

Terra L. Gargano

garganoterra@gmail.com

www.terragargano.com

Education **University of Maryland, College of Education**, College Park, MD
Ph.D. in International Education – December 2008

American University, School of International Service, Washington, DC
Graduate Certificate in Cross-Cultural Communication – May 2003

American University, College of Arts and Sciences, Washington, DC
Master of Arts in International Training and Education – May 2002

University of Maryland University College, Misawa, Japan
Bachelor of Science in Information Systems Management - May 1999

Bowling Green State University, Bowling Green, OH
Bachelor of Science in Business Administration - December 1994
Dual major: International Business and Marketing, Minor: Japanese

Professional Experience **Program Director and Faculty Advisor** 1/15 – 4/20
School of International Service, Online Programs, American University, Washington, DC

- ◆ Recruited, interviewed, hired, onboarded, and supported faculty throughout the MAIR and MIS Online graduate programs, the largest graduate program in the School of International Service and ranked among the top ten IR schools worldwide
- ◆ Managed and supported over 130 faculty
- ◆ Staffed 125+ plus sections, practicum, institutes, and courses yearly
- ◆ Evaluated over 400 student admission applications yearly
- ◆ Coordinated student, course, and program assessments
- ◆ Designed and delivered faculty development training online and on campus
- ◆ Served as the advisor for 30 student significant research projects (SRP) and organize SRP symposiums
- ◆ Connected all students and faculty with campus resources
- ◆ Handled all academic affairs, including transfer credits, academic integrity issues, and mediation of conflicts.

Project Manager 9/04 - 6/08
Office of the Dean, College of Education, University of Maryland

- ◆ Coordinated the production of College publications and marketing materials
- ◆ Acted as liaison with various College departments on academic issues and program development
- ◆ Organized special events, lectures, and college-wide trainings.

Researcher 9/05 – 2/06
American Council on Education, International Initiatives, Washington, DC

- ◆ Conducted an impact study of the 70-member Internationalization Collaborative
- ◆ Developed an on-line survey and interview protocol
- ◆ Compiled and analyzed data
- ◆ Presented research results at the organization’s annual meeting.

Assistant Dean – Spring Voyage 1/04 - 4/04
Semester at Sea, Institute for Shipboard Education, University of Virginia, Charlottesville, VA

- ◆ Served as the liaison between the captain, officers, and crew and the Semester at Sea faculty and staff
- ◆ Supervised the administrative office, audio visual department, campus store, library, and computer lab
- ◆ Coordinated the shipboard work-study program, pre-port briefings, customs/immigration, and all aspects of the voyage conclusion
- ◆ Maintained daily communication with the home office
- ◆ Served as duty dean and practicum leader in port.

Associate Director - Intercultural Management Institute

2/00 - 8/03

American University, School of International Service, Washington, DC

- ◆Oversaw corporate training programs, professional institutes, and conferences, and program development efforts
- ◆Conducted client needs assessments, constructed training goals and objectives, developed instructional materials, and administered and compiled program evaluations
- ◆Developed and conducted cross-cultural training programs for graduate students, executives, and expatriates
- ◆Responsible for the overall design, execution, logistics, and coordination of the annual conference
- ◆Arranged keynote speaker participation, registration of participants, and support from sponsors
- ◆Created and managed a conference marketing plan, including print and web materials
- ◆Supervised and coordinated the efforts of a 10 member administrative team and 40 trainers and presenters.

Assistant Director – Office of Program Development

11/99 - 8/03

American University, School of International Service, Washington, DC

- ◆Collaborated with internal and external constituents to develop new international programs
- ◆Represented the School on university-wide committees that address academic and programmatic policy issues
- ◆Maintained oversight of the Center for Asian Studies
- ◆Managed international student and faculty exchange programs with partner institutions throughout Asia
- ◆Responsible for overseeing the cultural adjustment and academic progress of approximately 150 international students each year
- ◆Conducted orientation programs and organized community outreach programs for international students
- ◆Responsible for all aspects of program evaluation, including site visits, data collection methodologies, and analysis
- ◆Organized, developed, and promoted lecture series and short-term exchange programs
- ◆Published newsletters and developed various marketing materials.

Project Manager

6/99 - 11/99

Contact International, Baltimore, MD

- ◆Coordinated the efforts of translators and clients to ensure quality translations
- ◆Managed files, compiled glossaries, and proofread final translations for accuracy and cultural context
- ◆Utilized a variety of desktop publishing programs to create brochures and manuals.

International Relations Coordinator

2/95 - 3/96

Infinite Technologies, Owings Mills, MD

- ◆Acted as a liaison for approximately 30 international resellers and distributors
- ◆Researched and developed new international partnerships
- ◆Provided financial and marketing support for existing partners
- ◆Coordinated and developed company training, conferences, and manuals.

Teaching

Professorial Lecturer

1/15 - present

American University, School of International Service (SIS), Washington, DC

- ◆Teaching undergraduate and graduate level international communication courses on campus and online, including *Intercultural Communication*, *Cross-cultural Communication*, and *Global Dexterity*
- ◆Teaching Community Based Research Scholar coursework and serving as faculty advisor for student projects
- ◆Teaching *Training in Online Contexts* in the International Training and Education (ITEP) Program
- ◆Teaching *Qualitative Research Design* in SIS Online Programs
- ◆Teaching *What does it mean to be educated?* while serving as a Complex Problems Faculty Fellow
- ◆Teaching undergraduate and graduate internship seminars and supporting student professional development
- ◆Teaching a First Year Seminar *Storytelling in International Relations*

Adjunct Faculty

6/05 – 1/15

Howard Community College, Columbia, MD

- ◆Taught *Introduction to Sociology* and *Social Change* courses

Instructor

1/07 – 5/07

Global Communities, University of Maryland, College Park, MD

- ♦ Taught *Intercultural Negotiations* to undergraduates in a residential global living and learning community

Adjunct Faculty

8/02-12/04; 1/14-1/15

American University, School of International Service, Washington, DC

- ♦ Developed the curriculum and taught two courses, *Intercultural Communication Skills* and *Cross-Cultural Adaptation in Higher Education*, for undergraduate international students
- ♦ Taught graduate level intercultural communication courses

English Teacher

10/96 - 3/99

Aomori Prefecture, Japan

- ♦ Conducted private, public, and corporate conversational English classes for various clients, including the Misawa Board of Education, Fujitsu, and Towada University
- ♦ Taught kindergarten, elementary, secondary, college, and adult students speaking, listening, writing, and reading English skills
- ♦ Coordinated homestay and cross-cultural training programs with the Misawa Board of Education

Computer Instructor

10/96 - 1/99

Misawa, Japan

- ♦ Designed and delivered training in Microsoft Word, PowerPoint, and Excel, basic keyboard data entry, and word processing to U.S. Department of Defense personnel, active-duty military, and foreign nationals

Consulting**NATO Defense College**

7/20

Rome, Italy

- ♦ Designed and conducted online training, including technology skills and pedagogy, for faculty advisors from over 30 countries

Foreign Service Institute

6/19 – 8/19

Washington, DC

- ♦ Designed and taught a course on adapting to socio-cultural norms for new Foreign Service Officers

American Council on Education

8/05 – 2/06

Washington, DC

- ♦ Conducted a needs assessment and impact study for the International Collaborative Initiative that included qualitative and quantitative research with higher education institutional partners across the US

Publications

Reimagining Mobility for an Inclusive International Higher Education Agenda, chapter in *Global Perspectives on the Internationalization of Higher Education*, 2023

Reimagining Engagement: Adapting In-Person Simulations for Virtual Spaces, *International Journal of Online Pedagogy and Course Design*, 2022, Vol 12. No. 1

Narrating Intercultural Capital: Accumulating Identity Capital and Expanding Terrains of Possibility in the Classroom, *Journal of Intercultural Communication Research*, 2021

Expanding the Terrain of Online Higher Education Through Active Blended Learning, chapter in *Cases on Active Blended Learning in Higher Education*, 2021

Book Review: Multilingualism in the Classroom: Teaching and Learning in a Challenging Context, *Journal of International Students*, 2021, Vol 11 No. 2

Can You Please Use The Other Door: Maintaining authenticity, *Intercultural Communication Case Studies*, 2021, Vol. 1

Book Review: International Encounters: Higher Education and the International Student Experience, *Journal of International Students*, 2020, Vol 10 No. 1

Logging On: Using Online Learning to Support the Academic Nomad, *Journal of International Students*, Summer 2017, Vol 7, No. 3

Fostering Student Engagement in Blended Learning: Creative Strategies and Best Practices, *International Conference of Education, Research, and Innovation Conference Proceedings*, Seville, Spain, November 14 – 16, 2016

Grounded Identities, Transient Lives: The Emergence of Student Voices in an Era of Cosmopolitan Learning, *Journal of International Students*, Fall 2012, Vol 2, No. 2

(Re)conceptualizing International Student Mobility: The Potential of Transnational Social Fields, *Journal of Studies in International Education*, September 2009, Vol. 13, No. 3

Presentations and Panels “Engaging Veterans on Campus: Tremendous Possibilities, Solvable Challenges,” *Ann Ferren Conference on Teaching, Research, and Learning*, panel, American University, Washington, DC, January 11, 2020

“Simulations for Virtual Trainings,” *NAFSA Annual Conference*, Baltimore, MD, November 14, 2019

“The Possibilities of Virtual Service Learning: Take Your Passion Online,” *Service Learning and Civic Engagement Annual Conference: Passion to Action*, College Park, MD, November 8, 2019

“Intercultural Competency at the Intersection of Virtual Spaces and Experiential Learning,” *CIEE Annual Conference*, Brooklyn, NY, November 8, 2019

“American University Faculty Roundtable,” *National Press Club*, moderator, Washington, DC, August 23, 2019

“Adapting In-person Simulations for Synchronous Classrooms,” *Distance Teaching and Learning Conference*, Madison, WI, August 8, 2019

“Experiential Learning Through a Virtual Lens,” *NAFSA Annual Conference*, Washington, DC, May 28, 2019

“Academic Nomads and Intercultural Competency: A Connected Learning Approach,” *NAFSA Annual Conference*, Washington, DC, May 28, 2019

“Strategies for Inquiry-Based Learning,” *Center for Teaching, Research, and Learning*, panel, American University, Washington, DC, November 28, 2018

“American University Faculty Roundtable,” *National Press Club*, moderator, Washington, DC, August 22, 2018

“Inquiry Based Learning,” *Center for Teaching, Research, and Learning, American University*, panel, October 26, 2018

“Connected Learning: Opportunities and Obstacles for Negotiating Intercultural Competency,” *Diversity in Organizations, Communities, and Nations*, presentation, Austin, TX, June 8, 2018

“Navigating Student Life for International Students,” *International Student Association*, panel, American University, Washington, DC, April 23, 2018

“The Academic Nomad: Student Mobility Reconceptualized through Connected Learning,” *Global Learning for All: COIL Annual Conference*, presentation, New York, NY, March 15, 2018

“Inside of the Online Classroom,” *Center for Teaching, Research, and Learning*, presentation, American University, Washington, DC, March 8, 2018

“Engaging Pedagogy Inspired by Teaching in Virtual Spaces,” *2U Symposium*, panel, San Diego, CA, March 1, 2018

“Mentors without Borders: The Value of Virtual Connection,” *NAFSA Regional Conference*, presentation, Morgantown, WV, November 16, 2017

“Pencils Down: What Student Success Looks Like for Online Learning,” *Ann Ferren Conference on Teaching, Research, and Learning*, panel, American University, Washington, DC, January 13, 2017

“How Online Education Can Engage Your Network,” *Fellowship Roundtable*, presentation, National Academy of Sciences, Washington, DC, September 7, 2016

“LOGGING ON: Using Blended Learning to Support the Academic Nomad,” *NAFSA Annual Conference*, presentation, Denver, CO, June 3, 2016

“Careers in International Education,” *International Training and Education Program*, panel, American University, Washington, DC, March 20, 2016

“Teaching Approaches Inspired by Teaching Online,” *Ann Ferren Conference on Teaching, Research, and Learning*, presentation, American University, Washington, DC, January 8, 2016

“Engaging Students in Meaningful Dialogues in Synchronous Class Sessions,” *Ann Ferren Conference on Teaching, Research, and Learning*, presentation, American University, Washington, DC, January 8, 2016

“Student Engagement from Deposit through Graduation: Retaining the Academic Nomad,” *NAFSA Regional Conference*, presentation, Alexandria, VA, November 12, 2015

“Locating Voices: Methodology Matters,” *Qualitative Research Seminar*, presentation, University of Maryland, College Park, MD, June 21, 2010

“International Student Terrains of Possibility,” *Culture and Education Seminar*, presentation, University of Maryland, College Park, MD, November 10, 2009

“Recovering Student Voices,” *Qualitative Research Seminar*, presentation, University of Maryland, College Park, MD, June 22, 2009

“Situating International Student Voices in the International Higher Education Discourse,” *Education Discourses in the 21st Century*, presentation, University of Maryland, College Park, MD, March 7, 2008

“Transnational Social Fields as a Conceptual Space for Engaging Our Differences,” *Engaging Our Differences*, presentation, Comparative and International Education Society, Baltimore, MD, February 26, 2007

“Educational Sojourns: Learning at the Intersections of the Foreign and the Familiar,” *International Education Week*, invited speaker, Elizabethtown College, Elizabethtown, PA, November 14, 2006

“International Collaborative Impact Study Findings,” *Flashpoints in Comprehensive Internationalization*, presentation, American Council on Education, Washington, DC, February 4, 2006

“The Possibilities of Transnational Ruptures and Negotiations: International Student Voices in U.S. Higher Education,” *Dangerous Places, Potential Spaces: Emerging Feminist Connections and Activisms in Local and Global Contexts*, presentation, University of Maryland, College Park, MD, May 24, 2006

Workshops and Webinars “Mobility, Modalities, and Models: Renegotiating Inclusivity,” *National Association of Student Personnel Administrators*, webinar, March 17, 2021

“Training Program Design: Preparing Faculty to Engage with Military Affiliated Students,” *National Association of Student Personnel Administrators*, webinar, February 26, 2021

“Virtual Instruction as a Catalyst for Pedagogical Innovation,” *University Professional and Continuing Education Association*, webinar, October 5, 2020

“Virtual Mentoring: Values, Virtues, and Vision,” *University Professional and Continuing Education Association*, webinar, October 6, 2020

“Facilitating Class Discussions,” *School of International Service, American University*, Washington, DC, June 29, 2020

“Engaging Students in the Synchronous Classroom,” *Center for Teaching, Research, and Learning*, Washington, DC, April 2 and 3, 2020

“Rethinking the Syllabus: Why Does Syllabus Design Matter?” *Center for Teaching, Research, and Learning*, Washington, DC, March 24, 2020

“Teaching Remotely,” *School of International Service, American University*, Washington, DC, March 11 and 16, 2020

“Not another group project!: Strategies for Designing and Implementing Small Group Work ,” *Center for Teaching, Research, and Learning*, Washington, DC, February 11, 2020

“Navigating Military and Civilian Collaboration in the Classroom,” *2U Enrichment Webinar*, webinar, November 11, 2019

“Rethinking Assignment Design with Scaffolding in Mind,” *Center for Teaching, Research, and Learning*, Washington, DC, October 29 and 30, 2019

“Approaches for Fostering Student Questioning and Engagement,” *Center for Teaching, Research, and Learning*, workshop, Washington, DC, September 24 and 25, 2019

“Building a Shared Lexicon for Teaching and Learning,” *Center for Teaching, Research, and Learning*, Washington, DC, January 11, 2019

“On-Campus & Online: Locating Higher Education in the Digital Age,” *Center for Teaching, Research, and Learning*, Washington, DC, January 11, 2019

“Creating Connected Learning Environments,” *Kogod Business School, American University*, Washington, DC, October 18, 2018

“Rethinking Faculty Identity and its Impact in the Classroom,” *Teaching Café, School of International Service, American University*, Washington, DC, October 17, 2018

“Active Learning: Sparking Discussion and Getting Students Out of Their Chairs,” *Center for Teaching, Research, and Learning*, Washington, DC, August 22, 2018

“Active Learning: Techniques to Spark Discussion,” *Center for Teaching, Research, and Learning*, Washington, DC, May 15, 2018

“Engaging Pedagogy Inspired by Teaching in Virtual Spaces,” *Higher Education Pedagogy Conference*, workshop, Blacksburg, VA, February 14, 2018

“Upward Mobility: Supporting the Academic Nomad through Blended Learning,” *Global Education Conference*, webinar, November 14, 2017

“Intercultural Competency and Community Service Learning,” *The Service Learning and Civic Engagement Annual Conference*, workshop, Towson, MD, April 1, 2017

“Instructional Pedagogy Influenced by Teaching Online,” *2U Enrichment Webinar*, webinar, September 28, 2016

“Foundations of Intercultural Communication,” *Aoyama Gakuin University Program*, American University, Washington, DC, August 3, 2007

Languages	English (native), Japanese (conversational), American Sign Language (conversational)
Computer Skills	Microsoft Office, Microsoft Teams, Adobe Connect, Blackboard and Blackboard Collaborate, Atrio, Kaltura, EndNote, NVivo, WordPress, Prezi, Google applications, Adobe applications, MailChimp, Qualtrics, Zoom, Canvas, Drop Box, Salesforce, Canva, Mentimeter, Adobe Spark, FlipGrid, Poll Everywhere
Media	Faculty Focus, <i>Using Case Studies to Develop Questioning Skills</i> , 2023 CTRL BEAT, <i>Making Thinking and Learning Visible Across Modalities</i> , 2022 Volt, <i>The Academic Nomad: 3 Keys to Understanding Today's Higher Ed Students</i> , 2021 Kojo Namdi Radio Show, <i>Distance Learning: Keeping Education Alive During a Pandemic</i> , 2020
Certifications	Intercultural Development Inventory (IDI) Teach English as a Foreign Language (TEFL) NAFSA Trainer Corp
Awards	Outstanding Performance for Innovation in Online Teaching, 2021 Outstanding Faculty Mentor Award, School of International Service, American University, 2020 Outstanding Teaching in a Full-Time Appointment, School of International Service, American University, 2017 Outstanding Service to the American University Community, American University, 2001
Fellowships	Center for Teaching, Researching, and Learning Fellow, American University, 2019-2020 United Nations Association Fellowship
Professional Affiliations	Society for Intercultural Education, Training and Research (SIETAR) Comparative and International Education (CIES) Association of International Educators (NAFSA)
University Service	Faculty Advisor for the Adoptee Alliance, 2022 - present Olson Scholar Mentor, School of International Service, 2022-2023 School of International Service Master Thesis Advisor, 2015 – present School of International Service, Dean's COVID Advisory Council, 2020 School of International Service, Dean's Diversity Advisory Council, Member, 2018 - 2019 American University, Breaking Bread Campus Initiative, Volunteer, 2017 American University Community Based Learning, Faculty Advisory Committee Member, 2016 - 2020 School of International Service Diversity and Inclusion Advisory Board, Member, 2016 - 2017 American University Community Based Research Scholars Advisory Board, Member, 2016 – 2020 School of International Service Undergraduate Research Symposium, Panel Moderator, 2016 University Undergraduate Committee, School of International Service Representative, 2015 – 2017 Intercultural Management Quarterly, Editorial Board Member, 2002-2003, 2015 - 2017 School of International Service Mentorship Program Volunteer, 2015 – 2017 Landmarks and Legacies: A History of the College of Education, UMD, Committee Member, 2005-2007 The International Center for Transcultural Education, UMD, Advisory Board Member, 2004 American University Staff Personnel Review Board, Member, 2002-2003 American University Student Coalition for a Nuclear Free World, Advisor, 2001-2003 American University International Education Week Planning Committee, Member, 2002 American University Staff Council, Human Resource and Quality of Life Committee, Chair 2001-2002 American University Staff Council, Vice-President 2000-2001
Field Service	Intercultural Communication Case Studies, Founder and Editor-in-Chief, 2020 - present American Journal of Education and Learning, Editorial Board Member, 2019 - present NAFSA: Association of International Educators, Trainer Corp Trainer, 2018 - 2020 NAFSA: Association of International Educators, Connect Program Mentor, 2018 - 2020 Journal of Computing in Higher Education, Reviewer, 2016 - 2020 Journal of International Students, Peer Review Board, 2016 – present International Education Studies, Editorial Board Member, 2106 – present IREX, Mandela Washington Fellowship for Young African Leaders, Selection Committee, 2016

Intercultural Education, Reviewer, 2012 – present
Higher Education, Reviewer, 2012
American Field Service, High School Program Liaison, 2010 – 2011