

THE CRONIN OFFICE OF INTERNATIONAL EDUCATION

2017 Annual Report



BENTLEY
UNIVERSITY



MEMBERS OF THE BENTLEY COMMUNITY:

Upon the establishment of international programs at Bentley in 1987, Jerry Bookin-Weiner, Bentley's first Director of International Programs, said, "I'd like to see 150 to 200 students studying abroad someday." Jerry's vision was achieved by 2000. Today, at the close of Bentley's centennial year and the 30th anniversary of international programs at Bentley, we celebrate our latest achievements:

- 50% of the undergraduate class of 2017 studied abroad
- 674 students studied abroad in 52 programs in 27 countries
- 2 MBA programs have international experiential learning integrated in the curriculum

Looking ahead, the Cronin Office of International Education will make efforts to support our faculty and engage with our alumni.

For faculty, we'll offer new opportunities for engagement abroad. I invite faculty of all disciplines to take inspiration from colleagues featured in this report, visit our faculty resources webpage, and send us any ideas or comments.

For study abroad alumni, it's no secret that a Bentley education leads to long-term career success. But less known is how career success extends far beyond U.S. borders for many study abroad alumni. Just this week I met with Julie Sullivan BS '06, who told me her undergraduate study abroad experience turned out to be just the beginning of a lifetime of international learning. Study abroad marked her first time outside of the United States, but her career since has taken her to France, China, Ghana and Nigeria. As we explore new ways to connect with our alumni, your stories are important to us. Drop me a line at nschlegel@bentley.edu to let me know what your Bentley international education means to you!

My heartfelt thanks to each and every member of the Bentley community for your contribution to Bentley's ongoing internationalization. Falcons, take flight!

A handwritten signature in black ink that reads "Natalie Schlegel".

Natalie Schlegel, MBA '08
 Director
 Cronin Office of International Education

Bentley's Exchange Partners

RMIT University, *Australia*

Bond University, *Australia*

WU-Wien: Vienna University of Economics and Business, *Austria*

University of Sao Paulo, *Brazil*

Copenhagen Business School, *Denmark*

Audencia Nantes School of Management, *France*

Grenoble Ecole de Management, *France*

NEOMA Business School, *France*

HHL Leipzig Graduate School of Business, *Germany*

German Graduate School of Management and Law, *Germany*

University of Mannheim, *Germany*

University of Hong Kong, *Hong Kong*

Corvinus University of Budapest, *Hungary*

Al Akhawayn University, *Morocco*

Leiden University, *Netherlands*

Tilburg University, *Netherlands*

Nanyang Technological University, *Singapore*

Solbridge International School of Business, *South Korea*

ESADE Business School, *Spain*

Universidad Pontificia Comillas, *Spain*

University Pompeu Fabra, *Spain*

University of Navarra, *Spain*

University of St. Gallen, *Switzerland*

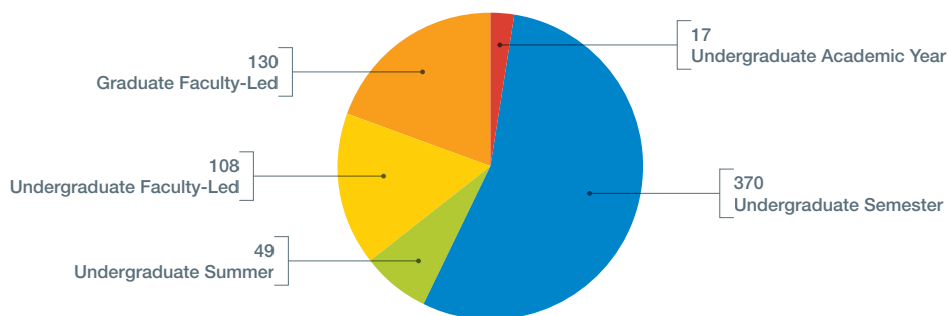
University of Warwick, *United Kingdom*

For a full list of Bentley's partner and affiliate programs, please visit our website: bentley.edu/international-program-list.

INTERNATIONAL EDUCATION AT A GLANCE

The Cronin Office of International Education provides students with academically rigorous and culturally enriching international experiences, preparing them for socially responsible leadership in an increasingly interconnected world.

2016–2017 International Education Enrollment



Total number of students: 674

BENTLEY RANKS

#11

UNDERGRADUATE PARTICIPATION IN STUDY ABROAD

BENTLEY RANKS

#8

MID-LENGTH DURATION OF STUDY ABROAD

Source: Institute for International Education 2017 *Open Doors Report* (iie.org/research-and-insights/open-doors)

50%

50% OF THE CLASS OF 2017 STUDIED ABROAD

\$53,541

STARTING SALARY OF STUDY ABROAD STUDENTS COMPARED TO \$52,304 FOR NON-STUDY ABROAD STUDENTS

2016–2017 PROGRAM LOCATIONS

Argentina
Australia
Austria
Belgium
Chile
China
Croatia

Denmark
England
France
Germany
Ghana
Greece
Hong Kong

Hungary
Iceland
India
Ireland
Italy
Japan
Netherlands

Peru
Scotland
Singapore
South Africa
Spain
Washington, DC

BENTLEY'S TOP TEN STUDY ABROAD DESTINATIONS



SEMESTER AND SUMMER PROGRAMS

SEMESTER INTERNSHIP SPOTLIGHT

Chandler LaSorsa '18

MAJOR: Marketing

HOMETOWN: Greenwich, CT

STUDY ABROAD: Milan, Italy

During the Fall 2016 semester I studied abroad in the **IES Abroad Milan – Business Studies program**. While there, I met some relatives, lived with a local family in Milan, and worked at the NoLogo modeling agency. I worked 16 to 20 hours a week as an Assistant Booker, helping with social media marketing and general business operations. In addition to my internship, I took a career development class using a cultural competency lens.

I gained invaluable experience working in such a unique environment. Adjusting to the cultural norms at my workplace allowed me to gain a deeper understanding of the people of Milan. I was able to develop my cultural competence and and grow my cross-cultural skills; these proficiencies will serve me well anywhere my career takes me. During Fashion Week, NoLogo hosted an aperitivo (happy hour). Not many students can say they rubbed elbows with runway models in Milan during Fashion Week! The bond that I made with my coworkers and the in-depth cultural experience I had are things I wouldn't trade for the world. I returned the following spring and visited NoLogo; I even made plans to work with my former boss to help him expand his business to New York City.

“I was able to develop my cultural competence and and grow my cross-cultural skills; these proficiencies will serve me well anywhere my career takes me.”



LEARN MORE about Chandler's internship: bentley.edu/chandler_milan

Chandler LaSorsa at Mt. Etna,
on the coast of Sicily, Italy.

SEMESTER ABROAD SPOTLIGHT

Cassandra French-Majersky '17

MAJOR: Information Design and Corporate Communication ■ **HOMETOWN:** Allentown, PA ■ **STUDY ABROAD:** Seville, Spain

Santander Universities Study Abroad Scholarship Recipient



The only way I know how to describe what it was like living in Seville, Spain for a semester, is to compare it to living in a dream. I was surrounded by years and years of history, some of the most beautiful architecture I had ever seen, and a population of Spaniards who shared an incredible amount of knowledge and guidance. It did not take me long after my arrival to learn that Seville is a special place. The heart of the Andalusia region, this small city truly captures the authenticity and culture of Spain. I devoured more jamon (local dried cured ham), café con leches (coffee with milk), and locally grown olive oil than I ever thought could fit in my stomach. Living in a home stay provided me with exclusive

access to the personal life of Sevillanos. My host family welcomed me into their home and guided me throughout my stay, whether it was suggestions for events or recommendations to their favorite local restaurants. My decision to fully immerse myself in an unfamiliar culture was one of the best things I've ever done.

Traveling had always been the greatest dream of mine, even since I was a young age. I knew I would get there some day, but I honestly wasn't sure if it would be in my near future. My desire to learn about the world and my curiosity to understand how others lived was satisfied when I received the Santander Study Abroad Scholarship. The gracious gift from Santander Bank opened my eyes to an area of the world that I had never explored

before; it also allowed me to dive deeper into my perspective on a culture vastly different than mine. Spaniards taught me the importance of balance and that a challenge is only a challenge; experiencing difficulty should not prevent you from recognizing what is good in your life. Because of Santander Bank, I have been able to develop a multitude of skills, including intercultural communication, greater independence, and an ability to adapt to a new environment, all of which I can take with me as I move forward into my professional career. I want to thank Santander for not only giving me the opportunity to make my childhood dreams come true, but for helping me realize I have a lot to learn from the rest of the world. This journey has just begun! Muchas gracias por todo (thank you for everything).

SUMMER ABROAD SPOTLIGHT

Jennifer Nickson '17

MAJOR: Actuarial Science ■ **HOMETOWN:** Seekonk, MA ■ **STUDY ABROAD:** Dublin, Ireland

Santander Universities Study Abroad Scholarship Recipient

Over the summer, I enjoyed not only getting to know Dublin, but Ireland as a whole. I felt very fortunate with my internship placement at Bank of Ireland. My coworkers were wonderful and I loved chatting with them about Ireland and their lives during our down time. I was extremely busy with a big workload and tons of meetings, which made the working week go by in a flash. Bank of Ireland offered a variety of programs for their interns around their various branches that allowed us to get to know each other, as well as other areas of the banking industry.

Since returning from my summer in Dublin, I have maintained friendships from schools across the U.S., connected with interna-

tional business colleagues, and see more familiar faces on campus. I knew that I had taken part in something very special, but I was delighted to see how much my experience in Ireland stood out to recruiters. After going through several interviews, there was a common thread: every interviewer was so intrigued that I had not only spent time abroad, but that I had worked as well. It surely made interviews feel like a breeze, since I was talking about something I truly enjoyed. Interviewers liked hearing about the technical skills I gained, but what they loved even more was just hearing about the experience of working in a different culture. The interviews turned out to be a wonderful way for me to reflect on my past summer in an unexpected way,



Jennifer Nickson at the Giant's Causeway, Ireland.

and I know I will continue to always look back on the impact my summer had on my social, cultural, experiential and professional growth.

2016–2017 International Courses

UNDERGRADUATE

- Chile After Pinochet
Professors: Jane Griffin DeLeon and Alison Guzman
- Forward Fashion, Omni Retailing and Creative Consumer (Italy)
Professors: Ian Cross and Ali Kaye
- Global Health Challenges in a Changing World (Ghana)
Professors: Tony Kiszewski and Charles Malgwi
- English Origins of American Law
Professor: Franklyn Salimbene
- Fire and Ice: Principles of Geology in Iceland
Professors: Robert Ackert and Shawn Hauserman
- Global Transportation and Tourism (Germany and Croatia)
Professors: Joel Deichmann and Charles Malgwi
- Mad Men (and Women) of British Literature
Professor: Zack Snider
- Intermediate Spanish Immersion (Peru)
Professors: Christian Rubio and Alison Guzman

GRADUATE

- Doing Business in China: From Cultural and Historical Perspectives
Professor: Shiping Zheng
- Managerial Decision-Making in Scotland
Professors: Iris Berdrow and Duncan Spelman
- Business in South Africa
Professor: Abdi Eshghi
- Japan's Culture and Business Practices
Professor: Goli Eshghi

FACULTY-LED INTERNATIONAL COURSES

Faculty-led international courses are 3-credit intensive study abroad experiences offered during semester breaks. Students benefit from personal interaction with companies and organizations they would not encounter as tourists.

UNDERGRADUATE SPOTLIGHT

Jackson Le '18

MAJOR: Computer Information Systems ■ **HOMETOWN:** Quincy, MA

■ **STUDY ABROAD:** Ghana ■ **COURSE:** Global Health Challenges in a Changing World, Professor Tony Kiszewski

Earle and Sloan Travel Fellowship Recipient



I am honored to be the recipient of the Earle and Sloan Travel Fellowship. As the recipient of the fellowship, I was able to participate in Professor Kiszewski's Natural Sciences course, *Global Health Challenges in a Changing World*. Not only did our class explore health challenges faced by people in underdeveloped regions, but we worked together with Ghanaians to establish alternative and renewable cooking methods, such as using tin foil and the sun's natural rays. My favorite part of the course was experiencing Ghana in person. Being immersed in the local Ghanaian culture

created a new learning dynamic for me. I was able to interact with local people and explore the natural wonders of the region. My reflections on these experiences allowed me to fully appreciate my time abroad.

Traveling and experiencing a different culture from my own has played a pivotal part in my Bentley education. The support from Professor Beverly Earle and Mr. John Sloan means a great deal to me and my family. I sincerely appreciate being awarded this scholarship and someday, I wish to be able to provide that same opportunity for a future Bentley student.

“They taught us that no dream is ever too ludicrous to chase, that truth and bravery are golden rules, and that sometimes all you need is a bit of drumming to liven the mood.

GRADUATE SPOTLIGHT

Karen Wang, HFID '17

MAJOR: Human Factors In Information Design ■ **HOMETOWN:** Pleasanton, California

■ **STUDY ABROAD:** South Africa ■ **COURSE:** Business in South Africa, Professor

Abdi Eshghi



It should come to no surprise that many children and adults dream of visiting the picturesque landscapes of Africa, where life as we know

originated. Even the possibility of catching a glimpse of a lion’s mane or peering into the daily routine of people living halfway around the world was electrifying to me. As a seasoned traveler of Europe and Asia, I believed there was still much to learn about diligence, resilience, and deference from the people of South Africa and their history. It’s difficult to describe what sort of mental preparation is necessary for a two-week cultural immersion in towns you’ve only

heard about in the news. The people are pure of heart and motivated beyond belief. As a class, we jived with the businesses (small and large) and kept eager questions flowing like the Liesbeeck River while maintaining a courteous yet welcoming demeanor. They taught us that no dream is ever too ludicrous to chase, that truth and bravery are golden rules, and that sometimes all you need is a bit of drumming to liven the mood. Our trip to South Africa will forever be engrained in my memory as the single most rewarding, memorable, and awe-inspiring adventure I’ve taken to date. It was more than just a course in business, it was a lesson in the permanence of humankind.



May 2017: GBE 790 Business in South Africa students visit the Cape of Good Hope.



May 2017: GBE 790 Students visit a small business owner in the Alexandria Township.

FACULTY DEVELOPMENT

The Cronin Office of International Education supports Bentley faculty in their international endeavors. We encourage full-time faculty to develop a new international course or internationalize existing courses, propose presentations or attend seminars or conferences to enhance skills in guiding students through intercultural experiential learning, and explore summer teaching opportunities at partner universities. Please visit our faculty resources page for opportunities: bentley.edu/offices/international-education/faculty.

International Citizens Group Faculty Development Fund

This award was established in 2017 by the generosity of Joseph M. Cronin Sr., the fifth President of Bentley University, and Joe Cronin Jr., MBA '94, the President of the International Citizens Group. Joe Cronin Sr. was a champion of internationalism, doubling the number of international students enrolled during his tenure. Bentley's Cronin Office of International Education is named in his honor. The International Citizens Group is a specialized international health insurance agency offering world class insurance plans to those living and traveling around the world. Joe Cronin, Jr. is a BC High, Georgetown University, and Bentley University graduate who lives in Hingham, Massachusetts with his wife and three children. He ranks his Bentley-led study abroad program to Japan as one of his most powerful educational experiences.



Modern Languages Professor Jane Tchaicha was the first beneficiary of the International Citizens Group faculty development fund; she participated in a **CIEE International Faculty Development Seminar** in Paris, France in July 2017. The seminar focused on best practices in developing successful faculty-led international courses. A typical day included a morning lecture or discussion and two site visits in the afternoon. Morning sessions elicited ideas, experiences, and recommendations from many of the participants as well as from the CIEE staff. Professor Tchaicha had several key takeaways, including encouraging class participation by assigning students to research background information on historical sites prior to their visits and to share their findings with the group. Another idea was to assign five to 10 touchstones within a museum that would be required for written reflection or group discussion.

The WISE Conference

The Workshop on Intercultural Skills Enhancement (WISE) is the premier conference for faculty leaders, program coordinators, and administrators to develop their knowledge and skills needed to help students advance their intercultural skills and awareness during their international experiences.

global.wfu.edu/global-campus/wise-conference/



The Cronin Office of International Education sponsored **Zack Snider, Lecturer in English and Media Studies**, to participate in the **WISE**

conference. WISE is the premier conference for faculty leaders, program coordinators, and administrators to develop the knowledge and skills needed to help students advance their intercultural skills and awareness during their abroad experiences.

“The WISE conference was not entirely what I was expecting, and I mean that in a helpful way. I assumed the attendees would mostly be professors of study abroad courses, like myself, but we were the minority. This was great, because we were able to hear so many expert points of view from university study abroad administrators, program directors, and even former study abroad students. Having unfiltered access to these perspectives really helps professors like us factor into our own programs what students need and what administrators want to achieve for their intercultural competency programs.



Professor Zach Snider with his “Mad Men (and Women) of British Literature” students in London, May 2017

“The best panels I attended were: ‘Time is of the Essence: Embedding Intercultural Learning in Short-Term and Faculty-Led Programs,’ which focused on the importance of including authentic cultural experiences in faculty-led courses that span only a couple of weeks, like my own class; ‘Developing Intercultural Competency Using A.S.K.S2 PLUS as Formative Assessment,’ during which Purdue University’s international education office shared their methods for maintaining

students’ cultural knowledge long-term; and ‘Theory in Action: Study Abroad Program Design for Intercultural Competence Development,’ a seminar about incorporating cultural communication theories into students’ learning experiences while abroad. One of the conference highlights for me was UMass Amherst’s Amer Ahmed’s keynote lecture, which addressed strategies for fostering students’ learning styles in non-traditional, on-location classes. Ahmed recounted his personal and professional experiences of traveling abroad to illustrate the changes he has made to his own intercultural learning pedagogies.

“After the WISE conference, I reflected on how Bentley faculty leaders could help students improve their post-trip reflection by having follow-up conversations, assessments and self-analysis about their experiences abroad, weeks or months after their trips, in order to implement their newfound cultural knowledge into their regular Bentley classes and on Bentley’s campus as a whole. With my London ’17 group, I was uncommonly lucky to have formed a strong bond with my students. All 13 of them still regularly come to my office to chat about the trip, email and call me, and continue to reflect upon their experience abroad, months after our trip. While I admit that our close-knit London group might be exceptional in its desire to regularly relive our trip via memories and follow-up conversations, I also realize how integral this post-trip process is to my students’ intercultural competency. I now have some of these students’ friends and roommates in my current on-campus classes, whose curiosity about study abroad has been greatly piqued because of my London students’ constant discussions and reminiscing of our trip. This exciting narrative about our short-term course is fantastic for students—those who went on the trip and those who are thinking about doing faculty-led courses—because it gets so many Bentley students talking about intercultural experiences, international education and self-discovery.”

CELEBRATING INTERNATIONAL MILESTONES

Celebrating the Centennial with 100 Free Passports

The Cronin Office of International Education marked Bentley's centennial year with a Passport Caravan event aimed at issuing 100 free passports to Bentley students. In an effort to increase access to study abroad, we partnered with CIEE and the U.S. Department of State to bring a one-stop passport shop to the Student Center on October 18, 2016. Students submitted passport applications, enjoyed global games, talked with study abroad peer advisers, and posted their study abroad goals on a giant map commemorating the event. Many of the passport recipients were first year students and first-time passport holders.



Students, faculty and staff enjoyed taking travel-themed photos in the photobooth.

30 Years of International Education at Bentley

To celebrate our 30-year trajectory, the Cronin Office of International Education took to social media. Our 30-day campaign in November 2016 illuminated the contributions of Bentley's fifth President, Joseph M. Cronin Sr., Bentley's first International Programs Director, Jerry Bookin-Weiner, and the many faculty and alumni who have led Bentley to become the internationally recognized business university it is today.



Professor Salimbene leads the first faculty-led international course in London in 1992.



Jerry Bookin-Weiner, Bentley's first International Programs Director



Michael Berg '07 studied in Vienna, Austria in spring of 2005. After graduation from Bentley, Michael served in the Peace Corps in Armenia.



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