

University Council on International Programs
Meeting Minutes
Friday, April 17, 2009
Via Video Conference

Present:

Sara Brackin, UNCP	Elizabeth Klaimon, UNCSA
Claudia Bryant, WCU	Rhonda Lamarsh, UNCW
James Callaghan, UNCP	David Larry, ASU
Yunkai Chen, FSU	Torian Lee, ECSU
Rosina Chia, ECU	Bogdan, Leja, UNC-CH
Bonnie Derr, UNC GA	Jesse Lutabingwa, ASU
Denise DiPuccio, UNCW	Jessica Mendez, CIU
Brandi Dudley, ECU	Emmanuel Oritsejafor, NCCU
Joël Gallegos, UNCC	Kara Pike, UNCW
James Gehlhar, ECU	Penelope Pynes, UNCG
Meredith Henderson, CIU	Ingrid Schmidt, NCSU
Madge Hubbard, UNC EP	Joti Sekhon, WSSU
Olivia Jones, NCCU	Brad Sekulich, UNCC
Tendai Johnson, FSU	Beverly Setz, UNCC
Meg Kennedy, ASU	Nathalie Turner, ASU
	Nancy Wells, ASU

Special Guests: Kathryn Bender, Assoc. VP for Legal Affairs, UNC GA
Brent Herron, Assoc. VP, Campus Safety & Emergency Operations, UNC GA
Barry Price, Vice President, Willis of North Carolina, Inc.
Steve Robinson, Special Contingency Risks
Robert Brooks, HTH Worldwide (by phone)
Elaine Del Rossi, HTH Worldwide (by phone)

SUMMARY ITEMS:

Risk Management Insurance: Ready to move forward. Bonnie will find out what next steps are.
Global Summit Strategy items: Campuses will send ideas to Bonnie Derr
Internationalization Self Study: Penelope Pynes will provide some talking point information
UNC EP Assessment: Joel will be communicating with others about developing an instrument.
Schedule another meeting to discuss the above: Bonnie will send a follow-up message.

Risk Management Insurance: Following roll call, Joël Gallegos greeted everyone and called the meeting to order. He recognized the special guests, and explained that the meeting would proceed after the program information on special contingency risk and security evacuation services were presented and called on Barry Price of Willis of North Carolina to begin the presentation.

Barry provided a brief introduction to Willis and its Special Contingency Risks Program, explaining that Steve Robinson was responsible for SCR in the U.S. and recognized Steve who went through the power point distributed electronically to everyone prior to the meeting.

Steve brought attention to the three aspects of their Academic Security Risk Management Program—insurance, prevention and crisis response—offering global protection and spent time discussing each in detail.

Elaine Del Rossi of HTH Worldwide, the current UNC service provider, commented that the Willis presentation addressed some very important issues, and drew attention to HTH's new political and security evacuation services announced in March 2008. In partnership with the ASI Group, HTH is able to provide political and security evacuation services in addition to the standard medical evacuation and repatriation services they already offer and described in documents distributed electronically to everyone prior to the meeting. She reviewed their program and added that this is a very timely conversation; all HTH clients have been inquiring about this kind of service and the need to think through all the issues associated with protecting clients.

Discussion ensued and several questions were raised. In response to ASU's question, Steve Robinson explained that there is a ceiling on the amount of ransom they will cover, and that in terms of handling an event the crisis response consultants available through the SCR program act in an advisory capacity. Decisions remain the responsibility of the university and nothing is done without instructions from the university. In response to Brent Herron's question concerning any liaison with the U.S. State Department, Steve explained that SCR has no formal relationship with the State Department, but that the corporate experience available through the program is extensive with many of their crisis response consultants—who are located throughout the world—have backgrounds in the military, including special forces, and the State Department.

Kathryn Bender asked HTH and Willis to provide an example of a university-related event. Elaine Del Rossi described a recent situation in Guatemala where there was concern about safety issues for students who were there during an unruly election period and some wondered if they should leave. HTH experts reported their analysis of the situation, and the school decided they wanted the students out of there. The security people transferred the students to a safe place, arranged for re-ticketing of airline tickets, and stayed with the students until they were on a plane returning home. Steve Robinson described a situation in Thailand during recent civil unrest where SCR made all the arrangements to move students out of the country, but it turned out to not be necessary.

Brent Herron then queried HTH and SCR on the time required to implement an action plan once a situation was identified. Elaine Del Rossi reported that their crisis team is on call 24/7. Referring to the Guatemala situation she related that they received the first call from the client at 5:50 p.m.. They got back to the client by 6:15 p.m. with information necessary for a decision to be made after which the crisis team contacted the students and HTH was in constant communication with client until the situation was managed. Steve Robinson reported that the SCR program has a 24/7 emergency line that cascades to SCR executives who immediately liaise with their crisis experts, which is what happened in Thailand.

Emmanuel Oritsejafor wondered when a situation would not be covered. Elaine Del Rossi explained that any evacuation event must involve HTH personnel; an evacuation undertaken by the university without HTH involvement would not be covered.

David Larry raised the issue of confidentiality especially in terms of ransom, pointing out that it is one thing at a private university, but quite different at a public institution which is subject to public information act. Steve acknowledged this could be an issue, and SCR has written policies that did not include ransom payments if confidentiality is the driving factor.

Kathryn Bender asked for information on the most effective prevention measures based on the two organizations' experiences. Elaine Del Rossi stated that it is important to get people aware of how critical it is for them to prepare for another country experience. What information do people need before they leave and while they are in a new environment. An informed consumer knows what to expect and what to do if something happens. Steve Robinson agreed noting that the more prepared students are the better, and pointed to the various services SCR offers for this purpose.

Jesse Lutabingwa inquired if there is currently a system policy covering ransom. Kathryn Bender advised that as of now there is not. Bogdan Leja commented that they look at it on a case-by-case basis and are looking into options that are available. But there is no blanket policy.

Bogdan Leja then commented on an event that occurred in Vietnam with some of their students saying that the service provided by HTH was terrific, but the reimbursement process was very chaotic. In order to get the students taken care of, Bogdan ended up paying fees with his own resources and it took quite some time before he could get reimbursed. Rob Brooks commented that typically they will reimburse only the actual health care provider or a student not an intermediary because the program is not set up to work that way.

Joël drew attention to the time and observed that this had been a timely conversation and expressed appreciation for the thoughtful discussions. He thanked Barry Price, Steve Robinson, Elaine Del Rossi and Rob Brooks for sharing their time and information, noting that UCIP would be having further conversations with GA. The security risk groups, Kathryn Bender, Brent Herron and several campus representatives who sat in just for this section departed. There was brief further discussion that this is important, and further delay is not necessary. Bonnie will learn from Kathryn what next steps are and let the group know.

Minutes: A motion to accept the minutes of the February 20, 2009 meeting as written was made, seconded and unanimously approved.

Global Engagement Summit: On behalf of UCIP, Joël Gallegos congratulated Millie Ravenel on the successful Summit, commenting that it was a great launching pad. Millie expressed her appreciation for the attendance of so many UCIP members at the Summit and agreed it does provide an excellent launching pad to move forward. She drew attention to the materials that had been distributed electronically to everyone prior to the meeting, specifically a letter to UCIP representatives, the Summit report with the program, and a copy of House Bill 1258 to create The Global Engagement Commission. Millie explained that they mailed this so that UCIP representatives would have something to take to their Chancellor or provost, or whoever else on the campus can be most helpful in achieving what we select as important strategic directions for higher education in the global engagement initiative. She explained that the Global Engagement Commission bill was modeled on the 21st Century Transportation Commission, and since there are no funds attached to it, expects that it will pass easily. The Commission won't get started until the fall, and a final report is due in May 2010. In response to Madge Hubbard's question if contacting representatives would help move the bill along, Millie said she would have Stephanie Carter Caplan in her office send some suggested points to include in any message UCIP reps choose to send.

Millie reminded that the Hewlett Grant which supported the work for the Summit ends in October. Millie is meeting with Becky Carney periodically, and knows that Rep. Carney is

starting to put together a list of what kinds of people to appoint to the Commission. UCIP should make known its recommendations for Higher Education to Millie and she will pass it along to Rep. Carney, but Millie stressed that she has no control over who will eventually get appointed; she added that she believes Rep. Carney is trying to keep appointments to the Commission as nonpolitical as possible, but there are no guarantees. There was a comment addressing the tight timeline for the final report; Millie clarified that the final report would not be the final plan of action but a strategy to go forward. Jesse Lutabingwa sees this as an opportunity for the University System to move forward and noted that he has already talked with his Provost about this; further the Chief of Staff at ASU had attended the Summit who has briefed the Chancellor, so the administrators at ASU are already on board. Further discussion resulted in agreement that UCIP will come up with 3 strategic goals and that members should send their thoughts about what those goals should be to Bonnie Derr who will synthesize them for further review. Millie indicated that the directions selected need to be brought to the attention of the Chancellors and Provosts, along with information on the Global Engagement Commission, so they will know this is going to happen and to be sure everyone is on board. Jesse suggested informing Deans as well.

Millie then introduced Jessica Mendez of her office who is responsible for managing the Cultural Correspondents Program that currently runs only at NC State with other campuses expressing varying degrees of interest in having one. Jessica has been trying to figure out a way to make it happen system-wide without more budget resources. She provided background to the existing program, noting that she is a graduate of NCSU and thoroughly enjoyed getting this program organized; it has grown from 7 study abroad students participating to 34, and the teachers they work with are clamoring for more. The program utilizes simple internet connections. Critical components to expansion are:

- A central coordination point on the campus to accommodate teachers needs and time differences;
- A high level of commitment from the Study Abroad office to trouble shoot internet problems and a memorandum of understanding with the Study Abroad office to specify what is needed (such as making sure the students have a safe place to participate from in the host country);
- An understanding that the campus Study Abroad office will screen students to assure that the study abroad students are dedicated to making the program work.

Jessica clarified that CIU is the coordinating point with school teachers. CIU will continue to work on developing an expansion plan for all campuses to be able to participate.

Internationalization self study: Penelope Pynes noted that we are going to have to decide what we want to do as a system, and that we are going to need to draw on ASU's experience with the ACE Internationalization Laboratory. She referred to a book she acquired in anticipation of this initiative, *Higher Education in Turmoil: The Changing World of Internationalization*, which has two chapters in it that were particularly relevant. To get us going she is going to scan those chapters and share them with the UCIP reps. She is interested in the learning outcomes approach and has a long-standing interest in intercultural competency. She is hoping that each campus will take a piece of whatever we decide we want to do. We have talked about a campus survey of international readiness, curriculum development, creating a data base for activities and people, and in this instance will we be looking at replicating programs that already exist or have a central information point on a web site for example.

Joël suggested that once Nell shares the chapters we can bounce around ideas to figure out what to look at. Jesse is willing to share information from their activity, and in response to Denise's question about whether they found things they didn't already know, said that some things were a surprise, but the important outcome was that the process helped generate discussions about internationalization as a campus, not as units. The final report should be ready in the next couple of days.

UNC EP Advisory Board Election Results: Bonnie reported that while not all campuses had submitted a vote, a clear majority did. There were no additional nominations made, and the votes received were unanimously in favor of re-electing Lois Petrovich-Mwaniki to her second two-year term and electing Bonnie Parker to her first two-year term. Therefore, the UNC EP Advisory Board for the 2009-2010 year is: Bonnie Parker (UNCA), Emanuel Oritsejafor (NCCU), Lois Petrovich-Mwaniki (WCU), Brandi Dudley ECU) and Ingrid Schmidt (NCSU).

UNC EP Director's Report: Madge Hubbard had electronically distributed her written report to everyone prior to the meeting. She briefly reviewed the resolution procedure recently implemented by Harold Martin to assure transparency, and a resolution is currently circulating for everyone on the UNC EP Advisory Board to sign. She requested that whoever currently has it to move it along so that agreements with the new Brazil and Australia programs can proceed. She highlighted that overall program numbers for this year represent a 10% increase over last year. She drew attention to the information about group meetings at NAFSA and she will be following up by email. The July coordinators workshop is listed as scheduled for July 15 in the written report; that has been changed to July 29 to give a little more time to get the on-line application process in place, so training can occur at this meeting. After reviewing the fund-raising initiative UNC EP has undertaken with assistance from Cathy Hanby-Sikora, Assoc. VP for Development at UNC GA, she invited UCIP representatives to assist with work on the campuses to get updated student information, noting that UNC EP is a collaborative program and it benefits all campuses. In the future UNC EP will have a plan to stay in touch with UNC EP alumni, and hopes to start an email newsletter and begin identifying students who would be interested in being advocates to start a scholarship fund. Tendai Johnson suggested that working with development offices on campus to get updated alumni information will be a hard sell; it is an ownership issue. Penelope Pynes suggested that if the opportunity did arise that the main message should be that UNC EP is really trying to raise its profile, and when it does that it benefits all the campuses. Regarding the request from one of the Canadian partners to use the TOEIC instead of the TOEFEL, Madge has done some research and talked with ETS personnel. The TOEIC is not an academic admissions test, and therefore not appropriate. She will let the partner know that she has let the campuses know of the request. Her final note concerned the fact that the ISEP consortium fee is being increased from \$700 to \$900 per campus which will be reflected in the invoices that go out this summer. Jim Gehlhar requested that the invoice be sent in June so they will have the option of paying this fiscal year. Torian Lee advised that ECSU is ready to become an ISEP affiliate and wondered what the process was. Madge advised that it is really a campus process, one that NCCU recently finished. Emmanuel Oritsejafor said ISEP does visit the campus to be sure procedures are in place to receive students and that institutional commitment is very important.

Joël reminded that during the process of the UNC Tomorrow review of affiliated institutions, the development of an evaluation process for UNC EP was raised. Several years ago the UNC EP Advisory board was charged with development an evaluation process, but for various reasons

that fell through the cracks. So, the recommendation is very timely the process will end up involving all of the UNC EP stake-holders (campuses, partners, students, etc.).

New Program Initiatives/News:

Studies Consortia: Bogdan Leja reported that he had explored the idea of an Arabic studies consortium with faculty, and basically it is a “no go.” There is just too much demand for it on the Chapel Hill campus to be able to engage other campuses at this point. Denise DiPuccio knows that faculty across the system are in discussion about a Portuguese language consortium, but has not formal report.

UNCC: Joel reported that within the college of Liberal Arts and Sciences there will be a new global department that is intended to encompass all international studies. A new department chair is being recruited.

Institutional Updates:

North Carolina State University

Study Abroad:

- The Study Abroad Office has held a series of training sessions related to faculty-led study abroad programs. On April 1, there was a workshop for NC State faculty on how to design and direct new faculty-led study abroad programs, on April 2 there was a CPR training for study abroad program directors planning to lead groups abroad this summer, and on April 15 there was a training on how to manage mental health and student conduct issues while abroad.
- An application for GoogleEarth was added to the SAO website, allowing students to locate all the sites that are available to them to study abroad for a semester through NC State. In addition, the SAO has launched a page on Facebook and established a presence on Twitter, increasing the offices’ avenues for communication with students.

Global Perspectives Certificate

The GPC was fully approved effective March 1, 2009. This is a university-wide certificate which will be noted on students’ official transcript. Since its launch, 28 students have already begun the GPC process, and at least 2 students are expected to graduate with the certificate this May.

UNC at Asheville

International Service Learning in Honduras: August 2009

A two-part course designed for service learning projects in Santa Lucia, Honduras. The classes consist of 12 university students who, in groups of 3-4, are assigned to elementary schools in a rural Honduran community near the Shoulder-To-Shoulder Medical Clinic. During daily visits to the schools and communities, students interact with teachers, administrators, children and community members. They participate in and contribute to school activities and lessons with children, and also meet with adults in the schools and communities. The primary goal is to get to know the community and develop a prioritized list of needs for the schools.

Before departure, while in country, and after the return to UNCA, students determine ways of assessing and meeting those needs.

12th Annual International Student Forum: April 2009

Elvis Echavarria from the Dominican Republic, Kevin Koyasu from Japan, Leslie Smith from France, and Yana Volkova from Russia talked to students from UNCA and the Asheville community about their countries and the differences between their countries and the US. Topics ranged from politics, art, sport and gender issues.

International Experiential and Service Learning in Honduras: The Politics of Foreign Aid, May-June 2009

This five week summer study focuses on the politics of foreign aid including:

- 3 weeks of instruction on UNCA campus, where we will explore who gives, who gets, who decides, who implements, who evaluates, and how the communities receiving aid are incorporated into the process, if at all. We will also review the specific political, economic, and social challenges and opportunities facing Honduras as well as two on-going aid projects before traveling there for a closer look.
- 18 days in Honduras, interviewing a variety of the parties involved in and affected by the specific foreign aid programs sponsored by such organizations as the World Bank and the Inter-American Development Bank. We will live, learn, and serve in the communities affected by these foreign aid projects and gain insights into the politics of foreign aid from their experiences.

Adjourn:

Joël adjourned the meeting at approximately 12:00 noon.