



ALUMNI NEWSLETTER 2022

INSIGHT



Celebrating our 17th campus!

The ribbon cutting was held on August 6 for our new campus in Kansas City. Learn about our classrooms and lab spaces!

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WELCOME MESSAGE



We've never seen a time as challenging for the healthcare industry as we've experienced since early 2020: A worldwide pandemic with multiple deadly waves that has pushed healthcare professionals and institutions to the limit across the country.

Along with this unprecedented disruption has been the continuation of a trend that started well before 2020 – an increasing number of retirements by healthcare professionals in a variety of roles.

What can be done to stem the tide and ensure that our world-class healthcare system continues to provide outstanding care?

At Concorde, we continue to build partnerships with healthcare organizations around the country.

Dental assistants and hygienists. Nurses. Medical assistants. Respiratory therapists. Surgical technologists. Those careers and many more are in high demand, and it takes an educational institution that can train a multitude of students for new careers to help fill the gap.

Concorde not only educates students, but partners with healthcare organizations to ensure they get the precise training they need during externships and, in some cases, a fast track to get hired at that same company.

We will never stop working toward that goal for every student, and partnering with some of the best companies in the healthcare industry is one sure way to make that happen.

We hope you enjoy this issue of Insight Magazine, which features our healthcare partnerships, new campus features and extraordinary students.

Jami Frazier, President and CEO Concorde Career Colleges

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Pacific Dental Services hosts hands-on seminars for Concorde students, learn more about our partnerships on Page 8.

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



REACHING OUT



Memphis Community Clinics

Concorde students benefit from hands-on training!

The Concorde Career College-Memphis campus serves the community in many ways, most notably through its clinics, which provide various healthcare treatments for no or low cost.

While the public can get dental cleanings, massages, occupational therapy evaluations and assistance with sleep-related issues, students can apply what they've learned in the classroom with actual patients.

Here is a look at the clinics:

Sleep Lab

The Sleep Lab at Concorde, which opened in the spring of 2021, is a five-bed Sleep and Neuro facility industry-current diagnostic equipment. Students in a variety of programs – including Neurodiagnostic Technology and Polysomnographic Technology – get hands-on training at the center.

“Patient education is a main priority, and we offer more one-on-one time than people will get from a typical provider,” says Chris T. Lockhart, Polysomnographic & Neurodiagnostic Technology Program Director at Concorde and the day-to-day lab director. “We aim to provide a better patient outcome and student-centered learning and comprehension that could not be achieved in a typical lab environment.”

Concorde operates the clinic in partnership with Jackson, Tenn.-based Mid-South.

In the Neurodiagnostic Technology program, students learn to record and study electrical activity in the brain and nervous system. The program takes about 18 months to complete (full time). In Polysomnographic



Massage Therapy students showcasing their skills.

Technology, students train to be a support team member for a certified sleep technologist or medical director. Polysomnographic Technologists will perform and evaluate overnight sleep studies, leading to the identification and treatment of sleep disorders. It is an 8-month diploma program.

“Having our sleep and neurodiagnostic lab on campus

helps ensure our students will have an exceptional learning environment,” Lockhart said.

Dental Hygiene Clinic

Concorde’s Dental Hygiene Clinic provides convenient, affordable dental hygiene services for underserved populations. Dental hygiene students primarily provide

cleanings and X-rays under the supervision of instructors.

“Our clinic serves the community by providing a much-needed service at low to no cost for all,” said Dental Hygiene Program Director Marla Dunlap. “It also provides a great learning experience in a controlled environment to facilitate the advancement of dental hygiene skills for each student.”

There is a growing need for dental hygienists in the area, and the clinic is a vital part of Concorde’s educational program.

“This program has equipped numerous students with skills to create a difference in their community and the ability to build partnerships with employers and other dental professionals,” Dunlap said. “The program has allowed instructors an opportunity to pay it forward by contributing to the profession through training students to become skilled clinicians while having a positive impact on the lives of those in their community.”

Massage Therapy Clinic

To graduate from Concorde’s Massage Therapy program, students must complete 100 hours in patient-related care. While students at most schools need to go off-site to complete these clinical massage therapy hours, Concorde students can work with patients in the school’s Massage Therapy Clinic.

“One of the greatest benefits to the students who are preparing to complete their program is that they do not have to seek outside externship sites,” said Massage Therapy Program Director Lawanda Allen. “The school provides a clinical

→ *Continued on pg 14*

CONCORDE + WORKFORCE DEVELOPMENT PARTNERSHIPS



Marlene Cerbasi, National Workforce Development Manager

Workforce development agencies play a vital role when there are many open positions and not enough qualified workers to fill them. Concorde Career Colleges is a valued partner of many of these agencies across the country because the school can give prospective workers the training they need to start a new career in healthcare.

“People who seek assistance from workforce

agencies are either unemployed or underemployed – they lost a job or never had a job,” said Marlene Cerbasi, National Workforce Development Manager at Concorde. “They need some type of training to enter into a different occupation, or become licensed in an occupation.”

Concorde is an approved training provider in many of its campus communities, which allows the school to receive referrals from agencies.

“We have a Workforce Liaison on each campus,” Cerbasi said. “They are frontline people and build the relationships that result in referrals for our programs.”

Students across the country are referred to Concorde for training in a variety of healthcare programs. One example is America Works of Tennessee, Inc., which partners with Concorde’s Memphis campus to prepare participants for new jobs and careers.

Since the initial partnership started in 2018, well over 100 America Works clients have been helped by Concorde, said America Works Program Manager Demeshia Brock. Participants have received education and training for

Medical Assistant, Phlebotomy, Surgical Tech, Pharmacy Tech, Occupational Therapy Assistant, Dental Assistant, Dental Hygiene, Respiratory Therapy and Medical Office Professional programs, Brock said.



AMERICA WORKS
Network of Companies

“We greatly appreciate our partnership with Concorde and value the teamwork, communication and timeliness of assistance,” Brock said.

Concorde is usually one of several schools people can choose from at an agency, so the campuses work hard to ensure students have a positive educational experience and start a new career. Workforce agencies will monitor the track record of schools (student outcomes) to make sure they should continue to refer their clients.

Another positive partnership is in Broward County, Florida, where the workforce development agency has a close relationship with the Miramar Campus. “Concorde is highly valued,” Cerbasi said. “Workforce agency representatives will often come to campus and enroll people in their agency-funded training programs.”

In many cases, people who go through workforce development training through Concorde are able to prepare for a career and have their tuition partially or fully covered, resulting in smaller or no amounts of student loans or debt, Cerbasi said.

“It’s a wonderful opportunity for people,” she added.

WHAT'S NEW?



Kansas City Gains 2nd Campus!

Expanded Access to Healthcare Education and Training

The Grand Opening of the 17th Concorde campus was held on August 6, 2021! Some of the most impressive areas on campus are the labs. There are several of them in the 50,000-square-foot campus in the St. Joseph Medical Building that allow for hands-on learning in programs such as practical nursing, surgical technology, dental hygiene and medical ultrasound.

The campus is the second Concorde location in the area – the school continues to offer medical assistant, dental assistant, and medical office administration programs at its location at 3239 Broadway in Kansas City.

Here is a look at the new lab spaces on the St. Joseph Hospital campus:



Dental Hygiene Students in their new classroom space.

Dental Clinic

There are many Kansas City area residents who are in need of dental care, but don't have insurance and sufficient income to effectively pay for most services – even cleanings.

Fortunately, the Concorde Career College Dental Clinic offers assistance to even more people at its just-opened location on the St. Joseph Medical Center campus. Concorde has expanded its dental clinic to offer affordable basic dental care to the community and provide hands-on training to Concorde dental hygiene and dental assistant students.

The clinic space has increased from 12 to 16 chairs, which helps Concorde provide more community assistance and student training. Patients pay



Dental Assisting Lab

a \$20 flat fee for cleanings (with fluoride treatments and sealants) and X-ray. Concorde has several partnerships with local non-profit organizations that refer patients and is looking for more.

Surgical Technology

Students pursuing an associate of applied science degree in surgical technology need to complete 240 hours of laboratory time before their first clinical rotation to get familiar with the instruments, equipment and supplies, including the proper way to clean and use them. The students will also participate in simulated surgical procedures, which will allow them to practice the necessary skills prior to the clinical portion of the program.

Students can get that experience in the surgical technology lab, which provides

operating room equipment that will allow students to practice the hands-on portion of the curriculum. The equipment includes operating room tables, mayo stands, electrosurgical units, a laparoscopic tower, and back tables. In addition, a six-sink scrub room will provide the necessary practice for hand hygiene that includes a timed hand scrub as well as a hand rub with approved antiseptic.

“The hospitals in and around the metro Kansas City area have expressed their need for additional surgical technologists and were eager to provide clinical affiliation agreements that will allow students to complete the requirements for successful completion of the program,” said Program Director Andrea Winslow.

Practical Nursing Lab

Another program that aims to provide its students as much hands-on training as possible before clinicals is practical nursing.

The Practical Nursing Lab features about 2,500 square feet of high-fidelity simulated acute care and long-term care settings, providing a risk-free environment for students to safely teach and practice nursing skills. It includes a simulation lab, skills lab, and a conference room for debriefing

In the simulation lab, computerized manikins simulate lifelike cases across a broad range of clinical areas and diseases processes. There are three “patient rooms” with a call light system, a shared medication room, supply closet, and a nursing station to allow students to practice critical thinking and clinical judgment needed when providing direct patient care. The high-fidelity manikins simulate breathing sounds, heart tones, pulses, blood pressures, and more. Other details – including the hospital bed – make it seem just like a hospital setting.

The skills lab offers six “patient rooms” to enhance the students’ learning with the valuable opportunity of practicing them on adult-sized manikins.

“The Nursing Lab combines the atmosphere a hospital environment with sophisticated learning technology,” said Nick Plisowski, Director of Practical Nursing. “It is instrumental for ensuring the success of all our nursing students as they progress throughout their nursing program.”

Ultrasound Lab

Students in the diagnostic medical sonography and cardiovascular sonography programs are learning in labs

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CONTINUING EDUCATION CERTIFICATE PROGRAMS



In response to a growing demand for higher skilled health care workers, Concorde expanded course offerings in 2021 by adding several continuing education (CE) programs for a variety of positions.

Certificate programs are intended for students already working in the health care field and looking to continue their education. CE courses can diversify and enhance students’ skill sets while also providing preparation for certification exams.

Certificate programs can take between three to four weeks and most are offered in the blended model.

Available programs include:

- EKG Technician Certificate
- Phlebotomy Technician Certificate
- Physiotraining Certificate
- Sterile Processing Technician Certificate
- Pharmacy Technician – Non-Sterile Compounding Certificate
- Pharmacy Technician – IV/Sterile Compounding Certificate

“We are excited to support the healthcare industry in addressing their need for trained care professionals. Our Continuing Education programs are designed to help healthcare employers attract and retain talent. Concorde’s programs help prepare professionals for specialty certifications, advance and gain important skills.” said Jami Frazier, Concorde CEO.

These programs couldn’t come at a better time. Health care fields have a higher than average growth rate primarily due to an aging population, according to the Bureau of Labor Statistics (BLS). For example, jobs for Cardiovascular Technicians, including EKG Technicians, are projected to grow by 14% from 2020 to 2030, and Phlebotomy Technician positions could climb by 22% in that same time period, according to the BLS*.

Scan for Continuing Education Programs.



*<https://www.bls.gov/ooh/healthcare/diagnostic-medical-sonographers.htm>

<https://www.bls.gov/ooh/healthcare/phlebotomists.htm>

MAKING CONNECTIONS

Partnerships Benefit Concorde Students

Check out Two of our Ongoing Partnerships



Concorde students participate in a hands-on educational seminar hosted by Pacific Dental Services.

Partnerships with healthcare organizations are an essential part of Concorde's success, providing students a chance for hands-on learning as well as a potential place of employment once they graduate.

Partners benefit as well because they can work with Concorde to make sure students get the type of training they need to succeed after graduation.

Here is a look at two of Concorde's ongoing partnerships:

Pacific Dental Services



In a time of increased need for dental hygienists and dental assistants across the United States, the partnership between Pacific Dental Services® (PDS) and Concorde

Career Colleges is an ideal fit for both organizations.

Founded in 1994, PDS is one of the country's leading dental support organizations, currently supporting over 850 dental practices in 26 states. PDS provides business and administrative services – such as payroll, legal, IT, and marketing – to its supported practices, to enable the supported owner dentists to manage the clinical aspects of their practices.

In an effort to elevate the dental assistant and dental hygiene professions, PDS regularly hosts hands-on training events throughout the year, offers externship programs, and through the PDS Foundation Dr. Carolyn Ghazal Dental Assistant Scholarship, offers scholarships for dental assistants. Additionally, the company recently announced its new College Advancement Program, making PDS the first in the dental industry to offer eligible employees 100 percent tuition coverage for an undergraduate degree of their choice from Arizona State University's online program.

“Concorde is a major pipeline for PDS. Without them, we wouldn't have enough dental hygienists to meet the needs of our supported practices,” said Rose Olague, Sr. Manager of University Relations and Dental Assistant Strategy

at PDS. In markets where Concorde and PDS overlap, she estimated about 75% to 85% of dental hygienists at PDS-supported practices came from Concorde.

Concorde students who participate in externships at PDS receive valuable hands-on training and potentially fill vital roles within PDS's nationwide network following graduation. When Concorde students are on an externship with PDS, they participate in a dental assistant or dental hygienist “boot camp,” with the goal of enhancing their clinical and professional skillset. It includes:

- Hands-on training with CAD/CAM technology for dental assistant students
- Discussion about the Mouth-Body Connection® for dental hygiene students
- Training on integrating dental and medical electronic health records
- Education about CBCT 3D X-ray technology

After graduation, dental hygienists can be part of PDS' newly launched Hygienist-in Training (HIT) program. The HIT program is a paid opportunity that offers training to recent graduates who are on track to earn their license. They learn about the advanced, proven technology used in PDS-supported practices, the



company culture, and more. Hygienists could be offered a full-time position within the supported practice in which they received their training. "After they get their license, they can 'hit the ground running' on their new position," said Olague.

Olague added, "We are so grateful that Concorde educators teach with an eye on tomorrow. That is something they have embraced with us. They teach not just what is in the textbook, but also what will make dental professionals successful several years from now."

Phlebotomy Solutions



Memphis-based Phlebotomy Solutions is a go-to company for health care services such as measuring vital signs, testing for illnesses and providing vaccines.



Regina Morris, owner of Phlebotomy Solutions



Regina Morris works with a Concorde Career College Medical Student

Concorde Career College, which has campuses in Memphis and nearby Southaven, Mississippi, is relied upon by Phlebotomy Solutions to provide the company with qualified graduates ready to provide excellent customer service.

"We always hire clinical medical assistants and medical office professionals from Concorde," said Regina Morris, owner of Phlebotomy Solutions. "They have qualified candidates for what we're looking for."

The company works in and around Memphis, including parts of Mississippi and Arkansas, serving hospitals and state and federal government entities. In 2021, Phlebotomy Solutions is focused on providing coronavirus vaccines and testing for the virus. The company provides mobile units that are staffed to give the vaccines and administer tests.

because they want to do better, and want to work in your field," Morris said.

Concorde and Phlebotomy Associates share the same passion, Morris said: "We're making sure that when these young people get out of school they can succeed."

Do you want to hire a Concorde grad?

To learn more about our students and how their skills can benefit your organization send an email to: hireourgrads@concorde.edu.



When graduates are hired, the company invests in them, helping them build their customer service skills in addition to the clinical lessons they learn in school. "When you help them at that level, they stay with you long-term



Concorde students attending a Pacific Dental Services training event.

COVID CONCERNS

OTA's and PTA's Help COVID "Long Haulers"

Improving Patient Recovery



Samantha Padilla, PTA instructor at Concorde San Diego

Healthcare experts call them coronavirus "long haulers" – people who were stricken with the virus and are still recovering from its effects months later. Some have had multiple hospital visits while others are dealing with ongoing health issues.

Concorde alumni who are occupational therapy assistants (COTAs) and physical therapy assistants (PTAs) work with occupational therapists (OTRs) and physical therapists (PTs) to provide the rehabilitation regimen patients need on their road to recovery.

"PTAs are working with patients recovering from COVID-19 in a variety of settings including acute care, skilled nursing facilities, home health and outpatient facilities," said Samantha Padilla, a PT who is

a PTA instructor at Concorde's San Diego campus. "Weakness and deconditioning are among the most common problems addressed after COVID-19. Our expertise helps patients rebuild strength and regain mobility in order to return to prior levels of function as quickly and safely as possible."

Other post-COVID problems could include difficulty thinking or concentrating (often referred to as "brain fog"), difficulty breathing, depression or anxiety and loss of smell or taste, according to the Centers for Disease Control (CDC).

Reagan Drake, an OTR who is academic fieldwork coordinator at the Concorde-Memphis campus, has worked in skilled nursing and inpatient rehabilitation settings throughout of the pandemic.

"As I work on the front lines, I continue to stay abreast of current research and therapeutic strategies to help those with and recovering from the virus," Drake said.

Her goal is to help clients experiencing residual effects of COVID-19 to become as independent and safe as possible with self-care and home management skills once they return home.

"OTRs and COTAs work very closely with other medical

staff to address difficult breathing, including patient education promoting continued use of their spirometry, pursed lip, and diaphragmatic breathing exercises to increase lung capacity and adequate oxygen intake," Drake said. "Also, providing clients with home exercise program handouts for stretching, strengthening, and endurance activities using household objects as weights."

She and her teams have also worked on ways to address memory and cognitive impairments associated with Post COVID Syndrome, such as simple puzzles and word searches to increase cognitive endurance, and external memory aids into clients' daily routines ranging from a pen and notepad, to the more advanced note apps and calendars on smartphones.

These interventions have improved the mood of patients, decreased anxious behaviors, and improved overall self-confidence.

"If my clients need therapeutic strategies to combat depression and/or anxiety, we work on incorporating guided imagery, journaling, identifying leisure interest, and setting up apps that allow clients to socialize with family and friends they have not seen in months in the safest way possible," she said. "I do stress

to my clients and families that recovery is not a sprint, but a marathon. Consistency with therapeutic activity, medicine management, proper pacing and progression of activity will play a pivotal role in recovery for long haulers."

Movement is essential to recovery, Padilla said, and physical therapy can help with balance, flexibility, endurance, breathing exercises and more.

"For patients experiencing weakness PTAs can provide progressive strengthening exercises that are tailored to the patient," she said. "For patients experiencing deconditioning PTAs can monitor vital signs while providing instruction on aerobic exercise like walking, biking and swimming."

PTAs can also provide patient education on topics such as energy conservation and use of assistive devices, and provide specific exercises for patients experiencing breathing difficulties.

Learn about all our patient care programs, including OTA and PTA here: [Concorde.fyi/patient-care-programs](https://concorde.fyi/patient-care-programs), or follow the code below.



Respiratory Therapists on the COVID Front Lines

Two Stories of Concorde Alums



Respiratory therapists (RTs) have always played a vital treatment role in hospitals and other healthcare facilities but usually in more of a behind-the-scenes way compared with other, higher profile healthcare professionals.

That's changed a bit during the coronavirus pandemic, as RTs – including many Concorde alumni across the country – have been recognized for managing the oxygen therapy



Joe Swinderman with his wife Dawn.

for COVID-19 patients, who often have shortness of breath and low oxygen levels.

Here is a look at two Concorde alumni who have worked on the front lines of the pandemic.

Joe Swinderman: From Printing to Healthcare

Joe Swinderman worked in the printing industry for about 30 years in the Kansas City, Mo., area when he realized he needed to make a change. The shop where he worked had closed its doors.

That's when Swinderman, who has several family members in the healthcare field, decided at 52 years old to go back to school and become an RT at Concorde-Kansas City.

It wasn't easy at first to adjust to Concorde's 18-month accelerated program, but he

passed the Therapist Multiple Choice examination, which is administered through the National Board of Respiratory Care, with a high score, as well as the Clinical Stimulation Examination to become a Registered Respiratory Therapist.

"It was a huge blessing to me," Swinderman said of his Concorde education. "There was a little cost, a little time involved and a whole lot of work involved."

In his career as an RT, he has treated several hundred patients, including many who have suffered from the effects of the coronavirus. He works at two hospitals north of Kansas City – Cameron Regional Medical Center in Cameron and Mosaic Medical Center in St. Joseph.

"There are days when it's a tough drive home," Swinderman said. "I've seen stuff normal people don't see and done stuff normal people don't do. But every day I feel like I've helped a lot of people."

Swinderman starts his day reviewing the morning schedule. As an RT, he is usually given an area of the hospital to work in, and that could mean both routine patient care and responding to an emergency, such as a heart attack, in that area. Swinderman consults regularly with pulmonologists, helping

them decide what changes to make with the patients' care.

The coronavirus pandemic dominated much of what Swinderman had to deal with in 2020 and into 2021. The virus is hard on patients' respiratory systems, and requires plenty of PPE protection for RTs and others involved in acute care.

"COVID changed nothing about what we do every day, but it's changed everything about how we do it," he said.

One of the most insidious effects of the coronavirus is the consistent danger of ongoing illness for patients. Swinderman worked with one patient who was treated in the hospital, recovered, then was back in the hospital with a re-infection.

"If they did not have underlying conditions prior to COVID, after COVID they do," Swinderman said. "I've seen a lot of people had who had COVID with higher heart rates, and lots of different things."

Whitney Drummond: Life as a Travel RT

Few RTs have experienced the coronavirus pandemic quite like Whitney Drummond.

The Concorde-Jacksonville alum not only treated COVID patients on the front lines in

→ [Continued on pg 15](#)

CAREER CORNER



Dental Assistants

A Fast-Growing Career Path



Kamika Jackson, Dental Assistant Program Director

When dental practices are hiring dental assistants, they expect new employees to be familiar with the basic hard skills of the job. They're also looking for something more – soft skills, such as reliability, professionalism and a sense of pride and ownership.

Building students' hard and soft skills is a main focus of Kamika Jackson, Dental Assistant Program Director at Concorde Career Institute's Orlando campus.

"Dentists tell us they need people who are invested in their careers," Jackson said. "They want them to care about patients and the practice as if it was their practice."

Jackson and Concorde make sure this expectation is a vital part of classroom education and when students are on clinical opportunities. Dentists

are, essentially, small business owners and are very selective about the types of workers they want because they rely on them quite a bit.

"This is not just a job," Jackson tells students. "You have to own this."

Jackson's goal is for students to understand what it takes to have, and maintain, gainful employment. That means not just securing a job, but excelling in it and growing over time.

"Going above and beyond keeps you gainfully employed," she said. "Everybody needs good quality people. We're trying to develop that sense of ownership and pride in the profession so that when they go out the dentist can recognize that this is another invested individual."

Jackson earned a diploma from Indiana University School of Dentistry in dental assisting, and a bachelor's degree in continuing adult education, minoring in dental assisting. She has more than 20 years of dental experience and over 10 years of experience teaching dental assisting at various career colleges.

Jackson's team at Concorde trains more than 100 students

each year to become dental assistants, making sure they are ready to do the job effectively on Day 1.

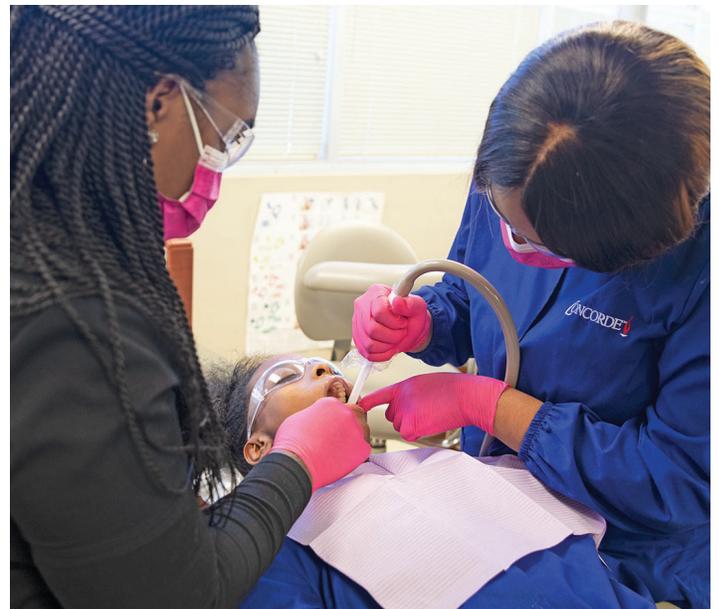
There are typically more than 80 dental assistant students at the Orlando campus, which is the highest population of all programs offered at that campus.

That's not a surprise because dental assistant is a wise career choice based on the Bureau of Labor Statistics projection that employment of dental assistants will grow 11% from 2020 to 2030*, which is faster than the average growth for all careers.

The dental assistant program length is 8 months, 6 of which are didactic/lab, with the final 2 months focusing on clinical experience during externship, Jackson said. The externship is like an internship, in which students gain experience and satisfy educational requirements.

At Concorde, students experience a blended learning model, with a mix of online learning and in-person labs. The labs, which are two days a week at the Orlando campus, are an essential part of the program.

"Labs are done hands-on in our presence to make sure



Dental Assisting students at Concorde's Southaven Campus

*<https://www.bls.gov/ooh/healthcare/dental-assistants.htm>

they're grasping the material," Jackson said. "That's vital for them to become a successful dental assistant."

The Concorde program has vast support from the dental community across Florida and beyond, Jackson said. Some of the dental corporations and practices that work with Concorde include, but are not limited to, Greenberg Dental, Heartland Dental, Aspen Dental, and Brightnow.

"This list continues to grow as our population of students and graduates increase, necessitating the fostering of more partnerships," Jackson said.

Dental Assisting is offered at all of Concorde's 17 campus locations. Learn more here: [Concorde.fyi/Dental-Assistant](https://concorde.fyi/Dental-Assistant)

Is your organization looking for ways to partner with Concorde?

For information about partnership opportunities email partnersupport@concorde.edu.



VIRTUAL INTERVIEW SUCCESS TIPS TO GET THE JOB!



On the job hunt? If so, make sure you're prepared for the likelihood that you will have some – if not all – of your interviews on video. Virtual interviews have been around for a while but increased dramatically because of the coronavirus pandemic.

Unfortunately, many job seekers haven't had experience with these types of interviews. When entering a competitive market filled with a mixture of experience levels, how can you stand out and make a great impression through a screen?

Concorde's VP of HR, Tawnya Mason, breaks down her top six tips to give your best interview online.

What you should do for a successful virtual interview:

1. Test your technology beforehand

Do not wait for the start of the meeting to test out the technology for the videoconferencing platform the employer chooses to use. You may be late to the meeting if you face any glitches, and that will likely give the interviewer a negative impression.

2. Wear professional attire

Dress as though you are going to the interview in person. You should portray a professional image on screen (no sweatshirts or T-shirts).

3. Consider where you do the interview

You should set up for your interview in a quiet place with a professional setting in the background, such as a blank wall or tastefully decorated area. Try to avoid taking the interview outside, in an airport or other busy area.

4. Prepare in advance

Review the job qualifications before the interview and anticipate any questions you might be asked.

5. Limit distractions

Make sure the TV is off, kids are not in the area and any and all distractions are put away (including your cell phone).

6. Use professional body language

Again, act as though you are sitting in the room with the interviewer. Be professional in all you do on screen.

Following these six tips will surely give you an edge on the competition. But don't forget, the basics haven't changed. Forming a connection with your interviewer is the most important task – even more so virtually – so use your time to do so. Good luck!

Have a face-to-face interview coming up? Scan the code below for tips when you're meeting in-person.



Resource Assistance

Tools for Life Challenges



At Concorde, we recognize that education is about more than just what happens in the classroom. That's why we introduced the Resource Assistance Program (RAP) in January 2021, a program that provides students with the tools and support to handle many life challenges.

The RAP offers students a variety of free benefits, such as:

- Counseling assistance from behavioral health professionals
- Personal coaching for school/life balance, debt and financial coaching
- Thousands of self-help resources from behavioral health to legal information
- Lifestyle savings benefits such as discounts and cash-back offers

"Our responsibility is to graduate well-rounded students in every aspect. The ability to access information on so many subjects helps with balance and critical thinking," said Nancy Jones, vice president of student affairs. "Using the RAP platform is as much for proactive services as it is for reactive measures."

Mental health care is a major reason why RAP is an important addition to Concorde's student services. In February, a survey by a Boston University researcher revealed that 83% of students' mental health had negatively impacted their academic performance within the last month. The survey also found that two-thirds of college students struggle with loneliness and feeling isolated.

"I think we all recognize that the pandemic awakened or created some mental health challenges for many of us, associates and students alike. There is not a one-stop shop answer to this," Jones said. "But through the Resource Assistance Program, students can access and speak with a licensed counselor every day at no cost."

The RAP provides unlimited 24/7 access by phone, and in-office counseling throughout the country, for help with any issues students may encounter. Students can be connected by phone directly to a master's or PhD-level counselor for immediate, in-the-moment, assistance.

Opening the door to conversations about mental health and the resources readily available to students will empower those who need help to seek it.

"Campus wide, we keep the conversation going about mental health in and out of the classroom," Jones said. "Mental Health Month is so important but it can't be just one month."

→ *Memphis Community Clinics,
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massage therapy setting which allows the students to complete their required hours on campus.

There is a minimal charge for the one-hour massages, which people can set up by appointment.

"Both the students and Instructors are delighted to have a clinical setting where they can practice their hands-on massage skills and learn different treatment options when assisting their clients," Allen said. "Also, the clinic provides an area where one-on-one learning can take place."

Occupational Therapy Clinic

Occupational therapy assistant (OTA) students work with instructors to perform evaluations, provide functional and therapeutic treatments and offer recommendations at the OT Clinic.

"The actual hands-on supportive environment is linked to didactic coursework where we have incorporated a full simulation clinic with standardized patients," said Leslie Nicole Hood, OTA Program Director. "As the student progresses to fieldwork, the OT clinic provides services with MCOTS at various local community facilities."

Currently, students work with clients to practice their evaluation and treatment skills to help solidify what they are learning in the didactic coursework.

Learn more about the other clinics offered at our campuses at: **Concorde.fyi/ClinicalServices**.

→ *RT's on the Front Lines*
Continued from Page 11

multiple hotspots, she also battled the virus herself.

She enrolled at Concorde in 2017, traveling an hour each way multiple times a week from her home in Brunswick, Georgia. She balanced school, her job and taking care of her young daughter with



Whitney Drummond

help from her instructors and others at Concorde, and graduated in March 2019.

She became a crisis travel RT, and her introduction to the coronavirus came during an intense three-month stint in New York City. The city was dealing with the largest outbreak in the country and she ended up treating hundreds of patients.

“There were just too many to count,” Drummond said. “If I had to make a rough estimate I would say a minimum of 60 patients a week and I was there for months.”

From New York, Whitney went to Texas when it was dealing with a multitude of COVID-19 cases. She then traveled to Nebraska and Los Angeles. In between assignments, Whitney contracted coronavirus while visiting

her family. She was hospitalized for more than a week because of severe symptoms, but fortunately made a full recovery and the rest of her family was also OK.

Whitney’s own battle with COVID-19 gave her a deeper understanding of what patients were experiencing. This allowed her to spot symptoms earlier and treat her patients more efficiently. “I take what I do to heart especially because I can look at it from a RT and patient perspective,” Whitney said. “I definitely believe it’s made me a better RT.”

Working during the pandemic has been transformative, and Whitney is thankful that Concorde prepared her to work through the stress of trying to fight a life-threatening virus.

“Concorde helped so much,” she said. “They prepared me for the fight that we never saw coming.”

She also appreciates the guidance from Concorde instructors to always advocate for her patients.

“As a RT in the early stages of COVID, it was crucial that I voice my opinion,” she said. “Everyone wasn’t sure what the best course of treatment was. So if I knew my patient was experiencing something that we hadn’t seen before or something wasn’t working, it was important that I speak up and make suggestions on how to fix it.”

Concorde offers the RT program at several campuses. Follow this link to learn more: [Concorde.fyi/RT](https://www.concorde.edu/fyi/RT).

→ *Concorde's 17th Campus*
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that have both GE and Phillips ultrasound machines with a range of different probes for imaging.

“By having different machines in our lab it allows our students to get experience on different types before heading to clinical,” said Program Director Samantha Lyons. “These machines are some of the most common machines seen in the clinical setting as well.”

The lab also includes echo tables for cardiac students to get better images of the heart and allows them to use proper ergonomics.

“Each station is stocked with everything the students would have in a clinical setting,” Lyons said. “These ultrasound stations allow our students to become familiar with the flow and environment they will be working in upon graduation.”

Medical Assistant Lab

The new Medical Assistant Lab helps prepare students to work in the medical field.

“We utilize full size manikins for a variety of skills that we teach our students and our labs have five exam room stations set up to mock an actual clinical setting,” said Program Director Christina Farruggia.

Lab classes are designed to enhance students’ experience and prepare them for working in the field by combining the classroom and clinical setting in the lab, so that the instructor can deliver didactic material and hands-on learning all in one. The program covers material such as EKG, phlebotomy, injections and different point of service testing for patients.

Check out all the programs offered at Kansas City at: [Concorde.fyi/MOMKS](https://www.concorde.edu/fyi/MOMKS)

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CALENDAR OF EVENTS

FEBRUARY 2022

Black History Month

Children's Dental Health Month

- 3 Alumni Event • San Antonio
- 10 Blood Drive • Dallas
- 14 Valentine's Day
- 24 Blood Drive • Portland

MARCH 2022

Women's History Month

Nutrition Month

Food Drive • Grand Prairie

- 6 - 12 Dental Assistant Recognition Week
- 16 Career Fair • Memphis
- 25 Commencement • Orlando
- 24 Hospital Job Fair • Dallas
- 30 Blood Drive • Garden Grove

APRIL 2022

- 6 Open House • North Hollywood
- 6 Career Fair • San Antonio
- 12 Employer Showcase • Orlando
- 22 Commencement • North Hollywood
- 23 Commencement • Jacksonville
- 27 Program Action Committee Meeting • Portland

MAY 2022

Asian Pacific American Heritage Month

- 6 - 12 Nurses Week
- 6 Dental Career Fair • Dallas
- 10 Blood Drive
- 18 Alumni Recognition Dinner • Garden Grove
- 18 Commencement • Miramar
- 19 Armed Forces Day
- 30 Memorial Day

Let's Connect!

Follow Concorde on Social Media

Stay up to date on all things Concorde by connecting with us on our social media channels! Get to know our students and the inspiring stories that led them to their health care career training journeys. Stay updated on enrollment dates, new programs, upcoming campus events and alumni spotlights. Learn about our students' experiences and how they're preparing to be future health care professionals! We look forward to connecting with you soon.



Ashley, a Surgical Technology student at Concorde's San Diego campus, posts about her student experiences on Instagram!



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