



Senior Director, Global Programs and Services

Leadership Profile

Spring/Summer 2026



Executive Summary

San José State University (SJSU) seeks a strategic, action-oriented, collaborative, compassionate and innovative leader to serve as the Senior Director for Global Programs and Services.

Founded in 1857, SJSU is the oldest public institution of higher education on the West Coast. Located in the heart of California's Silicon Valley, and home to approximately 40,000 undergraduate and graduate students, SJSU is the fifth largest of the 22 campuses of the California State University (CSU) system, which is the largest four-year university system in the United States. As one of the 200 top research universities in the nation, SJSU has robust NSF and NIH-funded research programs and one of the highest levels of research funding in the CSU system.

San José State University stands as one of the most diverse universities in the nation, reflecting the rich cultural, ethnic, and socioeconomic tapestry of Silicon Valley, the broader Bay Area, and the global communities it serves. As a federally recognized Hispanic-serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI), SJSU enrolls a student body shaped by a wide range of lived experiences, languages, and perspectives. Over 85% of its population identify as students of color and 37% identify as first-generation college students, creating a truly multicultural learning environment. This diversity is not only a defining characteristic of the campus but a core strength, shaping inclusive teaching, community engagement, and a commitment to equity and student success. The diversity of the student body directly informs the work of the division.

The campus strategic plan—[Transformation 2030](#)—released in spring 2019 and advanced under the leadership of [President Teniente-Matson](#), provides the framework for bold institutional growth and prioritizes student belonging, well-being, and engagement. The Senior Director for Global Programs and Services will be instrumental in shaping how internationalization efforts advance these priorities and expanding global learning opportunities. Currently, SJSU has over 3,000 international students from more than 100 different countries, representing one of the largest international student bodies and the top public university hosting international students among master-granting schools in the U.S. In the 2025 FrogHire Career Outcome University Ranking, SJSU secured the #1 position out of 339 universities for international student employment outcomes and return on investment, reflecting strong post-graduation earnings and a favorable balance between tuition cost and career outcomes. Moreover, SJSU's Study Abroad and Away programs further enrich the campus by expanding access to global and domestic learning experiences, strengthening the university's commitment to preparing students to thrive in an interconnected world.

Reporting to the Executive Director of Belonging and Engagement Strategies and partnering closely with the Associate Vice President for Student Equity and Belonging who also serves as the Senior International Officer (SIO), the Senior Director for Global Programs and Services provides strategic leadership and operational oversight for [International Student and Scholar Services \(ISSS\)](#) and [Study Abroad and Away \(SAA\)](#). The Senior Director is responsible for establishing the long-term vision, strategic direction, and operational priorities for global programs that support student success and equity, while ensuring alignment with the university's broader internationalization goals and institutional priorities.

The ideal candidate will have at least seven years of experience leading and administering global programs and services in a higher education institution. Required qualifications include knowledge of federal and state laws, regulations and compliance requirements related to international education, including immigration. Strong organizational and leadership skills, with the ability to manage multiple priorities, initiatives and stakeholders in a complex, dynamic environment, will be critical to success. Experience working with culturally diverse populations, cross-functional teams, and a broad range of university and external partners will enable effective leadership as Senior Director. A demonstrated commitment to collaboration, inclusion, and fostering a strong sense of belonging is essential. A master's degree is required.

To submit a nomination or express personal interest in this position, please see the Procedure for Candidacy section at the end of this document.

Role of the Senior Director, Global Programs and Services

Reporting to the Executive Director of Belonging and Engagement Strategies and partnering closely with the Associate Vice President for Student Equity and Belonging/Senior International Student Officer (SIO), the Senior Director for Global Programs and Services provides strategic leadership and operational oversight for International Student and Scholar Services (ISSS) and Study Abroad and Away (SAA), and oversees a broad portfolio serving more than 3,000 international students and scholars, including matriculated students, study abroad participants, and visiting scholars.

Serving as a key advisor to the Executive Director of Belonging and Engagement Strategies and the Associate Vice President for Equity and Belonging/SIO, the Senior Director provides insight on global trends, geopolitical risks, and emerging opportunities. This position is responsible for setting the long-term vision, strategic direction, and operational priorities for global programs that support student success and equity, while ensuring alignment with the university's broader internationalization strategy. As a member of the Student Equity and Belonging leadership team, the Senior Director contributes to Student Affairs divisional strategic planning, implementation, and assessment.



In partnership with academic and external stakeholders, the Senior Director advances the university's internationalization strategy by translating institutional goals into actionable, inclusive practices that integrate global engagement across academic and co-curricular pathways. This position strengthens the academic and co-curricular experience of international students and expands global and domestic exchange opportunities. Working closely with the AVP for Student Equity and Belonging/SIO, this role aligns global initiatives with student success, workforce readiness, and community impact.

The Senior Director ensures institutional compliance with federal and state regulations, as well as CSU and campus policies governing international students and scholars and is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act (CANRA). The Senior Director is also required to comply with the requirements set forth in all CSU Executive Orders as a condition of employment and to promptly report any known or suspected Title IX incidents.

The Senior Director also advances sustainable financial models, including fee structures and revenue strategies. The role oversees staff, resources and operations, and uses data-informed practices to drive continuous improvement and strategic growth across global initiatives. The GPS department includes 12 FTE in addition to the Senior Director, and both ISS and SAA also include student leadership teams.

Opportunities and Expectations for Leadership

San José State University is a campus of change agents and a community that thrives in the face of challenges. From preparing teachers for the frontier to becoming a dynamic, comprehensive university at the epicenter of the future, SJSU has evolved alongside the needs of its students, the region, and the world. Today, San José State is experiencing a transformational shift as a preeminent urban public university committed to academic excellence and student belonging. Global Programs and Services is an integral part of SJSU's future as the university strives to elevate student success, advance research, foster inclusivity, strengthen partnerships, and ensure operational excellence. The Senior Director will be a key thought partner in balancing complex regulatory compliance with innovative programming to ensure that Global Programs and Services are fully integrated with institutional priorities, including enrollment strategy, student success, and equity and belonging for SJSU's 3,000+ international students and scholars.

Working closely with the Associate Vice President for Student Equity and Belonging/SIO, the Senior Director of Global Programs and Services will lead efforts to address the following critical leadership priorities:

- **Provide strategic vision, direction, and leadership for internationalization.**

The Senior Director will be a visionary, forward-thinking, and collaborative leader who can articulate and advance a coherent, long-term strategy for internationalization and global engagement, aligning initiatives across the university and coordinating efforts to optimize organizational effectiveness. Opportunities for coordination include partnering with Enrollment Management on strategies for international recruitment, retention, and success; partnering with academic colleges and departments on curriculum internationalization, research and grant opportunities; and global learning experiences; supporting staff and faculty during periods of challenge and uncertainty related to evolving federal immigration regulations; and cultivating and sustaining strategic partnerships with international organizations and alumni.

Leading with empathy, cultural humility, and operational competence will be essential for success as the Senior Director helps SJSU to define a shared understanding of internationalization. This position will establish a clear, actionable vision for its integration across research, curriculum, partnerships, and co-curricular activities.

- **Strengthen awareness, engagement and institutional support for internationalization efforts**

The Senior Director will be instrumental in ensuring that internationalization remains a strategic priority for the university and that the international perspective is meaningfully integrated into the campus culture. The Senior Director will articulate and build broad support across the university for the importance of internationalization – both outbound and inbound – as SJSU strives to prepare students to enter a globally diverse and competitive workforce.

Additionally, because the context for internationalization and global engagement is evolving at such a rapid pace, the Senior Director must stay current on emerging issues and trends and serve as a thought partner to campus leadership in navigating complex and time-sensitive challenges. The Senior Director will be comfortable stepping into situations that require immediate and thoughtful action to meet legal obligations while continuing to provide care and support to the campus community.

The Senior Director will position Global Programs and Services as a trusted partner to senior administrators, faculty, and staff, by listening deeply, building trust, finding common ground, and communicating clearly in the pursuit of new opportunities to advance internationalization initiatives. In this role, the Senior Director will be a champion and effective storyteller, elevating the value and impact of internationalization and global engagement efforts across the university and with regional and external partners.

- **Enhance the integration of SAA and ISSS with Student Affairs while expanding partnerships with Academic Affairs.**

The integration of Study Abroad and Away and International Student and Scholar Services within Student Affairs reflects the university's commitment to inclusion and belonging and presents an opportunity to position internationalization as a core component of SJSU's equity and belonging framework. The Senior Director will partner with the Division of Student Affairs to integrate SAA and ISSS in support of a cohesive approach to global learning across curricular and co-curricular experiences.

The Senior Director will identify opportunities where Student Affairs initiatives intersect with Academic Affairs priorities, advancing institutional efforts related to inclusive excellence and belonging. This leader will build trust with deans, faculty committees, and administrative partners; communicate clearly and consistently; and respond proactively as opportunities for collaboration emerge.

- **Expand access to and support for transformational global learning programs.**

The Office of Study Abroad and Away develops and manages a portfolio of programs including bilateral exchanges, semester and year-long programs, short-term faculty-led programs (FLP), culturally immersive domestic field trips, service learning abroad, and global internships. These programs are transformational, and the Senior Director will work to ensure that all students have equitable access to these high-impact experiences that foster personal and professional growth, build intercultural competencies, and prepare them to contribute in a global society. This may require expanding program offerings, and the Senior Director must be entrepreneurial, and business-minded, ensuring both the quality and long-term fiscal sustainability. The Senior Director will work with departments to support their individual goals while also serving as a key connector to broader institutional partnerships and priorities.

- **Lead, develop, and support a high-performing and engaged team.**

The Senior Director will be an accomplished manager who provides clear direction, vision, and advocacy for the work of the offices; fosters staff engagement; and cultivates a positive and inclusive organizational culture. The Senior Director will enhance the office's connection to Division of Student Affairs and communicate with clarity, transparency, and consistency, helping staff understand how their work advances institutional priorities. Equally important will be the ability to balance competing priorities and support staff in managing workflow while navigating complex, cross-functional relationships across the university. A commitment to professional development, openness to new ideas, and a spirit of collaboration and innovation will be key to success in this role.

- **Strengthen external partnerships to expand opportunities and support for students and scholars.**

San José State University is Silicon Valley's leading source of graduates in education, engineering, computer science, and business, contributing to strong employment outcomes for its international students. As a result, many graduates remain in the region, creating a robust network of alumni and industry connections. The Senior Director will collaborate with campus partners to identify and engage employers, alumni, and community organizations to connect SJSU's international students and scholars to the local community. The focus will be to enhance belonging, expand mentorship and career pathways, increase research collaboration and visibility, and cultivate philanthropic support for international student success and global engagement initiatives.

- **Advance effective organizational administration and compliance.**

The Senior Director will support an operation that is modern, flexible, and data-informed, with a commitment to continuous assessment and improvement to meet evolving needs. The Senior Director will establish clear performance standards and develop metrics to evaluate program effectiveness, while also demonstrating empathy and awareness of the challenges faced by international students, scholars and the staff who support them. Additionally, the Senior Director must be knowledgeable about policies and processes that govern international education, including immigration requirements, and apply this expertise within the SJSU context. The Senior Director will ensure compliance with university, California State University system, state, and federal regulations.



Professional Qualifications and Personal Qualities

The Senior Director for Global Programs and Services will have at least seven years of experience administering global programs and services as a senior level administrator (e.g., assistant/associate director or director) in higher education. A master's degree in a relevant field (e.g., international education, global studies, higher education leadership, international relations, etc.) from an accredited institution is required; a doctorate is preferred. Experience living and/or studying abroad is also preferred.

- **Expertise in internationalization:** An understanding of the functions of both International Students and Scholar Services (ISSS) and Study Abroad and Away (SAA). At least five years of experience advising and/or counseling international students in higher education. Knowledge of, and ability to apply, university, CSU System, state, and federal policies and regulations related to international education, including immigration requirements for F-1 students and J-1 exchange visitors. Experience with professional organizations and associations supporting internationalization and global engagement.
- **Strategic Thinking and Decision Making:** Ability to develop and implement strategic, operational, and financial plans that support program growth and sustainability. Strong analytical and problem-solving skills, with the ability to exercise sound judgment and manage risk in dynamic situations. An agile thinker who can make complex decisions and shape future strategy.
- **Collaborative Leadership:** Ability to build and maintain effective working relationships across academic and administrative units and with diverse internal and external partners. Demonstrated ability to lead cross-functional and cross-divisional initiatives.
- **Mission Alignment:** Experience working with diverse student populations and advancing equity, inclusion, and access in a university setting. Demonstrated success in expanding access to global learning opportunities and preparing students to thrive in a globalized workforce.
- **Management and Organizational Effectiveness:** Experience leading, supervising, and developing staff and cross-functional teams to achieve institutional and program goals. Strong organizational and leadership skills, with the ability to manage multiple priorities in a complex environment. At least five years of experience serving as a DSO/PDSO/RO/ARO or experience overseeing staff serving in those roles. Knowledge of risk management and crisis response principles, with the ability to support students and staff during critical incidents.
- **Communication Skills:** Excellent written, oral, and interpersonal communication skills, including the ability to present information clearly and represent the university effectively. Demonstrated ability to communicate effectively with students, faculty, staff, senior leaders, and external partners.
- **Personal Qualities:** Cultural humility and self-awareness; openness to new ideas, flexibility and adaptability; empathy and compassion; ability to manage multiple priorities in a professional, detail-oriented, and fast-paced environment; and the ability to work both independently and as a collaborative team member.



The Division of Student Affairs



As one of the 200 top research universities in the nation, San José State University offers rigorous coursework and research opportunities to over 40,000 undergraduate and graduate students. SJSU holds HSI (Hispanic Serving Institution) and AANAPISI (Asian American, Native American and Pacific Islander Serving Institution) designations.

The [Division of Student Affairs](#) provides comprehensive programs and services designed to support the academic, career, and life aspirations of students and create a climate for learning and engagement that enhances the student experience. The rich diversity of SJSU's student body is a defining strength that informs the division's work.

An experienced and committed staff of approximately 380 professionals work in partnership with faculty and students to maximize the opportunities for student success on a campus with a distinguished history of activism and a strong commitment to a multicultural community. The division aspires to organize its resources and services in support of the needs of its students. With 5,000 students living on campus and thousands more residing nearby, student life at SJSU is both complex and comprehensive.

Mission

In keeping with the academic mission of the institution, the Division of Student Affairs provides student-focused programs and services that support student success and enhance the student experience at San José State University. The Division creates learning opportunities beyond the classroom that foster the intellectual, personal, and civic development of our students.

Values

The Division of Student Affairs is guided by six core values – Learning, Student Success, Excellence, Integrity, Diversity, and Community – which are reflected in its programs and services.

Visit the Division of Student Affairs Organizational Chart [here](#).

International Student and Scholar Services (ISSS)

[International Student and Scholar Services \(ISSS\)](#) supports international students and scholars throughout their experience—from arrival and advising to academic, personal, and cultural transition at SJSU. Information about the team can be found [here](#).

Mission

International Student & Scholar Services (ISSS) cultivates a supportive and inclusive community by centralizing immigration advising and co-curricular support for F-1 and J-1 international students and scholars. The office is

committed to student success, well-being, and meaningful engagement throughout and beyond their time at SJSU.

Vision

SJSU ISSS welcomes, supports, and empowers international students and scholars to thrive academically, professionally, and personally, while contributing to an inclusive campus and global community.

Strategic Goals

1. Maintain a student-centered approach
2. Foster campus internationalization
3. Champion international student advocacy and campus education
4. Commit to team development and success



Study Abroad and Away (SAA)

The [Study Abroad and Away \(SAA\)](#) office advances internationalization by preparing students to live and lead in a global society. SAA coordinates more than 400 global and domestic programs and partnerships, including internships, that provide students with opportunities to learn about different cultures and perspectives and prepare them to address important challenges in global communities. Information about the team can be found [here](#).

Mission

The Study Abroad and Away office supports San Jose State University (SJSU) and Professional and Global Engagement in developing accessible and academically focused cross-cultural programming. The office fosters global competencies through innovative programming and partnerships aligned with institutional priorities.

Vision

SAA supports “study abroad for all,” expanding access, particularly for underserved students, and working to integrate global learning into every student’s experience.

Learning Outcomes

The Study Abroad and Away department recognizes the transformative impact that a study abroad or away experience can have on a student’s academic, personal and professional development. Through participating in these programs, \ San Jose State University students will develop knowledge, skills and attitudes that foster personal and professional growth, strengthen intercultural competence and prepare them to be engaged and effective global citizens in an increasingly interconnected world. Students will be able to accomplish outcomes in the following areas as a result of their study abroad or away experience:

1. Personal growth and development
2. Career readiness
3. Global citizenship and community engagement
4. Intercultural competence

Leadership

Dr. Rachel Camacho, Associate Vice President for Student Equity and Belonging and Senior International Student Officer (SIO)



Rachel Camacho, Ph.D. was appointed Associate Vice President for Student Equity and Belonging (AVPSEB) in May 2025 and Senior International Officer (SIO) in January 2026. In this role, she serves as a key thought partner to the Vice President for Student Affairs and acts as the senior diversity advisor for the division and SIO for the institution, providing strategic vision and management for programs that support historically marginalized and minoritized student populations and close equity gaps.

Rachel brings nearly 20 years of progressive leadership in higher education. She is a transformational leader with a distinguished career dedicated to creating inclusive, equitable, and transformative educational environments. Rachel is widely recognized as a systems thinker and an innovator who approaches student success with a unique blend of data literacy and a deep awareness of the student experience. Throughout her career, she has demonstrated a remarkable ability to harness the collective strengths of her teams to build the infrastructure necessary for students to thrive.

Since her arrival at SJSU, Rachel's portfolio has expanded to include Global Programs and Services. As the campus Senior International Officer (SIO), she provides strategic leadership and oversight for International Student and Scholar Services (ISSS) and Study Abroad and Away (SAA). Her leadership in this area is instrumental in defining how SJSU's internationalization efforts—supporting one of the largest international student bodies in the CSU System—advance the university's mission of global learning and student success.

Before joining SJSU, she served as the Associate Dean for Student Affairs, Equity & Belonging at California State Polytechnic University, Pomona. During her tenure at Cal Poly Pomona, she led impactful Equity, Diversity, and Inclusion (EDI) capacity-building strategies. Additionally, she has served as the Faculty Director for the Master's in Education program at Claremont Graduate University, where she provided administrative leadership and served as an adjunct faculty for the Community Engaged Education and Social Change (CEESC) concentration. Rachel graduated from Pitzer College with a Bachelor's Degree in Sociology, a Master's Degree and Ph.D. in Higher Education and Social Justice.



Dr. Mary Ho, Executive Director of Belonging and Engagement Strategies

Originally from the San Gabriel Valley in Southern California, Mary has over 20 years of experience in higher education working in various institutional systems. She held leadership positions primarily in the areas of student success, equity and inclusion. As the founding Director of the Delphine Intercultural Center at Saint Mary's College, Mary worked in collaboration with faculty, staff and students to build the infrastructure for the new diversity and inclusion center. As the Program Director for the Multicultural Center at Santa Clara University, she developed many inaugural programs including the campus-wide Difficult Dialogue Series and the Women of Color Network. At the University of Southern California, she first served as the Director of Asian Pacific American Student Services and then went on to serve as the Assistant Dean for Diversity and Strategic Initiatives at USC's Dornsife College where her work led to new initiatives to support the most marginalized students at USC including first-generation college students and Guardian scholars. In her most recent role as the Director of Postsecondary Success at Cañada College, she helped establish the Colts-U Transfer Center and the College's AANAPISI initiatives and program.

Mary graduated from UCI with a Bachelor's Degree in Political Science, a Master's Degree at NYU in Student Personnel Administration and an Ed.D in Educational Leadership at USC.

About San José State University

Overview

San José State University is a major, comprehensive public university located in the hub of downtown San José and in the heart of California's Silicon Valley. Its distinctive character has been forged by its long history, its location and its forward-looking vision – a blend of tradition and innovation. Among its most enduring commitments is providing broad access to high-quality higher education at both the graduate and the undergraduate levels, serving a richly diverse population of students across age groups, cultures and economic backgrounds. SJSU is deeply committed to teaching and learning, supported by a faculty actively engaged in scholarship, research, technological innovation, community service, and the arts.

Founded in 1857, San José State University is the oldest public institution of higher education in the West. From its beginnings as a normal school that prepared teachers for the developing frontier, SJSU has progressed into a major metropolitan university that offers 241 areas of study. Quality teaching is a priority at SJSU, where tenured professors teach introductory as well as advanced courses.

One of the 200 top research universities in the nation, SJSU offers rigorous coursework and research opportunities to nearly 40,000 undergraduate and graduate students.

San José State University's location in Silicon Valley provides an exceptionally dynamic learning environment, connecting students with leading companies and organizations for internships, research, and career opportunities. Silicon Valley employers hire more graduates from SJSU than from any other university in the nation.

Mission

Honoring its roots as the first public university in the West, SJSU is an empowering institution serving historically underserved students, advancing inclusion, and embracing talent from diverse cultures across the region and the globe. The university's spirit of innovation and creativity drives academic excellence, teaching, research, and service within a learning environment where all students are supported to succeed. SJSU prepares leaders to thrive and contribute to the transformation of their communities, Silicon Valley, and the world.

Academics

Teaching, Research, Collaboration

With a breadth of academic programs, research and applied learning, SJSU is well positioned to address critical challenges facing communities locally and globally. The university's expanding research and innovation ecosystem enables it to both respond to and shape a rapidly changing world.

Colleges and Departments

Each college houses schools, [departments and programs](#) specific to its area, creating a rich variety of offerings for students and the community.

- [Lucas College and Graduate School of Business](#)
- [Connie L. Lurie College of Education](#)
- [Charles W. Davison College of Engineering](#)
- [College of Graduate Studies](#)
- [College of Health and Human Sciences](#)
- [College of Humanities and the Arts](#)

- [College of Information, Data & Society](#)
- [College of Professional and Global Education \(CPGE\)](#)
- [College of Science](#)
- [College of Social Sciences](#)

Spartan Athletics

Intercollegiate Athletics is an integral part of the university and exists to promote equitable opportunities for men and women to compete at the NCAA Division I level. The athletics program strives to create a diverse and inclusive environment emphasizing academics, compliance, student-athlete welfare, fair play, sportsmanship and Spartan pride. SJSU offers a diverse variety of both men's and women's athletics. Please visit [Spartan athletics](#) for more information.



San José, California



San José State University is situated in the heart of the world's innovation and technology capital. Founded in 1777 as Pueblo de San José, San José was built with an innovative spirit. It is the economic, cultural, and political center of Silicon Valley and the largest city in Northern California. With a population of over one million, it is the third most populous city in California (after Los Angeles and San Diego) and the twelfth most populous in the United States.

San José is cradled by the beautiful Santa Cruz Mountains and the southern shore of San Francisco Bay. San José is located in Santa Clara County, the most affluent county in California and one of the most affluent counties in the United States. You can feel the city's rich past by taking a walking tour through its charming downtown or meandering through its rich History Park. There is much more to San José than technology and history; it is also a unique cultural hub with the largest Vietnamese population outside of Vietnam and one of the three remaining Japantowns in the United States.

For additional information about this vibrant and progressive city, see www.sanjoseca.gov and www.SanJose.org.

Procedure for Candidacy

WittKieffer is assisting San José State University in this search. All applications, nominations, and inquiries are invited. Applications should include, as separate documents, a CV or resume and a letter of interest addressing the themes in this profile. For fullest consideration, candidates are encouraged to submit their materials by **July 13, 2026**.

Please submit all applications, nominations, and inquiries to the search team through [the WittKieffer Candidate Portal by clicking here](#). New users should select **“Register Here”** to create an account before proceeding. After logging in, navigate to **“Open Positions”** and locate the role by entering the institution’s name and clicking on the search wheel.

Nominations and inquiries can also be directed to: **Shelley Arakawa, J.D., and Charlene Aguilar, Ed.M.**

SJSU-GPS@WittKieffer.com

*The salary for the role is anticipated to be between \$145,000-\$155,000.
The final hiring salary is commensurate with experience.*

San José State University (SJSU) is an Equal Opportunity/Affirmative Action employer committed to nondiscrimination on the basis of age, ancestry, citizenship status, color, creed, disability, ethnicity, gender, genetic information, marital status, medical condition, national origin, race, religion or lack thereof, sex, sexual orientation, transgender, or protected veteran status consistent with applicable federal and state laws. This policy applies to all SJSU students, faculty and staff programs and activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by the university (both on and off campus).

