



**CONCORDE
CAREER
COLLEGES**

INSIGHT

QUARTERLY ALUMNI NEWSLETTER

OCTOBER 2017

Degree of Success

ST Diploma Recipient Takes
Advantage of Online Program
to Complete Her Degree

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WELCOME MESSAGE



Greetings Concorde Alumni!

I know I speak for the entire academic team in welcoming you to this issue of Concorde Insight!

As you read through this issue, I hope you feel a sense of pride and accomplishment in your achievements and new abilities to positively impact health care within your community.

As a young boy, I remember walking to school on cold winter mornings with my mother. She was on her way, before sun-up most mornings, to the hospital where she worked as a nurse. I would sometimes ask “why?” and she would tell me it was because she got to help people who were sick and couldn’t look after themselves. I always admired that.

My sister, who cared for my mother in the last few weeks of her life, also took inspiration. After my mother’s passing, my sister decided to return to school to become a nurse, too. She managed to successfully blend school with raising three teenagers and graduated summa cum laude with a Bachelor of Science in Nursing degree at age 50.

My mother used to call all her four children “late-bloomers,” and I guess she was right. Unlike my sister, however, I believe I was inspired by you – and many of those like you.

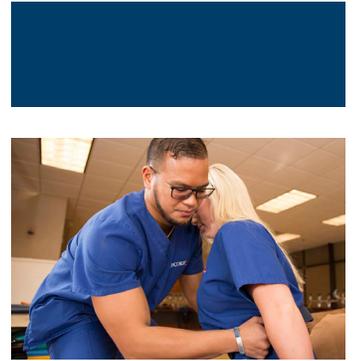
You see, I have worked in various positions in education for more than 20 years. I have observed thousands of talented and dedicated students overcome sometimes significant challenges to better their own lives and those of others. I’m not sure why it took me so very long, but one day I was inspired by my students and decided I could do it too – and returned to school for my Master’s degree at the age of 54.

My point is that you never know when or where or who you might inspire. It can happen at any time, and you might not even be aware that you have inspired someone to change his or her life. Through caring and compassion, you can positively impact the lives of many others. Inspiration is the gift that never stops giving.

This issue will be read by thousands of Concorde graduates just like you. Take pride in your dedication, efforts and achievements.

You are an inspiration!

Graham Nott, Vice President of Academic Affairs



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Alumni Benefits

Concorde is proud to offer alumni discounts and rewards through Working Advantage. Save up to 60% on ticketed events and online shopping by going to workingadvantage.com. ID# 253238577



FEATURE ARTICLE

Digital Badges Show Employers Mastery of “Soft Skills”

Concorde is always looking for opportunities that help bolster the reputation of the college and the confidence that hiring managers have in choosing a Concorde grad.

With that in mind, we have created an additional opportunity for students about to graduate to show potential employers they have mastered skills which will help them succeed in the workplace.

They are called digital badges, and they are proof of certification for various skills which can be displayed to employers when applying for a job.

“Every student has their own website that displays their digital badges,” said Graham Nott, Concorde’s Vice President of Academic Affairs. “When a student earns digital badges, they can go to their employer and show which digital badges they’ve earned and the competencies that go behind those digital badges.”

This new feature is restricted to current students today, but Nott said it could be offered

to alumni to retroactively earn digital badges in the future.

Until then, Concorde alumni can benefit from employers having confidence that graduates from the college are well-trained in areas they need to be successful.

A badge is earned when a student demonstrates mastery on an assessment. The badge can be digitally affixed to a résumé or a professional social media site.

Each badge references the title for the skill assessed and mastered, such as communication effectiveness or accurately reporting a patient’s vital signs. On a résumé, a hiring manager can click on the hyperlink and see the soft skill and/or vocation components that make up each badge.

Partnering with Wonderlic

The skills assessments used to earn digital badges are designed by Wonderlic, a highly-respected organization which has administered skills assessments since 1930. Wonderlic is best known

for its work in assessing NFL quarterbacks and other players at its annual pre-draft player combine.

“The Wonderlic SLE (Scholarship Level Exam) is a cognitive ability assessment used at some post-secondary institutions to determine a prospective student’s eligibility for acceptance into a particular school/program,” said Nick Ferlisi, Senior Director of Admissions at Concorde’s campus in Tampa, Fla. “Other uses for the Wonderlic include entry level jobs and at times in team-making efforts.”

By recognizing the need to provide CORE and diploma students an additional opportunity to stand out in a competitive employment market, it raises the profile of all Concorde graduates and their skill sets to most, if not all, prospective employers.

What are the assessments?

The assessments given to students for digital badges are called General Employment Measures (GEM). GEM assessments are focused on “soft skills” that are in demand in the workplace. All Medical Assistant, Medical Office Administration/Professional, Pharmacy Technician and Dental Assistant (in all states except California) students currently take the GEM assessment. Practical/vocational nursing students are scheduled to begin the GEM assessment early in 2018.

Medical Assistant students also are required to take Measures of Vocational Proficiencies (MVP), which helps determine whether a potential MA graduate has mastered the vocational skills taught in the curriculum.

“The soft skills are so important for our graduates, because it’s the No. 1 thing employers look for,” Nott said. “What we’re trying to do is give them a background and enhance their skills before they go out to their externship site.

“The MA field is very competitive, so Concorde chose to administer both (GEM and MVP) assessments for this program.”

Each assessment has been employer-vetted and employer-approved.

Administering the assessments

CORE students receive their assessments prior to the completion of the classroom courses and before externship. PN/VN students are assessed before the end of term 5. Assessments are taken in a closed environment supervised by a proctor.

Students receive email notification of mastery for every badge earned. There are opportunities to earn up to 15 MVP badges and seven GEM badges. •



PARTNERSHIPS IN THE COMMUNITY

It's not what you think

Concorde – Aurora Physical Therapy Assistant Students Participate in Hippotherapy

Concorde students, faculty and staff have been busy getting out in their communities.

in Franktown to see first-hand how horses are used in physical therapy.

Students in the Physical Therapist Assistant program at Concorde's Aurora, Colo. campus, led by PTA Clinical Director Jennifer Bonsant and Program Director Aileen Paez, traveled to Promise Ranch Therapeutic Riding Center

Promise Ranch provides equine-assisted activities and therapies for children and adults with disabilities and/or other therapeutic needs. The students witnessed the application of hippotherapy, a physical, occupational and

language therapy treatment strategy that utilizes equine movement.

This was a very unique opportunity. The students

were able to ride horses used for therapeutic purposes as well as observe a patient with cerebral palsy and autism ride on a horse for nearly one hour. •



Students in the Physical Therapist Assistant program at Concorde – Aurora spent a day at Promise Ranch Therapeutic Riding Center in Franktown, Colo. to see how horses are used in physical therapy.



A couple of Aurora PTA students made a friend during a recent visit to Promise Ranch Therapeutic Riding Center in Franktown, Colo.

Together we are mighty

Concorde – Garden Grove, Ca. succeeds in pulling Boeing 757

A large – and strong – group of students at Concorde's campus in Garden Grove, Calif. showed that #ConcordeCares by recently joining together to pull a 124,000-pound Boeing 757 and raise money for Special Olympics Southern California.

raised from the Plane Pull will support the more than 29,700 people with intellectual disabilities who train and compete in life-changing sports programs.

We congratulate all Concorde students, faculty and associates who participated in community outreach this summer! •

The task was to see how fast a team could pull the airplane 12 feet. The nearly \$140,000



Team Concorde – Garden Grove showed their might recently by pulling a Boeing 757 jetliner down a runway. The event raised nearly \$140,000 for Special Olympics Southern California.

PROGRAM NEWS

Concorde-Memphis to Open Occupational Therapy Assistant Clinic



Students in the Occupational Therapy Assistant program at Concorde – Memphis work together to sharpen patient-focused therapy techniques.

Concorde's offerings of low-cost services to the public will grow by one by the end of this year.

The Occupational Therapy Assistant program at Concorde's campus in Memphis, Tenn. is slated to be opening a public clinic on Dec. 15.

The initial clinic will be for adults, but there's hope and intent to add a pediatric clinic as early as March 2018.

"The whole purpose for this clinic is to provide and enhance service learning for our students, as well as provide services for under-

insured or un-insured adult rehabilitation," said Nicole Hood, OTA Program Director at Concorde – Memphis.

Hood said it has yet to be decided whether the clinic will be operated continuously the entire year or run according to OTA program terms.

She said a possible scenario is that, given the program has four terms in a typical year, the clinic could be open for a 20-week stretch, closed for 10 weeks, then open for another 20, and so on.

"The clinic will be open on Fridays," she said. "The objective is to bridge the

didactic education with field work. Mondays through Thursdays will deal with the didactic part of the program, and then students will take what they've learned during the week and apply it in practical, real-world ways in clinic."

Hood stressed that "we're not reducing any off-campus clinical experiences to provide this. We're just enhancing the didactic learning."

When the pediatric clinic gets up and running, it will operate Mondays through Thursdays for 2-3-week terms.

"It'll be run sort of like a summer camp," Hood said.

At any given time, the clinic will have two clinicians, each of whom will have two students treating one patient each. The clinic will be looking to serve about 15 patients every Friday.

"Ideally, we'd like to book a patient for a 10-week term," Hood said. "The students need to see progression."

Visits will cost between \$10-\$15. •

Want to know more?

Information on other service offerings at Concorde campuses can be found at concorde.edu/services.

ACHIEVEMENT DRIVEN

Changing by Choice

Concorde Establishes National Advisory Board

“Your life does not get better by chance, it gets better by change.” —Jim Rohn, American Business Philosopher.

There are few among our Concorde family that know the truth of these words better than you, our alumni.

Think back to when you first considered pursuing training in health care. What was the catalyst? A job that left you unfulfilled? A family that depended on you? A desire to help people in your community?

Whatever the case, you are who you are today because you made a change.

Tightening Training to Stay Ahead of the Curve

At Concorde, we recognize and value the art of change ourselves. It’s why we’ve been able to thrive for more than 50 years and why you’re part of a class of more than 100,000 alumni prepared for a fresh start and rewarding career in health care.

It’s also why we’ve been hard at work establishing our first-ever National Advisory Board this year.

This is a dedicated group of internal Concorde partners and external affiliates committed to looking at health care from a global perspective and a proactive one, explained Nancy Jones, Concorde’s Senior Director of Student Affairs.

“We’re asking questions like - How can Concorde be ahead of trends and position itself to be a leader in healthcare training? How do we partner or identify with top employers, as an extension, to meet the needs of their workforce?” she said.

Joan Wiederspiel is President of Abbott & Associates and is also one of the Advisory Board’s external members.

Her firm has been connected to Concorde for many years, helping to place Medical Assistants and Medical Office Professionals in the upper northwest health care community.

Even after only one Board’s meeting, Wiederspiel is encouraged and impressed with the focus and enthusiasm of the participants.

She joined the Board to help offer timely feedback from

clients, hiring managers and practices that she works with in the recruiting industry. “It’s all about doing our best to produce graduates who meet the needs of the ever-changing landscape of hospitals and health care facilities across the country,” said Wiederspiel.

Joining Wiederspiel are CEO of Associated Purchasing Services, Dennis George, and Barbie Vartanian, who leads the Pacific Dental Services Foundation.

Our internal committee members are: Jami Frazier, Concorde’s Senior Vice President of Operations; Nancy L. Jones; Zane Wilson, Concorde – Portland’s Director of Student Affairs; Jahmil Jones, Senior Director of Admissions from Concorde – Grand Prairie; Cindy Navarro, Dental Assisting Program Director at Concorde – Garden Grove; and Kellie Elliot, Concorde-Garden Grove’s

Dental Assisting Extern Coordinator.

The Inertia of Excellence

From electronic health records to concierge/telemedicine, the Board expanded its focus to discuss the challenges and opportunities in the health care community at large and how Concorde could be proactive in evolving to meet those needs.

In the immediate future, the Board continues to identify the right external nursing and legislative sector partners to join the Board and look forward to creating actionable plans that will allow Concorde to continue to be competitive.

“It’s clear in my relationship with Concorde that they’re really committed to career success,” said Wiederspiel. “That doesn’t happen at all schools. Concorde is really more than just an education.” •



ALUMNI SPOTLIGHT

Degree of Success

ST Diploma Recipient Takes Advantage of Online Program to Complete Degree



Emily Voss

Emily Voss grew up in an extremely close, tight-knit family. So when her parents made the decision to uproot that family and move from their home in Chicago 500 miles south to Memphis, Tenn., Voss said she had little hesitation deciding to uproot her life and move with them, despite being two years into her undergraduate studies in athletic training at a local university.

It was a move that eventually brought Voss to Concorde and

the health care field of surgical technology.

As it turned out, Voss' mother had a friend, April Tucker, who previously attended Concorde's campus in Memphis and is a certified surgical technologist in the area. She recommended the Concorde ST program to the Vosses for Emily, and Emily decided to give it a try.

"Once we got settled in (Memphis), I went down and visited the campus and just immediately felt comfortable there," she said. "Everyone just seemed so nice and welcoming."

Voss leapt into the surgical technology program with enthusiasm and quickly discovered she had found the career for her.

She loved that every day of a surgical tech is unique, and she realized the great satisfaction she derived from helping others - both patients and those on her surgical team.

Voss earned her ST diploma within a year (in 2016) and said her experience in the program couldn't have been better.

"Concorde was great," she said. "They enabled me to get to where I am today, doing what I really love every day.

"I met some good friends that I'm still in touch with. There's only so much you can

really prepare for in this field. But I had all the necessities I needed to be a surgical tech."

Voss said she found her externship experience at the end of her program particularly valuable.

"I'm very much a hands-on learner, so the externship really helped me," she said. "And, I now work where I did my externship. It helped me get this job."

More on her current job in a moment. Because, as it turned out, graduating and receiving her diploma wasn't the end of her Concorde journey.

Because of the general coursework she'd started during her undergrad studies back in Chicago, Voss discovered she only needed to complete one more class to earn an associate's degree in surgical technology.

"I thought, why not when I'm so close," she said. "Eventually, surgical techs might need associate's degrees. I figured I might as well get it now."

Voss enrolled in Concorde's Surgical Technology Degree Completion Program, completed the course online at her convenience and received her degree earlier this year.

"It was really convenient," Voss said. "I could do it at home and still work. Being able to study at your own pace ... it was so much more

convenient than coming to the campus for class. I even got to do schoolwork in my pajamas!”

After graduation, Voss went straight to work for Methodist Le Bonheur Healthcare, dealing mostly with ear, nose and throat and plastics and serves on its transplant team.

Perhaps not coincidentally, one of her colleagues at Methodist is a woman who started her on the journey to Concorde and to being a surgical tech. Voss also picks up shifts as a PRN once or

twice a week at the East Memphis Surgery Center.

“I love what I do,” she said. “It’s something different every day and knowing I’m making a difference in the lives of others ... Right now, this is really all I want to do.”•

Want to tell your story?

We would love to hear from you! If you would like to share how Concorde played a part in your journey to a new future, please reach out to alumni@concorde.edu.



Emily Voss

CAMPUS PRESIDENT SPOTLIGHT



Jamie Jadlow

Meet Concorde – Kansas City Campus President, Jamie Jadlow

One of our newest Concorde Campus Presidents arrived earlier this year at our campus in Kansas City, Mo.

Jamie Jadlow came to Concorde from another career college in the Kansas City area and couldn’t be more excited for the opportunity to positively affect the lives of students seeking health care careers.

She earned a Bachelor of Arts degree in psychology from the University of Arkansas and later earned a Master

of Arts in higher and post-secondary education from Argosy University.

“I love seeing students achieve more than they thought possible,” Jadlow said. “I also love assisting faculty and staff with their professional growth and development and knowing that every day, we have the opportunity to positively impact others.”

“The Kansas City campus is a hidden treasure. There is a talented team here, full

of heart and passion for our students.”

When she’s not busy leading the Kansas City campus, Jadlow often can be found in the kitchen. She loves to cook and owns a small local food business that provides prepared meals for busy families, which her husband runs. They also flip houses and have six daughters between them. So, safe to say, she stays busy!•

MEET THE HOME TEAM

Concorde's Academic Affairs Department



If, as a Concorde student, you ever wondered why you had to take this or that course or spend this amount of time in clinical study or at an externship, you need only look to Concorde's Academic Affairs Department.

The seven-person – excluding Academic Deans - Academic Affairs team has the enormous responsibility of ensuring the academic curricula of each of Concorde's 20-plus health care programs meets the needs of today's employers as well as accreditors' standards. It also ensures those standards are met at all 16 Concorde campuses.

"We provide support to campuses in curriculum development and coordination," said Graham Nott, who leads the

department as Concorde's Vice President of Academic Affairs. "We also oversee policy development and implementation and systems support.

"We support the schools and try very hard to make their work with students easier, more effective and more efficient."

Nott said a major project the department has been working on is a global attendance policy. The main goal, he said, has been to simplify and unify the policy, and they've narrowed it from what was 48 different modalities down to six.

Early in 2016, a new time-keeping system was implemented where students dial into a 1-800 number, enter a pin and document time

spent at an externship and some clinical sites.

Academic Affairs constantly reviews curricula and updates for new standards. They also manage textbooks, which is a very complex task, Nott said.

"Every time a textbook gets changed, we have to involve six departments within the company," he said.

Here's a quick look at the rest of Nott's team.

Liz Robertson, Special Projects Assistant, manages all textbooks and special projects.

Chad Wolfer, Academic Operations Manager, oversees academic systems.

Rhonda Henson, Registrar Operations Coordinator, supports campuses with operational systems such as Campus Vue and calendars.

Nikki Fox, Dean of Online Operations, manages all online faculty and troubleshoots all issues with the online student population.

Mercedes Alafritz, Dean of Clinical Education, manages all non-nursing clinical programs.

Heather Barkes, Learning Management System Coordinator, works on the technical side of all learning management systems.

Rebecca Norman, Curriculum Specialist, manages all aspects of curriculum. •

BIG NEWS

Concorde Earns National Recognition from Top Outlets

Summer was a good season for Concorde in gaining recognition from a couple of national publications.

Back in June, Forbes magazine named the Garden Grove, Calif. campus in its list of “Top 30 Two-Year Trade Schools: Colleges That Fight the Nation’s Skills Gap.”



Toward the end of August, Concorde was honored by OnlineCollegePlan.com by being ranked No. 13 on its list of the “Top 100 Best Online Colleges.”

The Forbes list ranked schools, including many health care career colleges, by measuring three critical data points – earnings, affordability and quality. Concorde – Garden Grove was in good company among health care training schools on the list. In fact, the top 10 were all either nursing schools or health care career colleges.

“The whole campus was thrilled that we were named one of the top 30 schools by Forbes,” said Nicholas Ewell, Campus President at Concorde – Garden Grove. “When we looked into the objective metrics they used to select us, we were even more proud.”

On the Best Online Colleges list, Concorde was in the company of many established and renowned institutions such as Oregon State, Florida State and Boston University.

OnlineCollegePlan.com judged and ranked all major schools in the U.S. which offer

distance learning students a selection of online academic programs. It ranked the best online colleges based on the following criteria:

- 25 percent freshmen retention rates
- 25 percent graduation rates
- 25 percent average cost of attendance
- 25 percent overall programmatic flexibility

Based on this criteria, Concorde was pleased to be No. 13 on this list of academic institutions. •

Bringing Patients to Campus Through Online Scheduling

You probably remember the clinics on your campus. Whether it was a Dental Hygiene clinic or Massage Therapy, we’re taking the word to the digital masses.

We now have a services section of our website for those interested in learning more about our low-cost care options in their community.

For years, Concorde has offered Dental Hygiene clinics at campuses which have Dental Hygiene programs.

Currently, eight campuses offer free or low-cost teeth cleaning and other dental treatments

by Concorde students under the supervision of dentists.

In addition to cleaning, many clinics also offer digital X-rays, bite guards, bleaching trays and dental sealants. This is a great service for people with children or who have limited access to quality care.

If you live in the Memphis metro, you’re in luck! The Memphis and Southaven, Miss. campuses both have Massage Therapy clinics where community members can schedule low-cost massages.

The focus of these clinics is to provide a comfortable space



for our students to learn, practice and provide the best possible service to our clients.

There also are classes to become certified in Cardiopulmonary Resuscitation (CPR), infant CPR or first aid at our Concorde campus in Garden Grove, Calif.

Perhaps you’d like to schedule service, receive treatment for a problem area and help educate and train our Concorde students. More information, and a way to contact us, can be found at concorde.edu/services. •

CALENDAR OF EVENTS

NOVEMBER 2017

- 2 **Career Fair** • Southaven
- 4 **Pinning/Commencement** • Miramar
- 7 **Resource Fair** • Garden Grove
- 7 & 9 **Give Vet a Smile Days** • Aurora
- 6-9 **Veteran Dental Clinic** • Memphis
- 10 **Veterans Day** • All Campuses
- 21 **Blood Drive** • San Bernardino
- 22 **Turkey Raffle** • Jacksonville
- 23-Dec 13 **Sack it for Santa with Fox 4** • Kansas City

DECEMBER 2017

- 1 **Children's Miracle Network Radiothon** • Orlando
- 1 **Toy Drive** • Garden Grove
- 1 **Stocking Stuffer for Soldiers** • San Antonio
- 6 **Blood Drive** • Memphis
- 11-15 **Spirit Week** • San Antonio
- 21 **Angel Tree** • Tampa
- 25 **Closed for Holiday** • All Campuses

Join Me...For a Free Pair of Custom Bluetooth Earbuds

Have you ever thought about how much someone in your life could benefit from attending Concorde but aren't sure how to broach the subject with them?

We have a new campaign that may help! It's called "Join Me," and it's a no-pressure way for you to introduce Concorde to a friend, family member, or co-worker.

When you bring someone to campus to visit with us, tour the campus and learn more about Concorde's offerings, your guest will receive a pair of Bluetooth earbuds just for stopping by.

Who comes to mind? If you have any questions, don't hesitate to reach out to your campus' Admissions team.

Who comes to mind? For details and more information, visit concorde.edu/joinme.

Connect with Concorde



Concorde hits the big screen to reach prospective students

What's the number one rule in real estate? Location, location, location.

The same is true of advertising.

From digital ads on the side of box trucks driving around the Miami metro to our latest venture into Aurora, Colo.-based movie theaters, we're always looking for the right spaces and the most creative ways to share the opportunity of joining the next generation of America's health professionals!

In our recent movie theater campaign, we are connecting with movie-goers via text.

After watching one of our preview-feature commercials, when interested viewers text a number on the screen they receive a text back with a friendly greeting letting them know their message was received and to be on the lookout for follow ups ... after their movie, of course!

Several hours later, they receive another message with a video link and next steps for them to explore when they are ready to learn more.

We've received great feedback on the campaign and are excited to continue connecting in innovative ways.