



Closed Doors, Open Windows

by Dianne Dow (1992)

We have all heard the saying that when God closes a door, He opens a window. This has been true in my professional life since leaving DEIL in 1992. I had always thought about teaching at the high school or university level, but I had not considered the possibility of teaching ESL in the corporate setting. English for Occupational Purposes (EOP) has become a buzzword in our discipline, and I can attest firsthand that it is an exciting and growing area of opportunity.

While living in Peoria, Illinois, the door opened to develop an ESL program at Bradley University. This experience turned out to be challenging and rewarding as well as exasperating and discouraging. I enjoyed the challenge of developing a program from the ground up. It was rewarding to help internationals gain skills to enable them to succeed while studying in the U.S. At times it was exasperating to try to enlighten the faculty and administration so that they were realistic and understood the long-term nature of language learning as well as the need to service international students. In the end, it was discouraging to see a program that was off to an excellent start and meeting critical needs be discontinued because it was not completely self-funded in one year. The door slammed shut at Bradley.

After this experience, I decided to work in the private sector. The window opened for private tutoring, and many of the contacts came from the Bradley international

student community. In the Fall of 1994 I began Dow Tutorial Service. The window opened a little wider in October when Axis Inc., a small consulting firm, asked me to develop a training course for several employees who were placed at Caterpillar Inc. but needed assistance with their communication skills. I developed a 20-hour program focusing on communication strategies and pronunciation. From drafting the proposal to developing an entire curriculum, it was an experiment. I kept taking one step at a time, and at each juncture learned what worked well and what could be changed for another time. Little did I realize how wide the window would soon open.

A few months after successfully completing this first training course, Bradley's Continuing Education Department contacted me to develop a similar course for Caterpillar Inc. Together we worked to establish a 36-hour program focusing on both communication strategies and pronunciation. I was able to use the 20-hour program from Axis as a framework and then expand it. The employees are constantly amazed at the value of the pronunciation content. I have utilized many of the concepts from Dr. Wayne Dickerson's phonology course, adapting them to the business context. Many of the employees have studied English for years, but they never realized that there is predictability in this area. With this help, they began to believe it is possible to improve their



Dianne Dow heads Dow Tutorial Service, where she works as an English for Occupational Purposes consultant.

spoken language. In addition, they learn a great deal about communication principles and how to really start, sustain, and guide conversations to achieve their communicative goals. They become more comfortable initiating communication with colleagues, supervisors, and clients. Over the last four years, Tabitha Nissley Plake (1995) and I have taught Enhancing Oral Communication 1 (EOC1) in the fall and spring. The courses have been full each term largely because employees tell colleagues that they should take the class. Many have said that they have never had another English class like EOC 1. In addition, they are always asking about follow-up classes for further improvement. In response to these requests, EOC 2 was created. This 6-week, 15-hour course builds on the pronunciation skills covered in EOC 1 and also focuses on effective formal presentation skills. The employees give four presentations, gradually expanding them from 2-3 minutes to 10-12 minutes. They are videotaped and

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then receive individual feedback on their content, delivery, and language skills. They learn how to organize their ideas effectively for an American audience and emerge from the course with much more self-confidence. They still need lots of practice, but they have a firm foundation to build on.

Being a corporate trainer is rewarding because I serve as a bridge between native speakers and internationals. The majority of my time is spent training internationals in the communication/language areas. It's a joy to be able to show employees how they

have improved by comparing the pretest errors and the post-test performance. I also meet with their supervisors to explain the course and help them understand the skills that are being addressed. Serving as an advocate for the international employees by building bridges of understanding is one of the best parts of my work.

It's hard to know what windows will open next. Every experience has been a preparation for the following one, and I look forward to seeing how my company will expand in the future. I know there are many corporate clients that could benefit from this type of service enabling them to maximize

their greatest resource—their people. I hope to have the opportunity to travel to other Caterpillar Inc. facilities and provide training as well as branch out to other multinational companies. I've learned that a closed door need not be the end but can be the beginning of many more windows of opportunity. I only have to open my eyes and look for them. ■

“DEIL me in, too.”

Greeting from the (new) Director

Dr. Bill VanPatten

I am pleased to have this opportunity to introduce myself to all the alumni and to say “hello” to you all. Some of you may already know me, either from courses you took with me or because you heard my name come up in conversations (only positive ones, of course!). For those of you whom I have not had the pleasure of meeting, you might like to know a bit about me. First, I'm a native of California and was raised in a bilingual-bicultural environment (my mother was Mexican, my father was a “gringo” from Indiana). Ever since I was a child, I was fascinated by languages. It was a great relief to me, after I entered graduate school, to discover that there was such a thing as linguistics; my small liberal arts Jesuit college had no linguists and I was headed for graduate school with an eye on literary studies. Well, that changed my very first semester and the rest is history—a Ph.D. in Hispanic Linguistics and SLA, time spent teaching both ESL and Spanish as FL, and a career crisscrossing between theory and application.

These are exciting times for DEIL. As we move into the new century, DEIL will be taking a more central and active role in the life of the Foreign Languages Building. While maintaining our strength in TESL, we will expand our outlook and program development to include second language studies in general. Our ultimate goal is to be a center of research and theory on instructed SLA and to be a major participant in the development of a campus-wide

interdisciplinary Ph.D. program in SLA. We are also the initiators of a new certificate program that is about to be reviewed by departments here in the FLB—a Certificate of Advanced Study in Language Teaching. Targeting literary, cultural, and linguistic studies majors with little or no background in language teaching, this certificate aims to enhance the doctoral student's chances in the ever tightening job market. To round the picture out, we are also exploring joint undergraduate programs in TESL, Spanish, and Bilingual Education to enhance undergraduate opportunities as well as make important connections with other units who have similar interests. And everyday, DEIL is increasingly using technology to enhance instruction, programmatic issues, and administrative activities.

Thanks to Numa Markee's innovative outreach program from the Language Learning Laboratory and the very capable efforts of Jean Czaja and her cohorts in the lab, paper syllabi and course materials will soon be a thing of the past as all basic course material will go online by Fall 2000.

We know that you appreciate DEIL's efforts in these and other matters. Walking down the third-floor hallways here, one can feel the past and the present mingling with everyone looking at the future. And the future is here. With the year 2000 almost upon us, we are anxious to make DEIL move forward with strength and vigor. I wish you, too, the best in all your endeavors and may the new millenium bring you all that you hope for.

Bill VanPatten
bvp@uiuc.edu

Alumni Update

Susan Taylor (1967) returned in October from a 6-week trip around the world. What began as a plan to visit Lebanon for her great-niece's wedding turned into an opportunity to share time with friends and family in six countries. Susan visited the Netherlands, France, Lebanon, Taiwan, Japan, and California. Susan's experiences in Taiwan during the recent earthquake will be featured in the next Cosmopolitan Club newsletter. taylorst@uiuc.edu

Catherine Hanus-Zank (1975), professor of ESL at Miami-Dade Community College (MDCC), was a recipient of the 1999 MDCC Endowed Teaching Chair award. Selected by a committee of her peers, Catherine was chosen for her dedication to teaching and personal and academic accomplishments.

Laura Hahn (1986) graduated in May with a PhD in Educational Psychology and a certificate in SLATE from UIUC. In August she began a position as a visiting specialist in education in the Office of Instructional Resources on campus. l-hahn@uiuc.edu

Barb Bair (1988) has taken over the position as pronunciation specialist overseeing the MATESL practicum course. Prior to this, she taught pronunciation courses to international teaching assistants (ITAs) in DEIL. barbbair@uiuc.edu

Eunha Jung (1991) is a visiting assistant professor at the University of Montana-Missoula in their MATESL program. Although she misses the multi-ethnicity of Champaign-Urbana, Eunha is taking advantage of the local culture. eunha@selway.umt.edu

Patti Watts (1994) is still working as Associate Director of the ESL Service Courses in DEIL. In her freetime, Patti enjoys cooking and biking. This summer she competed in a number of long-distance bike races. She would love to hear from past Service Course teachers. p-watts@uiuc.edu

Volker Hegelheimer (1995) is an assistant professor in the English Department (their MATESL program) at Iowa State University, where he is teaching writing and computer-assisted language learning. Volker, his wife Belinda, their son Michael, and their new daughter Sabrina Grace (born 2/27/99) moved into a new home in October. Next summer, Volker will be taking students to Prague and Southern Germany to learn about English teacher training and how English is taught in German and Czech schools. volkerh@iastate.edu

Juan-Pedro Rica-Peromingo (1995) is working on his doctoral dissertation in Madrid, Spain, where he has also been teaching a course in English intonation. He spent part of the summer holiday in the north of Spain. juanpe@eucmax.sim.ucm.es

Jennifer (Lai) Bromley (1996) passed her qualifying exam for entry into the Ph.D. program in Linguistics at UIUC. For now, she is taking a year off to rest and relax. During this break, she is also filling in as a classical music radio host at WILL-FM. jc-lai@students.uiuc.edu

Karin (Millard) Sprow (1996) is working at the College of William and Mary in the Executive MBA Program. Prior to moving to VA in 1998, Karin was a Core ESL Instructor at the Intensive English Institute, formerly World Learning, at the Illinois Institute of Technology in Chicago. Karin hopes to return to ESL after her husband completes law school in 2001. klspro@business.wm.edu

Bernardo Angulo (1997) is an academic coordinator in charge of the multimedia labs and teacher resource centers at the Centro Cultural Costarricense Norteamericano in San Jose, Costa Rica. In April 1999, he helped to open 2 new multimedia labs and is now integrating the labs to the academic curricula. cccnlab@sol.racsa.co.cr

Kym Kickert (1997) recently moved back to the Midwest after living for a year in Salt Lake City, Utah. She is teaching ESL at Culver Military Academy, a boarding school/prep school in Northeast Indiana. kymkickert@hotmail.com

Serene Chan (1998) finished her year teaching in San Jose, Costa Rica, and returned to Hong Kong. She is teaching part-time at two schools. At one, Serene is working in the same department as Don Cruickshank, a former professor in the University of Illinois English Department. serene_c@yahoo.com

Todd Enslin (1998) is working at Senzoku Gakuen Junior College in Toyama-ken, Japan. He is being looked at as a serious candidate for a faculty position by the International University of Japan and a medical school. Todd and his wife, Atsuko, plan to stay in Japan for the next 3-4 years, so that their daughter, Emilie, will be further exposed to the Japanese language and culture. enslen@p2342.nsk.ne.jp

Rachel (Wallace) Escoto (1998) is still living in Guadalajara, Mexico. She has been teaching writing and business English full-time at the TEC de Monterrey. This fall, Rachel collaborated with **Melissa Kubly** (2000) on a project about L1 writing instruction in Mexico. At this time, Rachel has little else on her mind except her "little bundle of joy." Rachel and her husband, Alejandro, are expecting their first child in June. rwallace@campus.gda.itesm.mx

Christine Gozdzik (1998) began a dual position this fall in the MBA program at UIUC. She works as Assistant Director of Career Services and Coordinator of the Preparatory English Program (PEP), a 6-week intensive pre-MBA English course. In her work with career services, Christine advises students individually and through workshops on the job-search process. Last summer, Christine's Preparatory English Program was an overwhelming success. They had 48 students and hired 15 DEIL students as coordinators, teachers and partners. gozdzik@uiuc.edu

Michelle (Borges) Naumann (1998) was married in August 1998 and is enjoying teaching ESL at Tidewater Community College in Virginia Beach, VA. Her husband, Robert, is in LAN support at Cendant and is planning to start law school in September. randmnaumann@juno.com

Seung-won Yoon (1998) and **Jo-hyun Kim** (2000) were married this summer. Seung-won is a doctoral student in the Department of Human Resource Education at UIUC. His study focuses on learning technology and CALL. He is also working with the Web Technology Group and HRE

Faculty Update

Irene Koshik joined the DEIL faculty this fall as an assistant professor. Dr. Koshik earned an M.A. in ESL from the University of Hawaii in 1982 and a Ph.D. in Applied Linguistics from UCLA in 1999. She comes to us with a strong teaching and research background, having taught in a variety of contexts in the U.S. and abroad. This fall she taught a course in communicative language teaching and ESL/EFL materials and methods. In spring, Dr. Koshik will be teaching a course in discourse analysis.

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Updates *continued from page 3*

Online program as a web developer and tech support staff, respectively. yoon2@uiuc.edu

Fred Griffiths (1999) and **Aileen Sidharta** (1999) were married on June 19th in MacDoel, California. They are now living in Jakarta, Indonesia. Fred is teaching in the English Department at IPEKA Christian high school. He has already been put in charge of helping to recruit teachers and developing a language library. Aileen works with teacher training at ATMA Catholic University. griffiths@hotmail.com & sidharta@hotmail.com

Sheila Lebedenko (1999) and her husband, Dmitri, are living in Campbell, CA. Sheila is working at Golden Gate Language School, a small private language institute within walking distance of her home. Sheila and her husband are spending their freetime ballroom dancing. sheilinka@yahoo.com

Rungruedee (Nice) Naratreegul (1999) is working in the Department of International Relations at the Communications Authority of Thailand (CAT). She spends most of her time at work translating and summarizing official documents from En-

glish into Thai and also writing and editing papers in English. naratree@hotmail.com

Stacia Steward (1999) and her husband, Brian, are living in Ames, IA, where Brian is working for the university. Stacia now has her hands full with two boys, Timothy and Benjamin (born 6/15/99). bsteward@iastate.edu ■

Upcoming Conferences

TESOL

March 14-18, 2000
Vancouver, Canada
<http://www.tesol.edu/>

AAAL

March 11-14, 2000
Vancouver, Canada
<http://www.aaal.org>

Pragmatics & Language Learning Conference

April 13-15, 2000
Urbana, Illinois
<http://deil.lang.uiuc.edu/deil/>

From the Editors

Change. There is a lot of it around DEIL these days: A new Director, a new expanded mission, a new faculty member, newly remodeled quarters ... and a new editor of DYI. Let me introduce Jean Czaja, a 1998 graduate of DEIL, who volunteered for this position on top of a host of other responsibilities as Visiting Teaching Associate, including managing the DEIL Job Placement Service, teaching ESL courses, and helping the faculty and staff use the Web more effectively. I look forward to working with her to bring you future issues of DYI.

Our profound thanks go to Anna Kasten, outgoing editor, who has served so capably for the last three years. Her responsibilities in the IEI have expanded, requiring her to give up this role. I will miss her greatly.

To paraphrase the humorist on PBS, Garrison Keeler, "Stay well; do good work; and keep in touch."

Wayne

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Editor
Consulting Editor
Editorial Support

Jean M. Czaja
Wayne B. Dickerson
Anna Kasten

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Division of English as an International Language
University of Illinois at Urbana-Champaign
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