



**CONCORDE  
CAREER  
COLLEGES**

# INSIGHT

QUARTERLY ALUMNI NEWSLETTER

APRIL 2018



## A Meteoric Rise

When Drive, Passion and  
Desire to leave a legacy  
changes a life.

► Page 8

## WELCOME MESSAGE



Greetings Alumni,

Welcome to another issue of Concorde Insight!

We are particularly proud of this spring issue, which highlights the great work our students, associates and alumni are doing in communities across the country. When I joined the Concorde family in early 2017, I was struck by the genuine commitment the organization champions for impacting the community through service and partnership.

I love how Concorde intentionally promotes community services in our associate culture, curriculum and community partnerships.

The result, I think you can agree, is a culture with a passion for service that really is changing our local landscapes!

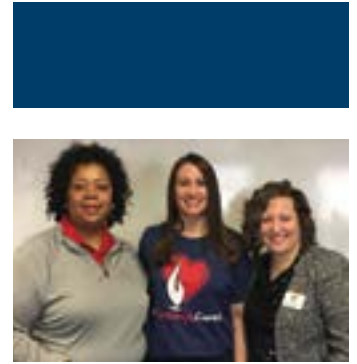
In this issue, we hope you are inspired by the countless ways that you can stay connected to Concorde and your community.

We think you'll be inspired when we introduce you to a Concorde alumna who is helping shape the next generation of health care professionals by mentoring Concorde externs in her new career as a lead Pharmacy Technician.

If you are interested in identifying ways you can give back and support future graduates of Concorde and the communities we serve, this issue is for you!

Enjoy,

Jamie Jadlow  
Campus President, [Concorde – Kansas City](#)



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### **Alumni Benefits**

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



## PARTNERSHIPS IN THE COMMUNITY

### Bringing Smiles to Kids

Concorde-Aurora's dental event was a Success!

As a child, our experiences at the dentist help determine how we view oral health for the rest of our lives.

On Feb. 19, [Concorde – Aurora](#) helped create a firm, positive foundation by inviting underserved Denver-area youth to their free Give Kids a Smile dental clinic.

In partnership with the [American Dental Association](#), the clinic provided dental cleanings, X-rays, fluoride treatments and sealants to about 30 children ages 4-18—equaling nearly \$4,000 in services at a private practice!

Aurora Public TV's Matt Peterson stopped by to spotlight the important work that our students and staff were doing throughout the day. His piece aired on a local newscast later that week.

It was great exposure for the campus and a wonderful opportunity to help mold youngsters' experiences of what it means to go to the dentist.

Concorde – Kansas City Reaches Out to Connect in Meaningful Ways

You most likely walked by the posters in the hallways on campus that asked what it means to be “community-based.”

To us, it's about more than just setting up shop in our local townships and training students for rewarding careers.

It means encouraging you to show compassionate care for others, investing in initiatives that are meaningful, and donating to causes that are helping lead families to healthier, more productive and fulfilled lives.

Concorde – Kansas City did just that at their recent open house. Along with the Concorde Foundation, the campus gifted funds to the [Kansas City Public Schools \(KCPS\) Office of Students in Transition](#) and to [KidSight MO](#).

KCPS Office of Students in Transition connects students and their families who lack regular or adequate nighttime residence with secure short-term assistance and supplies to bridge the gap during the period of transition.

KidSight is a local-based organization that travels

to schools and community functions providing free vision screenings for children to identify the most common causes of childhood vision loss.

Campus President Jamie Jadlow is already exploring future opportunities with these organizations, from sending students to support volunteer efforts to being a community resource advocate partner.

It's a beautiful thing when good people join together to make our communities stronger! •



*Melissa Douglas, with Kansas City Public Schools Office of Students in Transition (L), join Concorde – Kansas City Campus President, Jamie Jadlow, and Executive Director of KidSight, Katherine Patterson-Paronto (R) are all smiles at the Campus' recent open house.*



*Helping children in our communities have positive relationships with health professionals is one of our greatest joys! Concorde – Aurora stepped up and already has another dental clinic days in the works.*

## KEY MILESTONES

### A look at how #ConcordeCares in 2017

You may have seen the hashtag #ConcordeCares. To us, it's more than just a hashtag campaign. It's a way of life!

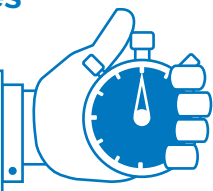
A few years ago, Concorde launched an initiative to give full-time employees one paid day of volunteer time to invest in their local communities.

We spent time planting trees, serving meals, providing medical services to families and everything in between.


Check out we did in 2017! •









**Our associates volunteered**

**4,359 hours**



**All 16 campus participated**



**Value of donated time: \$90,362.07**

## CAMPUS PRESIDENT SPOTLIGHT



If your life seems like lemons, [Concorde-San Diego's](#) Campus President Rachel Saffel has a pretty good story of how she made a sweet pitcher of lemonade.

A performer in a small dance company in New York, Saffel

was inspired to pursue a different calling as a massage therapist after sustaining an injury and undergoing treatment.

She was so inspired by the healing experience she became a licensed massage

therapist herself, practicing for 15 years, ultimately leading her to find her niche in adult education.

While her focus is ensuring the quality and success of others' learnings, she is constantly learning about herself and others in her role as Campus President.

"Being a campus president has reinforced my belief that our similarities are more important than our differences," she said. "Despite how diverse our backgrounds and personalities may be, people have very similar hopes, dreams, and fears ... we also have basic emotional

needs – to be appreciated, to feel proud of our accomplishments, to feel dignity about how we support ourselves and our families, to feel connected to others, and to be part of something greater than ourselves."

With that mindset, she frames each day as an opportunity to "use setbacks as learning opportunities" and reminding her team and students that if they "appreciate each small step of progress we make" they'll ultimately be successful.

A great mindset we could all adopt a bit more! •

## FEATURE ARTICLE

## 9 Ways to Stay Connected to Concorde as an Alum

You may have heard us say it on a tour. Maybe you've read it in a post on social media.

Our accelerated training does more than just create a quicker path to a fulfilling career. It supercharges the relationships within cohorts!

Our students often go very quickly from being strangers, to friends, to family!

Did you find that to be true? We hope so!

It's one of the reasons graduating may have felt a bit jarring—going so abruptly from spending hours with the same group to hardly seeing them any longer.

But fear not—you have joined the ranks of more than 100,000 [Concorde alums](#) around the world!

There are so many great ways to stay connected to Concorde, as you continue to establish yourself as a proud, successful health care professional.

### Be in the know

*Social media:* You may have already liked, followed or connected with us on social media.

It's one of the best ways to keep up with all the news, events, happenings and successes of Concorde. Each campus has its own Facebook page and a unique hashtag on [Twitter](#) and [Instagram](#).

It means so much to current students when alumni drop a quick note of encouragement, comment on stories and spotlights or check-in with what's going on in their lives!

Staying connected to our social media can be a great way to win some Concorde swag or tickets to a fun event.

*Newsletter:* Look at you! You're already on your way. We love to keep you in the know, abreast of the latest trends in the market are and how Concorde is working to stay a trusted name in health care.

Have a topic that you'd like to see covered? Shoot us your idea at [alumni@concorde.edu](mailto:alumni@concorde.edu).

Update your contact info: Have you recently moved or updated your digits? [Let us know!](#)

### Be Active

*Share your story:* Did you know that 85 percent of consumers [trust online reviews as much as they would a personal recommendation](#) from a friend or family member?

In addition to being valuable for prospective students on our [testimonial page](#), we use [your feedback](#) to celebrate outstanding staff and instructors, identify areas we could improve and benchmark the performance of each campus.

You can also leave a review on our Google Business page or Yelp by Googling/searching the name of your campus!

*Join a Program Advisory Committee:* Periodically, all 16 Concorde campuses hold what we call Program Advisory Committee (PAC) meetings. Educators, administrators, employers, alumni and students – gather to evaluate and discuss ways in which a Concorde health care program can be made better and stronger.

Would you be interested in serving on one from your respective discipline? [Let us know!](#)

*Keep in contact with your Graduate Employment Specialist:* One of the things we're most proud of is that our commitment to you doesn't end the day you walk across the stage. We offer ongoing career service support.

Whether you're looking for your first entry-level position or ready to make a vertical move, keeping in touch with your Graduate Employment team on your campus is key to ensuring you don't miss an opportunity that may be the right fit for you.

### Be an Advocate

*Connect your office as an extern site:* Could your office or facility serve as an externship site? We're always

looking for partnerships that could benefit our students and the respective practice!

Approach your office manager and ask. If they seem open to the idea, put them in touch with a Graduate Employment Specialist or your Director of Student Affairs.

*Post jobs that are in your office:* What better way to connect with Concorde than to work side-by-side with another alum? You can be a Concorde advocate by letting Graduate Employment know when there is a position open in your office. Help us help students and new graduates get their foot in the door!

*Refer a friend or family member:* We asked you the same thing when you interviewed during the admissions process because we believe that something as good as a Concorde education shouldn't be kept a secret!

There's no better way to grow the Concorde family than adding yours to it.

Speaking of family, you are such a valuable member of ours! Your story is unique; your trajectory is your own.

Whether it's stopping by our campus, attending an event or just posting on a social platform to let us know how you're doing, we look forward to connecting with you soon. •

## COOL THINGS ON CAMPUS

## Shaking Hands and Winning Awards

### Concorde—Garden Grove wins 2018 Collaboration Business of the Year Award

[Concorde – Garden Grove](#) was recently named the 2018 Collaboration Business of the Year by the Garden Grove Chamber of Commerce, their members and the surrounding business community.

“Concorde Career College continues to be a very important organization in our community,” Cindy Spindle, President and CEO of Garden Grove’s Chamber of Commerce, said in a letter to the campus. “We value your support and the effort you make to ensure that Garden Grove remains a wonderful community to live, work and play in.”

Spindle also highlighted the campus’ partnership with local Orangefield Child Development Center. The campus’ Vocational Nursing students work with children at the center as part of their requirements for graduation.

The campus was honored at the Chamber’s 112th Annual Gala and Awards banquet.

#### Want to tell your story?

Did you receive an award at work, help with a cool project or represent your field in the community? We’d love to include you in our next edition! Send your information to [alumni@concorde.edu](mailto:alumni@concorde.edu).

### Concorde – Jacksonville Hits the Streets to Fight the Flu with Handwashing Tips

We know this section is called “Cool Things Happening on Campus,” but as you are aware, a Concorde education doesn’t just happen on campus.

[Concorde - Jacksonville](#) Surgical Technology students recently proved that by taking their knowledge to the streets with a service learning project at Hemming Plaza in downtown Jacksonville!

Students educated the public with demonstrations and handouts on proper handwashing and hand hygiene technique—especially timely during rampant flu season. •



*Just the facts, ma’am! Armed and ready to speak to any type of learning style. Students had a wonderful experience putting together visuals, handouts and action-based takeaways for community members.*



*Ignorance is not bliss! Concorde – Jacksonville students enjoyed getting to chat with community members about the important and timely topic of proper handwashing techniques.*

## ALUMNI SPOTLIGHT

## The Meteoric Rise of One Concorde–Orlando Pharmacy Technician

Do you remember what you were doing the moment you decided to change your life and enroll in a health care program at Concorde?

For Danyelle Beck, a 2017 [Pharmacy Technician \(PT\) alumna from Concorde-Orlando](#), it was when she was in the middle of a very long shift at a 7-Eleven gas station and realized she wanted more out of life.

“I’m the second-oldest of five,” said Beck. “I wanted to show my younger siblings that you have to create a path to go after your dreams. I knew it was going to be hard, but I wanted to show them that it was worth it.”



Beck continued working while attending her PT program.

When it came time to complete her externship hours, she worked Monday through Friday 9 a.m. to 5:30 p.m. at [Priority Health](#), a specialty pharmacy in Orlando, and 6 a.m. to 11 p.m. on Saturdays and Sundays at 7-Eleven.

And—she graduated with honors!

### A Heart to Help

“I was drawn to a career in health care because I knew I wanted to help people, but I do not like blood. So, I asked myself ‘where could I make

a difference without all the blood and gore?’ That’s when I found pharmacy.”

She knew she had found a fit with Concorde when no more than five minutes after she had inquired, her phone rang. “Schools don’t reach out that quickly,” said Beck, “I thought to myself – this is a sign!”

She was also attracted by the smaller class sizes and intimate feel of campus.

### The Help She Needed

Beck was determined, but that didn’t mean there weren’t times that she wanted to throw in the towel.

“Mr. Wilkinson (Concorde – Orlando’s [Pharmacy Tech Program](#) Director) was a huge contributing factor to my success,” she recalled. “Having someone who sees something in you that you don’t see in yourself is such a motivator. Because of him, on the days that I wanted to give up, I felt like I could keep going.”

“I only had Wednesdays and Sundays off, and despite having a family of his own, he stayed with us to help us study or prepare for the next exam. There’s a big difference between a teacher who just knows your name and one who believes in you.”

“Danyelle was an amazing student. She came in with a great attitude and worked hard. She struggled a bit, but

only due to work scheduling, working overnight,” said Wilkinson. “Danyelle had several “Ah-ha” moments, but mostly just realizing to trust in her knowledge and trust in herself.”

### Hard Work Pays Off

Beck completed her coursework and went straight into externship. Within two weeks of her second externship at Priority Health, they offered her a full-time position.

Priority Health is somewhat of a specialty pharmacy according to Beck, often serving HIV patients and those undergoing dialysis.

Within nine months of diligent work as a Pharmacy Technician, she was promoted to Lead Tech.

“Working with patients helps put my life into perspective,” said Beck. “I’m pretty sure my patients help me more than I help them.”

There’s an 11-year-old kid who comes in and has so many health issues, but he’s so positive. It really challenges me to see the better part of each day and reminds me to be compassionate to others.”

It’s not just patients that Beck gets to interact with daily. Priority Health continues to serve as an externship partner with Concorde, so Beck gets to mentor current students too!



“I love the fact that my school is connected to where I work and that I can still reach students. I view my role as a motivator and a cheerleader. Having been where they are not that long ago, I tell them ‘I know you’re tired. I know you want to give up, but you have to keep going. It’s all going to be worth it!’”

Even after they are done with their externship and move on to other opportunities, Beck

says that she still receives calls from students asking her advice.

### What’s next for Beck?

You might think Beck has arrived at the end of her meteoric journey from 7-Eleven clerk to Lead Pharmacy Technician.

But she wants more. As she completes her Continuing Education Units, she has

her eye on becoming a Pharmacist—a venture that the owner of her current pharmacy is so passionate about he’s willing to partner with her financially!

When Wilkinson reflects on Beck, “It really is amazing and so fulfilling to watch a student to go from working overnight at a gas station, to being a medical professional...in only a matter of months. That is the real American Dream!”

“Concorde had a huge impact on my mindset, my drive and my success,” said Beck. “I feel like because they invested so much in me, I need to represent them well.

I tell others that if you want a solid education, mentors and life-long friends, then Concorde is the place you need to go!” •

## CAREER CORNER

# Questions to Ask During Your Interview

Most people think that [job interviews](#) are entirely about seeing whether you are a fit for the posted position.

While that’s true, they’re also about determining if the company, office or practice is a place where you will thrive, too.

When other interviewees start to coast or completely stall, you can really stand out in the final lap by being prepared with strategic and calculated questions of your own.

### Understanding the ‘why’ before the ‘what’

The type of questions that you ask sends a very clear message about your mindset.

You have a unique opportunity to show, through the questions

you ask, that you are team-oriented, goal-focused and success-minded.

Be sure not to ask questions that are already in the job description or that are available through basic research on the website. Think about what’s important to you about working for an organization.

Consider things like your prospective role, company culture, leadership with the company, performance management and opportunities for growth.

It’s also best to follow suit with the type of questions you experienced and avoid yes/no-type questions.

Don’t ask “Can I have

my birthday off?” Do ask questions like these:

What will the first 90-days in this role look like?

This gives you insight into the department’s priority. It also helps you get an idea of this organization’s onboarding and training process. It also helps determine if thought has been given to how your role will evolve.

How will success in this position be measured?

Knowing what your job duties are and how you’ll be measured are two very different things! A job description may be recycled or have duties in it that aren’t really a focus of the actual position.

This communicates that you already thinking in terms of how you can make a difference and that you are results-driven.

What’s your favorite part of working at this company?

You may get a cliché answer, but it will also give you insight into what can you expect in your tenure. Do they integrate families into work? Is there a good amount of flexibility? Do they have perks that interest you?

There are plenty of other questions you can ask. The important thing is that you have a few lined out that demonstrate the kind of team member a company can expect you to be when they offer you the job! •

## PROGRAM NEWS

## Coming Full Circle: How Haiti Helped Shape My Heart

**By: Renelle Cancilla-Martin**

*Editor's note: This was an essay submitted by a 2017 Concorde-Portland Medical Assisting graduate after her recent trip to Haiti. It is shared with her permission. We hope that this is the first of many first-person accounts we get to share.*

To submit yours for consideration, please email [alumni@concorde.edu](mailto:alumni@concorde.edu)

Above the city of Fond Parisien, Haiti, is the village of Peyi Pouri—an area covering hundreds of miles spread out at 4,000 ft [elevation].

After the 2010 earthquake and Hurricane Matthew in October 2016, over 225,000 people fled to the mountains when they lost their homes. Hundreds still live in caves with absolutely no resources to make even a mud hut.

### When help comes

When it does rain (once a year), all the roads are washed out and buried under rock from mudslides due to advanced erosion. The villagers worked for over four weeks to clear the roads when they heard that Love a Child (LAC) was going to bring a medical team to help local residents.

LAC spread the word that we would also feed them after medical treatment, it was all

free and no one would be turned away.

The news spread quickly and after we arrived, patients came in two waves: They walked overnight in the dark, arriving in the morning or they walked for two days, arriving in the afternoon.

The first day we saw about 400 people in the morning and 200-300 in the afternoon. There were over 1,800 in three days.

### Humans helping Humans

These Haitian mountain people have not had (any) medical care in nearly three years.

The woman whose arm I'm touching had walked for two days with her six children and five or more grandchildren, carrying only a small handkerchief with food and no water at all.

They were waiting for afternoon session to start. After seeing so much malnutrition and suffering, I couldn't bring myself to eat lunch, so I was walking through the crowds.

I didn't have my interpreter at the moment, so wondered how I could show "compassionate care" to them while waiting. This grandmother was very tiny, covered in dust and dirt from the journey.

She had on her best Sunday dress, as all of the patients did,



*Concorde Alumni, Cancilla-Martin, soaks up snuggles with a Haitian child during her recent medical mission trip.*

out of respect for us. (That was humbling in itself.)

### Wiping more than dirt

My Concorde scrub pocket held a pack of 80 baby wipes.

Did I really need to pack and hoard the 99-cent baby wipes all the way back to Oregon?

If we care for others, shouldn't we 'give all or nothing?' It's my personal conviction never to do something half-way. She

looked up at me with so much pain in her eyes ---- I had to do something.

Many times, as a student I felt that (in a new field), I had nothing to give. Many years spent as a secretary wasn't going to make me a Certified Medical Assistant (CMA). I could type 120 wpm and quote Oregon judicial statutes, but that wasn't going to help me draw blood.

But Concorde helped us see a bigger picture, recognize all strengths and supported us to reach our full potential. It takes many qualities to make a CMA; it doesn't matter what your past is.

Compassion, motivation, dedication and hard work can take you all the way to your dream—and beyond.

This picture also means a lot to me, because many Haitians are afraid of Caucasians. I can't tell you how many little children started screaming or ran away from me when I tried to help them - heartbreaking!

So, I knelt down to one of the littlest, took her hand gently, then pulled out a baby wipe. I wiped the dirt from her leg and when she saw beneath, her own beautiful dark skin, she let out a gasp and a HUGE smile. I'll never forget it.

She let me completely clean her legs and feet. Then, her sister wanted that! Then the next and the next...until I got

to Gramma. You could see she was very shy, exhausted and in pain. After I gently cleaned her leg, you could see the scars. I'm not sure if they were burns, cuts or abrasions from the trip or just a very hard Life.

"It's ok Mama, mwen medikaman" (meaning, it's OK Ma'am, I'll get you medicine.)

In my other Concorde scrub pocket was a small travel-size hand lotion. Her hands were so dry. Her skin had cracked and bled many times over. She let me gently rub the lotion in, massaging her hands and fingers. Her daughters said something in Haitian Creole which sounded like,

"Oooooo Mama!"

I'm pretty sure that meant, "Ooooo you are gettin' the treatment today, sister!"

She giggled and covered her face like a shy teen. My heart was so happy. She wasn't going to just get medical

treatment and a meal. She was getting whole-person care -- mind, body and spirit.

As the sun went down, she shivered in the cold - at 4,000 ft, it got down to 40 degrees at night sometimes. I left her that day with all my travel-size items and those scrubs, in the good hands of our LAC nurses.

I didn't get to say goodbye but hope that every day she will remember this moment; simply, that someone cared.

After all the classes, after externship and even passing the AAMA, it ended up being

a quiet moment in which the realization came that I was finally a CMA. What is talent, intelligence or capability without compassion?

A medical professional is a combination of many things, just as Concorde had said, and that was my dream.

Our education and new skills open to a world of possibilities. My window overlooked the country of Haiti.

I'm forever grateful to Concorde and look forward to celebrating my journey at Commencement! •



# CALENDAR OF EVENTS

## APRIL 2018

- 1-30 **Violence Against Women Awareness (VAWA)**
- 5 **Career Fair** • San Antonio
- 7-10 **Spirit Week** • Memphis
- 7-13 **Dental Hygiene Week**
- 8-14 **Library Week**
- 12 **Bring Kids to School Day** • Tampa
- 14 **Lupi's Walk** • Grand Prairie
- 15-21 **Neurodiagnostic Technology Week**
- 19 **PAC Meeting** • Aurora

## MAY 2018

- 5 **ALA Run/Walk** • Orlando
- 5 **March of Dimes** • Memphis & Southaven
- 5-8 **Teacher Appreciation Week**
- 6-12 **Nurses Week**
- 7 **Open House** • Miramar
- 12 **Lestonnac Free Medical Clinic** • San Bernardino
- 28 **Memorial Day**

## JUNE 2018

- 7 **Blood Drive** • North Hollywood
- 21 **Blood Drive** • Garden Grove



## WE ARE HERE TO HELP OUR ALUMNI!

If you have any questions about your federal student loan, please call the Student Loan Support Center at **1-800-861-9119** or email [SLSC@concorde.edu](mailto:SLSC@concorde.edu).

We will help you through the process and make sure you have the best payment plan set up for you.

## Connect With Concorde



## Marketing Uses Clear, Concise, Captivating Message to Meet Travelers

It's no secret that brands are competing for our time and attention to connect us to their product and services.

A 2015 study contends that consumers encounter nearly 4,000 advertisements every day! And, since the average attention span of a typical consumer is about eight seconds, we always set out to create pieces that are clear, concise and captivating in spaces that aren't obtrusive or annoying.

Look a few pieces that we feel hits those marks nicely!

In Memphis, we chose a well-traveled bus stop to highlight the ease of access to campus and frequent starts.

We also have new billboards positioned within five miles or so of campuses in North Hollywood and Garden Grove, California, Orlando and Tampa, Florida, and Dallas and Grand Prairie, Texas.

These billboards focus on the accelerated training and student experience Concorde offers, using either the "Health care training in months, not years" or "Be Career Ready by this time next year" slogans. •