

**COMMUNITY VOLUNTEERS FOR INTERNATIONAL PROGRAMS
(CVIP)**

December 8, 2010

Minutes

President David Horner convened the meeting.

Present: David Horner, Peggy Arbanas, Carol Towl, Stacy Bieler, Fred Fritz, Midge Morrow, Nicole Namy, Dasha Shamrova, Pam Sievers, Lisa Homeniuk, Mary Barrett, Pat Barrett, Ann McCall, Bonnie Bankson, Christine Van Nada, Jo Pammeter, & Lisa Barron.

Introductions/Announcements: We welcome guests Yoichi Hirose & Xiangxi Chen. Thanks to Home Visits et. al. for providing refreshments

Minutes from November 2010 approved.

TREASURER'S REPORT – October

Mostly October 2010 (except where noted)

Accounts at MSU Federal Credit Union

Savings Account

10-01-10 Balance Forward	1275.65
10-31-10 Dividend	<u>.27</u>
10-31-10 Ending Balance	1275.92

Percentage yield: .25% from October 1, 2010 through October 31, 2010

Checking Account

10-01-10 Balance Forward	1536.85
10-31-10 Ending Balance	1536.85

Expenses paid by OISS on CVIP's behalf

Office

Telephone 8-26---9-25	15.44
Computer access/web fees \$1.00/month	1.00
Postage and mailing	220.10

International Friendship Program

Computer access/web fees \$1.00/month	1.00
Orientation	104.11
	47.71
Printer toner 10-25	84.79

Global Festival

Computer access/web fees \$1.00/month	1.00
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CVIP Retreat 9-17-10

Food/NA beverages.	393.90
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	56.40
Follow-up meeting	136.90
Leadership lunch meeting	42.35
Speakers Bureau Orientation	158.58
October Total	\$1263.28
Fiscal year so far	\$1871.96

Dottie Schmidt

TREASURER'S REPORT – November

Accounts at MSU Federal Credit Union

Savings Account

11-01-10 Balance Forward	1275.92
10-31-10 Dividend	<u>.26</u>
10-31-10 Ending Balance	1276.18

Percentage yield: .25% from November 1, 2010 through November 30, 2010

Checking Account

11-01-10 Balance Forward	1536.85
11-23-10 Deposit	<u>670.00</u>
11-30-10 Ending Balance	2206.85

This deposit was for Younkers coupon booklet checks which were written to CVIP but should have been written to MSU (CVIP Scholarship Fund). Then a check was written to MSU and given to Lois Sollenberger for deposit to the Scholarship Fund account.

Dottie Schmidt

ACTION ITEMS:

Motion: Appoint Pam Sievers to Vision Committee

Action: Approved

Board Educational Programs – Lisa Homeniuk

Stacey Bieler reviewed the CVIP Evaluation Form that was e-mailed On 12-6-10. Helpful feedback was offered. Please have responses within the next week. A 2nd round will then be sent out with a deadline.

Motion:

Action: Approved.

PROGRAM REPORTS

Every Tuesday:

After a brief rise in attendance following invitations to the A+ Language School classes, we have been hovering at about 11 international women, 7 to 10 American volunteers,

and 5 or more children each week. We are hoping to repeat the personal visit to the A+ classes when they begin in January.

We have temporarily lost the volunteer who had committed to oversee the children's area each week, leaving mothers of toddlers scrambling to see that their children aren't escaping up the stairs again.

End of semester planning went well. Ideas were expressed and skills offered by all language and culture groups, in contrast to earlier sessions where cultural differences encouraged some to remain respectfully silent while others felt they should raise their hands at every opportunity. We have a varied and interesting line-up for spring semester, with international participation in leading several of the planned activities.

Christine Van Nada, ET co-chair

Home Visits: Pam received two inquiries from the newsletters. *Lisa Homeniuk*

Global Festival: On Friday, December 3 the Global Festival Committee met to evaluate the November 21st Global Festival and to turn in reports from our committees.

My summary to the committee and notes are the following:

The Publicity Committee of Dilek Kirca and Ruth Fienup deserve a big thank you. We have never had better media coverage than I saw this year. The State Journal had at least three announcements leading up to the festival. I talked with a reporter from the State Journal and the State News, interviewed with Channel 6 and saw the film crew from Channel 10 walking around. I bumped into a whole troop of girl scouts coming up the stairs and saw many community people. Thanks to Tami and Carlos we had great coverage on campus and used many volunteers to do this. This year Dilek compiled a survey to determine how participants learned of the festival. This information will help with advertising next year.

The stage performances were directed by Dasha Shamrova with help from the OISS interns, Meredith Reynolds, Jie He, Nychi Cuddie and Yoichi Hirose. We received very positive feed back from this event. Student performers and the audience all seemed to enjoy the afternoon. Dasha has given me a report with suggestions for next year.

For the wonderful success of the World Gift Shop we owe a big thank you to the hard work of the whole Sollenberger family, Lois, Kristen and Harold. Then if not for Gengen Chan, Mona Brandou and Pat Mukherjee working so hard for the last 3 weeks pricing all those thousands of items, we would not have had a gift shop. Dottie Schmidt helped find and coordinate the volunteers and my husband took charge as one of the cashiers. Pat Barrett worked to make sure every volunteer had a nice nametag for their shift. More than 60 volunteers helped sell. We e made \$6,215 and expect a little more when the sales from bids are final.

This year Carlos Fuentes had more volunteer students than I could count. A wonderful result was that we were able to pack up the leftover gift shop things in one hour and be out of there before 6:30. This has never been done so efficiently in the past. Then Pat and Gengen went over to the Lending Center to meet Carlos and his crews to make sure the boxes were stored in the best way. They were all finished by 7 PM.

There were many spectacular things about the exhibits! Thanks to Tami and Nicole for the set up finding room and backboards for the 30 groups. Canada for the first time and one guy was demonstrating curling. Cameroon, one couple set up a beautiful 3 table display. The Libyans had their tables with fresh roses and happy looking guys. The table displays showed colorful cushions for Albania, Afghanistan and the Saudi group. The Pakistani and Kuwaiti students spontaneously were dancing by their tables, with the clicking of the Philippine bamboo game in the background in this area. There were the kids everywhere getting their name written and girls waiting in line to have henna dye put on their hands. Nothing tops the Sri Lanka kitchen prepared by the Physics PhD student though. He brought the red rice, spices for curry, beans from home and constructed the little straw covered room. He attended the festival last year and thought this would work. There are so many more that I did not get a chance to see. But I did see the neat display from Latin America, showing of many tropical fruits and grains with signs in Spanish and English.

There are many things we need to think about for next year. Some of the most important are a better location for Children's Games, although Lauren Bealore and her team of students did a great job making many kids so proud of their painted faces. Everyone seemed happy, parents and kids

Also Spartan Signature Catering put on a nice meal that was beautifully displayed. The problem was that since last year this space has become a study area. None of us realized this and there were many students taking up the big tables so some diners did not have a place to sit.

In spite of the few things that will be improved for next year, the 2010 Festival was a tremendous success for all involved. *Peggy Arbanas*

International Friendship Program: Working on better security checks. We would eventually would like to do monthly and bi-monthly placements. *Pam Sievers*

Lending Center: No Report. *Erika Larson*

Scholarship Program: No Report. *Lois Sollenberger*

Speakers Bureau: International volunteers with Speakers Bureau have made several presentations in November and early December.

Nov. 11: Gana Ndiaye from Senegal gave a presentation at Meridian Senior Center in Okemos. Cherie Wisdom, the director at the Center, reports that our periodic international speakers are a favorite with the group.

Nov. 17: William Eubank and two visiting international professionals had an informal dialog about China, its culture, and daily life there with the International Interest Group of the MSU Community Club. This last-minute substitution for an unavailable speaker proved very worthwhile and interesting.

Nov. 28: Tohid Darvishzadeh from Iran spoke at First Presbyterian Church for the adult study group. a very interested audience.. Mitsuko Marx had arranged this before she left for Japan.

Dec. 1: Ngoc Lan Thi Dang gave a presentation about Viet Nam to the senior citizens at Allen Neighborhood. The group especially liked her traditional Vietnamese garment.

*Carol Towl & Kathy Bossen, co-chairs, & Mitsuko Marx
Nicole Namy & Dasha Shamrova, Liaisons to OISS*

COMMITTEE REPORTS

Administrative Services: There is good news and bad news. First the bad news: to the best of my knowledge, for about the last five weeks, no completed applications have been sent from the website to any of our program chairs or to the CVIP office. We have no idea as to how many prospective volunteers have filled out membership applications, only to have them disappear without a trace. So if you hear of any applicants who are wondering why no one has contacted them, please let them know the good news.

The good news is that the director of the ISP tech section has been notified about this issue. We expect that their programmers will find and correct the problem very soon. In the meantime, we have warned prospective applicants not to use the online application process and to try again later.

It is a good idea to review a website at least once a year and decide whether the content is up to date. I would encourage all the CVIP program chairs to examine their website pages and inform me of any changes in content or pictures that they would like to see.

Pat Barrett

Executive Committee: *No Report.*

David Horner

Leadership: *No Report.*

Iris Horner

Membership: Currently the membership of CVIP numbers approximately 870 individuals and families. This is an increase of 20 members since our November Board meeting. Most of this increase came from new volunteers in Home Visits and the Global Festival. There may be a decrease in membership to report in January, as the Scholarship Committee chairs are currently screening their membership for inactive donors and World Gift Shop volunteers.

Thanks to the Program chairs who have sent us the names of their new members as well as the names of those who have retired from their programs.

Pat Barrett

Office: A survey of CVIP members for whom we have email addresses was carried out in November. The survey asked the members to compare the (attached) email edition of the *CVIP Newsletter* with the printed copy that they received in the mail. Then they were asked if they preferred the email edition or the printed copy, or both or none. So far, about 90% of those responding have requested the email edition. Many respondents also had glowing praise for the *Newsletter*, which should be pleasing news to Editor Stacey Bieler.

A few days ago a copy of the revised CVIP Board Directory was sent to Board members for their inspection. As soon as everyone has either signed off or offered corrections, a new revised copy will be sent to the Board and put on the website.

Pat Barrett

Public Relations: The newsletter is going out tomorrow.

Stacey Bieler

Visioning: No Report

ADJUNCT REPORTS

Church Women United: No report

Marion Chapman

A+ English Language School/Okemos Adult Education, English As A Second Language, ABE and GED: It has been a wonderful school year for the program. The classes and halls are filled with the enthusiasm of the students and staff.

The November Home visits were a great success. Due to child care licensing issues some of the parents couldn't go to the home visits and spent the day with their children in the child care program and for them we had another special treat. Sue Brook from M&MS Farm brought Patches a 22-year old miniature pony and a cart, and the children and parents were able to pet Patches, watch her be harnessed and have a cart ride around the parking lot. It was a fun day for everyone.

We are now beginning registration for the January semester.

Jo Pammeter

ISP Dean's Office: No Report.

International Spouse Connection: No Report.

Cheryl Highstreet

OISS Report: The following handout was distributed.

Analysis of MSU's Fall 2010 International Enrollment Figures

Peter Briggs, Director, Office for International Students and Scholars

MSU's international enrollment grew by 5.6% from fall 2009 to fall 2010. The 12.5% growth at the undergraduate level offsets the 3.6% decline at the graduate level.

The main story continues to be the rise in the number of Chinese undergraduates. Chinese undergraduate enrollment is up to 1,649 from 1,223 a year ago and Chinese graduate enrollments are up as well, but not as robust. A quick look at rising Chinese undergraduate enrollments over the past several years tells a powerful story:

- 2005 43
- 2006 94
- 2007 242
- 2008 676
- 2009 1223
- 2010 1649

Trends worth noting

1. The sponsored student recruitment efforts are paying off. Sponsored student activity grew in a number of the countries in which special recruitment efforts have taken place.
 - a. Libya. Thanks to a strong scholarship program from the Libyan Government and Anne Schneller's outreach to them, the number of students from Libya has more than doubled from 24 in 2009 to 59 in 2010.
 - b. Malaysia is up from 82 a year ago to 92 in fall 2010. The increase is mostly at the undergraduate level.

- c. Saudi Arabia, a predominantly undergraduate market for MSU, is up from 102 in 2009 to 130 in 2010.
 - d. Bucking this positive trend, Thailand, mostly a graduate sponsored student market, surprisingly dropped from 79 to 68.
 - e. Kazakhstan dropped from 40 to 19. This is almost all at the undergraduate level.
2. Countries on the decline include
- a. Korea's economy is rebounding from the weak year of 2008, but enrollments dropped a bit at the graduate level from 332 to 290 this year and the total Korean enrollment declined from 810 to 778.
 - b. Disappointingly, India's enrollment dropped considerably. The total drop from 397 to 334 can be attributed to drops at both the graduate and undergraduate levels.
 - c. Japan. The numbers are the same as a year ago, but still far below past levels.
 - d. Taiwan dropped from 243 to 211. Both undergraduate and graduate numbers declined.
 - e. Pakistan dropped from 58 to 43. This decline is mostly at the undergraduate level.

CVIP assistance is not currently anticipated for spring orientation.

Nicole Namy

VETP Report: No Report.

Dottie Schmidt

VIPP Report: No Report.

William Eubanks

CVIP BOARD BUSINESS:

David read responses from the 2010 evaluation form.

Lisa Barron gave an update on the Play group.

Fred Fritz volunteered to join 501 3 (c) work group which Dottie Schmidt is heading up.

UPCOMING EVENTS

December 10 – Visioning Committee – 7:30-9:00 am at ULC

December – Finance Committee

January 5 – Executive Committee – 9:30 am at ULC

January 5 – Spring Orientation – no need for CVIP

January 10 – 1st Day of classes

January 12 – Board meeting – 9:00 – 11:00 am at ULC

November 13, 2012 – Global Festival

Meeting adjourned at 11:00 am.

Respectfully submitted,

Fred Fritz

Secretary

12-08-10

EDUCATION PROGRAM: Update on Strategic Planning ad-hoc Committee

Program

Christine Van Nada

Goal: Ensure that each program continues to be effective in fulfilling the mission of CVIP.

Objectives:

A) Evaluation:

- 1) Program chairs will implement evaluations on a yearly (minimum) basis to determine how best to meet the needs of the target population.
 - a) Objective and anecdotal evaluation results will be used to publicize need for programs.
 - b) Evaluation results will be documented and sent to CVIP office.
- 2) Establish protocols for creation of new programs and improvement or retirement of existing programs, based on evaluations, survey results and information from OISS.

B) Sustainability:

- 1) Each program chair will identify and develop one to three volunteer “apprentices” who have the interest, desire and training to continue the program should the chair resign.
- 2) All chair and volunteer job descriptions finalized, utilized, and catalogued at CVIP office.
- 3) Create program-specific lists or menus of volunteer opportunities, including frequency (weekly, monthly, as needed) and length of commitment (one shift, one day, weekly, monthly, annually).
- 4) Develop program-specific automated responses to new volunteers who indicate interest in specific programs, designed to make the first step into volunteering simple and clear.
- 5) Program chairs actively pursue partnerships with other organizations that enhance our mission; current partnerships are acknowledged and cultivated.
- 6)

Volunteer Management

Lisa Homeniuk

Draft 12/2/2010

Goal: Community Volunteers for International Programs (CVIP) will strengthen volunteer coordination and recruitment to promote leadership succession and sustainability.

Objectives:

- Recruit enthusiastic volunteers from the MSU student, faculty, staff, and the Greater Lansing community population.
- Incorporate more peer- to- peer(ie. faculty to faculty, student to student, etc.) recruitment strategies, as well as seeking additional community partnerships.
- Interface with programs within CVIP to share volunteers.
- Include the CVIP mission statement and Code of Ethics in all coordinator and volunteer job descriptions.
- Develop written orientation materials to educate new volunteers.

- Provide written instructions and hands on training for each program.
- Develop a mentor program to work with new volunteers.
- Implement strategies to facilitate leadership succession.
- Create materials for program and self- evaluations.
- Provide on going volunteer recognition.
- Make it fun, **and remind everyone we're working towards a 50 year celebration!**

Marketing, Branding, Image building, Communication

Lisa Barron
12-6-2010

Goal: To increase communications with key audiences, and bring awareness to more about CVIP programs and its impact.

Objectives:

1. Develop a marketing plan that will “sell CVIP.”
2. Establish a brand with a logo that exemplifies the mission of CVIP.
3. Create more partnerships with external organizations to communicate with their constituents and widen the audience of CVIP.
4. Reach out to larger audiences through more “low-touch” communications.
 - Create a monthly e-newsletter
 - Daily/weekly update of website
 - Social networking promotion of programs
 - Create more opportunities to include CVIP news and stories in external publications, such as the MSU newsletters, local Lansing chamber, and like organizations.
5. Create more surveys/feedback opportunities for current and potential program participants to gauge interests and impact.
6. Create an MSU resource database/guidebook to bring awareness about CVIP.

Structure & Organizational Development

Pat Barrett

Three-year Goal: To ensure that the organizational structure of CVIP can adequately sustain its Programs and Committees without external help, if necessary.

Assumptions:

- In the next three years, CVIP will grow in its capacity to meet the needs of a growing MSU international community by strengthening existing programs and adding new programs as needed.
- CVIP will increase its membership base by adding new volunteers from a variety of sources to begin and maintain a variety of programs.
- CVIP should be prepared to sustain its programs without external assistance if MSU should face an extreme financial emergency in the future.
- CVIP will continue to confine its activities to the Greater Lansing area and focus its programs on the MSU international community.

Note:

The framework of the present organizational structure of CVIP is based on the CVIP Constitution and By Laws. It should be noted that these documents do not provide adequate guidelines for the following:

- Requirements for membership in CVIP, especially with respect to American volunteers coming from the MSU student body.
- Provisions for financial support for CVIP and its programs and committees.
- The evaluation of CVIP programs and committees, including both self-evaluation and external evaluation.
- The process of building and maintaining affiliations and partnerships with other internationally-oriented organizations in the Greater Lansing community.
- The structure of CVIP standing programs, as compared to the structure of CVIP committees, which is relatively well specified.

Objectives: Membership

- Develop detailed guidelines for requirements for CVIP membership.
- Revise the online application process to make it easier and to accommodate a variety of applicants, including American MSU students.
- Establish separate data bases for all CVIP volunteers and for program participants, as is currently done for the International Friendship Program.
- Develop a data base system that automatically moves data from the online application forms into a “screening” data base where bogus or incomplete applications can be culled. Authentic applications would then be forwarded to the appropriate program chairs.

Objectives: Financial Support (covered by Pam)

- Develop methods for sustaining CVIP Programs and Committees without financial input from MSU by:
 - Establishing CVIP as a 501 (c) 3 corporation, authorized to accept tax-free donations.
 - Creating an effective online appeal for donations on the CVIP website.
 - Developing additional sources of income to sustain the Lillian Kumata Scholarship Fund.
 - Considering the pros and cons of charging dues for certain types of CVIP membership.

Objectives: Evaluation

- Develop various types of evaluation devices for CVIP programs and committees, including:
 - Self-evaluation methods for program and committee volunteers.

Evaluation methods for program participants (students, spouses, etc.).
Evaluations performed by external (non-CVIP) groups.

Objectives: Affiliations and/or Partnerships

- Construct guidelines for building desirable partnerships and/or affiliations with other internationally-oriented organizations in the Greater Lansing community.
- Develop methods of maintaining and strengthening our relationships with existing organizations both within and external to MSU.
- Strengthen the existing function of CVIP members serving as liaisons to various organizations (MSU Retirees, Lansing Kiwanis, LATTICE, etc.), perhaps by having regular reports to the Board.

Objectives: Program Structure (covered by Christine)

- Just as Broadway plays have understudies to step in whenever a lead player is “hit by a truck,” so should CVIP’s standing programs.
- Establish a policy that requires every standing program to have at least two co-chairs, either of which could temporarily manage the program alone if necessary.

Resource Development

Pam Sievers
12-5-2010

Here is my input regarding **Resource Management**, at least for preliminary discussion purposes.

Goal: Ensure that sufficient financial resources are available to meet the program needs of CVIP.

Objectives:

- *develop an annual giving program with x number of donors and x \$\$ (or coordinate with MSU's development office)
- *seek and receive x number of grants
- *develop partnerships with x corporations or businesses (left loose for potential to include volunteer and financial partnerships)
- Identify 2 units internal to MSU to explore partnering with (volunteer or financial??) to build sustainability (ie. MSU Extension and Broad School of Business or identify "school" that has a high number of international students)

*THIS IS BASED ON ASSUMPTION WE BECOME A (501 (c) 3)