

Summer 2014



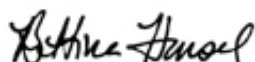
To all my friends and colleagues,

I have been working a little more than four years at Borough of Manhattan Community College as Director of Institutional Research and Assessment. This position combines my research and systems experience with my commitment to education and assessment of learning.

BMCC offers me a culturally rich working environment with wonderful colleagues who are keenly interested in finding the best ways to ensure that all students have access to a really good college education and the chance to develop the knowledge and skills they need to find their way in the world. I've become particularly interested in a project to improve math education for students who come to college under-prepared in math.

Though my job does not involve the travel abroad that I enjoyed formerly at AFS, I am still in regular contact with many of my former colleagues and close friends. Earlier this year my husband and I visited some of these friends in the United Kingdom and Germany. I have less time these days to work on my intercultural writing and research, but I have not abandoned it and will continue the journey for years to come.

Sincerely,



Bettina Hansel, PhD

Professional Accomplishments

Borough of Manhattan Community College (BMCC), New York, NY, 2010 to present

Director of Institutional Research and Assessment

For over four years, I have led the team in the Office of Institutional Research and Assessment under the guidance of the Dean for Institutional Effectiveness and Strategic Planning. The office is the central source for institutional data about the campus, providing reports, data analysis, projections, and assessment for academic programs and campus administrative departments. Our staff works closely with the faculty and administration to design and implement research and provide data analysis that informs decision-making across the college community. I have emphasized a customer-service oriented approach that takes time to understand the context and objectives of each request we receive to ensure that we provide useful and accurate information that will clearly address the needs of the campus community. We help individuals relate their requests to other recent studies or initiatives that may be underway on campus or elsewhere.

Since 2011, I have been part of BMCC's "Quantway" team, a collaboration among several community colleges organized by the Carnegie Foundation to develop and assess a new approach to teaching math to students who are under-prepared for college-level mathematics. My role has been to work with the data collection and analysis and to contribute to the overall research methodology for the assessment of this project. I am very happy to be presenting an update in July on the highly successful results of the program's implementation at BMCC at the Carnegie Foundation's 2014 Pathways National Forum in San Francisco.

A major focus this past year has been on the need for a new reporting system with the 2013 implementation of the new PeopleSoft Campus Solutions system, CUNYFirst. The familiarity I had gained with this system through working with the data for the faculty workload audits each semester and my prior experience with large database implementation led me to join the BMCC CUNYFirst implementation team. Especially during the early months of implementation, I was called on to help extract some urgently needed operational reports for enrollment management. Most of these requests have now been moved to the Campus Computer Center, but I am continuing to stay involved with the Computer Center as our overall reporting strategy begins to take shape.

My involvement in the Strategic Steering Committee subgroup focused on Student Success brought me a leadership role with a large team of faculty and staff working for over two years on defining the requirements for a new early alert process to replace the paper Academic Warning System which had become less and less useful. The early alert system has been planned as an electronic communication system that would help identify students at risk of failure or dropping out with a process to lead them in a targeted way to student services that could help them succeed. This project is now led by Student Affairs, whose retention coordinators and managers

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will work with a group of faculty who volunteered to pilot the new early alert process in Fall 2014 with Hobsons Retain, a newly acquired communications system for student retention.

In my capacity as Director of Institutional Research and Assessment, I serve on the campus Collaborative Improvement Council, and the CUNY Institutional Research Council.

Independent Consulting, 2008 to 2010

Consulting projects since 2008 include work for the SUNY Center for Online International Learning (COIL) where I ran workshops to train pairs of faculty from the USA and other countries who were preparing joint online courses; work for AFS Interculture Canada to provide assessment using the Intercultural Development Inventory (IDI); program development consulting for (ie) Intercultural Experience in Paraguay; as well as individual guidance for two graduate students working on dissertations in projects involving AFS exchange students.

AFS Intercultural Programs, New York, New York, 1980 to 2009

In my 29 years at AFS, I took on a wide variety of roles and worked with a broad range of staff and volunteers located in over 50 countries. I worked directly with the strategic planning, process improvement, educational research, and system implementation initiatives both at the international level, and with a number of individual national-level AFS organizations in Latin America, including the Dominican Republic, Costa Rica, Venezuela, Brazil, Ecuador, and Peru.

Director of Intercultural Education and Research, 2002 to 2009

During this period I directed several educational outcomes assessment research projects, including a landmark 3-year study with Dr. Mitchell R. Hammer involving approximately 2500 students in 9 countries, and a 15-country web survey of AFS program alumni and their peers from 1980-86. In addition I oversaw the research of several graduate students engaged in MA or PhD projects with projects involving AFS students. For several years I was responsible for AFS's performance monitoring indicators on a worldwide basis, and was part of the team creating the key performance indicators for the international organization. I oversaw the annual program quality and satisfaction surveys for AFS in all countries, in which I summarized and analyzed data from students, their parents, their host families and the schools hosting them.

I also launched a new series of AFS orientation and training materials and workshops based on the findings of the Hammer study, and led the project to completely re-work an online intercultural learning program that provides specific guidance and support for exchange students from pre-departure through post-return.

Director, Information Systems, 1995-2002

When AFS lost its director of systems in 1995, I was asked to step into this role where I led the early development of the AFS participant database that is used worldwide for all program and finance data, and continues to evolve under the management of AFS's technical partners in Thailand. I also oversaw the worldwide implementation of Lotus Notes, and personally designed

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many of the Notes databases used by the organization.

With the need for disaster recovery looming large after the “Y2-K” issue and 2001, we expanded on a process already in place to duplicate our servers with a firm in Thailand. In 2002 I took a two-month posting based in Peru to guide the implement of the participant database in Latin America. Upon my return I was invited to return to the research and education area, and the systems oversight shifted to the team in Thailand.

The AFS Center for the Study of Intercultural Learning, 1980-1995.

I joined AFS as an assistant to Dr. Cornelius (Neal) Grove, then Director of Research, and from 1980-93 we worked exclusively on research projects and education materials development. The 1981 AFS Impact study, which became my doctoral dissertation, is the best known, but the orientation handbook series and the first edition of my book, *The Exchange Student Survival Kit*, were both written during this time.

Budgetary constraints around 1990 began to limit our capacity for large-scale research projects, and I was called on to write grant proposals and the in-house newsletter. Through my efforts, AFS in Venezuela, Brazil, and Paraguay received major funding for volunteer development projects from the Kellogg Foundation.

For a few years in the 1990s, I was also the sole writer/editor of the in-house newsletter that was sent to the national AFS offices around the world.

Teaching Experience

1979-80. University of Connecticut, Stamford. Adjunct faculty. Taught two geography courses per semester.

Education

Ph.D., 1985. Syracuse University, Syracuse, New York. The Maxwell School, Geography, Graduate Research Assistantship.

M.A., 1977. Syracuse University, Geography, Graduate Research Assistantship.

B.A., 1975. Virginia Polytechnic Institute, Blacksburg, Virginia. Majors: Geography & French.

Fellowships and Grants

Indo-American Fellowship Program, November 1991 - February 1992. Joint grant from US and Indian Governments for research on the re-entry adjustment of Indian students who studied in the US. Council for the International Exchange of Scholars, Washington DC; Jawaharlal Nehru University and American Institute for Indian Studies, New Delhi, India.

National Association of Foreign Student Affairs research grant, 1989, to evaluate the

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effectiveness of a re-entry leadership workshop for AFS students who had returned to Peru and Colombia after a year in the United States.

Winthrop Traveling Fellowship, 1987. A professional development fellowship for travel in Europe.

Other Awards and Honors

AFS Intercultural Programs, "Scott Ramey Award AFS Spirit Award," 2006.

AFS Intercultural Programs, Special recommendation for outstanding performance, 1990-91; employee award.

Conference Planning Committee, International Exchange Association, 1987.

Languages

English, native speaker. Language fluency in Spanish & French.

Systems Experience

Eight years experience managing systems staff of 6-8 people including programmers, network administrators, help desk personnel and business consultants. Expertise in database management, Lotus Notes/Domino application design and administration and in MS Office applications. Competence in SPSS and Crystal Reports.

Publications

"Romancing Your Host Country," by Bettina Hansel in *i-Student Advisor* (Vol. 5, UK Edition, Global Features section, pp. 118-19.

<http://www.i-studentadvisor.com/isa/volume5/uk/uk-volume5.html?startpage=118>

The Exchange Student Survival Kit, by Bettina Hansel. Yarmouth, Maine: The Intercultural Press, 1993. 2nd Edition, 2007.

"Educational Exchange: What if the student changes host families?" by Mitchell R. Hammer and Betsy Hansel. *Interspectives* Vol. 21 (2005-06), pp. 18-22.

"Are we any closer to the Global Village? Measuring the Educational Impact of International Exchanges in the 21st Century" by Bettina Hansel, in *Jugendaustausch – und dann . . . ? Erkenntnisse und Folgerungen aus Wirkungsstudien und Nachbetreuungsangeboten im internationalen Jugendaustausch*. Ulrich Zeuschel, ed. Published in the Forscher – Praktiker Dialog series by Thomas-Morus-Akademie in Bensburg, Germany, 2004 , pp. 11-29.

"Some Experience Required: To Learn a Culture you have to Live it," by Bettina Hansel. *Interspectives* Vol. 12 (1994), pp. 8-9.

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“An Investigation of the Re-entry Adjustment of Indians who Studied in the U.S.A.,” by Bettina Hansel. *Occasional Papers in Intercultural Learning*, Number 17, Dec. 1993. AFS Center for the Study of Intercultural Learning. New York

“The Dynamics of Hosting an International Exchange Student” by Kimerly Miller, Cornelius Grove, and Bettina Hansel. in Beverly Cassara (ed.), *Adult Education in Multicultural Societies: Issues in the U.S.* Beckenham, England: Croom Helm Publishers, 1990.

“Developing an International Perspective in Youth Through Exchange Programs” by Bettina Hansel. *Education and Urban Society*, Vol. 20, No. 2 (February 1988), pp. 177-95.

“International Exchange Programs -- Are the Benefits Real?” by Bettina Hansel and Neal Grove. *NASSP Bulletin*, Vol. 70, No. 487 (February 1986), pp. 84-90.

“Learning by Doing: What a High School Student Can Learn from a Homestay Abroad” by Bettina Hansel and Cornelius Lee Grove. *The Journal of College Admissions*, Number 107 (Spring, 1985), pp. 26-31.

Presentations

August 2009, Honolulu, HI USA. “Using the IDI for Impact Assessment: Findings, Strengths, Challenges, and Practical Considerations” International Academy of Intercultural Research (IAIR) 6th Biennial Conference.

May 2009, Los Angeles, CA USA. “Cyber-Learning Courses to Enhance Study Abroad” Chair and panelist at the NAFSA Conference.

February 2009, Hartford, CT USA. “Global Student: Windows and Mirrors to the World, Online Curricula for Secondary School Students for Traveling and Studying Abroad” Pre-conference workshop at the National School Conference on International Youth Exchange.

November 2008, Purchase, NY USA. “Learning with Strangers” workshop on cross-cultural differences in an online learning environment. *Collaborations in Online International Learning Environments - How to Make them Work!* SUNY COIL Center Conference.

October 2008, Granada, Spain. “Intercultural Confidence and Intercultural Competence: Findings from new research on impact of exchange programs on adults in 15 countries” SIETAR Global Conference.

October 2008, Berlin, Germany. “The AFS Long Term Impact Study,” Keynote speech at the Moving Beyond Mobility Conference, organized by the European Federation for Intercultural Learning.

October 2008, Minneapolis, MN, USA. “Research to Practice: A Multi-year IDI Guided Development Effort” IDI Conference.

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April 2008, Paris, France. Speaker and panelist for « Les échanges internationaux de jeunes face aux défis de l'interculturel » (an educational colloquium).

July 2007, Groningen, the Netherlands. "Secondary school study abroad: a first step in life-long intercultural learning?" *Internationalizing Youth and Young Adults Symposium*, IAIR Conference.

April 2007, Notre Dame, IN, USA. "Revising our Approach to Intercultural Learning: What we learned from our research findings" Center for Women's Intercultural Leadership Conference.

November 2005, Jersey City, NJ, USA. "Applying the Results of Impact Research to Enhance Program Content, Design, and Operations" SIETAR-USA conference.

June 2005, Seattle, WA, USA. "The Effects of Study Abroad: Results of a Nine-Country Study" NAFSA Conference.

March 2005, Kent, OH, USA, with Mitchell R. Hammer, Ph.D. "Impact of an AFS Intercultural Experience," IAIR Conference.

November 2004, Paris, France. Opening presentation at: *Les Échanges de Longue Durée de Jeunes : Quelles Recherches (Méthodes, Résultats, Projets) ?* Special Seminar at Université Paris 8 & 13.

November 2003, Bensberg, Germany. "Are we any closer to the Global Village?" *Studien zum Forscher-Praktiker-Dialog*, Thomas Morus Akademi. Published in *Jugendaustausch—und dann ...* (Ulrich Zeuschel, editor, Thomas Morus Akademie, 2004.

May 1994, Washington, DC, USA. "Returning Home after University Studies in the USA: The Cases of India and Taiwan" NAFSA conference.

June 1993, Washington, DC, USA. "Returning Home to India after University Studies in the USA" *Honoring Diversity through Multicultural Action*, SIETAR conference.

March 1993, New York, NY, USA. "Re-entry Adjustment Issues for Students Returning to Developing Countries." *Issues in Multiculturalism in Higher Education: A Symposium* sponsored by TESOL Program at Teachers College Columbia University; New York State TESOL, Higher Education Special Interest Group; and Chinese American Scholars Association.

July 1992, Colle di Val d'Elsa, Italy. "Evaluation of an Intercultural Experience." *An Intercultural Approach to School Links and Exchanges* seminar sponsored by the Council of Europe Network on School Links and Exchanges.

April 1990, Kilkenny, Ireland. "Building a Volunteer Base for Intercultural Exchange Programs: Special Focus on Germany and the United States." Also acted as presenter/translator for Dr. Margalit Cohen-Emerique, "The Individualist Model as an Obstacle to the Comprehension of Persons from Non-Western Societies" *Changing Intercultural Partnerships: The Four Worlds and the New Europe*, SIETAR conference.

May 1989, , MA, USA. "Cultural Aspects of Volunteer Work in Different Countries."

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Intercultural Relations: Realities and Rewards, SIETAR conference.

May 1989, Atlanta, GA, USA. "Using Exchange Programs to Improve Global Education in Secondary Schools" *An American Forum: Teaching for the 21st Century*, The American Forum for Global Education.

October 1988, Washington D.C. "Bridging Theory and Practice." *International Exchange: An Agenda for the 1990s*, conference sponsored by the International Exchange Association (IEA).

October 1987, Washington, DC, USA. "Recruiting, Recognizing, and Motivating Volunteers." (Panel chair) *Volunteers and International Exchange: Moving Forward*, IEA. Served on conference planning committee.

October 1987, Chicago, IL, USA. "Research as a First Step in Volunteer Development." National Conference on Volunteerism, Association of Volunteer Administration (AVA).

May 1986, Amsterdam, The Netherlands. "Incompatibility and Tension between Individuals in Cross-Cultural Encounters." *Towards New Dimensions: The Construction and Organization of the Multicultural Society*, SIETAR conference.

May 1984, Washington, DC, USA. "The Impact of a Sojourn Abroad on American Secondary School Students" and "The Host Family: The Dynamics of Hosting a Teenaged Exchange Student." *Intercultural Conflict Management and Negotiation*, SIETAR conference.

November 1983, Washington, DC, USA. "The U.S. Student Abroad: Data and Demographics" *Building Exchanges: The Impact of the International Youth Exchange Initiative*, conference sponsored by the Council on International Educational Exchange (CIEE).

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