

## **Episode #1 - Introduction to the Office of Global Programs & Podcast**

### **Introduction to Podcast** (Should be the same/similar every time)

*Hello and welcome to the first episode of Global, Here and Now - a podcast where the Poole College of Management Global Programs team showcases a variety of unique ways to engage globally. I'm your host, Ellen Frost and today, we are going to talk with the Global Programs staff - to hear who they are, what they do and how they help students in the Poole College of Management. Now, let's go global.*

*[Opening Music]*

### **Content** (Interviews, In-depth information, etc)

To start, I probably should introduce myself and the podcast. My name is Ellen Frost and I am the Associate Director of Global Programs in Poole. I've worked in the office for six years and primarily work with Poole students looking to study abroad on a semester or summer program. More on that later though when we meet the other staff members of our team.

The purpose of this podcast is to give students an easy and accessible way to learn about all the ways Poole students can engage globally. Yes, that will include talking about study abroad programs but we will also highlight ways to do it on-campus through cultural groups, student organizations, events and more. There are also many virtual ways to engage globally right from the comfort of your couch including international Netflix shows and virtual international internships. Although you can read about these opportunities on our website and through emails you receive, the goal of the podcast is to bring in the personal perspectives of those who have done these opportunities. Each podcast will focus on a specific opportunity and we will interview student participants as well as the faculty and staff that organize the experience. We hope this is one more resource for you to use as you learn how to globally engage and explore the best opportunities for YOU.

As I mentioned, this episode is going to be an introduction to the Global Programs staff in the Poole College of Management, otherwise known as "Poole Global." The office was started almost nine years ago with the goal of providing additional support for undergraduate Poole students looking to study abroad. It started with one staff member, Rob Sandruck who we will hear from in a moment. Fast forward to today and there are three full-time staff members and two graduate assistants. In addition, Poole Global is now a college-wide office which means that we support both graduate and undergraduate students as well as faculty looking to engage globally through study abroad, teaching and research. The staff work primarily in two main ways - the first is helping Poole students study abroad and the second is helping international students study at the Poole College of Management. In future episodes, we will talk in depth about these programs but if you're curious, visit our website at [go.ncsu.edu/pooleglobal](http://go.ncsu.edu/pooleglobal) to learn more. We are now going to connect with Rob Sandruck, Director of Global Programs.

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I'm here with Rob Sandruck, Director of Global Programs in Poole. As I mentioned, Rob started the office and has overseen its growth for almost a decade. To get started...

Ellen Frost: I'm here with Rob sandridge director of gold programs in pool, as I mentioned, Rob started the office and has overseen its growth for almost a decade. So, Rob. We know that you're the director, but can you tell us what your day to day responsibilities look like

Robert Sandruck: Sure, day to day my responsibilities fall in a couple areas. One is the management of the IB program, the international business degree program. That was started about nine years ago and I've managed that since inception. I also oversee and advised Alexander Hamilton scholars in partnership with Dr. Murray and College of Humanities and Social Sciences And then take care of budgeting HR strategic initiatives, keeping a kind of an eye over the overall operation, the office to make sure that we are moving forward and the teams working well together so that we can achieve our goals.

Ellen Frost: Awesome, that's great. So can you share with us a little bit about yourself and how you actually ended up in this role.

Robert Sandruck: Sure, I started a career in higher education. I was an undergrad thinking I wanted to go into Wall Street. Studied finance and I loved very much enjoyed finance ended up graduating with a BS in economics. So the my academic undergraduate academic preparation is aligned perfectly. Cool. So I taking the courses that poor students take

I thought I was going into finance and then I went to graduate school looking to do an MBA and end up into college of education. So started a career in higher education working in student service roles for a number of years moved into kind of an academic administration. Position in New York City at Baruch College. One of the City University schools. And then when my wife and I moved to North Carolina. I worked at that dark blue school called Duke and Business where I combined both my students service and academic administration program and who were seeing one of their executive MBA programs, which was very global focus. So that was my kind of entree or entry into International Education. It was honestly not a planned career. I felt fell into that career had been in it now for 15 years and really enjoyed that the experience of me personally, getting a chance to go abroad and many times, as well as the best part is helping students

Ellen Frost: Yeah, absolutely. So what kind of along that same line. What excites you most about working in the Global Programs office.

Robert Sandruck: Helping students gain these experiences and seeing the growth and development that happens. It's the reason I got in higher education, to begin with, is to help students grow. And to see that in international education. So when a student goes abroad or thinks they want to go abroad or even is exploring the opportunity opportunity to go abroad and then you fast forward six months or a year. In some cases, two and a half years with the dog breeds students Or five years even and seeing the difference in their, their mentality their global mindset their personal development. It's really rewarding.

Ellen Frost: That's great. So we've kind of talked about the positives are the things that excite us. But what about the challenges. What are some of the challenges that the office is facing and even students who are looking to get global engaged and what challenges they face.

Robert Sandruck: Well, near term. It's clear Kevin 19 would be Number one on our list, and it's Presented enormous challenges for students and for our office. You know, financially, it's been difficult to keep the office running and afloat. Fortunately, we have some reserves funding that helps us through this difficult time. But it's really impacted the core of what we're doing. And we've had to become creative one figuring how to deliver on our mission when travel restrictions exist and it proves that you

You know, not every student can travel abroad. They don't have the means or the interest that doesn't mean they shouldn't gain international experience. So it's really forcing us to rethink what we're doing. And my hope is that through covet 19 and the challenges were facing that we have programs that will say evergreen throughout our future. And will help those students gain some global experiences without having to sit in a plane and fly for six or eight hours, move them move themselves physically to a new location.

Ellen Frost: Yeah, thanks for sharing. So you touched on this about students getting experience, even if they don't get on a plane to study abroad but Getting kind of a cultural or global experience. Why

do you think it's valuable or important, particularly for pool college management students to have that experience.

Robert Sandruck: I would say when a student walks across the stage at graduation, he or she is not going on the private corporate jet flying to China, not on day one, for sure. And they may never go into corporate jet and fly to China, or anywhere but they are going to work when teams that are globally dispersed. So in doing that they're going to need to know how to engage with those folks how to make the most out of their team that there are assigned to And as a manager, hopefully in the years ahead, how to really use those globally dispersed teams to create value for their company so It doesn't matter if they go abroad or whether students find some global engagement within the College. That global mindset is critical for their success in their career that that's how they're going to function that's good succeed. So it's our job as educators and business education and management education to provide those chances and educational opportunities for students.

Ellen Frost: Yeah, excellent. I think something you previously talked about was how coven Is, you know, forcing us to think creatively and I think this is one area that's really exciting to me that we usually think about global engage a study abroad but now with these travel restrictions. We're rethinking that And hopefully expanding, you know, the opportunities that students have by not getting on a plane, but by staying local and engaging in a lot of different ways through virtual interactions or even, you know, through colleagues in their own classes so I think we're definitely headed in that direction, which is great.Excellent. Well, thanks for joining us today. Rob, it was great to hear a little bit about yourself, as well as the direction of the office.

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It's hard to interview yourself but I did want to share a little bit more about my role in the office and my interest in international education. As I mentioned, I oversee the semester and summer study abroad programs organized by the Poole College of Management. This includes supporting students from start to finish - from the application process through their return home. I also plan the summer programs - from hotel reservations to building the itinerary and also developing new programs as the needs of Poole students change. The graduate assistants who you'll hear from later report to me and support all of these efforts.

I was born and raised in Michigan, a die-hard Michigan State University fan and lover of all the seasons you get when living in Michigan - leaves in the fall, snow in the Winter, tulips in the spring and a perfect 85 degree day in the summer. My undergraduate degree is actually in Nursing and I lived briefly in Chicago working as a nurse. Then, I moved to Raleigh to earn my Masters in Higher Education Administration at NC State University. What I thought was going to be two years in North Carolina before moving back to Michigan has now turned into 6 years....meeting my husband and getting the job in Poole Global certainly had something to do with this!

My interest in working at a university came from my amazing experience at Hope College where I was really involved on campus. However, my international travel and study abroad experience really drove me to pursue building a career in international education. My first time out of the country was in high school on a humanitarian trip and from there my love for cultures grew - This was unexpected as my parents had never traveled internationally but I just couldn't stop. I've studied abroad on short-term programs to Italy, Honduras, and Austria as well as travel to more than 25 countries. I just love seeing the many many many different ways to live a happy, successful and productive life.

I love my job because I get to daily help students make their dream of studying abroad a reality. Yes, there are barriers and challenges but with the resources available and some proactive planning, study abroad CAN happen for so many students. There is no better day in my job than talking with a student who has returned from studying abroad and hearing their stories, new experiences, and even their challenges while abroad. Even in short conversations, it is so clear how much students grow when they study abroad and that is the best part of my job. I hope to have those conversations with the students who are listening to this episode!

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I'm back as host and with Ms. Fara Amiri, Program Coordinator in the office. Ms. Amiri joined the office about one year ago and works primarily with incoming international students which we'll discuss. Welcome, Fara.

Ellen Frost: Can you tell us about your responsibilities in the office and what programs that you oversee

Fara Amiri: Definitely. So my role is new, which means that a lot of my duties were traditionally handled by other members of the team including our grad assistants. I feel like my responsibilities are kind of a mixed bag, but I do primarily work with inbound international students The students are international students coming to study at NC State as exchange students or degree seeking students. I also host some international students during the summer. A big part of my role also includes working closely with our director Rob

sandridge on the international business to a degree program. I help with recruiting marketing and organizing activities and events for students in the program. I also work with one of the college's graduate programs, the global luxury and management glam program. It's another dual degree program with a built in study abroad experience. Students spend one semester at schema business school in Paris. So I helped them with the French visa process. And I also do some academic advising I'm the academic advisor for exchange students who are here for semester, a year. And I'm also the academic advisor for Our students doing the schema NC State, to a degree, and lastly I manage our social media in terms of our Instagram account so make sure to follow us at full global to see our fun pictures and stay up to date with our events and important deadlines.

Ellen Frost: Awesome. Thanks. So now, can you tell us a little bit about yourself. How did you end up at NC State and what is your background.

Fara Amiri: Sure. So I'm just to start at the beginning. I was born raised in Miami, Florida. I'm Salvadoran and Persian which is super important to my identity. I love celebrating my cultures and sharing it with other people. So I think this has kind of led me To moving around a bit, so far I've lived in Miami Chapel Hill Madrid and Chicago and now Raleigh. To give you a little background on my paths to international Ed, I did my undergrad at UNC Chapel Hill, where I studied journalism and history. And then after graduation I worked for my in Miami for a bit and then I decided to do grad school abroad in Spain. After graduating. I spent one more year in Madrid and then I'm back to the States to work for is abroad, a non profit. Study Abroad provider. So that was really my first experience working in international ed and study abroad. I really liked it but I wanted to get the experience of working in a university, especially a fast paced one like NC State. So here I am now. And it's great to have these two experiences.

Ellen Frost: So you mentioned living abroad, specifically in Madrid, can you tell us about your own international experiences with your time working abroad. What was that like for you, kind of, what did you learn or how did you grow.

Fara Amiri: Yeah, so I loved my experiences abroad. The first time I went abroad and I didn't mention this earlier was an undergrad I did a short program in southern Spain and Morocco. THROUGH A LOCAL MIAMI college and going into the program. I knew no one but I ended up

really bonding with every single person in the program. So I always encourage students to Go ahead and do a program, even if they don't know anyone because you do end up really bonding with everyone else. I loved it so much that I'm about to go back and it obviously took me a couple years, but I did go back for graduate school and I lived in Spain for two years. And this is where I felt like I really had an authentic experience, not only did I study abroad, but I also worked in Spain and to local school so I really got to know the work culture in Spain, and I got to work with colleagues With Spanish colleagues. It was a great experience. And then, you know, in terms of like the actual living process. I loved my neighborhood in Spain, it's still one of my favorites. And you know, I got to speak the language, even though I speak Spanish. I got to actually use it every day, which really helped and just got to travel a lot and actually get to know Madrid.

Ellen Frost: Awesome. And I love how you know you had the experience in undergrad. But then we're, we're able to have another experience post grad. I think that's something a lot of the students listening Might have an interest in, so it's great to hear about those opportunities. So last question What advice do you have for students in the pool College of management as it relates to being globally engaged.

Fara Amiri: I would say, um, don't limit yourself. There's so many opportunities to get involved globally, whether you're on campus or not. During the time that you're on campus. I would say definitely look for opportunities that you can get involved internationally, whether you know it's mentoring. International students interacting with international students or or getting involved with a virtual internship or something like that, but You know I'm, I'm a big proponent of also having that abroad experience. So in terms of that, I would say. You can go anywhere and on your timeline. So if you want to go to, let's say, Japan, you can find a program in Japan. If you want to study abroad, more than once, you can do that if you want to study abroad post undergrad, like I did. You can do that and you know if you're looking to work abroad, I would say that's definitely something that you can do. Don't limit yourself and

Lastly, or just say talk to her office and we'll help you get where you want to go.

Ellen Frost: Awesome. Well, thanks for joining us today. Fair is great to hear what you do in the office, but also your background as well.

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Finally, I am with the two graduate assistants in the office - Ms. Kelsey Oberbroeckling and Ms. Mariah Henderson, both of whom are current students in the Masters of Higher Education Administration program at NC State. Ms. Henderson and Ms. Oberbroeckling work directly with me helping to advise students about study abroad programs as well as organizing the summer programs offered through the Poole College of Management. If you make an appointment with our office or come to drop-in hours, more than likely, you'll be meeting with one of them!

Ellen Frost: To get started. Can you share a little bit about yourself and how you ended up at NC State.

Mariah Henderson's iPhone: Sure. Um, so I am originally from the Outer Banks, I have North Carolina. I went to UNC for undergrad and Didn't really know what I was going to do with myself after college, I found my way into teaching I taught high school Spanish for about 10 years And after that time was just ready for a change. So I had decided to move into higher education and work in a college setting. And study abroad is really a passion of mine. So that's kind of what brought me here to the higher ed administration program. So I can't get my masters and be working in higher ed, but to pull specifically because of study abroad.

Ellen Frost: That's awesome. So did you have an opportunity to study abroad yourself, and if so, what was that experience like for you.

Mariah Henderson's iPhone: I did, I studied abroad, my sophomore year in college in Serbia, Spain, and it was a wonderful experience. It really opened my eyes. In a lot of ways. It was the first one of the first times I had been out of the country. Definitely. The first time I had traveled extensively on my own for a whole semester. And so that was really just a great experience for me really opened up my eyes to Cultures abroad and what a big world we live in. And then I was also really lucky to go abroad again after I graduated from college. I found a position teaching English in Spain. So I went back to a different part of Spain and lived there for a year, which again. Very similar. I had an amazing time. I learned a lot. It actually is what got me into teaching. So that was kind of my first foray into

teaching, but I was able to do a lot of traveling while I was there, made some excellent friends that I still keep in touch with 10 years later. And yeah, just learned a lot about myself and being on my own and Different cultures, like how to interact with them the importance of kind of knowing How I fit in in other cultures and and how cool it is to see those cultures.

Ellen Frost: Yeah, and I think it's Good that you shared kind of both of your experiences study abroad, and then also post graduation, because I think a lot of students, maybe who You know, didn't have the opportunity to study abroad might think they can you know never go abroad but to hear different opportunities, whether it's teaching abroad or Peace Corps or different fellowships, that there are opportunities to go abroad post graduation. So what excites you about working in the Global Programs office. Why do you love coming to work each day.

Mariah Henderson's iPhone: Yeah, so going abroad traveling abroad studying abroad All those experiences were really instrumental for me in me kind of opening up my horizons understanding how big the world is and how How much different cultures can contribute how it kind of opened my eyes to understanding that the way that I've always done things is not the only way that things have to be done. And I think that was a really important understanding for me just kind of opening my eyes to the world, not just my little sliver of it. And so because that was such an important part of My development when I'm excited to be in the Global Programs office because I'm helping other students have that same experience And so for me, that's what really excites me about the world of study abroad and being able to work in it because I can help students experienced those things get those Are really cool travel experiences or cultural experiences and hopefully open their eyes as well. Just the way mine were

Ellen Frost: Yeah, so you've touched on this a little bit, and how a study abroad impacted you, but why do you think it's valuable for students, particularly students in the pool College of management to engage globally, whether that is studying abroad or just learning about different cultures. Why do you think it's important for them.

Mariah Henderson's iPhone: Absolutely. So I think I did touch on this. I think a big part of it is just understanding that there is a vast world out there and things are really different across the world and we can learn a lot from that. I think for the students and pool. Specifically, it really opens up their opportunities to working

globally and with global companies. So having that understanding I think could be really helpful in a big company that spans across the globe, knowing how to interact with people from other cultures. Having that understanding of traveling there if they have the opportunity to do that working and just kind of the understanding of like how to navigate those experiences, whether they're like in our personal experiences or travel experiences on the job.

Ellen Frost: Awesome. Well, that's all we have questions wise for you. Thanks for joining us today, sharing a little bit about yourself, how you were impacted about study abroad and how that's impacting your work. Appreciate it.

Kelsey Oberbroeckling: I'm Kelsey Miss Oba wrestling. I am originally from Tampa, Florida. Born and raised, and then I Really love my hometown. But I went away to Florida State University up in Tallahassee for my undergraduate degree so Got my bachelor's in marketing and my certificate in Leadership Studies. I had a great experience at Florida State. And so my favorite parts of that were when I gave campus tours and of course when I studied abroad. And then following graduation of Florida State. I had the great opportunity to go back to FSU London where I studied abroad to work as a program assistant there, which was an incredible opportunities. Kind of full circle right side abroad there then went to work there. And when I got back to the States. I worked back in Tampa in non nonprofit sector, but just being away from education. Really made me want to come back to education right I said I had a great experience at Florida State and then another one working at episode, London. And so I had to get back to school, so I was looking for MASTERS AND HIGHER EDUCATION PROGRAMS AND MY requirements for grad school were little to no snow and a high impact program and I found that at NC State. I'm really happy to be here. Raleigh is already starting to feel like home.

Ellen Frost: We met you mentioned that you studied abroad in your undergrad. Can you tell us a little bit about that experience. What drew you to that program and just how it went.

Kelsey Oberbroeckling: Sure, yeah. So the program. I was on was. It was a Florida State run program at our London campus. It was a four week summer program the broad curriculum and I took a theater class and I am a huge theater gal and London is the place to study the internet. Like, no questions asked. So I had, I had a good time. I've really enjoyed seeing all of the shows on the west end. And of

course, I kind of the fringe theatre scene as well. But I just say my experience was good but not great i by the end of my four weeks, I felt like a tourist who had overstayed her welcome. I just Was pedal to the metal trying to fit in the whole city of London in a month. And it just cannot be done, not in a city like London. No way. So I you know I was my favorite part of the studying abroad experience was the independent travel that I arranged on my own

Ellen Frost: Students favorite part.

Kelsey Oberbroeckling: You know, I spent all this money to go abroad and study and feel it and like my favorite part was the stuff I did on my own. But I'm so grateful for that experience, right, it has inspired a love for travel in me. And really kind of pushed me to go back right if I felt like I got everything I needed. I wouldn't have gone back to work at FSU London and it's You know, to this day, one of the most impactful a learning and growing experiences I had, and it was another country. And so that was really special.

Ellen Frost: That's great. So kind of thinking about your own study abroad experience and and living and working abroad. What excites you most about working in the Global Programs office. Like, why did you want to work in this office.

Kelsey Oberbroeckling: Yeah, so a big part of my job as a graduate assistant is planning Coordinating. Organizing the summer programs that our pool college and And summer study abroad is a special thing, right. I did it. I worked it and it is a quick, but it's high impact. So what excites me is that I can help create the most impactful experiences, especially thinking that some of these students might have not left the country before, just like me. When my first time abroad was when I studied abroad. So I'm excited to give students like a look into the real country rather than just kind of seeing like the main events. The main landmarks, but also engaging with locals and building in that time for fun. That might come from Pub Trivia might come from like swimming at the lake or the ocean, the Mediterranean, what have you. I'm excited to kind of create those experiences that help students feel connected to this place they're studying abroad.

Ellen Frost: That's great. So a little bit kind of along the same thought, Why do you think it's valuable for students, particularly students in the pool college and management. To engage globally. That

could be studying abroad that we've talked a lot about, but just overall learning about the world around them and the kind of international workforce that they're entering

Kelsey Oberbroeckling: I could talk this whole podcast about why it's valuable. Or students To engage globally. I could go on forever. But just to keep it short. I think that Engaging globally really encourages students to like take care of our planet and to take care of each other. It inspires a sense of Curiosity and connection that if you kind of like stick close to home, or just engage in your little circle, you're missing so much of what this planet has to offer. So we are Curious, we are connected. We also, I think, engaging globally helps create responsible citizens, which sounds like a little cheesy right Creating responsible citizens, but It's true, right, these people, the students will go on to vote, they'll go on to be leaders in their community and they will again want to take care of our planet and see more of it.

Ellen Frost: Awesome. Sounds good. Thanks so much for joining us today. It was great to hear your own personal experiences about study abroad and how that impacts your work and the goal programs office

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### **Closing Remarks**

You've now heard from the staff that make up the Poole Global team and hopefully have a better sense of who we are and what we do. The bottom line is that we love our jobs and we love helping students globally engage. Thanks for listening to this episode of Global, Here and Now presented by the Poole College of Management at NC State. For more information and to listen to other episodes, please visit our website at [go.ncsu.edu/pooleglobal](http://go.ncsu.edu/pooleglobal). Stay safe, stay well and stay globally engaged.

*[Closing Music]*