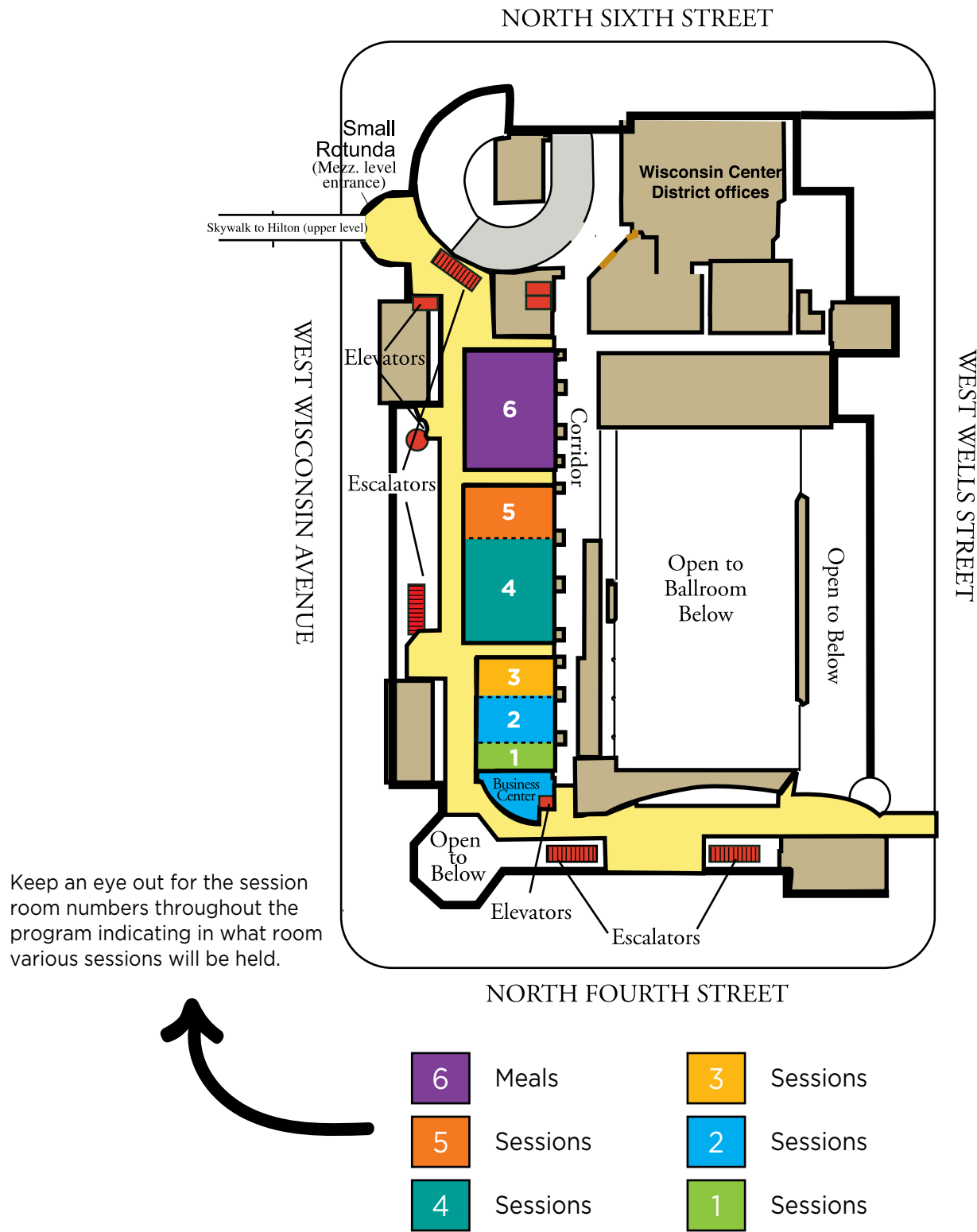
TABLE OF CONTENTS

4	Wisconsin Center Floor Plan
5	General Information
6	Schedule
10	Tuesday Concurrent Sessions
16	Wednesday Concurrent Sessions
22	Terra Dotta Staff Bios
29	Guest Presenter Bios
34	Attendee List

Thank you to our sponsors:



MEZZANINE LEVEL (2ND FLOOR)



SOCIAL MEDIA

TWITTER
Follow us and join the conversation!



#TDUmilwaukee
Twitter.com/TerraDotta

This is your connection to other Terra Dotta user conference attendees. Use this hashtag to tweet about the conference.

FACEBOOK

Like us and visit our page for updates!



#TDUmilwaukee
Facebook.com/TerraDotta

We will post conference information and updates to our page throughout the event. All conference attendees are encouraged to like our page and share posts to their network.

MOBILE SCHEDULE

A mobile-friendly version of the conference schedule can be found at:

<https://TDU2015.sched.org>

This site also features all session descriptions, copies of presentation slides, additional handouts, and presenter bios.

GLOSSARY

Would you like a reference for the vocabulary used in Terra Dotta software? Access a glossary of terms at:

<https://conference.terradotta.com/?go=Glossary>

SESSION TAGS

- B BEGINNER**
Users with < 2 years experience in TDS
- E EXPERIENCED**
Users with a high level of familiarity in TDS
- G GENERAL**
Basic software functions for users in any office type
- GP GUEST PRESENTER**
Presentations by clients and other organizations in the field
- I ISSS**
International student and scholar-specific topics such as SEVIS, dependents, & communications within TDS

- P PANEL**
Sessions with a panel of clients &/or other organizations in the field offering ideas and advice
- R RISK**
Sessions covering travel registration, incident reporting, Clery Act, & Concur integrations
- S STUDY ABROAD**
Study abroad-specific topics such as the Terra Dotta study abroad directory & faculty-led proposals
- W WORKSHOP**
Hands-on working session where attendees will be able to make changes on their site based on provided tips and advice

SCHEDULE

TIME	SESSION	ROOM
MONDAY, APRIL 13		
1:00 - 5:00	New User Workshop - Rooms 1, 2, 3, 5	
5:30 - 7:00	Welcome Reception - Hilton Hotel Empire Room	
7:00 - until	Dinner On Your Own	
TUESDAY, APRIL 14		
7:00 - 8:00	Breakfast	6
8:00 - 8:30	Opening Plenary	4
8:30 - 9:30	Administrative Tasks and Automated Workflows: Even Cooler than Query Watches	4
9:30 - 10:00	Break - Hallway Outside Session Rooms	
10:00 - 10:50	System Settings: Setting Up Your Site For Success	1
	Terra Dotta, Forum, and The Critical Incident Database	2
	Sink or Swim: Making the Most of Terra Dotta Software with Support Services	3
	Improved Document Management: Managing Digital Documents in TDS15	4
	Easy Online Orientations	5
11:00 - 11:50	Moving the Student Application Forward: How Dates, Itineraries, and Phases Matter	1
	First Response: Developing & Supporting a Crisis Response Plan in Terra Dotta Software	2
	Reflections on the Increasing Professionalization of the Study Abroad Field...	3
	Sharing the Love: Distributing Workflow Using TDS	4
	Lose the Paperweight: Going Paperless with TDS	5
12:00 - 1:30	Lunch	6
1:30 - 2:20	Emails & Phone Calls & Notes - Oh My! Using TDS to Effectively Communicate...	1
	Using Terra Dotta Software as a Way to Keep Your Exchange Programs in Balance	3
	Find Your Oasis: Marketing Secrets that Reduce Your Workload While Accomplishing...	4
	Using Terra Dotta and Concur	5
	Who Gets Access to TDS and What Do They Get?	1
2:30 - 3:20	Waking Up with HTML: Using HTML to Liven Up Your Site	2
	Exploring Faculty-Led Study Abroad Program Application Options in TDS...	3
	Data 101	4
	You're My Type: Choosing the Best Program Type for Your Travel Registry	5

SCHEDULE

TIME	SESSION	ROOM
3:20 - 3:45	Break - Hallway Outside Session Rooms	
3:45 - 4:30	Painless Registrations: Using One-Step for Quick and Easy Travel Registrations	1
	Application Building Blocks	2
	Duty of Care: Your Legal, Ethical, and Practical Responsibilities	3
	Subduing the SEVIS Dragon	4
4:40 - 5:30	Where in the World are Your Travelers: Programs, Locations, Itineraries, & the Locator...	1
	I'm Live! Now What?	2
	Panel: Mitigating Risk Together	3
	How to Train Your SEVIS Dragon	4
	Secrets of a Happy Marriage: Integrating TDS with Campus Data Systems	5
7:00 - 10:00	Karaoke Dinner Reception - Hilton Hotel Crystal Ballroom	
WEDNESDAY, APRIL 15		
7:00 - 8:00	Breakfast	6
8:00 - 8:50	A Fistful of Javascript	1
	The Ins and Outs of Exchange: Implementing an Incoming Exchange Application...	2
	Compliance 101: Strategies for a Self-Sustaining Travel Registry	3
	Where's Waldo?: Using Queries & Query Watches to Avoid Distraction and Quickly Find...	4
	Maintaining Your Data Security: Prevention and Emergency Response	5
9:00 - 9:50	Aha! That's How You Do It: Little-Known Features & Tricks to Ramp Up Your Work Pace	1
	Who Gets What: Understanding Process Version Management	2
	One Tab at a Time: Improving Your Brochures Using the Tabbed Interface	3
	Seeing is Believing: Reports and Visualizations from Your Terra Dotta Software	5
9:50 - 10:15	Break - Hallway Outside Session Rooms	
10:15 - 11:00	International Initiatives at Your Fingertips	1
	Know Before You Go: Using TDS to Create Targeted Pre-Arrival and Orientation...	2
	Simplifying the Complex: Checking Study Abroad Eligibility for Large Groups of Students	3
	One Site Fits All (Devices): Responsive Design Come to TDS16	4
	Demystifying the Import/Export Tool	5

SCHEDULE

TIME	SESSION	ROOM
WEDNESDAY, APRIL 15		
11:10 - 12:00	Terra Dotta Tetris: Building Blocks for Course Management	1
	Saving Time While Accomplishing More: Processing in Bulk	2
	The Broad View: Capturing All Campus Travel	3
	All in the Family: Supporting Your Dependents with TDS	4
	With Great Power Comes Great Responsibility: Learning to Wield Your Site's...	5
12:00 - 1:30	Lunch	6
1:30 - 2:20	Discovering the Endless Possibilities: Customizations in Terra Dotta Software	1
	Panel: The Key to Training for Success	2
	SOS! Support Our Scholars with TDS	3
	Program Fatigue? Let the Study Abroad Directory Do the Work For You!	4
	Troubleshooting Authentication	5
2:30 - 3:20	There's More than Just Pre-Decision and Post-Decision: Deeper Down...	1
	Do What I Say, Not What I Did: A Panel of Client Advice	2
	Facilitating Families Part 2: A Client's Perspective on Building a Family Portal	3
	Learning When to Let Go: Developing School-level TDS Managers	4
	Risk in Real Life: Managing Emergencies and Incidents in Terra Dotta Software	5
3:20 - 3:35	Break - Hallway Outside Session Rooms	
3:35 - 4:25	Connect the Data: Principal/Dependent Applications and Profiles	4
4:25 - 4:45	Closing Plenary	4

DID YOU KNOW?

Your institution can purchase an additional unlimited use license at a **75%** discount.

Are other offices on your campus interested in using TDS? If an additional Terra Dotta license is signed by December 31, 2015, a 75% discount will be applied to the license fee.

Contact info@terradotta.com for more information.



VISUALIZE YOUR DATA

Quick, Easy, Attractive? Yes. Customizable? Check. Automatic reporting? Yep, that too!

University offices need to present operational statistics to multiple institutional stakeholders in a clear and concise manner. Visualizations helps you by generating graphic representations of the data that already exist in your Terra Dotta software. They look great, tell your story simply and clearly, and are always ready to share.

- Bar, pie, and donut graphs
- Year-to-year comparisons
- Report on the data that is important to you
- An entire page dedicated to describing your current offerings

Add visualizations to your Terra Dotta software today! Contact services@terradotta.com.



TUES CONCURRENT SESSIONS

7:00 - 8:00am BREAKFAST (ROOM 6)

8:00 - 8:30am OPENING PLENARY (ROOM 4)

8:30 - 9:30am

4 Administrative Tasks and Automated Workflows: Even Cooler than Query Watches **G**
Presenter: Steve Sweitzer, Terra Dotta

One of the major new features being introduced in TDS15 is the administrative task and automated workflow functionality. The ability for a team to escape the “email inbox to-do list” and see priority action items on the admin home page will transform the staff’s ability to manage their workloads. Learn how to implement these new tools and find all the ways your team can organize, process, and collaborate.

9:30 - 10:00am BREAK (HALLWAY OUTSIDE SESSION ROOMS)

10:00 - 10:50am

1 System Settings: Setting Up Your Site For Success **B G**
Presenter: Kendall Frye, Terra Dotta

The System Settings menu in your Terra Dotta software contains the basic configurations that will control site-wide processes. This session will explore the settings within this menu and how they can be configured to best meet the needs at your office.

2 Terra Dotta, Forum, and The Critical Incident Database **GP**
Presenter: Natalie Mello, The Forum on Education Abroad | Tim Wojoski, Terra Dotta

This session will provide an update on The Forum on Education’s Critical Incident Database initiative and our collaboration with Terra Dotta. Learn what the data tells us about what is and what is not happening, when students study abroad, and what implications this holds for practice and policy. A demonstration of the software and a review of how this tool can assist with organization’s risk management will be provided.

3 Sink or Swim: Making the Most of Terra Dotta Software with Support Services **B G**
Presenter: Rachael Welty, Terra Dotta

Ever feel like you’re drowning and don’t know where to turn for help? Let Terra Dotta Support be your lifeguard! In this session, we’ll look at what Terra Dotta Support offers to ensure you’re making the most of your resources and software. We will walk through the Terra Dotta Support Portal together, reviewing how to search the Knowledgebase for answers, submit cases, find upcoming webinars, and connect with other users in the community. You’ll learn about Professional Services offered by Terra Dotta such as the Administrator Service, Tune-Up Service, On-site Training and One-Week Workshop. Whether you need simple answers or special attention on a custom project, know your options with Terra Dotta Support and Services.

4 Improved Document Management: Managing Digital Documents in TDS15 **B G**
Presenter: Scott Carter, Terra Dotta

This session will focus on setting up the new Applicant File Upload option available in TDS15. We will take a look at global settings that define what types of documents your users can upload; program level settings for determining whether or not and during which phase each program will allow uploads; the application page interface for document uploads; additions to the query criteria revolving around specific types of attached documents; and additions to the program template in the import/export utility regarding digital document management.

TUES CONCURRENT SESSIONS

10:00 - 10:50am

5 Easy Online Orientations **B R S G**
Presenter: Mark Landon, Terra Dotta

Did you know that there is an online orientation hidden within your Terra Dotta software? Learn how to create your own Online Orientation using the materials that are freely available to you through the Terra Dotta Community Library. We will look at some specific materials and we will look at the mechanics of using these materials to build your very own custom orientations.

11:00 - 11:50am

1 Moving the Student Application Forward: How Dates, Itineraries, and Phases Matter **B G**
Presenter: Sakiba Dzelil, Terra Dotta

Learn how to use program dates, phases, statuses, and itineraries to manage your application process efficiently. This session will focus on how these elements impact each other and the application process for applicants/registrants.

2 First Response: Developing and Supporting a Crisis Response Plan in Terra Dotta Software **E R**
Presenter: Isaiah Allekotte, Terra Dotta

Crises can happen on campus at any time. Most colleges and universities have a Crisis Response Plan in place, however, these are often paper files or PDFs that are difficult to navigate quickly. This session will discuss how you can use Terra Dotta software to implement a crisis response plan that is easy to put into action in the event of an emergency on your campus or overseas.

3 Reflections on the Increasing Professionalization of the Study Abroad Field: What Brought Us to This Point and Ideas for the Future **S GP**
Presenter: Tom Howard, HES International | Gary Rhodes, Center for Global Education

Colleges and universities have continued to grow study abroad programs, adding opportunities in more diverse locations, for students with diverse academic interests. These include both credit and non-credit bearing international opportunities, with more dedicated study abroad offices and growing numbers of full-time staff.

Rather than ‘falling’ into the study abroad field, leaders in the field are designing their careers to be study abroad professionals, with an increasing number who have graduate degrees and take part in research, along with their professional responsibilities.

Along with providing a background on the development of the field, the session will provide ideas and suggestions on ways to move forward as a study abroad professional - including opportunities for graduate study, research, publication, and supporting advances in technology. The development of new hybrid models, which mix in-class and online study abroad, will also be discussed. Finally, we will discuss ways to make an impact to help the field continue to mature, become more of a profession, and expand opportunities for students, faculty, and staff – with the end goal of integrating and internationalizing these experiences at their college or university.

4 Sharing the Love: Distributing Workflow Using TDS **GP**
Presenter: Justine Clark, University of Adelaide

Is your TDS system not reaching its full potential where other university stakeholders’ processes come into play? Are you still using paper forms and signatures to gather your students’ data, particularly in relation to their academic programs? Could a fresh, international perspective on administrative processes spark new ideas for your own workflow? The Global Learning Office at the University of Adelaide uses questionnaires and saved queries to gather information from staff members across the university, doing away with paper forms and improving faculty buy-in. Learn more about how minor changes in your information gathering could make a world of difference to your efficiency.

TUES CONCURRENT SESSIONS

11:00 - 11:50am

5

Lose the Paperweight: Going Paperless with TDS
Presenter: Katie Wirka, Terra Dotta

B

I

Have dusty file cabinets become the focal point of your International Student and Staff office? Ditch your antiques and find out how you can use Terra Dotta software to go paperless. Student files, applications, requests and documents can all be quickly created and stored in an organized system that's accessible from anywhere you have an internet connection. This session will guide participants through the process of creating and managing student records in TDS, as well as translating some common ISSS requests (CPT, RCLs, Form Extensions) into TDS.

12:00 - 1:30pm LUNCH (ROOM 6)

1:30 - 2:20pm

1

Emails and Phone Calls and Notes - Oh My! Using TDS to Effectively Communicate With Your International Students & Scholars
Presenter: Katie Wirka, Terra Dotta

B

I

Communicating effectively with your International Students and Scholars has never been easier with the help of Terra Dotta software. In this session, you'll learn how you can use TDS to relay important information to your stakeholders quickly and easily via email, SMS, and your public facing website. Configure customized automatic alerts to notify your students, scholars and staff about important deadlines, such as approaching form I-20 and DS-2019 expiration dates, with detailed instructions on how to extend their status if needed or information on applying for graduation. In addition to communicating with active students and scholars, TDS also allows your office to stay in touch with alumni.

3

Exchange Balances: Using Terra Dotta Software as a Way to Keep Your Exchange Programs in Balance
Presenter: Rosie Beam, Terra Dotta

B

G

This session will discuss how to use Terra Dotta software to manage exchange balances. The software has a very flexible system for keeping track of numbers for both outgoing and incoming exchange. We will discuss how to configure an exchange and keep track of the numbers throughout various application cycles inside of Terra Dotta software.

4

Find Your Oasis: Marketing Secrets that Reduce Your Workload While Accomplishing Your Office's Goals
Presenter: Michelle Gammon, Terra Dotta

B

G

Ever wonder the secret behind making your site do the marketing for you? Find out in this session. Learn tips about consistency and usability for your website and how both can influence your office's overall marketing objectives. Determine effective methods for intuitive design and compelling content that will make your users want to read all the information you have for them. Discover tools for website improvements such as templates for various pages and software elements. Participants will also learn how video marketing can instill your message in users' minds. Accomplishing marketing success on your website will reduce your workload starting with your initial impression on all users.

5

Using Terra Dotta and Concur
Presenter: Concur | Tim Wojoski, Terra Dotta

R

GP

Terra Dotta is partnering with Concur Platform Services to integrate our respective travel risk management solutions. This session will demonstrate how a university or institution with both Terra Dotta Software and Concur Travel will benefit from the delivery of detailed itinerary information that will assist travelers regardless of how travel was purchased. Travelers will proactively receive up-to-date security intelligence and real-time communications to affected travelers hosted on a global text messaging platform.

TUES CONCURRENT SESSIONS

2:30 - 3:20pm

1

Who Gets Access to TDS and What Do They Get?
Presenter: Dee Van Zandt, Terra Dotta

B

G

Limiting permissions in TDS is necessary in order to maintain data integrity, confidentiality, and control of your site. Learn how to create user groups and assign permissions.

2

Waking Up with HTML: Using HTML to Liven Up Your Site
Presenter: Jordan Bangs, Terra Dotta

B

G

In this session we will demonstrate the basics of HTML. Moving away from the standard look and adding excitement to your site! We will explore the process of using HTML to make your announcements stand out! Clickable links will be built and demonstrated to make your site easier to navigate. We'll walk through the practical steps of how to change the default terminology on your site to text that is more targeted to your site users. We'll also introduce concepts of working with HTML in text interface fields, and other fields in the software, to make site content stand out using bold, italics, and color to ensure your site is easy to read/scan. This session will give you the tools you need to make exciting changes with no technical degree required.

3

A Little Bit of This, A Little Bit of That: Exploring Faculty-Led Study Abroad Program Application Options in TDS for Study Abroad
Presenter: Jemma Lund, University of Wisconsin-Green Bay

S

GP

W

Ever wonder how you'll make different applications for each of your faculty-led programs or how to tweak different requirements to match faculty needs? Do you feel you have learned the basics of TDS for Study Abroad but have no idea how to vary applications or handle unique programs?

This workshop will cover the basics of an example/template of a faculty-led program application. In addition, more unique cases or varied requirements between programs will be covered. The group will also brainstorm other ideas or unique cases to see how they can be incorporated into TDS. The basic question of how to create a program application, brochure, and application requirements will be addressed with examples and practice within the group.

4

Data 101
Presenter: Amanda Zamzes, Elon University

GP

Ever have a gut feeling about your programs, but never had the data to prove it? Have you ever been asked how applications this year compare with last? No problem! As study abroad participation rates increase and budgets seem to decrease the need for reliable data has never been more important. Learn quick and easy ways to have TDS help you illustrate trends, justify new hires, or let you know if you're on the right track. This session will also explore how to turn the data you've generated into charts and graphs for easy storytelling for the non-data minded.

5

You're My Type: Choosing the Best Program Type for Your Travel Registry
Presenter: Isaiah Allekotte, Terra Dotta

B

R

TDS14 introduced new program types with special relevance to Travel Registration. Learn how to implement Travel Registration, Risk Management, Incident Report, and Outgoing with Side Trips and OneStep programs, and see how they affect the experience for your registrants and administrative users.

3:20 - 3:45pm BREAK (HALLWAY OUTSIDE SESSION ROOMS)

TUES CONCURRENT SESSIONS

3:45 - 4:30pm

1

Painless Registrations: Using One-Step for Quick and Easy Travel Registrations
Presenter: Chelsey Harwood, Terra Dotta

BG

This session will demonstrate how Terra Dotta software enables your faculty, staff, and students to quickly register their travel or submit information using One-Step forms. See how easy it is for you to setup these forms and how they can help increase compliance on your campus.

2

Application Building Blocks
Presenter: Kendall Frye, Christina Meredith

BG

Every application is comprised of process elements in the system. These building blocks can make or break your application. It is important to know what you can and cannot do with each type of process element. In this session we will discuss how to create and deploy process elements. We will also show you how to utilize the resources of the Terra Dotta Community Library to save you from duplicating time and effort on your site.

3

Duty of Care: Your Legal, Ethical, and Practical Responsibilities
Presenter: Mark Landon, Terra Dotta

EI

Who is responsible for the well being of members of the university community when they travel abroad? This interactive session will explore where the responsibility lies when problems arise, who is liable, and what can be done to reduce the risks. This will be a participatory session as we will ask attendees to share their experiences and discuss the practices employed at their institutions.

4

Subduing the SEVIS Dragon
Presenter: Derrick Lovick, Terra Dotta | Monica Sharp, Terra Dotta

BEI

Learn how TDS subdues the SEVIS dragon, simplifying your interactions with SEVIS in the release of TDS15. This session will cover the basics, including preparing to batch create, register/validate, and update SEVIS records with TDS. We will also discuss how TDS integrates existing student information and assists with SEVIS compliance. Come learn how TDS15 will forever change your relationship with SEVIS.

TIP: DATES & ITINERARIES

When creating program date records, check the ‘Create program itinerary record with these dates’ box to automatically cascade the program itinerary to applicants (outgoing & incoming programs).

Refer to the handout in your registration packet and the KB article:
<https://tdsupport.force.com/support/articles/General/Itinerary-records>

TUES CONCURRENT SESSIONS

4:40 - 5:30pm

1

Where in the World are Your Travelers: Programs, Locations, Itineraries, & the Locator Search
Presenter: Chelsey Harwood, Terra Dotta

BG

Whether in response to an emergency, or in support of data development for your office, it is important to be able to quickly find the locations of all your travelers. This session will demonstrate how program locations, combined with program and application itineraries, enable you to pinpoint travelers in a matter of moments.

2

I'm live! Now What?
Presenter: Dee Van Zandt, Terra Dotta

BG

You've launched your new site, but what happens next? Learn how to let TDS work for you. We'll address running queries and reports, notifying students about deadlines, and much more!

3

Panel: Mitigating Risk Together
Presenter: Cynthia Banks, New World Vistas | Paul Watson, AIFS | Brandon Lee, Terra Dotta

P

Universities have their own processes for mitigating risk and dealing with emergencies, but they aren't always the front line. Many students travel on programs that are either sponsored and maintained by third party providers or are led by faculty members who look to providers to develop the logistics of their programs. This interview and Q&A session will examine what universities should focus on when choosing their partners. It will also delve into the complexities of who does what when a university and a program provider are both trying to assist program participants in an emergency.

4

How to Train Your SEVIS Dragon
Presenter: Derrick Lovick, Terra Dotta | Monica Sharp, Terra Dotta

B E I

This session will cover the specifics of using TDS to train your SEVIS dragon. Whether batching or using embedded RTI, TDS will provide the tools you need to “domesticate” the wild SEVIS. Focusing on high-volume tasks that you repeat routinely in ISSS, we will discuss using batch and embedded RTI functions for creating and updating SEVIS events. No more fear!

5

Secrets of a Happy Marriage: Integrating Terra Dotta Software with Campus Data Systems
Presenter: Elizabeth Lostetter, Terra Dotta

BG

The majority of Terra Dotta clients rely on an ‘integration’ between their Terra Dotta software and campus data systems in order to log in and evaluate applicants. However, do you know how an integration actually works? Would you know where to start if there appeared to be a problem with this critical connection? Come to this session to learn the basics of Terra Dotta integrations for Hosted and SaaS clients. We'll cover the two main integration structures, various options for campus logins, and go over examples of common integration problems. This session is appropriate for new clients planning to undertake an integration as well as clients that want to learn more about their software's existing integration. No previous IT knowledge or training is necessary to gain control of your integration!

7:00 - 10:00pm KARAOKE DINNER RECEPTION (HILTON HOTEL - CRYSTAL BALLROOM)

WED CONCURRENT SESSIONS

7:00 - 8:00am BREAKFAST (ROOM 6)

8:00 - 8:50am

1 A Fistful of Javascript **E G**
Presenter: Steve Sweitzer, Terra Dotta

Steve Sweitzer has been posting scripts on his blog for a few years now that demonstrate how to use client-side scripts to manipulate and tweak the TDS interfaces. In this session, he will do a walkthrough of some of these scripts and how you can implement them on a site. While some javascript knowledge can be helpful in this session, it isn't necessary if you want to learn more about what is possible with just a few lines of code and ways to streamline your site with just a little bit of UI customization.

2 The Ins and Outs of Exchange: Implementing an Incoming Exchange Application with TDS **GP**
Presenter: Rachel Fitzgerald, Virginia Tech University

Take a glance at how a large, fairly decentralized institution uses Terra Dotta software to navigate inbound application processing. With a series of query watches, a system of app tagging, and various status aliases, multiple campus constituencies (the Global Education Office, academic advisors within each college or department, the Office of Graduate and Undergraduate Admissions, the International Center) have a centralized platform for communication and can track an application from start to finish. Visualize the overall benefit of processing inbound applications online by being able to track in and outbound mobility through the exchange balance feature. Anyone interested in a case study for implementing an inbound exchange application process using Terra Dotta Software should attend.

3 Compliance 101: Strategies for a Self-Sustaining Travel Registry **B R**
Presenter: Tim Wojoski, Terra Dotta

Developing an electronic travel registry is a key part of using Terra Dotta software, but what can you do to make your travel registry as self-sustaining as possible after it's up and running? This session will delve into how TDS can keep your travel registry up-to-date, relevant, and filled with the information you need with the least amount of work-hours on your office.

4 Where's Waldo: Using Queries & Query Watches to Avoid Distraction & Quickly Find the Information You Need **B G**
Presenter: Elizabeth Lostetter, Terra Dotta

Are you confident that you can sort through dozens of applications and narrow the results to only the ones that interest you? Would you like to create 'bookmarked' lists of applications on your home page? Wouldn't it be nice to have the Terra Dotta system automatically send new applicants a 'welcome' email with supplementary information? Would you like to be automatically notified when an applicant withdraws from a program? The Terra Dotta system has advanced capabilities for searching ("Queries") and automated notifications ("Query Watches"). Come to this session to learn the basics of these critical tools and get ideas for the many varied ways they can be utilized on your site to save you time and keep tabs on Waldo!

5 Maintaining Your Data Security: Prevention and Emergency Response **GP**
Presenter: Shanna Van Beek, Elon University

You know TDS is a secure system, but are you and your colleagues taking the right steps to ensure your user protocol is secure? In this session, we'll discuss tips for building a culture of compliance and security, including the following areas:

- Auditing staff and student staff permissions
- Building a culture of safe login/logout protocol
- Working with outside offices to audit your security, including integration
- Knowing how FERPA/HIPPA/ADA affects your security protocol
- Sharing data with institutional administration, outside parties, students, parents, faculty, etc.
- What to do during a potential data vulnerability

The goal of the session is for all admin users, from Super User to student worker, to learn tips for regular security protocol and maintenance and steps to take when a vulnerability does occur.

WED CONCURRENT SESSIONS

9:00 - 9:50am

1 Aha! That's How You Do It: Little-Known Features & Tricks to Ramp Up Your Work Pace **B G**
Presenter: Michelle Gammon, Terra Dotta

Have you ever developed your own workaround way to complete daily tasks and daydreamed of quicker options? Did you know you can extend deadlines on a case-by-case basis? How about the option to customize your admin home? Or the setting to rearrange the application layout? This session will reveal many secrets and shortcuts (software and browser-related) that can be useful to all Terra Dotta software users, from beginners to experienced gurus and provide some relief on your daily workload. You'll become The Flash, finishing your entire task list in no time.

2 Who Gets What: Understanding Process Version Management **B G**
Presenter: Sakiba Dzelil, Terra Dotta

Learn how to ensure that your users are seeing the appropriate version of the questionnaire, material, learning content, or assessment (i.e. process elements). Keeping an eye on what version of a process element is currently deployed to an application cycle will help you better understand what information you are gathering from your users.

3 One Tab at a Time: Improving Your Brochures Using the Tabbed Interface **E G**
Presenter: Andres Sarmiento, Terra Dotta

Power up your brochures using advanced techniques to make them stand out. Whether your site has a base stock layout or a custom layout, you can make your brochures look professionally designed with a tabbed interface. As users browse your site to find a program that suits their needs, your brochure is a first impression that should be more than just a digital version of a printed brochure. Come to this session for tips on enhancing your digital catalog of brochures.

5 Seeing is Believing: Reports and Visualizations from Your Terra Dotta Software **B G**
Presenter: Mark Landon, Terra Dotta

Your Terra Dotta software is the repository for your key data. Learn how to get the information you need by using Terra Dotta's built-in reporting capabilities. This session will look at the types of reports you can generate and give pointers on how to create, save, modify, and share them. In addition, you will see a demonstration of the elegant and information-rich Terra Dotta Visualizations. Learn how you can get this optional service and why Visualizations can be valuable in telling the rest of your campus, and the world, about all the great work your office is doing.

9:50 - 10:15am BREAK (HALLWAY OUTSIDE SESSION ROOMS)

10:15 - 11:00am

1 International Initiatives at Your Fingertips **B E G**
Presenter: Dee Van Zandt, Terra Dotta

Managing and maintaining international agreements can involve a number of stakeholders on a campus. Learn how TDS can help your institution manage proposals, agreements, and activities associated with international initiatives.

2 Know Before You Go: Using TDS to Create Targeted Pre-Arrival and Orientation Modules for Your International Students and Scholars **B I**
Presenter: Katie Wirka, Terra Dotta

It's hard to imagine the new international student and scholar experience - applying to US schools, securing a visa, navigating a new country, finding housing, the list goes on. Make this transition easier by providing new students and scholars with a customized online module that contains useful pre and post-arrival information that can be referenced throughout the duration of their program. Provide in-depth information regarding status maintenance and create assessments to gauge student and scholar aptitude of the important information presented by your office. Ease your orientation burden by using TDS to create a process that enables new students and scholars to upload their passport, visa stamp, and I-94 arrival departure information directly into their Terra Dotta file. Session participants will learn how to create pre-arrival and orientation programs in TDS and exchange ideas with colleagues regarding best practices.

WED CONCURRENT SESSIONS

10:15 - 11:00am

3 Simplifying the Complex: Checking Study Abroad Eligibility for Large Groups of Students **GP**
Presenter: Carolyn Kashner, The George Washington University | Scott Carter, Terra Dotta

Ever wondered how you can simplify eligibility checks for a large group of students applying for study abroad programs? This session will demonstrate how The George Washington University runs eligibility checks for undergraduate students applying to study abroad programs and how those eligibility checks are processed within Passport. It will also show how our TDS-built custom action is used to simplify our processes.

4 One Site Fits All (Devices): Responsive Design Come to TDS16 **B E G GP**
Presenter: Donald White, Appalachian State University | Garrett Christian, Terra Dotta

The statistics are clear: users of the web are rapidly shifting away from their desktops and laptops toward mobile devices. While the screens may shrink, our fingers do not. Web interfaces must now be designed to respond to the various dimensions of smaller screens and provide a usable touch interface for the mobile devices that are beginning to dominate web access. With that shift comes a need for simplification and standardization, and to achieve this in TDS, we have chosen Bootstrap, a widely used responsive design framework that provides an elegant, reliable and highly usable interface for devices of all sizes. The move to Bootstrap will mean some changes to the look and feel of your site in TDS16, improvements that you'll enjoy the moment you access through a smartphone or tablet, as well as a design consistency that will enhance usability on any device, large or small. To help us show the benefits of responsive design, we've asked Donald White from Appalachian State University to show off the brand new site layout he developed for use with TDS. It's a sneak peak at what's ahead in the 2016 release of TDS.

5 Demystifying the Import/Export Tool **B G**
Presenter: Chelsey Harwood, Terra Dotta

The data import/export tool lets you perform complex and large-scale tasks through the power and convenience of Excel. If you've read the Terra Dotta Knowledgebase documentation, you may be puzzled by all the requirements and unfamiliar terms. This presentation will address those questions and supplement what you've read through practical demonstrations of exports and imports, both simple and complex. Export demonstrations will show how information can be used in other systems for statistical analysis or as a way to efficiently review and update existing data. We will look at how to prepare data to import in batches. We will examine common system errors. The resulting file will serve as a blueprint for the mass import of hundreds of records. At the end of this session, you will be ready to import records from your old system for historical reporting, travel registrations, and any number of other record types.

11:10am - 12:00pm

1 Terra Dotta Tetris: Building Blocks for Course Management **GP**
Presenter: Loren Lee Diaz, Chapman University | Isaiah Allekotte, Terra Dotta

With thousands of courses in hundreds of locations worldwide, it's no surprise that each institution has its own foreign transcript articulation process to accept credits taken by study abroad students. How can your institution leverage the functionalities of Terra Dotta software to create your own course approvals process and database? Chapman University's Center for Global Education has over 4,500 courses approved in its catalog of foreign courses in our Terra Dotta software. These course approvals were captured through a streamlined process involving several students, faculty, and staff. Chapman utilizes one of many processes available for storing and updating course approvals using features in Terra Dotta software. Learn more about this process and more as we explore the Foreign Courses, Home Courses, and CER Form sections of the software.

2 Saving Time While Accomplishing More: Processing in Bulk **B G**
Presenter: Sakiba Dzelil, Terra Dotta

Did you know that with a few clicks you can mark all of those materials as received for all of your students? Terra Dotta software allows for batch processing of applications, learn how to use the tools to be more productive with your time.

WED CONCURRENT SESSIONS

11:10am - 12:00pm

3 The Broad View: Capturing All Campus Travel **B R**
Presenter: Rachael Welty, Terra Dotta

When you're charged with the responsibility of capturing travel for your entire campus, the task may seem daunting. How will you design programs to meet the needs of each kind of travel? How will you configure your staff permissions? Do you need multiple licenses? How will you get everyone's data? And, when there's an emergency, how will you keep everyone informed? In this session, we'll examine best practices for capturing travel across your campus and the benefits of doing so.

4 All in the Family: Supporting Your Dependents with TDS **B I**
Presenter: Monica Sharp, Terra Dotta

TDS supports all dependents through every phase of their visa lifecycle - F-2, M-2, and J-2, as well as H-4s and more. Provide pre-arrival and ongoing orientation materials and programming support with our integrated features. Share critical information and opportunities that will engage with them in their visa lifecycle. Learn how the student and scholar-facing portals of TDS make it easy to create and update dependent records from your office. Simplify your dependent workload by using our query watches and checklists. Batch create, validate, and update SEVIS records for all your dependents. Learn more about how the versatility of TDS can easily be used to support your dependent population.

5 With Great Power Comes Great Responsibility: Learning to Wield Your Site's Powerful Maintenance Tools **E G**
Presenter: Elizabeth Lostetter, Terra Dotta

Do you have Maintenance permissions and you don't know what to do with them? Would you like to get more out of your software, and deepen your knowledge of Terra Dotta's 'back-end' capabilities? Come to this session to learn about these powerful tools! If you are a Hosted/SaaS client and you do not see a Maintenance menu on your site, please note that, unlike regular permissions, Maintenance permissions are only granted to individuals by Terra Dotta upon request (via the case system).

12:00 - 1:30pm LUNCH (ROOM 6)

1:30 - 2:20pm

1 Discovering the Endless Possibilities: Customizations in Terra Dotta Software **E G**
Presenter: Scott Carter, Terra Dotta

Ever wanted to make a small change here or a large change there in Terra Dotta software, but found that the standard options just don't go far enough? Wanting something unique on your site that the WYSIWYG editor doesn't seem to support? This session will use a number of examples to demonstrate the lengths to which customizations inside of Terra Dotta software can go and will discuss what you need to do in order to get customizations started and implemented on your own site.

2 Panel: The Key to Training for Success **P**
Presenter: Keith Davis, SUNY Oswego | Heidi Doyle, University of Michigan
Tony Goddard, West Virginia University | Dana Tottenham, Emory University
Michelle Gammon, Terra Dotta

Colleagues share their advice for training staff to use Terra Dotta software. Find out what other institutions have developed for training guides and continued support based on their software configuration. Hear first-hand experiences and creative ideas for keeping your daily tasks on-schedule while ensuring your staff know everything they need to know. Learn where to start and how to enhance your training methods every step of the way. Come prepared to ask questions, discuss best practices, and leave with a clear plan for creating your institution's TDS staff training tools.

WED CONCURRENT SESSIONS

1:30 - 2:20pm

3

SOS! Support Our Scholars with TDS
Presenter: Monica Sharp, Terra Dotta

B

I

TDS supports your scholars through every phase of their visa lifecycle - J-1/J-2, H-1B, O, PERM, and visitors. Learn how TDS applications, questionnaires, and recommendations can simplify your scholar workload, and clarify your communication. Checklists, query watches, and integrated orientations keep your processes moving along and meeting deadlines. Batch create, validate, and update SEVIS records for all your J scholar categories with TDS. The versatility of TDS can easily be used to support your scholar population.

4

Program Fatigue? Let the Study Abroad Directory Do the Work For You!
Presenter: Chelsea Weaver, Terra Dotta

B

S

G

Overwhelmed with managing hundreds of provider programs? Tired of searching the provider’s site for all the information you need? Frustrated with the endless editing, copying, and pasting? Save time and energy using the Terra Dotta Study Abroad Directory. The Directory is a listing of third party provider programs that Terra Dotta users can import directly to their site. Discover the basics of using the directory with special focus given to creating mappings, importing program information, and installing updates. This session is aimed at new users, but is appropriate as a recap of best practices for users at all levels.

5

Troubleshooting Authentication
Presenter: Antonio Green, Terra Dotta

E

G

This session is designed to provide you as the “primary application stakeholder” with the tools needed to quickly identify the likely source of authentication issues as well as the language required to communicate effectively with the technical resources involved in issue resolution as relates to your instance of Terra Dotta software.

2:30 - 3:20pm

1

There’s More than Just Pre-Decision and Post-Decision: Deeper Down the Rabbit Hole with While Abroad and Returnee Phase
Presenter: Andres Sarmiento, Terra Dotta

B

G

This session will explore the added benefits of using the following stages of what your applicants are up to while engaging their adventure abroad and what new knowledge they bring back as a returnee and how that can be gathered by your office for productivity and follow up.

2

Do What I Say, Not What I Did: A Panel of Client Advice
Presenter: Eric Deschamps, Northern Arizona University | Meghan Mason, Middlebury Schools Abroad
Doug Upton, Colleges of the Fenway | Rachael Welty, Terra Dotta

P

Hear from your colleagues about their creative uses of TDS and their greatest success stories. We’ll ask them what they wished they would have known sooner, and what advice they have for others. They’ll also discuss their rationale behind their software configuration and the ways they used TDS in real-world scenarios. Come discuss best practices, learn to avoid common snafus, and take home their good ideas!

WED CONCURRENT SESSIONS

2:30 - 3:20pm

3

Facilitating Families Part 2: A Client’s Perspective on Building a Family Portal
Presenter: Shanna Van Beek, Elon University | Elizabeth Lostetter, Terra Dotta

GP

Did you attend the TDU 2014 session Facilitating Families? Are you ready to learn from an institution that’s implemented a family portal? See how we’re wrangling family communication (read: Helicopter Parents) at Elon University. Learn from our challenges and questions:

- How do you choose the program type?
- What process elements should you use?
- What content do you include? What do you exclude?
- How much maintenance should you expect?
- How do you manage family expectations?
- How do you balance family communication with student agency?

The session will focus on how to build an effective family portal for your institution, so while it will be geared toward more experienced users, less experienced users can learn how to use the system to manage family communication in general.

4

Learning When to Let Go: Developing School-level TDS Managers
Presenter: Lisa Brancheau, The George Washington University | Andrew Fromknecht, The George Washington University

GP

With the growing number of individual schools and colleges inside a university establishing offices of study abroad and international education programs, the need for local, school-based TDS for Study Abroad managers becomes essential. As a university super user and main point of contact, how do you identify, train, and work with school-based “power users?” This presentation aims to answer this question by providing examples from The George Washington University Office of Global and Experiential Education within the School of Business and the central Office of International Programs on how to develop school-based TDS for Study Abroad managers. Additionally, we will discuss how to manage the relationship between the main university super user and your school-based TDS for Study Abroad managers. Emphasis will be placed on the experience of the School of Business, an office which has grown from administering a small number of abroad programs each year to an office which utilizes TDS for Study Abroad spanning short-term abroad, outgoing and incoming exchange, and short-term risk management travel. While the de-centralization of privileges and responsibilities carries risk, the development of proper procedures and safeguards helps empower the school-based manager and provides the university super user increased peace of mind as he/she knows that these programs are receiving the level of support they need to succeed.

5

Risk in Real Life: Managing Emergencies and Incidents in Terra Dotta Software
Presenter: Isaiah Allekotte, Terra Dotta

E

R

No matter how well we plan travel before it takes place, there’s no way to prevent every emergency. This session will examine how you can manage emergencies and other travel incidents within Terra Dotta’s online interface, including all the ways you can reach out to travelers, their emergency contacts, and any local law enforcement all within a matter of minutes. Make notes on who you have contacted and who still needs to be reached without ever leaving your site.

3:20 - 3:35pm BREAK (HALLWAY OUTSIDE SESSION ROOMS)

3:35 - 4:25pm

4

Connect the Data: Principal/Dependent Applications and Profiles
Presenter: Steve Sweitzer, Terra Dotta

G

You might have office processes that involve tracking multiple applications and applicants as a group. A new feature being introduced in TDS15 will allow applications and profiles to be linked. This can be used for assigning scholarships to study abroad applications, linking a J-1 scholar’s dependents to her/his profile, or assigning a group leader to a cohort of travelers. This session will detail implementing and working with this exciting new data relationship in TDS15.

4:25 - 4:45pm CLOSING PLENARY (ROOM 4)



Brandon Lee | Chief Executive Officer / Co-Founder

Brandon’s first study abroad experience during his senior year of high school in Pornic, France inspired him to take French studies. He earned a B.A. in French (summa cum laude and Phi Beta Kappa) from The Ohio State University in 1997 and an M.A. in French Literature from the University of North Carolina at Chapel Hill in 1999. While at Chapel Hill, he led undergraduate students on a semester-long trip to France and taught courses in French language and literature as well as communication studies. He served on several University executive boards, including one that examined the role of technology in the future of the University, and he worked with the Carolina Computing Initiative. These experiences led him to start Terra Dotta with co-founder Garrett Christian.

Brandon lives in Hickory, NC with his wife, Jennifer Heller, who has a Ph.D. in English and Women’s Studies and is currently Associate Professor of English and Chair of the School of Arts and Letters at Lenoir-Rhyne University. They have three children.



Garrett Christian | Chief Technology Officer / Co-Founder

Garrett is the Chief Technology Officer for Terra Dotta. His responsibilities include product development strategy, systems analysis, project management and information security. Before there was Terra Dotta, Garrett gained his database- and software-engineering experience in the credit card division at AT&T, but then he took a detour. Having studied abroad in Granada, Spain, as an undergrad, Garrett decided to go back and pursue graduate studies in Romance Philology at the University of North Carolina at Chapel Hill. He received his M.A. in 1997, and later obtained a fellowship for doctoral research at the Universidad de Navarra in Pamplona, Spain, where he and his wife spent a year, 1999-2000.

While at UNC, Garrett met Brandon, and with their common interest in instructional technology, the two established a new Technology Coordinator position for teaching assistants in the Department of Romance Languages, creating web resources for language instruction. This collaboration led them to pursue an ambitious effort in the Office of Study Abroad to create a virtually paperless office. The database/web system that was launched in 1999 is still in use today and served as the proof of concept for what eventually became Terra Dotta software.



Michael McKeown | Chief Operating Officer

Michael provides leadership for Terra Dotta’s business strategy, support operations, and financial and contract management. He has three decades of business management experience.

Michael joined Terra Dotta in 2006 after 23 years at Land O’Lakes, Inc., a Fortune 500 company, where he was Director of Production & Project Services in the Information Systems Division. At Land O’Lakes, Michael directed 85 operations, network and support staff. He was responsible for the operation of a data center with 420 Windows and Unix servers and a nationwide network connecting over 350 manufacturing plants and distribution centers. He directly led major technology projects, integrated acquired businesses into the company’s computing environment, and wrote strategy papers related to technology and system direction.

Michael was a Peace Corps Volunteer in the Dominican Republic. He has extensive international consulting experience in business and leadership development. He has conducted training programs in free-enterprise business methods and consulted in rural business development in Paraguay, Kenya, Zambia, Ghana, Slovakia, Bulgaria, Nepal, and Belize.



Isaiah Allekotte | Client Support Specialist

As a Client Service Specialist at Terra Dotta, Isaiah Allekotte assists new clients with implementation and systems integration projects, serves as a Terra Dotta Administrator, and acts as a first responder for support requests. Before joining Terra Dotta, Isaiah was the western region Assistant Director of Admissions for Semester at Sea. Prior to that role, Isaiah served as Applications Support Assistant at the Chapman University Center for Global Education, where he led the testing, implementation and maintenance of TDS on campus, and provided credit articulation and other academic support for study abroad students. Isaiah earned a BFA in Film Production and an MA in Education from Chapman University. He studied abroad with Semester at Sea in Spring 2009 and is currently based in the San Francisco Bay Area.



Jordan Bangs | Client Support Specialist

Jordan joined Terra Dotta in 2014 and serves as a first responder for support cases. He supports clients and creates training videos that are published in the client support portal. Jordan’s experience involves over fifteen years of customer service and business management. Prior to joining Terra Dotta, Jordan trained and managed teams of support specialists for AT&T. He has a passion for best business practices in client relations and strives to make every interaction as relevant and personable as possible. Jordan lives and works in Hickory, NC.



Rosie Beam | Client Support Specialist

Rosie joined Terra Dotta in 2015 and serves as a first responder for support cases. She provides client support and assists clients in administering their Terra Dotta software. She graduated from CVCC with a degree in Elementary Education. After completion of her degree Rosie spent three years in the school system working with First Grade. After leaving the school system Rosie worked as a Receptionist with Apple, Inc where she learned the importance of interacting with people of different nationalities and different cultures. Rosie comes to Terra Dotta with a passion for intercultural education. Rosie works in the Hickory office.



Daniel Bullins | Sales & Marketing Coordinator

Daniel coordinates all three TDU conference events, manages the development of Terra Dotta’s demonstration websites, and oversees the completion and submission of RFPs and RFIs for Terra Dotta software. He is also responsible for the monthly company newsletter, mass-marketing announcements, and social media execution. Daniel graduated from Lenoir-Rhyne University in 2012 with a B.A. in English and minors in Creative Writing and Philosophy, where he was the station manager of 99.3 WLRZ, the Lenoir-Rhyne campus radio station. He currently lives in Hickory, NC, and enjoys playing Ultimate Frisbee and guitar in his free time.



Scott Carter | System Analyst

Scott is responsible for supporting clients through analyzing requests for custom software functionality development and coordinating Payment Gateway Implementations. Scott previously worked at North Carolina State University serving as the Systems Administrator managing Terra Dotta software, Assessment and Scholarships, and North Carolina State’s Global Perspective Certificate program. Scott also served as the Study Abroad Office liaison for NC State’s Prague Institute. Along with Scott’s previous experience in international education, he has also worked in higher education for over fifteen years including previous experiences in Housing and Residence Life, Student Services, and Records and Registration.

Scott holds a bachelor’s degree in Computer Science from the University of North Carolina at Charlotte and a master’s degree in Student Affairs in Higher Education from Indiana University of Pennsylvania. Scott currently serves on the board of the North Carolina Association of International Educators as the Member at Large - Webmaster/Technology Consultant. In Scott’s spare time, he serves as the Youth Group Advisor at his temple.



Sakiba Dzelil | Client Support Specialist

Sakiba joined Terra Dotta in January of 2015 as a Terra Dotta Administrator. She previously worked with Terra Dotta software for Study Abroad at Western Kentucky University. She led the implementation committee and continued to manage the software for about two years. Sakiba has a Master of Public Administration degree from Western Kentucky University and is currently pursuing her Doctorate of Educational Leadership degree from Western Kentucky University. Sakiba works from her home office in Nashville, Tennessee.



Kendall Frye | Client Support Specialist

Kendall joined Terra Dotta in 2014 as part of the Client Support Team. She serves as a first responder for support cases, and she works closely with clients as part of the Terra Dotta Administrator Service. Prior to joining Terra Dotta, she worked for a non-profit Robotics Education program, where she traveled to teach kid-friendly programming and robotics skills in school districts across NC. She holds a B.A. in Psychology from Lenoir-Rhyne University, and she works in the Hickory, NC office. Outside of work, Kendall enjoys reading and spending time with family.



Michelle Gammon | Marketing Specialist

Michelle coordinates Terra Dotta’s conference participation, corporate events, and brand identity efforts. She also manages Terra Dotta’s marketing website and the Community Library content shared among clients. Michelle has a passion for graphic design and provides a leadership role on the marketing team with regard to demonstration videos and advertisements for the company website, marketing campaigns, and conferences. Michelle began working for Terra Dotta in May of 2010. A graduate of North Carolina State University, she has a B.S. in Business Management with a concentration in Marketing. She also studied abroad at Universitat Pompeu Fabra in Barcelona, Spain. Outside of work, Michelle enjoys attending NCSU football games, spending time with her family and friends, and being active outdoors.



Antonio Green | Systems Integration Specialist

Antonio configures client authentication mechanisms, resolves client authentication issues, analyzes server and application log data for problem resolutions, and codes utilities for Terra Dotta software. He completed a BS in Computer Science at N.C. State University. Prior to joining Terra Dotta, he worked as an Engineer for Nortel/BNR before transitioning into independent consulting. He spent the last 10 years working as a Coldfusion Engineer at various companies both large and small. When not working, Antonio enjoys serving his community, improving his Spanish, bowling, and riding his bicycle.



Chelsey Harwood | Client Support Specialist

Chelsey joined Terra Dotta in 2013 and started as a first responder for support cases. Now, her time is mostly spent helping new clients implement Terra Dotta software through One-Week Workshops and training meetings. She graduated from Lenoir-Rhyne University with a degree in Information Technology with a focus in ERP systems and Project Management. She has also attained an SAP/Enterprise Systems Certificate of Completion of the SAP University Alliance Program. Chelsey has experience in web design as well as educational website and database development.



Mark Landon | Professional Services Manager

Mark heads Terra Dotta’s Professional Services department. He is responsible for the team that delivers Terra Dotta Administrator Service, Tune-ups, and On-site and Webinar-based training. Mark is also the first point of contact for clients requesting technical professional services like payment gateway integrations and custom reports. Mark helped develop Terra Dotta’s One-Week Workshop program. Prior to working with Terra Dotta, Mark was co-founder and Chief Technology Officer at EDU, Inc. (now Education Dynamics), the company responsible for StudyAbroad.com and GradSchools.com. At EDU, Mark provided technology leadership while keeping a hand in product design, sales, marketing, and professional services. A member of NAFSA since 1996, Mark has been a frequent presenter at national and regional conferences. Mark holds a B.A. in Journalism from Penn State and works from his home office in West Chester, PA.



James Lee | Director of Business Development

James manages Terra Dotta’s sales efforts. He holds a marketing degree from the University of Wisconsin-Whitewater and has more than 30 years of sales and sales management experience. His travels abroad have led him to more than 20 countries. Through his travels, James’s appreciation for diversity and varying cultures continues to grow. When not traveling, he works from home in Janesville, Wisconsin. James enjoys traveling with his wife, building bonfires, cooking out, golfing, and watching Packers’ and Badgers’ games.



Sue Lee | Administrative Services Manager

Sue has been with Terra Dotta as a contract bookkeeper since the company’s inception. She came on board full time as an Administrative Services Manager in 2014. Sue currently handles procurement, payroll, taxes, and myriad of other daily HR details. In addition to bookkeeping and office management for various types of companies such as law offices, machine shops, Chiquita Banana, and others, she worked at UNC-Chapel Hill in the Office of Study Abroad using the software that TD co-founders Brandon and Garrett created more than 15 years ago. She attended EAIE, her first international conference, last year in Prague.



Elizabeth Lostetter | Integration Analyst

Elizabeth is an Integration Analyst and Client Support Specialist at Terra Dotta. She works with new clients who are connecting their hosted Terra Dotta software with existing campus data systems. Elizabeth coordinates between clients, campus IT, and Terra Dotta engineers to facilitate and streamline these projects. Elizabeth earned a Master of Arts in International Studies from the University of Oregon and has over eight years of experience in the field of International Education. Her previous roles include working as a Study Abroad Program Coordinator at both the University of Oregon and the University of Nebraska-Lincoln. Elizabeth joined Terra Dotta as a Client Support Specialist in 2013. Since then, her role has been often evolving, and has included working with implementing clients in Australia and around the world, providing extensive client training through One-Week Workshops, and interfacing directly with clients to provide Terra Dotta’s Administrator Service.



Derrick Lovick | Software Engineer

Derrick’s background in international education coupled with his experience as a software engineer add a unique and beneficial perspective to the role he has as part of the Development Team at Terra Dotta. A “native New Yorker”, Derrick grew up in Brooklyn & Queens, NY and received a Bachelor of Science from Syracuse University. Derrick worked as a Senior Software Engineer with America Online for 9 years focusing on building custom ColdFusion self-service applications and supporting other Enterprise Application Systems. He loves the field of International Education and worked for 6 years in the Office of International Services at NC State University as the SEVIS Compliance Officer. In this role he also served as a DSO (Designated School Official) and an ARO (Alternate Responsible Officer) and created a ColdFusion web-based self-service system that was used by applicants, students, scholars, University staff, faculty and community affiliates. Derrick has also lived abroad in Cape Town, South Africa working at Stellenbosch University and the University of the Western Cape and has studied abroad for his Master’s degree in Greece, Turkey and Italy. Derrick joined Terra Dotta in January of 2015 and feels like he is finally in a role that helps his life make sense.



Erica Masten | Director of Support Services

Erica is the Director of Support Services. She joined Terra Dotta in 2008, bringing with her a passion for international education and an extensive student-perspective of study abroad. She holds two degrees from UNC-Chapel Hill; a Master in Business Administration and an undergraduate degree in International Studies. During her undergraduate studies she completed three semesters of study abroad including one semester in Perth, Australia; another in Bangkok, Thailand; and a third in Xalapa, Mexico. After graduation Erica spent a year teaching Spanish at a public middle school in North Carolina and then moved to the Dominican Republic where she taught English as a Second Language for a year and a half. Erica oversees Terra Dotta’s support team and is responsible for support services such as the case system, support website, training services, user documentation, and implementation assistance.



Christina Meredith | Client Support Specialist

Christina is the newest member of the Professional Services team, and manages clients requesting the Administrator Service. Prior to joining Terra Dotta, Christina was the Director of Operations at International Internships LLC for 8 years. At International Internships, Christina managed all outbound programs and was the primary liaison with overseas placement coordinators. She graduated from The University of Iowa with a double major in French and International Studies as well as certificates in International Business and Entrepreneurship. She studied abroad in Lyon, France.



Andres Sarmiento | Client Support Specialist

Andres is part of Terra Dotta’s Client Support Team and serves as first responder for support cases. He is also responsible for managing the design and completion of graphic layout projects. He graduated from the University of Ciudad Juarez with a degree in Graphic Design. Prior to coming to work for Terra Dotta, Andres spent 10 years teaching Graphic Design at the University of Ciudad Juarez. He also worked for six years on the technical support team at Electronic Data Systems before it was bought by HP. Andres works from his home office in Juarez, Chih.



Monica Sharp | Product Specialist, ISSS

Monica is a Product Specialist for Terra Dotta, guiding the development and marketing of the company’s SEVIS interface. As a professional in U.S. immigration and advocacy since 1997, she has acquired extensive experience in international education, and family based- and employment-based immigration; as a leader in international education since 2006, including eight years as the ISS Director, PDSO and RO at the University of Oklahoma, she’s done a fair share of managing, organizing, strategizing, recruiting, hiring, and training. She currently serves on the NAFSA International Student and Scholar Regulatory Practice - International Student Subcommittee. Monica holds a B.A. in Letters and Spanish and an M.A. in Spanish, and has lived in Spain, France, and Italy for both exchange and work. Her husband Jason is a professor of Medieval Italian Literature at the University of Oklahoma; they have two children. Monica works from home in Norman, Oklahoma.



Heidi Stetts | Client Support Specialist

Heidi joined Terra Dotta in April 2015. Prior to joining Terra Dotta, Heidi worked at Penn State University on the faculty-led programs team within the Directorate of Education Abroad. She was primarily responsible for coordinating the development of faculty-led programs. In addition to faculty support, she utilized Terra Dotta software for Study Abroad assisting Penn State students throughout the application process. During her undergraduate studies, she went abroad to Athens, Greece studying and receiving a minor in Classical and Ancient Mediterranean Studies. In May 2014, she graduated from Penn State University with a Bachelor of Science in Human Development and Family Studies.



Steve Sweitzer | Senior Product Specialist

Steve is Terra Dotta’s Senior Product Specialist. He has been Terra Dotta’s primary on-site trainer and has trained university staff at over 40 campuses across the country. Steve has helped hundreds of users understand, implement, and become masters in use of the software. He earned a BA in Communications at Syracuse University in 1995 and currently resides in Carrboro, NC. Steve has been a member of the software development team for the past decade and serves as a critical liaison between the people who build the software and the people who use it on a daily basis. He also does the reverse, acting as a translator of clients’ feature requests, he describes how new features should work so our software engineers can program the new functionality.



Dee Van Zandt | Client Support Specialist

Diedre joined Terra Dotta in 2014 as a Client Support Specialist. She works as a TD Administrator and provides support to Terra Dotta’s international clients. Diedre holds two degrees from the University of Kansas; an M.S. in Sport Administration and a B.S. in Exercise Science. Prior to joining Terra Dotta, Diedre worked in International Education for 7 years serving as the Assistant Director for Study Abroad at the University of Alabama and as a Study Abroad Advisor at Auburn University. Diedre works from her home office in north Alabama.



Chelsea Weaver | Client Support Specialist

Chelsea is a client support specialist. She joined Terra Dotta in February of 2015 and provides assistance and advice through the support case system. Prior to working for Terra Dotta, she worked as a certified nurses assistant and has received extensive training in a variety of health care disciplines such as nursing and CPR/first aid. She has a passion for helping others as well as an appreciation for diversity. Chelsea graduated from Lenoir-Rhyne University with a B.A. in English, and works in the Hickory, NC office.



Rachael Welty | Training Coordinator

Rachael oversees the development and execution of a wide range of resources at Terra Dotta including on-board training for new employees, maintenance of the Terra Dotta Knowledgebase, and the organization of all internal reference materials. She graduated from Lenoir-Rhyne University with a BA in English Education and traveled throughout Germany during the summer between her Junior and Senior years. Prior to joining the Terra Dotta team in 2013, she was a member of the instructional staff for Duke University’s Talent Identification Program, where she worked with middle school students to help them obtain early high school credits during their summer break.



Katie Wirka | Client Support Specialist

Katie joined Terra Dotta in 2014 as a Client Support Specialist. Katie manages support cases, assists client site implementations, and collaborates with the Terra Dotta product development team to design enhancements of the software’s ISSS functionality. She graduated from the University of Wisconsin - Madison, receiving her BA in International Studies and MS in Geography. While completing her degrees, Katie studied abroad and conducted her thesis research in the Czech Republic. Before joining Terra Dotta, Katie served as an International Student Advisor (DSO/ ARO) at the University of Wisconsin – Madison for over three years. In her previous role she was responsible for authorizing issuance of and signing immigration documents, advising students on federal regulations and procedures, and coordinating programs to acclimate international students to the local community.



Tim Wojoski | Technical Services Manager

Tim is responsible for pre-sales support and technical coordination of TDS implementations. His extensive knowledge, gained from years in international education and from using Terra Dotta software for more than 6 years at the University of Virginia, serves as a valuable resource for business and technical stakeholders of Terra Dotta’s new and potential clients. Tim was the technology manager for education abroad at the University of Virginia. He has 7 years of experience in international education and led Virginia’s implementation of TDS. He was a study abroad advisor for 5 years before assuming his role as technology manager at the university. His own personal study abroad experiences led him to Australia, Spain, and Costa Rica.



Mollie Zimmer | Client Support Specialist

Mollie joined Terra Dotta in March 2015 as a Client Support Specialist. She graduated from the University of North Carolina at Charlotte with a BA in English and a minor in Linguistics. While completing her degree, Mollie studied abroad in Heidelberg, Germany and successfully completed the Language Emersion program. Prior to Terra Dotta, Mollie used her passion and experience for customer service to assist in management operations of a health and wellness company. In her free time, Mollie enjoys traveling and spending time with her family.

Cynthia Banks | New World Vistas

Cynthia Banks is President of the Foundation for Global Scholars a non-profit organization supporting study abroad scholarships with a total of more than \$1.4 million awarded since 2006. In 2014 she helped launch a new educational mobile company called Unleesh and also launched her own consulting practice, New World Vistas, to design business strategies and support women in leadership. From 1990-2014, Banks was the founder and CEO of GlobaLinks Learning Abroad an education abroad organization which helped more than 30,000 students study or intern abroad. She earned an M.S. in organizational development from the University of Colorado. Banks is a member of NAFSA’s Board of Directors, a member of the International Women’s Forum, a board member for the Colorado State University Institute of Entrepreneurship and was honored in 2013 as a top three Minority/Women Owned Businesses by the Denver Metro Chamber of Commerce.

Lisa Marie Brancheau | The Geroage Washington University

Lisa Brancheau is the Assistant Director of Global & Experiential Education at The George Washington University School of Business. In this capacity, Lisa works collaboratively with the G&EE Executive Director to manage graduate elective short-term study abroad programs and student exchanges with GWSB partner institutions.

Prior to joining GWSB, Lisa worked as Coordinator of International Programs for the Tecnologico de Monterrey (ITESM) campus in Zacatecas, Mexico and served as a Peace Corps Volunteer in Costa Rica. She earned a Master of Arts in International Education from The George Washington University & has her Bachelor’s Degree in International Studies and Spanish from The University of Richmond.

Justine Clark | University of Adelaide

Justine Clark is the Global Learning Coordinator for the Global Learning Office at the University of Adelaide, Australia, and is responsible for all marketing, communications and process and system management in relation to outbound mobility students. In her four years working within international education at the University of Adelaide, she has worked with inbound and outbound students on various programs and uses this broad experience to develop flexible systems and processes to accommodate the wide range of mobility options available to students. Since implementing Terra Dotta Study Abroad software in 2013, the Global Learning Office has been able to record an increase in student experiences from approximately 250 outbound students in 2012 to over 1300 in 2014. In a small team of only 5 full time equivalent staff, Justine works with an emphasis on efficiency, integration and clarity to allow the Global Learning Office to function as a lean, paperless central mobility office. Justine holds a Bachelor of Arts (European Studies) from the University of Adelaide, and studied on exchange at Pace University, New York for one year as part of her undergraduate degree.

Keith Davis | SUNY Oswego

Keith Davis is the Assistant Director for Education Abroad at SUNY Oswego in Oswego, NY. He oversees the recruiting, budgeting and coordinating of the programs in his country assignments as well as other areas. He was also the Program Manager for the implementation of StudioAbroad for his office and maintains regular training sessions throughout the year for fellow staff. Keith is originally from Columbus, Ohio where he completed his undergraduate and graduate degrees in Italian linguistics and French at the Ohio State University. He developed his passion for empowering students through education abroad while serving as Resident Director for a study abroad program in Lecce, Italy.

Loren Lee Diaz | Chapman University

Loren Lee Diaz has been with Chapman University since 2007 and graduated in the class of 2011 with a B.S. in Business Administration (emphasis in Marketing) and minor in Public Relations. She is currently an MBA Candidate with the George L. Argyros School of Business and Economics. She first worked for the Center for Global Education as a Peer Advisor in 2010. She has studied abroad at the International College of Management, in Sydney, Australia. Upon graduation, she boarded a plane to Boston where she joined European Study Abroad (EUSA) Academic Internship Programs as a Marketing and Development Coordinator with the University Relations team. Diaz has experience in finance, accounting, technical operations, digital communications, marketing, and customer service from various roles at Warner Bros. Studios. Her passion for overseas exploration began after she traded her spring break vacation for a Spanish language immersion and homestay program in Málaga, Spain during high school.

GUEST PRESENTER BIOS

Heidi Doyle | University of Michigan

Heidi joined U-M in 2007 and currently manages two Terra Dotta systems for the Ann Arbor campus. Prior to joining U-M, Heidi worked in software development and quality assurance. She has a BS in Electrical Engineering from Michigan Technological University.

Rachel Fitzgerald | Virginia Tech University

Rachel serves as Assistant Director for Program Management in Virginia Tech’s Global Education Office where she manages Virginia Tech’s portfolio of short-term faculty-led programs, advises students looking to study abroad in the Spanish-speaking world, and maintains the Terra Dotta Software database. Rachel received a Master’s in Hispanic Studies from Virginia Tech where she first joined global education as a graduate assistant. During her undergraduate and graduate studies, she studied abroad at the Universidad San Francisco de Quito in Ecuador and co-led a short-term program in Spain. Her other international experiences include Brazil, El Salvador, Guatemala, Mozambique, South Africa and Italy.

Andrew Fromknecht | The George Washington University

Andrew Fromknecht is the Technology and Information Systems Manager for the Office of International Programs at the George Washington University, which is the parent office for the Office for Study Abroad. He joined GW in the summer of 2011, after three years with a higher education consulting firm based in Washington, DC. He is responsible for all web content on the GW International website and also serves as the main TDS for Study Abroad administrator at GW. In this role, he works with offices across campus in process management, travel registration, and user training and support. Andrew earned his Bachelor of Arts in International Relations and his Master of Science in Information Systems Technology from The George Washington University. He traveled as a graduate administrative assistant to Israel to study the development of the Israeli IT industry and studied abroad during his undergraduate years in Freiburg, Germany.

Anthony Goddard | West Virginia University

Tony Goddard, Senior Technology Consultant for West Virginia University – Office of International Programs, has worked in education in both the US and abroad and is starting his either year with International Programs. In addition to acting as the systems lead for WVU Abroad, WVU’s implementation of TDS, he assists in administrative capacity and oversees technology and equipment for the Office of International Programs. Prior to his position with International Programs at WVU he worked for three years in Toyota, Japan as a teacher of English and International Studies. Tony received his BS in Anthropology from West Virginia University in 2001.

Tom Howard | HES International

Tom Howard has worked in study abroad for nearly 30 years, and primarily with Australian universities since 1990. During this time, he opened and served as the first Director of the Australian Education Office (now a part of Austrade - Washington DC). He also served as the first Regional Director for Australia’s (then) leading study abroad provider, AustrLearn. From 2001, he has worked as Regional manager for North America for a core group of international universities - also helping to start a former ship-based study abroad program called The Scholar Ship.

In addition to Australia, Tom has worked with institutions in the UK - including several study abroad programs and institutions in London - and Europe. He studied abroad at the Ludwig Maximillians University in Munich during his UG degree, and undertook a year of Masters Study while serving as a Resident Director for American students in London.

Carolyn Kashner | The George Washington University

Carolyn Kashner is the Office Manager for The George Washington University’s Office for Study Abroad overseeing a variety of administrative processes, including eligibility checks, website, social media, transfer credit, and student petitions. She is a graduate of the University of Mary Washington’s Theatre and Dance department. Carolyn’s career in higher education began shortly after graduation, serving as the Executive Secretary of the Department of Theatre and Dance with her alma mater. After several years at UMW, she began working for Baltimore Shakespeare Festival as one of their touring theatre artists, teaching Shakespeare to children throughout DC, Maryland, and Virginia. She continued her work in education as the Coordinator of Guest Services for the Corcoran College of Art + Design’s office of Undergraduate Admissions before joining GWU’s Office for Study Abroad.

GUEST PRESENTER BIOS

Jemma Lund | University of Wisconsin-Green Bay

Jemma Lund is the Study Abroad Coordinator at the University of Wisconsin- Green Bay. Jemma manages study abroad applications and program promotion, coordinates all faculty-led programs, and also advises for semester study abroad programs on campus. She is involved in training other colleagues on the Terra Dotta software website and intercultural communication and is also involved in several campus committees related to diversity, social justice, and multicultural students and staff. Jemma earned her Master of Arts degree in Intercultural Relations from the University of the Pacific/ Intercultural Communication Institute and also received a Bachelor of Science in Education from the University of Wisconsin- Green Bay. She also studied on faculty-led programs to Ecuador, Italy, India, and Kenya and post-graduation lived in Ankara, Turkey while taking graduate courses at Bilkent Üniversitesi and teaching conversational English.

Natalie Mello | Forum on Education Abroad

Natalie A. Mello is Vice President for Member Services and Training. She oversees a range of initiatives that include programs to train members in the Standards of Good Practice though the expansion of workshops, the Critical Incident Database, The Forum’s Professional Certification Program, Standards Institutes, Fireside Dialogues, and other programs. Natalie joined The Forum in 2011 after serving as Director of Global Operations in the Interdisciplinary and Global Studies Division at Worcester Polytechnic Institute (WPI). She also served as an on-site advisor for WPI students as they completed degree-required projects in Venice, Italy; San José, Costa Rica; and Washington, DC. She has been involved with national education abroad organizations for many years, particularly in the area of risk management, and was widely recognized as developing a model for responsible risk management for off-campus experiences. Natalie previously served as the Chair of the Advisory Council for The Forum on Education Abroad, and chaired The Forum’s 2008 Annual Conference as well as co-chaired its first stand-alone Standards of Good Practice Institute in 2011. She contributed to the 2005 edition on NAFSA’s Guide to Education Abroad for Advisers and Administrators. She has also published and presented in the areas of engineering education, education abroad and educational outcomes assessment. Natalie was a member of the NAFSA Trainer Corp, was a mentor in the first NAFSA Academy and sat on the Interassociational Task Force on Health and Safety in Study Abroad. She holds a B.A. in Art from Connecticut College, a Graduate Certificate in Teaching English as a Second Language and a Master of Liberal Arts from Clark University.

Meghan Mason | Middlebury Schools Abroad

Meghan received her MA in Higher Education and Student Affairs from The Ohio State University, where she co-led study abroad programs to Turkey and Bulgaria. She also served as the Activities Coordinator for Dream Careers internship program in Hong Kong. As a Study Abroad Advisor at Middlebury College since 2009, Meghan works with students from Middlebury and other institutions to prepare for language immersion programs, and manages Middlebury’s Terra Dotta applications.

Gary Rhodes | Center for Global Education

Gary Rhodes is Director of the Center for Global Education at the UCLA Graduate School of Education and Information Studies. He received his PhD and MS.Ed. in Education and MA in International Relations from USC and BA from UCSB. He has published articles, been cited, and presents widely on issues of university internationalization, international learning, safety, risk, crisis management, legal issues and study abroad across the U.S. and around the world. He has served on the OSAC, U.S. Department of State coordinating committee, supporting the connection between U.S. government and universities in the area of international student safety. He has published articles in the U.S. Centers for Disease Control and Prevention (CDC) International Travel Health publications on issues of student travel health. He has taught courses at the graduate level at USC and UCLA on administration of international programs in higher education and has received Fulbright grants to India and South Africa.

Dana Tottenham | Emory University

Dana Tottenham is the Business Analyst in the Office of International and Summer Programs at Emory University. She has worked as an international educator for over 15 years in capacities ranging from study abroad advising to administration and technology implementation (Terra Dotta user since 2008). Dana’s professional areas of interest include the intersections of the fields of applied anthropology, education and study abroad. She earned a M.A. in Anthropology from Georgia State University and a B.A. in Spanish and English from Emory. She loves to run, swim, eat Tex-Mex, and travel, and her latest adventure entailed birthing her son Adlai in the car (that was two years ago, but still her best story to share!).

GUEST PRESENTER BIOS

Douglas Upton | Colleges of the Fenway

Douglas Upton has 15 years of experience in the field of international education as a program manager, study abroad advisor, an international student and scholar advisor, a data manager and administrator, a teacher of English as a Second Language, and a director of an Intensive English Language program. At the GEO Center, he is responsible for technical initiatives and information management related to academic mobility and risk. Prior to entering the field of education, Douglas worked in monetary affairs with the Federal Reserve Banks of San Francisco and New York. His hobbies include volleyball and softball, as well as conducting walking tours of Boston’s neighborhoods and architecture.

Shanna Van Beek | Elon University

Shanna Van Beek is an International Programs Advisor in the Global Education Center (GEC) at Elon University. Shanna is the Super User of Elon’s Terra Dotta software account and manages the Elon Center in London as well as programs in North Africa, the Middle East, and India. She also serves on the Study Abroad Scholarship Committee and the Fulbright Committee and advises students on scholarship and fellowship opportunities, such as the Gilman, Boren, and Fulbright programs. Shanna’s position in the GEC is a homecoming of sorts: She worked as the Special Projects Assistant in the office while a student and interned as the International Programs Web & Database Content Developer following graduation. Before returning to Elon, Shanna was awarded a Fulbright Student Grant to Bahrain, where she taught English literature and creative writing at the University of Bahrain.

Paul Watson | AIFS Study Abroad

Paul has been active in the field of international education and study abroad for over 25 years. He is currently Senior Vice President and Executive Director of AIFS Study Abroad, which offers study abroad programs in twenty countries around the world. AIFS also assists colleges and universities with customized, faculty-led programming world-wide. Prior to his role at AIFS Paul served as Director of Enrollment Management at the Institute for Shipboard Education. He holds a BA in Economics and an MBA from the University of Pittsburgh. As a student Paul lived and studied in Japan for a year and remains actively interested in Japanese history and current affairs. He has traveled to over 50 countries, and has led student, faculty and staff and parent groups on excursions and site visits. Paul is particularly interested in issues relating student access to study abroad and is a strong advocate for the importance and value of international education.

Donald White | Appalachian State University

Donald is the Education Abroad Advisor and Program Coordinator for the Office of International Education and Development at Appalachian State University. He joined AppState in March of 2013 and had nearly 5 years in the field of International Education. He is responsible for advising students on International opportunities, ranging from international exchange programs to international internships, as well as managing the Terra Dotta Software. He has been involved in NAFSA for nearly eight years having served as Webmaster for Region XII Hawaii/Pacific Islands District, presented at the Region XII Hawaii/Pacific Islands spring conference in 2011 and 2012, presented a poster at the NAFSA Expo Tech Fair in 2012, and has served on the NAFSA Tech Poster review committee in 2013 and 2014. He studied abroad during his undergraduate years in Kasugai, Japan and then worked abroad teaching English and coordinating with a Sister city program in Shizuoka, Japan.

Amanda Zamzes | Elon University

Amanda Zamzes is the business and data manager at Elon University’s Global Education Center. Amanda originally started with Elon as a member of University Advancement, but transitioned to the Global Education Center in 2014. She manages all the program budgets, insurance, and data reporting in addition to managing several short term faculty lead programs. In addition, Amanda is passionate about risk management. Amanda is an Elon University double alumna earning her Master in Business Administration and Bachelor of Arts in Political Science and Public Administration.

UPCOMING WEBINARS

PREPARING FOR THE TDS15 UPGRADE

WEDNESDAY, MAY 6

Be prepared and know what to expect! Join us for this webinar that will cover essential steps to take before and immediately after the upgrade to TDS15 to ensure a smooth transition.

DOCUMENT MANAGEMENT IN TDS15

WEDNESDAY, JUN 10

You’ve asked - we’ve delivered! Document management in TDS15 will be easier than ever. Applicants/Registrants can now upload documents directly to the document panel on their application. Learn how to configure the new document upload functionality, manage documents over time, and incorporate document management into the daily tasks of a TD administrator.

MAKE THE MOST OF TDS15

WORKFLOW IN TDS15

WEDNESDAY, JUNE 17

One of the major new features being introduced in TDS15 is the administrative task and automated workflow functionality. The ability for a team to escape the “email inbox to-do list” and see priority action items on the adtmin home page will transform the staff’s ability to manage their workloads. Learn how to implement these new tools and find all the ways your team can organize, process, and collaborate.

LOOKUP TABLES

WEDNESDAY, JUNE 24

When the ‘friendly’ version is ‘Albanian Language and Literature’ but the SIS datasource requires ‘16.0404’ - lookup tables will save the day. Join us for this webinar to learn how to build a lookup table, how admins and applicants will interact with the lookup table values, and how to query and report on lookup table information.

PRINCIPAL/DEPENDENT APPS & PROFILES

WEDNESDAY, JULY 1

There are endless use cases where the ability to link applications and profiles will come in handy. In this webinar, we’ll show off this new feature from the administrator and applicant perspective.

REGISTER FOR AN UPCOMING WEBINAR TODAY

<https://university.terradotta.com/?go=WebinarSched>

ATTENDEE LIST

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Dr. Imad Al-Kadhim	Foundation for International Education	IT Director	ialkadhim@fie.org.uk	
Sean Addley	North Carolina State University	International Programs Coordinator	sjaddley@ncsu.edu	(919) 515-2087
Caroline Cox	Clemson University	Program Manager	calex@clemson.edu	
Lizette M. Alvarado	SUNY Oswego	Associate Director of Education Abroad	lizette.alvarado@oswego.edu	(315) 312-5697
McCartney Andrews	Austin Peay State University	Administrative Assistant III	andrewsmc@apsu.edu	(931) 221-6760
Michele Arellano	University of Kansas	Associate Director - Office of Study Abroad	michelea@ku.edu	(785) 864-7808
Elizabeth Arentsen	University of Central Missouri	Program Assistant	arentsen@ucmo.edu	
Juan Azcarate	Southern Methodist University	Asst. Director- Workers' Compensation & Risk Analysis	jazcarate@smu.edu	(214) 280-2742
Nicole Balazs	University of Alaska Fairbanks	Administrative Coordinator	nmbalazs@alaska.edu	(907) 474-6516
Josh Baltazar	University of Notre Dame	IT Manager	baltazar.1@nd.edu	
Ellen Barclay	Carroll University	Dr. Ellen Barclay, Interim Director of General Education	ebarclay@carrollu.edu	
Kristine Barrick	Dickinson College	Program Coordinator	barrickr@dickinson.edu	(717) 245-1341
Bernadette Beavers	Samford University	Global Engagement Office	bbeavers@samford.edu	(205) 726-2741
Chad Berry	University of Alabama	Assistant Director		(205) 348-5256
Brent Blahnik	University of Wisconsin- Green Bay	Director, International Education	blahnikb@uwgb.edu	
Cheryl Blain	University of Connecticut			
Sajana Blank	Fordham University	Education Abroad Administrator	sblank1@fordham.edu	
Shanna Blount	University of Tulsa	Assistant to Vice Provost for Global Education	shanna-blount@utulsa.edu	
Danette Renee Bontrager	Danette Bontrager	Business Manager	danetteb@iastate.edu	(515) 294-4198
Geoff Bradshaw	Madison College	International Education Director		
Lisa Brancheau	The George Washington University	Assistant Director, Global & Experiential Education	lbranch@gwu.edu	
Laura Braun	Clemson University	Study Abroad Advisor	braun2@clmson.edu	(864) 656-2457
Levi Brautigan	Villanova University	Associate Director	levi.brautigan@villanova.edu	(610) 519-6412
Kim Browning	Southern Illinois University Edwardsville	Study Abroad Advisor	jbrowni@siue.edu	
Mark Bryant	Baylor University	Assistant Dir of Int'l Student and Scholar Services	mark_bryant@baylor.edu	(254) 710-4678
Aleithia Burgess	Oklahoma State University	Incoming Exchange Student Coordinator	aleithia.burgess@okstate.edu	(405) 744-6607
Anna Burnett	Northern Michigan University	Education Abroad Advisor		
Mary Burns	Binghamton University (SUNY)	Assistant Director for Administration	mburns@binghamton.edu	(607) 777-2336
Sandy Burriss	RMIT University, Melbourne	Senior Coordinator, Projects	sandhya.burriss@rmit.edu.au	
Edwin Cahill	University of Southern Indiana	Assistant Director, Center for International Programs	eccahill@usi.edu	
Andrea Campbell	UMass Amherst	International Travel Safety Advisor	andreaecampbell@ipo.umass.edu	(413) 545-4350
Alisha Cardwell	Brandeis University	Department Administrator	acardwel@brandeis.edu	(781) 736-3483
Seth Carreiro	University of Nebraska-Lincoln	Education Abroad Coordinator	seth.carreiro@unl.edu	(402) 472-7015
Maria Carvalho	Maria Carvalho	International Student Adviser	carvalmc@uwec.edu	(715) 836-4411
Annie Cavedine	Saint Louis University	Assistant Director - Study Abroad	acavedi2@slu.edu	(314) 977-4081
Agnes Choi	James Madison University	Enrollment Coordinator		
Kelly Chroninger	Virginia Commonwealth University	Education Abroad Adviser	kchroninger@vcu.edu	(804) 827-7882
Justine Clark	University of Adelaide	Global Learning Coordinator	justine.clark@adelaide.edu.au	

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Jon Collier	Western Michigan University	Tech Coordinator	jon.collier@wmich.edu	(269) 387-3906
Jessica Cooper	UGA Costa Rica	Assistant Director	ugacr@uga.edu	
Micah Cooper	University of Georgia		micah.cooper@uga.edu	
Erika Cuevas	University of Wisconsin-Whitewater	Immigration & Global Initiatives Coordinator		
Valerie Cullen	Duke University	Academic & Enrollment Services Manager	valerie.cullen@duke.edu	(919) 668-3484
Ellen Daly	University of Wisconsin - Milwaukee		ecdaly@uwm.edu	
Nate Daugherty	University of Missouri-St. Louis	Study Abroad Coordinator	daughertyn@umsli.edu	(314) 516-6497
Keith Davis	SUNY Oswego	Assistant Director for Education Abroad	keith.davis@oswego.edu	(315) 312-2118
Laurel Denison	Dartmouth College	Program Assistant	Laurel.K.Denison@Dartmouth.edu	
Eric Deschamps	Northern Arizona University	Director of Education Abroad		
Loren Lee Diaz	Chapman University	Applications Coordinator	ldiaz@chapman.edu	(714) 289-3139
Korbin Dimmick	Auburn University	Study Abroad Coordinator	ked0027@auburn.edu	(334) 844-7130
Elaine Disbro	Marquette University	International Graduate Student Coordinator		
Chris Dixon	Rose-Hulman Institute of Technology	Director of Study Abroad and International Exchanges	dixon1@rose-hulman.edu	
Mark Dollar	Baylor University	Assistant Director of Study Abroad	mark_dollar@baylor.edu	(254) 710-2657
Heidi Doyle	University of Michigan	Global Engagement Coordinator	hdoyle@umich.edu	(734) 647-3518
Caitlin Dugas	New Mexico State University	Incoming Exchange Advisor	cdugas@nmsu.edu	(575) 646-5107
Amy Edwards	Northern Illinois University	Registrar, Study Abroad Office	amyedwards@niu.edu	(815) 753-9529
Karen Eisenhut	Point Loma Nazarene University	Study Abroad Advisor	karainenhut@pointloma.edu	(619) 849-3178
Tracy Elder	University of Georgia	Dean's Office, College of Education	telder@uga.edu	
Olivia Epley	Misericordia University			
Stephanie Escobar	Agnes Scott College	Senior Study Abroad Adviser		
Elizabeth Finanger	Luther College	Off-Campus Programs Advisor		
Gretchen Forman	University of Illinois	Senior Lecturer/Academic Coordinator	gforman@illinois.edu	
Erin C. Fox	University of Wisconsin-Milwaukee	Director of Graduate Education	foxe@uwm.edu	
Lauren Franson	James Madison University	Assistant Director of Study Abroad		
Ann Ganz	Western Michigan University	Study Abroad Specialist, Sr.	ann.ganz@wmich.edu	
Dana Garard	University of Illinois	Database Manager	dgarard@illinois.edu	(217) 333-2234
Heather Garcia	Kalamazoo College	Operations Manager CIP	Hgarcia@kzoo.edu	(269) 337-7133
Danielle Genemore	Duquesne University	Assistant Director		
Tammy Gibbs	Madison College	Education Abroad Coordinator	tgibbs@madisoncollege.edu	
Gail Gilbert	Elmhurst College	Associate Director, International Education	gail.gilbert@elmhurst.edu	
Tony Goddard	West Virginia University	Technology Manager	anthony.goddard@mail.wvu.edu	(304) 293-6955
Sharon Gosz	University of Wisconsin-Milwaukee	Assistant Director of Overseas Programs	schetney@uwm.edu	(414) 229-5346
Jennifer Grant	Oregon State University/IE3 Global	Information Coordinator	jennifer.grant@ie3global.org	(541) 737-6465
Dawn Gray	Western Illinois University	Office Support Specialist	dgm-gray@wiu.edu	(309) 298-2504
Amy Guthrie	Case Western Reserve University	Study Abroad Information Specialist	axg697@case.edu	
Shane Haensgen	UW Milwaukee	Program Services Representative	haensgen@uwm.edu	
Liz Havey	Georgia College	Sr. Study Abroad Adviser	liz.havey@gcsu.edu	(478) 445-1396
Paula Hentz	Stetson University	Assistant Director of Study Abroad	phentz@stetson.edu	
Claudia A. Hernandez	University of Rochester	Office Coordinator	chernan7@admin.rochester.edu	(585) 275-8628
Kelly Hill	East Tennessee State University	Study Abroad Advisor	hillkl@etsu.edu	(423) 439-7734

ATTENDEE LIST

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Rick Hoines-Brumback	University of Northern Colorado	Director, International Student & Scholar Services	rick.hoines-brumback@unco.edu	(970) 351-2396
Kim Holland	CUNY (City University of New York)	International Education Manager		
Kathleen (Kat) Horn	University of Denver	Program Coordinator	kathleen.horn@du.edu	(303) 871-4905
Shanna Horne	UW Milwaukee	Data Support Specialist	skhorne@uwm.edu	(414) 229-7188
Rachel Howard	CET Academic Programs	Communications Manager & Data Analyst	rhoward@academic-travel.com	
Cindy Irby	Virginia Military Institute	Assistant Director, Office of International Programs	irbycg@vmi.edu	(540) 464-7350
Mary Jaspers	New Mexico State University	Director, International Student and Scholar Services	marjaspe@nmsu.edu	(575) 646-2018
Jin Jin	University of Wisconsin-Whitewater	International Recruitment & Admissions Coordinator	jinj10@uwwww.edu	(262) 472-1772
Ajaya Jonas	Loyola Marymount University	Study Abroad Coordinator	ajaya.jonas@lmu.edu	(310) 338-1973
Laura Kahler	Rowan University	Advisor for Education Abroad	kahler@rowan.edu	(856) 256-4500
Patti Kahler	University of Wisconsin-Stout	University Services Program Associate		
Manishkamala Kalupahana	Bard College	International Student Advisor	kalupaha@bard.edu	
Lauren Kardos	AMIDEAST Education Abroad Programs	Senior Program Assistant	lkardos@amideast.org	
Carolyn Kashner	The George Washington University	Program/Exchange Coordinator	ckashner@gwu.edu	(202) 994-9897
Joyce Kenison	Dartmouth College	Education Abroad Advisor	joyce.kenison@dartmouth.edu	(603) 646-3105
Andy Kent	Indiana University of Pennsylvania	Study Abroad Advisor	akent@iup.edu	(724) 357-2295
Kelly Kesinger	University of Missouri	Director of Study Abroad	kesingerk@missouri.edu	(573) 882-5507
Deborah Kim	Wheaton College	Office Manager	deb.kim@wheaton.edu	
Rhonda Kissing	Intensive English Institute @ UIUC	Office Coordinator	rhon@illinois.edu	(217) 265-6809
Karen Knight	Iowa State University	Office Coordinator	knightk@iastate.edu	(515) 294-6792
Stephanie Kroll	St. Cloud State University	Education Abroad Advisor	silroll@stcloudstate.edu	(320) 308-4288
Erik Kulke	Carthage College	Study Abroad Director	ekulke@carthage.edu	(262) 551-5916
Erin Kunert	University of Wisconsin - Milwaukee	Study Abroad Financial Specialist	eakunert@uwm.edu	(414) 229-3041
Colin M. Large	New Mexico State University	Interim Director, Center for English Language Programs	clarge@nmsu.edu	(575) 646-2071
Tia Langnes	Penn State	Records Specialist	tu13@psu.edu	
Jarris Lanham	Georgia College	Study Abroad Advisor	jarris.lanham@gcsu.edu	(478) 445-2368
Brandon Lanners	U. Illinois at Urbana-Champaign	Senior Assistant Director	lanners@illinois.edu	
Kelsey Lanning	University of Colorado Boulder	Study Abroad Advisor	Kelsey.Lanning@Colorado.EDU	(303) 492-7703
Colin Large	The University of Tulsa	Study Abroad Coordinator	colin-large@utulsa.edu	(918) 631-3254
Mark Larmoyeux	University of Arkansas	Dir of Technology, Graduate School & Int'l Education	marks@uark.edu	(479) 422-4212
Bobby Leis	Baylor University	Study Abroad and Exchange Advisor	robert_leis@baylor.edu	
Kristin Lettner	Concordia College	Assistant Director, Semester Study Away	klettner@cord.edu	(218) 299-3929
Levi Lindsey	University of Denver		levi.lindsey@du.edu	
Kirsten Linke	South Dakota State University	International Student Advisor/Program Coordinator	kirsten.linke@sdsstate.edu	
Elizabeth Lorenz	UNC Charlotte	Assistant Director	elorenz3@uncc.edu	
Jessica Lothman	Marquette University	Study Abroad Coordinator	jessica.lothman@marquette.edu	(414) 288-7289
Kathryn Loving	Ball State University	Study Abroad Coordinator	kaloving@bsu.edu	(765) 285-2653
Jinny Lowe	University of Arkansas	Student Services Coordinator	jllowe@uark.edu	(479) 575-7582

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Jemma Lund	University of Wisconsin- Green Bay	Study Abroad Coordinator	lundj@uwgb.edu	
Stacy Lutsch	UMass Amherst	Advisor for Faculty-led Programs	slutsch@ipo.umass.edu	
Douglas MacMillan	Kansas State University		dgmacmillan@ksu.edu	(785) 532-5990
Natalie Malacrida	University Wisconsin Milwaukee (UWM)	Study Abroad Coordinator	mantoan@uwm.edu	(414) 229-5182
Diana Malick	Swarthmore College	Administrative Assistant for Off-Campus Study		
Meghan Mason	Middlebury College	Study Abroad Advisor	mmason@middlebury.edu	(802) 443-5745
Dyann Mawhorr	University of Notre Dame	Int'l Programs Systems Support Specialist	dmawhorr@nd.edu	(574) 631-7414
Terri McCully	Wheaton College	Office Assistant	terri.mccully@wheaton.edu	(630) 752-5513
Christine Menand	Carnegie Mellon University	Asst. Director, Study Abroad & Exchange Programs	cmenand@andrew.cmu.edu	
Joseph Michel	Tulane University	Program Coordinator		
David Miller	Virginia Military Institute	Director of International Programs	millerda@vmi.edu	(540) 464-7421
Derwin Miller	Jackson State University	Asst. Director	derwin.d.miller@jsums.edu	(601) 979-1146
Laura Moix	University of Arkansas		lmoix@uark.edu	(479) 575-7582
Alaina Morales	St. Norbert College	Study Abroad Advisor	alaina.morales@snc.edu	(920) 403-3459
Susan Morgan	Northern Michigan University	Asst. Director, Int'l Programs/Education Abroad	smorgan@nmu.edu	(906) 227-2530
Mary Beth Morris	Duquesne University	Coordinator of Faculty-Led Programs	morris4@duq.edu	(412) 396-2599
Whitney Morris	East Carolina University	Education Abroad Advisor	morriswh@ecu.edu	(252) 328-1051
Gretchen M. Moserleiff	Cornell University	Operations Coordinator and Data Steward	gmm96@cornell.edu	(607) 255-6224
Abbie L. Naglosky	Auburn University	Study Abroad Coordinator	aln0009@auburn.edu	(334) 844-3667
Tracy Nakajima	Central Michigan University	Director, ISSS	nakajit@cmich.edu	(989) 774-4308
Amy Nelson Green	Willamette University	International Programs Advisor	anelson@willamette.edu	
Ken Nesbett	Kirkwood Community College	Study Abroad Advisor	ken.nesbett@kirkwood.edu	(319) 398-4492
Mel O'Brien	The University of Manchester			
Tracy O'Neill	St. Olaf College	Budget and Data Coordinator	oneillt@stolaf.edu	(507) 786-3391
Katharina Ojala	Texas A&M University	Study Abroad Advisor	katharina.ojala@tamu.edu	
Kurt Olausen	Eastern Illinois University	Director of Study Abroad	krolausen@eiu.edu	
Chris Parks	UW-Milwaukee Graduate School		ccp2@uwm.edu	
Colleen Parks	Binghamton University	Administrative Assistant	cparks@binghamton.edu	(607) 777-6671
Sarah Pattison	University of Central Missouri	Coordinator, Study Abroad & Exchange	pattison@ucmo.edu	(660) 543-8296
Chris Perish	Washington State University	IT Manager	perichr06@wsu.edu	
Susan Pham	University of Wisconsin-La Crosse	Assistant Director for Study Abroad	spham@uwlax.edu	(608) 785-8918
Eric Phamdo	University of Rochester	Program Manager	eric.phamdo@rochester.edu	(585) 764-1794
Joka Pilipovic	Marquette University	Program Coordinator	joka.pilipovic@marquette.edu	(414) 288-3433
Caitlin Pollard	SUNY Oswego	Education Abroad Specialist	caitlin.pollard@oswego.edu	(315) 312-2118
Josh Pontrelli	Oklahoma State University	Student Exchange Coordinator	josh.pontrelli@okstate.edu	(405) 744-2810
Corby Preus	Luther College	Off-Campus Programs Advisor	preuco01@luther.edu	(563) 387-1275
Brock Price	Marquette University	Study Abroad Coordinator	brock.price@marquette.edu	(414) 288-7289
Kim Priebe	NC State University	Associate Director, Study Abroad Office	kpriebe@ncsu.edu	(919) 515-2087
Stephanie Prochazka	Regis University	Administrative Assistant	sprochaz@regis.edu	(303) 964-5784
Michele Raphoon	LaGrange College	Program Coordinator	mraphoon@lagrange.edu	(706) 880-8429
Alyson Roberts	Montana State University - Bozeman	CCIS Study Abroad Advisor and Coordinator	alyson.roberts@montana.edu	
Marco Rodriguez	University of Central Oklahoma	Assistant Director	mrodriguezlinares@uco.edu	(405) 974-2447

ATTENDEE LIST

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Carol Rogers	University of Wisconsin-River Falls	Education Abroad Advisor	carol.rogers@uwrf.edu	(715) 425-4891
Melanie Rogers	Texas A&M University		mglees@tamuedu	
Marguerite Roy	Misericordia University	Visiting Professor	mroy@misericordia.edu	
Ashley Ryan	Missouri State University	Study Away Advisor	ashleyryan@missouristate.edu	(417) 836-6368
Lynn Saiers	Yale University		lynn.saiers@yale.edu	(203) 432-8047
Elsa Sanchez	California State University	Program Advisor	esanchezl@calstate.edu	
Lea Sarodjo	Southern Methodist University	SMU Abroad Advisor	lsarodjo@smu.edu	
Jenny Quijano Sax	McDaniel College	International Programs Office	jsax@mcDaniel.edu	
Jacqui Scharthner	College of the Holy Cross	Office Coordinator	jschartn@holycross.edu	(508) 793-3082
Francesca Schenker	Sacred Heart University	Coordinator of Global Affairs	schenkerf@sacredheart.edu	
Yvonne Schmidt	Mesa Community College	Study Abroad Coordinator	yvonne.schmidt@mesacc.edu	(480) 461-7870
Amber Schneider	Central Michigan University	Assistant Director of Study Abroad	schnelae@cmich.edu	(989) 774-1131
Raissa Schnitzius	University of Wisconsin - Eau Claire	Assistant Study Abroad Coordinator	schnitrb@uwec.edu	(715) 836-5151
Ahaji Schreffler	Drexel University	Associate Director, Study Abroad	ahaji@drexel.edu	(215) 895-1704
Kelsey Schultz	Macalester College	Education Abroad Advising & Assessment Specialist	kschult2@macalester.edu	(651) 696-6300
Maria Segala	Boston College	Technology and Communications Specialist	segalam@bc.edu	
Brad Sekulich	UNC Charlotte	Director, Office of Education Abroad	sekulich@uncc.edu	(704) 687-7747
Supaluck Senaluang	Mesa Community College	Coordinator Student Services	supaluck@mesacc.edu	(480) 461-7658
Elizabeth Shabani	University of Missouri-St. Louis	International Exchange and Study Abroad Coordinator	shabanie@umsl.edu	(314) 516-6983
Kevin Shiley	BYU-Idaho	Director of International Study Programs	internationalstudyprograms@byui.edu	
Ryan Snyder	University of Pennsylvania	Enrollment Coordinator	rysnyder@upenn.edu	(215) 898-9073
Zehra Sonkaynar	Foundation for International Education	Director of Administration and Academic Services	zsonkaynar@fie.org.uk	+44 207 591 7751
Sandy Soohoo-Refaei	Point Loma Nazarene University	Director of Study Abroad		
Hiroe Sorter	AHA International/University of Oregon		hsorter@uooregon.edu	(541) 346-5867
Almut Spalding	Illinois College	Director of Study Abroad & BreakAways	aspaldi@mail.ic.edu	(217) 725-8687
Rachel Spollett	Fairfield University	Study Abroad Program Assistant	rspollett@fairfield.edu	(203) 254-4332
Emma Spong	Washington University in St.Louis		espong@wustl.edu	
Jenney Stevens	University of Richmond	Study Abroad Administrative Coordinator	jsteven2@richmond.edu	
Laura Stirewalt	University of Virginia	Systems Analyst / DBA	lpk4j@virginia.edu	(434) 924-7126
Stacy Stremlow	Saginaw Valley State University	Study Abroad Coordinator	stacy.stremlow@svsu.edu	(989) 964-7360
Darin Stromstad	Concordia College	Assistant Director, Faculty-led Study Away	stromsta@cord.edu	
Elaine Sullivan	California Polytechnic State University	Director of Marketing, IGEE	easulliv@calpoly.edu	(805) 756-7136
NaShera Sutton	Kalamazoo College	Operations Assistant	nashera.sutton@kzoo.edu	(269) 337-7133
Cindy Sweeney	Elon University	Assistant Director of Study USA	cswweeney8@elon.edu	(336) 278-6698
Jennifer Tadeo	Carroll University	Assistant Director of International Education	jtadeo@carrollu.edu	(262) 650-4911
John Tansey	Dartmouth College			
F. Alaje Thomas	University of Chicago	Systems & Technology Coordinator	fathomas@uchicago.edu	(773) 702-7752
Thomas Torres-Gil	Peralta Colleges	International Program Manager	ttoresgil@peralta.edu	

NAME	INSTITUTION	TITLE	EMAIL	PHONE #
Dana Tottenham	Emory University	Business Analyst	dtotten@emory.edu	(404) 727-9009
Wendy Tran	Monash University		wendy.tran@monash.edu	+613 99020210
Diana Trinh	University of Richmond	International Student Advisor	dtrinh@richmond.edu	(804) 484-1458
Susan Tripp	Cal Poly, San Luis Obispo		sstripp@calpoly.edu	(805) 756-7535
Chingo Tsai	SUNY at New Paltz	International Programs Assistant	tsaic@newpaltz.edu	(845) 257-3595
Marija Unkuri-Chaudhry	University of Montana	Dir for Study Abroad, Student Exch., and Inst. Partnerships	mariac@mso.umt.edu	(406) 243-2296
Douglas Upton	Colleges of the Fenway, Inc.	Assistant Director, GEO Center	dupton@colleges-fenway.org	(617) 879-1057
Kerri Urban	University of Missouri			
Claire Valdivia	University of Maryland	Applications Coordinator	cvaldivi@umd.edu	(301) 405-8309
Shanna Van Beek	Elon University	International Programs Advisor	svanbeek@elon.edu	(336) 278-6700
Leslie Vanderwood	Carleton College	Program Coordinator	lvanderw@carleton.edu	(507) 222-4541
Joanie Vicknair	Tulane University	Assistant Director	crystal@tulane.edu	(504) 862-3210
Jili Vodden	Northern Illinois University	Co-Sponsored Program Coordinator	jvodden@niu.edu	
Paul Watson	AIFS Study Abroad	Executive Director	pwatson@aifs.com	(203) 399-5093
Lezlie Weber	Carroll University		lezlieweber@gmail.com	
Karli Webster	Marquette University	Associate Director, Manager of Study Abroad	karlin.webster@marquette.edu	(414) 288-5022
Donald White	Appalachian State University	Education Abroad Advisor & Program Coordinator	whitedb2@appstate.edu	(828) 262-2124
Sherrie Wooldridge	St. Mary's College of Maryland	Program Coordinator	sawooldridge@smcm.edu	(240) 925-2163
Paula Worhatch	University of Notre Dame	Office Manager	pworhac@nd.edu	(574) 631-5882
Kate Wozniak	University of Missouri - Kansas City	Study Abroad and Exchange Coordinator	wozniakkj@umkc.edu	
Mimi Wright	Ithaca College	Program Assistant	mwright@ithaca.edu	
Barb Yamanaka	Elmhurst College		yamanakab@elmhurst.edu	(630) 617-3341
Tim Yoon	Saint Mary's College of California	International Student Advisor	sy4@stmarys-ca.edu	(925) 631-4352
Amanda Zamzes	Elon University	Business and Data Manager	azamzes@elon.edu	(336) 278-6700
Alex Zimmerman	University of New Mexico	Study Abroad Coordinator	alexz@unm.edu	(505) 277-4032
Cody Goodwin	NASBA International Evaluation Services		cgoodwin@nasba.org	(615) 312-3829
John W Jensen	Ball State University	Director of Study Abroad	jwjensen@bsu.edu	(765) 285-5422

PROFESSIONAL SERVICES

Terra Dotta Professional Services (TDPS) is here to help you get the most out of your Terra Dotta software. With a wide range of standard and custom services available, TDPS is committed to providing excellence in quality, service, and value. For more information write to services@terradotta.com.

Tune-Up

A review of your system to identify where you can improve efficiency & adopt best practices

Consulting

Support specialists utilize extensive experience to aid you with improving workflow plans

Credit Card Integration

Create a seamless end-user experience by integrating with your credit card system

Visualizations

Graphic representations of the data in your system to share your story across campus

Administrator

A trained TDS professional will augment your staff to help build & maintain site content

Reports & Programming

TD can build functionality, reports, and processes outside the standard software feature set

Custom Graphical Layout

Match the look and feel of your institutional webpages with a fresh custom layout & design

Training

A TD trainer can provide on-site or webinar training tailored to meet the needs of your office



TERRADOTTA



Providing the very best study abroad programs for over 50 years.

Since 1964, AIFS has been at the forefront of international education and study abroad, with a commitment to high academic standards, a singular focus on safe practices and a dedication to supporting students in a way that enables them to maximize their time abroad.

Programs We Offer

Academic Year, Semester, Summer and January-Term study abroad programs

59 programs in 22 countries

Partnered with outstanding international universities

Internships, community engagement and volunteer opportunities in many locations

Over 350 affiliate U.S. colleges and universities

Customized Programs

AIFS has been a pioneer in providing support for customized faculty-led programs. We offer high quality services from program planning through post-program evaluation.

Health, Safety and Financial Security

Experienced, full-time Resident Directors on each international campus

Comprehensive insurance package included for all students

Published program fees are guaranteed, with no hidden costs such as fees for credit card payments

Optional flight and transportation services provide a guaranteed response on cancelled flights, delays on other travel issues

Over \$50 million in liability insurance

For more information:

call 800.727.2437 or visit www.aifsabroad.com



EMERGENCY | MEDICAL | SECURITY

No matter how far you travel...

We're there.

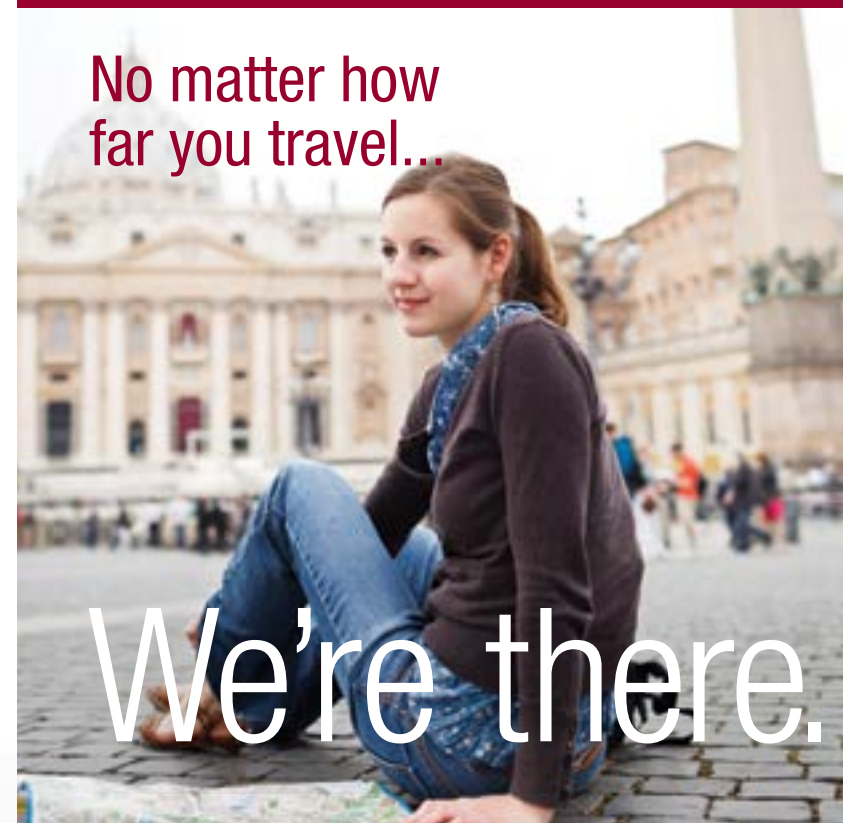
Cultural Insurance Services International (CISI) has over 30 years of experience specializing in providing medical insurance, emergency assistance, and in-house claim and administrative services for over 150,000 participants engaged in international education or cultural exchange programs.

CISI Provides:

Medical Insurance	Trip Interruption & Trip Delay Coverage
Emergency Medical Evacuation	Kidnap and Extortion Coverage
Security Evacuation	Health & Safety Resources
Emergency Medical Reunion	Mobile App

Contact us today for a free quote!

800.303.8120 • www.culturalinsurance.com





TDU

ANNUAL USER CONFERENCE

Louisville, KY • April 11-13, 2016