From classroom to practice: The DBOS Job & Internship Special Edition Newsletter

This Special Edition of the DBOS Newsletter is all about jobs and internships—whether you are a first year student looking to use your new stats and research skills in a great summer internship or if you are about to graduate and are looking for your first job fresh out of graduate school, there is bound to be something of interest to you in this newsletter. We interviewed several DBOS students about the work they are doing with the help of the training they have received at DBOS. They also offer great advice about how to get the most out of your education at DBOS to secure your dream job. Read on to find out how you too can transfer your skills to the job of your dreams!

Hi everyone! My name is Cristina Tangonan. I am the Jobs Coordinator for DBOS. My job is to assist members of the CGU community with their career-related needs. For example, I help students craft job search plans, develop resumes or cover letters, review application materials, and conduct mock interviews. In addition, I establish and maintain relationships with employers, local and abroad, who offer worthwhile job or internship opportunities that are a great fit for our students. I share these opportunities with the DBOS community through the DBOS Jobs Board and frequent emails and newsletters.
Alana Olschwang

 Makes The School Better For YOU!

Alana Olschwang is a PhD student in the evaluation and applied research methods program, and is also the director of the Office of Institutional Effectiveness (OIE). Her office was established as a way to examine what is happening at the schools in terms of student learning, faculty teaching, and the “collegiate experience”, and tie that information to the schools’ goals and missions. The purpose of her work is to ensure the advancement and optimization of our schools. She does this through both internal, reflective means and by comparing our outcomes and standards to universities on a national level.

Alana began her CGU experience in 1999 as a Master’s student in the organizational behavior program, receiving her degree in 2001. Thereafter she worked at Western University of Health Sciences in Pomona in the Strategic Planning and Effectiveness Office. During her time there, Alana heard about this new position at CGU and was very interested in coming back and having the opportunity to help improve our system. To prepare for the application process, Alana did a lot of research on what was available regarding institutional effectiveness. Given the recent change in leadership and direction at CGU, the circumstances surrounding her application created a prime opportunity for her arrival. Upon completion of a series of interviews with the provost, faculty, and administration, Alana was instituted as the new director of the OIE.

The work Alana faces on a regular basis is largely focused on assessment; assessment of faculty plans and implementation, implemented changes, data use and integrity, general school assessment, and more. For example, as Alana puts it, the full functionality of the Sakai online learning system is not being necessarily taken advantage of due to the smaller class sizes. The new learning management system “Canvas” could be very useful with larger class where professors and TAs will be able to use tools like discussion boards, wikis, and multiple assignment types to increase communication between the students and faculty, with the end goal of connecting with and tailoring teaching styles to specific classes beyond that of the currently used Sakai system. While this new system sounds better in theory than the old one, it is up to Alana and her office to evaluate its potential and implementation to ensure full and proper use. Other projects include a long-term assessment of the doctoral advising system and developing better instruments to assess advising effectiveness. Alana seeks to find out the answers to inquiries like “what helps doctoral students finish their programs?”, while taking care to regard the advisor-advisee relationship, developing and establishing faculty guidelines, and trying to optimize the entire advising process.

Alana is currently several years into her evaluation and applied research methods doctorate program and upon completion would like to remain on the evaluation and accreditation paths. She is considering a part-time teaching career, but her main passion is assessment work. Her advice to students following in evaluation and assessment is to get work experience; the current program has evaluation experience built into it; Alana advocates taking full advantage of this opportunity and using it to gain a wide variety of experience to find your true passions.
Andrew de Jesus is a 5th year PhD student in the Applied Social Psychology program. In the summer of 2014, he was a user experience intern at Blizzard Entertainment. Andrew got his internship by looking on LinkedIn, where Blizzard had listed their job posting. Given that he did not hear back from them initially, Andrew continued to look elsewhere for internship and employment opportunities. Several months later, Blizzard contacted him with a few standard interview questions regarding his interest in the field and his qualification. A follow-up interview was scheduled for a couple weeks later, and finally a specialist contacted Andrew to gauge his interest in the position. Due to Andrew’s insightful questions and apparent enthusiasm for the position, the specialist was blown away and instantly offered him the job.

Andrew started as a user experience intern for Blizzard during the summer, and by the end of it he was offered a full-time position as a user experience associate. Upon graduation from school, he will have the opportunity to become a full user experience researcher. For Andrew personally, this is a very fortunate position because it allows him to fully utilize all of his skills; he is able to use his social psychology theory knowledge to examine and analyze the Blizzard Entertainment consumer base, and he uses his statistics knowledge to work in the capacity of a quantitative research. Furthermore, he is able to bring in his qualitative knowledge, research methodology, and survey design skills to create well-rounded designs for study. Coupled with his knowledge of theory and statistical prowess, Andrew has full influence over whatever study he wishes to implement from start to finish.

As a user experience associate, Andrew examines how the Blizzard consumer base interacts with their systems and with each other, he investigates patterns in the data and makes predictions on consumer behaviors with accompanying explanations for that behavior. Currently, Andrew is working on a project involving a “deep dive” into Blizzard’s data. Blizzard accrues a huge amount of information that is largely unexplored, Andrew’s job is to look into it and make patterns that no one else has seen yet. His job gives him a great amount of scheduling flexibility; some constants include meeting with a team leader, work on a project and an overall formal or informal meeting, but beyond that his schedule is permitted to be as wildly varied as he needs it to be.

For the short term, Andrew intends to finish his Ph.D. program, ideally within the next year. His current research on multicultural experience and creativity enhancement may turn into his dissertation project, or he may access Blizzard’s data and use that for his dissertation. Regardless, he plans to finish his work and then stay with Blizzard for a couple years, learning as much as he can and giving them good work. In the longer term, he may continue to work at Blizzard or pursue other passions, perhaps involving a start-up connecting students to study abroad opportunities.

For current students, Andrew gives this advice; just apply. Using CGU resources, fellow students, online mediums and whatever else you can find, apply to a breadth of opportunities. If there is something you’re interested in but not sure you’d get it, don’t shoot yourself down, put yourself out there and if you’re not qualified let them tell you that. It’s tough, but don’t give up. There are many ways to get into a field. Use internships to learn, grow, and develop into a better candidate, and this will help you get you where you want to be.
Candice Donaldson Shapes The Future

Candice Donaldson is a third year student in the Social Psychology PhD program. She is currently working with Drs. William Crano, Eusebio Alvaro, and Jason Siegel as a Project Manager for a grant funded by the National Institute on Drug Abuse. This 4-year grant seeks to develop and implement a program of anti-marijuana persuasion that delivers messages tailored to adolescents, with a focus on affecting adolescents who are typically resistant to anti-drug persuasion.

Candice found her job by attending the Health Psychology and Prevention Science Institute’s weekly meetings and networking with the professors that run the lab. Instead of interviewing for the position, she established that she was looking for a job and really wanted to get involved with the project. She started as a research assistant for the project and eventually worked her way up to becoming the project manager.

Currently, the project is focused on determining the most effective way to persuade adolescents who hold pro-marijuana attitudes, view marijuana use as normative, and typically dislike anti-drug ads. Right now, the project is in the process of filming several theory-based anti-marijuana videos that will soon be pilot tested with middle school students across Southern California.

In the future, Candice aims to continue to work towards receiving a PhD in applied social psychology. After graduation, she wants to obtain a tenure-track position at a research-oriented university where she can conduct basic and applied research pertaining to health communication, persuasion, and attitude change. Candice advises people in a similar situation to get involved with a lab that overlaps with their research interests. She says that it is then best to start networking right away and volunteer to help with projects. Once you have helped people out, and have established your credibility, it is much more likely that the professors and senior students will consider employing you on a grant.
Chris Pentoney is a 5th year Cognitive PhD student. He started as an MA in the Organizational Behavior program, and switched to the Cognitive concentration after his second year. He also works for the Minerva Project as a curriculum developer. The Minerva Project is a large, national project designed to bring education to a credible and viable online platform. Headquartered in San Francisco, it establishes schools across the nation where students live together, take online classes together, and engage in some sort of local application of their studies. As of last May, a Minerva School was founded at Keck Graduate Institute, and Chris has been onboard since the inception of this founding class.

Chris spends his time working for Minerva by designing lesson plans for two classes; Complex Systems and Formal Analysis. Complex Systems is a social science take on the complex transdisciplinary issue plaguing our nation. Classwork involves things like taking a broad view of all the possible factors that can affect a single issue, and establishing where a causal relationship exists and how to affect it. Formal Analysis is a more statistical course focused on teaching the use of python libraries to run stats analyses. Chris, using what he knows from cognitive science or can learn from any credible source, designs lesson plans for these two courses as well as makes sure the students are engaged and stimulated.

Chris got his job from a previously existing connection; he worked in the cognition lab with a professor at CMC who was offered a position as the Dean of Social Sciences at KGI. Upon accepting her new position, she realized she needed someone with Chris's qualifications, and he was promptly offered the job. He plans to finish out his portfolio here at CGU, and then take on a full time role at Minerva.

Given his fortune in getting this position, Chris heavily advocates connecting with people. He says “I don’t like the term ‘networking’, but make friends, really get to know people, and take every opportunity thrown at you until you’re bleeding in the eyes. Grad school ain’t no time to slack.” He also says to never stop producing, and keep your CV up to date, because you never know when you will be able to capitalize on it.
Susan Mangan Evaluates To Enact Change!

Susan Mangan is a 4th year PhD student in the Positive Organizational psychology program at CGU. She is currently working at Ersoyulu Consulting, run by Lea Ersoyulu. Susan was offered the job on the spot during her interview because of her surplus of evaluation skills, previous evaluation experiences, methodological and data analytic capabilities, and her vibrant and personable disposition. She was hired as an Evaluation Associate and although the majority of her work is done remotely, Susan is kept busy assisting with program development, advancement and application for a variety of clients belonging to Ersoyulu consulting. This client list includes the Men Making a Change (MMAC), the Healthy Ontario Initiative, and several local schools. When taking a break from developing program models and doing data analysis, Susan is on the road attending stakeholder meetings and doing site-visits.

As a small glimpse into her work; the MMAC program is an operation based out of Long Beach where there is growing tension between the local police force and the homeless. The MMAC program is dedicated to assuaging this tension by engaging young African-American men to “make a difference” through means of policy seminars, weekend workshops and meetings with local government individuals, in addition to field assessments with the homeless population. Susan’s evaluation of the program consists of creating surveys regarding the homeless population’s interaction with the police, as well as analyzing the survey data and ensuring that it is in a format that will maximize its use by the program and local governmental offices. This is only one part of Susan’s larger work as an Evaluation Associate; all in all she works with a lot of programs engaging in their respective communities for civic betterment. Although this is currently a summer position, this could turn into a lot more for Susan, who says this job is “one possibility for a best-fit type of work” for her.

Susan found her job through the jobs coordinator website; she intended to gain independent, non-CGU related work experiences to help find both her true passion for work and where her skills could be most widely utilized. Additionally, Susan made extensive use of the resources at CGU to ensure she would thrive in her new position. In addition to using her experiences and skills learned at CGU, she fully engaged the Jobs Coordinator’s office to maximize her chances of getting the job. From mock interviews to resume and CV review, Susan made sure to do as much as she could to ensure her success in her new position. To other individuals looking for work, she gives this advice; make full use of the available resources. From her own experiences, Susan highly advocates the Job Coordinator’s office as well as simple networking with peers, faculty, and everyone else. Furthermore, she endorses trying a variety of work experiences to gain experience and allow for decisive action regarding job prospects and choices. Lastly, Susan says to anyone looking to get started or just learn about service-oriented evaluation positions to “come talk to me!”
**Mia Pennels Finds Her True Calling**

Mia Pennels is a 3rd year Master’s student in Positive Organizational Psychology, and is also getting her MBA from Drucker. Over the past summer, she worked for Accenture in Seattle in a Strategy Analyst internship as a Management Consulting Development Program Intern.

Mia heard of the internship through connections she had forged prior to her time at CGU. After a few semesters of coursework in the MBA program, she reached out and applied for an MBA internship. She was contacted and redirected to the Accenture internship for which her skills were better suited. The interview process for this new position was two-fold; she underwent a behavioral interview in which she was able to draw on experiences from classes, labs and projects done in DBOS and the Drucker Executive Education programs to make a lasting impression, as well as a case interview which utilized a variety of skills she had picked up from CGU as well as independently. Two weeks after the interviews, Mia was awarded the internship.

During her time over the summer with Accenture, Mia was placed on a marketing strategy project for Microsoft, where she and her group were posed a strategic question and charged with developing an actionable answer. For Mia, this involved coordinating client meetings to uncover institutional knowledge, pooling perspectives and imbuing it with experiential knowledge to recommend action and move forward. The final output from this was a client meeting in which she presented various recommendations for action. The internship was scheduled to last for eight weeks; however the project was finished in six. Because of her efficiency, Mia was also afforded the opportunity for the remainder of her time to help with an ongoing project on the account planning for the 2015 Fiscal Year for the Microsoft account within Accenture.

The overall experience was both positive and instructional for Mia. While it was not her exact topic of expertise, it was an enjoyable challenge and reaffirmed her passion for an organizational behavior focused career. Regarding the placement, Mia had originally requested local placement but they were unable to comply, so she went to Seattle. While it was a bit inconvenient to pack up and relocate to a new city, Mia actually fell in love with the place and is intending to move back there after her time at CGU. She is on track to graduate this December, and has been offered a full time position with Accenture.

For other students, Mia advises heavy networking; making, building and maintaining connections is a valuable one can capitalize on and there is no better place to start than with the professional development opportunities here at CGU. She also advocates targeting specific companies one is interested in rather than doing a broad search, and making sure to practice interview skills beforehand to properly prepare. She also recommends grabbing opportunities when they arise even if they may seem inconvenient, as you never know where exactly it might lead.
Daniel Pagan is currently working at three jobs; in addition to an on campus admissions position, Dan works at Project CHAMP at the Community of Global Health and Project COPE at California State University San Bernardino. Project CHAMP (Claremont Health Advertising and Marketing Program) is a recently funded initiative by NIH focusing on tobacco marketing advertisements. It is in the early stages of assessment, and will build up to an intervention study regarding high school adolescents. Project COPE (Caring for Others as a Positive Experience) is a longitudinal study assessing the attachment styles of grandmothers on their grandchildren in impoverished areas, and doing interventions to improve the parenting abilities and subsequent mental and physical health of the child.

Dan works as a data collector for both positions. For Project COPE, this involves performing one-to-two hour long interviews, and for Project CHAMP the data collection process involves doing site-visits and acquiring information on tobacco product prices, number of ads, and more. Ideally, each project will open up new opportunities for him; Project CHAMP providing the opportunity for participation in the intervention study and Project COPE allowing for opportunities for data analysis with regard to his own interests on longitudinal health outcomes.

Dan will also be starting on the Randall Lewis Health Policy Fellowship this fall. It is a southern California internship given to people in a public health background generally tailored to policy and program development for health counties. Specifically, Dan will start working in epidemiology and evaluation for Riverside County Public Health Department. This is a very prestigious, year-long fellowship appointment which also provides stipend and a tuition break. Furthermore, it is a springboard type internship which could potentially lead to full-time position.

Dan found his jobs by making full use of CGU’s resources. He found the position with Project COPE through the job board website and the Randall Lewis Fellowship from speaking with individuals at the internship fair who had previously had the fellowship. His Project CHAMP position was an opportunity from a former job at the Community of Global Health that was offered to him once the original job ended. As such, he strongly advises others looking for an internship or job to scour the online pages, talk to people at fairs, and try to build off old opportunities.
**Mollie McGuire Builds The Future of Robotics!**

Mollie McGuire is interning at the Naval Postgraduate School (NPS) in Monterey, CA. The internship is a part of what is called the Naval Research Enterprise Internship Program (NREIP) and is a collaboration between the Office of Naval Research (ONR) and the American Society for Engineering Education (ASEE). Mollie learned about this opportunity while taking Applied Cognitive Psychology. The focus of this course is to inform and encourage cognitive students to learn about applied opportunities. She found research with ONR to be particularly interesting so that led her to start searching around for career/internship opportunities. Through that search she stumbled onto this opportunity.

She is currently working for a lab at NPS called JIFX, the Joint Interagency Field Experimentation. JIFX holds 4 events every year in which a variety of people from different industry types (government, corporate, academic, etc.) come out with new technology to experiment and collaborate with others. JIFX has access to a landing strip and restricted airspace to accommodate UAV (Unmanned Aerial Vehicles) experimentation, an urban environment training facility as well as other resources for the event. Mollie is currently working on research she hopes to develop in time to test out at the August event.

She approached the internship expecting to be working on an established project, but when she arrived it was more malleable and flexible than she anticipated. Mollie was a bit like “a deer in headlights” because she was largely unfamiliar with military research. But after a few weeks of meetings and readings Mollie had finally come up with an idea that her mentors thought had potential. She is looking at how to utilize current and upcoming robotic technology to offload cognitive demands associated with complex field environments, which has applications in various military domains. There is a trend to have UAV operators now fly swarms instead of just one UAV, which obviously increases their cognitive load. Her project deals with determining how we can utilize the technology surrounding them to offset some of this demand. Also, robot dive buddies are an up and coming technology. How we can utilize these robots to take some cognitive demand from the diver so he can focus on more important aspects of the mission is also a concern of hers. This cognitive demand offsetting can increase situational awareness, safety, and efficiency.

The great thing about working in this lab and at NPS is that she is also at a graduate school and her mentors let her audit classes. She is sitting in on Cognitive and Behavioral Modeling for Simulations and Current Topics in Modeling Virtual Environments and Simulation. Another great aspect is the people she has the opportunity to meet; Mollie recently had a nice conversation with a high-ranking Admiral about cognitive challenges in submarine operations.

She is not sure about her future plans, however, Mollie hopes to find an opportunity through this internship. The opportunities presented through this internship will be very different from lab to lab. As for advice for others, she says you’re curious about this type of research, Mollie advocates just applying and seeing what happens. She left her application open to all labs and was not expecting to be offered a position in this type of lab, but she got it and it’s given her a unique opportunity. Cognitive science and human factors have increasingly become an important area in government research so there are opportunities right now in various research domains.

The internship locations are nationwide; you can apply for a specific lab or leave your application open to all labs. More details, including how to apply can be found at [http://nreip.asee.org/](http://nreip.asee.org/). The application is pretty straight forward, and due around January every year. The internship is mostly geared towards undergrads but they do offer graduate opportunities as well.
The Organizational Research department at Kaiser Permanente hires CGU alumni and students for positions ranging from Research Assistants to Project Managers. The Organizational Research department is an internal research resource that consults to and works collaboratively with managers and senior leadership across Kaiser Permanente (KP), designing research studies and providing information to help answer critical business questions. “It is an excellent place to work if you are interested in pursuing a career in applied research,” says Elizabeth Johnston, KP Research Consultant and DBOS alum. “It offers a unique opportunity to take what you have learned in your graduate studies and to apply and practice this in your daily work. You are able to see the direct impact of the research we conduct.” The department works on many large-scale, highly visible projects within the organization such as a nation-wide employee opinion survey, assessments of care provided to patients with chronic health conditions, an evaluation of a new physician on-boarding program, and a study to help identify organizational practices and factors that contribute to successful teams.

DBOS students are especially qualified for positions with KP’s Organizational Research department because they demonstrate a good understanding of research methods and design and have experience using SPSS and Excel to conduct statistical analyses and manage databases. They also value candidates with training in qualitative methods and individuals who are innovative in their approach to presenting information.

After gaining experience working at KP and learning about the organization, there are ample opportunities for internal movement. “Three of the Research Consultants in our department (including myself) graduated from CGU. Other members of our department have advanced to other areas within KP, for example, in areas such as Management Consulting, Performance Assessment, and Organization Development Consulting, or they work at one of our medical centers. Many have moved into consulting or administrative roles,” says Elizabeth.

As an organization, Kaiser strives to be a best place to work. They have been recognized as a national leader in health care and health information technology, and have received top ratings from outside agencies for performance on various quality and patient care measures. If you want to get involved with research at KP, you can visit their careers website at http://www.kaiserpermanentejobs.org. They can also contact the CGU Career Center to see if there are current job openings.
Several DBOS students and alumni have been fortunate enough to work with Southern California Edison (SCE), the largest subsidiary of Edison International and the primary electricity supply company for much of Southern California, in many different capacities throughout the past several years utilizing their many skills learned through coursework and projects at DBOS.

What do DBOS interns do at Southern California? As described by Carlos Puertas, Manager of Learning Analytics in the Transmission and Distribution Business Unit and DBOS alum, “the nature of the work typically ranges anywhere from data analysis to program evaluation to developing leadership development programs from scratch. The work mostly consists of working very closely with a project manager to support an existing program or project. Because DBOS interns have great analytical skills, we rely on them to provide statistical advice, high-level data analysis, and report generation. In addition, the DBOS interns bring a wealth of knowledge when it comes to evaluation and putting together presentations for Senior Managers.”

When filling intern positions, Southern California Edison looks for DBOS students who have skills with data analysis and project management as well as high written and verbal communication skills. “Since we work with a number of different internal clients, we often rely on [DBOS interns] to help prepare presentations, reports, and communication plans,” adds Puertas.

“Southern California Edison is a great place for DBOS interns because of the wide range of exposure to different projects,” says Puertas. “From the start of their internship, they are put on 1-2 projects, often times with a great deal of responsibility. We even sometime rely on them to manage a project from start to finish during their tenure. Since Edison is such a large company, there are many opportunities for them to gain exposure to different groups within the company and possibly land a full-time job.”

How can you get involved? Southern California Edison has a formal intern program sponsored by their Human Resources department through which several DBOS students have gained experience. The internship program is open to both summer and year-round interns at the undergraduate and graduate level. There are also opportunities for DBOS students to be contract workers on an as needed basis, which is outside of the formal Edison internship program. Visit the internship program website at is http://www.edison.com/careers/college.asp or contact the DBOS Jobs Coordinator, (jobs.coordinator@cgu.edu), for more information.
WHERE ELSE HAVE OUR STUDENTS GONE?

Applying the Science of Psychology and Evaluation Across the Globe