



# 5<sup>th</sup> Annual LANGUAGE EDUCATOR SYMPOSIUM

hosted by Penn Language Center at the University of Pennsylvania

## Going Global with Business Languages:

**SECRETS OF SUCCESS**

Saturday, December 12, 2015  
 Jon M. Huntsman Hall, 8<sup>th</sup> Floor  
 3730 Walnut Street, Philadelphia, PA

### SYMPOSIUM PROGRAM

8:30-9:00	REGISTRATION AND CONTINENTAL BREAKFAST
	WELCOME
9:00-9:15	Christina Frei, Executive Director of Language Instruction, Arts & Sciences <b>OPENING REMARKS</b>
	KEYNOTE PRESENTATION
9:15-9:45	Kenric Tsethlikai, Managing Director, The Lauder Institute <b>THE STRATEGIC PLANNING PROCESS</b> Strategy is important to all types of organizations, however, it is often an ambiguous notion and process. In this presentation, we will breakdown the strategic planning process, examine several case studies and consider the broader implications for programs and personal effectiveness within organizations. We will also consider the strategic implications of the shift to Regional Programs of Concentration at the Lauder Institute: Africa, East Asia, Europe, Global, Latin America, South Asia and MENA.
	PRESENTATION
9:45-10:30	Ana Reyes, Affiliated Faculty, Organizational Dynamics Ramya Kumar, Graduate Student, Organizational Dynamics <b>BEYOND LANGUAGE LEARNING: INTEGRATING "CULTURE" INTO COACHING PRACTICE</b> Ana Reyes will describe the evolution of a graduate theory/practice coaching course designed to help working professional students integrate culture [broadly defined] into coaching practice. The model draws on existing educational approaches for accelerating achievement of cultural competency in culturally complex and quickly changing global work environments. The course utilizes multiple types of cultural assessments and requires students to coach each other through a complex self-assessment and development planning process, and then, to practice the principles and practices they have learned via a final coaching project. Ramya Kumar will present her final project, which included: the design and implementation of a cultural coaching intervention for an American expatriate deputed to India, it's perceived impact, and the lessons she derived from the experience.
10:30-10:45	BREAK
	BUSINESS/ALUMNI PANEL
10:45-11:30	Frank DeSimone, Associate, Dechert LLP Nathalie Manevich, Director of Global Strategy, Reed Smith LLP Henry Ritchie, Partner, McKinsey & Company Benjamin Schüttler, Consultant, Boston Consulting Group Myriam Siftar, President, MTM LinguaSoft Moderator: Claire Babanoury, Director, French Language and Culture Program, The Lauder Institute <b>CURRENT PROFESSIONAL TRENDS</b> This panel will feature various professional experiences presented by Lauder and Huntsman alumni and

	Philadelphia business representatives and will answer questions about current global trends and needs in a number of professional fields in terms of language, cultural and intercultural competencies.
11:30-1:00	<b>LUNCH AND LANGUAGE EXPO</b>
1:00-1:30	<b>PRESENTATION</b> Inge Herman, Executive Director, Huntsman Program in International Studies & Business Mili Lozada, Director, Language and Culture Program, The Lauder Institute <b>GLOBAL KNOWLEDGE LAB</b>
1:30-2:15	<b>CURRENT STUDENTS PANEL</b> Chakra Banerjee, Second-year student, The Lauder Institute (German) Linnea Cederberg, Senior, Huntsman Program (Spanish) John Delikat, Second-year student, The Lauder Institute (Chinese) Richa Mehta, Sophomore, Huntsman Program (Japanese) Saanya Ohja, Senior, Huntsman Program (French) Fabian Sommer, Senior, Huntsman Program (Spanish) Moderator: Christina Frei, Executive Director of Language Instruction, Arts & Sciences <b>PROFESSIONAL EXPERIENCES ABROAD</b> Current students reflect on their experiences in business language and culture programs.
2:15-2:30	<b>BREAK</b>
2:30-3:15	<b>PANEL</b> Abeer Aloush, Lecturer in Arabic, Department of Near Eastern Languages & Civilizations Haewon Cho, Director of the Korean Program, Department of East Asian Languages & Civilizations Lillyrose Veneziano-Broccia, Co-Director of the Italian Program, Department of Romance Languages Grace Wu, Lecturer in Chinese, Department of East Asian Languages & Civilizations and Penn Language Center. Moderator: Angelina Conti, Associate Director, Online Learning, Arts & Sciences <b>ONLINE LANGUAGE EDUCATION</b> This panel will focus on the advantages, disadvantages and critical questions of fully online language education and will feature four Penn language instructors who teach both fully online and on-campus in Arabic, Italian, Korean and Chinese. They will discuss their use of synchronous and asynchronous class time, as well as multimedia.
3:15-4:00	<b>PRESENTATION AND PANEL</b> Presenter: Grace Wu, Lecturer in Chinese, Department of East Asian Languages & Civilizations and Penn Language Center Student Panelists: Serena Chan (Class of '17), Tianhao (Tina) Gao (Class of '18), Bettina C. Lu (Class of '18), Joshua C Michnowski (Class of '18) <b>STUDENT-INITIATED COMPANY VISITS IN HONG KONG</b> Hosted annually for one week in March, the Wharton China Business Society Spring Tour involves a group of select Penn students who are interested in discovering firsthand what a career in China might entail. Through traveling to a major city in China, participants not only develop a comprehensive view of the business landscape in China, but they are also given a direct glimpse into local companies' operations through a series of corporate site visits.
4:00-5:00	<b>FINAL REMARKS AND RECEPTION IN HARKER HALL</b>



# PRESENTERS

## WELCOME



**CHRISTINA FREI** is the Executive Director of Language Instruction for the School of Arts & Sciences. This position recognizes her deep commitment to the university and the language education community across SAS, Wharton, LPS, The Graduate School of Education and the School of Engineering and Applied Sciences. She is also a member of the Online Learning Faculty Advisory Committee. Since 2009, Frei chairs the Penn Language Center, home of many less commonly taught languages. She currently is co-authoring an innovative textbook for introductory German language and culture: *Augenblicke* and has received the 2010 SAS Dean's Award for Distinguished Teaching by Affiliated Faculty honoring her application of technology in language education. She studied at the University of California at Davis and received her PhD in German with a Special Emphasis in Second Language Acquisition.

## KEYNOTE PRESENTATION



**KENRIC K. TSETHLIKAI** is the Managing Director of the Lauder Institute at the University of Pennsylvania. Kenric works on the strategic planning and implementation of the International Studies joint-degree program with the Wharton MBA and Penn Law JD Program, overseeing administrative and curricular aspects of the program. Building upon experience in proficiency-oriented, standards-based language education and literary studies, Kenric pursued professional training in human resources management and development. His current and past certifications include Professional in Human Resources, MBTI, and Oral Proficiency Interview (OPI) & Writing Proficiency Test (WPT) rater and tester in French. A Native of the Zuni Pueblo (New Mexico), he completed his BA at Dartmouth College, then MA and PhD in French from Stanford University. He speaks French, Spanish, German, Portuguese and Italian at varying levels, and studies other languages as a hobby. He has lived and worked in France and Switzerland.

## PRESENTATION



**ANA REYES**'s professional interests focus on the engagement of culturally diverse leaders and their teams in the 21st century human development challenges of building global businesses and mindsets, mastering geographically dispersed teamwork, humanizing technology-mediated collaboration and communication, coaching individuals and groups and applied ethnographic research. Ana's coaching and consulting clients include internationally diverse executives, high potential expatriates, inpatriates, and virtual global team leaders of organizations ranging from Fortune 100 to midsize companies in professional and financial services, pharmaceuticals, aerospace, healthcare, software and higher education. Ana earned an MA in Clinical/Community Psychology and a PhD in Clinical and Organizational Psychology from the University of Maryland and completed a post-doctoral research fellowship in Organizational Behavior at the University of Pennsylvania.



**RAMYA KUMAR** is a Human Resources Leader, Consultant, and entrepreneur with 15 years of experience in complex, global, and multicultural environments. Currently a Human Resources Consultant working with start-ups, she has previously focused her HR career in Talent Management, Organizational Development, and Change Management. A current student in the Masters of Science in Organizational Dynamics at the University of Pennsylvania, Ramya's professional and research interests include coaching and mentoring, cultural and generational diversity in today's workplace, and the impact of group and team dynamics on organizational behavior and performance.

## BUSINESS/ALUMNI PANEL



**FRANK DESIMONE** is originally from Bryn Mawr, Pennsylvania and graduated from Harvard in 2009 with a BA in French and American History and Literature, as well as a Citation in French Language. After graduation, he moved to San Francisco to work as a legal assistant for TriNet HR Corporation and then spent time in Paris with the law firm White & Case. Upon returning to the United States, Frank enrolled in the dual JD/MA Program at Penn Law School and Wharton's Lauder Institute. While at Penn, he served as the President of the Law School's student government and the Managing Editor of the *University of Pennsylvania Law Review*. With the Lauder Institute, he spent time traveling in France, Morocco, Cuba, China, and West Africa. He now works as an Associate in the Philadelphia office of Dechert LLP, advising clients on M&A, debt, private equity, securities law, and corporate governance. In his spare time, he sings with the Orpheus Club of Philadelphia and enjoys running along the Schuylkill, playing squash, and rooting in vain for the local sports teams.

**NATHALIE MANEVICH**, after graduating from Penn in 2000 with a BA in Economics, French and Spanish, Nathalie began her professional career working in corporate finance for a Latin American division of a multinational corporation. She returned to Penn/Wharton to pursue a dual MA/MBA degree from the Lauder Institute and has focused on international strategy since completing her studies in 2006: first at a boutique management consulting firm and currently at a professional services firm as a director of global strategy.

**HENRY RITCHIE** is a principal in the Philadelphia office of McKinsey. Henry specializes in cities and transportation infrastructure—including airports, urban mobility, ports, and railways—as well as public safety and security. Previously he was a managing partner of its Rio de Janeiro office. Henry speaks regularly at global cities and infrastructure forums such as the New Cities Summit. Before joining McKinsey, Henry worked for a conglomerate with a focus on construction of infrastructure in the Asia Pacific region and South America. He has also practiced law in New Zealand and was legal counsel at an oil and gas company with a focus on large capital-project structuring.

In 2013 McKinsey published a study Henry authored entitled, *How to Make a City Great*. Henry has an LLB from the University of Otago, which he completed with honors, and MBA/MA degrees from Wharton/the Lauder Institute of Management & International Studies.

**BENJAMIN SCHÜTLER** (C'12, W'12) is a consultant with the Boston Consulting Group with extensive experience in the media and social impact sectors. He has worked with and led project teams across the US and Europe, and the geographic spread of his projects is reflected in the cultural and linguistic diversity of his clients. Prior to joining BCG, Benjamin received a BS in Economics and a BA in International Studies, both Magna Cum Laude, from the Huntsman Program in International Studies & Business, a dual-degree program between the Wharton School and the University of Pennsylvania.



**MYRIAM SIFTAR** founded MTM LinguaSoft ([www.mtmlinguasoft.com](http://www.mtmlinguasoft.com)) in 2003 with her goal for the company being to become the mid-sized language solutions partner known for client satisfaction and information technology savvy. Since its founding, MTM LinguaSoft has met those goals, winning clients and kudos for high quality translation and no-hassle project management.

Today, the company is the language services partner of choice for many businesses that need to reach across languages and cultures. By enabling accurate and compelling global communication, MTM LinguaSoft's clients receive the benefits of translated website content, multilingual technical and marketing content in addition to foreign-language voice-overs for audio and video productions.

In building the company, Myriam Siftar drew from her own cross-cultural experiences as an information technology consultant with an international background. For 15 years she was a successful project manager who implemented several ERP systems and e-commerce systems for both Fortune 500 and startup companies within the US, Europe and Latin America. As a result of this experience, she has developed an awareness of and a methodology for addressing cultural issues that arise in global business settings. She is used to working with clients to understand business requirements and deliver solutions.

After completing the equivalent of an MS in Computer Science at a leading French engineering school, Myriam went on to receive a Masters from the European School of Management in Paris (formerly, Ecole Supérieure de Commerce de Paris) and an MBA from Drexel University.



**CLAIRE BABANOURY** is the Director of the French Language and Culture Program at the Lauder Institute of Management and International Studies, which she joined in 1999. As a French native, her pre-Lauder experience includes periods of life and work in Europe (Germany, Belgium and France), working as a translator for the Commission of the European Union (ACP-EU Lome Convention negotiations), as well as for a number of other international organizations. She holds degrees in Language and Translation (Ecole d'Interprètes Internationaux, Mons, Belgium), in Teaching French as a Foreign Language (University Stendhal, France), and in English and German Languages and Literatures (University Jean Monnet, France). Her fields of interest are in business language and communication teaching practices, intercultural studies, francophone studies, and translation studies. Since 2006, she is serving as coordinator for the Penn Language Group for Global Professional Communication, a group of Penn language faculty teaching languages for professional purposes.

## LANGUAGE FACULTY



**MARIA BOURLATSKAYA** directs the Russian Language and Culture Program at the Lauder Institute of Management and International Studies at the University of Pennsylvania. Dr. Bourskaya has been a lecturer in the University's Department of Slavic Languages and Literatures since 1992. She specializes in teaching advanced Russian content-based courses for business professionals with the use of film and literature, as well as political and business materials. She has also developed and taught a number of courses for heritage students at the Department of Slavic Languages and Literatures at the University of Pennsylvania. Dr. Bourskaya received her PhD in Russian Literature from the University of Pennsylvania and her Master's degree in philology from Moscow State University. Recently she has completed a two-year Management Certificate Program at the Wharton School. Her current research interest lies in techniques for training business professionals to develop and assess cross-cultural competency.



**MIEN-HWA CHIANG** is a senior lecturer in Foreign Languages in the Department of East Asian Languages and Civilizations at the University of Pennsylvania. She joined Penn in year 2000 as the head of the Chinese Language Program, after teaching at Harvard University and Princeton University. Mien-hwa has been the Principal Investigator and Director of the STARTALK Penn High School Chinese Academy since 2006. She was elected the President of the Chinese Language Teachers Association in 2006. Her research areas cover Chinese linguistics, discourse analysis, business Chinese education and language teacher training. Mien-hwa received an MA in General Linguistics from Ohio University, a second MA in Chinese pedagogy and holds a PhD in Chinese Linguistics from the Ohio State University.





**HAEWON CHO** is an experienced language teacher who has taught all levels of Korean language courses since 2000 at the University of Washington, University of Michigan, and the University of Pennsylvania. She has co-authored *You Speak Korean!*, a basic classroom-based Korean language textbook series, with Soohee Kim and Emily Curtis. She holds MA degrees in Linguistics and Teaching English to Speakers of Other Languages from the University of Washington and in Advertising from the University of Texas at Austin. Her teaching and research interests include language assessment, language curriculum development, and teaching with technology as well as the teaching of business language.



**ED DIXON**, PhD is Director for Technology of Penn Language Center and former president of the Northeast Association for Language Learning and Technology. He is active in a variety of areas related to classroom instruction, faculty support and research. In 2010, Ed taught the first fully online language course for credit from the University of Pennsylvania and in 2011 received Penn's prestigious affiliated faculty teaching award for distinguished teaching in German from the College of Liberal and Professional Studies.

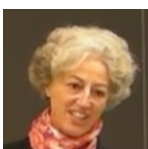
Ed's research publications include a special monograph in the *International Journal of Virtual and Personal Learning Environments (IJVPLE; Volume 3: Issue 3, 2012)* and the 2015 CALICO Monograph *Researching Language Learner Interaction Online: From Social Media to MOOCs.* (Dixon, E. & Thomas, M. (Eds.)) In 2013, he designed a Foreign Language Certificate in Instructional Technologies and Online Learning and designed in 2014 the first language-learning MOOC for German on the Coursera platform. Ed presents regularly and organizes panels at regional and national conferences on the use of participatory networks for language teaching and learning.



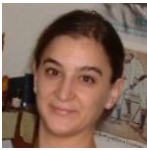
**AMEL MILI** holds a JD in Private Law from the Law School of Tunis and a Master's in Public Administration from The National School of Public Administration of Tunis. She also holds a Master's and a PhD in Global Affairs/ Political Science from Rutgers University, Newark. From 1991 to 2009, and except for a leave of absence to pursue her graduate studies at Rutgers, Amel served as a Magistrate in the Administrative Tribunal of Tunisia, a special supreme court modeled on France's Conseil d'Etat. During her tenure with the tribunal, she also served on short-term assignments in Quebec City, Canada, and in Paris, France. Amel joined the Lauder Institute in January 2010. She became a full OPI certified tester in Arabic language in 2013 and a WPT tester in 2014. Amel's professional interests include constitutional transition and gender equality in the MENA region; Law, language and culture; business education; analyzing the status of Arabic. She has published articles in journals and conferences. She is currently preparing a book titled *Gender and the Arab Spring*; this book is due to appear in 2016. Amel served as program co-chairwoman of the First International Workshop on Digital Technologies for Teaching and Learning Arabic (held in Tunis, Tunisia, in May 2012). Amel's personal interests include advocating gender equality, minorities' rights, and supporting organizations that promote justice.



**EMIKO NAGATOMO** joined the Lauder Institute in 1998 and has since then been teaching advanced Japanese language and culture. Her academic interests include Intercultural communication, business-language education, multimedia-assisted language learning technology, and developments of curriculum touching on many academic fields. She has published (co-authored) a series of Japanese textbooks. Prior to coming to the Lauder Institute, she taught at Drexel University and Villanova University.



**CHANTAL PHILIPPON-DANIEL** has been teaching French in the Department of Romance Languages at the University of Pennsylvania since 1992. She currently teaches Advanced-level French courses (*Conversation and Composition: Contemporary France through its Media; France and the European Union; Translation*). She has served as the coordinator of Intermediate French and supervised the Proficiency exam. More recently, she has been working independently with students at the Lauder Institute. Before joining Penn, she taught at Vanderbilt University and the University of Alabama. She holds degrees from French and American universities in English and in American Studies with a concentration in film studies and history.



**EVA RECIO** joined the Lauder Institute faculty in 2011 after teaching at Independence Charter School, the Romance Language Department of the University of Pennsylvania, and Saint Joseph’s University. She holds a BA and an MA in History from Universidad de Salamanca and Universiteit van Amsterdam, respectively, as well as an M.Ed in Teaching Spanish as a Second Language, a PA Spanish Teaching Certification, and she also holds a certification as ACTFL tester of the Oral Proficiency Interview (OPI). Eva’s professional interests include bilingual education, heritage students’ language teaching, and intercultural education. She is currently pursuing an M.Ed in Educational Entrepreneurship from the University of Pennsylvania.



**SUSANNE SHIELDS** is a lecturer at the Lauder Institute where she is responsible for the German language and culture program. She teaches courses in contemporary social, political, cultural and business issues for MBA students and was the director for the annual Lauder German summer immersion program from 1996-2012. In addition to her Lauder Institute duties, Susanne has taught advanced undergraduate courses on aspects of German culture, society and politics like ‘Germany and the European Union’ and ‘Foreign in Germany’. Since the fall of 2013, she has taught a Freshman Seminar ‘Euro Zone Crisis – The EU in a Currency War for Survival?’ Susanne Shields holds a Staatsexamen in Education from the Goethe-Universität Frankfurt am Main, Germany, and a Master’s degree in German literature from Pennsylvania State University. She received her PhD in German Literature from the University of Pennsylvania.



**TOMOKO TAKAMI** is Director of the Japanese Language Program in the Department of East Asian Languages and Civilizations and Senior Lecturer in Foreign Languages at the University of Pennsylvania. She has been teaching Business Japanese/ Japanese for the Professions since the year 2000. Her research interests include business language instruction with a focus on cross-cultural issues, curriculum and material development, teaching and learning of culture and language and its roles and functions in globalization. She is Founding Chair of Japanese for Specific Purposes Special Interest Group at the American Association of Teachers of Japanese since 2007.

## PRESENTATION



**INGE HERMAN** (Executive Director) joined the Huntsman Program six years ago. As the Executive Director, she manages the Program as a whole, serves as the primary academic advisor for Huntsman students and works closely with the Office of Admissions, the College of Arts and Sciences and the Wharton Undergraduate Division as well as External Affairs. She also oversees Huntsman specific internships abroad and the newly established annual Reinsberg Lecture. Prior to her tenure in the Huntsman Program, Inge was Overseas Program Manager in the Office of International Programs, where she advised Huntsman and other Penn students on their semester and academic year abroad and she also served as a pre-major Academic Advisor for College of Arts and Sciences students at the University of Pennsylvania for many years. A native of Germany, she studied economics, French and English at the Georg-August-Universität and subsequently matriculated at Miami University, where she later taught language, literature and cultural studies in the Department of German, Russian and East Asian Literature and served as faculty director of several summer programs, including an intensive language program in Heidelberg and Berlin before coming to Penn. She is an active member of national and international organizations in the field of education abroad, including NAFSA: Association for International Educators. Inge holds a BA in English Literature from Miami University and a MA in Germanic Languages and Literatures from the University of Cincinnati.

**MILI LOZADA** has a PhD in Hispanic Studies from Temple University, an MA in Communication Sciences from Universidad Católica de Santa María, Peru, and a Marketing Certification from Wharton School of Business, University of Pennsylvania. At the Lauder Institute since 2011, Mili previously taught classes in Spanish language, Hispanic literature and culture, and

business practices at various institutions, including Temple University, the University of Canterbury (New Zealand), and the University of Pennsylvania. Her research interest interests are primarily contemporary applied linguistics, Spanish-American narrative, film studies, and cultural Studies.

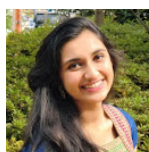
As a member of the Lauder Institute faculty, she strives to enhance not only students' knowledge of Spanish as a language but also their understanding of the diverse cultures, contexts, and countries in which Spanish is spoken.

## CURRENT STUDENTS PANEL

**CHAKRA BANERJEE** is a 2<sup>nd</sup> year MBA/ MA candidate at the Wharton School and the Lauder Institute. He was born in Bhutan and grew up in SE Asia and India. He studied Engineering in India and Germany and has worked with Morgan Stanley over the summer in its Investment Banking division in London. Prior to Wharton, Chakra was a management Consultant at Deloitte Consulting's Strategy and Operations department in Germany, Switzerland and UK. Chakra speaks German, English, Hindi and Bengali fluently and is passionate about entrepreneurship and Capital markets. During his free time, he runs a Non Profit that he founded in Germany, which caters to education of underprovided kids in India. At Lauder and Wharton, he focuses on Finance and Western European macroeconomics and is passionate about the Technology space that is evolving rapidly in Europe.

**LINNEA CEDERBERG** is a senior in the Huntsman Program targeting Spanish. She was born in Sweden but grew up in the U.S. so living in a two-culture home sparked her interest for different languages and international studies. Since coming to Penn, she has studied abroad in Argentina, interned in both Sweden and Argentina, and has taught Spanish for five years. Next year, she will begin working at Oliver Wyman in the New York and cannot wait to be placed on international projects. Outside of class, she is captain of the Penn Synchronized Swimming team, she coaches a kids' soccer team in West Philly, and she enjoys baking and brunching with friends.

**JON DELIKAT** received his BA in China Asia-Pacific Studies from Cornell University (magna cum laude). In 2010, Jon was awarded a Princeton-in-Asia fellowship and relocated to Hangzhou, China where he designed curricula and taught classes focused on US culture and politics to over 200 students at the Zhejiang University of Technology. In 2011, Jon joined FTI Consulting, a NYSE-listed global risk advisory firm, working for the firm's Global Risk and Investigations Practice for six months in Hong Kong and three years in Shanghai.



**RICHA MEHTA** is a sophomore in the dual degree Huntsman Program in international studies and business. She is concentrating in finance in Wharton and focusing on learning Japanese in the college. She started with the 311 course with Takami Sensei and is currently in the 381 business Japanese class. Richa is originally from Gujarat, a western state in India, but grew up in the bustling, vibrant city of Tokyo. After spending 17 years in Japan and attending an international, all girls school for 12 years, her interest in the intersection of globalization and financial markets piqued and led her to Penn. She spent this past summer interning at human resource management firms in Tokyo and went to Hakodate, Hokkaido for an intensive 8 week Japanese study program. She will be most likely be studying abroad at Kyoto university in the Spring.

**SAANYA OHJA** is an international student from India. She is studying Finance and Operations & Information Management at Wharton and International Studies and French in the college through the Huntsman Program. She had the opportunity to study abroad in Lyon last year. On campus, Saanya is the president of Social Impact Consulting. She is also involved with the Huntsman Student Advisory Board and Global Platinum Securities, an intercollegiate long-only equity investment fund. She spent sophomore summer at JP Morgan and junior summer at Goldman Sachs Investment Partners.



**FABIAN SOMMER**, a current senior in the Huntsman Program, is originally from Vienna, Austria, but he has also spent time growing up in California. While at Penn, he spent semesters abroad in both Paris and Santiago de Chile. While studying abroad in Paris, he interned with a small strategy consulting firm, called Groupe Concomitance, and in Chile, he spent one day a week teaching English at an elementary and middle school in Valparaíso. After graduation, he will be working with BCG in Boston.

## ONLINE LEARNING PANEL

**ABEER ALOUSH** has a PhD from SUNY, The University at Albany in Culture Studies. It is a degree informed by an interdisciplinary field of studies connecting society psychoanalysis, comparative literature and linguistics. She specializes in the identity struggle of minorities in France and Egypt and she is interested in analyzing different phenomena related to integration, multiculturalism, citizenship, alterity, duality and conversion. Also, she has a degree in Digital Humanities from University of Victoria, British Columbia with specialty on Teaching Second Languages through games and Digital Curation. She teaches all levels of Arabic at Penn (from elementary to advanced) and Media/content courses. Also, she established teaching Arabic online at Penn since 2012 where she receives students from other universities.

**HAEWON CHO** (please see page 6)

**LILLYROSE VENEZIANO-BROCCIA** is Co-Director of the Italian Language Program and Coordinator of Intermediate Italian at the University of Pennsylvania in Philadelphia where she teaches all levels of Italian Language, as well as Cinema, History and Literature courses. She earned her BA in Italian and French from Temple University in Philadelphia, her MA in Italian Language at Middlebury College in Vermont and Italy, and her PhD in Italian from Columbia University in the City of New York. She regularly teaches Elementary Italian I and II online, and recently developed Ital 101: Italian Survival Kit and a course focused on Sicilian language and culture.



**GRACE WU** is a Senior Lecturer in Foreign Language in the Department of East Asian Languages and Civilizations at the University of Pennsylvania, specializing in Chinese literacy and Chinese character teaching. Currently, Grace is the Chinese Reading and Writing Course coordinator at the Penn Chinese Language Program. Her Chinese Biographies series <http://chinesebiographies.cheng-tsui.com/> won the 1st Place in the SAS Grants Showcase Competition in 2012. She has made numerous presentations, led workshops, and published several innovative and versatile PINYIN ANNOTATED READERS <https://www.cheng-tsui.com/browse/chinese-biographies>. Grace Wu has been teaching CHIN 081-980 Online Beginning Business Chinese I since 20012 and CHIN 082-981 Online Beginning Business Chinese II since 2014.



**ANGELINA CONTI** is the Associate Director of Online Learning. She supports classes and program communities in Canvas, helps develop and refine learning objects, manages and trains users in multiple synchronous platforms, and oversees evaluation and assessment for online classes. Before coming to Penn she was a Social Studies and English teacher at a small independent school in California. Angelina holds a bachelor's degree from Haverford College in Anthropology and an M.Ed from Penn's Graduate School of Education.