

Community Service Project

“Conversation Partners”



Heartland Community College

Illinois 2017-2018

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I. PURPOSE OF PROJECT

We began the “Conversation Partners” project to meet the needs of our international students on campus. One of our Phi Beta Lambda (PBL) members from last year, Truong (Jack) Luu talked about how alone he felt as a new international student in America. He also recognized American students needed to make connections with each other as well as international students.

Jack Luu competed in the National Leadership Conference in 2017. He recognized the relationships formed through PBL would not only benefit Heartland Community College (HCC) students, but also international students. He asked if our Phi Beta Lambda chapter would be willing to work with the Student Government Association to make a conscious effort to form relationships and support our student body. Our PBL chapter identified HCC students as a community in need. We needed to bring this community together to serve, encourage, and learn from one another.

The purpose of our community project is to encourage diversity on campus and help international students and American students understand more about each other. Conversation Partners connects one American student with one international student, so they can learn from each other including; languages, culture, academic success and social success. Partners are chosen based on common interests and PBL members are paired with international students interested in business.

Conversation Partners has been a yearlong project to meet the diverse needs of our student body. Not only did we have weekly meetings through Conversation Partners, we also organized a panel discussion for students.

In the fall, the Big World Conference was created to provide invaluable insight from individuals with first-hand experience in international business and relations. There were five experienced panelists who answered questions about the impact of international relations in small communities. The word “international” sounds broad and unreachable, but the attendees found that within their own small community, there was a larger global presence than they expected.

Statement of Project Goals

Within our Conversation Partners Community Service Project, there were two main goals and two secondary goals. The first goal was to match an American student with an international student to develop a relationship of friendship and encouragement. After setting this goal, we identified the following additional goals:

- Help HCC students understand the importance of diversity and globalization.
- Encourage international students to get involved with campus activities.
- Give all students a chance to connect with the world and learn from each other's cultures and perspectives.

The second goal was to organize an international panel to discuss how international business can help a small community grow. After two planning meetings, we discovered we had many small towns that welcomed international businesses into their community.



Panelist Amina Bobeski (middle) discusses her small business at the Big World Conference

The panelists were as follows:

- Rosy Cardozo, HCC Spanish instructor from Venezuela.
- Mr. Jim Lansford, Mayor of Streator, IL since 2010. An advocate for advanced education who also stresses a regional approach to economic development.
- Amina Bobeski, owner of the Shake Shack in Lexington, IL with dual citizenship in the U.S. and Macedonia. She is a former PBL member and attended the Entrepreneur Small

Business Showcase, which encouraged her and gave her more information about opening her own business.

- Mr. Robert Karls, city administrator of Pontiac, IL for 36 years.
- Tang Dongbai, Chinese artist and businessman. Since moving to the United States, Tang Dongbai opened his International Airbrush Art School in Pontiac, IL.

Each of the panelists talked about how creating relationships with people from other countries helped their communities grow.

The goals we identified - and wanted to meet through the “Big World Conference” were:

- Helping attendees understand the increasing globalization in businesses of all sizes.
- Explaining the importance of international business and relations.
- Provide understanding as to how a small community can be a welcoming place for immigrants running a small business.

Service to the Community and its Citizens

PBL members provided a service to the community by increasing awareness of diversity and encouraging students to get involved in campus activities. Heartland Community College provides opportunities for international students to achieve academic success; however, social success is also important. Our Phi Beta Lambda chapter worked to create an environment to fulfill that need. Section V - Impacts to the Community, contains feedback from participants in the project who benefitted from the experience.

II. PLANNING AND DEVELOPMENT OF PROJECT

As mentioned in the introduction, this idea emerged from one of our PBL members who competed last year. Individuals began meeting in the summer of 2017 to discuss what this would look like and how we can help students connect with one another. The following table explores our planning process:

	Phases	Conversation Partners	The Big World Conference
Planning 10/01/2017 - 10/15/2017	1	<ul style="list-style-type: none"> - Project proposals accepted by PBL chapter. - Cooperated with International Students Association (ISA). 	
	2	Formed project teams (staffing).	
	3	Set deadlines	
	4	Created documents and interest form.	Contacted panelists.
Developing 10/16/2017 - 11/13/2017	1	Paired partners based on their interests and compatibility.	Created questions and logo for the event.
	2	Set up an orientation meeting for partners to meet; and had the partners engage in a get-to-know you game.	<p>Confirmed panelists and sent them the questions.</p> <p>Made requests for Heartland Marketing Department to publish posts to the website.</p> <p>Promoted the event by passing out flyers and talking to students on campus.</p>
	3	<p>Followed up with emails to check how often partners were meeting.</p> <p>Frequently asked for feedback.</p>	<p>Reserved the conference room and set up the equipment.</p> <p>Set up the welcome table.</p>

III. IMPLEMENTATION OF PROJECT

Conversation Partners is a weekly meeting for international and American students to meet, exchange ideas, form friendships and learn from each other. The following table explains our planning process for the Conversation Partner Project:

Tasks	Date	In charge	Location/note
Sent out sign-up form	September 1-30, 2017	Jack Luu, Spencer Redman	Introduced the project at a Heartland PBL business meeting (09/12/2017)
Paired over 50 participants	September 25, 2017	Maddie Inselmann, Jack Luu, Yanan Zou and Danielle Vogel	SCB1606
Conducted orientation	October 3, 2017 from 3-4 p.m.	Maddie Inselmann, Yanan Zou and Jack Luu	Game Room (SCB1601)
Follow up	November 7, 2017	Jack Luu, Lauren O'Donnell, Yanan Zou, Jeremiah Tyler and Danielle Vogel	Conversation Partners get together

It is important to note that over the course of the first semester, we had over 50 Conversation Partner participants. Within the Conversation Partners Project, the Big World Conference was developed to bring together Conversation Partner participants and HCC students to learn about the impact of international business in small communities from our group of panelists. The following table explains our planning process for this conference:

Tasks	Date	In charge	Location/note
Drafted and sent questions to panelists	November 11, 2017	Gavin Lee, Linda Lambert	Meeting at WDC 1400 once a week
Reserved the room	October 20, 2017	Gavin Lee	SCB 1602
Established budget	October 20, 2017	Jack Luu	
Made name tents and PowerPoint background	November 12, 2017	Name tents: Yanan Zou PowerPoint: Jeremiah Design: Daniel Rios Narciso	SCB 1606
Obtained refreshments for conference	Conference date November 13, 2017	Gavin Lee	Market
Moderator prepared for event	Conference date November 13, 2017	Danielle Vogel	Danielle arrived 30-mins before the conference started
Greeted attendees at the reception	Conference date November 13, 2017	Lauren O'Donnell, Yanan Zou and Linda Lambert	Set up reception table 30 mins before the meeting outside the conference room
Took photos	November 13, 2017	Heartland Marketing Department	SCB 1602
Sent out thank-you notes	November 20, 2017	Jack Luu, Lauren O'Donnell	Heartland's library

IV. IMPACTS AND BENEFITS TO THE COMMUNITY

"I really enjoyed the Conversation Partner program and can't wait to do it again!"

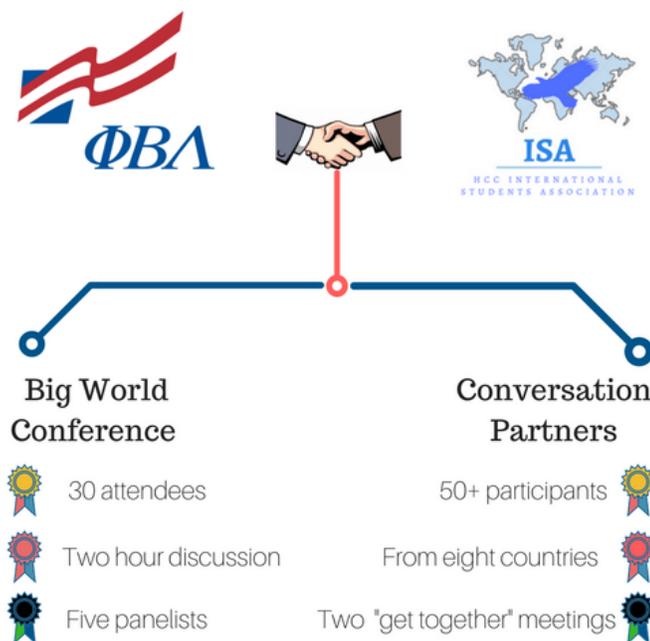
- Lauren O'Donnell

"I had a great time in Conversation Partners last semester."

- Spencer Redman

"This was a rewarding and excellent program. Thank you for organizing it."

- Linda Lambert



Through Conversation Partners, Heartland students and faculty were able to embrace people from other countries with different backgrounds, and international students had an opportunity to make friends from a new country and practice their English.

International students gained knowledge about American society, and American participants were exposed to information pertaining to the history and customs of their partner's country.

This was a unique opportunity for students and faculty to experience diversity on many levels and gain knowledge about different countries and cultures.

Heartland Community College and Bloomington/Normal, IL are each small communities made up of people with similar backgrounds. By creating Conversation Partners, people in the HCC community were able to branch out and make connections they would not normally make.

By attending the Big World Conference through the Conversation Partners Project, Heartland students and faculty experienced firsthand the diverse offerings of cultural integration in a small community.

Big World Conference panelists shared their stories and the personal impact international business has had on them. They also promoted international business and networked with attendees after the meeting.

Education should not only take place at school, it must go beyond the walls of the classroom. Listening to panelists share their personal stories in person was more beneficial than just reading through a biography. By attending these events, students can broaden their horizons and gain unique insights into their own communities as well as a broader global perspective of our world's diverse cultures.

V. EVIDENCE OF PUBLICITY

We utilized various forms of communication to promote campus awareness of Conversation Partners.

Emails were sent to the HCC Marketing Department asking them to promote the Conversation Partners Project. PBL and International Students Association (ISA) members presented details of the events to various classes for awareness. Flyers were created to hang in the buildings around campus. We also advertised in the News section of the student calendar on the HCC website and emailed the Student Government Association (SGA) and Heartland Activities Committee (HAC) for assistance in promoting events.

The following figures are located in the Appendix of this report:

Figure 1- Conversation Partners Sign-up Form (2017)

Figure 2- Conversation Partners Flyers (2018)

Figure 3 - Big World Conference Online Sign-up Form (Facebook post)

Figure 4- Phi Beta Lambda and International Students Association Meeting

Figure 5- Conversation Partners Project Participant Database

Figure 6- Big World Conference Flyer

Figure 7- Heartland Website Posting

Figure 8- Promotional Email from HCC International Programs

Figure 9- Big World Conference Google Form

VI. EVENT FOLLOW-UP

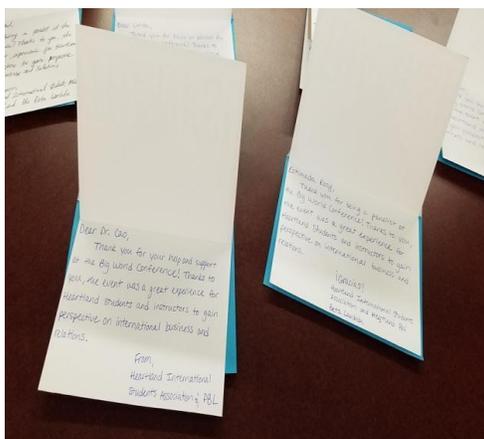
For the Conversation Partners follow-up event we played a game called “Who Wants to be Legendary?” It included questions about world history and culture. We also asked participants for their feedback about Conversation Partners and what they learned from the experience.

We found that our project goals were met because international student participants made new friends and became more engaged in campus activities. Also, both American and international participants were able to learn more about each other’s cultures.



The Big World Conference also educated attendees about the impact of international business on small communities. Through the Conversation Partner Project, the HCC community was able to broaden their worldview through these experiences.

After the Big World Conference, Jack and Lauren wrote thank-you cards to the panelists. They also asked for feedback on the event from attendees and discussed ways to improve the Conference.



Thank you cards to the Big World Conference Panelists



Lauren and Jack promoting the Big World Conference

APPENDIX A

Conversation Partners Sign-up Form

What is Conversation Partners?

This is a community project striving to encourage diversity in Campus and help students understand more about each other.

Conversation Partners will connect one American student with one International student so that they can learn more from each other, from languages to culture, from academic success to social success, etc.

We will email you as soon as we find you a partner. After that, you and your partner can schedule weekly appointments at your convenience. Time and place are up to you.

However, meetings that take place on campus are highly recommended. We hope that you and your partner can spend at least one hour per week.

*** Required**

Tell us what your name is? *

Your answer _____

Where are you from? *

Your answer _____

Figure 1- Conversation Partners sign-up Form (2017)

CONVERSATION PARTNERS PROJECT

This is a community project that strives to encourage diversity in Campus and help international students and American Students understand more about each other.

Conversation Partners will connect one American student with one International student so that they can learn more from each other, from languages to culture, from academic success to social success, etc.

If you are interested in Conversation Partners, we are more than happy to find you a partner that fits your interests. You can either go to: <https://goo.gl/forms/aKUQW/BXC170vvar?> to sign-up or fill out the below information and turn it into Student Engagement Office (SCB 1606, attn: Jack Lun)

- Your full name:
- Your Heartland email:
- Where are you from? (country/state):
- Your phone number:
- Any preferences for conversation partner (country, languages, major, etc.):

We will email you as soon as we find you a partner. After that, you and your partner can schedule weekly appointments at your convenience. Time and place are up to you. However, **meetings that take place on campus are highly recommended.** We hope that you and your partner can spend at least one hour per week.

If you have any questions, please feel free to contact lodome1@my.heartland.edu (Lauren)



Figure 2- Conversation Partners Flyers (2018)

HCC International Student Association added an event. November 1, 2017

When we think about international relations, we usually think about large corporations and national governments, but small businesses and local communities may have a larger global presence than you realize...

The Big World Conference brings together international and American students to gain insight from individuals with first-hand experience in international business and relations. 5 diverse panelists will discuss the impact of international relations in small communities... See More

NOV 13 Big World Conference
Mon 2 PM · Heartland Community College room S...
You like HCC International Student Association

Figure 3- Big World Conference online sign-up form (Facebook post)

HCC International Student Association added 2 new photos. Published by Lưu Phong Trường (?) · October 13, 2017

ISA weekly meeting! We plan for The Big World Conference.

52 people reached

Like Comment Share

Figure 4- Phi Beta Lambda and International Students Association meeting

No.	Name	HCC's Email	Country	Phone (optional)	Partner With	Major/Position at HCC (optional)	Note
1	Daniel Rios Nambiso	driosa@heartland.edu	Mexico	(810)944-0024	Svenner Redman	Visual art	
2	Ravly Miano	rmiano@heartland.edu	Congo	(810)445-0140	Ryan Shoemaker		
3	Roy Chamukenge	rchamuk@heartland.edu	Congo	(810)445-0374	Shannon Monaghan	Associate in Engineering	
4	Erilang Wang	erwang@heartland.edu	China	(810)445-0181	Neil Styczynski	Teach technology/Chinese scholar	
5	Yanan Zou	yzou@heartland.edu	China	(810)445-0182	Jeremiah Tyler, Thurman Stevenson		
6	Zhong Han Lin	zhongh@heartland.edu	China	(810)445-0179	Katie Gallagher		
7	Martha Saldana	msaldan@heartland.edu	Mexico	(810)445-0181	Maddie Insalman		
8	Truong Luu	truongl@heartland.edu	Vietnam	(810)445-0184	Kathyn Norman		
9	Ashley Ruzvidzo	aruzvid@heartland.edu	Zimbabwe	(810)445-0186	Torie Price		
10	Yi Shi	yishi@heartland.edu	China	(810)445-0181	Lauren O'Donnell	Chinese scholar	
11	Megan	megan@heartland.edu	Mexico	(810)445-0181	Guy	Early Childhood Education	
12	Ludena Lu	lludena@heartland.edu	China	(810)445-0181	Linda Lambert	Teach Accounting/Chinese scholar	
13	Natalia Carneiro	ncarneir@heartland.edu	Brazil	(810)445-0181	Joshua Beckwith	Accounting	
14	Jennifer de Castro	jdcastro@heartland.edu	Spain	(810)445-0181	Joshua Crockett		
15	Osamane Ndaye	osamane@heartland.edu	Africa	(810)445-0181	Yanan, Jeremiah		
16	Chunsheng Yang	cyang@heartland.edu	China	(810)445-0181	Eli Mason		
17	María De Jesús Rivera	maria@heartland.edu	Mexico	(810)445-0181	Lucas Grey		Email Lucas and Maria
18	Beni Makala	benim@heartland.edu	Africa	(810)445-0181	Christian Hernandez	Computer Science	
19	Emery Numbi	emery@heartland.edu	Africa	(810)445-0181	Will not be at HCC Spring 2018	Medicine	Email
20	Morine Mashudu Kiveta	mkiveta@heartland.edu	Africa	(810)445-0181		Dressmaker	
21	Emmanuel Kasongo Njongo	eknongo@heartland.edu	Congo	(810)445-0181			
22	Nicolas Yelmbi	nyelmbi@heartland.edu	Congo	(810)445-0181			
23	James Makala	jmakala@heartland.edu	Congo	(810)445-0181			
24	Pascaline Nanzabara	pnanzab@heartland.edu	Congo	(810)445-0181			
25	Nancy Li	nli@heartland.edu	China	(810)445-0181			
26	Monica De Jesus	mdjesus@heartland.edu	Mexico	(810)445-0181			
27	Tasse Leveux	tasse@heartland.edu	Congo	(810)445-0181			
28	Sarah Kalombo	skalombo@heartland.edu	Congo	(810)445-0181		Fashion Design	
29	Navya Jayjyam	njayjya@heartland.edu	India	(810)445-0181		Software Engineering	
30	Chayak Mishra	cmishra@heartland.edu	India	(810)445-0181			
31	Prosper Wange	pwange@heartland.edu	Congo	(810)445-0181	Maddie		
32	Mahendra Patel	mahendra@heartland.edu	India	(810)445-0181			
33	Ernesto Calderon	ecaldero@heartland.edu	Mexico	(810)445-0181			
34	Maruella Mejia Mesa	mmesa@heartland.edu	India	(810)445-0181			
35	Fatenah Rahwanon	fahwanon@heartland.edu	India	(810)445-0181			
36	Isaac Cruz	icruz@heartland.edu	Congo	(810)445-0181			
37	Shannon Monaghan	smonagh@heartland.edu	USA	(810)445-0181	Roy Chamukenge		
38	Kathyn Norman	knorman@heartland.edu	USA	(810)445-0181	Truong Luu		
39	Thurman Stevenson	tstevens@heartland.edu	USA	(810)445-0181	Yanan Zou, Jeremiah Tyler		
40	Ryan Shoemaker	rshoema@heartland.edu	USA	(810)445-0181	Ravly Miano	Stefan Mangina	Email Stefan
41	Torie Price	tprice@heartland.edu	USA	(810)445-0181	Ashley Ruzvidzo		
42	Linda Lambert	llambert@heartland.edu	USA	(810)445-0181	Ludena Lu	HCC business instructor	
43	Joshua Crockett	jcrocket@heartland.edu	USA	(810)445-0181	Jennifer de Castro	Political science	
44	Joshua Beckwith	jbeckwi@heartland.edu	USA	(810)445-0181	Natalia Carneiro	Associate in Science	
45	Lauren O'Donnell	lodonne@heartland.edu	USA	(810)445-0181	Yi Shi	Associates in Business	
46	Katie Gallagher	kgallaga@heartland.edu	USA	(810)445-0181	Zhong Han Lin	Associates in Science	
47	Svenner Redman	sredman@heartland.edu	USA	(810)445-0181	Daniel Rios Nambiso	Study Business	
48	Neil Styczynski	nstyczyn@heartland.edu	USA	(810)445-0181	Erilang Wang		
49	Jeremiah Tyler	jtyler@heartland.edu	USA	(810)445-0181	Yanan Zou		
50	Maddie Insalman	minsalm@heartland.edu	USA	(810)445-0181	Martha Saldana		
51	Stefan Mangina	smangin@heartland.edu	USA	(810)445-0181	Ryan, Rav		
52	Guy	guy@heartland.edu	USA	(810)445-0181	Megan		
53	Eli Mason	emason@heartland.edu	USA	(810)445-0181	Chunsheng Wang		
54	Lucas Grey	lgrey@heartland.edu	USA	(810)445-0181	María De Jesús Rivera		
55	Christian Hernandez	chhernan@heartland.edu	USA	(810)445-0181	Beni Makala		

Figure 5- Conversation Partners Project Participant Database



BIG WORLD CONFERENCE

The Big World Conference is an event that brings together international and American students to gain invaluable insight from individuals with first-hand experience in international business and relations. There will be 4-5 diverse panelists answering questions about the impact of international relations in small communities. The word international sounds broad and inaccessible, but you will find that in your own small community, there is a larger global presence than you may realize...

Our panelists are:

- ♦ Mrs. Amina Bobeski, Owner of the Shake Shack, Lexington, IL.
- ♦ Ms. Rosy Cardozo, HCC Spanish instructor from Venezuela
- ♦ Mr. Robert Karis, City Administrator of Pontiac, IL
- ♦ Mr. Jim Lansford, Mayor of Streator, IL
- ♦ Mr. Dongbai Tang, Chinese artist and businessman

When: Monday, November 13, 2017
 Where: SCB 1602 - Conference Room
 Time: 2:00 PM - 4:00 PM
 Register online:
<https://goo.gl/forms/1U9wq1M2VJnUc2>




Figure 6- Big World Conference Flyer

Student Life Events

Calendar List

Big World Conference MONDAY, NOVEMBER 13, 2017, 2 - 4PM

Join a business Q&A with a panel of representatives of Global Relations, International Communications. This is a partnership between International Student Association and Phi Beta Lambda.

November 13, 2017. 2pm-4pm. SCB1602

Would you like to [participate?](#)

Event Location SCB 1602

Punch Card Rewards 2

Add to My Calendar Forward to Friends

Figure 7- Heartland website posting


HEARTLAND
 COMMUNITY COLLEGE

INTERNATIONAL PROGRAMS
 HEARTLAND COMMUNITY COLLEGE

The Big World Conference is Today!

Thanks for registering for the Big World Conference!
 The panel discussion will be this afternoon from 2-4pm in SCB1602.
 The first portion of the discussion will focus on a series of pre-written questions, followed by time for questions from the audience.
 Cookies and drinks will be available.
 We look forward to seeing you there!
 Also, we hope you can make it to some of the other events we have planned for Diversity & International Education Week:

Tuesday:

- Global Café (2-3pm, Hawks Nest Game Room)
- Immigration Quiz Game (3-4pm, SCB1602)

Wednesday – Friday:

- Boxes & Walls: The Oppression Experience (11am-1pm, ACEC)

Thanks,
 Gavin Lee
 Associate Director of International Programs



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The Big World Conference Sign-up Form

International Relations in Small Communities



Figure 8- A promoting email from HCC International Programs.

Figure 9- Big World Conference Google Form