

MANDY HANSEN

ACADEMIC HISTORY

Northern Arizona University	graduated 2014	Flagstaff, AZ
▪ Doctorate degree in Educational Leadership and Higher Education Administration		
Alfred University	graduated 2004	Alfred, NY
▪ Master's degree in Nonprofit Management/Community Service Administration		
Salt Lake Community College	2000-2001	Salt Lake City, UT
▪ Visual Arts/Multimedia		
University of Pittsburgh	graduated 1997	Pittsburgh, PA
▪ Bachelor of Arts degree in Interdisciplinary Studies: self-designed major in International Business Relations and Latin American Studies /Graduated Magna Cum Laude		
Universidad de las Americas	Study Abroad Spring 1995	Puebla, México

ADMINISTRATOR EXPERIENCE RECORD

University of Colorado Colorado Springs <i>Director of International Affairs</i>	2015-Present	Colorado Springs, CO
<ul style="list-style-type: none">▪ Serve as senior international officer for the University of Colorado Colorado Springs campus▪ Responsible for the areas of immigration advising, international student and scholar services, education abroad, partnership support, and faculty programming▪ Established and hired for the first-ever full-time education abroad adviser and international student adviser for the university▪ Write and develop training and policy materials for international education▪ Serve as official for risk management for international students and scholars and education abroad programs▪ Develop and collaborate with academic colleges as well as legal counsel on agreements and memos of understanding▪ Implement staff development goals and direction in daily responsibilities▪ Collaborate with faculty on educational experiences abroad (research and faculty-directed)▪ Manage department's budget and all fiscal responsibilities▪ Acted as program director for the intensive English program (2016-2019)▪ Serve as Principal Investigator on grants applications▪ Serve as Chief Immigration Official for the campus in the roles of Responsible Office (RO) and Primary Designated School Official (PDSO) for Federal Government reporting with the Student Exchange Visitor Program▪ Serve as scholar liaison and adviser for departments sponsoring visiting scholars▪ Serve as Fulbright campus representative		

Northern Arizona University	2006-2015	Flagstaff, AZ
Positions (2): (1) Dual Appointment: Associate Director/Dean for the Center for International		

Education and Director of International Admissions & Recruitment; (2) Associate Director of Admissions, Processing, Transfer Recruitment

Supervisors: Dr. Harvey Charles, Vice Provost of International Education

Associate Director for the Center for International Education – 2011-2015

- Served as Principal Investigator; wrote and collaborated with participating faculty and staff on grant applications for the Institution of International Education, Department of State, NAFSA, International Research and Exchange Board, and Fulbright
- Assessed departmental learning outcomes for the Global Learning Initiative
- Served as key member of the center's interdisciplinary team for the Manipal program (short-term study abroad/service-learning program in India) and initiated the first-ever program evaluation and self-study for the program and collaborated with the assessment office
- Represented the Vice Provost at senior level meetings across campus in his absence
- Reviewed and authorized travel, sick and vacation paperwork for the center's 35 professional staff
- Designed, scheduled and supervised the Center's internships for graduate students and international professional staff from visiting universities and government partnership programs
- Led, organized and planned logistics for delegation visits for educational partners and government officials
- Managed partnership agreements with intensive English programs, foreign universities, and community colleges inclusive of writing agreements, pursuing and researching future and potential agreements, and securing final signatures
- Served as a member of the Fulbright Review Committee and served as one of three official Fulbright Campus Representatives
- Reviewed and authorized budgetary purchases in the amounts of \$10,000 or less for the center's five units and 35 professional staff
- Responsible for database management, social media, and communication for international alumni relationships
- Wrote articles featuring international alumni for the Center's semester publication
- Oversaw and coordinated the Center's educational and cultural programming (2009-2012) to include the international convocation and international week

Director of International Admissions and Recruitment – 2008-2015

- Responsible for a 154% increase of newly enrolled undergraduate international students from 2007 to 2014; this equated to over \$20,000,000 in tuition revenue for the university in Academic Year 2014/2015
- Increased the overall international student enrollment to 1,246 in 2014 from just 490 students in 2007
- Directed and managed the processing, admissions, transfer credit, scholarships, recruitment, and marketing for international students
- Developed marketing materials and implemented an extensive international recruitment and enrollment plan for the Center for International Education that required data analysis at the institutional level, analysis of national and international trends, and benchmarking with peer institutions
- Evaluated foreign transcripts and admissions decisions for all degree-seeking and non-degree undergraduate international students
- Collaborated with sponsoring agencies on intensive English and degree-seeking study for international student and scholar mobility initiatives (i.e. Saudi Arabian Cultural Mission, Kuwaiti Cultural Mission, Omani Cultural Mission, Institute of International Education, EducationUSA, Fulbright)

- Developed, fostered, and maintained all agent relationships and networks inclusive of marketing, outreach, reporting, and collaboration with the President's budget office
- Managed all student mobility partnerships inclusive of the preparation and writing of memos of understanding, outreach, and follow-up with all potential and current partners
- Responsible for initial SEVIS (immigration) documents for undergraduate, intensive English, and graduate students as a Designated School Official and Alternative Responsible Officer
- Wrote and edited promotional pieces for international admissions inclusive of brochures in multiple languages and materials for counselors, agents, and educational fairs
- Reviewed, monitored, wrote, edited, and updated a comprehensive communication plan
- Managed the unit's annual travel and recruitment budget

Associate Director of Admissions, Processing and Transfer Recruitment **2006-2008**

- Supervised, evaluated, and trained 17 full-time staff and over 20 student workers
- Directed the Admissions Processing Unit for domestic admissions and online programs
- Responsible for the review of over 20,000 applications and assisted in a 12% increase of first-year students and a 3% increase of transfers for fall 2007
- Served as a key contributing member of the management team for Enrollment Services
- Liaised with academic advising and distance learning offices
- Reviewed and made the final decision on all new incoming student residency applications including the review of appeals
- Reviewed and approved all university liberal studies appeals
- Served and contributed to the NCAA accreditation review for the university
- Served in a dual capacity as head of transfer recruitment and processing
- Developed and implemented a comprehensive strategic plan for the recruitment of non-traditional and minority transfer students
- Organized calling campaigns, email campaigns, and honors recruitment initiatives

Alfred University

2001-2006

Alfred, NY

Associate Director of Admissions/International Student Coordinator

- Managed daily operations and the application review process for over 2,500 applicants and more than 1,000 annual visitors
- Empowered to act as decision-maker in the absence of the director inclusive of supervisory responsibilities for 11 full-time staff
- Compiled statistics and analyzed data utilizing such platforms as Banner, Noel Levitz, and Access
- Directed undergraduate international student admissions and assisted in immigration advising and cultural adjustment through individual student meetings and orientation activities
- Interviewed and counseled both international and domestic students and their families
- Counseled first-generation college students
- Served as the liaison to the honors program and assisted in the recruitment of National Merit and other high ability students

Assistant Director of Admissions/International Student Coordinator

- Directed the Overnight Visit Program and supervised over 30 student volunteers and two part-time student coordinators
- Managed the undergraduate international student admissions and scholarship review
- Designed, wrote, and edited the first-ever recruitment materials and application for international students

- Planned the student activities fair and scheduled student performances for open house events
- Responsible for all initial immigration documents for undergraduate and graduate students as Designated School Official and Alternative Responsible Officer

Salt Lake Community College

2000-2001

Salt Lake City, UT

- Supervised and managed daily work flow for three staff
- Advised and counseled students from diverse backgrounds regarding education, cultural adjustment, and integration into the campus community
- Collaborated with college offices and planned community events including International Education Week
- Led and supervised an Alternative Spring Break (service learning project) involving domestic and international students
- Coordinated campus visitation by EducationUSA advisers from South America and the Middle East
- Processed all immigration paperwork, change of status applications, and work related applications as Designated School Official/immigration official for the community college

TEACHING EXPERIENCE RECORD

University of Colorado Colorado Springs 2017-2019

Colorado Springs, CO

Positions: Assistant Professor Attendant Rank, College of Letters, Arts & Sciences,
Department of Languages & Cultures
Lecturer, College of Education, Department of Leadership, Research, and
Foundations

Northern Arizona University

2013-2018

Flagstaff, AZ

Positions: Lecturer, College of Education, Department of Educational Leadership
Instructor, Center for International Education

Courses Taught

University of Colorado Colorado Springs

- FCS 3890: Service Learning in Guatemala – undergraduate level - hybrid
- FCS 3890: Global Leadership in Costa Rica – undergraduate level - hybrid
 - Developed Global Leadership Program curriculum and course for pre-first year students in 2018-2019
 - Teach in-person courses in an abroad session that highlight cultural understanding, social issues and diversity
- LEAD 5700: Introduction to Statistics and Research Methods – graduate level - online
- LEAD 3040: International Education Principles and Practice – undergraduate level – in-person
 - Developed course; scheduled to teach spring 2020

Northern Arizona University

- CIE 100-International Student Success – undergraduate level –in-person
- EDR 610 Introduction to Research – graduate level -online
- EDF 670 Philosophy of Education – graduate level -online
- EDF 677 Educational Sociology – graduate level -online
 - Developed course materials for online instruction for master’s and doctoral level courses
 - Participated in university-level course development

- Utilized Backwards Design curriculum
- Motivated and met with students via virtual tools inclusive of Chat and Skype
- Mentored graduate level students through the proposal phase of their research
- Taught three to five classes per year
- Creator and Founding Coordinator for the Master's in International Education- College of Education at Northern Arizona University (*wrote proposal, presented to department chair and head of committee*)
- Course designer and instructor for the Institute of International Education introductory course and secondary level course: *Connecting with the World: International Relations at Higher Education Institutions-Myanmar Cohort* (in-person and virtually)

Workshops Taught

Jimenez, C., & Hansen, M. (2017, June). "Othering" People Who Are "Not From Here": A Conversation about Global and International Perspectives, Workshop at the Knapsack Institute: Transforming Teaching & Learning, Colorado Springs, CO.

Hansen, M., & Miller, A. (2017, May). *Women in Leadership in International Education Member Interest Group Workshop*, Workshop at the NAFSA National Conference, Los Angeles, CA.

Hansen, M., (2016, May). *Women in Leadership in International Education Member Interest Group Workshop*, Workshop at the NAFSA National Conference-Denver, CO.

Jimenez, C., & Hansen, M. (2016, May). *Global and International Perspectives in the Classroom*, Workshop at the Knapsack Institute: Transforming Teaching & Learning, Colorado Springs, CO.

Hansen, M. (2014, July). *International Student Recruitment: Data-Driven Strategies for Success*. Workshop for NAFSA National Online Conference, Washington, DC.

Banks, C., Hansen, M., Puntene, K., & Ruthleska, J. (2014, May). *Connecting with the World: International Relations at Higher Education Institutions*. Workshop for the Institute of International Education and U.S. Embassy Yangon, Yangon, Myanmar.

Hansen, M. (2015, October). *Workshop-Navigating a Maze: Exploring Women's Journeys to Positions of Leadership in International Education*, Workshop at the NAFSA Region II Conference, St. George, UT.

Wright, J., & Hansen, M. (2013, May). *Conducting an External Review Workshop and Training*: Workshop at the American International Recruitment Council at the NAFSA Annual Conference, Miami, FL.

Wright, J., & Hansen, M. (2010, December). *Conducting an External Review*: Workshop at the American International Recruitment Council Annual Conference, Miami, FL.

UNIVERSITY SERVICE

Fullbright Program Adviser for the University of Colorado Colorado Springs 2015-present

Chair and Committee Member for the University of Colorado Colorado Springs
Chancellor Appointed Risk Management Committee 2016-present

Committee Member for the University of Colorado Colorado Springs Student Activities Task Force	2018-present
Council Member for the University of Colorado Colorado Springs Campus Compliance Council	2015-present
Fulbright Program Campus Review Committee at Northern Arizona University	2014-2015
Committee Member for Northern Arizona University Honor's Advisory Committee	2009-2012
Council Member for Northern Arizona University Faculty Professional Development Advisory Council	2011-2015
Council Member for Northern Arizona University Service Professional Advisory Council	2010-2012

PROFESSIONAL & COMMUNITY SERVICE AND MEMBERSHIPS

American International Recruitment Council	
<i>Certification Board Member</i>	2009-2015
<i>Institutional Member</i>	2009-2015
<i>External Evaluator</i>	2009-present
AmeriCorps	
<i>AmeriCorps Vista Volunteer</i>	1997-1998
<i>AmeriCorps Volunteer with Migrant Worker (Bilingual) Program</i>	1998
Arizona International Educators Group	
<i>Member</i>	2007-2015
Association of International Education Administrators	
<i>Member</i>	2013-present
Girls on the Run	
<i>Assistant Coach</i>	2013-2014
Institute of International Education	
Mentor for the <i>Connecting with the World: International Relations at Higher Education Institutions Myanmar</i>	2013-2018
NAFSA: Association for International Educators	
<i>Member</i>	1999-present
<i>Women in Leadership Member Group Leader and Founder</i>	2015-2018
<i>Annual Conference Session Reviewer</i>	2013-2017
<i>International Enrollment Management Network Leader</i>	2015-2016
<i>Region II Treasurer and Executive Team Member</i>	2012-2014
NASPA: Student Affairs Administrators in Higher Education	
<i>Reviewer for the Journal about Women in Higher Education</i>	2015-2018
NACAC: National Association for College and Admission Counseling	
<i>International Advisory Committee</i>	2013-2014

REFEREED / PEER REVIEWED PRESENTATIONS

Ellis, S., Szabo, K., McDonnell, R., Hansen, M., Bello, A., & Baron, O. (2019, April). *International Advocacy*, Presentation at the Internationalization Summit, Denver, CO.

2018

Morris, I., Yazdani, L., Hansen, M., & Ulevich, M. (2018, April). *Building Community Support for International Learning*. Presentation at the Internationalization Summit, Denver, CO.

Hansen, M., Boone, K., Cook, B., & Groener, G. (2018, April). *UCCS Service Learning Reflections: Shared Narratives of Migration and Lives of Our Mayan Hosts*. Presentation at the Internationalization Summit, Denver, CO.

2017

Hansen, M., Bender, S., & Rell, A. (2017, November). *Exploring Leadership Journeys of Women Leaders in International Education*, Presentation at the NAFSA Tri-Regional Conference, Denver, CO.

Banks, C., Johnson, M., & Hansen, M. (2017, November). *An Office of One's Own: Women in Education Abroad*, Presentation at the NAFSA Tri-Regional Conference, Denver, CO.

McGrath, K., Gay, J., Veltrop, T., Rell, A., & Hansen, M. (2017, November). *At the Table and Beyond: Women in International Education*, Presentation at the NAFSA Tri-Regional Conference, Denver, CO.

Bell, M., Wynne, A., Hansen, M., & Arnold, C. (2017, February). *In Their Voices: Staff Women Reflecting on the Journey to a Doctorate*, Presentation at the Annual CU Women Succeeding Symposium, Colorado Springs, CO.

Hansen, M., Sutton, S., Bender, S., & Miller, A. (2017, May). *Exploring Leadership Journeys of Women Leaders in International Education*, Presentation at the NAFSA National Conference, Los Angeles, CA.

DiMaria, D., Kuehl, A., Hansen, M., & Weller, J. (2017, May). *Editor and Contributors' Question and Answer Session*, Presentation at the NAFSA National Conference, Los Angeles, CA.

2016

Hansen, M. (2016, May). *Navigating a Maze: Exploring Women's Journeys to Positions of Leadership in International Education*, Presentation at the NAFSA National Conference, Denver, CO.

DiMaria, D., Hansen, M., & Weller, J. (2016, May). *International Enrollment Management and Senior International Officers Roundtable*, Presentation at the NAFSA National Conference, Denver, CO.

Hansen, M. (2016, February). *Navigating a Maze: Women in Leadership in Higher Education*, Presentation at the Annual CU Women Succeeding Symposium, Colorado Springs, CO.

2015

Arcuino, K., Hansen, M., & Frankle, J. (2015, October). *Serve International Education Through NAFSA Leadership*, Presentation at the NAFSA Region II Conference, St. George, UT.

Kell, T., & Hansen, M. (2015, October). *Breaking Bad-A Fraudulent Academic Document 'How To'*, Presentation at the NAFSA Region II Conference, St. George, UT.

Frankle, J., & Hansen, M. (2015, October). *Lead Nurturing-Turning Inquiries into Enrollments*, Presentation at the NAFSA Region II Conference-St. George, UT.

Hansen, M. (2015, June). *Navigating a Maze: Exploring Women's Journeys to Positions of Leadership in Higher Education*, Presentation at the Arizona Women in Higher Education Conference, Flagstaff, AZ.

Hansen, M., Wang-Davis, K., & Heiniken, S. (2015, May). *Data-Driven Strategies for International Student Recruitment*, Presentation at the NAFSA National Conference, San Diego, CA.

Crawley, J., & Hansen, M. (2015, May). *Apply Best Practices with Agents to Increase International Enrollments*, Presentation at the NAFSA National Conference, San Diego, CA.

Kacenga, G., & Hansen, M. (2015, May). *Recruitment from US High Schools and the SEVIS Transfer Process*, Presentation at the NAFSA National Conference, San Diego, CA.

Hansen, M., & Zoreh, Z. (2015, April). *Best Practices: Science Mobility Students Case Study*, Presentation at the FAUBAI Annual Conference-Cuiaba, Brazil, April 2015.

Hansen, M., & Klaher, S. (2015, February). *Navigating a Maze: Exploring Women's Journeys to Positions of Leadership within International Education*, Presentation and Roundtable at the Association of International Education Administrators National Conference, Washington, DC.

Hansen, M. (2015, February). *International Enrollment Management: International Admissions, Recruitment and Marketing*, Virtual presentation at the Monterey Institute of International Studies, Monterey, CA.

2014

Hansen, M., & Wang, K. (2014, December). *Emerging Markets: Malaysia and Myanmar*, Presentation at the American International Recruitment Council, Miami, FL.

Hansen, M. Miller, A., & Clifford, S. (2014, October). *Exploring Effective Internationalization through an Examination of Student Interaction, Global Learning Initiatives, and Gender and Administration*, Presentation at the Consortium for North American Higher Education Collaboration, Tucson, AZ.

Miller, A., Hansen, & M. Clifford, S. (2014, October). *Contributions to the Scholarship of International Education: A Panel of Current Research*. Presentation at the NAFSA Region II Conference, Tucson, AZ.

2013 AND PRIOR

Crawley, J., & Hansen, M., (2013, October). *Strategic International Enrollment Management*, Presentation at the NAFSA Region II Conference-Bozeman, MT.

Finkel, J., & Hansen, M. (2012, October). *Seal the Deal: Student Engagement After Admission*, Presentation at the NAFSA Region II Conference, Wichita, KS.

Fraher, A., Ballola, G., & Hansen, M. (2012, October). *International Jet-Setter Survival Tips*, Presentation at the NAFSA Region II Conference, Wichita, KS.

Hansen, M. (October 2011). *Pairing the Right Shoes with the Perfect Enrollment Plan*, Presentation at the NAFSA Region II Conference, Ft. Collins, CO

Hansen, M (2012, May). *Seal the Deal: Student Engagement After Admission*, NAFSA National Conference, Houston, TX

Hansen, M. (2011, April). *Working with Undocumented Students in the Admissions Process*, Presentation at the Arizona International Educators Annual State Meeting, Flagstaff, AZ.

Eavis, J., & Hansen, M. (2011, May). *A Look at Facebook in the International Admissions Process: A U.S. University Case Study*, Poster presentation at the NAFSA National Conference-Vancouver, Canada.

REFERRED PUBLICATIONS

Heasley, P., Grandorff, C., Mendez, S., Hansen, M. (2019). *Exploring Knowledge Exchange: The Reasons Students from Around the Globe Study Abroad*. Submitted and under review with The Journal of International Students.

Hansen, M. (2017). International Undergraduate Admissions Issues. In DiMaria, D. (Ed), *Managing a Successful International Admissions Office*, (29-42). Washington, DC: NAFSA.

Hansen, M. (2016, November). Projecting International Enrollment, *NAFSA Professional Resources*. Retrieved from <https://www.nafsa.org/professional-resources/browse-by-interest/projecting-international-enrollment>.

Hansen, M. (2016, May 6). *Exploring Women's Positions to Leadership in International Education*. Retrieved from <https://www.nafsa.org/blog/exploring-womens-journeys-leadership-international-education>

Hansen, M. (2014). *Lotus strands: Higher education women in senior international officer positions weaving robes of gender* (Order No. 3621097). Available from ProQuest Dissertations & Theses Global. (1545674291). Retrieved from <https://libproxy.uccs.edu/login?url=https://search.proquest.com/docview/1545674291?accountid=25388>

Hansen, M. (2012). Take a Deep Breath: Making International Enrollment Management Manageable. *IIE Networker Magazine* (Fall 2012), 35.

INVITATIONAL PRESENTATIONS

Hansen, M. (2015, October). *U.S. Higher Education Virtual Session*, Virtual presentation with Pearsons, International.

Hansen, M. (2015, April). *Plenary Speaker: The Impact Brazilian Students are Making on Higher Education*, Presentation at the FAUBAI Annual Conference, Cuiaba, Brazil.

Hansen, M. (2015, March). *World Education Services Student Advisor: Study in the USA*, Presentation with World Education Services, Virtual, International.

Hansen, M. (2014, September). *Budgeting: Student Recruiting and Marketing*, Virtual Presentation at the Monterey Institute of International Studies, Monterey, CA.

Hansen, M. (2012, August). *Competing in a Global Economy*, Keynote Speaker at the NAU Graduate Student Orientation, Flagstaff, AZ.

PUBLISHED COMMENTS

Dessoff, A. (2009, November/December). Recruiting in a Brave New World. *International Educator*, XV11 (6), 17-26.

Fishcher, K. (2009, July 30). Foreign-Student Enrollments are Likely to Climb, but Trouble May be Ahead. *The Chronicle of Higher Education*. Retrieved from <https://www.chronicle.com/article/Foreign-Student-Enrollments/47514>.

Smith, B. (2013, December 16). Myanmar IIE's International Engagement Course. *The PIE News*. Retrieved from <https://thepienews.com/news/myanmar-iie-launches-international-engagement-course-ministry-officials/>.

GRANTS

- Generated a total of \$402,748 in funded grant proposals

Principle Investigator for the Following Grants:

- World Learning and U.S. Department of State's Bureau of Educational and Cultural Affairs Capacity Building Program, Women's Empowerment, Spring 2019-\$27,486- Under Review
- Mexican Government-Proyecta 100,000 Strong, English and Culture Training, Fall 2018-\$26,250 - Funded
- Cultural Vistas and U.S. Department of State's Bureau of Educational and Cultural Affairs, Civic Engagement-Study of the U.S. Institutions for Student Leaders on Women's Leadership, Summer 2018-\$92,217 – Not Funded
- Mexican Government-Proyecta 100,000 Strong, English Training, Fall 2017-\$66,000- Funded
- Mexican Government-Proyecta 100,000 Strong, English Training, Fall 2016-\$98,000- Funded
- Chengdu University of Information Technology (China)-Teacher Training and Methodology Program, Summer 2013, \$32,640 - Funded
- Tyngara Inc. (Japan) Semester ESL Program, Fall 2013-\$52,000 - Funded
- Geology Program for Short-term Chinese Faculty, Fall 2013- \$23,935 - Funded
- Indonesian Center for Environmental Administration and Management, Summer 2013, \$16,8003 - Denied
- Beijing International Studies (China) Short-term Intensive English Program, Summer 2012, \$13,072 - Funded
- Beijing International Studies (China) Short-term Applied Linguistics Program for Faculty and Master's students, Spring 2012, \$16,851- Funded
- University Teacher Training Program (China), Fall 2012, \$14,400 - Funded
- Department of State Central American Student Summer Program (*note: co-PI on this grant*), Summer 2011, \$221,216 – Denied
- University of Pisa (Italy) Summer Program Southwest Literature, Summer 2010, \$59,600 - Funded
- University of Kansai (Japan) Business Program, Fall 2010, \$31,470 - Denied

- Gadafi Foundation-Libyan Diplomat Program: Intensive English and International Affairs, Fall 2009, \$400,000 - Denied
- Rikyyo University (Japan) Short-term Intensive English/Academic Summer Program, Summer 2009-2011, \$57,550 - Denied
- SABIC Americas Inc. (Saudi Arabia) Pre-College Foundation Year Program, Spring 2009, \$244,750 – Denied

CONSULTATION

- Consultant, Pittsburg State University International Programs Office, May 2014

PROFESSIONAL HONORS

- Institute of International Education International Academic Partnership Program delegation to Myanmar – first U.S. Higher Education Institutional Visit to Myanmar 2013
- Fulbright Scholar-International Education Administrator Seminar Program Germany 2009