



Introduction to the Member's Handbook

More than you ever wanted to know...maybe

About the same time that you are receiving the annual member's sign-up, you should be getting this newsletter explaining all the wonderful programs that you can choose for this year. Each of the CCIS activities are described with the name of the chair. Contact information is on page 6. Of course, you can fill in the form electronically. Instructions are included with the letter you will receive in the mail. Please don't forget to give consideration to a donation to the Spouse Education Fund.

As CCIS volunteers, we know that Stanford internationals are really exceptional and will undoubtedly have a positive impact on their country and the world. The program for the CCIS Annual Meeting featured speakers who have benefitted by their time at Stanford and are making their mark. You will hear others during the year.

That's the way CCIS works: people responding to the needs of people. When you look at all of our programs you see the diverse needs: learning English, understanding the American culture, and making friends in a new and strange place. And for volunteers it's the opportunity to become a reliable friend to someone from another country, to learn first hand about their culture, and to give back to a world that has been generous to America.

For some internationals their first day at Stanford may seem like the best day of their life. Then there is the next day and the day after that and the day after that when they begin to learn that the grocery store has many varieties of flour and milk and cooking oil. Which should they buy? That Americans form lines for everything, and

jumping the line can get you angry looks, if not worse. That you don't eat a bagel by stabbing it with a fork to bite a piece off. No one wants to be embarrassed. They need a friend. That's where CCIS volunteers come in. Native born speakers know the American culture, and they are interested in people from all over the world. One volunteer noticed that in fifteen years he had met in EIA nearly seventy internationals, both men and women, from every continent except Antarctica...they don't send students to Stanford. It sure was different from the American students he knew teaching in high school.

Some programs are as easy as donating a few household items to the Loan Closet. Some like the English Classes and EIA require a weekly commitment.

The opportunity is there right now. You could be meeting with someone new within a week. Last year over 200 internationals were matched with EIA partners. They come in all year long, and in late July, thirty were waiting for an American partner. It's up to you.

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Calendar

Community Advisors.....	September 6 - 20
Loan Closet Open.....	September 6 - 26
Homestay	September 18 - 30
CCIS English Classes begin.....	October 2
Stanford Fall Qtr begins.....	Monday, Sept. 24
First viewing of Windows on the West... Friday, Sept. 28	

CCIS Programs

Programs can be divided into four categories: One-to-One, One-to-Many, Short Term Group Events and Organizational Needs. And then there are the four officers: President, Vice President, Treasurer, and Secretary.

One-to-One are those programs in which a volunteer is matched with an international and perhaps their family if they brought one. The focus may be in English acquisition, hospitality with an American family, or homestay for a few days. Depending on the program these partnerships may last a few days to an entire year, or longer. If you want to become a friend to an international, these programs offer the best chance.

One-to-Many programs have a volunteer meeting with a group of individuals for a quarter; such as in the English classes. Another is the Friday Morning Coffee which is more casual and meets every week. Another weekly program is the movie program, Windows on the West. You can be a clerk in the Loan Closet, or if your occupational profession is similar to an international you can be a mentor for a day.

Short Term Group Events has two programs. Community Advisors: Internationals come to Stanford in late September. They must register at the Bechtel International Center (henceforth to be referred to as the I-Center). We handle the registration on an individual basis and verbally introduce them to Stanford, the Bay Area, and America. This is a one-to-one program. The other program in this category, the Spouse Education Fund (SEF). The small committee administers a scholarship program for spouses of international graduate students. You will spend most of your time with other volunteers interviewing candidates for scholarships.

Organizational Needs is like it sounds: Database, Newsletter, Membership, Board Events, and Webmaster. Not many volunteers choose these organizational needs, but they are essential for CCIS to function. If you do have an interest in any of this activity, please contact the chairperson. They will be very glad to talk with you about the job.

Select among these programs for the ones that interest you. Then check them on your Membership Form. Programs marked with an X need many volunteers. Those marked with a ♥ need early sign-ups.

All Year Long / One-To-One

X English in Action

Carole Hessler is the Chair of this conversation-focused program where internationals are matched with local English-speaking volunteers for conversation and friendship through weekly one-on-one meetings. There are no student tests or lesson plans because everything is focused on the needs of the individual student with emphasis on enjoyable conversation.



Carole Hessler
English on Action Chair

The primary countries of the students seeking EIA conversational help are China, South Korea, and Japan. Children do not attend EIA sessions, volunteers, however, may

meet the family of the EIA student in time. New EIA volunteers are interviewed and trained before their first match. New EIA Volunteers are needed now, and all year.

X Hospitality

Meets less frequently than EIA, perhaps three or four times a year. In this program the volunteer invites an international and possibly their family, if they have one here, to get together. It is a social program to get to know Americans personally. Unlike EIA, language is not a concern. All internationals are welcome...even those fluent in



Carol Hickingbotham
Hospitality Chair

English. Thus a member might meet an Australian or a Canadian, who are not normally included in EIA. Like a surrogate aunt or uncle, the volunteer becomes a source of local information who may include the international at Thanksgiving or Christmas and will remember their birthday. *Go to CCIS Programs, p. 3* 🖱️



CCIS Programs (cont.)

From CCIS Programs, p. 2

♥ Homestay

Being a CCIS Homestay host involves welcoming an international student to the U.S., Palo Alto, and their new Stanford University experience. Homestay was the first CCIS program in 1953 and since then Homestay has created hundreds of connections with CCIS volunteers and Stanford International Grad Students. Students who apply to this popular program have never been in the U.S. before, so the first person they meet will create a lasting memory.

This is an overnight (three to five days) hosting program. Even though there is a myriad of welcome activities on campus for arriving students, international students often need more help adjusting to the area and new culture. Homestay hosts help students shop for a bike, open a bank account, get household items they need to get started (including a visit to the Loan Closet), learn to navigate food shopping and explore transportation on and off campus. Homestay friendships often continue throughout the student's time at Stanford and may continue for a lifetime.

Sign up to be a Homestay host, or refer a friend. CCIS membership is required. If you were a Homestay host last year, please send us your available dates for this coming fall.

All Year Long / One-To-Many

English Classes

Inside the I-Center there is a classroom which accommodates twenty-four students. Four days a week internationals come in to learn about American Life and Humor, American Idioms and Issues, Writing Clear

English, California Travel, and other subjects—even the Media and the U.S. Culture.



MaryAnn Saunders

You, the teacher, will experience working coop-

eratively with internationals who eagerly want to speak English well and know the customs, history, and geography of America.

♥ Friday Morning Coffee

The purpose is to welcome and create a sense of community among spouses, partners and family members of Stanford's international students, postdocs and visiting scholars. This weekly gathering fulfills a variety of functions:

1. It provides newly arrived spouses with information and resources to help with their transition to living in the Bay Area,
2. It provides the opportunity to make new friends among other spouses in a similar situation,
3. It offers a chance for spouses to use their English in conversation with both local CCIS volunteers and other spouses,
4. It introduces the customs of typical holidays and celebrations from the USA and other countries (Halloween, Thanksgiving, Winter and Spring holidays from various cultures, Lunar New Year, International Women's Day and more),
5. It offers parents with babies and pre-school children a Singing Time at 11 every Friday, when the group of 15 to 25 parents plus tod-



Gwyn Dukes

dlers sit in a circle and sing nursery songs with the accompanying gestures, and feel a common bond,

6. It offers parents with toddlers a variety of art and craft projects,

7. It offers spouses an opportunity to be part of a team to make the FMC happen each week, helping to set up in advance, and put supplies away after each event.

8. It offers all international families a sense of community that they can be part of each week throughout their stay in the Stanford area.

Loan Closet

Coming to Stanford with bulging luggage means that many household items have been left at home—especially the electrical appliances that operate on 220 volts. That's why we have a Loan Closet where students and families can borrow what they need for the small fee of \$20 for an individual and \$40 for a couple.

Susan Sanders, the chair of the Loan Closet program, is relatively new to CCIS. She has worked with Bob Spears, who handled the program the last several years.

Susan needs two things: donations of useable household items such as pots, pans, linen, silverware, and toasters. The requests vary. One year there will be a big demand for rice cookers; another year it is toasters. Glasses, silverware, and plates are always in demand. Secondly, Susan needs hosts at the Loan Closet who can be scheduled for a few hours when students arrive in the fall.

The staff of the Loan Closet is relatively small, but they do an extraordinary job of gathering the items which are requested and keeping the place in Abrams basement tidy.

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CCIS Programs (cont.)

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Professional Liaison

Becoming a professional contact is easy and generally involves meeting with an international applicant to answer questions the applicant might have about a profession.

International Professional Liaison applicants are accepted throughout the year, but the vast majority of students arrive from mid-August to the end of September when classes begin.

The Professional Liaison Chair will review each completed application and conduct an informal interview with the applicant to ascertain the level of English communication and meeting objectives. The Chair will then search the list of CCIS volunteers who have offered to help with PLP through their membership form for a professional contact in the applicant's field of interest.

After sharing some background information about the applicant the Chair and volunteer will establish the time frame and location for a meeting. At this point the Chair will provide contact information to the volunteer and the applicant and will ask the volunteer to set up a meeting. The Chair will ask to be informed of the meeting, and will follow up with calls/e-mails to obtain feedback.

Windows on the West

Bob Spears created this exciting new program of describing the American culture through American film. The subjects are broad because

our country is so diverse. Included among last year's collection was Dead Poet's Society, Guess Who's Coming to Dinner?, Good Will Hunting, Bridge Over the River Kwai, The Joy Luck Club, and Hannah Arendt. It seems that every year begins with When Harry Met Sally.

The committee prepares dinner before the movie, cleans up afterward, but the best part may be the discussion which follows the film.

Short term group events

✕♥ Community Advisors

This three week program introduces in-coming internationals to the university, the I-Center, and CCIS. CCIS

volunteers meet with students for ten to fifteen minutes to help them register and provide an orientation.

Volunteer time is four hours: in the morning it lasts from 9 - 1 and in the afternoon it's from 1 - 5. There is a training session and experienced volunteers are present as resources.

Of the 800 international graduate students who come to Stanford in the fall, some arrive early for the Law School and Business school. Over 550 others are advised by our program.

Organizing the Community Advisors program involves multiple tasks that range from recruiting

volunteers and coordinating with the I-Center staff to buying cookies and soft drinks to create a convivial environment for both internationals and volunteers. That's especially welcome on warm days. Of all of CCIS programs this is the most complex one, an activity in which a handful of volunteers share the tasks of the chair. For some of these internationals fresh to the United States it may be their first or second day at Stanford.

Spouse Education Fund (SEF)

A three member committee administers the CCIS scholarship fund that was designed to recognize the contribution

of spouses to the grad students and their own career. It was noticed that while attention was appropriately given to Stanford's international graduate students, their spouses were ignored. Many of these spouses had interrupted their own careers in order to accompany their husbands or wives to Stanford. While at first glance coming to Palo Alto looked like a nice vacation, as the weeks and months continued these spouses found that while they once occupied a significant position in their occupation or lovingly cared for relatives or friends, they now had nothing to do. What would fulfill for them the Stanford experience? With an SEF scholarship they could take college classes in Stanford's Continuing Studies, community colleges, and art schools.

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Henry Lum
Professional Liaison Chair



Bob Spears



Dolly Verplank
Spouse Education Fund Chair



Karen McNay
Community Advisors Chair

CCIS Programs (cont.)

From CCIS Programs, p.4

Organization needs

Database

The time required varies wildly. The busy times are at the beginning of the new membership year, generally in July, when personalized renewal letters have to be mailed to all members. That can require a few full-time days. The most time consuming parts are changes to the renewal form, which is not done through a WYSIWYG interface but instead requires careful measurements that have to be coded into the software, to map the database data onto the new form.

Software changes can require unknown amounts of time. The system consumed several months full-time for its creation, but since then has needed only a few days per year. The time required now is dominated by testing to make sure modifications haven't broken something. Dave Gustavson is chair—if a one-man band has a chair.

Newsletter, *The Communiqué*

Many people make contributions to the newsletter by sharing letters, clippings, and pictures. They are the source of good stories.



This year we will have vacancies for a writer and a photographer. John Heron is the editor.

Membership

Maintains an accurate and updated CCIS database, including volunteer contact information, volunteer

status and program activity, program rosters and donor comments and contact information. Assure that the database is accessible or provided to all Board members, while also maintaining secure and limited access by others.

1. Process and input volunteer programs, comments and donations from both paper and online renewals.

2. Strive to keep database current, descriptive, listing active volunteers, active and long-term donors and friends of CCIS.

3. Track long-term donors for special attention.

Over the summer Dave Gustavson took the responsibility for Membership.

♥ Board Events

There are four events during the year.

1. CCIS Board Retreat, held in August, from 10-3 p.m., held at a site away from I-Center, usually in someone's home.



Dee Gustavson
Board Events Chair

2. Holiday Luncheon, often held at Michael's Restaurant at Shoreline, in December. The Committee Chair, arranges a year in advance to reserve the restaurant, selects the meal choices and confirms the number of attendees. Attendees pay for their meal, Bechtel often pays for a few students to attend. Two people check in attendees and provide nametags at the reception table. The President is M.C. of the

short program which consists of a performance by one or more musicians, a talk by Bechtel's Director or assistant, and three or four short talks by students, spouses, or volunteers relating their experiences with programs offered by CCIS.

3. Joint Breakfast for Bechtel Staff and CCIS Board, held in January, is a moment for the Board to show their appreciation to the Bechtel staff. Volunteers are needed to set up the room, and clean up the room in time for the Board meeting which follows.

4. Annual Meeting, held in the Assembly Room, in May, from 4-6 P.M. Members receive invitations prepared by the Event Chair.

Webmaster

The Webmaster is responsible for our Website. If you have the skill in web design you would find a place to help.

The CCIS website has grown in size and fluidity. Where originally it was a static website sort of like reading a newspaper or a book, it has become more interactive.



Paula Z. Brown
Webmaster

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The CCIS President's Column

Dave Gustavson

New Academic Year, 2018/2019

We have just finished a very good Academic Year 2017/2018, for which we thank you all, our member volunteers!

August/September is our busiest season, with incoming students wanting home stays (Annette Isaacson, homestay@CCISstanfordU.org) and new students and scholars needing orientation (Karen McNay, CA@CCISstanfordU.org), and all of our members/volunteers needing to renew their membership (MemberServices@CCISstanfordU.org).

This issue of the Communique presents an overview of our programs, which is a great place to learn more about CCIS, and it's an ideal time to think about who you know that might fit into our work!

However, times are changing. There's a lack of volunteers. If we're to keep all our programs going, we need more help! Can you recommend some of your friends?

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From the Editor

John Heron

You will notice in Dave's column that CCIS is constantly looking for volunteers. They even recycle old geezers. Thus I return as editor.

Of course nothing stays the same. The last time I worked on the newsletter we were doing a six page printed news-

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CCIS Officers

The job descriptions of each of the four elected officers is rather long, but each does what we would expect of the officers of any active, volunteer organization.

Our president, Dave Gustavson, who does many other tasks such as membership and maintaining our database. Our Vice President is Annette Isaacson, who also serves as chair of Homestay.

Our Treasurer is Raj Khanna. He always has a smiling face...perhaps because he always reports a balanced budget. Secretary is Karin Meiswinkel who moved over from serving as the co-editor of the Communiqué.

CCIS Membership

BECOMING A MEMBER

Interested people can go to the website, click on the green button “CCIS Membership,” and then when that window opens click on another green button labeled “New Member Application.” Still have questions? Send email to www.ccismembership.com.

MEMBERSHIP BENEFITS

Our social functions are a great way to get to know other volunteers and internationals:

The Holiday Luncheon takes place in December at Michaels, Shoreline. The date is Monday, December 3.

The Annual Meeting date has not yet been set. Usually in April or May.

DUES: CCIS does not require dues, however, we do depend on member donations. Contributions can be safely transmitted via the online Membership application through PayPal using a credit card, or a check can be sent to CCIS, 584 Capistrano Way, Stanford, CA 94305.

MEETINGS: Except for the Annual Meeting CCIS does not have regular membership meetings. The Board meets nine times a year. Contact the president if you are interested in attending.

CONSTITUTION AND BYLAWS

A link to a copy can be found on the About page of the website. You will also find a link to the CCIS Guiding Principles on that page.

Jump Page

A “jump” is a place in a story where the text no longer fits the space available. Thus you *jump* to another page.

From CCIS President’s Column, p. 6
Prime candidates are newly retired people that have started to look for something worthwhile to fill the new gaps in their lives. We always need more volunteers, of several kinds. For example, we never have as many American-English-speaking volunteers as it would take to satisfy all the requests for English In Action partners.

We also need more help administering our programs. For example, EIA in recent years was mostly handled by two very capable and ex-

perienced volunteers, Marsha Alper and Carole Hessler (EIA@CCIS-stanfordU.org). Since Marsha passed away, Carole has been doing it all by herself, with some help from others, but this is a big job and she really needs a co-chair. The work includes interviewing all the internationals and the American volunteers, to enable a good match that will result in a safe and productive experience.

Our long-time Member Services chair, Donna Shoemaker, has left to pursue other interests. She is the person who kept in touch with all our member volunteers, and helped

them find satisfying things to do, thanked them for their contributions, kept them informed, and kept our records up to date. She did more than one can ask of any volunteer, so we need more than one person to replace her.

We also need some long-term continuing software help. I’ve been handling our behind-the-scenes software since early 2007, when I wrote our database software. In 2009, I expanded that to include EIA clients, and added support to help with

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Our Partner, the I-Center

Shalini D. Bhutani

Ah, the hazy (but not lazy!) days of summer are here again. Graduation is behind us, and the new academic year will soon be here.

Among the 5,100 students who graduated from Stanford this summer, almost 25% were international. Commencement speaker, award winning actor Sterling Brown, delivered a powerful message to graduates, telling them not to be afraid to let their lights shine. Baccalaureate speaker, Elizabeth Alexander, poet, and president of the Mellon Foundation encouraged graduating students to lead lives that are fair, just and kind, and University President Marc Tessier-Lavigne inspired students to live a life of purpose and continual exploration. Keeping the current immigration travel ban in mind, the Bechtel International Center, along with Provost Drell, co-hosted a special reception for graduating students whose family members were unable to get visas for travel to the US. Our message remains clear, and President Marc Tessier Lavigne and Provost Persis Drell say it best: “We continue to stand in full support of our international and immigrant communities at Stanford. Everyone in our community has a place here. Our mission as a university depends upon the presence and participation of people from all over the world, from all walks of life. We are committed to including, supporting and protecting all members of our community.”

Summer is always a busy time at the Bechtel International Center. While many offices and departments across campus get to enjoy some quiet time, the Bechtel International Center continues to hum with activity. Graduate students flock to Bechtel to get their employment authorization paperwork completed, and incoming students and scholars wait anxiously as the Bechtel team prepares the visa documents they need in order to apply for their U.S. visa. (At the time of writing, we



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Jump Page (cont.)

From CCIS President's Column, p. 7

the EIA matching process. It's not terribly difficult, but it does need someone with some software experience. I'd like to help someone take it over, while I'm around to answer questions and explain things. Email me at IT@CCISstanfordU.org if this is something you could do.

Why do people volunteer to work for no pay?

Motivations vary with the person and their life experiences, but there are many possible sources of satisfaction and pleasure. Some remember being helped by others, and want to pay it forward. Some have talents they enjoy sharing. Some enjoy conversations with young, lively, talented people from other lands.

Here are a few quotes from CCIS members who find volunteering satisfying:

"Very rewarding. Meet wonderful people; learn about other cultures."

"Very happy indeed. Could not ask for anything better. Most enjoyable."

"CCIS is the best volunteer experience I have ever enjoyed—good conversation, nice people, flexibility to my schedule and learning about another culture. You can be involved at any level you choose. What more could I ask?"

"I think participating in the CCIS programs is extremely rewarding and being around the younger generation is delightful."

See more of our volunteers' comments at <https://ccisstanfordu.org/testimonials/feedback.html>

What motivates you?

Dave Gustavson

From the Editor, p. 7

letter which we mailed to about 400 members, and put a copy on the website. Well, you've no doubt noticed the difference as your email inbox began to fill and you had fewer paper newsletters to throw away. Folks were divided, but in terms of cost it made sense. Other volunteer organizations have gone to an electronic newsletter or charge an extra dollar or two for a mailed copy.

Well, I'm a geezer, like I said at the beginning, who still thinks that there are advantages to a three column newsletter that resembles a traditional newsletter. Each issue should contain a column for the CCIS president and one for the I-Center director. We like to list the program chairs, the I-Center staff, and have a calendar. Stuff like that on a regular basis.

OK, as a geezer who wants to maintain a tradition and at the same time keep up with modern times, for the foreseeable future we'll try to have both. That'll mean that on the website you can get a traditional three-column Communiqué and in the email you receive you'll get the kind of issue that you have been seeing for the last year. It means double work for the editor, but that time used to be spent folding 400 newsletters, applying address labels, and licking postage stamps. Well, OK, the stamps don't have to be licked anymore.

John Heron

From Our Partner: The I-Center, p. 8

have prepared and mailed over 1000 visa documents to incoming students around the world). With the help of CCIS volunteers, planning for international student orientation is well underway, and the Overseas Resource Center (ORC) team is gearing up for the highly competitive international scholarship application season.

The last eighteen months have proven to be stormy and difficult times for many in our international community, and we are not sure of what lies ahead. I am confident though, that with the help of CCIS, we will continue to provide a safe and welcoming place at Bechtel for our international students and scholars. I speak on behalf of my Bechtel colleagues to express our deep appreciation for your ongoing commitment and partnership. We could not do it without you!

My regards,
Shalini