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**Multicultural Higher Education Challenges**  
**and Effective Teaching Management**  
**Teaching Approaches to Multicultural**  
**Student Groups**



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# Higher Education Today – the Major Trends and Challenges



- The defining role of HE in economic growth and development
- Diversification of financial resources
- Tough competition
- Technological progress
- Globalization and global educational market
- Mobility and unification of the educational content
- Massifying phenomenon
- Multiculturalism
- Multicultural education



**Education is an admirable thing but not everything that is worth knowing can be taught (O. Wilde)**



**Nowadays, our business world requires a different kind of young specialists – those who can collaborate effectively in a global business reality, adapt quickly to change, be flexible in working with people from diverse cultures towards a common goal, realize the global implications of their actions, work at a fast pace, bring innovation and willingness to embrace lifelong learning as a necessity in his fast-paced business, those who can think, create, imagine, communicate and act – with flexibility and adaptability in an extremely complex multicultural world**

***Reigeluth C.M., 'New Instructional Theories and Strategies for a Knowledge-Based Society', 2010.***

# Multiculturalism - the mix of multiple ethnic groups, languages, and cultures that co-exist within society



## Descriptive term

Refers to the simple fact of **cultural diversity**. It is generally applied to

- The **demographic combination** of a particular place;
- The **organizational level** (schools, businesses, neighborhoods, cities, or nations)

## Normative term

Refers to **ideologies or policies** that promote this diversity:

- society comfortable with the rich tapestry of human life and the desire amongst people to express their own identity in the manner they see suitable.

### Strategy 1

interaction and communication between different cultures. Interactions of cultures provide opportunities for the cultural differences to communicate and interact to create multiculturalism=**interculturalism**

### Strategy 2

The focus is on diversity and cultural uniqueness. Cultural isolation can protect the uniqueness of the local culture of a nation or area and also contribute to global cultural diversity.



# What is Multicultural Education?



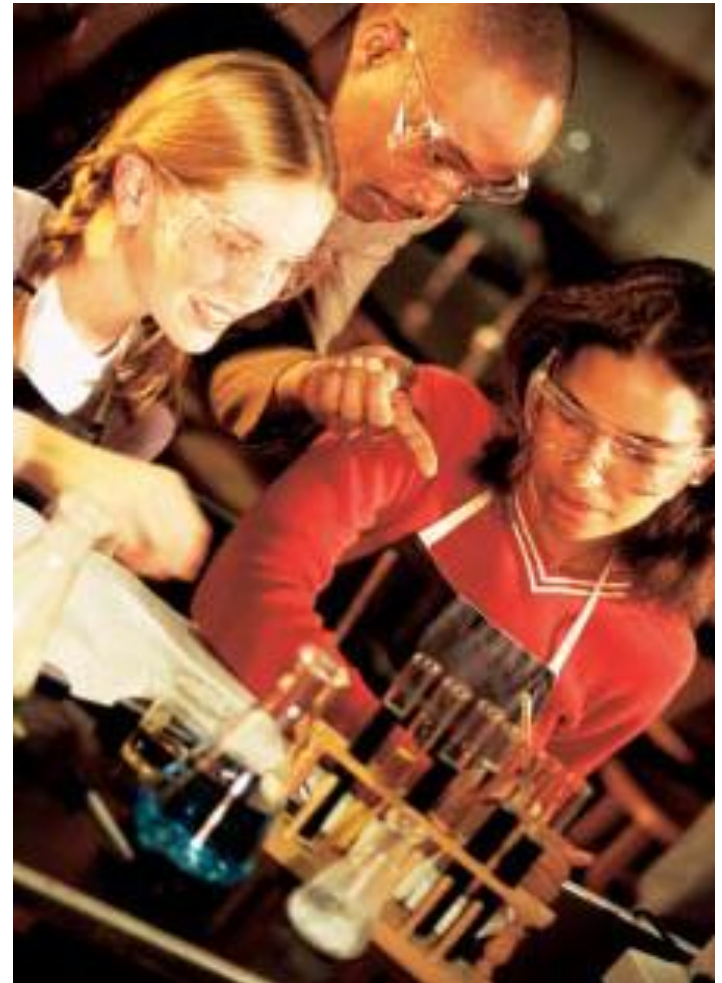
- **Multicultural education** is an approach to teaching that values diversity in the classroom: diversity in content, methodologies, perspectives, educators, students, and cultures.
- Being a multicultural educator means embracing your students' cultural diversity as a means of nurturing their academic and personal growth.



# The Social Role of Multicultural Higher Education

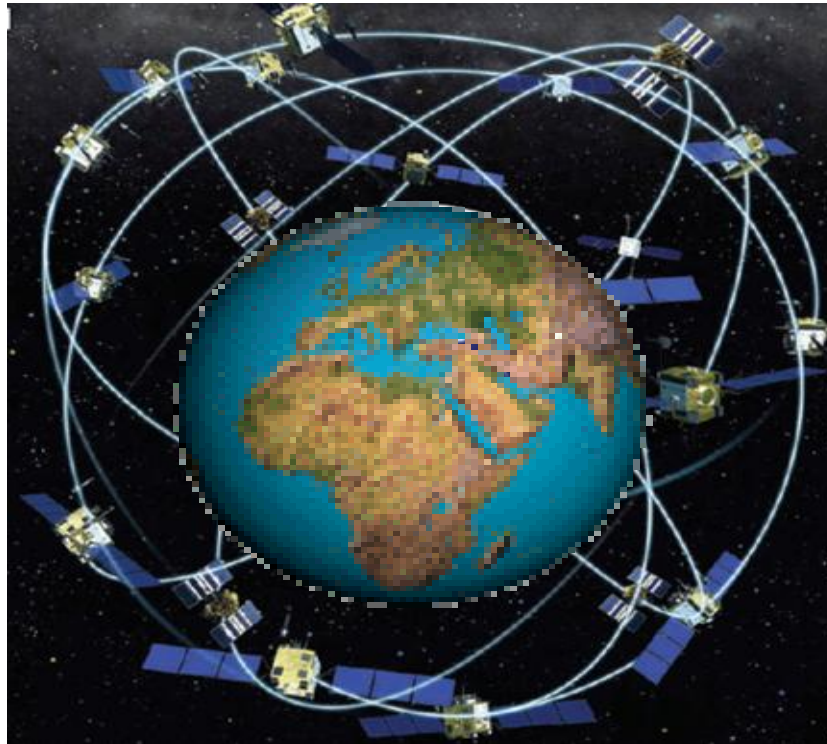


- **To maintain** and improve the quality of life and well-being of all people
- **To improve** the organization of modern pluralistic societies
- **To cope with** the growing complexity of work processes



# Globalization and global educational market

**Globalization** is the reality shaped by an increasingly integrated world economy, new information and communications technology (ICT), the emergence of an international knowledge network, the role of the English language, and other forces beyond the control of academic institutions.



**Internationalization** is the variety of policies and programs that universities and governments implement to respond to globalization

(The Bologna Process and Lisbon Strategy in Europe)

# Mobility and unification of the educational content



- More than **2.5** million students are studying outside their home countries.
- Estimates predict the rise **to 7 million** international students **by 2020** as a reflection of national and institutional strategies but also the decisions of individual students.
- **Flexibility** envisages reacting appropriately to scientific, economic and political developments and the appropriate reaction assumes mobility.
- Universities and academic systems have developed their own strategies to benefit from the new global environment and attract nonresident students

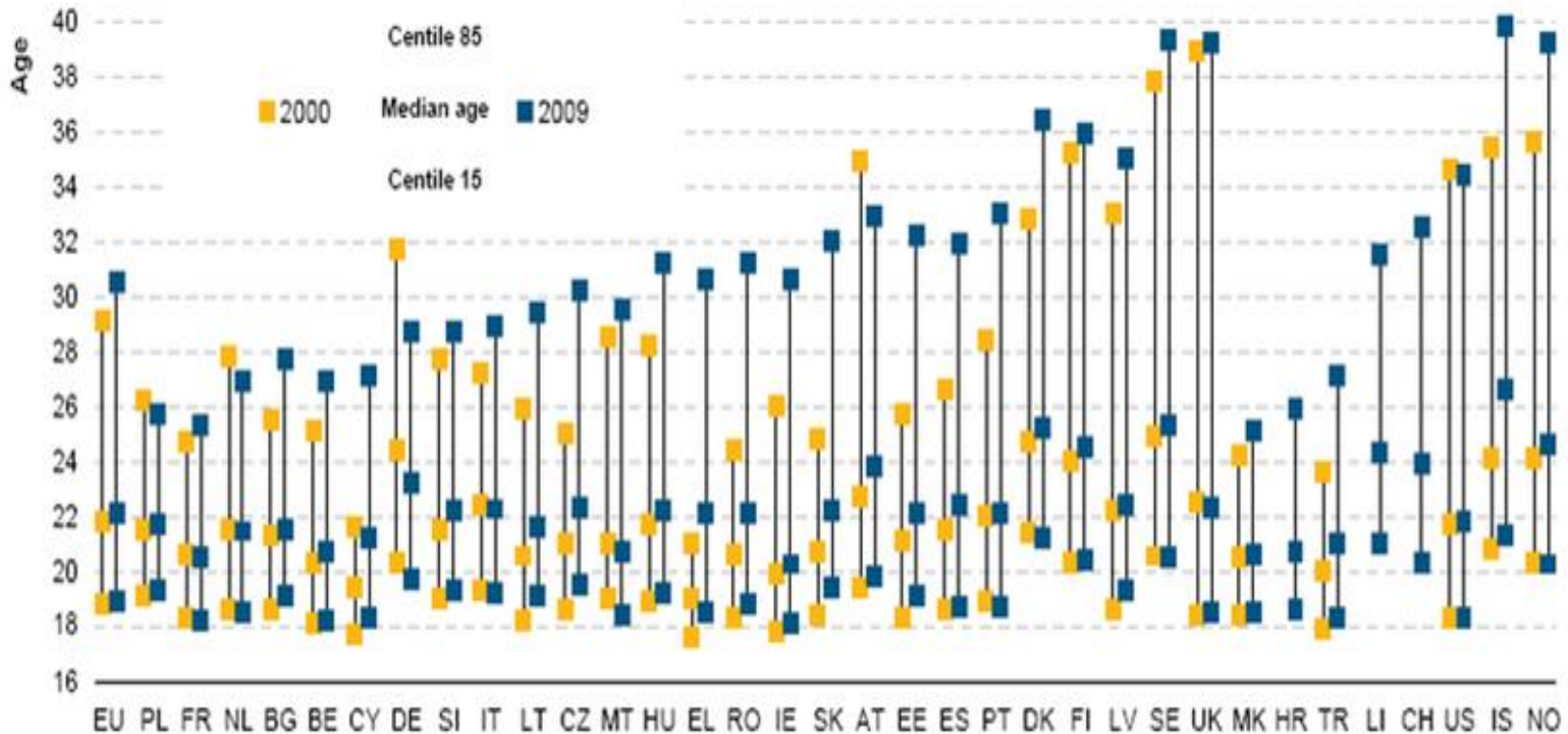
established degree programs in English to attract students from other countries

established partnerships with academic institutions in other countries in order to offer degree and different academic programs, develop research projects, and collaborate in a variety of fields.



# Massifying phenomenon

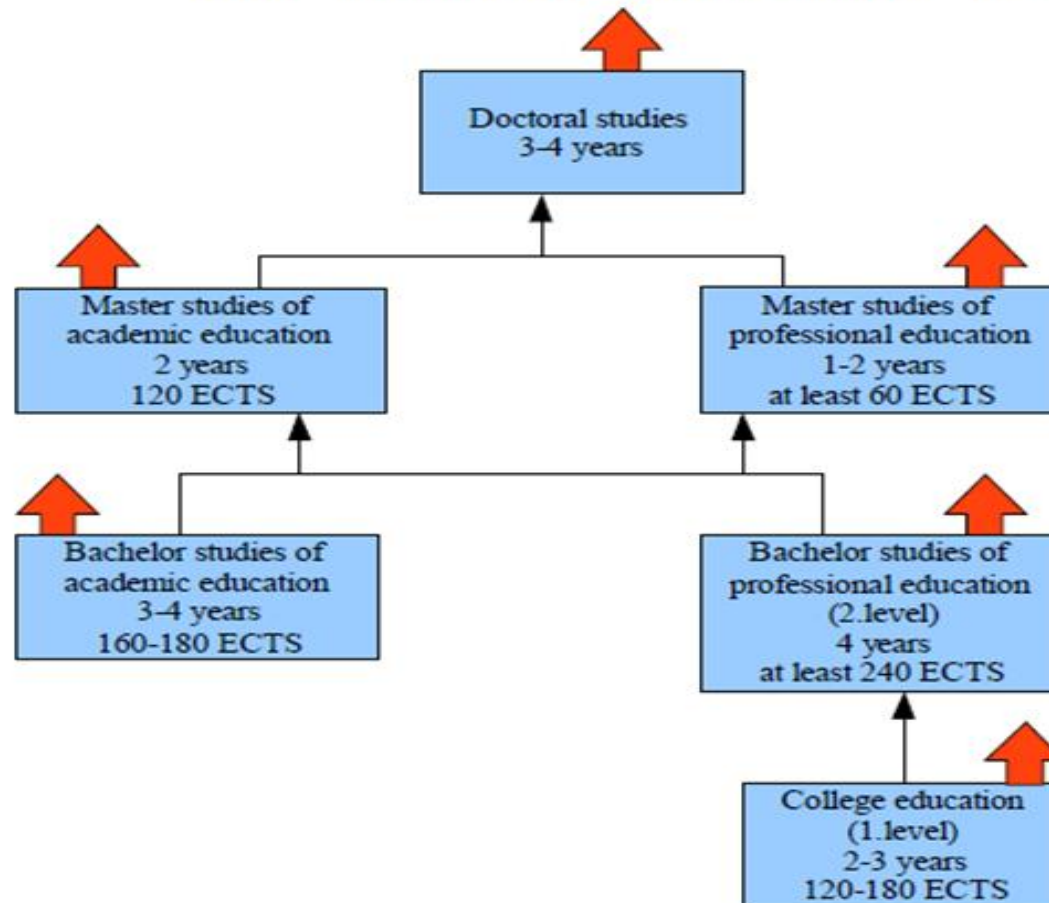
Age distribution in tertiary education - Source: Eurostat  
Between the ages of 18 and 65 (the active working population) is actively engaged in higher education .



# Latvian Education System and National Policy



Higher education system and inclusion into the labour market



Source: Ministry of Education and Science



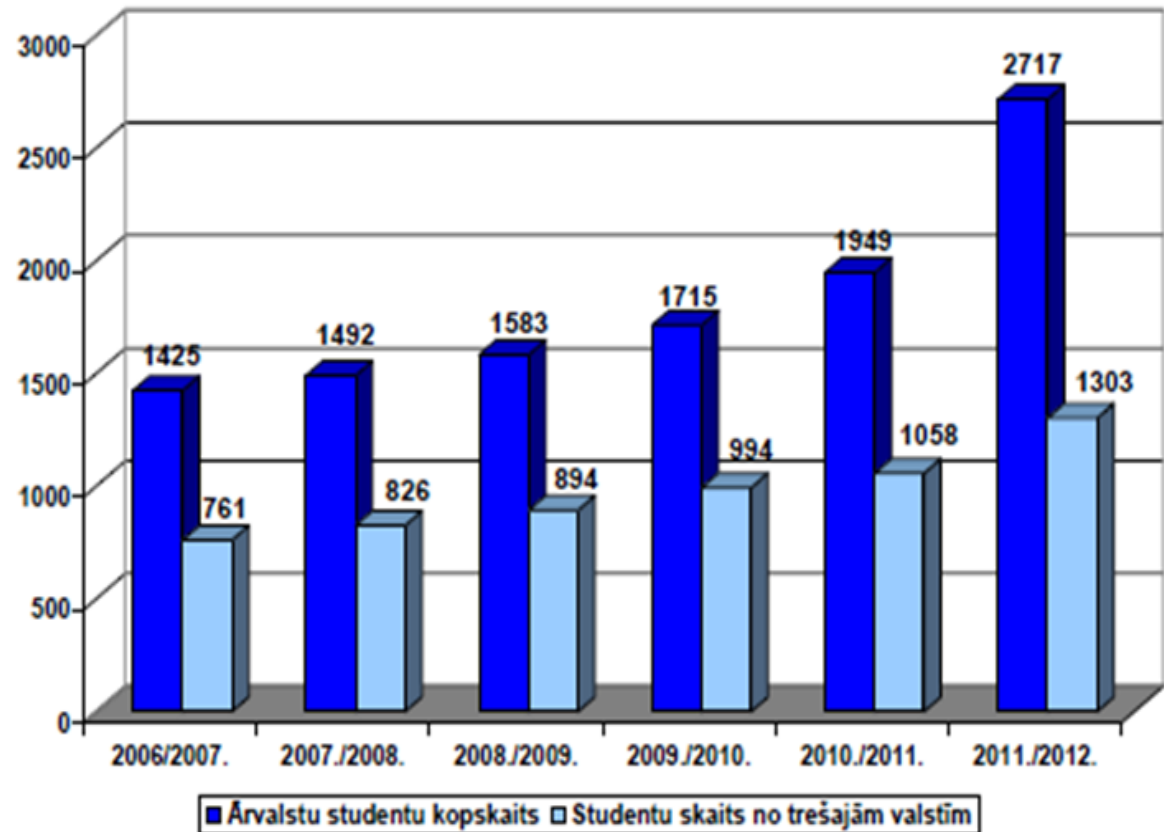
The total number of foreign students in Latvia is not high – an average **1.6%** of all students

In **2011./2012.** academic year, the percentage was already **2.8%**

Slightly more than **50%** of all foreign students are third country nationals

Some foreign students are **permanent residents** of Latvia who have graduated from secondary schools in Latvia and have acquired the citizenship of another state (for example, Russia, Ukraine, Lithuania) while residing in Latvia.

The total number of foreign students and number of students from third countries during the academic year



Source: Ministry of Education and Science



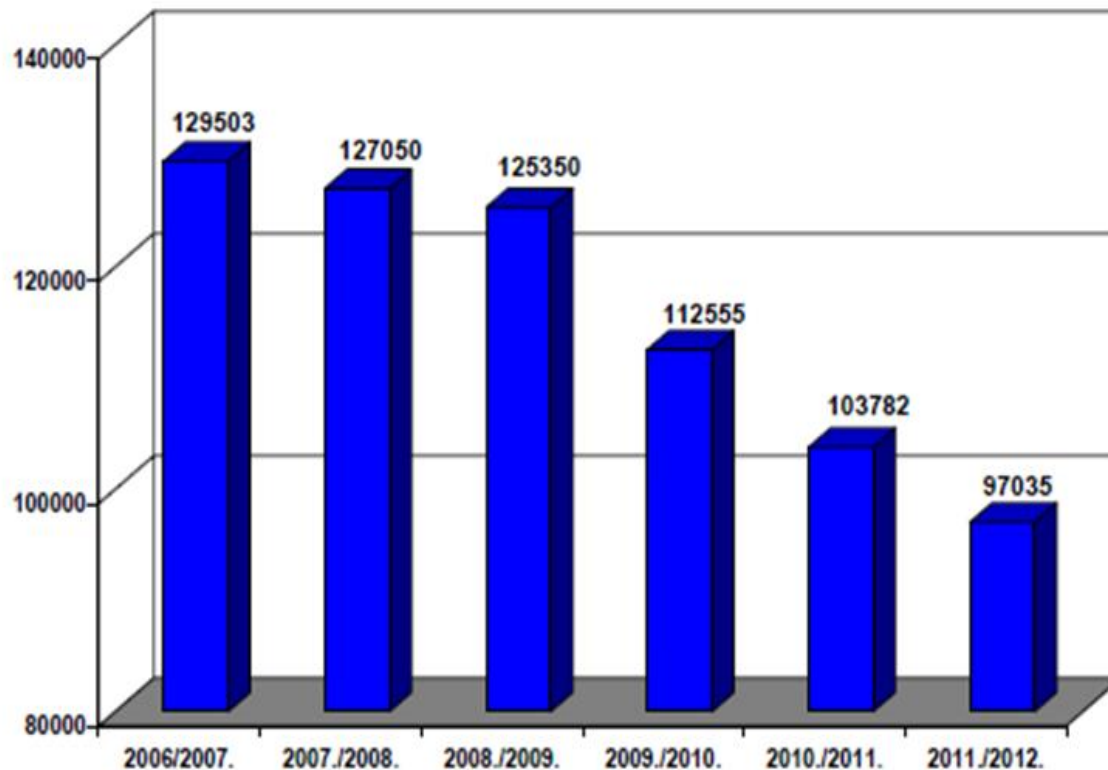
Every year, the total number of students in Latvia is decreasing.

Since **2006./2007.** academic year, the total number of students has decreased **by 25%**

Education policy planning documents include references **to develop the exportability** of higher education by increasing the competitiveness and quality of study programs.

As a result, an increase in the number of foreign students is expected, that to a certain extent would compensate the decrease in the number of local students.

Total number of students of institutions of higher education during the academic year



Source: Ministry of Education and Science

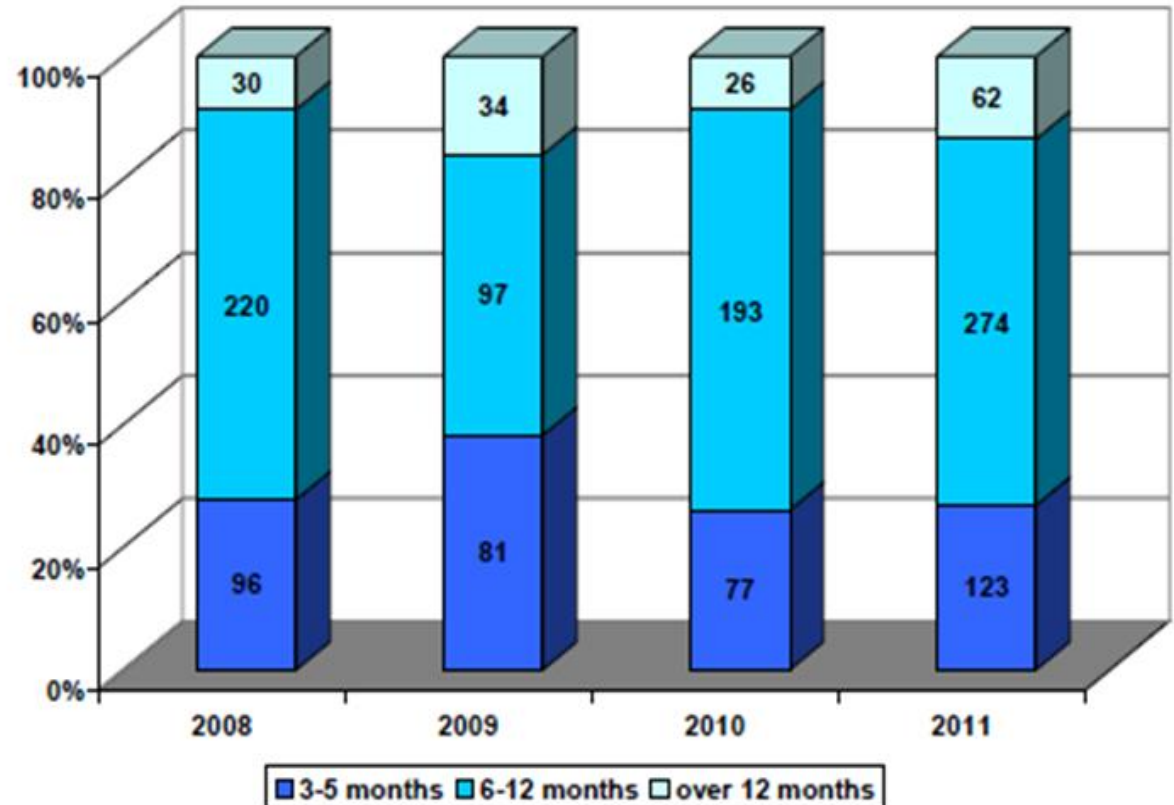




Latvia has concluded approximately 20 agreements with third countries (Belarus, China, Egypt, India, Israel, Moldova, Turkey, Ukraine, USA, etc.) covering issues on the cooperation in the field of education.

For the most part, the agreements provide the promotion and development of student exchange, the mutual recognition of diplomas, and the granting of scholarships.

Number of first temporary residence permits issued to third country nationals for education reasons by term of validity, 2008-2011



Source: Eurostat

# Exportability of higher education



The report on the exportability of higher education commissioned by the **State Chancellery** gives the conclusion that an influx of foreign students influence the education system in a positive way, especially the quality of studies, by creating a more international study environment, introducing other learning methods and allowing local students to prepare for employment in an international environment.

The report also presents calculations showing that each foreign student brings in, on average, **5000 euros** for the state **per year**, and, taking into account the number of foreign students, in the academic year **2011.-2012.** the total contribution to the state budget was approximately **13,5 million euros**. Hence, the opinions in the academic and scientific environment and of the policy makers on attraction of foreign students are positive.



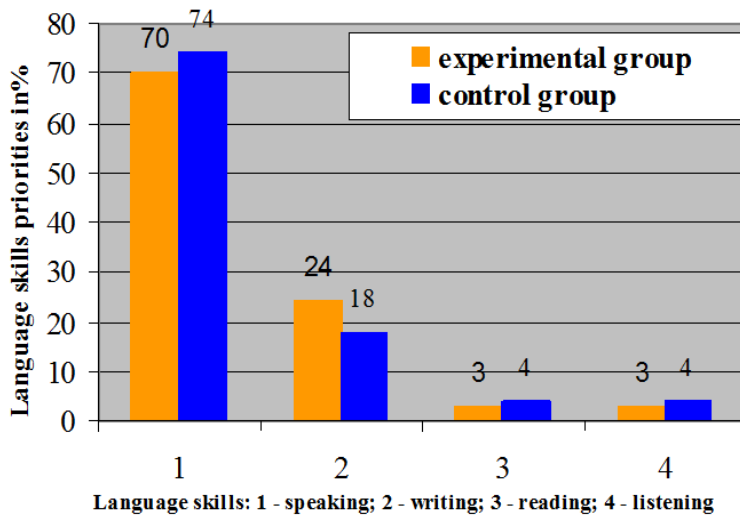
**Appearance and reality:** Latvia is a multicultural country with a diverse ethnic composition: (Latvians – 52%; Russians, Byelorussians, Ukrainians, Polish, Lithuanians and other nations – 48%)

*‘Cultures have to decide if they want to be broad and open to influences, to blossom and develop, stimulated by the wealth of different cultures and different mind sets or they want to look inwards and backwards to their historical past and fossilize*

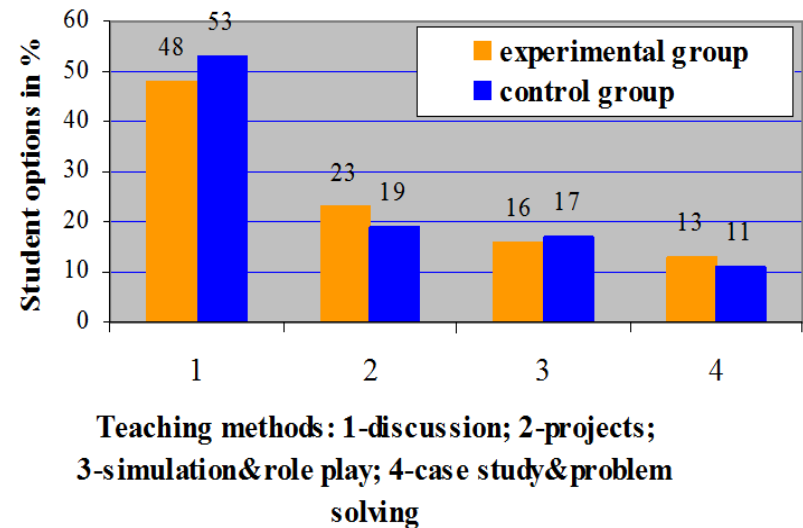


# Student Options in Language Skills and Teaching Methods

## Language skills priorities



## Student options in teaching methods





# Stereotypes

## The Russians as seen by the Spanish

- Noisy
- Talkative
- Gregarious
- Impatient
- Inventive



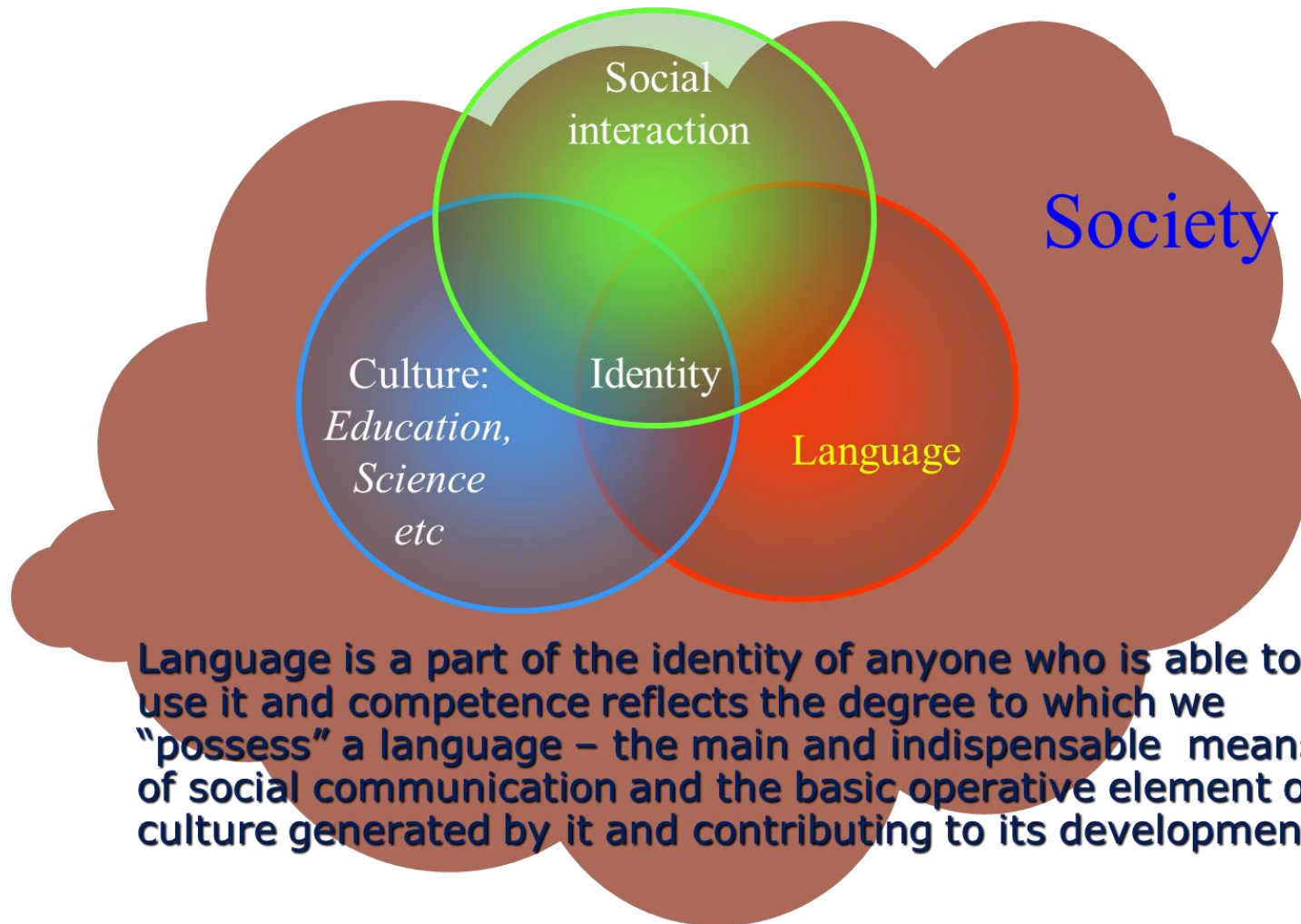
## The Spanish as seen by the Latvians and Russians

- Noisy
- Talkative
- Emotional
- Non-punctual

## The Latvians as seen by the Spanish

- Shy
- Reserved
- Calm
- Slow
- Indecisive

# Language and emotion regulation as the basis for developing multicultural identity



# Teaching in a Multicultural Classroom.

## Who we are as individuals:

<b>our age</b>	<b>birthplace</b>
<b>gender</b>	<b>life experience</b>
<b>ethnicity</b>	<b>learning styles</b>
<b>race</b>	<b>intelligence preferences</b>
<b>intellectual ability</b>	<b>personality types</b>
<b>socio-economic level</b>	<b>hobbies and interests</b>
<b>language</b>	<b>career paths</b>
<b>culture</b>	<b>values</b>
<b>education</b>	<b>motivations</b>
<b>religion</b>	<b>citizenship, etc.</b>



**With all these differences, what can teachers do to build a positive, respectful, and supportive environment that fosters learning for all students?**

# Teaching in a Multicultural Classroom: 10 Commandments



*Liberality*

*Consolidation*

*Motivation*

*Logical Reasoning*

*Utilization*

*Contextualization*

*Stimulus*

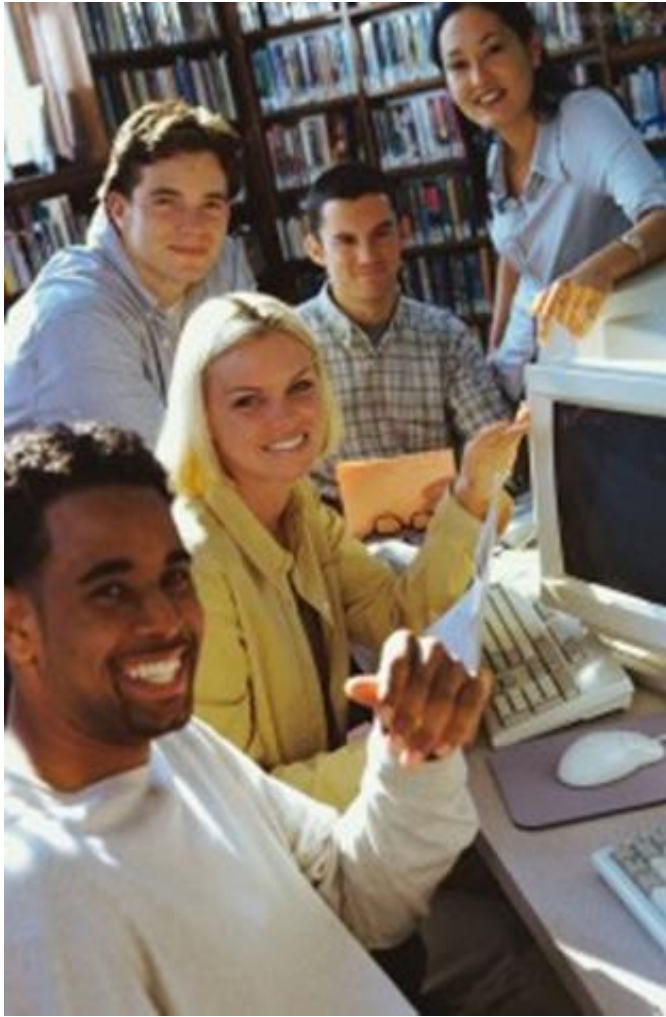
*Involvement*

*Interest*

*Repetition*



# *Liberality*



**Liberal Education** is an approach to learning that empowers individuals and prepares them to deal with complexity, diversity, and change. It provides students with broad knowledge of the wider world (e.g. science, culture, and society) as well as in-depth study in a specific area of the chosen speciality.

**A liberal education** helps students develop a sense of social responsibility, as well as strong and transferable intellectual and practical skills such as communication, analytical, problem-solving and decision making skills, and a demonstrated ability to apply knowledge and skills in real-world settings.

According to a 2013 survey conducted by Hart Research Associates on behalf of AAC&U, 74% of employers would recommend this educational approach to university students.

# Motivation

A motive is a desire in response to a need, which causes a person to act

B.Weiner

*A student is more motivated to perform well if he understands*

- *what is going on ,*
- *why it is going on,*
- *how it affects him,*
- *what's in it for him.*

## **Learning itself as a motivator.**

When your learning sessions are rich and rewarding, when learners feel they have enlarged the limits of their minds, when they can see useful application for the things they've just learned, then they'll be motivated to continue to learn more.

*Motivation is internal but you have the responsibility to provide a positive learning climate.*

## **Setting expectations.**

Make course objectives clear. Then challenge learners to achieve them. For some, having a goal to attain is the *motivation* to attain it. Make sure that class work is clearly relevant to achieving the objectives. This will help maintain the motivating challenge to *attain the goal.*

## **Positive reinforcement.**

Encouragement and support for a job well done. Praise your learners for the little things they do well.

Don't wait for the big success.' The key here is *to praise often but be natural and above all sincere!*

Learners want praise but they want genuine praise.



# Utilization

**Show your learners *how* the material can be used and has application to them. First, paint the 'big picture.'** They need to see how the material you're teaching relates to their job. Let them know that it's not just interesting but useful.

**Watch out for too many deviations.** Interesting stories can be fun to tell but are they practical for the learners? Remember, these are adult learners and are problem solution centered. Being entertained by too many stories may well turn them off. If a story has a perspective, tell it. But don't use it just because it's your favorite.

**Much of the material fall into two categories 'nice-to-know' and 'need-to-know.'** Many times your learners won't be able to discriminate between the two. You will have to point out what's background and what's critical to their performance.

# *Stimulus*

Learning is stimulated through the five senses. It will be useful to know that some are much more vital to the learning process than others. Here's a breakdown of how we learn what we know today:

**75 % through the sense of sight**

**13% through the sense of hearing**

**6% through the sense of touch**

**3% through the sense of smell**

**3 % through the sense of taste**



# *Interest*

You can't assume your student is interested in learning just because he's/she's in the class. Our job is to generate interest in the course materials. First, you, the instructor, must be interested. Learners quickly 'turn off' to an instructor, who appears to be disinterested in the subject, is listless or seems tired or bored

If your trainees aren't interested, check yourself, not them. After all, they're your trainees, in your class, learning *your* subject. And it's your job to keep them interested. Remember the materials, which keep adults interested and problem centered. And involvement creates interest.



# Reinforcement

**Emphasize new ideas, concepts or methods as better, not different** from old ways. People resist changing ideas that they have long accepted. Negative reinforcement can be avoided by emphasizing new learning as something to build upon. Instructing them in new ideas will be easier if they are not confronted with the necessity of *unlearning* the old ways.

Always proceed **from the known to the unknown**. Learners always arrive in your class with some prior knowledge. They may already understand the basics of the subject; they may possess considerable misinformation; they may know nothing about the subject. It *is your job to use that knowledge to enhance the learning process* – **positively reinforce student knowledge.**

**Relate new ideas to familiar facts by analogies and comparisons.** A student can relate new information to something that is familiar to him. This allows him to grasp the new concept by having a mental picture to which the new facts can be tied.

# *Logical Reasoning*

## **Whole-to-part:**

Giving the big picture first, then the specific parts.

## **Magnitude:**

Large to small, or vice versa

## **Importance:**

Start with the most important item, and work to the least

## **Relationship:**

Taking things in the order of their physical relationship

## **Difficulty:**

From the easier or known to the more difficult or unknown

## **Performance:**

**Present a procedure in the order it is performed.**

# *Contextualized Application*

**Immediate application improves the learning. The point here is: have learners try out the skills or verbalize the facts just acquired as soon as possible after their exposure to a new material.**



**An effective way to use this principle is to have your learners practise (write-present-discuss) an application of the new material to various situations 'back home.' This could be done individually or in teams.**



# *Involvement*

Learners learn better when they are actively involved in the training. If a student doesn't participate in the class - that is, doesn't say anything, or get involved other than sitting there - what does that tell you?



Such behavior can indicate how much the person is getting from the class. Sometimes these learners do get a lot but usually it is an indication of lower learning. A good rule to follow is the more participation - the more learning. Without active participation your learners won't be doing the thinking and applying that leads to increased learning. Make sure you have a planned purpose to your activity.

# *Repetition*

## **Repetition assists learning.**

The world of advertising knows well the effect of repeating a message. They want to imprint the product on your mind. And it's the constant repetition that does it.

Each time you have a 'refresher' session, your learners are remembering more and getting closer to your desired learning level. A message read or heard several times a day for eight days is virtually memorized; at the end of 30 days the memory retains 90% of the message.



It is not expected that you repeat your message like a tape recorder in your classes, but it does show you how the mind works in retaining material and the importance of repetition in your learning situation.

# Strategies to Support Multicultural Student Groups in Content Classes



- Use group work to broaden student perspectives
- increase classroom interaction and check comprehension
- put students in small groups and give them a couple of minutes to summarize the main points of the discussion (group summary)
- assign leadership roles in group work
- rotate students as group facilitators, recorders, and reporters
- make your overall aim, structure, main ideas, organizational cues, and transitions clear
- encourage students to ask questions and to take the initiative in resolving comprehension difficulties
- create time for questions and clarification (question pauses, written questions)
- take the last two minutes of class and ask students to write what they are still unsure of, collect them and use their questions as a starting point for the next class (minute paper)
- use audio/visual support
- repeat and clarify main points
- explain unfamiliar vocabulary



# Why Teams? - The Benefits

## The modern workplace



- 1. Complete large-scale projects** - Many projects in the workplace are too large or too complex for one individual to complete alone. Imagine trying to build the Golden Gate Bridge all by yourself!
- 2. Develop More Solutions** - Different people looking at the same problem will find different solutions. A team can review ideas and put together a final solution which incorporates the best individual ideas.
- 3. Detect Flaws** - A team looking at different proposed solutions may also find pitfalls that an individual might miss. The final solution is that much stronger.
- 4. Build Social Connections** - Working on a team allows you to interact with your colleagues much more than sitting in neighboring cubicles or lecture seats. Nothing can forge stronger bonds between people than a common work and the sense of achievement.



# Why Teams? - The Benefits

## Deeper Learning



**Team work allows you to experiment with real world issues and problems instead of memorizing dry facts. Team projects might ask students to:**

- **Develop a sample marketing plan for e-commerce of nanoproducts for healthcare**
- **Create a Web site about the places of interest in your country written in several foreign languages: Latvian, English, Spanish, German, Russian**
- **Write and present sample weather forecasts**
- **Design and manage a hypothetical computer maintenance company**

**Team work also gives you a chance to connect with your fellow classmates coming from different cultural backgrounds and learn from them. While working on a project, you will hear new ideas and get a chance to articulate some of your own.**

**Long-lasting – taking the whole semester or even academic year.**

**Short-running – taking a month, a week, or even one lesson.**

# Why Teams? - The Benefits

## Defining Your Roles



- What roles are available will depend much on the project and the visions of the instructor. For instance, if the project is to create a Web site, it might demand to have a team leader/editor, a writer, a graphic artist and a Webmaster/HTML specialist.
- If it is managing a company, we have to decide upon the hierarchy – the company structure – centralized/decentralized, what departments, functions, case study, problem solving, decision-making, meetings, negotiations, listening to different opinions, making presentations, keeping the polite tone of voice.
- If the instructor does not give any guidance, the team is free to organize itself as it chooses, but it is important that:
  1. **Everyone agrees on appropriate roles** - This may take some negotiation to decide.
  2. **Everyone is satisfied in their roles** - Individuals must feel a sense of satisfaction in order for the team to function. Fortunately, teams will typically have people with different temperaments and skills who will want different roles. In addition, your team may want to rotate roles throughout the semester.

# Working in teams



## 1 SYSTEMS THINKING

**Systems thinking** – is the holistic understanding of how things influence one another within the context of a larger system



## 2 CRITICAL THINKING

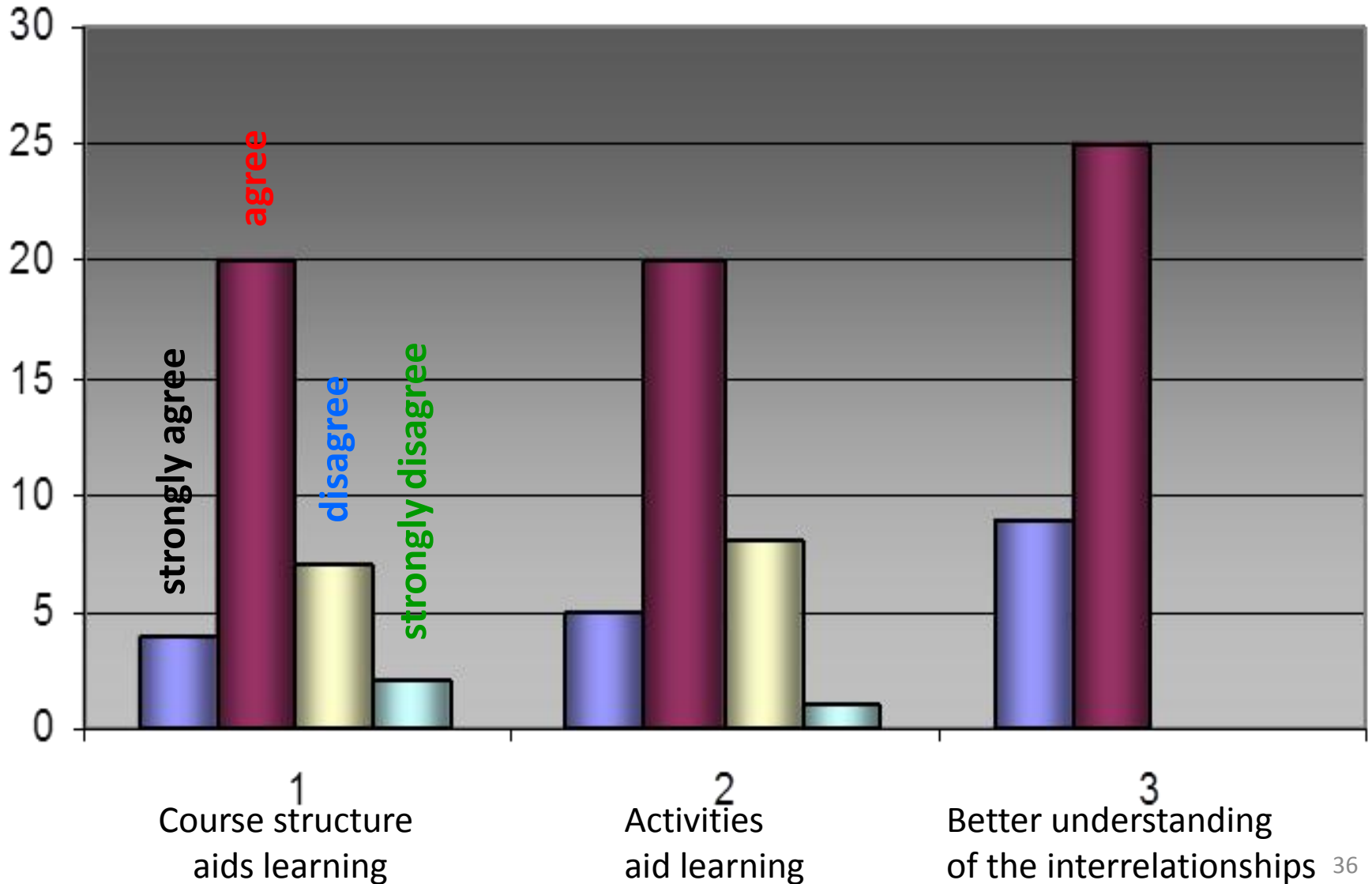
**Critical thinking** – is the careful, active, interpretation and evaluation of observations, communications, information, and argumentation



## 3 CONTEXTUAL THINKING LEARNING TRANSFER

**Contextual thinking** – is the ability to relate subject matter content to real world situations and make connections between knowledge and its application to the life

# Most students agree that better understanding of the interrelationships aids learning





# Stereotypes

## The Russians as seen by the Spanish

- Intellectual
- Helpful
- Outgoing
- Good-natured
- Cordial
- Hospitable
- Gifted
- Fun-loving



## The Spanish as seen by the Latvians and Russians

- Intellectual
- Logical
- Emotional
- Spiritual
- Likeable
- Cheerful
- Helpful
- Sympathetic

## The Latvians as seen by the Spanish

- Diligent
- Responsible
- Orderly
- Virtue of work
- Feeling for beauty
- Ethical
- Sympathetic

# Business Games



RolePlay



**Another great feature of the Erasmus program, are different social and cultural events organized by the Erasmus Students.**





**THANK YOU FOR YOUR ATTENTION!**

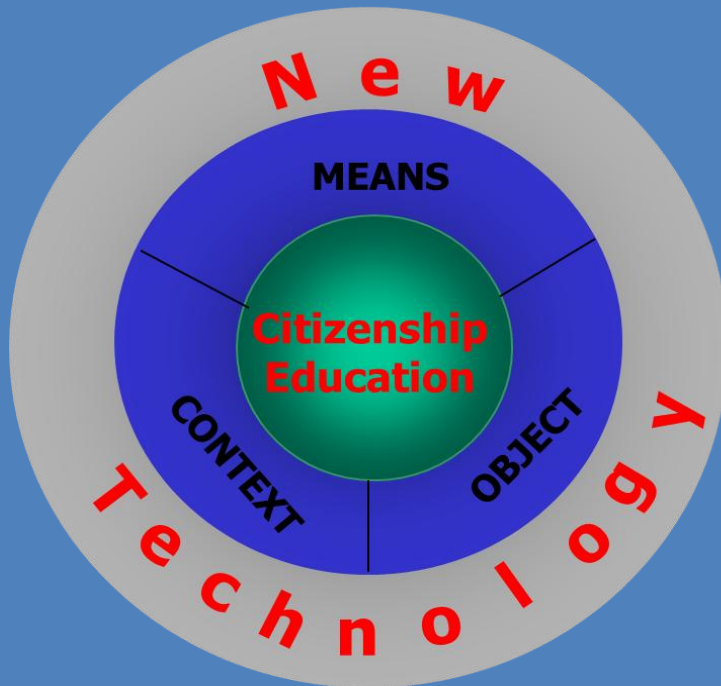




# Quality Education for Sustainable Future QESF:

New Technologies as means, object and context of interdisciplinary education

Quality Education for Sustainable Future (QESF) suggests that education is the primary factor of societal transformation towards sustainable development since it can foster the appropriate values, behaviours and lifestyles in its citizens.



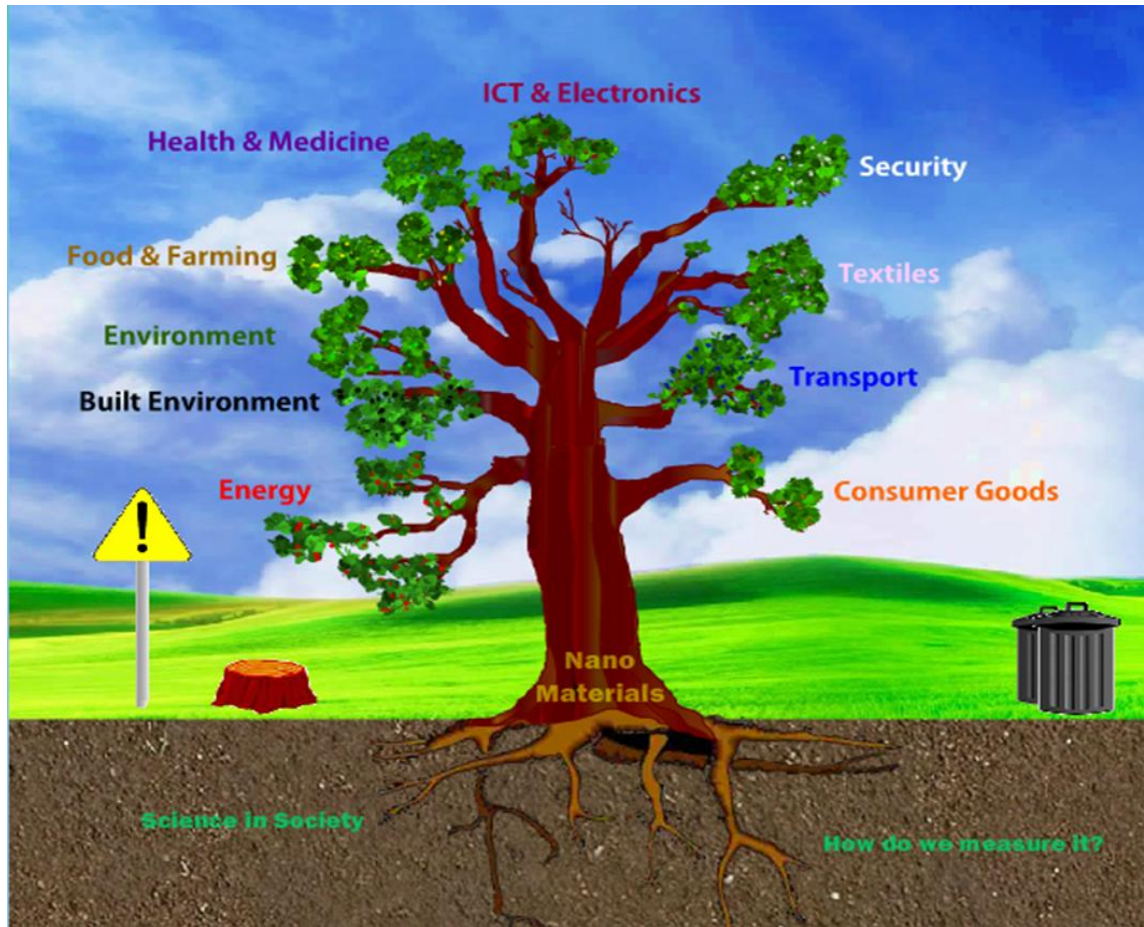
**Means of education** - are objects created by people or natural objects, serving as sources of information in the educational process.

**The object of education** - is the area of cognition and activity of a person/a subject.

**The context of education** - is the environment where education takes place.

**Citizenship** - is the quality of an individual's response to membership in a community (intellectual, physical, spiritual efforts applied to improve life for all citizens).

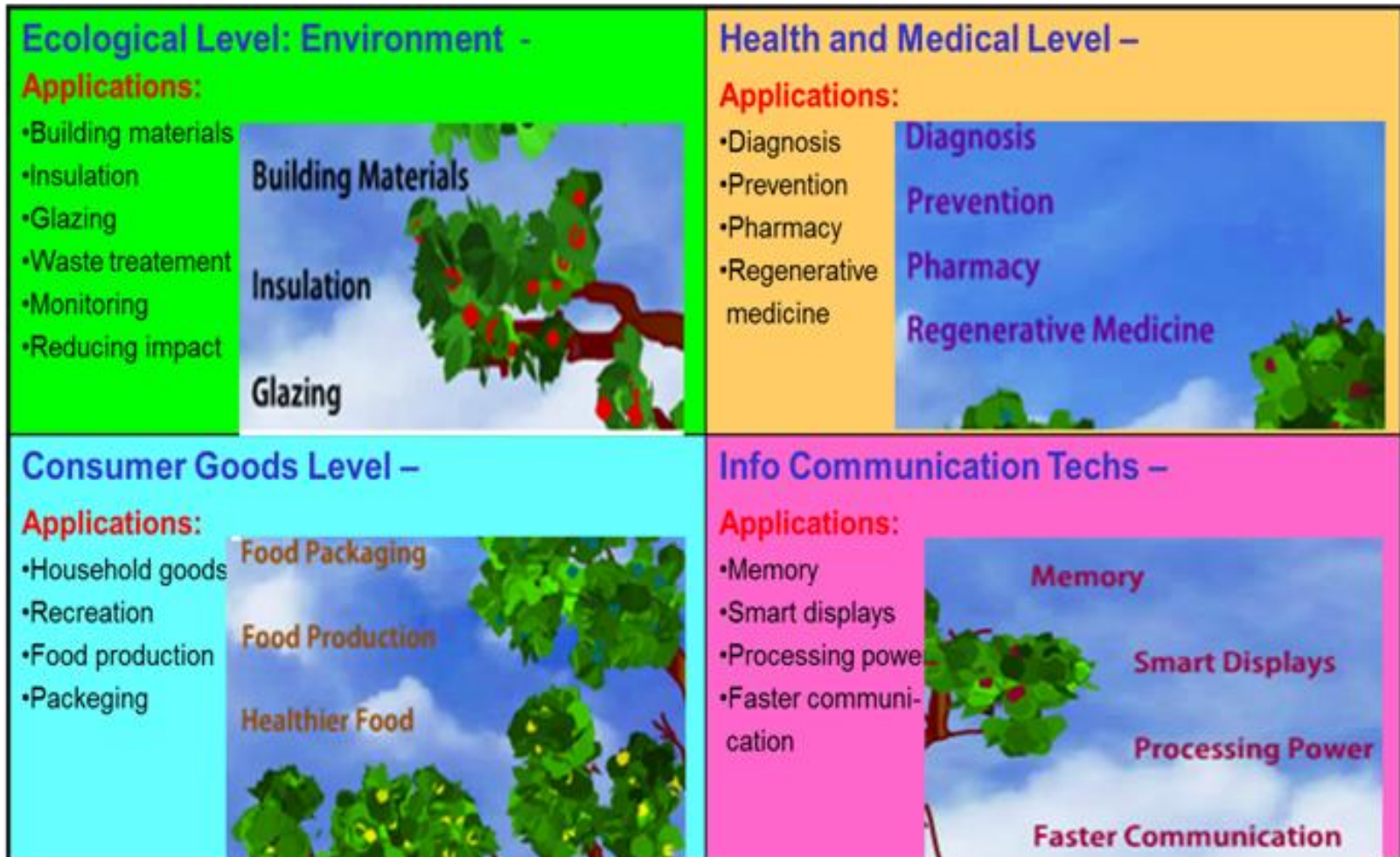
# Learning Context of New Technologies



New technology Education Tree provides an introduction to new technologies and how they can be applied in different business and industry sectors. It also provides information on societal aspects, potential risks, the need for standards, some of the myths surrounding NTs – (nanotechnology), a timeline of some of the key developments

# Learning Context of Nano-Project:

## 4-Level learning context



# From Intellectual Youth to Intellectual Society (FIYIS)

integrated skills → global personality development

## 1<sup>st</sup> Level Tasks:

- Simulation, role play, discussion, negotiation
- Aim at developing communication and social skills
- **NANOPRODUCT PRESENTATION:** *Home-related products*

## 2<sup>nd</sup> Level Tasks:

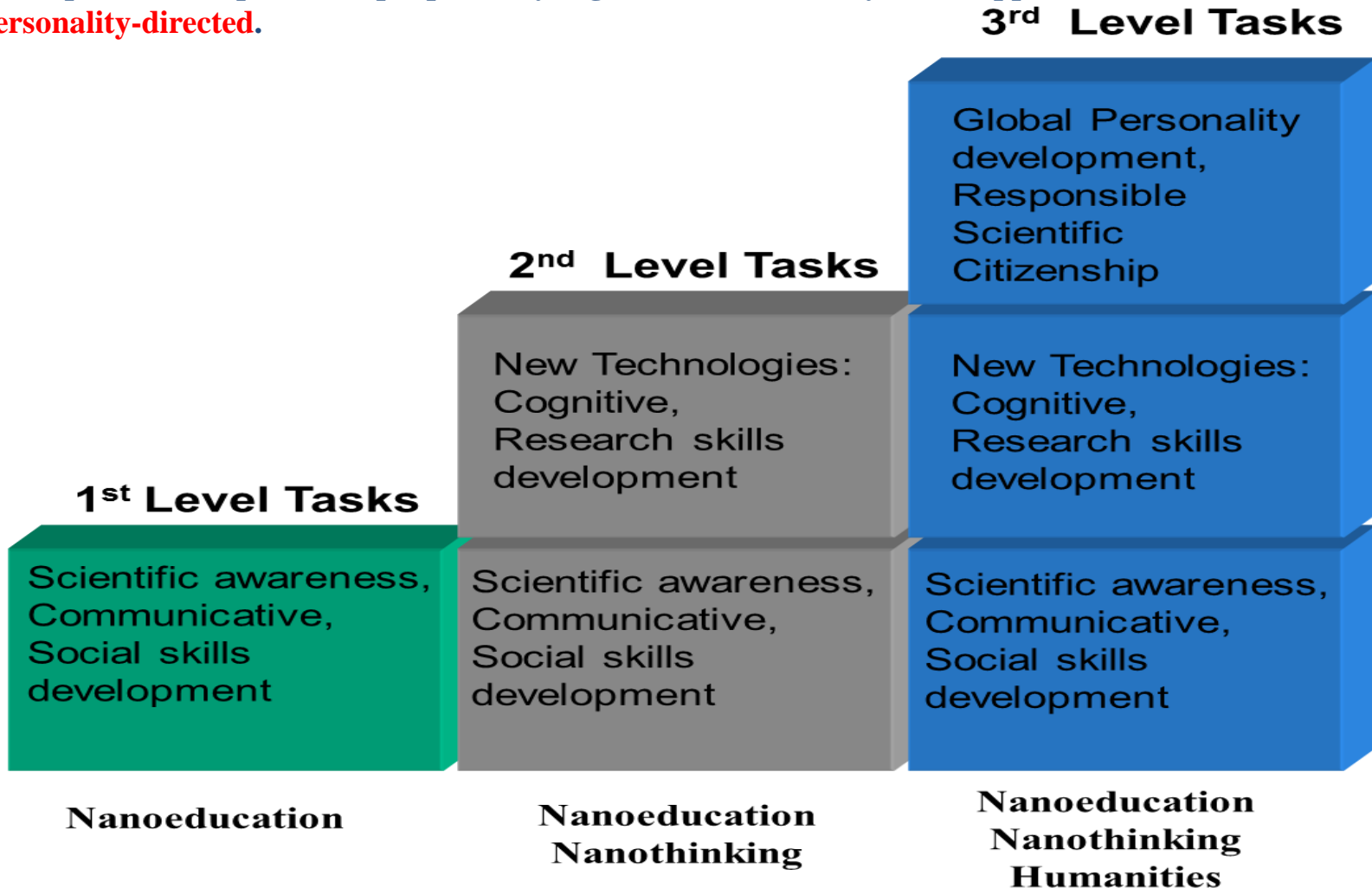
- Information selection, processing, analysis
- Aim at developing research-based learning skills, problem-solving skills
- **MARKET RESEARCH:** *Nanogoods grading, interviews, questionnaires, consultations with experts*

## 3<sup>rd</sup> Level Tasks:

- Case studies, problem solving, decision making, brainstorming
- Aim at scientific competence and global personality development
- **ANALYTICAL REVIEW: Pamphlet:** Recommendations for producers, managers and consumers of nanogoods

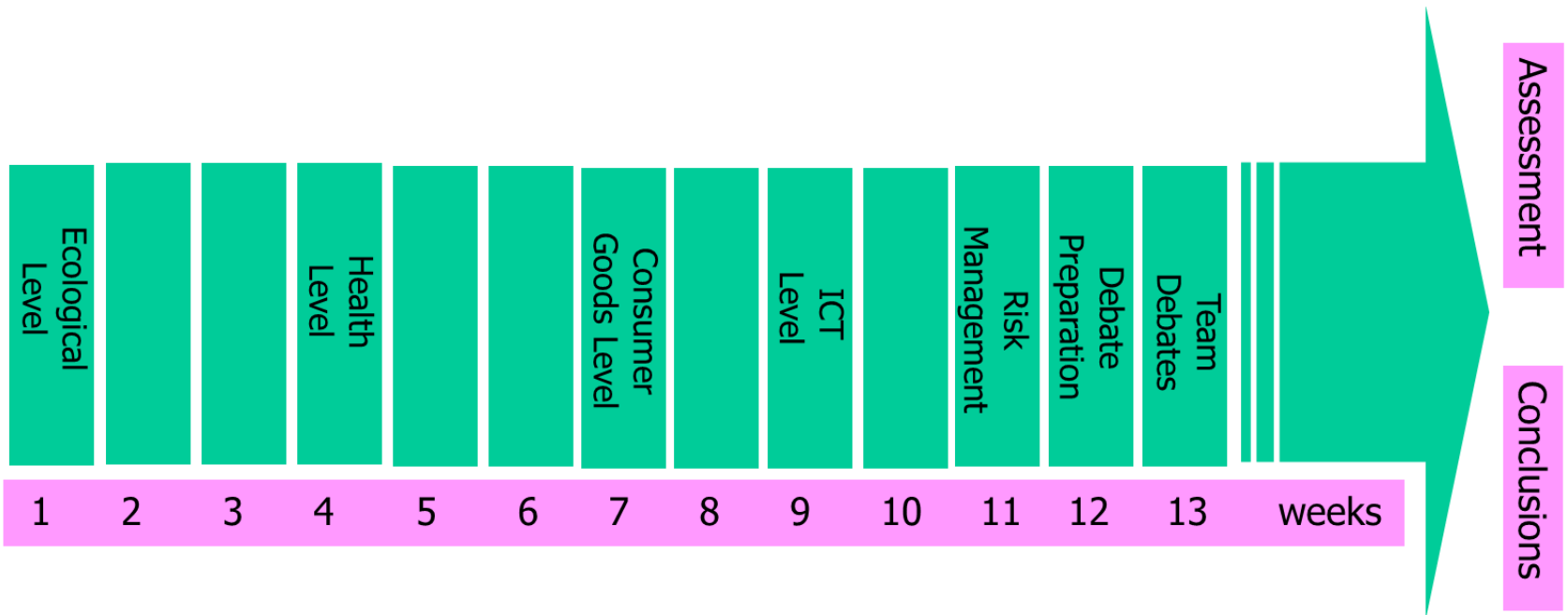


Through interaction and communicative activities, psychic functions (thinking, memory, knowledge accommodation) are formed, as well as social skills, ethic norms, values perception, and self-awareness are developed. From this perspective, the Systemic approach can be viewed as an **activity-based approach**. Systemic education and development promote self-education and self-development, contributing to life-long learning. Therefore, the Systemic approach can be viewed as **holistic**, leading to the global personality development. This process is purposefully organized. Thus, the Systemic approach is considered as **personality-directed**.

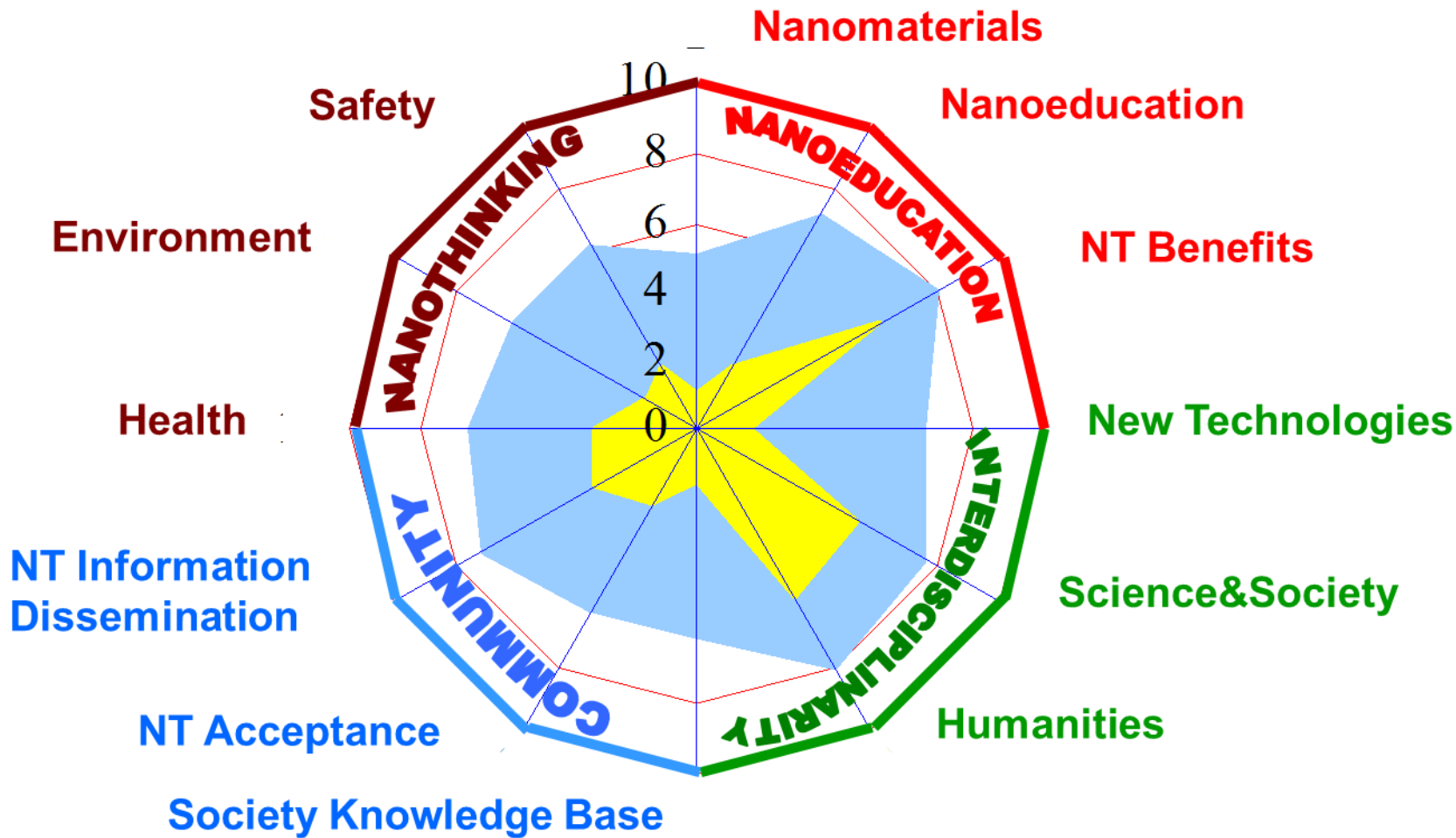




# From Intellectual Youth to Intellectual Society (FIYIS) → a statement of personal growth



# Nanotechnology Gap Analysis

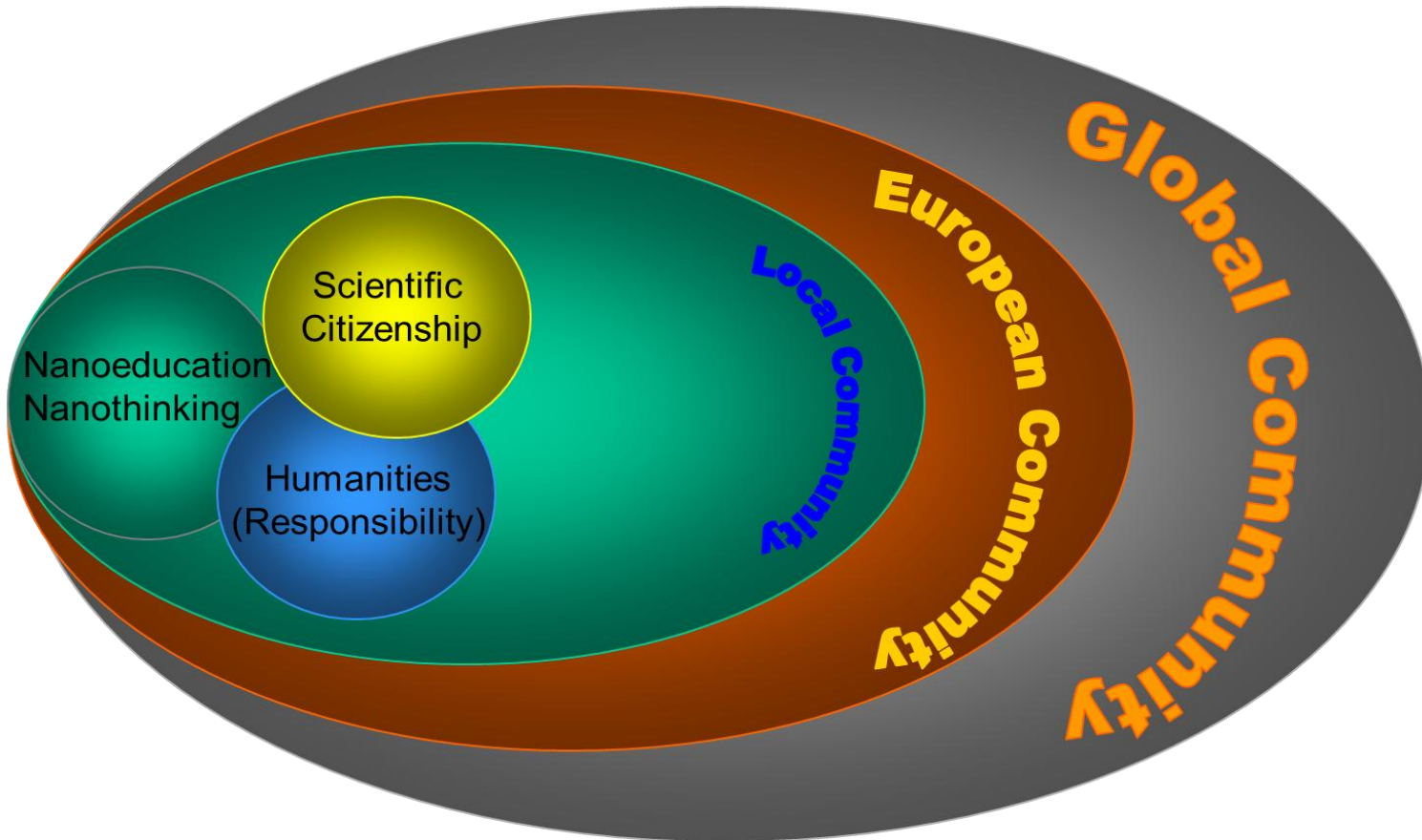


■ where we need to be in 2 years

■ where we are now

# Quality Education for Sustainable Future (QESF):

active discussion-based approach to developing responsible scientific citizenship



# QESF: Integration of the Humanities with Technosciences

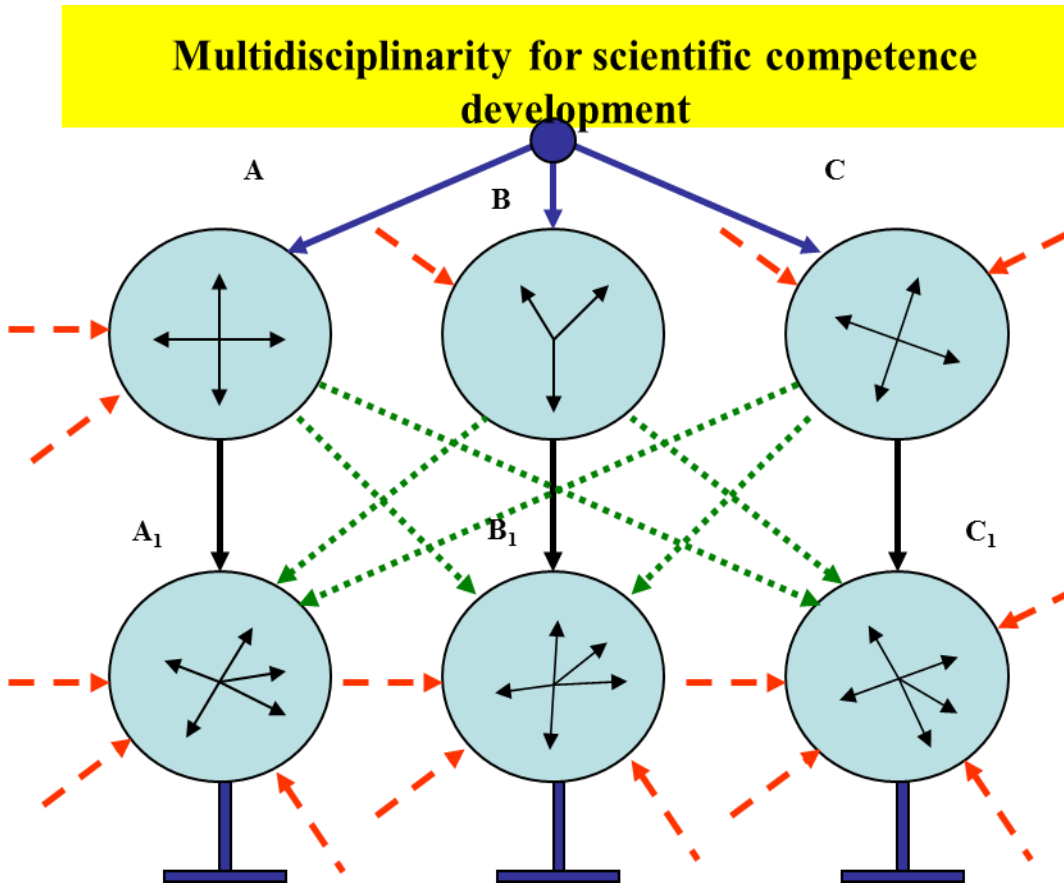
**QESF** is to be guided by teams of teachers from a diverse array of disciplines: language arts, sociology and history, civics and political science, natural sciences and technologies.

Science and technology teachers will have to learn humanities and social sciences. Humanities and social science teachers will have to learn sciences and technologies.

Integration of the humanities with technosciences, envisages the **development of scientific competence**, instilling:

- in future social, political, administrative and judicial leaders the abilities to cope with and perhaps anticipate changes imposed by technoscientific developments;
- in future scientific and technological leaders the abilities to forecast the socio-ethical values of their developments; and
- in all citizens the abilities to assess the significance of new technoscientific developments, and thus, be engaged in educated problem-solving forums and responsible decision-making legislatures.

# QESF: Scientific competence development

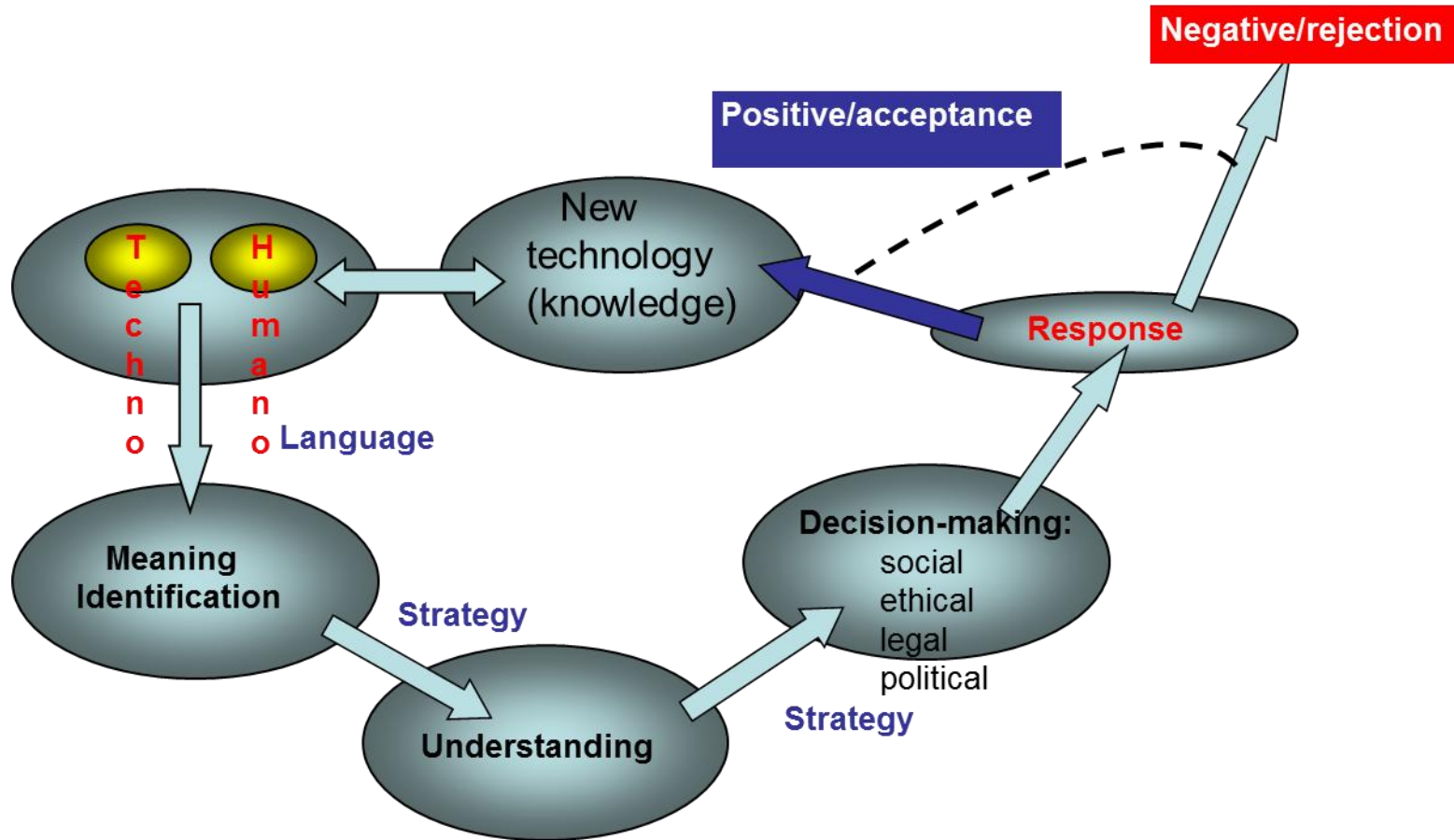


Thus, in the interactive process of interdisciplinary activities new abilities appear emergent abilities (Eilers R.E. and Oiler D.K., 1988) that reinforce scientific competence and contribute to its development (in figure - arrows inside the circles). It is necessary to emphasize that the essence of mechanisms showing the emergence of new abilities can be demonstrated only by means of models created within the framework of the systemic approach as these 'new' properties have to be additive.

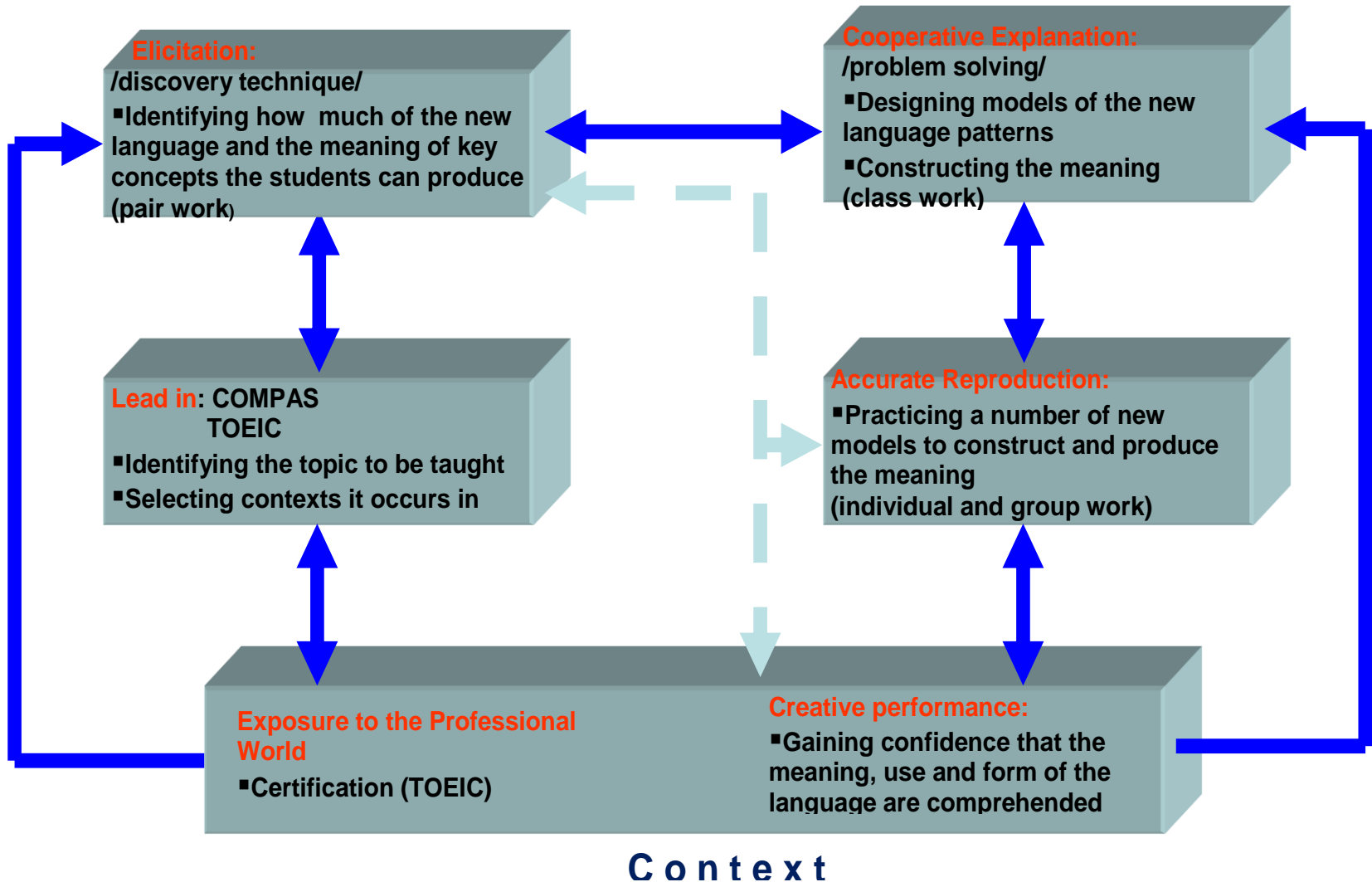


# From Intellectual Youth to Intellectual Society (FIYIS) – integrated skills project

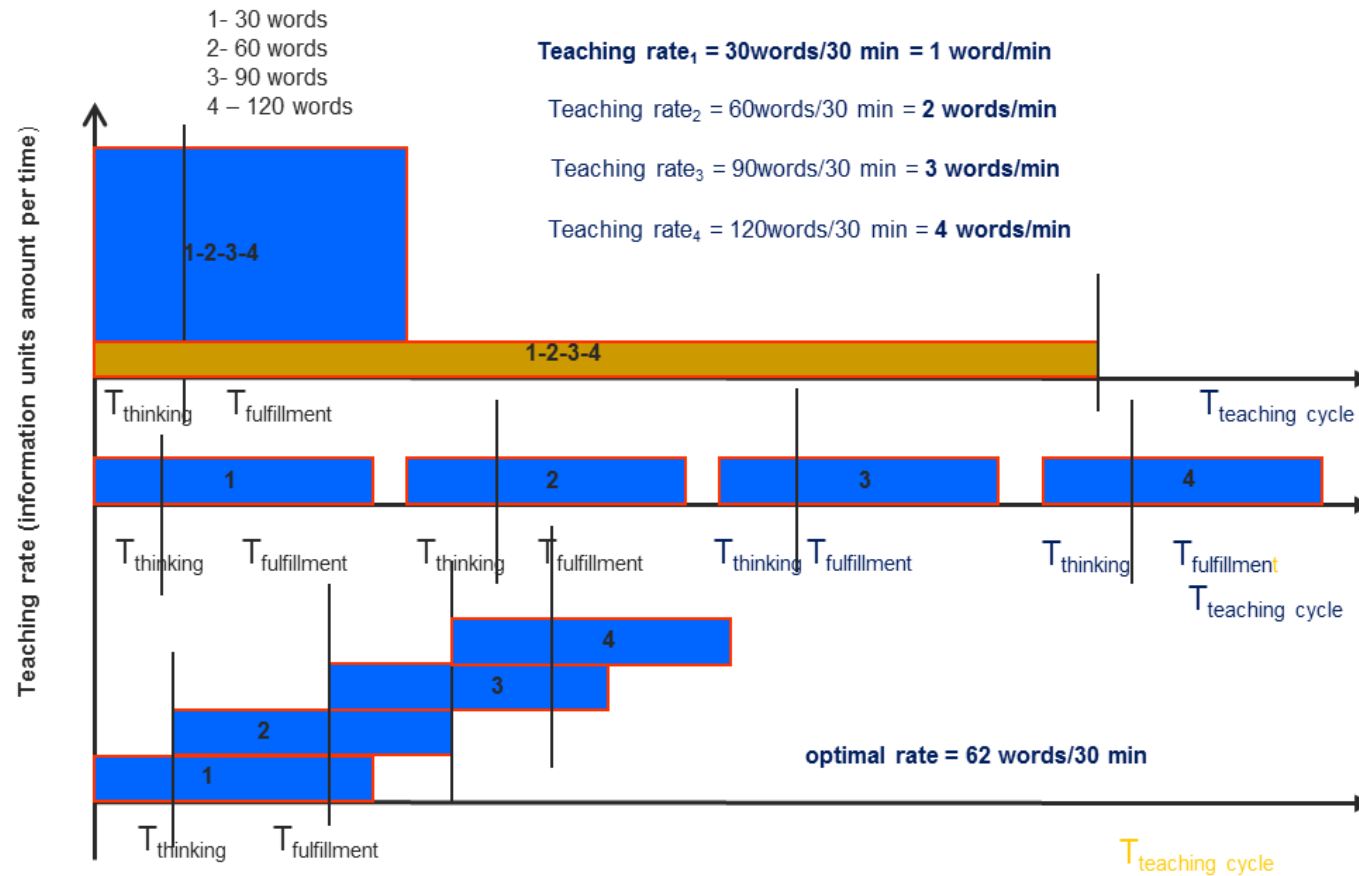
*Without that counterbalance, society risks 'scientists without conscience, technicians without taste'.*



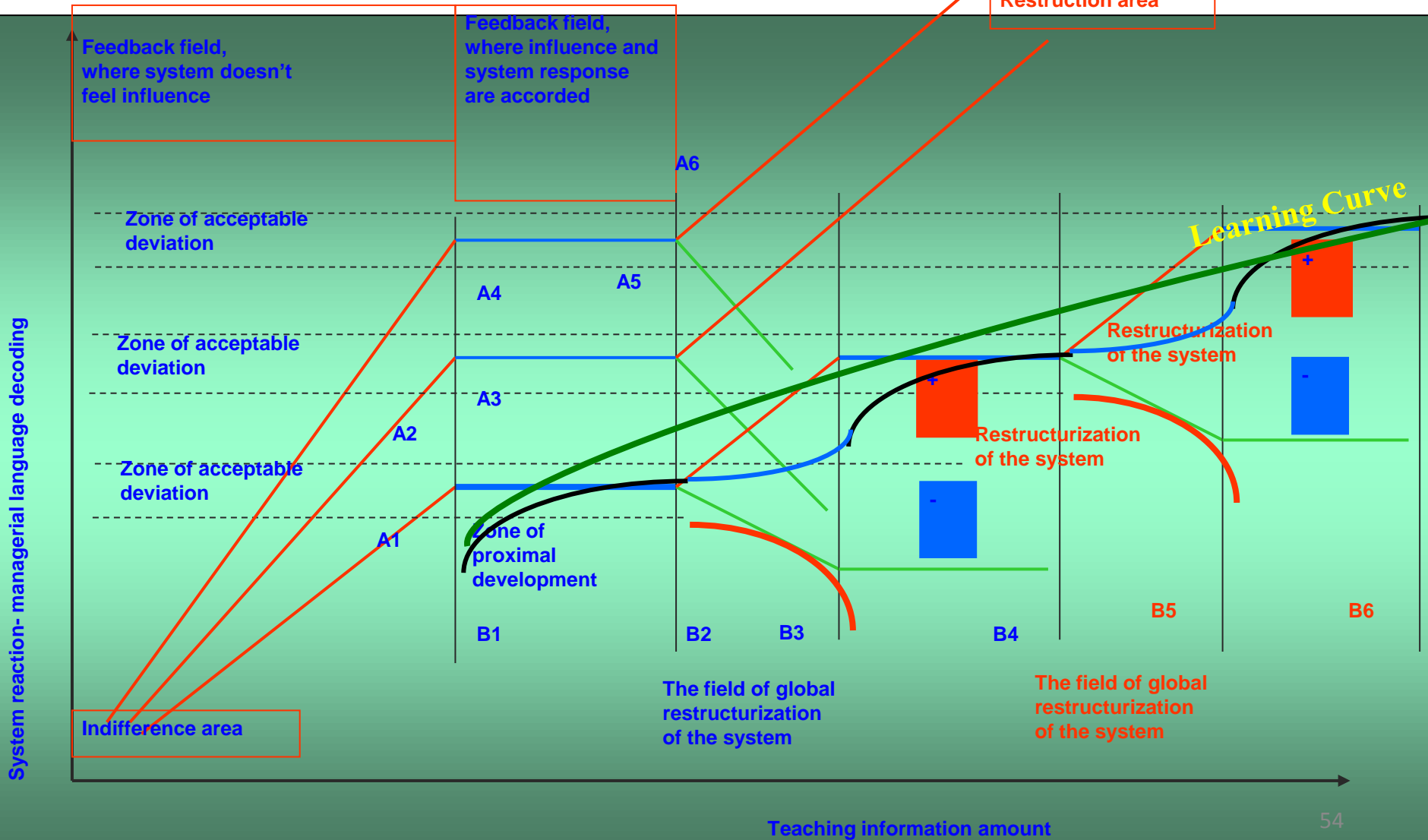
# Communicative Competence Development Structure



# Teaching information amount and optimal time distribution. Integrated Skills Modules (COMPAS)1-2-3-4, Module 1 – Reading; Module 2 - Listening; Module 3 – Speaking; Module 4 – Writing. Integrated Modules.



# Learning Curve for Communicative Language Competence Development



# The Defining Role of HE in Economic Growth and Development



- **Contribution to the growth of national income and individual earnings;**
- **generating new ideas, accumulating and transmitting knowledge;**
- **the main source of knowledge production, dissemination and absorption by the society;**
- **better employment perspectives, higher salaries and a greater ability to consume and save;**
- **Interdependence of *science, economics and politics*.**



# Diversification of financial resources

- Sources other than from the state: governments encourage entrepreneurial activities which generate income;
- a rapid expansion of private universities;
- closer interaction between universities and productive sectors, especially in R&D



# Tough competition

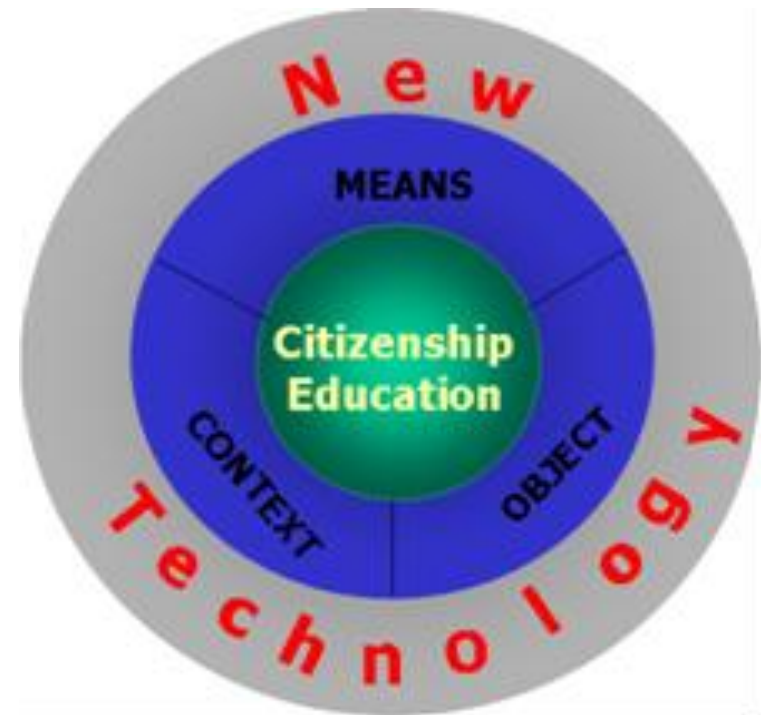
- **Students compete for scarce budget places at universities, nationally and internationally- on the labor market**
- **Universities compete for status, ranking, and funding**
- **Academic programmes compete for the languages of instruction and research, an array of disciplines, and substantial research funds**



# Technological progress



- Modern technologies require educated workforce;
- new technologies are needed practically in all spheres of life;
- emerging technologies play an extremely important role in the socio-economic development of all countries;
- the presence of new technologies - as *means*, *object*, and *context* - in the sphere of contemporary higher education is imperative.

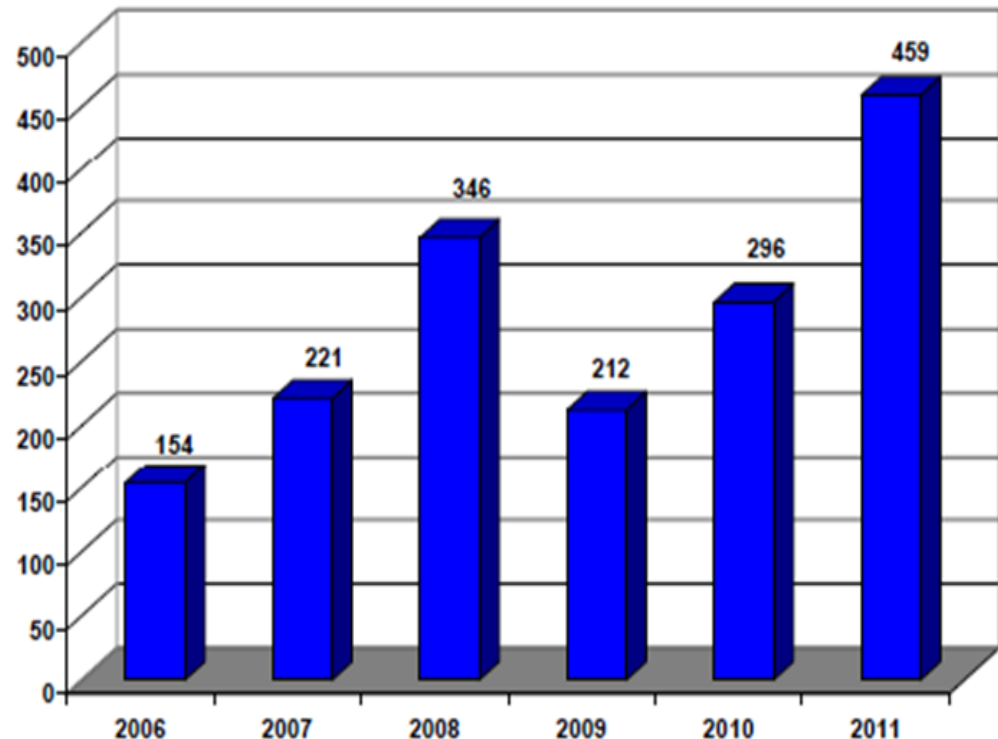




Taking into consideration that the number of foreign students in Latvia is gradually increasing, the number of temporary residence permits issued due to education reasons to third-country nationals is also increasing .

Approximately **90%** of the total number of residence permits issued to third-country nationals has been issued **for studies**. Most often, residence permits for studies have been issued to citizens of Russia, Turkey, Uzbekistan, and Georgia. (for a period of 6-11 months, which corresponds to the length of the academic semester or study year)

Number of first temporary residence permits issued to third-country nationals for education reasons, 2006-2011<sup>24</sup>



Source: Eurostat

# Educational System Organization and Intellectual Management

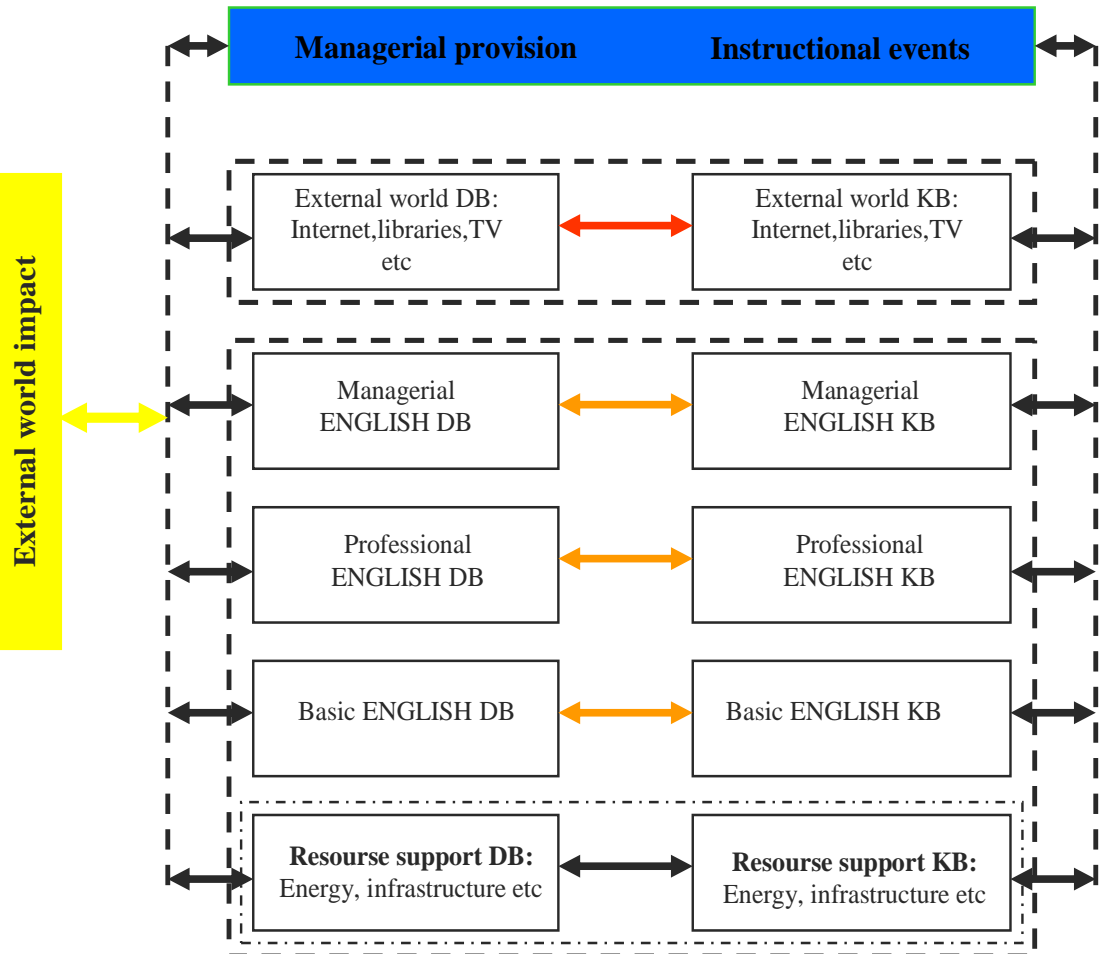
**Data base** – everything what is contained in our memory (Atkinson & Shiffrin, 1968); 'current knowledge and skills' (Gagne, 1985); 'pre-requisite knowledge' (Piaget, 1960);

**Cognitive strategies** – ways of processing educational information due to which it becomes part of Knowledge base (Lefrancois, 2000);

**Knowledge base** – a depository of information, concepts and associations which are formed in the

- process of development and lead to self-awareness as a processing information subject – metacognition (Chi & Glaser, 1980).

**Restructurization** – reorganization of knowledge, changes in cognitive structures on the basis of a deeper understanding and awareness (Piaget, 1961; Lefrancois, 2000).





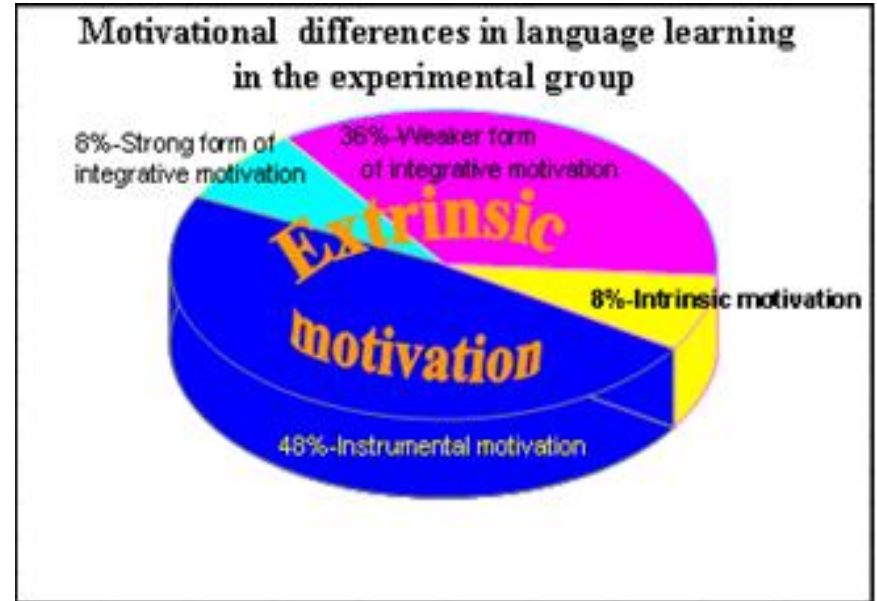
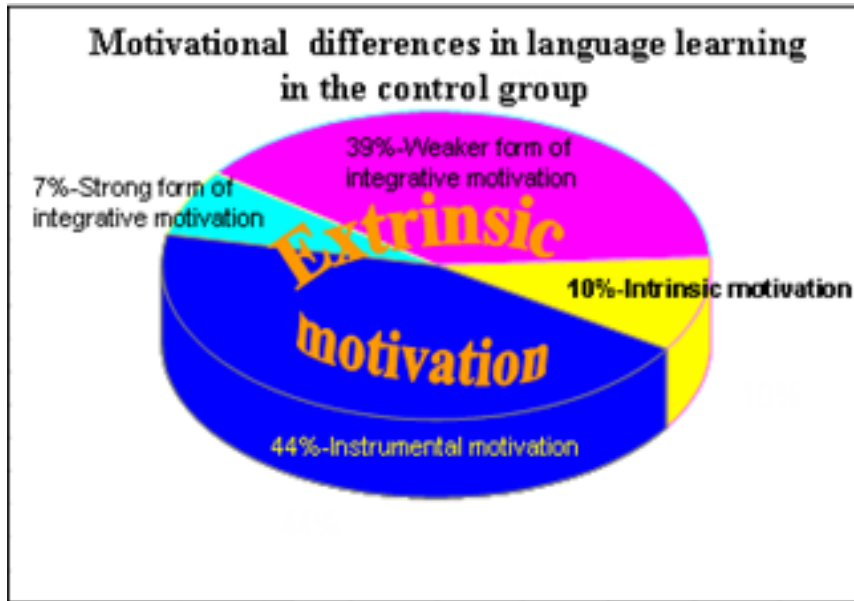
# Motivational Differences

*Figure 1a. Control group*

**90%** - have long-term goals concerning EFL;  
**44%** - chances to get a better job, position, status or will facilitate their professional advancement and help make a good career; **39%** - encouraged by the possibility to travel;  
**7%** - wish to integrate into an English speaking society.

*Figure 1b. Experimental group*

**92%** - have long-term goals concerning EFL;  
**48%** - chances to get a better job, position, status or will facilitate their professional advancement and help make a good career; **36%** - encouraged by the possibility to travel;  
**8%** - wish to integrate into an English speaking society



**Staff of President Clinton's *'One America Initiative'*.  
Clinton's effort to prepare his country to embrace diversity.**





**Multiculturalism** is often contrasted with the concepts of **assimilationism** and has been described as a "salad bowl" or "cultural mosaic" rather than a "melting pot"

The image of the United States as **melting pot** was popularized by the 1908 play *The Melting Pot*. (The author is unknown)

