From Brazil, With Love
Redefining the Role of Facilities Manager
Empowering Students with Academic Optimism
Learning to Lead in Local Government
Artificial intelligence (AI) is slowly revealing itself as a factor in higher education. The DCE is seeing the beginning of its use to improve our teaching and learning processes. But the long term implications of the use of AI, in every field, are very hard to predict and at this early stage many see a great danger in the widespread use of AI.

AI uses the growing power of technology to draw inferences from massive data sets and natural language to make decisions and predictions—often in ways that closely resemble normal human interactions. For instance, at Carnegie Mellon University math students are tutored by personalized protocols that draw on the experience of thousands of students using real-time feedback for an individual learner. At the University of Michigan, students are being taught writing by using analytics designed to provide them with immediate feedback, even as students are writing. This “just-right, “just-in-time” intervention is what propels mastery at a high rate.

At UCI, we are beginning to employ AI in several ways. A new technology enables student resume drafts to be analyzed to provide a score based on review of the latest and best resumes available. Another program helps students assess their career interests; first by asking six questions. Students may answer an additional 60 questions for a deeper assessment. Students report a high degree of coincidence based on judgement of themselves. In another case, an AI based program analyzes millions of job listings in real time and provides a listing of the skills most often requested for any job title, along with job postings by the local area in the desired field.

Of course, the use of AI comes with real risks. Among these risks are the loss of privacy and control, abuse of data for profit or the exercise of power, loss of jobs leading to social upheaval, reduction of individuals’ cognitive, social and survival skills, and, well, general mayhem.

As with the use of any new technology, great care must be taken to preserve the basic humanity we all share. Higher education is well within the realm of the kind of personal, human interactions that we do not wish to negatively disturb. The DCE will be joining other UCI Schools and departments, most notably the School of Law, where AI is being studied closely for its effects on our society.

As we go forward we will keep you informed of our use of AI and report on our findings as to its effectiveness and its possible liabilities.

Gary W. Matkin
Dean, Continuing Education
Vice Provost, Career Pathways
Empowering Students with Academic Optimism

Instructor Q&A: Keith McCormick, Predictive Analytics

Learning to Lead in Local Government

Alumni Spotlight: Catalina Giraldo, A Project Plan for Personal and Community Advancement

Alumni Spotlight: Mariana Boeira Pozas, From Brazil, With Love

Redefining the Role of Facilities Manager

Certificate Programs

CareerZOT Talk: Considering a Promotion? Well, Be Prepared.

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- Online: ce.uci.edu
- Phone: (949) 824-5414 (Press #1)
- Fax: (949) 824-2090 Download enrollment form at ce.uci.edu/enrollmentform
- In-person: Student Services Office, Continuing Education Building 3 #234 at Pereira Dr., west of East Peltason Drive on the UCI campus
- Mail: UCI Division of Continuing Education Student Services Office PO Box 6050, Irvine, CA 92616-6050 Please allow 7-10 days for your enrollment to be processed.

SUMMER 2019 COURSES BEGIN: JUNE 24

FALL 2019 REGISTRATION OPENS: JULY 19 COURSES BEGIN: SEPTEMBER 23
As a dedicated school administrator and teacher, Susan Belenardo has seen the difference that effective educational leadership can make, spurring academic excellence and growth even in high-poverty urban schools. Equality of opportunity is possible across all socio-economic groups, she firmly believes. And she set about to find the keys to success.

How do educators engage and inspire their students in the most challenging environments? What are the key factors in elevating low-performing schools that might have fewer resources than others?

To Belenardo, former superintendent for La Habra School District, it’s all about a culture of trust, respect and high standards that starts at the very top — a construct solidly supported by a recent research project she’s undertaken.

“An effective school leader builds a culture that positively influences teachers, who in turn positively influence students,” said Belenardo, instructor and advisor for DCE’s Administrative Services Credential programs. “A recurring theme among all the research participants when describing their school was a culture of innovation where there is a reciprocal trust and great respect for each other.

“The principal is seen as a coach by all staff. And there is comfort with mistakes that ultimately improve practice.”

Belenardo’s project — How Urban California Educators Engage Academic Optimism to Maximize Equity in Student Learning within Low Socio-Economic Status Schools — examined several elementary schools in California classified as “high performing” yet “high poverty.”

The findings provided some clear insights and underlined the importance of academic administration leadership in developing a positive, optimistic culture of collaboration and high academic expectations.

“Our research findings support the importance of the school leader’s role in developing the collective efficacy of their staff, a factor that is at the top of the list of factors that influence student achievement,” she said.

It’s a research-based model that has a proven track record, presenting a template for California educators that informs Belenardo’s Administrative Services Credential courses, designed to train the next generation of academic leaders. Academic achievement in any school environment starts at the top — and that’s a focus in both DCE programs.

**Academic Optimism**

Belenardo joined with four professors from educational administration programs across California to learn more about how certain high-poverty schools have elevated academic excellence and student growth. Their research was inspired by the principle of Academic Optimism, a model put forth by the landmark work of Wayne K. Hoy, a professor emeritus in educational administration.

Simply put, Academic Optimism embodies three constructs: the academic emphasis of the school, the collective efficacy of the faculty, and faculty trust in the parents and the school. It evolved from research into humanistic psychology, examining student experience in terms of hope and fulfillment.

“With our research project, we sought to compare Hoy’s findings to that of 144 California TK-8 school leaders’ and teachers’ perceptions regarding the presence of academic optimism at 10 low socioeconomic student school sites,” Belenardo said. “It adds to the narrative and provides concrete examples of successful leadership practices.”

The findings have strongly supported the implementation of Academic Optimism principles in the training of California’s administrative leaders. It can elevate
performance across the board, even in some of California’s most challenging and underserved urban environments.

“Our research findings are excellent examples of successful practices that can assist in coaching our new administrators to become reflective practitioners in addressing the challenges of today’s school administrator, all the while mindful of the importance of equity and access for all students,” Belenardo said.

Learning to lead

DCE’s Preliminary Administrative Services Credential program prepares participants who hold a life or clear California teaching credential for a career in school administration, and it’s valid for five years. Once the participant finds employment, state law mandates that work begin on a Clear Administrative Services Credential.

Both can be completed through Division of Continuing Education’s two programs, offered jointly with the UCI School of Education. In the end, students earn an actual credential that is approved by the California Commission on Teacher Credentialing.

“Our courses are both hybrid and online, taught by practitioners with current experience in educational administration,” Belenardo said. “Our Clear program is a two-year, completely online program. This makes it unique and more flexible for our candidates. I am not aware of any other Administrative Services Credential programs offered through university extension. And by offering our courses through DCE, our students are able to enroll in our programs each quarter.”

Reflecting the findings of Belenardo’s research team, the programs’ instructors emphasize the importance of developing environments built on top-down support and high expectations for achievement among all student groups.

“Our research supports our programs’ focus on developing equity-driven, person-centered leaders,” she said. “We will continue to provide rigorous instructional programs that encourage self-reflection and continual personal growth.”

It’s an embodiment of Belenardo’s personal philosophy, developed over a career as administrator, educator and leader in California’s widely diverse school system, serving both low- and high-socioeconomic schools and always as an advocate for equity of opportunity.

As an administrator in a challenging high-poverty middle school, for example, she was successful in developing a culture of high expectations that resulted in academic growth for all students.

“California is unique in the diversity of our student populations and challenges,” Belenardo said. “We need to prepare leaders with the knowledge and skills to deal with the realities that are present in our schools today. My personal belief has always been that every child must have the opportunity to achieve and that it is our responsibility as teachers and leaders to provide this opportunity.”

Learn more at ce.uci.edu/educ
Upcoming Free Events:

- **How to Tame High Cognitive Load in eLearning**
  Monday, April 29, 2019
  11am-12pm (PDT)

- **LSAT Strategy Workshop**
  Wednesday, May 15, 2019
  6-7:30pm
  UCI Campus

- **High School Summer Institute in Law Open House**
  Thursday, May 16, 2019
  5:30-6:30pm
  UCI Campus

- **Inclusionomics®: The Cost of Unconscious Bias**
  Thursday, May 16, 2019
  11am-12pm (PDT)

- **Course Media Development: A New Stage for the Sage**
  Wednesday, May 22, 2019
  11am-12pm (PDT)

- **Live-Online GRE Strategy Workshop**
  Wednesday, May 22, 2019
  4-5pm (PDT)
  6-7pm (PDT)

- **Live-Online GMAT Strategy Workshop**
  Wednesday, May 22, 2019
  6-7pm (PDT)

- **Tips for Advising Couples Filing for Social Security**
  Tuesday, May 28, 2019
  12-1pm (PDT)

- **Live-Online LSAT Strategy Workshop**
  Wednesday, May 29, 2019
  4-5pm (PDT)
  6-7pm (PDT)

- **Paralegal Career and Program Information Session**
  Tuesday, June 11, 2019
  6-7pm
  UCI Campus

*Sign up at ce.uci.edu/events*
UCI Division of Continuing Education partners with a number of universities to provide you a “next step” on your educational pathway. We have articulation agreements with the universities listed. These schools accept coursework from select UCI Division of Continuing Education certificate programs as credit toward specific degree programs.

Learn more at [ce.uci.edu/transfer](http://ce.uci.edu/transfer).

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Learning to Lead in Local Government

The Public Policy Making Academy prepares municipal leaders and aspiring candidates to master complex issues.

In today’s highly charged political climate, more people are looking to get involved at the grassroots level and make a positive impact in their own communities. But civic leaders are also facing an increasingly complex and consequential set of public policy issues, as well as one of the most divisive environments in history.

In 2019 it takes far more than a single-issue politician to effectively navigate the maze of municipal government. In fact, getting elected might be the easy part. Mastering the depth of issues involved — managing bloated pensions and balancing budgets among them — requires a depth of knowledge and expertise that can be overwhelming to someone with little experience.

That’s where UC Irvine’s Public Policy Making Academy comes in, a dynamic month-long program designed to prepare prospective candidates and burnish the credentials of those who’ve been recently elected, said Michael Friend, former Academy student and a current administrator for the program.

“The PPMA program is intended for newly elected local government officials and anyone who wants to learn more about Orange County local government,” he said. “People who may consider running for an elected position are welcome, too. It deals with some of the most pressing issues facing many local elected officials, such as how to address rising pension obligations while still providing strong services and local infrastructure.”

Dealing with budget shortfalls is an especially relevant and complex issue, said Friend, policy analyst for the Association of California Cities, Orange County, which provides instructors and expertise to the Academy.

“Many cities may also face reductions to staff and service delivery to address budget shortfalls relating to pensions,” he added. “The Public Policy Making Academy addresses this topic in depth in the Public Safety, Labor Relations, and City Finance sessions.”

The Academy deals with all of these issues and more, preparing candidates for a successful career in city and regional politics — and maybe beyond.

Leading on local issues

It all comes together over a series of five weekly classes and workshops taught by seasoned members of local governments, city attorneys as well as prominent leaders of public and private agencies. They share their first-hand experience dealing with the most challenging aspects of city and regional government in the Orange County area.

“Typically, we have elected officials, senior city staff, and executive staff from special districts provide their knowledge and experience as instructors for the Academy,” Friend said. “Some of our recent speakers include Fullerton City Council member Jennifer Fitzgerald, Tustin Mayor Pro Tem “Doc” Bernstein, and Orange County Sheriff Don Barnes.”
Each half-day class, held on-campus at UC Irvine, provides a deep dive into a single aspect of local government, Friend said. “For instance, day one is devoted to Intergovernmental Relations, and we have speakers discuss city and county government, regional agencies, as well as how the Federal and California governments interact with municipalities,” he said. “The other days deal with Public Safety, Public Finance, and Municipal Services.”

The final day takes a more in-depth look at up to seven more regional agencies such as the Orange County Fire Authority and Orange County Sanitation District.

The Public Policy Making Academy runs on two tracks: The PPMA I session is an overview of city departments and services — a great entry point for those seeking a career in government. PPMA II advances the curriculum even further with a deeper exploration of specific policy issues facing local governments such as housing, pension obligations, homelessness, and transportation.

Serving the community
The Association of California Cities, Orange County, is an invaluable resource for the Academy, not only providing experienced members to teach courses but also encouraging members to enroll in the Academy to learn, network, and gain a greater depth of knowledge about effectively administering public policy.

Representing the interests of Orange County cities on regional public policy issues, the core mission of the ACC–OC is “education, networking and advocacy on behalf of the cities and their members,” Friend said.

“Our membership base consists of most of the cities of Orange County and local government special districts, as well as affiliated businesses, non-profits, and higher education institutions,” he added. “The Academy gives yet another chance for our members to get to know each other, leading to later collaboration on many issues.”

Michael Friend has been on both sides. The longtime Orange County resident received his B.A. in Public Administration and began work at ACC–OC as policy analyst shortly afterward. He took the Public Policy Making Academy program and found that it greatly enhanced his grasp of complex local issues.

The Academy also allowed Friend to gain insight into long-term local planning that he found to be especially helpful for future endeavors.

“As a former student of PPMA II, I found the Academy to be very insightful,” he said. “I learned about specific policy issues such as economic development, housing, homelessness and transportation. I felt privileged to hear about these topics from those in charge of making or implementing the policies.

“Additionally, I received an inside scoop of key projects that are in the planning stages around Orange County. This course prepared me for my career by allowing me to think of policy issues five or 10 years into the future and beyond the present day.”

Learn more at ce.uci.edu/publicpolicy

“Typically, we have elected officials, senior city staff, and executive staff from special districts provide their knowledge and experience as instructors for the Academy.”

–Micheal Friend
**Q.** Why did you decide to become an instructor?

**A.** I guess I’ve always been involved with and enjoyed teaching. Even in high school and college I did quite a bit of tutoring. Immediately after obtaining my degree, I ran a small test prep business with nearly a dozen employees, one of whom was a sport psychologist who lectured on test anxiety. I also nearly pursued an academic career, but in the late nineties there were no advanced degree programs in Data Science, the career that I stumbled into. A couple of years ago, UCI needed a highly customized course using software that I was expert in. The project went very well so I started teaching public courses soon after.

**Q.** What’s unique about your teaching style?

**A.** Despite decades of teaching experience, including thousands of hours of software instruction, I really consider myself a consultant at heart. The vast majority of my business is still dependent on producing successful outcomes for my clients. My classes are unique in that I teach the same way that I would when training a new hire. I know that most of my students in the predictive analytics program are not taking my class because they want to pursue a PhD. They are trying to make themselves more valuable to their employers. I assume that they will be doing this in their career so assignments are challenging, but as real-world as I can make them. However, I think conceptual knowledge is critical so we do a fair amount of reading. I think this surprises students who think data science is only about the math or about following “recipes” for performing data analytics.

**Q.** What’s your favorite lesson to teach and why?

**A.** I am currently teaching courses on the Deployment and Data Understanding phases of the Cross-Industry Standard Process for Data Mining (CRISP-DM). I also teach the Introduction to Predictive Analytics course. My favorite lesson is the opening week of the Data Understanding course, probably because it is my newest course and I spent a lot of time designing it. I love when students discover that seemingly primitive analyses, when performed correctly, can uncover the strangest things about the data. I also appreciate when they understand that you must share with a Subject Matter Expert (SME) before you can safely build a model. It’s taken me more than 25 years to get there, but I can find weird quirks in a dataset in less than an hour that my clients didn’t know were there. This is not a kind of performance art to impress the client, but rather an uncovering of critical issues that might endanger a project. It is metaphorically like a home inspection before buying a house. I like revealing this new world to groups of potential future colleagues.

**Q.** What do you find most rewarding about being an instructor?

**A.** I don’t know if folks will ever believe my answer — it is grading. The reason is that although I share Skype calls with quite a few students I don’t “meet” all of them one on one. So grading is my primary correspondence with students, especially those that get full points on most assignments since they are less likely to arrange a help session with me. Therefore, I don’t comment only on poor submissions as constructive criticism. I also comment on submissions with perfect scores and explain why the work is good. I even love it when a student with a perfect score on an assignment submits a second version just to clarify something in our correspondence or tries an alternate approach. When there is an interesting task, but it is perhaps a bit too challenging to make it a course requirement, I offer it as extra credit to encourage this behavior even more. I’ve also had students turn awful submissions into excellent ones through our correspondence. I emphasize the creative and subjective aspects of predictive analytics. For those of us that make our living doing this work, the creative aspect dominates. So, when I start to see students turning in professional work, especially when I can detect true improvement from week to week, I find it very rewarding.
By enrolling in Concurrent Enrollment, you can take advantage of over 5,000 UCI undergraduate and graduate courses without formal admission to the university, based on available space and permission of the course instructor and/or department. Courses carry university credit, may count toward a degree, and are taught by distinguished UCI faculty. Registration in Concurrent Enrollment does not constitute admission to UCI.

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**How do I obtain a UCI catalogue or schedule of classes?**
Course descriptions are listed in the UCI General Catalogue, online at catalogue.uci.edu. The schedule of classes can be viewed online at websoc.reg.uci.edu.

[ce.uci.edu/concurrent](ce.uci.edu/concurrent)
When it came time for Mariana Boeira Pozas and her fellow students to graduate from DCE’s Business English program in 2018, there was only one person considered to give the final speech. It had to be Mariana, a reflection of the Brazilian native’s vibrant and engaging personality.

“If you meet me in person, you’d probably go ‘Okay, now I get it!’” she admits, laughing. “I’m just kidding, but I am very communicative and participate a lot in my classes. I have a strong personality but at the same time I am extremely kind with people, so I guess people usually like me.”

Gail Schwartz and Karen Vallejo, the two teachers who invited her, were very clear who they wanted for the speech. “They said, ‘Mariana, you have good experience in business and at the same time you motivate people. We would love if you could give the speech. So I accepted and I must tell you — it was an awesome experience.”

The speech turned out to be a great honor as well as a way for Mariana to showcase her language skills and offer expert marketing tips, boosted by her experience in Business English as well as two other DCE certificate programs.

Now she’s busy living a wonderful life in Laguna Beach with her husband and two children and working as a data analyst at AWM Smart Shelf, a leader in innovative retail marketing. When her family decided to establish roots in the U.S., choosing UCI was a no-brainer, a decision that has paid off handsomely, she said.

One warm late-winter day Mariana was kind enough to take a break from work and field some questions about life in Laguna, her time spent at UCI and the difference it made.

Let’s start with your DCE experience. You took Data Science and Predictive Analytics, Digital Marketing, and Business English. How have they helped advance your marketing career?

Well, in Brazil I had my own marketing business, working with small business clients mainly in digital marketing. So when my family and I decided to move to the U.S., I realized I needed to update my digital skills and learn data science, too. I had to find a great university, and I thought there was no better place on earth than California. So today I say UCI programs were crucial for my career. In data science I’m a total newbie, and when it comes to digital marketing, I realize that I know a lot, but it’s a field where things change very fast. So I always have to refresh my knowledge. And when I say always, I mean every other month. It is super fast.

Lots of California universities offer marketing programs. What made you decide on UCI Division of Continuing Education?

I studied at UCSD for a few months in 2002 when I lived in San Diego, so I already knew and trusted the University of California system. Also, my family and I wanted to live in Orange County — it’s a great place to raise kids — and I didn’t have any doubts about what would be the best university to apply to for these programs.

What role did those programs play in achieving your new position with AWM Smart Shelf? Did you get the job through your UCI internship?

That’s exactly what happened. I applied for the internship through UCI DCE. I saw on Indeed.com that AWM Smart Shelf was looking to hire a data scientist and I thought, well, maybe they’d accept interns. So I sent an email with my resume and in 30 minutes one of the CEOs called and said, ‘Why did you send your resume if we don’t have any positions for interns?’ I told him, well, we never know if we don’t ask. He said he loves proactive people, and asked if I could come for an interview. Well, the rest of the story is still happening, as you know.
So what made you decide to leave Brazil and establish your life and career in Orange County?

My husband, Rafael, and I both lived in San Diego in the past and love California. When we got married, we always thought we’d come back so the kids could have this amazing experience of living abroad. I know what you might be thinking: Living in a different country with kids, working in an American company in a new field, with a completely different culture and language. She might be crazy! Well, yeah, a little. But I can tell you, I’ve never been so happy.

Sounds fascinating and exciting, really. How would you compare the two cultures?

What stood out most is that Americans are task-oriented and Brazilians are relationship-oriented. Both are great qualities. And if I understand how to use them appropriately in different circumstances, that could be a big advantage for me. I’d also say that problems are solved faster here than in Brazil. There’s a lot of bureaucracy and it usually takes more time to solve problems. But at the same time Brazilians are very creative. So, when we have a problem, we start thinking in more than one way of solving it because we never know if the first solution will work.

What was it like adjusting to life in Laguna Beach?

In the beginning it wasn’t easy. Our kids didn’t speak English, they had no friends, and they pushed themselves a lot to keep up. But we’ve adjusted really well. My husband got a visa for starting his real estate business here, and he’s very excited.

What sort of things do you guys do for fun?

On weekdays it’s school and work, and on the weekends, the beach! Here’s something funny about me: I’m still a huge fan of Scooby-Doo cartoons. I watch the show every day with my son. And to keep up with my daughter, I am currently reading the whole collection of Dork Diaries. She and I love these books.
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Jefferson W. Chen, MD, PhD, UC Irvine School of Medicine

“I was interested in improving my day to day business writing and emails. This class provided me with useful tips and solutions for my everyday use. I chose UCI for my education needs because I value their reputation in the community and would recommend UCI Continuing Education (and this class) to my peers!”

Persila Nia, Edwards Lifesciences

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**Post-Baccalaureate Premedical Program**

Two-year program designed for non-science graduates, career changers, and others who have an interest in applying to medical school. This program gives students the necessary academic preparation and competitive advantage that can help them get accepted into medical school or other desired allied health program.

**Learn More:**
Jennifer Bague-Sampson
Program Administrator/ Premedical Advisor
premedpb@uci.edu

*postbacc.bio.uci.edu*

**Post-Baccalaureate Program in Pharmaceutical Sciences**

The Post-Baccalaureate Program in Pharmaceutical Sciences is designed for individuals seeking preparation for graduate studies, career development, or a career change, who feel they need a stronger academic foundation in pharmaceutical sciences. Preparation provided by this program will benefit those interested in a PharmD, PhD, Master’s degree, or careers in areas of pharmaceutical sciences.

**Learn More:**
pharmsci-grad@uci.edu
(949) 824-1991

*pharmsci.uci.edu/post-bac*

**Post-Baccalaureate Program in Psychological Science**

Designed for anyone with a bachelor’s degree (in any discipline) with an interest in pursuing a graduate degree and/or career advancement in psychology. This certificate program provides the opportunity to acquire foundational knowledge, research experience, and/or internship experience needed to make your graduate school application more competitive.

**Learn More:**
Dr. Joanne Zinger
Program Director
(951) 662-3735

*ps.soceco.uci.edu/content/post-baccalaureate-program*

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**POST-BACCALAUREATE PROGRAMS**

Visit the program pages to learn about admission requirements, curriculum, and application deadlines.
Catalina Giraldo is a Colombian project manager whose experience in DCE’s Project Management certificate program has benefitted not only her business ventures but also the most underserved people of her community. Catalina’s passion for helping others plan and take actionable steps towards audacious personal goals is exemplified in the work she does as a business and life coach and as a volunteer in her local PMI® chapter.

“After becoming a PMP®, I also got certified as a business and life coach through the International Coach Federation (ICF),” Catalina shared. “And now, I focus my time heavily on life projects. I believe that every human being is in this world to achieve something big. Something they might not even know they’re capable of yet.” Today, her inspirational work leading low or no-cost project management workshops for community leaders in the city of Medellin, Colombia has enabled numerous people to launch small businesses, and one student to open a local pharmacy.

Marty Wartenberg, Catalina’s instructor at UCI, was entirely correct when he told her that she had all the tools, all the abilities, and the mindset of a project manager. “I’ve seen several people in my workshops that have gathered together to create foundations that help others,” she said. “So it has been rewarding to notice that a lot of people don’t just focus on their own goals and their own projects, but they immediately want to serve others, and they want to make a big impact.”

The ability to set real goals, and guide her team through every stage of a journey helps her balance the responsibilities that come with being a working professional and a mother. Between keeping construction projects on track at her employer, Constructora Punto Dorado, conducting life coaching calls with clients from around the world, and caring for her young son, Catalina managed to share some thoughts with us about her time at UCI and how that training plays an important role in all aspects of her life.

Let’s talk a little bit about your career journey. What type of experience did you have prior to studying at the Division of Continuing Education and what opportunities did you find afterwards?

Well, I have worked in the real estate development and construction industry from the beginning of my career. After earning my Project Management certificate from UCI and becoming a PMP®, I learned that a mutual friend was looking for someone they could trust as part of a hotel project in Colombia lead by the international firm Grupo Tres Ríos. They needed someone that spoke English, was trustworthy, and who could represent their business interests as a local. So, I joined that project for a period of 6 months.
while simultaneously employed by Constructora Punto Dorado. The experience of applying my education to the hotel project provided me the confidence and knowledge I needed to convince CPD to move me into a project management role. I am still with them today and have been working in the organization since 2011 when I started as a marketing and sales advisor. Later, I became the commercial director and thanks to my education, I have continued to grow each year.

Project Management is a wide field, with numerous education providers around the world. How did you find out about UCI and why did you decide to learn here?

I was actually about to leave for Scotland to earn a master’s degree in marketing when just before making that decision I got a call from a friend who was completing UCI’s International Business Operations and Management on-campus accelerated certificate program. He said, “I’m doing the most amazing program in California. Why don’t you come take the Marketing program with me here instead?” So, I came to UCI to study marketing and during this time met Marty Wartenberg who convinced me to also enroll in the Project Management certificate. Marty noticed my previous work as an engineer, and since he believed in my project management capabilities, I thought to myself, “let’s give it a chance!”

Wow, well we’re thankful that you took that leap of faith! So, what do your daily responsibilities look like in your current role?

After I was at UCI, and thanks to my incredible mentor Marty, I became very self-empowered. He recognized my leadership potential in the world of project management. My daily role as a project manager changes every day due to the many phases of a project. I have been with my company since the very beginning, which included the planning and creation of our team. Right now we’re finishing sales on the second of two housing developments so I go to our site daily and literally put on my boots and helmet to walk around and determine whether our contractors are meeting deadlines and quality standards.

I also have a weekly meeting with all the engineers and our management team to review scheduling and cost management controls.

How would you say that becoming a project manager has changed your life?

Well, it has totally impacted my life positively. I am proud to be a PMP® and belong to the community of PMI® members in my city. One of my personal goals right now is to help people understand their true selves, and awaken to their purpose in life. I think is very important for people to have life goals, and to understand how they can achieve them through effective planning. I started to do life coaching because other people recognized my leadership qualities and the passion I had for helping others. There are numerous project management training programs online, but many people in third-world countries like Colombia, Ecuador, and Bolivia cannot afford nor have the means to complete them. With the workshops I am leading now in Medellin, I hope to create an educational system where people learn by giving to others, and this idea of planning and taking steps towards goals empowers everyone in our community to improve their lives.

You absolutely have some exciting things going on right now. What’s the next phase for you?

I think my most important project is still my family, and being a mother. I was very inspired by my instructor Marty and how he empowered his children from an early age to lead their own projects. He shared an example where during a day-trip to Disneyland the children planned all the logistics and he acted as merely a stakeholder. Kids are our future, or better yet, the present. So I think the earlier children learn small aspects of project management, the more successful they will be as adults. Now that my son is a little older, as a professional I am very close to starting my engines back up on something even larger-scale than before where I can truly apply all these aspects of project management that I have become an expert on.

ce.uci.edu/pm
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Thinking About Teaching English Abroad?

4 Steps to Get You Started

By Roger Dupuy, M.A.

1. Ask, Ask, Watch, Ask, & Buy Coffee!
   People teaching abroad can teach in the same city and at the same language school and have wildly different experiences. So it’s important to pose a lot of questions to a lot of different people. Go on forums to ask questions and read posts. Tap into your network to find contacts who have taught abroad and inquire about their experiences. One of the very best things you can also do is to observe English language programs in your local area. Most community centers offer ESL classes and your local universities and community colleges likely have ESL and adult school English programs. First ask permission to observe, then find out who are the BEST teachers in the school and observe them. Finally, try to get one-on-one time with these teachers. Offer to meet them at their convenience and bring coffee! Their time is valuable.

2. Cast Your Nets Wide
   Assuming you do not have much experience, be flexible when interviewing for an English teaching job. You need real-world experience and the best way to get it is to teach—whether that is a TOEFL test prep course or a class in grammar. This will help you to discover all the different types of English language courses out there and gives you a sense of the scope of what you could teach.

3. Cast Your Nets Deep
   No one can be an expert in everything, so one of your options is to go deep and learn one aspect of teaching English really well. How do you go about doing this? First, decide your area of expertise. Pick something that interests you. If you really like writing, then become a writing expert. Attend workshops and conferences on teaching writing, ask writing teachers for resources and advice, search for online articles, and visit your local library for textbooks on the subject. As you do this, you will start building a portfolio that displays your expertise on teaching that particular subject.

4. Capture and Reflection
   Create a system of capturing EVERYTHING you have learned. Develop an easy, sustainable way to collect materials and information. Use paper or digital tools like Evernote or OneNote to capture, organize, and reflect on your thoughts about lesson ideas, class exercises, activities, and so on.

Learn more about our four-week summer specialized study program in Teaching English Abroad (TEA) and our certificate program in Teaching English as a Foreign Language (TEFL).

ce.uci.edu/teachabroad
Join the conversation and be part of a community of lifelong learners. Whichever social media channel you prefer, there are many ways to stay in touch with UCI Division of Continuing Education.

ce.uci.edu/getsocial
Expand your knowledge and gain practical experience in just a few weeks as you study alongside students from around the world. Choose from two innovative summer programs that will teach you key skills and techniques to enhance your professional growth and development.

- **Design Thinking Sprint: An Interactive Workshop**
  August 12 – 22, 2019 (2 weeks): Tackle and solve big problems using the concepts of design thinking. Learn to identify and analyze root causes to create innovative approaches to solve issues. Then apply this methodology to develop your own business plan.

- **Innovation Experienceship at UCI**
  July 29 – August 23, 2019 (4 weeks): Learn the big picture of starting a business by helping a startup company solve challenges within their industry. Through program mentors, creativity workshops, and experiential learning, develop core business competencies and gain professional experience while expanding your international network.

[Open to domestic and international students (no visa required)](ip.ce.uci.edu/pie)
You are UC Irvine. You are a part of the Anteater family. And you have access to exclusive benefits.

Our members receive a host of benefits not only as an incentive to join the association, but to say thank you as well. After all, without our members, we would not exist and neither would a network dedicated to connecting alumni with each other and the university!

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- **Stay connected:** Find out the latest UC Irvine news, research and updates.
- **Help yourself:** Every membership helps increase UC Irvine’s national ranking.
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- **Have fun:** Receive exclusive access to exciting events and programs.
- **Show your pride:** It’s just the right thing to do.

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Whether you signed up for your first UCI Division of Continuing Education course for personal or professional development, you became part of something special the moment you clicked the registration button. Now you’ve taken the courses, you’ve developed new skills, you’ve improved your resume, and you’ve met some terrific friends and colleagues along the way. The best way to keep your Continuing Education experience going? Join the Alumni Chapter! It’s free and easy to register, and once you’re a member, you open up a whole new world of opportunities – from social and networking events, to educational and mentoring experiences. The best part – you participate as little or as much as you want.
knowledge is LIMITLESS.

Become a student for life by joining OLLI at UCI.

OLLI at UCI is an organization of lifelong learners—retired and semi-retired—who want to continue cultivating their minds and enhancing their lives through education.

For a low annual fee, members enjoy a variety of courses in areas such as literature, history, science, the arts and more. Social activities, excursions to local museums and attractions, and special events like wine tastings and tickets to local performances are also available to members, many of whom have been active OLLI at UCI students for numerous years. And no tests or grades mean everyone learns just for the pure joy of it!

OLLI at UCI courses are taught by UCI professors as well as other local professionals and are offered during the fall and spring semesters, typically meeting once a week for 2-5 weeks.

Call 949.451.1403 or visit ce.uci.edu/olli to learn more about OLLI at UCI and easy steps to becoming a member!
There’s great demand for highly specialized professionals in this rewarding field.

Keeping the country’s infrastructure humming along, whether we’re talking public or corporate facilities, is crucial to economic growth and efficiency. It also presents a set of challenges that have grown more complex and urgent, creating opportunities along the way for well-prepared management staff. That’s where facility managers come in. And you might say they’re becoming sort of an endangered species, said Phyllis Meng, award-winning instructor in DCE’s Facilities Management certificate program.

Consider that nearly 40% of America’s facilities managers plan to retire within the next eight years, a shortage fueled by the baby boom generation reaching retirement age. And Millennials aren’t exactly racing to fill their shoes.

“The need for new facilities staff and tradesman has almost reached a critical level,” Meng said. “With all the baby boomers going away, there will need to be a backfill of staff which is not there right now. Unfortunately, managing facilities is not considered critical to the profit of the organization, which is totally incorrect.”

If staff is unavailable to property maintain equipment and ensure quality of services, well, that’s bad for business. “Another aspect is health and safety,” Meng added. “Who will manage the indoor environmental quality?”

As the role of facilities manager becomes more specialized, its ranks are poised to become seriously depleted, creating a great demand for those who want to forge a career in this rewarding field.

But Millennials don’t seem interested in filling the void — at least for now. That could change, especially as facilities management evolves. It’s just a matter of getting word out and changing the perception of the position.

“The reason Millennials aren’t interested is because they’re not aware of the profession or the various aspects of facilities,” Meng said. “That is why we need to start early to educate the students that this is a great, rewarding career. I had a student who kept trying to pigeonhole the facilities field. But it’s almost impossible due to the variety of skills and training necessary for success as a facilities professional and manager.”

A rewarding career

Facilities management might sound a bit dry, but the role actually encompasses a multifaceted set of responsibilities. A facility manager coordinates the entire physical work environment of an organization, a job that entails principles of business administration along with architecture, infrastructure, and elements of behavioral and engineering sciences.

It’s an ever-evolving field that’s constantly advancing. There are innovative new strategies and designs intended to foster employee wellness — quiet spaces and reflection rooms to name a couple. And utilizing the most effective security systems is an increasingly urgent priority.

“Facilities staff are at the forefront of implementing sustainable measures and making sure that the occupants have a healthy, safe building to work in,” Meng said. To be sure, facilities management in 2019 is far different than in decades past. Gone are the days of the “accidental”
facilities manager — say, someone from security or operations brought over simply to fill a spot. It’s a dynamic, highly specialized position that demands a new generation of leadership with the expertise and skill set needed to navigate the future.

A career in facilities management can be rewarding and secure, as well as lucrative. Nearly 200,000 managers are currently employed in the U.S., with a growth rate of more than 11% forecast through 2028, according to the Bureau of Labor Statistics. Median annual salary ranges up to $86,000.

Meeting the demand
A number of schools have added facilities management programs to help fill the demand and train the next generation. UC Irvine’s Division of Continuing Education has long been at the forefront, offering one of the first university facilities management certificate programs in the country.

“The UCI program is aimed at those who are in the facilities field already and those who are looking to reinvent themselves,” Meng said. “One important area that is usually lacking with facilities professionals, financial information and budgeting, forms the basis of my UCI course. I have had students from all over the world who have been in facilities but did not understand the financial information that they need to track and show.”

“Facilities staff are at the forefront of implementing sustainable measures and making sure that the occupants have a healthy, safe building to work in.”

–Phyllis Meng

The online certificate program prepares students for a career in this wide-open field with an innovative series of courses focusing on design and management of facilities, from concept and installation to strategies for long-term efficiency. Taught by experienced instructors, the 12-18 month program is designed for professionals who want to advance their careers as well as those with experience in building or maintenance management, construction or occupational safety.

Moreover, the program offers outstanding preparation for current professionals planning to take the International Facility Management Association (IFMA) Certified Facility Manager examination. It’s designed to meet the current and future training needs of the profession over a long period of time.

“The program is great in that it fills in the gaps for the current facilities professionals who want to grow and progress in the field,” said Meng, IFMA Fellow and former manager of the LA Metro high-rise tower.

“Some are trying to obtain a promotion; others are trying to obtain information to help them in their daily tasks. And this program is especially attractive for current facilities professionals who ‘fell’ into facilities from another field.”

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**FOR MORE INFORMATION:**

Julie Pai | julie.pai@uci.edu | (949) 824-6333

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Summer Programs for High School Students

UCI faculty and industry experts provide high school students the opportunity of hands-on learning to advance academic and professional skills in a variety of interests. What a great way for them to gain a college experience, enhance their college resumé, and explore an area of study.

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• For high school juniors and seniors
• Scholarships available
ce.uci.edu/hslaw

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ip.ce.uci.edu/eurLOCAL
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- [ce.uci.edu/optics](http://ce.uci.edu/optics)

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- [ce.uci.edu/blockchain](http://ce.uci.edu/blockchain)

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programs

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ce.uci.edu/healthcare
UCI’s Division of Continuing Education offers a range of options for all educational goals, from English language instruction, to university preparation and high-quality certificates and internships. Our practical, real-world experiences assist students in advancing their academic resume and global competence.

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  - Business English
- Certificate & Internship Programs
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  - Data Science & Predictive Analytics for Business Professionals
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  - Digital Marketing & Communications
  - Global Human Resources Management
  - Innovation Management & Entrepreneurship
  - International Business Operations & Management
  - International Finance
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  - Marketing
  - Media & Global Communications
  - Professional Immersive Experience
  - Project Management
  - Teaching English as a Foreign Language (TEFL)
  - Internship Program
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Today’s employers recognize the value of ongoing professional career development. UCI Division of Continuing Education’s certificate and specialized studies programs – focused programs that balance theory and practice with an emphasis on real-world experience – are well-received by employers and can be a significant factor in hiring and promotion.

Certificate programs offer an in-depth body of knowledge to ensure you gain mastery of a particular topic. Specialized Studies feature shorter, more concentrated curricula for those short on time. Both are distinctive achievements that can help prepare you for career advancement or transition.

**Benefits of Continuing Education**

- **Expand job opportunities**
  Earning a certificate or taking continuing education courses can help position you for higher responsibilities or promotion.

- **Keep pace with work trends**
  Continuing education is a great way to stay abreast of developments and best practices in your field.

- **Enhance confidence**
  A continuing education certificate can help boost your self-image and confidence at work, and in other aspects of your life.

- **Achieve job satisfaction**
  Employees who actively develop new skills and knowledge tend to experience higher job satisfaction than those who do not.

- **Learn to learn**
  Explore a field unrelated to your job that interests you — for personal development or simply for fun.
ARTS & ENTERTAINMENT ● ce.uci.edu/arts
Culinary Arts Program

BUSINESS & MANAGEMENT ● ce.uci.edu/bm
Business Administration Certificate Program
Business Analysis Certificate Program
Contract Management Certificate Program
Digital Marketing & Communications Certificate Program
E-Learning Instructional Design Certificate Program
Esports Management Specialized Studies Program
HR Business Partner Specialized Studies Program
Human Resources Management Certificate Program
Innovation & Product Development Specialized Studies Program
International Tourism & Hotel Management Certificate Program
Lean Six Sigma Black Belt Certificate Program
Lean Six Sigma Green Belt Specialized Studies Program
Media & Global Communications Certificate Program
Meeting & Event Management Specialized Studies Program
Nonprofit Management Specialized Studies Program
Project Management Certificate Program
Real Estate Licensure Specialized Studies Program
Spa and Wellness Management Certificate Program
Strategic Communication Management Specialized Studies Program
Supply Chain Management Certificate Program
The Business of Coffee: Modern Production Processes in Colombia Specialized Studies Program

EDUCATION ● ce.uci.edu/educ
Clear Induction Administrative Services Credential
GIFTED & TALENTED EDUCATION (GATE) Specialized Studies Program
Independent Educational Consultant Certificate Program
Instructional Design for Higher Education Specialization
Montessori Teacher Education Program
Preliminary Administrative Services Credential
Reading Certificate Program
Teaching English as a Foreign Language (TEFL) Certificate Program
Teaching English to Speakers of Other Languages (TESOL) Certificate Program

ENGINEERING ● ce.uci.edu/eng
Communications Systems Engineering Certificate Program
Device Software Engineering Specialized Studies Program
Digital Signal Processing Engineering Specialized Studies Program
Embedded Systems Engineering Certificate Program
Internet of Things (IoT): Applications and Opportunities Specialized Studies Program
Optical Engineering Certificate Program
Optical Instrument Design Certificate Program
Systems Engineering Certificate Program

ENVIRONMENT & FACILITIES ● ce.uci.edu/envfac
Emergency Management and Disaster Recovery Specialized Studies Program
Environmental Management Certificate Program
Facilities Management Certificate Program
Water-Energy Nexus Certificate Program

FINANCE & ACCOUNTING ● ce.uci.edu/finance
Applied Accounting Certificate Program
CFP® Review
CPA Review
Personal Financial Planning Certificate Program
Wealth That Lasts

HEALTHCARE ● ce.uci.edu/healthcare
Healthcare Analytics Specialized Studies Program
Lean Healthcare Specialization
Pharmacy Technician Program

LAW ● ce.uci.edu/law
High School Summer Institute in Law
Paralegal Certificate Program
Public Policy Making Academy

LEADERSHIP ● ce.uci.edu/leadership
Organizational Leadership & Communication Certificate Program
Strategic Leadership Development Certificate Program

LIFE SCIENCES ● ce.uci.edu/ls
Clinical Research Certificate Program
Clinical Laboratory Science/Medical Technology (CLS/MT) Training Program
Clinical Trials: Medical Device & Drug Development Certificate Program
Comparative Effectiveness Research and Evidence Based Medicine Certificate Program
Medical Product Development Certificate Program
Postbacalaureate Premedical Program
Post-Baccalaureate Program in Pharmaceutical Sciences
Regulatory Affairs and Compliance Certificate Program

TECHNOLOGY ● ce.uci.edu/tech
Agile Project Management Certificate Program
Blockchain Technologies Specialized Studies Program
Business Intelligence & Data Warehousing Specialized Studies Program
Computer Programming Courses
Cyber Security Certificate Program
Data Science Certificate Program
Database Management Certificate Program
Full Stack Web Development Certificate Program
Java Programming Certificate Program
Machine and Deep Learning Specialized Studies Program
Mobile Application Development Certificate Program
Predictive Analytics Certificate Program
Python for Data Science, Web and Core Programming Specialized Studies Program
Search Engine Optimization (SEO) Specialized Studies Program
Web Design Certificate Program
Considering a Promotion?

Well, Be Prepared.

This might be your time. In fact, positive things are probably on the horizon for you as you consider a promotion. Not only does a promotion come with a salary increase, it also comes with stature, power, decision making, and rank amongst the troops.

However, a promotion is most likely a big step in your career plans—so you need to be aware and prepared.

You need to ask yourself a few questions. 1) Is this promotion worth the additional stress and responsibility? 2) Will your peers and upper management be supportive? 3) Are you willing to compete with your peers that also might be gunning for the job? 4) Are you the right and/or ideal candidate?

Here are a few things to consider.

1. **First, and foremost, make your decisions based on your evaluation of your qualifications for the job.**
   
   You might be up against the qualifications of another internal candidate or an external applicant. In these situations, you need to set yourself up to meet, as well as exceed the expectations of the job versus the expertise of an alternative candidate. Develop a cover letter that outlines your capabilities for the promotion and update your resume so that it clearly communicates your accomplishments in your current job.

2. **Make sure that the promotion is really a promotion.**
   
   Unless you’re trying to extricate yourself from a bad work situation with your current team or boss, then you need to make sure that the promotion is really what you want. Lateral promotions might be appropriate under certain circumstances. But what you should strive for is moving up the ladder. Remember, you’re trying to elevate your own personal brand and your clout within the organization.

3. **Market yourself—to the hilt.**
   
   Everyone, I mean everyone, that you currently work with needs to know your intentions and they need to believe in you. Trust me, your most valuable resource is your current network at work. Once the hiring manager reviews your application, the first thing that they are going to do is vet you using the input from your current supervisor and team. You need to make sure that you’ve already positioned yourself as an upwardly mobile employee, a trusted member of your team, and someone that is known to take on a challenge and succeed. Most importantly, you need to develop YOUR campaign.

   Michael Jordan, retired, pro basketball player said, “Some people want it to happen, some wish it would happen, others make it happen.”

   **Read more at ce.uci.edu/careerzot**
DCE is proud to play a part in helping our students reach their professional and career goals.

Read their stories at ce.uci.edu/stories
SUMMER 2019
COURSES BEGIN: JUNE 24

FALL 2019
REGISTRATION OPENS: JULY 19
COURSES BEGIN: SEPTEMBER 23

MARK YOUR
calendars

Hello Summer!

UC Irvine is conveniently located near many wonderful beaches.

Do you have your beach essentials?

Top 10 Beach Essentials
1. UV protection sunglasses
2. Water
3. Oversized beach towel
4. Hat
5. Waterproof/wireless speaker
6. Sandals
7. Beach bag
8. Fun beach activities: beach frisbee, football, volleyball
9. Snacks
10. A good book (We recommend this magazine) 😊