How to Build Culturally Responsive Teaching/Business Practices in Online International Programmes?

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Outcomes

• Provide a context for appreciating the unique needs of international students

• Develop strategies for supporting international students

• Create awareness about the importance of effective cross cultural communication

• Differentiate among various cultures students represent in class

• Identify strategies to better support our students to be successful in the classroom
Offensive Interpreter
POLL

What are your biggest concerns when dealing with different cultures in international programmes?

- Language barriers
- Content challenges
- Academic Integrity
- Communication style
- Cultural stereotypes
“A teacher that can be replaced by a machine, should be.”
- Sugata Mitra

"Education is not the learning of facts, but the training of the mind to think."
- Albert Einstein

Analysis
Evaluation
Creativity
Innovation
Originality
Problem solving
Critical thinking
Student Success

- Culturally rich learning environment
- Growing student population
- Focus on student needs
- Increase student motivation
- Increase retention
- Apply culturally sensitive business practices

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The hidden layers of cultures...

‘Who we are’?

‘Where we come from?’

‘What we may become?’

dress - age
race/ethnicity
gender - language
eye behavior - facial expressions

body language - sense of self
notions of modesty - concept of cleanliness
emotional response patterns - rules for social interactions
family practices - decision-making processes
approaches to problem solving
concept of justice - values and fairness
perceptions of mental health, health, illness, disability
patterns of superior and subordinate roles in relation to status by age, gender class
“Meanings that we create and that, in turn, create peoples as members of collectivities”.

Source: Rethmann, Szeman, Coleman, 2010, p.10
## Common Student Role

<table>
<thead>
<tr>
<th>US/UK</th>
<th>Nigeria</th>
<th>Saudi Arabia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participative</td>
<td>Passive</td>
<td>Passive</td>
</tr>
<tr>
<td>Inquisitive</td>
<td>Silent</td>
<td>Inquisitive</td>
</tr>
<tr>
<td>Discusses Feedback</td>
<td>Acknowledges Feedback</td>
<td>Discuss outcomes, grades</td>
</tr>
</tbody>
</table>

Source: Mackenzie & Wallace, 2011; Medubi, 2010
Nigerian students consider themselves the receptors of knowledge. They listen, make notes, and reiterate information in exams and assignments.

Cultural Values =

- Respect elders and authority
- Respect family
- Gender roles
- Value of education
Saudi students respect teachers as leaders, expect them to give information, explain the big picture. Students listen to them and do the exam.

**Cultural Values** =
- Respect religion
- Respect family
- Gender roles
- Segregated education
Successful Online Learner in Nigeria

- Peace
- Light, Internet & Technology
- Balance professional & personal life with academic learning

- Cultural intelligence
- Understand content & puts it in own context
- Self-motivated, disciplined & focused

- Flexible to a different learning environment
- Support from family & employer
Successful Online Learner in Saudi Arabia

<table>
<thead>
<tr>
<th>Make the balance of everything – study, work, social life</th>
<th>Organized</th>
<th>Achieve Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivate yourself</td>
<td>Committed</td>
<td>Your goal is knowledge, not degree</td>
</tr>
<tr>
<td>Love subject</td>
<td>Find your way of research</td>
<td></td>
</tr>
</tbody>
</table>
Example from Nigeria

• Family: supportive attitude

• Often faces stereotypes
  • Educated vs. traditional woman

The very fact that she’s successful means that she even has to work harder to be more humble because she’s maybe misunderstood. Not necessarily just by her husband but by the society. She’s so rude because she is educated... We don’t want to know. So you are aware of that... You work harder to be humble and not blow your own trumpet.”

(graduate Nigerian female student, living in the UK, MPH Programme)
“[A successful online learner has to be] very organized, committed and she has to give herself the right time to study. [She must] keep herself far from any distractions, keep on track. She has to have a very high aim to keep her going: although there is a lot of encouragement online, but still, sometimes you lose the connection, the support from people, because you are not seen in every day. So you have to have that aim and goal that you want to achieve at the end to be able to continue as an online learner. You have to love your subjects, enjoy it so much. You have to commit and have time for research.”

(Saudi female student, graduated in 2012)
# Student Perceptions of the Faculty Role

<table>
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<tr>
<th>UK/US</th>
<th>Nigeria</th>
<th>Saudi Arabia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Democratic</td>
<td>Authoritative</td>
<td>Authoritative</td>
</tr>
<tr>
<td>Equal relationships</td>
<td>Moral mentor</td>
<td>Moral Mentor</td>
</tr>
<tr>
<td>The use of humor</td>
<td>Serious</td>
<td>Serious</td>
</tr>
<tr>
<td>Informal</td>
<td>Source of knowledge</td>
<td>Source of knowledge</td>
</tr>
</tbody>
</table>

Source: Anderson, 2008
• Do you have any questions at this points about the role of teacher and learner in different cultures?

• Feel free to share your experience!
Cultural Competency in Education

• Culturally responsive communication:
  ✓ Affirms cultures of students
  ✓ Views Culture as strength
  ✓ Reflects students’ cultures in the teaching process

• How?
  ✓ Flexibility
  ✓ Cultural Self-awareness
  ✓ Respect
  ✓ Openness
  ✓ Curiosity
  ✓ Empathy
"In the Yoruba culture a child that lies, will steal. A child that steals will commit adultery, and it can go further. You can be very easily called an adulteress and even a murderer."

(Female, Online Nigerian student, University of Liverpool)

Remain aware that for certain cultures, accusing someone of plagiarism, can be a very negative connotation and social implications.

**Tips:**
- Use examples of what plagiarism is, not just the definition.
- Explain where does the importance of originality stems from Western cultures
- Remind students to review how Turnitin works, before an assignment is due

Strategies

- Be aware of the impact of culture
- Foster awareness of norms and values
- Remain curious
- Recognize & encourage sharing
- Recognize time & circumstances
Clear Communication

- Accents do not have a correlation to language fluency
- Avoid using idioms, slang, jargons or acronyms
- Provide examples to clarify communication
- Provide details on the context of an assignment

By growing the reach of Education, and viewing our students through a global lens, we take part of delivering on our mission of social change around the world.
Discussion Topics

1. Given what you learned today, what will you do differently as you support international students or interact with different cultures at your work?

2. What are the strategies that you would use in order to support better international students in your online classes?
Cultural Competence

Here are some useful resources that may help you to become more culturally competent:

• Developing Cultural Competence [www.youtube.com/watch?v=wd6ksEx3rZw](www.youtube.com/watch?v=wd6ksEx3rZw)
• Dr. Fons Trompenaars on Culture [www.youtube.com/watch?v=JqNl8le1bF4&feature=PlayList&p=1C80223F31574458&playnext=1&playnext_from=PL&index=2](www.youtube.com/watch?v=JqNl8le1bF4&feature=PlayList&p=1C80223F31574458&playnext=1&playnext_from=PL&index=2)
• About Culture Shock [http://www.worldwide.edu/travel_planner/culture_shock.html](http://www.worldwide.edu/travel_planner/culture_shock.html)
• Waltzing Matilda Misunderstanding (examples of people NOT understanding meaning and context) [http://www.youtube.com/watch?v=k2NiVL_UP94&feature=related](http://www.youtube.com/watch?v=k2NiVL_UP94&feature=related)

• Low-Context vs. High-Context Cultures

The following video demonstrates two of the cultural dimensions that influence communication online: [www.youtube.com/watch?v=8tIUilX56E&feature=related](www.youtube.com/watch?v=8tIUilX56E&feature=related)
References

Culture & Online Learning

Nigeria

Saudi Arabia
Thank you

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