FREQUENTLY ASKED QUESTIONS AND WHO AT ARCADIA TO CONTACT

Administrative Support Team
Arlene Snyder, Administrative Manager and Health and Safety Officer
Contact for questions regarding logistical arrangements for the annual National Advisory Board meeting, and with questions regarding insurance, general information on health and safety.
snyder@arcadia.edu

Karen Heil and Jessica Madoll – Office Assistants
Karen and Jessica are the “voices” of Arcadia CEA. While we have an automated phone system, touching 0 will put you in touch with either one of them. They will be able to direct you to the individual at Arcadia CEA who can most effectively answer your questions or address your concerns.

Student Services Team
David Rudd, Director of Student Services
Contact with questions regarding registration, transfer of credits, student conduct issues, etc.
rudd@arcadia.edu

*Program Coordinators – please see attached list for specific program responsibilities
The program coordinators work in concert with our overseas staff and host institutions to maintain the most up-to-date information about academic offerings and student services. They can provide assistance with advising as well as guidance in admissions procedures and pre-departure planning. They can provide specific information regarding courses, housing, program calendars, and flight information. Contact with questions regarding application status and processing, specific program information, transcripts, housing concerns/questions, pre-departure etc.

Institutional Relations Team
Lorna Stern, Director of Institutional Relations
Contact if you are unable to reach the Assistant Director for your region.
sternl@arcadia.edu

*Assistant Directors – please see attached list for specific regional responsibilities
The assistant directors serve as your regional resource for the Center for Education Abroad and are able to speak on a variety of topics including the merits of study abroad in general, regardless of whether a student decides to takes advantage of an Arcadia program. They are available to speak with your staff, faculty administrators, classes, and student groups. For newer advisors, the assistant directors can serve as a valuable resource for learning about the field. For more experienced advisors, the campus visit provides a forum to update you on program developments. Contact regarding campus visits or fairs or for general questions about programs.

Michelle Brito, Coordinator of Institutional Relations
Contact for catalog orders/updates to contact list
britom@arcadia.edu

Bernadette Mangione, Publications Coordinator
Contact with questions regarding the website
mangioneb@arcadia.edu

Finance Team
Julie Rosner, Controller
Contact with questions regarding direct billing agreements and scholarship opportunities.
rosner@arcadia.edu

Sean Flenders, Student Accounts Manager
Contact with questions about student bills and/or accounts
flenders@arcadia.edu

Rosemary Hall, Financial Aid Coordinator
Contact with questions regarding individual consortium agreements as well as for students needing to process aid through Arcadia.
hallr@arcadia.edu
PROGRAM RESPONSIBILITIES

Program coordinators can be reached by dialing 1-866-927-2234 or via their direct lines at 1-215-572 + the extensions listed below

<table>
<thead>
<tr>
<th>TIMOTHY BARTON <a href="mailto:barton@arcadia.edu">barton@arcadia.edu</a></th>
<th>TIMOTHY BARTON <a href="mailto:barton@arcadia.edu">barton@arcadia.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Greece</td>
<td>Greece</td>
</tr>
<tr>
<td>Arcadia Center for Hellenic, Balkan and Mediterranean Studies and Research</td>
<td>Arcadia Center for Hellenic, Balkan and Mediterranean Studies and Research</td>
</tr>
<tr>
<td>Summer in Greece (summer)</td>
<td>Summer in Greece (summer)</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>Northern Ireland</td>
</tr>
<tr>
<td>Queen's University Belfast</td>
<td>Queen's University Belfast</td>
</tr>
<tr>
<td>University of Ulster</td>
<td>University of Ulster</td>
</tr>
<tr>
<td>Republic of Ireland</td>
<td>Republic of Ireland</td>
</tr>
<tr>
<td>Dublin Parliamentary Internship</td>
<td>Dublin Parliamentary Internship</td>
</tr>
<tr>
<td>Trinity College, Dublin</td>
<td>Trinity College, Dublin</td>
</tr>
<tr>
<td>University College Dublin – Arts</td>
<td>University College Dublin – Arts</td>
</tr>
<tr>
<td>University College Dublin – Business</td>
<td>University College Dublin – Business</td>
</tr>
<tr>
<td>Contemporary Irish Studies, Dublin (summer)</td>
<td>Contemporary Irish Studies, Dublin (summer)</td>
</tr>
<tr>
<td>CHRISTOPHER CALLAS <a href="mailto:callasc@arcadia.edu">callasc@arcadia.edu</a></td>
<td>CHRISTOPHER CALLAS <a href="mailto:callasc@arcadia.edu">callasc@arcadia.edu</a></td>
</tr>
<tr>
<td>Italy</td>
<td>Italy</td>
</tr>
<tr>
<td>Umbra Institute, Perugia*</td>
<td>Umbra Institute, Perugia*</td>
</tr>
<tr>
<td>Umbra Institute Intensive Italian (Stranieri)*</td>
<td>Umbra Institute Intensive Italian (Stranieri)*</td>
</tr>
<tr>
<td>RICHARD CERVANTES <a href="mailto:cervantr@arcadia.edu">cervantr@arcadia.edu</a></td>
<td>RICHARD CERVANTES <a href="mailto:cervantr@arcadia.edu">cervantr@arcadia.edu</a></td>
</tr>
<tr>
<td>Italy</td>
<td>Italy</td>
</tr>
<tr>
<td>Accademia Italiana, Florence*</td>
<td>Accademia Italiana, Florence*</td>
</tr>
<tr>
<td>Accademia Italiana, Rome*</td>
<td>Accademia Italiana, Rome*</td>
</tr>
<tr>
<td>Università del Salento, Lecce*</td>
<td>Università del Salento, Lecce*</td>
</tr>
<tr>
<td>TRACI CHUPIK <a href="mailto:chupikt@arcadia.edu">chupikt@arcadia.edu</a></td>
<td>TRACI CHUPIK <a href="mailto:chupikt@arcadia.edu">chupikt@arcadia.edu</a></td>
</tr>
<tr>
<td>England</td>
<td>England</td>
</tr>
<tr>
<td>Lancaster University</td>
<td>Lancaster University</td>
</tr>
<tr>
<td>Middlesex University</td>
<td>Middlesex University</td>
</tr>
<tr>
<td>University of Greenwich</td>
<td>University of Greenwich</td>
</tr>
<tr>
<td>University of Manchester</td>
<td>University of Manchester</td>
</tr>
<tr>
<td>University of Nottingham</td>
<td>University of Nottingham</td>
</tr>
<tr>
<td>University of Sussex</td>
<td>University of Sussex</td>
</tr>
<tr>
<td>University of York</td>
<td>University of York</td>
</tr>
<tr>
<td>Scotland</td>
<td>Scotland</td>
</tr>
<tr>
<td>Glasgow School of Art</td>
<td>Glasgow School of Art</td>
</tr>
<tr>
<td>Scottish Parliamentary Internship</td>
<td>Scottish Parliamentary Internship</td>
</tr>
<tr>
<td>University of Aberdeen</td>
<td>University of Aberdeen</td>
</tr>
<tr>
<td>University of Edinburgh</td>
<td>University of Edinburgh</td>
</tr>
<tr>
<td>University of Glasgow</td>
<td>University of Glasgow</td>
</tr>
<tr>
<td>University of St Andrews</td>
<td>University of St Andrews</td>
</tr>
<tr>
<td>University of Stirling</td>
<td>University of Stirling</td>
</tr>
<tr>
<td>Creative Writing in Scotland (summer)</td>
<td>Creative Writing in Scotland (summer)</td>
</tr>
<tr>
<td>Literature in Scotland (summer)</td>
<td>Literature in Scotland (summer)</td>
</tr>
<tr>
<td>SUISS (summer)</td>
<td>SUISS (summer)</td>
</tr>
<tr>
<td>ANDREW DOWNS <a href="mailto:downsa@arcadia.edu">downsa@arcadia.edu</a></td>
<td>ANDREW DOWNS <a href="mailto:downsa@arcadia.edu">downsa@arcadia.edu</a></td>
</tr>
<tr>
<td>Australia</td>
<td>Australia</td>
</tr>
<tr>
<td>Australian National University</td>
<td>Australian National University</td>
</tr>
<tr>
<td>Australian Parliamentary Internship</td>
<td>Australian Parliamentary Internship</td>
</tr>
<tr>
<td>Macquarie University</td>
<td>Macquarie University</td>
</tr>
<tr>
<td>Monash University</td>
<td>Monash University</td>
</tr>
<tr>
<td>Sydney Semester Internship</td>
<td>Sydney Semester Internship</td>
</tr>
<tr>
<td>University of Adelaide</td>
<td>University of Adelaide</td>
</tr>
<tr>
<td>University of Melbourne</td>
<td>University of Melbourne</td>
</tr>
<tr>
<td>University of New South Wales</td>
<td>University of New South Wales</td>
</tr>
<tr>
<td>University of Sydney</td>
<td>University of Sydney</td>
</tr>
<tr>
<td>University of Technology, Sydney</td>
<td>University of Technology, Sydney</td>
</tr>
<tr>
<td>University of Western Australia</td>
<td>University of Western Australia</td>
</tr>
<tr>
<td>University of Wollongong</td>
<td>University of Wollongong</td>
</tr>
<tr>
<td>Victorian College of the Arts</td>
<td>Victorian College of the Arts</td>
</tr>
<tr>
<td>Sydney Summer Internship</td>
<td>Sydney Summer Internship</td>
</tr>
<tr>
<td>JULIA LEVY <a href="mailto:levyj@arcadia.edu">levyj@arcadia.edu</a></td>
<td>JULIA LEVY <a href="mailto:levyj@arcadia.edu">levyj@arcadia.edu</a></td>
</tr>
<tr>
<td>China</td>
<td>China</td>
</tr>
<tr>
<td>Beijing Language and Culture University*</td>
<td>Beijing Language and Culture University*</td>
</tr>
<tr>
<td>Fudan University*</td>
<td>Fudan University*</td>
</tr>
<tr>
<td>Shanghai University of Finance and Economics*</td>
<td>Shanghai University of Finance and Economics*</td>
</tr>
<tr>
<td>Equatorial Guinea</td>
<td>Equatorial Guinea</td>
</tr>
<tr>
<td>West African Biodiversity &amp; Economic Development</td>
<td>West African Biodiversity &amp; Economic Development</td>
</tr>
<tr>
<td>BRANDYN MULLER CAMPBELL <a href="mailto:mullerb@arcadia.edu">mullerb@arcadia.edu</a></td>
<td>BRANDYN MULLER CAMPBELL <a href="mailto:mullerb@arcadia.edu">mullerb@arcadia.edu</a></td>
</tr>
<tr>
<td>South Africa</td>
<td>South Africa</td>
</tr>
<tr>
<td>Cape Town Internship</td>
<td>Cape Town Internship</td>
</tr>
<tr>
<td>University of Cape Town</td>
<td>University of Cape Town</td>
</tr>
<tr>
<td>University of Stellenbosch</td>
<td>University of Stellenbosch</td>
</tr>
<tr>
<td>University of the Western Cape</td>
<td>University of the Western Cape</td>
</tr>
<tr>
<td>Community Development Program in Cape Town (summer)</td>
<td>Community Development Program in Cape Town (summer)</td>
</tr>
<tr>
<td>Stellenbosch University – A Decade of Democracy &amp; Beyond (summer)</td>
<td>Stellenbosch University – A Decade of Democracy &amp; Beyond (summer)</td>
</tr>
<tr>
<td>KATHERINE REINHART <a href="mailto:reinhark@arcadia.edu">reinhark@arcadia.edu</a></td>
<td>KATHERINE REINHART <a href="mailto:reinhark@arcadia.edu">reinhark@arcadia.edu</a></td>
</tr>
<tr>
<td>England</td>
<td>England</td>
</tr>
<tr>
<td>Goldsmiths College</td>
<td>Goldsmiths College</td>
</tr>
<tr>
<td>King's College</td>
<td>King's College</td>
</tr>
<tr>
<td>London School of Economics and Political Science</td>
<td>London School of Economics and Political Science</td>
</tr>
<tr>
<td>Oxford University</td>
<td>Oxford University</td>
</tr>
<tr>
<td>Queen Mary College</td>
<td>Queen Mary College</td>
</tr>
<tr>
<td>Royal Holloway</td>
<td>Royal Holloway</td>
</tr>
<tr>
<td>School of Oriental and African Studies</td>
<td>School of Oriental and African Studies</td>
</tr>
<tr>
<td>University College London</td>
<td>University College London</td>
</tr>
<tr>
<td>University of Cambridge Summer Program (summer)</td>
<td>University of Cambridge Summer Program (summer)</td>
</tr>
<tr>
<td>University of Essex</td>
<td>University of Essex</td>
</tr>
<tr>
<td>University of Westminster</td>
<td>University of Westminster</td>
</tr>
<tr>
<td>SUZANNE RICHARDSON <a href="mailto:richards@arcadia.edu">richards@arcadia.edu</a></td>
<td>SUZANNE RICHARDSON <a href="mailto:richards@arcadia.edu">richards@arcadia.edu</a></td>
</tr>
<tr>
<td>Australia</td>
<td>Australia</td>
</tr>
<tr>
<td>Bond University*</td>
<td>Bond University*</td>
</tr>
<tr>
<td>Griffith University</td>
<td>Griffith University</td>
</tr>
<tr>
<td>James Cook University</td>
<td>James Cook University</td>
</tr>
<tr>
<td>Queensland University of Technology</td>
<td>Queensland University of Technology</td>
</tr>
<tr>
<td>University of Queensland</td>
<td>University of Queensland</td>
</tr>
<tr>
<td>Environmental Management (summer)</td>
<td>Environmental Management (summer)</td>
</tr>
<tr>
<td>New Zealand</td>
<td>New Zealand</td>
</tr>
<tr>
<td>Canterbury University</td>
<td>Canterbury University</td>
</tr>
<tr>
<td>University of Auckland</td>
<td>University of Auckland</td>
</tr>
<tr>
<td>University of Otago</td>
<td>University of Otago</td>
</tr>
<tr>
<td>Victoria University of Wellington</td>
<td>Victoria University of Wellington</td>
</tr>
<tr>
<td>CLIFF TIRONI <a href="mailto:tironic@arcadia.edu">tironic@arcadia.edu</a></td>
<td>CLIFF TIRONI <a href="mailto:tironic@arcadia.edu">tironic@arcadia.edu</a></td>
</tr>
<tr>
<td>Spain</td>
<td>Spain</td>
</tr>
<tr>
<td>Barcelona Center for Education Abroad*</td>
<td>Barcelona Center for Education Abroad*</td>
</tr>
<tr>
<td>Fundacion Jose Ortega y Gasset, Toledo*</td>
<td>Fundacion Jose Ortega y Gasset, Toledo*</td>
</tr>
<tr>
<td>University of Granada*</td>
<td>University of Granada*</td>
</tr>
<tr>
<td>AMANDA ZIMMERMAN <a href="mailto:zimmerma@arcadia.edu">zimmerma@arcadia.edu</a></td>
<td>AMANDA ZIMMERMAN <a href="mailto:zimmerma@arcadia.edu">zimmerma@arcadia.edu</a></td>
</tr>
<tr>
<td>Republic of Ireland</td>
<td>Republic of Ireland</td>
</tr>
<tr>
<td>Burren College of the Arts</td>
<td>Burren College of the Arts</td>
</tr>
<tr>
<td>National University of Ireland, Galway</td>
<td>National University of Ireland, Galway</td>
</tr>
<tr>
<td>National University of Ireland, Maynooth</td>
<td>National University of Ireland, Maynooth</td>
</tr>
<tr>
<td>University College Cork</td>
<td>University College Cork</td>
</tr>
<tr>
<td>University of Limerick</td>
<td>University of Limerick</td>
</tr>
<tr>
<td>Wales</td>
<td>Wales</td>
</tr>
<tr>
<td>University of Wales, Bangor</td>
<td>University of Wales, Bangor</td>
</tr>
<tr>
<td>University of Wales, Swansea</td>
<td>University of Wales, Swansea</td>
</tr>
</tbody>
</table>

* These programs also offer summer options
Regional Assistant Directors

**Southwest and Mountain Regions**

**Elise Rayner**  
1517 Winfield Ave  
Colorado Springs, CO 80906  
tel: 267-303-4105

Elise started with Arcadia in July, 1999 and is based in Colorado Springs, Colorado. Elise has served as an Assistant Director working with schools from California, to Texas and Minnesota, and everywhere in between. After a brief two year hiatus to work for the Juvenile Diabetes Research Foundation, Elise realized her heart was truly in the field of study abroad and she returned to Arcadia in December, 2006. She now focuses her attention on developing and maintaining relationships with schools in Southern California, Colorado, Arizona, Utah, Nevada, New Mexico, and Wyoming.

Elise received her undergraduate degree in International Relations, focusing on Chinese, Economics, and Politics from the University of Colorado at Denver in 1996. While at CU Denver, Elise studied abroad in China: once on a summer program in Kunming and the second time as a NSEP scholar in Beijing. Elise is currently pursuing a Master's Degree in Nonprofit Management from Regis University.

Over the years, Elise has incorporated her own experiences of living and traveling abroad with Type 1 diabetes into sessions for NAFSA and in articles for both Arcadia and Mobility International USA. When she’s not traveling for Arcadia, Elise spends most of her time on her bike or running the trails near her home.

**Northwest Region**

**Darci Counsell**  
726 N. Schooner Ct.  
Moses Lake, WA 98837  
tel: 267-218-1001

Darci has worked at Arcadia University as an Assistant Director since November 2000. One of her continuing interests is working with alumni and prospective students to educate them about the applicability of skills learned about to their future careers; specifically representing their international experiences on their resumes. She has a Bachelor’s degree in International Affairs from Eastern Washington University and a Master's degree in Education (with a focus on International Education) from Central Washington University. During her undergraduate and graduate studies, Darci
studied abroad in Spain and Mexico. Prior to working for Arcadia Darci served as a Study Abroad Advisor. Darci also works as an adjunct instructor for Big Bend Community College teaching both Business and Communication courses.

Central Region
Brad Lauman
tel: 815-980-0604

Brad Lauman joined our Institutional Relations team in May 2007. Brad serves as Assistant Director and is responsible for working with institutions in the Central Region (TX, OK, LA, MN, MO, ND, SD, AR, KS, NE, IA). With 20 years' experience in international education and travel, Brad brings a wealth of experience to his new position and is deeply committed to the field. He comes to Arcadia from Rockford College in Rockford, Illinois, where he served as Associate Dean for Academic Affairs and Director of the Kobe-Regent's Center for Global Education at Rockford College. Brad is an active NAFSA member and was Co-Chair of NAFSA's Financial Resources for Study Abroad Committee (FARSAC) as well as serving as regional representative.

Northeast Region
Wendy Lombardo
4163 West Shore Manor Road
Jamesville, NY 13078
tel: 267-481-5793

Wendy joined Arcadia in July 2004 as the Assistant Director for the Northeast Region. She is responsible for Institutional Relations with schools in Rhode Island, Massachusetts, Connecticut, Vermont, New Hampshire, Maine and New York. With a background in student affairs/residence life, Wendy entered the field of international education as a Resident Director for Semester at Sea. Since then, she spent seven years working with international students and scholars at Cornell and Roger Williams University prior to working at Arcadia. She also spent time in Germany as a Fulbright scholarship recipient of The U.S.-Germany International Education Administrators Program. She has a Bachelors Degree in Psychology from Keene State College and a Masters Degree in Mental Health Counseling from Johnson State College. Wendy’s commitment to international education is clear from her involvement in NAFSA. She is a member of the Trainer Corps, was Education Abroad Representative, CAFSS Representative and Publications Editor for Region X and has presented at regional and national conferences in international education and student affairs.

Southeast Region
Melissa Chambers
tel: 267-218-0250

Melissa started with Arcadia in May 2007. As Assistant Director for the Southeast Region, Melissa Chambers is based in Charlotte, NC and works with home institutions in the states of North Carolina, South Carolina, Tennessee, Florida, Alabama, Mississippi, and Georgia. Before coming to Arcadia, Melissa worked as the study abroad advisor in the Office of Education Abroad at the University of North Carolina at Charlotte for five years. During that time, she was the Co-Chair for the first International Women’s Day celebration at UNC Charlotte. Melissa is very active in NAFSA and has presented at numerous regional and national conferences, often on topics related to women and travel. Melissa holds a B.A. in Spanish and Creative Writing at Western Michigan University and an M.A. in Communication Studies at UNC Charlotte. She studied abroad as an undergraduate in Barcelona, Spain, through the University of Kansas.

Midwest Region
Dru Simmons
P.O. Box 8099
Columbus, OH 43201
tel: 267-218-0256

Dru Simmons has been with Arcadia since August 2000. Currently he serves as an assistant director working with those institutions in the Midwest (IL, IN, KY, MI, OH, WI) that utilize Arcadia programs. He received his BA in Political Science from Messiah College and his MA in World History from the State University of New York at Brockport. During his academic career, Dru studied extensively overseas—twice in Central America as an undergraduate and in Mexico during post-graduate studies. Prior to joining Arcadia University in 2000, Dru held an administrative post in a Latin American studies program in Costa Rica and then spent three years as a study abroad advisor.

Dru is currently serving as Co-Chair of the Mid-Career Professionals in Education Abroad. Additionally he is an active member of NAFSA: Association of International Educators, most recently co-editing the curriculum for the Foundations for International Education – Education Abroad Advising workshop in which he has presented since 2004. Previously he has served nationally on the Leadership Development Committee, and regionally as the KC Education Abroad Representative for NAFSA Region VI and TechSIG for NAFSA Region X. Dru is also a trained QUIP Peer Reviewer for the Forum on Education Abroad.

Mid-Atlantic Region