Mardel Baldwin Joins CPIE as Associate Director of Student Services Center

In July, CPIE welcomed Mardel Baldwin, Jr. as the new Associate Director of the Student Services Center (SSC). In this role, Baldwin oversees SSC’s broad impact on the college and university-wide programs, delivering services for nearly 30,000 student enrollments per year. Baldwin manages the daily operations of the unit’s staff and student assistants, who provide detailed information on academic advising, payment collection, student registration, and more.

Baldwin previously held the position of Assistant Director of Student Academic Services and Director of the Educational Opportunity Program at California Polytechnic State University in San Luis Obispo. Before that, he held the position of Academic Advisor for Student Athletes at the same university; and spent a year as Assistant Athletic Academic Counselor.

CSULB to Extend Campus to Downtown Long Beach in 2021

While CSULB’s global reach has extended far beyond the campus itself for many years, plans are now underway to expand the campus physically with a new location in the heart of downtown Long Beach.

CPIE will lead efforts to establish the new facilities, set to open in Fall 2021, which will include 9 classrooms located along The Promenade. These new classrooms will join the previously announced CSULB Downtown Village, which will accommodate about 1,000 students and faculty at Fifth Street and Long Beach Boulevard.

With assistance from Pacific Gateway, the city’s Workforce Development Bureau, CPIE programs will create stronger links between higher education and the local business community, while offering a variety of courses in subjects such as project management, cybersecurity, social work, and many others.

The campus extension will become a highly visible, active hub providing multiple opportunities for students, faculty, industry and nonprofit leaders, and the community at large to connect and learn from each other.
Message from the Dean

I’m proud to say that the College of Professional and International Education is currently experiencing a period of major growth to better serve our global community of learners.

Our physical expansion will include a new satellite campus in the heart of downtown Long Beach (cover page). Meanwhile, our online programs offer off-campus opportunities such as master’s degrees in Criminology and Criminal Justice (this page), Emergency Services Administration (page 5), and Health Care Administration (page 6).

We also maintain an active presence in local elementary and high schools to prepare the next generation for roles in education, industry, and the world at large. These include the Academy of Global Logistics (page 4), CSI Summer Enrichment (page 3), and Intercultural Diplomats (page 9), among others.

CPIE also continues to welcome international students onto campus through our vast network of recruiting agents (page 8), International Training Programs and American Language Institute (page 10), and special Open House events (page 11).

Enjoy this issue,
Jeet Joshee
Associate Vice President and Dean

Chief of Police Is Head of the Virtual Classroom in MSCCJ Program

CSULB’s online Master of Science in Criminology and Criminal Justice (MSCCJ) program shows students the academic and practical sides of the U.S. criminal justice system. That makes Robert Handy, Chief of Police at the Huntington Beach Police Department, an ideal MSCCJ instructor. In addition to his current police work, Handy was previously an adjunct faculty member at Arizona State University for more than 13 years.

“Many of the discussion posts and lecture points I make tie back to some experience throughout my nearly 30 years in policing,” said Handy. “I enjoy tying real-world experiences into the academic material.”

Starting as a CSULB instructor in Fall 2017, Handy helped develop content for the course entitled Administration and Management of Criminal Justice Organizations. The curriculum examines the management of police organizations, and Handy’s first-hand familiarity with the subject provides students with much more knowledge than they could receive from a textbook alone.

“For example,” said Handy, “when we talk about criminal justice reform in California, the practical impacts I see in policing daily—from increases in homelessness, narcotics, and property-related offenses—those experiences are important to point out to students, both subtly and sometimes very directly.”

Constantly moving between the classroom, police headquarters, and anywhere else he’s needed while on the job, Handy faces the challenges of balancing the heavy workload. Luckily, the fully online MSCCJ program—which was named one of U.S. News & World Report’s Best Online Programs in 2019—is flexible enough for both instructors and students to accommodate multiple responsibilities.

“This flexibility allows me to juggle things more easily,” said Handy.

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Crime Scene Investigation Gets Close Inspection in Two Summer Programs

The hi-tech, real-life procedures of Crime Scene Investigation (CSI) have become familiar to many through the popular series of TV shows that aired over the past two decades. This past summer, CSULB offered two different opportunities to learn the actual techniques, practical applications, and career paths available to those interested in CSI.

This summer, CPIE’s Crime Scene Investigation Summer Enrichment Program gave 14 high school learners a chance to get an early start on a college path towards CSI-related careers in the new, state-of-the-art Forensics Lab on campus. A mix of classroom sessions and hands-on mock crime scene simulations provided students with an overview of CSI skills, as taught by seven law enforcement professionals working in Southern California.

“I had no experience regarding CSI, but now I feel really excited to go into the field,” said Kristie Im, a student who completed the program. “Every instructor was really honest, and the activities were fun and informative.”

“My favorite part about the course was the hands-on learning of photography,” said fellow student Jason Newman, “and tips from the instructors about how to get where I want to be.”

While these students were getting their first taste of CSI, another group was crossing borders for a deeper dive into the subject. The Comparative Forensic Science program, led by CSULB instructor Dr. John Wang, entered its tenth year of examining CSI within a study abroad experience. Launched in 2009 in partnership with the University of Leicester in England, and subsequently with Glasgow University of Caledonia in Scotland, the program has taken students to the British Columbia Institute of Technology (BCIT) in Canada since 2016.

Over three weeks, about 25 CSULB students got the opportunity to process mock crime scenes, collect sample evidence, conduct real examinations in a lab, and testify in a mock trial. Students were able to gain an understanding of the Canadian CSI system through BCIT’s renowned forensic science program, featuring instructors from the Royal Canadian Mounted Police and local law enforcement agencies. Final research papers examined the similarities and differences between U.S. and Canadian criminal cases.

From TV to reality, and from high school to college, these CSI programs are creating the world’s next generation of crime solvers.
CITT Connects College with Careers for Future of Supply Chain Industry

In April, the Center for International Trade and Transportation (CITT) at CSULB invited industrious freshmen and sophomores from Cabrillo High School’s Academy of Global Logistics (AGL) to learn about educational pathways towards careers in logistics and supply chain management. The AGL students listened to valuable advice from current CSULB students and recent graduates during a panel discussion and video presentation.

The panelists, who gained experience in the industry through their work with CITT and its associated programs, provided insights on different segments of the supply chain. They covered the wide spectrum of jobs and volunteer experiences available in a port city like Long Beach, as well as the game-changing effects of new technologies. These perspectives helped students understand that higher education and related career paths will vary from student to student.

“The discussion was a proactive opportunity that provided Cabrillo students with crucial insights and lessons,” said panelist Devin Nelson, a CSULB alum and Operations Manager at Yusen Terminals LLC.

“These high school students live in the heart of the supply chain hub, and are capable of playing a part in the future.”

—Devin Nelson, CSULB alum and Operations Manager at Yusen Terminals LLC

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Military Vet Refreshes Career Through GLS Program

Amparo Cuellar, a military veteran who served eight years in the U.S. Navy, recently found herself in a position similar to many job seekers. She had been a loyal employee for over a decade when her company decided to move out of state. Not willing to make the move with them, Cuellar decided to go back to school, gain new skills, and start a new job search.

During a visit to the Career Transition Center at the Pacific Gateway Workforce Innovation Network in Long Beach, she learned about the Global Logistics Specialist (GLS) program at CSULB. Although she already had many years of experience in the logistics and supply chain industry, Cuellar quickly found that the industry had changed dramatically. She enrolled in the GLS program, despite being...
EMER Grads Bridge Experience with Academia in Trail-blazing PhD Programs

The Master of Science in Emergency Services Administration (EMER) program at CSULB has produced many graduates who are doing important work around the world to confront natural and man-made disasters. Two EMER graduates in particular have found recent success in transitioning towards innovative doctoral programs that connect hands-on field experience with higher education.

Dr. Nancy Brown holds the distinction of being the EMER program’s first alum to graduate from a doctoral program, having recently earned a PhD in Emergency Management from Massey University in New Zealand. Her research topic, “Building Disaster Resilience in the Hotel Sector: A Mixed Methods Study,” was a direct extension of her EMER experiences in 2012–15. The EMER program’s flexible online format allowed her to attend classes while working at Disneyland Resort Hotels; and when employers became aware of her educational background, they promoted her to the full-time Emergency Preparedness Coordinator.

“The education gave me the confidence to pursue the opportunity, and the opportunity was available because of the education.”

Brown credits Dr. Shirley Feldmann-Jensen, EMER Program Coordinator, with encouraging her to pursue a PhD and introducing her to the program at Massey University. Over the next three years, Brown completed her dissertation in New Zealand while working as a consultant with DRR Solutions, which is developing the National Disaster Response Framework for Indonesia.

“I am excited about pursuing an opportunity to bridge my academic work across to the private sector,” said Brown. “The tourism sector becomes more economically critical in the world each year.”

As Brown was completing her PhD, a fellow EMER alum was preparing to follow his own doctoral path. Earlier this year, Travis Norton was accepted to the rigorous USC Price School of Public Policy Doctoral program, after winning the Outstanding EMER Thesis Award for his important contribution entitled “Primary Law Enforcement Mistakes During Initial Critical Incident Response.”

“My parents taught me the importance of education when I was young, and I always wanted to pursue graduate-level work,” said Norton, who had worked in law enforcement for 18 years before he began the EMER program. “I’m glad I waited so long to start, because the amount of experience I had enriched my time at CSULB.”

The EMER program provided problem-solving and critical-thinking skills that informed Norton’s year-long thesis project; and when he encountered obstacles, it was Feldmann-Jensen who provided the same crucial encouragement that Brown experienced.

“She always took time to provide much-needed insight and guidance,” said Norton, “and I could not have done it without her.”

Upon his 2018 graduation, Norton had gained new perspectives on how city departments and community organizations can work together on the emergency planning process. His research applies to his law enforcement career and upcoming work in the Doctor of Policy, Planning and Development program at USC, where he’ll focus on improving law enforcement responses to large-scale events.

“When I complete my dissertation, I plan on writing a book,” he said, “and hopefully affect further change at many levels.”
MSHCA Alum on a Mission to Create Simplified Healthcare Solutions

Healthcare often reminds people of uncomfortable procedures, bureaucratic red tape, and expensive bills. But for CSULB alum Alex Yarijanian, a 2017 graduate of the Master of Science in Health Care Administration (MSHCA) program, the subject represents a higher calling.

When he applied for the program in 2015, he was driven by a deep desire to use his education for the greater social good.

“By empowering healthcare industry leaders through targeted, comprehensive curricula,” Yarijanian explained, “we equip them with the tools necessary to build a future with healthy, thriving American communities. This was the premise for my application to the MSHCA program.”

Yarijanian was already experienced as a healthcare administrator when he entered the program. In his job at insurance company Humana, he worked with 14 hospitals, 28 ambulatory care clinics, and over 50 nursing facilities and home health agencies in California and Texas. While overseeing implementation of the Affordable Care Act, he was instilled with a sense of urgency to help solve the country’s ineffective healthcare infrastructure.

“As an administrator, I take the responsibility of ensuring that systems of care serve our patients very seriously,” said Yarijanian. “It is a personal responsibility to make sure my existence has a positive impact on the well-being of vulnerable communities.”

Yarijanian was troubled by the amount of administrative waste stemming from inefficient data processing. Healthcare workers had to manually enter various information from multiple sources, spending hours navigating a labyrinth of interrelated contracts, health plans, and online platforms—just to get patients scheduled for appointments.

To unify all of these communications, Yarijanian left his job to launch his own start-up, Carenodes. The platform directly connects healthcare providers with patients by automating processes and aggregating multiple reports into a single online console, making healthcare a more efficient experience.

“We’re in this together,” said Yarijanian. “Through collaborations and alliances, we can make a meaningful impact in the day-to-day operations of health systems across the country.”

Baldwin Joins CPIE

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Baldwin Joins CPIE

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Effective Communication and Timely Graduation Are Priorities for Summer Sessions Student

Like many CSULB students, Kathryn Kennedy Garcia found it challenging to fit all of her college goals into a traditional four-year time frame. While trying to figure out a way to graduate in a timely manner, some fellow students told her about a potential solution: Summer Sessions. For Garcia, the first six-week session from May 28 to July 5 offered course options that aligned perfectly with her dream career, and would get her there faster.

"It was my first summer session and I was not used to such a fast pace," said Garcia. "But both of my professors were amazing! I loved how clear and direct they were, and how they made their line of communication free for whatever students needed."

In the Communication in Families course, Garcia learned about many different types of family units, and how relationships between various members can change over time. Meanwhile, a course in Communicating Civility provided even deeper insights into human behavior.

"I learned the power of positivity, and how it can change you and others around you for the better," she explained.

While Garcia is set on completing her undergraduate degree as soon as possible, she already has her sights set on graduate school, followed by a career as a Communications Specialist for a non-profit organization. To make it happen, Garcia has a work ethic that she's happy to share with others who are considering Summer Sessions.

"My advice to other students is to stay organized," she said, "and be prepared to work as hard as you would in a regular Fall or Spring semester."

GLS Graduate Amparo Cuellar
Continued from page 4

nervous about the fact that she hadn't been in a classroom in over 30 years.

"I was wondering if I was capable enough to be retrained for the future of my industry," Cuellar said. "But I was excited at the opportunity, and could hardly wait to begin class."

With support from her classmates, instructors, husband, and family, Cuellar maintained her focus throughout the six-month program. The evening schedule allowed her to balance family life and a job search with after-hours studying. Soon enough, she was hired in her current position as Production Control Planner for Weber Metals, where she examines business opportunities for aerospace materials.

"The GLS program gave me the confidence and reassurance to market myself, gaining a competitive advantage in a growing industry to compliment my decades of experience."

—Amparo Cuellar, 2018 GLS grad and Production Control Planner for Weber Metals

MSCCJ Instructor Rob Handy
Continued from page 2

"I also enjoy the diversity you get when you have students from other geographic areas in the class, like the East Coast. Their perspectives always add value to the class because they see things differently than we see them here."

When it comes time for students to graduate, Handy feels equally encouraged by their prospects, citing plenty of available work in government agencies and the private sector, especially when it comes to public safety and security issues.

"I think the job opportunities for graduates are endless," he said. "This is one of the best times I can recall in our profession for opportunities."

"Today," she said at the GLS 2018 graduation, "I am humbled and grateful for the experience and further knowledge which I have gained."
Recruiting Agent Network Helps CSULB Connect with International Students

When international students decide to attend college in the U.S., they have a choice of over 4,000 universities. It’s a big investment of time and money, with an average of 18 months of research and application work. So how does CSULB become the final destination for thousands of these students?

The answer is found in CPIE’s international recruiting network, a conglomeration of agents and companies that provide valuable services connecting prospective students with the university. These services include screening applicants, educating them on CSULB policies, arranging transportation upon arrival, and much more.

“Recruiting agents are like travel agents for academics,” said Sean Cochran, Director of International Recruitment at CSULB. “Not all U.S. universities use them, but CSULB is more forward-thinking in its use of agents to find qualified students.”

Cochran estimates that 15 to 20 percent of international student applications come from this network, so it’s a priority to maintain the partnerships. Cochran recently traveled throughout Southeast Asia to meet with agents and prospective students; while CPIE Dean Jeet Joshee and Associate Dean Terrence Graham made similar trips to Morocco, India, and Ukraine this year.

“CSULB has many areas of study that our Swedish students find interesting,” said Steven Engström of Blueberry World Wide, a Stockholm-based recruiting agency. “The extensive number of subjects, the location, and the beautiful campus are all key factors.”

CSULB ensures that all agents meet the standards of the National Association for College Admission Counseling and American International Recruitment Council. A rigorous vetting process guarantees that only reputable agents are contracted, and a constant stream of student feedback also maintains quality control.

“Getting out into the world and talking with students directly really has an effect on engagement,” said Cochran, “while the recruiting partners really contribute to CSULB’s mission.”
**Inter cultural Diplomats Program Brings the World Into Local Classrooms**

As a major port city, Long Beach is a place where people migrate from all over the world. Many of them are international students who have much to teach U.S. citizens about other cultures. To share this knowledge with a wider range of local residents, the Intercultural Diplomats program was launched in Spring 2019 to send eight international CSULB students throughout Long Beach Unified School District (LBUSD) classrooms.

“I saw this as an opportunity to provide the space for students to interact and engage with people from across the globe as we share ideas, cultures, and build a sense of curiosity and compassion in our global community,” said Barbara Doten, Site Director of the California Global Education Project at CSULB, which operates Intercultural Diplomats and seven other programs for K–12 educators in Los Angeles and Long Beach.

Diplomats in this year’s pilot program included Matthew Piao (South Korea/China), Rebeca Bebiano (Brazil), Kim Hor Keu (Cambodia), Asin Rasoupoor Masouleh (Iran/Germany), TzuYu Tung (Taiwan), Stephany C. Da Silva Triska (Brazil), Akane Suzuki (Japan), and Linh Le (Vietnam). They each shared cultural lessons related to their home countries, including simple phrases in different languages and important historical events.

Some LBUSD students were of the same heritage as the Diplomats, so they gained an even deeper understanding about their own lives. Many students asked questions about the parallels and differences between the U.S. and other countries, broadening their world views as they became curious about seemingly strange ideas. As a result, many stereotypes held by both Diplomats and LBUSD students were challenged during these rich exchanges.

“This was not a one-way street,” Doten explained. “The Diplomats did not lecture as much as they asked students questions and shared music, dance, food, and stories.”

LBUSD schools that have hosted Diplomats include Newcomb, Lowell, Fremont, Barton, and Prisk elementary schools, as well as Cabrillo High School. With support from LBUSD Assistant Superintendent Pamela Seki, the second iteration of the program is already underway, with a new cohort of Diplomats set to head out in the Fall 2019 semester.
ITP GIVES BRAZILIAN HIGH SCHOOL STUDENTS A CRASH COURSE IN CALIFORNIA

In July, CPIE’s International Training Programs (ITP) department welcomed 55 high school students from Brazil for a special three-week educational experience.

In ITP’s American Language and Culture program, students expanded their knowledge on a range of subjects from English writing, public speaking, and business proposals, to American sports and movies. They took part in conversations with U.S. students and senior citizens about different cultures, and also worked together on a mobile app that helped provide solutions to social problems in their home country.

A second program, Future Global Leaders, was a challenging course on business models for students with higher English language proficiency. Topics included Entrepreneurship and Innovative Ideas, Social Media and Communication Strategy, and a series of business-related workshops.

Students in both programs enjoyed multiple field trips to local government agencies, NGOs, and public service departments. In addition, the Brazilian students had fun exploring local landmarks such as Disneyland, Knott’s Berry Farm, Griffith Observatory, California Science Center, and more. On their last day, students presented what they learned over the three-week program, and how it would impact their future educational and career plans.

“The students shared what an eye-opening and meaningful experience they had at CSULB,” said Heidi Zhang, ITP Director. “The strong bond between ITP and its Brazilian partner provides these students with a high-quality, fun-filled learning experience.”

ALI HELPS SECOND LANGUAGE BECOME SECOND NATURE FOR CHINESE STUDENT

The American Language Institute (ALI) at CSULB plays a crucial role in preparing international students for life at an American university. For Chinese student Zhongliang "Michael" Gai, that meant studying English as a Second Language (ESL) before he could tackle the advanced course materials of his bachelor’s degree in Philosophy.

Gai impressed ALI instructors with his quick progress, and he was chosen to speak at the final ALI certificate ceremony. He then spoke at an International Student Success panel discussion, where he gave advice to fellow students in similar positions.

Seeking further improvement, he joined the Beach Forensics Speech Team, and was selected to compete at the National Championship Tournament hosted by the National Forensic Association in April 2019.

“I enjoyed the process of self-improvement and learned the significance of ‘what does not kill you, makes you stronger,’” he said.

“I know I walk slowly,” said Gai, “but I will never walk backwards.”
Data Fellows Crunch the Numbers to Increase International Student Success

In May, CSULB hosted the “Connecting Data to Student Success Symposium,” which addressed information about student success rates. Teams of Data Fellows—comprising of deans, faculty, and staff from across the university—shared their research through conversations and poster projects. CSULB’s Center for International Education (CIE) Data Fellows team created a poster entitled “Toward Understanding Student Success in International Education,” which identified two areas of inquiry. The first area examined factors contributing to international student retention and success by using data on the reasons why students drop out. The Data Fellows team drew valuable conclusions, such as the importance of having advisors who stay in contact with students who drop out, in order to facilitate their return and eventual graduation.

“Providing timely support to students at risk of leaving before they complete their degrees will contribute to the university’s goal of increasing international student enrollment to ten percent by 2025,” said Terrence Graham, CPIE Associate Dean and Executive Director for International Programs.

The second area of inquiry focused on the influence of study abroad programs. The Data Fellows team collaborated with CSULB’s Institutional Research and Assessment to provide data sets required by the nationwide Consortium for Analysis of Student Success through International Education (CASSIE), a research project based at the University of Georgia and funded by the Department of Education.

International Students from Community Colleges Get Warm CSULB Welcome

For many international students in Southern California, a community college is their first step towards higher education in the U.S. For CSULB’s International Recruitment Office, this particular population represents a potential source of future CSULB students. After many outreach efforts at local community colleges, International Recruitment Office staff decided to reverse the process and host the event to CSULB.

Connecting with partners at Orange Coast
Continued on page 12 >>

The Effects of Study Abroad (SA)

SA students are more likely to GRADUATE in 4 years COMPARED with non-SA students

SA does not DELAY GRADUATION – IN FACT, IT ACCELERATES the path to GRADUATION

SA students EARN A HIGHER GPA than non-SA students

Continued on page 12 >>
Data Fellows Student Success
Continued from page 11

The preliminary results are striking: students who studied abroad showed a decrease in the time it took to graduate, countering the common misconception that studying abroad delays graduation. In addition, those who studied abroad had higher grades than peers who did not.

CSULB is the only California institution that joined CASSIE, and the CIE Data Fellows team’s work will be presented in a nationwide data set to be released in the project’s next phase.

Int’l Students Warm Welcome
Continued from page 11

College, Golden West, Irvine Valley, Long Beach Community College, Santa Monica College, and El Camino, the word was spread about Open House events on campus at CSULB on March 15 and May 10. Some schools even provided public transportation for students, ensuring that both events were well-attended and informative for everyone.

Hosted in the Foundation Building, attendees were welcomed by Terrence Graham, Associate Dean and Executive Director of International Programs; and Tim Moizia, Associate Dean of Academic Programs. Special “icebreaker” activities helped stimulate conversation, followed by a student panel discussion, trivia games, and a Q&A session. Free lunch and a campus tour capped off the events, each of which was attended by about 30 students from all around the world.

Several students were convinced about the opportunities available to them at CSULB, and have already applied for Fall 2019 admission.

Upcoming Opportunities and Events

Faculty Opportunities

Professors Around the World (PAW) Grant
Deadline: Tuesday, October 15, 2019
www.cpie.csulb.edu/paw

Upcoming Events

CITT Town Hall Meeting
Saturday, October 5, 2019
Hotel Maya Long Beach
www.cpie.csulb.edu/CITT

International Education Week
November 18–22, 2019

The 2019 graduating class of international CSULB students gathering at the Earl Burns Miller Japanese Garden on campus in May 2019