

Nationally recognized leader and dedicated higher education professional with 15 years of full-time experience as a faculty member and international education administrator. Proven record of increasing study abroad participation, international fellowships and awards, compliance with state and federal regulatory requirements as well as fiscal management, fundraising, and professional development of staff. Relationship builder collaborating with both internal and external constituents. Significant experience in partnership development and maintenance. Award-winning instructor.

PROFESSIONAL & ACADEMIC BACKGROUND

Current Administrative/Leadership Appointments

Virginia Military Institute
Director of Global Education and Senior International Officer (May 2022 - present)

Primary responsibilities include strategic planning and leadership; education abroad (faculty-led, third-party provider, and exchange/partnership programs); international student and scholar services (serve as Principal Designated School Official and Alternate Responsible Officer); international/global scholarships, fellowships, grants, and awards (Fulbright Program Advisor, Fulbright Scholar Liaison, and representative for Gilman, Critical Language Scholarships, Boren Awards, and the Fund for Education Abroad); grant development and administration (multiple grants in excess of \$2 million); outcomes assessment; budgeting (oversight for annual budgets in excess of \$1.3 million); and management and supervision of administrative/professional staff and contract employees.

Major Accomplishments

- Rebranded the Office of International Programs as the Office of Global Education.
- Conducted comprehensive reviews of:
 - ▶ Study Abroad - for compliance with State Council of Higher Education for Virginia (SCHEV) Guidelines for Education Abroad as well as Forum on Education Abroad Standards,
 - ▶ F-1 & J-1 Programs - for compliance with federal immigration law, regulations and guidelines, and
 - ▶ International Recruitment - for white paper proposing options for an international recruitment strategy.
- Increased applications for external awards and scholarships:
 - ▶ Fulbright - more than doubled the number of applicants in two years - one applicant awarded first Fulbright Student Research Award since 2001 & another student selected as an alternate,
 - ▶ Boren - recruited first applicants in five years - applicant selected as VMI's first scholarship recipient,
 - ▶ Critical Language Scholarship (CLS) - doubled the number of applications, and
 - ▶ Gilman - recruited first applicants in four years - received first scholarship in VMI history.
- Developed and strengthened partnerships with multiple internal and external stakeholders.
- Revised assessment protocols to include a focus on student learning outcomes rather than satisfaction.
- Collaborated with VMI Foundation to establish two endowment funds and raised over \$75,000 to support study abroad scholarships.

Virginia International Educators (VIE)
President of the Board (Aug. 2023 - present)

The president sets the board's agenda, coordinates the annual conference, and liaises with NAFSA Region VIII, other state organizations, and other professional organizations connected to international education.

Activities in Progress

- Achieving full legal recognition as a non-profit with both the United States federal government and the Virginia.
- Benchmarking structure and activities with other state organizations and conducting membership survey to assess future needs, programming, and activities.
- Formalizing conference processes, timelines, and policies to ensure consistency.
- Developing handbooks/guidelines for all officers and positions to ensure continuity and training of leadership.

Selected Academic Appointments

Virginia Military Institute

Instructor, Department of English, Rhetoric, and Humanistic Studies (Aug. 2022 - present)

Christopher Newport University

Instructor of Interpersonal Communication, Department of Communication (Aug. 2012 - May 2022)

Internship Director, Department of Communication (Jan. 2017 - May 2022)

Indiana University-Purdue University Fort Wayne (now Purdue Fort Wayne)

Continuing Lecturer, Department of Communication (Aug. 2011 - Jun. 2012)

Clemson University

Visiting Instructor, Department of Communication Studies (Aug. 2009 - Aug. 2011)

Assistant Forensics Coach, Calhoun Forensics Society (Aug. 2010 - May 2011)

Selected Previous Administrative/Leadership Appointments

NAFSA: Association of International Educators

Academy for International Education

NAFSA's premier, yearlong professional development program consisting of three training events, several networking opportunities, and individual coaching designed to prepare future leaders in international education.

Chair, Academy Class 20 (Jul. 2022 - Dec. 2023) & **Chair Designate, Academy Class 19** (Jul. 2021 - Dec. 2022)

Competitively selected by NAFSA leadership, the Chair stream trains and supports Academy Coaches and provides guidance for the Academy Class. My tenure as Chair coincided with the 20-year celebration of the Academy.

Region VIII Coach, Academy Classes 17 & 18 (Jun. 2019 - Dec. 2021)

Regional leadership teams select coaches, who work in conjunction with the national office to assist new professionals - program provides training, mentorship, and networking opportunities.

Major Accomplishments

- Redesigned the Education Abroad workshop for the Academy Spring Training in collaboration with co-presenters and NAFSA staff; executed the first virtual workshop delivery for Academy 18.
- Recruited, reviewed, and scored program applicants to build a diverse cohort of new professionals.
- Facilitated the development of each participant's individualized learning plan.
- Met cohort-targeted professional development needs and goals via monthly video calls.
- Mentored cohort members in pursuit of individualized learning plan goals through monthly video calls.

Christopher Newport University

Faculty Director, Cultural COMM Competence: Interacting in a Global Environment (Jan. 2013 - Mar. 2022)

Locations: Brussels (2014, 2015, 2020, 2021, & 2022); The Hague (2016); Luxembourg (2018 & 2019)

Responsibilities of faculty directors include an 18-month process of program development, creation and management of program budget, construction of travel itineraries, coordination of travel and accommodations, implementation of pre-departure orientation sessions, in-country supervision of students (including residence life), and delivery of one of the two courses taught in the program.

Major Accomplishments

- Gained approval for the first non-study-tour, faculty-led program (six credit hour, month-long program, based in a single location), which required policy modifications and adaptations to campus procedures.
- Exceeded recruitment targets (10 students) for each program offering: 22 in SU14, 19 in SU15, 15 in SU16, 16 in SU18, 18 in SU19, 19 in SU20, and 18 in SU22.
- Managed budgets and finances according to state and campus policies/regulations: \$105,600 in SU14, \$93,100 in SU15, \$90,000 in SU16, \$78,400 in SU18, \$91,800 in SU19, and \$89,100 in SU22 - all programs completed on budget. Secured full refund for all expenditures associated with the \$93,100 budget in SU20.
- Generated in excess of \$247,000 in tuition and fees.

Note: Summer 2022 program operated without me as I changed institutions; however, I still executed the design, planning, and logistics for most of the program. Summer 2020 & 2021 programs canceled due to COVID-19 — courses redesigned for online delivery to ensure on-time graduation for some participants. Summer 2016 programs combined and moved The Hague by order of the provost following the Brussels terrorist attacks on March 22, 2016 — I completed all logistical and academic changes associated with this move in six weeks, including securing accommodations, arranging new excursions, itinerary development, coordination of travel, and course redesign.

International Studies Advisory Committee (ISAC)

Immediate Past Chair (Aug. 2019 - Aug. 2020); **Chair** (Aug. 2016 - Aug. 2019); **Vice-Chair** (Aug. 2015 - Aug. 2016)

Dually reporting to the Office of the Provost and the Faculty Senate, the ISAC sets policies for education abroad, oversees faculty-led programs, exercises curricular oversight, and promotes campus internationalization.

Major Accomplishments

- Streamlined coordination, activities, policies, and procedures related to international education involving the Office of the Provost, the Council of University Chairs, the Study Abroad Office, the Registrar's Office, and the Office of Assessment which yielded more effective and productive working relationships between all offices.
- Adopted university-wide mission statement, learning objectives, and assessment plan for study abroad.
- Revised faculty-led study abroad proposal process to comply with Forum on Education Abroad's Standards.

- Implemented multi-pronged assessment of learning objectives and program qualities in cooperation with the Study Abroad Office and the Office of Assessment.
- Developed and executed a public relations campaign for education abroad, which resulted in a 25% increase in study undergraduate participation (achieved 400+ students abroad in academic year 2018-2019). This resulted in the university's debut in IIE's *Open Doors 2020* report at #29 for Master's colleges and universities.
- Updated university study abroad policies and procedures to comply with the State Council on Higher Education for Virginia (SCHEV) Guidelines for Education Abroad.

Southern States Communication Association (SSCA)

Chair, Resource Development Committee (Apr. 2008 - Apr. 2012)

Oversaw the association's fundraising efforts in coordination with the administrative committee.

Major Accomplishments

- Increased endowment balances for all nine association awards beyond the \$5,000 target of the leadership.
- Established a tenth association award endowed at \$10,000.
- Implemented a ten-year, three-pronged development plan for the organization.
- Raised funds and pledges in excess of \$52,000.

Clemson University

Faculty Director, Communication Studies Abroad: Brussels (2011)

Responsible for program development, recruitment, supervision of excursions, supervision of housing facilities, and coordination between Brussels staff and Clemson staff.

Major Accomplishments

- Recruited 14 students from a variety of majors to participate in the monthlong program.
- Provided all program instruction (two three-credit courses and excursions).

Education

University of Georgia

Doctoral Coursework Completed, *Speech Communication* (Candidacy: 10 October 2008 - 9 October 2013)

Concentrations: Communication Theory, Relational Communication, & Quantitative Research Methods

Cognate Area: Human Development and Family Studies

University of Arkansas

Master of Arts, *Communication* (Degree Awarded: 14 May 2005)

Concentration: Interpersonal and Family Communication

Harding University

Bachelor of Arts, *Computer Science, French, & Vocational Ministry* (Degree Awarded: 10 May 2003)

Honors Scholar & Honors College Graduate

Leadership Honors & Awards

International Education Safety Champion of the Year, SafeAbroad (2023)

Awarded to an international education leader that exemplifies distinguished excellence in health, safety, security, and risk management.

Lily von Klemperer Award, NAFSA: Association of International Educators (2022)

Presented by the Education Abroad Knowledge Community (EAKC) in Lily's name to worthy education abroad professionals who are seen still to have years to devote to the profession. The "LvK" Award seeks to recognize people who, like Lily, have "brought other [education abroad professionals] along" in the field and who maintain the highest standards of professional ethics while sharing their skills, knowledge, and expertise with all colleagues.

Selected Professional Trainings & Experiences

Senior Advisers Program (2023-2024) - Association for International Education Administrators (AIEA)

Leadership Academy for New SIOs (2023) - Association for International Education Administrators (AIEA)

Professional Certification in Education Abroad (all courses complete) - Forum on Education Abroad

Virtual Exchange Academy (2021) Graduate - The Stevens Initiative @ The Aspen Institute

NAFSA Academy 15 (2018) Graduate - NAFSA: Association of International Educators

Intercultural Development Inventory (IDI) Qualified Administrator - IDI, LLC

GRANTS & SPONSORED ACTIVITIES

Institutional Grants Awarded and/or Administered

IIE American Passport Project (PI)

Grant to Fund Passport Applications for 25 Pell-Eligible First-Year Students, Institute of International Education, Inc.
March 2023 - April 2024
Award Total: \$4,125.00

Project Global Officer: Arabic (Fès, Morocco) & Mandarin Chinese (Taipei, Taiwan) Critical Language Programs (PI)
ROTC Language and Cultural Training Grant (2021-2024), Institute of International Education, Inc.
August 2021-present (PI & Program Director from May 2022; requires annual reauthorization)
Award Totals:

| | |
|---------------------------------------|----------------|
| AY21-22 (PGO1801-VMI-22-PGO-051-PO6): | \$ 667,206.41 |
| AY22-23 (PGO1801-VMI-22-PGO-051-PO7): | \$ 714,060.34 |
| AY23-24 (PGO1801-VMI-22-PGO-051-PO8): | \$ 669,998.06 |
| Total: | \$2,051,264.81 |

Selected Individual Grants Awarded

Cultural Communication Competence: Luxembourg 2018 Pre-Planning (PI)

Study Abroad Site Visit Grant, Office of the Provost/Study Abroad Office, Christopher Newport University
Summer 2017
Award Total: \$3,000.00

SERVICE, PROFESSIONAL ACTIVITIES, & AFFILIATIONS

Selected Professional Service

American Councils for International Education

Exchange Program Scholarships Screening Panelist (Fall 2023)
Critical Language Scholarship (CLS) Program Selection Panelist (Spring 2024, Spring 2023)

Association of International Education Administrators (AIEA)

Professional Development & Engagement Committee (2024-2027)
Strategic Planning Taskforce (2023-2024)

US Department of State: Capacity Building Program for US Study Abroad

IDEAS Grant Review Panelist (Spring 2024, Spring 2022, Spring 2021)

Institute of International Education (IIE)

English for Heritage Language Speakers Review Panelist (Fall 2023)
Boren Award Scholarship Selection Panelist (Spring 2024, Spring 2023)
Gilman International Scholarship Selection Panelist (Spring 2024, Fall 2023, Spring 2023, Spring 2022, Spring 2020)

The Forum on Education Abroad

Advancing the Profession of Education Abroad Working Group (2023-2024)
Faculty Engagement Working Group (2022-2023)

NAFSA: Association of International Educators

Trainer Corps (2019-2025)
Management Development Program Trainer (May-June 2024)
Education Abroad Knowledge Community Task Force (2023-2024)
Teaching, Learning, and Scholarship KC: Research and Scholarship Network Subcommittee (Jan. 2020-Dec. 2021)
Region VIII Leadership Team (January 2020-December 2021)
Communication, Outreach, and Advocacy Working Group (February 2021 - December 2021)

100,000 Strong in the Americas Innovation Fund - Proposal Reviewer

CLIMA Grant Competition to Build Inclusive, Climate-Action, Student Exchange Programs between the United States and Colombia (2024)
2021 US-Brazil Innovation Fund Competition (2022)
Innovation Competition for U.S.-Guatemala, Honduras, & El Salvador Higher Education (2021)
Mary Street Jenkins Foundation Innovation Competition (2019)
ExxonMobil Competition for Study Abroad Innovations in Engineering Physics, Geology, & Geophysics (2018)

Fund for Education Abroad

Scholarship Reviewer (Spring 2024, Spring 2022, Fall/Spring 2021, Fall/Spring 2020, Fall/Spring 2019, Fall 2018)

Southern States Communication Association

Constitution Committee (2023-2026; Chair, 2025-2026)
Intercultural Communication Division Secretary (2022-2024)
Resolutions Committee (2021-2023; Chair, 2023-2024)
The John I. Sisco Excellence in Teaching Award Committee (2020-2023; Chair, 2022-2023)

Virginia Military Institute

Committees Reporting To or Through the Director of Global Education & Senior International Officer

Global Education Committee
Fulbright Campus Interview Committee
Boren Campus Interview Committee

Institutional Committee Membership

Committee on Academic Advising (2022-2024)
Emergency Management Committee (2022-2023)
Strategic Enrollment Management Committee: Academic Program Planning Subcommittee (2022-2023)
Registrar Search Committee (2022-2023)
Admission CRM Selection/Review Committee (2022-2023)

Christopher Newport University

University

Core Academic Advisor (2016-2022) - 40 first- & second-year students per semester
Campus Community Emergency Response Team (C-CERT; 2013-2022)
Advisor Search Committee, Study Abroad Office (2022)
Team Captain, Faculty/Staff Campaign (2018-2020)
International Studies Advisory Committee (ISAC; 2015-2020; Chair, 2016-2019)
Institutional Animal Care and Use Committee (IACUC; 2013-2019; Vice-Chair, 2015-2018)
Coordinator for Financial Operations & Advising Search Committee, Study Abroad Office (2017-2018)
Advisor Search Committee, Study Abroad Office (2017)
Internship Coordinator Search Committee, Center for Career Planning (2017)

College of Social Sciences (CSS)

CSS Strategic Planning Committee (2018-2020)
CSS Scholarship Series Committee (2014-2017)

Department of Communication

Inaugural Public Speaking Course Coordinator (2019-2022)
Bylaws Committee (2020; 2015; 2013-2014)
Chair, Media Studies Lecturer Search - two positions (2017-2018)
Academic Advisor for Communication Majors (2013-2017) - 30-40 students per semester
Faculty Advisor, Lambda Pi Eta Honor Society (2012-2017)

Honor Societies

Phi Kappa Phi, inducted at the University of Arkansas

Omicron Delta Kappa, inducted at Harding University

Research, Publications, & Scholarly Activities

Selected Peer-Reviewed Publications

- Goen, T. L.**, Billinson, J. R., & Manning, L. D. (2019). The process of successfully integrating communication technologies into short-term, faculty-led study abroad programs: Reflections from the field. *Journal of Global Initiatives: Policy, Pedagogy, Perspective*, 14(1), 42-75. <https://digitalcommons.kennesaw.edu/jgi/vol14/iss1/4/>
- Goen, T. L.** (2015). Advancing family science and family science programs through the internationalization of family science curricula. *Family Science Review*, 20(1), 80-88. <https://doi.org/10.26536/fsr.2016.20.01.06>

Professional Publications

- Goen, T. L.** (2023, December). Say yes: It could change your career trajectory. *International Educator*. <https://www.nafsa.org/ie-magazine/2023/12/5/say-yes-it-could-change-your-career-trajectory>
- Goen, T. L.** (2023, August 15). Gen Z's not gonna put up with this! *Gateway Voices (Gateway International Group Blog)*. <https://gatewayinternational.org/gen-zs-not-gonna-put-up-with-this/>
- Goen, T. L.** (2022, November 29). International education's need for a 'big idea.' *EAIE: European Association of International Education Blog*. <https://www.eaie.org/blog/international-education-big-idea.html>
- Goen, T. L.** (2022, Fall). No time, no money, and no staff: SDGs and international education. *The IIE Networker Magazine*, 6.

Selected Recent Competitively Selected Conference Presentations

- Goen, T. L.**, Majeed, E., & Hoban, I. (2024, February 8-10). *What's missing from your JEDIAB? Moving beyond representation in intentional development of global learning for underrepresented populations*. [Workshop]. WISE: Workshop on Intercultural Skills Enhancement Annual Conference, Winston-Salem, NC, United States.
- Willever, S., Ramey, M., Khoza, L., & **Goen, T. L.** (2023, 7-10 November). *SGDs in our PDOs: Incorporating sustainability into student learning*. [Conference Session]. NAFSA: Association of International Educators Region VIII Conference, Roanoke, VA, United States.
- Fetridge, J., **Goen, T. L.**, Ingleby, S., & Espiritu, K. (2023, May 30-June 2). *Equipping international students for education abroad* [Conference session]. NAFSA: Association of International Educators Annual Conference, Washington, DC, United States.
- Hoban, I., & **Goen, T. L.** (2023, February 3-4). *Best practices and strategies for creating faculty buy-in and integrating intercultural learning across campus* [Conference session]. WISE: Workshop on Intercultural Skills Enhancement Annual Conference, Winston-Salem, NC, United States.
- Fils-Aime, S., **Goen, T. L.**, Majeed, E., & Weil, S. (2022, November 15-18). *It takes a village: Study abroad stakeholders make the difference*. [Conference Session]. NAFSA: Association of International Educators Regions VI and VIII Conference, Pittsburg, PA, United States.
- Goen, T. L.** (2021, December 6-10). *Engaging families in international education: A necessary precondition for successful outcomes?* [Conference Session]. Virginia International Educators Fall Conference, Virtual.

Selected Invited Presentations

- Brown, J., Stokdyk, B., Sullivan, K., & **Goen, T. L.** (2023, November). *Part 4: Compliance management, relationship cultivation, and risk assessment & crisis management*. Presented as part of the NAFSA: Association of International Educators Inspiring the Future of the Field: IE Competencies 2.0 Series, Virtual.
- Cappa, J. J., **Goen, T. L.**, Friend, J. A., & Holmes, C. (2023, September). *Site visit assessments & best practices*. Presented at the Department of State's Overseas Security Advisory Council's (OSAC) Academic Sector Committee (ASC) Connector Series, Virtual.
- Goen, T. L.**, & Espiritu, K. (2023, February). *Comprehensive internationalization*. Presented at the NAFSA: Association of International Educators Academy 20 Spring Training, Virtual.
- Goen, T. L.** (2022, April). *Re-establishing normal: Considerations and strategies for re-engaging international education in a COVID-19 endemic world*. **Plenary Lecture** presented at the Virginia International Educators Spring Conference, Virtual.

Instructional Activities

Recent Instructional Experience

Virginia Military Institute

Fundamentals of Public Speaking

Christopher Newport University

Public Speaking

Interpersonal Communication

Internship in Communication

Nonverbal Communication

Family Communication

Quantitative Research Methods in Communication

Communication and Film

Intercultural Communication

Philosophy and Communication

Interpersonal Communication Theory

Advanced Relational Communication

Senior Research in Communication

Practicum in Communication

Independent Studies (11 students)

Selected Teaching Awards and Honors

Class of 2013 Faculty Development Fund Award for Student Mentoring, Office of Advancement, Christopher Newport (2021)

John I. Sisco Excellence in Teaching Award, Southern States Communication Association (2020)

Recognition of Excellence, Arkansas State Communication Association (2005)

Selected Invited Lectures

The Work and Challenges of International Education Administrators in Higher Education - LEAD 578: Higher Education Administration - University of San Diego (Mar. 2022, Apr. 2021)

Intercultural Communication Skills for the International Educator - HIED 744: Global Higher Education Systems: A Comparative Approach - Old Dominion University (Mar. 2022)

Perspectives on Higher Education Leadership - EDU 680: Organizational Theory & Leadership in Higher Education - Providence College (Mar. 2022)

full curriculum vitae available upon request