University Business Institute

2013-2014 CATALOG
June–July

CALIFORNIA STATE UNIVERSITY FULLERTON
HUMAN RESOURCES, DIVERSITY & INCLUSION

Partners in Learning...
Overview

www.fullerton.edu/UBI

The University Business Institute (UBI) grew exponentially in the last five years and will move this fiscal year 2013-14 to the new Division of Human Resources/Diversity and Inclusion. UBI will continue to provide programs for both seasoned and novice administrators, staff and academic leaders. Course offerings include budget and financial management, human resource management, risk management and liability, productivity enhancement, health and safety, personal development and wellness, and resource planning. Peer learning communities, book groups, and lunch and learn webcasts provide alternate learning environments to enhance communication and provide skills and knowledge necessary to support University and individual success and effective resource management. We are pleased to offer the 2013-14 UBI course offerings to assist in supporting ongoing effective university resource management.

Benefits to participants include:
- Improved understanding of University policies and procedures.
- Increased knowledge and expertise necessary for sound decision-making.
- Better understanding of broad University resource issues and implications.
- Enhanced insight of the CSUF culture and organizational competencies.
- Improved personal and professional proficiency.

About UBI

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ATTENTION

For the 2013-14 academic year, UBI has pared down its course offerings, resulting in limited enrollment opportunities. To take advantage of our available workshops, we recommend early enrollment. Please view our fall calendar on pages 34-39 and our entire year’s schedule on our website at www.fullerton.edu/UBI to find training classes that meet your needs and interests.
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## Key—Workshop Delivery

- Online Training
- UBI By the Book Club
- Peer Learning
- Lunch & Learn
- Learning Lynda

www.fullerton.edu/UBI  To register, see “How to Register for a Workshop” on page 33
CERTIFICATE IN MANAGING FUNDS AND ACCOUNTS

Designed for individuals with division or department budget, financial and purchasing oversight, the Managing Funds and Accounts Certificate Program consists of ten required workshops and four optional workshops.

Workshops may be taken in any sequence and may be taken individually or as part of the certificate program.

Required Workshops

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<tr>
<th>Workshop</th>
<th>Fall 2013</th>
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<tr>
<td>Understanding the State, CSU and CSUF Budget Processes (UBI205)</td>
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<td>Introduction to Budget &amp; Account Management Principles &amp; Practices—Part B (UBI211)</td>
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<td>Managing Trust Funds—ONLINE (UBI228a)</td>
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<td>Introduction to Campus Travel Procedures (UBI100)</td>
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<td>Presidential Directive 11 (UBI229)</td>
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<td>P-Card Policies and Procedures (UBI269) or Online (UBI269a)</td>
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<td>P-Card Reconciliation Training (UBI230) or Online (UBI230a)</td>
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<td>Year-End Close Processes for Accounting, Budget and Payroll (UBI252)</td>
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<td>Procurement Card—Procuring Goods and Services Policies and Procedures (UBI204)</td>
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Optional Workshops

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<td>Tracking University Property and Equipment (UBI224)</td>
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<td>Projecting and Managing Faculty Funds (UBI207)</td>
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The Workshops

**Module 1: Understanding the State, CSU and CSUF Budget Processes (UBI205)**
Designed for individuals interested in gaining an understanding of sources and types of University funds, participants will:
- Gain a general perspective on University budgeting.
- Understand the overall budget process for the State, the CSU and Cal State Fullerton.

**Presenter:** Sarah Song, Director, Budget Planning and Administration

**Dates:** February 13, 2014—2:00-3:00 p.m.

**Module 2: Introduction to Budget & Account Management Principles and Practices—PART A (UBI214)**
Part A focuses on accounting and expense processes and transactions. Designed for beginners as a high level overview, participants will:
- Understand chartfield definitions & set-up.
- Review accounting transactions and entries.
- Learn how to access financial information and reports.

Details regarding Trust and Non-State Funds will be covered in other sessions.

**Presenters:** Lori Arthur-Carmichael, IT Documentation & Training Specialist; Lynn Cayas, Senior Accounting Lead; Laura Hultman, Senior Financial Reporting Lead

**Dates:** February 5, 2014—9:30-11:30 a.m.


Part B focuses on budget processes and transactions. Designed for those who have completed *Introduction to Budget Account Management Principles and Practices—PART A* or who are familiar with account management, participants will learn:
- Components of baseline budgets and one-time funds.
- How to establish and close chartfields.
- How to monitor balances by reading reports.
- Details that affect the bottom line.

**Presenters:** Laleh Graylee, Director of Analysis and Decision Support; Sarah Song, Director, Budget Planning and Administration

**Dates:** April 23, 2014—10:00-11:30 a.m.

**Module 4: Managing Trust Funds—ONLINE (UBI228a)**
This course is an online workshop!

Designed for those working with or planning to work with trust accounts, participants will explore policies and procedures in reference to:
- Trust fund sources, allowable uses and reporting requirements.
- Education Code and Executive Order directives.
- Information and documentation necessary to establish and renew trust accounts including revenue estimates, expense budgets, trust account agreement forms, and biannual review and renewal processes.
- Trust Account expenditure restrictions.

**Presenter:** Greg Sweet, University Tax Compliance Manager

**Module 5: Introduction to Campus Travel Procedures (UBI100)**
Designed for those new to preparing travel documentation, participants may use either *Introduction to Campus Travel Procedures or Campus Travel Procedures – Refresher* to fulfill the
Participants will learn:

- Policies and procedures for employee travel authorization and reimbursement.
- Blanket travel authorization and expense claim uses, restrictions and requirements.
- Employee travel forms (Travel Authorization, Blanket Travel Authorization and Travel Expense Claims) preparation.
- University vehicle, rental vehicle and personal vehicle driving requirements.

**Presenter:** Debbie Hagman, Travel Specialist  
**Dates:** October 8, 2013—2:00-3:30 p.m.  
January 14, 2014—10:00-11:30 a.m.

**Module 6: Presidential Directive 11 (UBI229)**  
Designed for individuals responsible for hospitality expenditures related to food and beverage, event attendance, get-well gestures, guest travel, gifts, awards, promotional items, and memorial donations, participants will learn policies and procedures including:

- Restricted and permitted uses of various funding sources.
- Preparation of supporting documentation.

- Requirements for approving officials and written designees.
- Completing, routing and approving the D11 form online.

**Presenters:** Judy Goberdhan, ASC Accounts Payable Supervisor; Michael Pruitt, Procurement Programs Specialist; Mary Ann Torres, Director of Accounts Payable  
**Dates:** September 17, 2013—10:00-11:30 a.m.  
February 6, 2014—2:00-3:30 p.m.

**Module 7: P-Card Policies and Procedures (UBI269)**  
Required training for everyone using a University-issued procurement card (P-card) and/or approving P-card purchases made by others, participants will learn:

- Purpose and intent of P-card purchasing authority.
- Cardholder and approving official fiduciary responsibilities.
- Types and advantages of different Procurement Card Programs including the One Card, Department P-card and Declining Balance P-card.
- Prohibited and restricted transactions and policy violations and consequences.

**Presenter:** Michael Pruitt, Procurement Programs Specialist  
**Dates:** October 22, 2013—11:00 a.m.-12:00 p.m.  
March 11, 2014—2:00-3:00 p.m.

**Module 8: P-Card Reconciliation (UBI230)**  
Required training for everyone using a University-issued procurement card (P-card) and/or approving P-card purchases made by others. This session introduces participants to the US Bank online software required for reconciliation and/or review of Procurement Card transactions and includes:

- System navigation.
- Transaction review.
- Transaction expense allocation.

**Certificate Recipient**

“**My favorite thing about the UBI program was how it was easy to sign up for the classes and how knowledgeable the trainers were on the different topics. The Managing Funds and Account workshops have made my job much easier because I understand clearly how each process works and the reasoning behind it; I highly recommend taking the Certificate in Managing Funds and Accounts.”**

Sharon Howard  
Academic Support, Department of Women and Gender Studies  
Managing Funds & Accounts Certificate Completion, 2012-13

**This course is also available online!**  
P-Card Policies and Procedures ONLINE (UBI269a)

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"This workshop will help me fill out travel forms correctly and allow me to assist others in understanding how to complete forms successfully."  
*Introduction to Campus Travel Procedures*
Printing documents in “Access Online.”

**Presenter:** Michael Pruitt, Procurement Programs Specialist  
**Dates:** September 17, 2013—10:00-11:00 a.m.  
February 18, 2014—2:00-3:00 p.m.

This course is also available online!  
P-Card Reconciliation ONLINE  
(UBI230a)

**Module 9: Year-End Close Processes for Accounting, Budget and Payroll (UBI252)**  
Designed for individuals involved in division or department fiscal year-end close processes related to accounting, budget or payroll, participants will:  
- Receive an overview of the fiscal year-end close regulations, timelines and reporting requirements.  
- Review year-end close duties and tasks.  
- Gain an understanding of important processing deadlines.  
- Learn how to prepare for year-end close activities and the associated benefits of doing so.

**Presenters:** Lynn Cayas, Financial Accounting Manager; Sarah Song, Director, Budget Planning and Administration; Mary Ann Torres, Director of Accounts Payable  
**Date:** April 17, 2014—10:00-11:00 a.m.

**Module 10: Procuring Goods and Services - Policies, Procedures and Requests (UBI204)**  
Designed for employees whose function includes purchasing or budget responsibilities, this session provides an overview of the process to acquire goods and services including IT, consistent with State, CSU and campus requirements. Participants will learn policies and procedures for:  
- Low-value purchases.  
- Formal bids (limits, methodologies, exceptions, etc.).  
- Emergency purchases.  
- Insurance compliance.  
Also discussed will be several reportable State and CSU programs such as Small and Micro Businesses, Disabled Veteran Business Enterprises (DVBE), Target Area Preference Act (TACPA), Enterprise Zones Act (EZA) and recycling goals.

**Presenters:** Sally Yassine, Associate Director, Contracts and Procurements; Michael Pruitt, Procurement Programs Specialist  
**Date:** October 10, 2013—9:00-11:00 a.m.

**Module 11: Tracking University Property and Equipment (UBI224) (Optional)**  
Designed for those responsible for making purchasing decisions, planning or executing equipment acquisitions, or managing departmental fixed assets, participants will learn:

- Property and equipment asset management policies and procedures.  
- Departmental property and equipment asset management duties and responsibilities.  
- Disposal procedures for obsolete, broken or other equipment no longer necessary.  
- Information technology equipment data and
CERTIFICATE IN MANAGING FUNDS AND ACCOUNTS

information security management procedures and practices.

Presenter: Willem van der Pol, Director, Facilities Operations
Dates: April 22, 2014—2:00-3:30 p.m.

Module 12: Campus Travel Procedures — Refresher (UBI101) (Optional)
Designed for those who have completed Introduction to Campus Travel Procedures (UBI 100) or are familiar with campus travel procedures, participants will:
- Review employee travel reimbursement policies and procedures.
- Understand driving requirements.
- Learn the new blanket travel authorization process.
Note: Participants may use Campus Travel Procedure—Refresher in place of Introduction to Campus Travel Procedures to fulfill the Managing Funds and Accounts Certificate requirement.

Presenter: Debbie Hagman, Travel Specialist
Dates: November 12, 2013—2:00-3:30 p.m.
February 11, 2014—10:00-11:30 a.m.

Module 13: Projecting and Managing Faculty Funds (UBI207) (Optional)
Designed for department chairs, academic support staff and managers responsible for faculty salary budgets, representing 55 percent of the academic budget, participants will:
- Learn an easy step-by-step system for estimating funds available to support part-time faculty hiring positions.
- Understand restrictions, requirements and processes for additional faculty pay.

Presenter: Lisa Kopecky, Assistant Vice President for Academic Operations & Finance, Academic Affairs

UBI207 WILL NOT BE OFFERED DURING THE 2013-14 ACADEMIC YEAR

Module 14: Managing Grant & Contract Funds: What All College Support Staff Need to Know (UBI202) (Optional)
Designed for administrative support personnel responsible for assisting in administering grant or contract funds, participants will:
- Learn how grant proposal budgets impact actual grant funding and ASC’s role in accepting and administering grants on behalf of the University.
- Understand the importance of accurate reporting.
- Learn how to track and recover faculty release time and calculate faculty additional pay.
- Review allowable and non-allowable costs.
- Recognize campus offices supporting grant and contract funding administration, their respective functions, and appropriate office(s) to contact.

Presenter: Tanya Thompson, Assistant Director/Grants Coordinator, ASC Office of Sponsored Programs
Dates: May 15, 2014—10:00-11:30 a.m.
Intended for managers and department chairs responsible for managing staff and administering human resource policies, procedures and practices, the Optimizing Staff Performance Certificate Program consists of ten required workshops and five optional workshops.

Workshops may be taken in any sequence and may be taken individually or as part of a certificate program.

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<td>Recruiting and Hiring Great Staff (UBI213)</td>
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<td>Pre-Employment Selection Tools (MPP/Chairs Only) (UBI236)</td>
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<td>How to Conduct Behavior-Based Interviews (UBI283)</td>
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<td>Developing Effective Position Descriptions (MPP/Chairs Only) (UBI209)</td>
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<td>How Staff Compensation Works (MPP/Chairs Only) (UBI219)</td>
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<td>Recognizing and Motivating Staff (UBI238)</td>
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<td>Worker's Compensation Policies &amp; Procedures: An Overview (UBI201)</td>
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<td>Addressing Performance Issues (MPP/Chairs Only) (UBI239)</td>
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<td>Conducting Effective Performance Evaluations (MPP/Chairs Only) (UBI234)</td>
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### Optional Workshops

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<td>Understanding Leave Options (MPP/Chairs Only) (UBI212)</td>
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<td>Preparing for and Succeeding at On-Campus Interviews (UBI295)</td>
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<td>New Employee Orientation (HRS043A )</td>
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<td>How to Conduct a Virtual Interview (UBI268)</td>
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<td>Great vs. Good Leaders: The Significant Distinction (UBI307)</td>
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The Workshops

Module 1: Understanding Staffing Strategies and Appointment Options (MPP/Dept. Chairs Only) (UBI282)
Designed to inform managers and department chairs of the various types of staff appointment categories and staffing options, participants will understand the benefits and intricacies of evaluating operational and staffing needs following a vacancy and identifying the appropriate action for:
- Regular on-going appointment.
- Emergency hires.
- Fiscal-year renewal.
- Retired annuitant appointment.
- Intermittent/on call appointment.

Presenter: Phenicia McCullough, Employment Manager
Date: November 5, 2013—9:00-11:00 a.m.

Module 2: Recruiting and Hiring Great Staff (MPP/Chairs Only) (UBI213)
Designed to guide hiring managers and department chairs in finding and selecting the right person to fill vacant positions, participants will learn:
- The value of investing in the recruitment process and selecting the right candidate.
- How to articulate key job duties and required skills and experience.
- Effective outreach and recruitment strategies.
- How to evaluate candidates’ abilities to perform essential job duties.
- How to conduct effective reference checks.
- Successful job orientation and on-boarding techniques.

Presenter: Phenicia McCullough, Employment Manager
Date: October 15, 2013—9:00-11:00 a.m.

Module 3: Pre-Employment Selection Tools (MPP/Chairs Only) (UBI236)
Designed to provide hiring managers and department chairs with knowledge and understanding of tools available to assess candidates’ job knowledge skills and abilities, participants will learn:
- Important considerations in evaluating candidates’ abilities to perform essential job duties.
- The value and application of effective skills assessment tools in selecting the right candidate.
- Available online and other pre-employment selection tools and how to integrate these tools into staff recruitment and selection processes.

Presenters: Phenicia McCullough, Employment Manager; Denise Johnson, Interim Assistant Vice President of Human Resources Services
Date: October 8, 2013—9:00-10:30 a.m.

Module 4: How to Conduct Behavior-Based Interviews (UBI283)
Designed for managers, department chairs and others participating on campus search committees, participants will learn:
- The effectiveness of structured behavior-based interviewing in identifying and selecting the right candidate.
- Key principles and concepts in behavior-based interviews.
- How to design behavior-based questions and practice for a mock interview.

Presenters: Lori Muse, Professor of Management, Mihaylo College of Business & Economics; introduction by Phenicia McCullough, Employment Manager

UBI283 WILL NOT BE OFFERED DURING THE 2013-14 ACADEMIC YEAR

Module 5: Developing Effective Position Descriptions (MPP/Chairs Only) (UBI209)
Designed to provide managers and department chairs with the knowledge and tools to develop effective positions descriptions, participants will learn:
- How to articulate key job duties and required skills in staff position descriptions.
- How to effectively utilize position descriptions in recruiting and retaining quality staff, including during:
CERTIFICATE IN OPTIMIZING STAFF PERFORMANCE

- Hiring, orienting and on-boarding.
- Providing performance feedback, coaching and evaluating.
- Departmental restructuring.
- Changing staff duties and assignments.

Presenters: Maria Lucia Gonzalez, Compensation and Classification Manager; Cathy Wilson, Compensation Specialist
Date: November 12, 2013—10:30 a.m.-12:00 p.m.

Module 6: How Staff Compensation Works (MPP/Chairs Only) (UBI219)
Designed to provide managers and department chairs with a framework for understanding staff compensation and classification, participants will learn:
- Factors that influence compensation, including salary ranges, internal equity and experience.
- Options for facilitating staff personnel and pay actions, including promotions, temporary or permanent reassignments, reclassifications and in-range progressions, funding source, supervisor or location changes, and faculty or staff leaves.
- The implications of time-base of changes.

Presenters: Silvia Gonzalez, Compensation/Classification Specialist; Maria Lucia Gonzalez, Compensation and Classification Manager
Dates: November 6, 2013—10:00 a.m. - 12:00 p.m.

Module 7: Recognizing and Motivating Staff (UBI238)
Designed for all managers, leads and individuals, participants will learn:
- What really motivates people.
- Best practices and techniques for creating a thriving workplace and fully-engaged staff.
- Innovative, low cost ways to encourage commitment and build enthusiasm and excitement.

Presenters: Roy Gonzales, Manager, Human Resource and Organizational Development, Facilities Operations
Dates: February 19, 2014—2:00-4:00 p.m.

Module 8: Workers’ Compensation Polices & Procedures: An Overview (UBI201)
Designed to familiarize staff, managers and department chairs with workers’ compensation requirements and specific forms and procedures, participants will learn:
- Types of injuries covered, applicable laws and available benefits.
- University reporting guidelines and forms.
- Return to work policy and procedures.
- Reasonable accommodation factors and expectations for temporary and permanent restrictions.
- Timelines and sense of urgency typically associated with worker’s compensation.

Presenter: Alisha Brown, Worker’s Compensation Manager
Dates: September 25, 2013—10:00-11:00 a.m.

Module 9: Addressing Performance Issues (MPP/Chairs Only) (UBI239)
Intended for managers and department chairs to provide a framework for addressing one of the most challenging and frequently avoided supervisor job duties: addressing staff performance issues. Participants will learn:
- How to identify performance management opportunities and challenging employee behaviors.
- Techniques to address performance issues in a timely manner.
- Key practices in providing effective feedback.
- General principles of progressive discipline.

Presenter: Liz Castello, Labor Relations Manager
Date: February 12, 2014—2:00-3:30 p.m.

Module 10: Conducting Effective Performance Evaluations (MPP/Chairs Only) (UBI234)
Designed to provide managers and department chairs with knowledge and tools necessary to effectively...
utilize performance evaluations in optimizing staff performance, participants will learn:

- The value and role of performance evaluations as a performance management tool.
- How to prepare for the performance evaluation process.
- How to develop an evaluation that accurately reflects employee performance and motivates staff to excel.
- How to set effective goals.
- How to conduct performance evaluation meetings.

**Presenter:** Liz Castello, Labor Relations Manager  
**Date:** March 19, 2014—2:00-4:00 p.m.

**Optional Workshops**

**Module 11: Understanding Leave Options (MPP/Chairs Only) (UBI212) (Optional)**

Designed for managers and department chairs, participants will learn more about:

- Paid and unpaid leave options available to CSUF employees.
- Important timelines, notification procedures and requirements.
- Communicating with staff during paid and unpaid leave.

**Presenters:** Denise Johnson, Interim Assistant Vice President of Human Resources Services; Elda Moreno, Benefits Manager  
**Dates:** November 13, 2013—2:00-4:00 p.m.

**Module 12: Preparing for and Succeeding at On-Campus Interviews (Optional) (UBI295)**

Designed for CSUF entry and mid-level career employees, participants will learn:

- How to prepare for an on-campus interview.
- How to deliver memorable responses during the interview.
- How to give a positive impression of your candidacy to the search committee.
- How to select appropriate professional reference information for the search committee.
- How to appropriately follow-up after the interview has ended.

At Cal State Fullerton, candidates have been pre-screened by Human Resources and the interviewing department. While everyone who is offered an interview may meet the basic skill requirements of the position, departments use the interview to determine (among other things) the depth of the candidate’s job knowledge, the candidate’s ability to learn requirements they do not already know and the candidate’s prospective fit within the department. This workshop will assist job candidates to best present themselves before, during and after an on-campus interview.

**Presenter:** Dawn Valencia, Director, University Outreach  
**Dates:** October 15, 2013—12:00-1:00 p.m.  
January 14, 2014—12:00-1:00 p.m.

**Module 13: New Employee Orientation ONLINE (Optional) (HRS043A)**

The New Employee Orientation provides an overview of the history, philosophy, and employment policies and procedures for Cal State Fullerton. Participants learn about the organizational structure; colleges; departments; additional campus facilities; general campus information; helpful hints; and campus policies, procedures and guidelines.

**Presenter:** Phenicia McCullough, Employment Manager  
**Date:** November 19, 2013—9:00-10:00 a.m.
CERTIFICATE IN OPTIMIZING STAFF PERFORMANCE

Module 15: Dealing with Challenging Coworker or Student Situations (UBI245)
Designed for those who may encounter students or coworkers they categorize as “difficult” (e.g., a coworker or individual who won’t listen, becomes angry or upset with a decision, won’t take no for an answer and/or may appear irrational), participants will:

- Learn strategies for preventing and responding to difficult behavior.
- Learn the procedures for reporting disruptive/difficult students to Judicial Affairs and/or University Police.
- Learn about campus resources.
- Participate in a case study group exercise.

Presenter: Sandra Rhoten, Associate Dean for Judicial Affairs
Dates: September 24, 2013—9:00-10:30 a.m.

SPECIAL EVENT

Great vs. Good Leaders: The Significant Distinction (UBI307)
What distinguishes ineffective leaders from inspiring leaders is no mystery. But what is it that distinguishes truly great leaders, perhaps the top 2 percent, from the much larger group of just good leaders? Sure, great leaders are consistently professional, ethical, wise, mature and inspiring, but in what specific behaviors do great leaders engage that results in them being all of those things? Come learn from the presentation and discuss with peers the tried and true behaviors of truly exceptional leaders.

Presenter: Lauren N. Nile, ESQ., Trainer and Consultant
Dates: October 29, 2013—10:00 a.m.-12:00 p.m.

Lauren N. Nile serves in the capacity of training consultant at California State University, Northridge. The goal of Lauren’s work is to increase both understanding and empathy in the American workplace. She is deeply committed to that vision.
Maximizing the Student Employment Experience (UBI237)
Designed for all individuals who oversee student assistants, participants will learn:
- The importance of student assistant work experiences in developing students.
- How to enhance student learning on the job.
- How to improve your skills as a supervisor.
- How to provide ongoing feedback.
- Best practices in supporting student learning and college experiences via developmental work opportunities.

**Presenter:** Deanna Shoop, Associate Director of MBA Programs
**Date:** August 20, 2013—10:00 a.m.–12:00 p.m.

Mentoring Our Future Student Professionals (UBI287)
Designed for all individuals who oversee student assistants, particularly our international students, participants will:
- Learn what it means to be a mentor.
- Learn how to have a successful interpersonal and professional mentoring relationship with students.
- Learn how to advance the student’s academic and professional goals.
- Learn to tailor your approach to the mentor relationship based on culture, ethnicity and gender.

**Presenter:** Gerald Bryant, Director, McNair Scholars Program
**Date:** September 4, 2013—10:00-11:30 a.m.

Promoting Student Professionalism (UBI284)
Students often think and behave differently on the job than they do at the University. However, when students discover that the professional attitudes and behaviors they use at work are also effective at the University, everyone benefits. When everyone at the University takes great responsibility for student success, the positive, professional behaviors are reinforced and modeled for students. This interactive workshop will provide support for creating a culture of responsibility. Designed for all individuals who oversee student assistants, participants will learn:
- Relationship between students’ professional attitudes/behaviors and college success.
- Active learning strategies – opportunity to interact with and learn from others.
- Working competencies outlines in Secretary’s Commission on Achieving Necessary Skills (SCANS).

**Presenter:** Lea Beth Lewis, Assistant Dean for Student Affairs, College of Health and Human Development
**Dates:** September 12, 2013—10:00-11:00 a.m.

Student Hiring and Employment (UBI223)
Designed for employees who hire and/or manage student assistants, participants will learn:
- How to advertise an open student employee position.
- How to manage the student employee hiring process (including Federal Work Study Students).
- How to train and manage student employees.
- How the students get paid.

This session provides an opportunity to hear from a variety of departments that support the Student Employment Program, such as the Office of the Vice President for Student Affairs, Financial Aid, Payroll, the Career Center and the University’s Tax Compliance Manager, as we discuss all things related to hiring student employees.

**Presenters:** Victor Rojas, Student Employment & External Partnership Programs Coordinator; Marilou Encina, Payroll Analyst; Jaime Hamilton, Financial Aid Counselor, FWS Coordinator; Elizabeth Munoz, Education, Health and Nonprofit Counselor; Greg Sweet, University Tax Compliance Manager; Jean Hotta, International Student Advisor, International Education & Exchange
**Date:** August 12, 2013—9:00-11:30 a.m.
DEVELOPING OUR FUTURE PROFESSIONALS SERIES

Cross-Cultural Dialogues in the Workplace (UBI262)
Designed for all individuals who oversee student assistants, particularly our international students, participants will:
- Gain a heightened awareness of and sensitivity to cultural differences.
- Recognize cultural values and norms.
- Learn strategies to work better with our diverse student population.
- Learn how to capitalize on our diversity best practices and encourage positive cross-cultural conversations.

Presenters: Lay Tuan Tan, Director, Office of International Education & Exchange; Elahe Amani, Director, Technology Services, Student Affairs

UBI262 WILL NOT BE OFFERED DURING THE 2013-14 ACADEMIC YEAR

Developing Training Manuals for Student Assistants (UBI306)
Designed for all individuals who oversee student assistants, participants will learn:
- The importance of and long-term benefits of appropriate training.
- How to develop and design training.
- Fresh ideas on student training from the speaker and from other participants.
- Best practices to support student learning through training and development work opportunities.

Presenter: Deanna Shoop, Associate Director of MBA Programs
Date: February 11, 2014—10:00 a.m.-12:00 p.m.

“We make a living by what we get, we make a life by what we give.”
Winston Churchill
The Workshops

Social Media: What Is It? Should I Use It? (UBI299)
Designed for campus employees who want to use social media to communicate effectively with their constituencies, participants will learn:
- Which mediums (LinkedIn, Facebook, Twitter, etc.) are most effective for different audiences.
- What’s involved with creating and supporting a social media program.
- The importance of metrics.

Presenters: Kathy Drake, Marketing Specialist, Mihaylo College of Business & Economics; Maritza Gonzalez, Social Media Coordinator, Mihaylo College of Business and Economics
Dates: October 30, 2013—10:00-11:30 a.m.

Using LinkedIn (Hands-On) (UBI265)
Designed for University professionals interested in networking and collaborating with other professionals via LinkedIn or who will benefit from collaborative research, participants will learn:
- What is LinkedIn and how it is used at CSUF.
- How to build a profile.
- How to search and connect with other professionals.
- How to join professional groups and benefit from this collaborative tool.

Presenter: Jim Case, Director, Career Center
Date: November 7, 2013—2:00-4:00 p.m.

Finding and Using Fair Use and Rights—Free Media (UBI297)
Creating quality images, video, audio, and interactive content for use in instructional materials and assignments, marketing and promotional materials, presentations, websites, and communication channels can be a challenge. Why try to reinvent the wheel? And don’t take the risk of violating copyright. Designed for faculty, staff, and student assistants or interns, participants will learn:
- How and when the doctrine of Fair Use covers your use of published media.
- What is Creative Commons and how and when you may use it.
- What is Public Domain and how and when you may use it.
- What kind of copyright resources are available here at CSUF.

Presenters: Anthony Davis, Electronic Resources & Copyright Librarian; Colleen Greene, Systems Librarian & Communications Coordinator
Date: September 18, 2013—10:00 a.m.-12:00 p.m.
COMMUNICATION SKILLS WORKSHOPS

The Workshops

**Communication Strategies for Effective Collaboration (UBI264)**
Designed for individuals who want to enrich their communication through a better understanding of group dynamics, participants will learn concepts, strategies and techniques for:
- Understanding factors that influence how individuals and groups communicate.
- Establishing effective group communication protocols.
- Addressing and coping with miscommunication.
- Applying strategies to improve the outcomes of individual and group projects.

**Presenter:** Helen Alexander, Lecturer, Department of Marketing and the American Language Program  
**Date:** September 18, 2013—2:00-3:30 p.m.

**Got Finesse? Enhance Your Presentation Skills (UBI240)**
Are you nervous when you speak in front of groups? Do you feel those butterflies in your stomach when you are presenting to a group? Do you wish you had more confidence as you get called on to speak at the very last minute? Whether you are an amateur or a seasoned presenter, this interactive session provides insights designed to assist you in becoming the presenter you always wanted to be! Workshop content focuses on essential building blocks:
- Organization.
- Vocal variety.
- Body gestures.

**Presenter:** Emeline Yong, Assistant Dean for Student Affairs, Mihaylo College of Business & Economics  
**Dates:** September 23, 2013—2:30-4:00 p.m.

**Writing that Works (UBI258)**
Designed for all individuals interested in enhancing their writing skills, participants will learn:
- How to use style and strategy to enhance writing skills.
- How to design well-constructed written documents that convey messages simply and effectively.
- Common grammar, punctuation and style errors and how to avoid them.
- How to work smart, not hard!

**Conflict Resolution: Dealing with Difficult People (UBI257)**
Designed to assist in addressing conflict in a calm and professional manner, participants will:
- Be able to describe the five conflict handling modes and identify their characteristics in situations of conflict.
- Identify strategies necessary for dealing with conflict situations.
- Explore approaches for breaking down conflict to find a workable solution.
- Learn how to resolve group and individual conflict.

**Presenter:** Diane Mazzey, Graduate Advisor, Mihaylo College of Business & Economics  
**Date:** February 26, 2014—10:00 a.m.-12:00 p.m.

**Effective Writing Strategies for Business (UBI290)**
Designed for all individuals interested in making their writing more focused, clear and professional, participants will learn to:
- Write concise and informative emails, memos, letters and reports.
COMMUNICATION SKILLS WORKSHOPS

- Use proper format, tone, style and grammar.
- Apply direct and indirect writing strategies that effectively persuade.
- Avoid common writing pitfalls and strategies for speeding up the entire writing process.

**Strategies for Editing Email and Daily Correspondence (UBI301)**
Designed for administrative staff and managers who write correspondence, participants will:
- Learn to identify the most common writing errors and personal writing vulnerabilities.
- Practice correcting errors.
- Learn to recognize the elements that make writing coherent.
- Practice editing for coherence.

**Presenter:** Howard P. Gordon, Lecturer, Business Communication Program
**Dates:** October 18, 2013—10:00 a.m.-12:00 p.m.
March 21, 2014—10:00 a.m.-12:00 p.m.

**Interviewing for Success (UBI288)**
Designed for individuals interested in advancing their careers, either in the near future or down the road, participants will learn:
- What to do before, during and after an interview.
- How to showcase experience, knowledge and skills during an interview.

**Presenter:** Elizabeth Munoz, Education, Health, and Nonprofit Counselor
**Dates:** September 17, 2013—2:00-3:30 p.m.

**Cross-Cultural Conflict Resolution (UBI293)**
Designed to assist in developing increased knowledge and understanding of conflict resolution strategies effective in a diverse work environment, participants will:
- Understand five cultural dimensions in resolving conflicts and tension at work.
- Recognize the impact of cultural differences on communications and conflict resolution.
- Learn how to create an environment where conflict and reconciliation can spark creativity and productivity and strengthen work relationships.

**Presenter:** Elahe Amani, Director, Technology Services
**Dates:** October 23, 2013—10:00-11:30am

**Critical Thinking Crash Course (UBI294)**
Designed for all individuals to foster thinking skills that can enhance written and oral communication, participants will:
- Recognize higher order thinking skills involved in effective communication.
- Practice organizing ideas to communicate in both oral and written mediums for comprehension of an intended audience.

**Presenter:** Helen Alexander, Lecturer, Department of Marketing and the American Language Program
**Date:** February 5, 2014—2:00-3:30 p.m.

**Quick Facts about Cal State Fullerton (UBI286)**
Do you want to know about Cal State Fullerton? Ever wonder how FTES, FTEF, SFR, retention and graduation rates are computed or how they influence your day? Would you like to know more about where to find comparison data sources like IPEDS (Integrated Postsecondary Education Data System), external surveys (like the National Survey of Student
Engagement -- NSSE), California Department of Finance, California Department of Education and CSU Chancellor’s Office? Designed for the campus community, participants will:
- Receive an overview of Cal State Fullerton data related to admissions, enrollment and graduation.
- Develop a better understanding of our data.
- Understand how our data get used by the campus and by external groups/organizations.

Presenter: Edward Sullivan, Assistant Vice President for Institutional Research and Analytical Studies
Dates: October 24, 2013—9:00-11:00 a.m.
January 23, 2014—9:00-11:00 a.m.

Surviving Meetings (UBI289)
Designed for all individuals who plan, attend and facilitate meetings, participants will:
- Understand the value of preparation.
- Learn how to conduct and close an effective meeting.
- Learn how to keep a meeting on target.
- Learn how to take meeting minutes.
- Review things to do following a meeting.

Presenters: Jack Bedell, Professor of Sociology, College of Humanities & Social Sciences; Irene Matz, Associate Dean, College of Communications
Date: February 25, 2014—10:00-11:00 a.m.

What is Your Communication Style? (UBI308)
Designed for all individuals who want to communicate more effectively, build better relationships and be more influential, participants will:
- Identify your personal communication style through an in-class assessment.
- Recognize clues for identifying the styles of others.
- Improve interactions with others.
- Learn to appreciate other styles and understand you needs.

Presenter: Marian Sherman, Organizational Development Analyst
Date: TBD

"The basic building block of good communications is the feeling that every human being is unique and of value."
Anonymous
PROJECT MANAGEMENT SERIES

Project Management Improvement

Designed for both new and experienced individuals responsible for successfully planning, managing and delivering projects, participants will learn to:
- Apply generally accepted project management guidelines and practices to manage a wide range of projects and achieve successful project outcomes.
- Utilize appropriate tools, templates and checklists based on project complexity, size and scope.

The Workshops

Introduction to Project Management
(UB1277)
Designed for both new and experienced individuals responsible for successfully planning, managing and delivering projects, participants will review how to:
- Define and agree upon clear project goals and measurable deliverables.
- Breakdown structure, determine task dependencies, and estimate and chart task durations.
- Control project progress and develop and implement contingency plans as necessary.
- Generate maximum team performance.

**Presenter:** Mitch Pautz, Acting Director of IT and Physical Operations, College of Humanities and Social Sciences
**Dates:** February 18, 2014—10:00 a.m.-12:00 p.m.

Tools for Effective Project Management
(UB1285)
Designed for both new and experienced project managers interested in adding additional tools, templates and checklists to their project management tool kit, participants will learn in the computer lab how to:
- Track projects in Service-now and Microsoft Project.
- Create and use PERT and Gantt charts.
- Create and use project plan templates.
- Use an enterprise-wide deployment checklist and include all the stakeholders and end-users.
- Use SharePoint and Dropbox to share documentation such as plans, quotes, proposals, meeting notes, etc.

**Presenter:** Mitch Pautz, Acting Director of IT and Physical Operations, College of Humanities and Social Sciences
**Dates:** March 18, 2014—10:00 a.m.-12:00 p.m.
Learning With Your Peers

Learning Lynda.com is designed for individuals who want to benefit from the rich library of online training made available by the Division of Information Technology through Lynda.com and who prefer an “away-from-the-desk” learning environment to focus and learn new technology productivity skills.

The Learning Lynda.com series provides an informal computer lab environment to explore this valuable resource network, share knowledge and collaborate with peers, ask questions and receive hands-on assistance, and share application ideas.

The Workshops


Intro to Learning Lynda.com (UBI800)
Participants will:
- Walk through how to access Lynda.com.
- Learn how to navigate the site.
- Discover what lynda.com offers.
- Have an opportunity to explore and ask questions.

Dates:
September 24, 2013—9:00-10:00 a.m.

Excel I – 2007 Essential Training (UBI801)
Participants will:
- Learn the Ribbon/what’s on the Ribbon.
- Explore the MS Office Button.
- See what’s changed in 2007.
- Learn basic formatting.
- Explore printing/page setup options and scaling.
- Learn auto-sum.

Dates:
October 22, 2013—9:00-10:30 a.m.

Excel II – 2007 Essential Training (UBI802)
Participants will:
- Learn advanced formatting.
- Learn to manage lists.
- Work with sorting/grouping.
- Explore sharing.
- Learn how to find and replace.
- Work with formulas and functions.

“I learned new techniques that will help me better serve the students my department works with.”

Learning Lynda—Excel II

Dates:
March 11, 2014—9:00-10:30 a.m.

Excel III – 2007 Essential Training (UBI803)
Participants will:
- Explore advanced functions.
- Receive training in charts and pivot tables.
- Learn about macros.

Dates:
May 13, 2014—9:00-10:30 a.m.
Collaborate and Discover

Peer Learning Communities provide opportunities to explore resources and tools while connecting with campus peers and discovering better ways of conducting business.

Participation in a peer learning community is an excellent way to:
- Enhance your technical skills.
- Collaborate with peers.
- Share best practices.

Learning is an active process. Questions and topics will be solicited from registrants prior to the session and discussion topics will be selected based on registrants’ interest.

Prior or continuous attendance is not required.

iPad Peer Learning Community (UBI701)

The iPad Learning Community is designed for individuals currently using the iPad as a business tool. Participants will discuss and share information regarding apps and accessories that enhance productivity and collaborate and learn from peers on maximizing the use of the iPad as an efficiency and communication tool.

Facilitators: Suchi Patel, Business Analyst for Admin & Finance IT; J.P. Marquez, Lead, Rollout Support

Dates: On-going from 9:00-10:00 a.m. in PLS-299 (in general, third Wednesday of each month):


Student Assistant Supervisors Peer Learning Community (UBI703)

The Student Assistant Supervisors Peer Learning Community is designed for individuals who supervise student assistants. Participants will discuss and share information to maximize the student’s work experience; enhance student learning; improve skills as a supervisor; provide constructive, appropriate feedback; and integrate developmental work opportunities. Tips for improving the process of accounting for students’ time will be introduced.

Facilitators: Deanna Shoop, Associate Director of MBA Programs; Victor Rojas, Student Employment & External Partnership Programs Coordinator

Date: September 12, 2013—2:00-3:00 p.m.
The Workshops

Event Planning 101 (UBI251)
Whether you are hosting an event for 500 or a small departmental retreat, the planning process is the same. Event planning requires organization, coordination, decision-making, time management and just making sure all the pieces of the event puzzle come together. Participants will learn the basic steps and some helpful tips for coordinating a successful event.

Presenter: Stefanie Light, Senior Director of Major Events
Dates: March 12, 2014—2:00-3:30 p.m.

Hands-on Photoshop for Beginners (UBI500)
Looking for an introduction to Adobe Photoshop with hands-on training? This informal class, created by special request, will cover the basics of working with Photoshop through examples so you can create custom announcements and other documents on your own! Participants will:
- Learn how to manage and create layers.
- Learn how to make images transparent.
- Discover how to add text to an image.
- Explore Photoshop tools and settings.
- Learn how to crop and resize an image.

Presenter: Maureen Fox, Administrative Analyst Specialist, Vice President for Administration and Finance Office
Dates: September 12, 2013—10:00-11:30 a.m.

Improve Your Office Operations (UBI296)
Designed for individuals interested in “The Lean office: eliminating waste and improving productivity in the office” participants will:
- Learn how to identify a process and the steps in a process.
- Lean concept and the Lean office twist.
- Discover seven areas of waste.
- Improving your efficiency by applying “Lean” principles in the office.
- Standardizing the workplace using the easy to implement “Five S’s.”

Presenter: Mitch Pautz, Acting Director of IT and Physical Operations, College of Humanities and Social Sciences
Dates: June 11, 2014—2:00-3:30 p.m.

iPhone, iPad and Androids—Mobile Computing Overview (UBI267)
This course will discuss various mobile computing devices—iPhones, iPads, Android devices, Chromebooks and ultra-portable laptop computers. Mobile hotspots and WiFi internet access and essential apps everyone needs on their mobile computing devices will also be discussed. Participants will learn about:
- Mobile computing devices—making sense of all the options.
- Data plans, WiFi access and Mobile hotspots.
- Overview of Mobile security.
- Strengths and limitations of mobile computing devices.

"Knowledge has to be improved, challenged and increased constantly, or it vanishes.”
Peter Drucker
HEALTH AND SAFETY WORKSHOPS

The Workshops

Campus Health & Safety Requirements (CWB0001)
Designated as a required class for all faculty, staff, managers and student assistants, this workshop is intended to increase awareness and promote the safety and health of faculty, staff and students. Participants will learn how to create a safe working environment and the basics for:
- Injury prevention.
- Emergency preparedness.
- Fire safety.
- Hazard communication.

**Presenter:** Cari Elofson, Safety Training and Development

**Dates:**
- June 24, 2013—11:00 a.m.-1:00 p.m.
- July 29, 2013—11:00 a.m.-1:00 p.m.
- August 30, 2013—11:00 a.m.-1:00 p.m.
- September 23, 2013—11:00 a.m.-1:00 p.m.
- October 25, 2013—11:00 a.m.-1:00 p.m.
- November 22, 2013—11:00 a.m.-1:00 p.m.

This course is also available online!

**Campus Health & Safety Requirements ONLINE (EHS1004)**

CPR/AED Adult/Child and First Aid (EHS0024)
CPR/AED and First Aid components can be taken separately or together. The CPR/AED portion covers Cardio Pulmonary Resuscitation for the adult and child. The First-Aid course is designed to certify attendees in the skills required to administer first-aid in an emergency. Training meets OSHA Guidelines for First Aid Programs and combines lecture, interactive video demonstrations featuring emergency scenarios that are likely to occur in a variety of environments and hands-on training to teach participants lifesaving skills.

American Red Cross Certification—2 years

Cost: $20.00 per person/per card to cover certificate fees

Participants learn:
- How to perform CPR and care for breathing and cardiac emergencies in adults and children.
- How to use automatic external defibrillators.
- How to recognize and care for a variety of first aid emergencies, such as: burns; cuts; scrapes; sudden illnesses; head, neck, and back injuries; and heat and cold emergencies.

**Presenter:** Cari Elofson, Safety Training and Development

**Dates:**
- June 5, 2013—8:30 a.m.-4:00 p.m.
- July 11, 2013—8:30 a.m.-4:00 p.m.
- August 6, 2013—8:30 a.m.-4:00 p.m.
- September 9, 2013—8:30 a.m.-4:00 p.m.
- October 1, 2013—8:30 a.m.-4:00 p.m.
- November 4, 2013—8:30 a.m.-4:00 p.m.
- December 3, 2013—8:30 a.m.-4:00 p.m.

Fire Extinguisher Use—Workshop (EHS0035)
Fire extinguishers are only valuable safety devices when you know how to use them. Designed for all campus individuals, participants will:
- Learn how to use a fire extinguisher.
- Practice using a fire extinguisher.
- Learn about different types of extinguishers.

**Presenter:** Cari Elofson, Safety Training and Development

**Dates:**
- June 24, 2013—2:00-3:00 p.m.
- July 29, 2013—2:00-3:00 p.m.
- August 30, 2013—2:00-3:00 p.m.
- September 23, 2013—2:00-3:00 p.m.
- October 25, 2013—2:00-3:00 p.m.
- November 22, 2013—2:00-3:00 p.m.

Emergency Preparedness: Don’t Run Out the Door Screaming—ONLINE (UBI247a)

This course is an online workshop!

Preparing for disasters and emergencies should really not be fun, but with the right attitude, good music and a willingness to accept the inevitable, it just might be. Preparing for “the Big One,” whatever that may be,
possibly the single most important thing a person does, especially in Southern California. Participants will learn that disasters don’t have to be complete disasters if everyone knows what to do when the unthinkable strikes. In this class, participants will learn:

- How to prepare for emergencies personally, at work, at home and in your car.
- What to put in your emergency first aid kits.
- How the campus emergency management system works.
- Why evacuation and shelter-in-places drills are so important.
- Who will be the one most likely to rescue you in a disaster.

**Presenter:** Sue Fisher, Emergency Management Coordinator
The Workshops

Caring for the Caregiver: Strategies for Balance & Wellness (UBI250)
Self-care is essential for health and must come first. Health is always about balance, and setting healthy boundaries is how one achieves balance. Participants will learn:
- Eight Domains for Self-Care: Physical, Mental, Emotional, Spiritual, Social, Financial, Recreational and Vocational.
- Resources to help you take care of yourself.
- Technologies that may help you in your care giving.
- Loving-Kindness Meditation.

**Presenter:** Mary Read, Director of Clinical Training, Department of Counseling
**Date:** November 5, 2013—2:00-4:00 p.m.

Stress Management and Relaxation Techniques (UBI254)
Participants will:
- Understand stressors, manifestations and contributing factors.
- Learn tools for managing stress.
- Understand how to focus and concentrate and breathe correctly.
- Participate in a relaxation exercise.
- Learn how to apply these strategies in the workplace.

**Presenters:** Jen Schumacher, Sports Psychology Consultant (CSUF Alumna) (September); Catherine VanRiete, Adult Reentry Coordinator/MFT (March)
**Dates:** Spring 2014 TBD

Identity Theft (UBI249)
Participants will learn:
- Definition of identity theft.
- How criminals steal your personal information.
- Tips to minimize risk.
- What to do if you become a victim.

**Presenter:** Paul McClain, University Police
**Dates:** October 17, 2013—2:00-4:00 p.m.

Vision and Goal Setting (UBI266)
Designed for those interested in learning more about setting goals and developing a means to achieve those goals, participants will learn:
- How to evaluate goals.
- How to explain organizational vision.
- How to use goals and vision for success.

**Presenter:** Aimee Nelson, Assistant Dean for Student Affairs, College of Education
**Dates:** October 8, 2013—3:00-4:00 p.m.

Personal Financial Planning 101 (UBI248)
Designed for individuals interested in finding the key to financial success and learning how to manage personal finances, participants will learn about:
- Leverage.
- Asset allocation.
- Risk management.
- Estate planning.

**Presenter:** Don Crane, Professor of Financial Planning/Investments, Mihaylo College of Business & Economics
**Dates:** October 9, 2013—2:00-3:30 p.m.
March 26, 2014—9:30-11:00 a.m.

Active Lifestyle Tips: Exercise and Nutrition (UBI280)
Participants will:
- Learn why nutrition is important.
- Understand how to evaluate food choice and eat properly.
- Practice stretches to relieve tension that can be done at your desk.
- How to exercise properly.

**Presenters:** Erica Munoz, Teaching Assistant in Kinesiology, College of Health and Human Development
**Date:** Spring 2014 TBD
What Are Your Strengths? (UBI281)
Designed for all individuals interested in uncovering their natural talents and strengths using the Strengthfinder assessment tool first introduced by Gallop in 2001, participants will:
- Complete an online strengthfinder assessment prior to the workshop.
- Identify their individual strengths.
- Learn how to build on strengths to realize success.
- Receive a copy of the book, Strengthfinder 2.0 by Tom Rath.

**Presenter:** Susan Leavy, Coordinator, Title IX, Diversity and Equity, Human Resources  
**Dates:** October 11, 2013—2:00—4:00 p.m.  
May 13, 2014—9:30-11:30 a.m.

Using Meditation to Enhance Your Personal and Professional Effectiveness (UBI300)
Designed for all campus employees, participants will learn:
- Basic meditation skills.
- How to manage stress and reduce negative emotions.
- How to increase self-awareness.
- Enhanced focus and concentration.
- How to develop compassion for self and others.

**Presenter:** Natalie Tran, Research Design and Analysis Faculty Coordinator, Faculty Development Center  
**Date:** September 16, 2013—11:15 a.m.-12:15 p.m.

OLLI-CSUF Retirement Boot Camp: Navigating the New Wonder Years
In a single day, this “Boot Camp” sponsored by the Osher Lifelong Learning Institute (OLLI) highlights the major financial, medical, psychological and life planning aspects of retirement. Designed for persons planning to retire and current retirees who wish to "reset" their retirement goals and activities, participants will learn about and discuss:
- Navigating your retirement.
- Remaining healthy in retirement.
- Overcoming retirement setbacks.
- Preparing and adjusting your retirement financial plan.
- Remaining mentally agile regardless of your age.
- Thriving in retirement through lifelong learning and optimal volunteer experiences.
- Lessons learned in retirement.

This workshop is open to the public at no charge with free parking and a free lunch. Due to limited seating, reservations are preferred, but not required. “Guarantee” your seat by contacting the OLLI office at (657) 278-2446 starting in December 2013. To find out more about OLLI-CSUF, go to www.ollifullerton.edu.

**Presenters:** Professionals in each field provide expert advice for planning and transitioning in your own wonder years.  
**Date:** Mid-January, 2014 (see the OLLI website link above for more information)  
**Location:** Ruby Gerontology Center

Mindful Eating: A Different Approach to Managing Food and Appetite (UBI305)
Finding and sustaining a healthy approach to eating in a hectic life is a challenge for most people. This workshop is an introduction to mindful eating practices, a compassionate approach to eating grounded in mindful meditation; it is not a diet! This workshop is open to anyone who would like to change the way they approach eating. Participants will:
- Learn about the philosophy of mindful eating.
- Experience meditation and mindful eating exercises.
- Learn mindful eating practices to do at home.
- Learn about a mindful eating research study and whether they might be a candidate for it.

**Presenter:** Rebekah Smart, Ph.D., Associate Professor, Department of Counseling  
**Date:** September 5, 2013—12:00-1:00 p.m.
A time to read, learn, grow and share!

Join colleagues from across campus in discussing books related to communication, motivation, performance, and personal and professional development. All campus individuals are invited to participate when the featured book is of interest.

Discussions are held from 12:00-1:00 p.m. on the Thursdays indicated below.

The Books

<table>
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<tr>
<th>Book Title</th>
<th>Date</th>
<th>Author</th>
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<td>The Teacher's Journey: The Human Dimensions</td>
<td>September 19, 2013</td>
<td>Jeffrey and Ellen Kottler</td>
<td>Jeffrey and Ellen Kottler</td>
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<td>An Academy Classic: On the Folly of Rewarding A</td>
<td>October 10, 2013</td>
<td>Steven Kerr</td>
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<td>While Hoping for B (UBI625)</td>
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<td>Deconstructing the Model Minority Myth</td>
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<td>Samuel D. Museus and</td>
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<td>(UBI623)</td>
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<td>Peter N. Kiang</td>
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<td>Lean In: Women, Work, and the Will to Lead</td>
<td>January 16, 2014</td>
<td>Sheryl Sandberg</td>
<td>Deanna Merino-Contino and Irene Matz</td>
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<td>(UBI624)</td>
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<td>Study (UBI626)</td>
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<td>Yes You Can Change the World</td>
<td>March 13, 2014</td>
<td>Aman Motwane</td>
<td>Roy Gonzales</td>
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<tr>
<td>(UBI627)</td>
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<td>The Power of Negative Thinking: An Unconventional Approach to Achieving Positive Results (UBI628)</td>
<td>April 17, 2014</td>
<td>Bob Knight</td>
<td>Mark Stohs</td>
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The Teacher’s Journey: The Human Dimensions (UBI629)
Teaching is often referred to as a job, sometimes as a career, or even a profession, but it is far more than that: We consider the choice as a way of life or even a way of being. The teacher’s journey represents a lifelong commitment to learning, not only about your content area, grade level, curricular changes, school policy and technological innovations, but also about true passion and for new knowledge and skills that make you more effective as a professional—and as a human being. Earmarked with the milestones, challenges and decisions that every educator faces, this book is indispensable for building meaningful relationships while nurturing your own passion for teaching.

Authors: Dr. Ellen Kottler and Dr. Jeffrey Kottler
Facilitators: Ellen Kottler, Professor of Secondary Education, College of Education; Jeffrey Kottler, Professor of Counseling, College of Health and Human Development
Date: September 19, 2013—12:00-1:00 p.m.

An Academy Classic: On the Folly of Rewarding A, While Hoping for B (UBI625)
It comes as no surprise to many that in various fields—politics, education, business, etc.—certain activities and thought-processes are rewarded despite the fact that opposite actions and behaviors are desired. In this article, originally published by the Academy of Management Journal, author Steven Kerr provides examples of faulty rewards systems in all aspects of life to enlighten managers into altering their own systems to positively reinforce desired behavior instead of disobedience.

Author: Steven Kerr
Facilitator: Atul Teckchandani, Professor, Mihaylo College of Business and Economics
Date: October 10, 2013—12:00 p.m.-1:00 p.m.

Deconstructing the Model Minority Myth (UBI623)
Asian Americans and Pacific Islander (AAPI) college students are often neglected in higher education research. With the exclusion of this group from scholarly inquiry, AAPIs may be considered one of the most misunderstood populations in higher education in the United States. In their article, Samuel D. Museus and Peter N. Kiang provide a better understanding of the model minority myth of AAPIs to help generate an authentic understanding of these students. They challenge the stereotype that AAPI students achieve universal academic and occupational success by analyzing the five major misconceptions concerning these students. “Deconstructing the Model Minority Myth” provides insight into the challenges AAPI students face in colleges and universities nationwide and generates much needed discussion on how higher education institutions can better meet the needs of this overlooked student group.

Authors: Samuel D. Museus and Peter N. Kiang
Facilitator: Eugene Fujimoto, Professor, Department of Educational Leadership
Date: November 7, 2012—12:00 p.m.-1:00 p.m.

Lean In: Women, Work, and the Will to Lead (UBI624)
In Lean In, Sheryl Sandberg digs deeper into the many issues causing women to unintentionally hold themselves back in their careers, combining personal anecdotes, hard data, and compelling research to cut through the layers of ambiguity and bias surrounding the lives and choices of working women. She recounts her own decisions, mistakes and daily struggles to make the right choices for herself, her career and her family. She provides practical advice on negotiation techniques, mentorship and building a satisfying career, urging women to set boundaries and to abandon the myth of “having it all.” She describes specific steps women can take to combine professional achievement with personal fulfillment and demonstrates how men can benefit by supporting women in the workplace and at home.

Author: Sheryl Sandberg
Facilitators: Deanna Merino-Contino, Director, President’s Scholars Program; Irene Matz, Associate Dean, College of Communications
Date: January 16, 2014—12:00 p.m.-1:00 p.m.
Born Together—Reared Apart: The Landmark Twin Study (UBI626)
The identical “Jim twins” were raised in separate families and met for the first time at age thirty-nine, only to discover that they both suffered tension headaches, bit their fingernails, smoked Salems, enjoyed woodworking and vacationed on the same Florida beach. This landmark investigation into the nature-nurture debate shook the scientific community by demonstrating, across a number of traits, that twins reared separately are as alike as those raised together. In her bestselling book, Nancy L. Segal provides an eagerly anticipated overview of the Minnesota Study’s scientific contributions and their effect on public consciousness.

Author: Nancy L. Segal  
Facilitator: Nancy L. Segal, Professor, Psychology, College of Humanities and Social Sciences  
Date: February 13, 2014—12:00-1:00 p.m.

Yes, You Can Change the World (UBI627)
Most people try to make a difference in the world, but they don’t know how to make a true impact. In Aman Motwane’s book, you will discover an easy, simple way to enrich your life and the life of everyone you know. You will see why, when you change the world in this way, the ripples are felt by people you don’t even know, ultimately making the world a better place. By working to transcend the accepted body of knowledge, Motwane makes it easy for people to understand how they can – and must – change the world.

Author: Aman Motwane  
Facilitator: Roy Gonzales, Organizational Development Manager  
Date: March 13, 2014—12:00-1:00 p.m.

The Power of Negative Thinking: An Unconventional Approach to Achieving Positive Results (UBI628)
Norman Vincent Peale’s The Power of Positive Thinking, a classic bestseller, has inspired an optimistic perspective for millions of Americans. Now, in an inspirational and entertaining rebuttal, the legendary basketball coach Bob Knight explains why “negative thinking” will actually produce more positive results, in sports and in daily life. Coach Bob Knight, second in NCAA history as coach with the most victories (902), explains that victory is often attained by the team that makes the fewest mistakes. His coaching philosophy was to instill discipline by “preparing to win” rather than hoping to win. That meant understanding the downside and drilling his teams to prevent the things that could go wrong. By applying these lessons to business strategy, Knight shows his readers how negative thinking can achieve positive results.

Author: Bob Knight  
Facilitator: Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business  
Date: April 17, 2014—12:00-1:00 p.m.

“We have two ears and one mouth so that we can listen twice as much as we speak.”
Epictetus
Monthly Brown Bag Lunch and Learns provide additional opportunities for individuals from across campus to:

- View pre-selected webcasts regarding important skills and competencies in a casual, relaxed group setting.
- Engage in stimulating discussion regarding application and implementation opportunities, participant experiences, potential collaboration, etc.

Webcasts below are offered through the American Management Association. Group discussion will be facilitated by Leadership Development Program alumni volunteers identified below:

Discussions are held from 12:00-1:30 p.m. on Wednesdays on the dates indicated below.

### The Webcasts

<table>
<thead>
<tr>
<th>Webcast Title</th>
<th>Date</th>
<th>Facilitator</th>
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<tr>
<td>Managing for People Who Hate Managing (UBI919)</td>
<td>September 18, 2013</td>
<td>Nancy Page Fernandez, Director, Freshman Programs</td>
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<tr>
<td>Relationship Networking: Converting Your Conversations into Connections (UBI920)</td>
<td>November 13, 2013</td>
<td>Aimee Nelson, Asst. Dean for Student Affairs, College of Education</td>
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<td>Real Influence: Persuade Without Pushing and Gain Without Giving In (UBI921)</td>
<td>December 11, 2013</td>
<td>Susan Leavy, Coordinator, Title IX, Diversity and Equity, Human Resources</td>
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<td>The Happiness Advantage: Linking Positive Mindset to Success (UBI900)</td>
<td>March 19, 2014</td>
<td>Lillybeth Sasis, Assistant Director, Center for Careers in Teaching</td>
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<td>Maximizing Your Influence (UBI922)</td>
<td>April 9, 2014</td>
<td>Shari McMahan, Dean of the College of Health and Human Development</td>
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<td>The Brain-Based Approach to Building Brilliant Teams (UBI923)</td>
<td>June 11, 2014</td>
<td>Dawn Macy, Director, Center for Internships &amp; Community Engagement</td>
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Managing for People Who Hate Managing (UBI919)
Drawing on the Myers-Briggs Type Indicator®, Devora Zack explains that personality-wise and management-wise, we’re either thinkers or feelers. Working with—rather than fighting against—your strengths is key to understanding not only how you make decisions and manage but also how people react to your decisions and respond to you. Join us as we explore how this way of seeing yourself and others makes managing less of a stumble in the dark and more of a walk in the park. Participants will learn:
- How to find your best management style.
- How to adapt to your employees’ personalities.
- Why making employees feel good isn’t in their best interest.
- The importance of treating others how THEY want to be treated.

Facilitator: Nancy Page Fernandez, Director, Freshman Programs
Date: September 18, 2013—12:00-1:30 p.m.

Real Influence: Persuade Without Pushing and Gain Without Giving In (UBI921)
In this post-pushing, post-selling world, influence can no longer be viewed as something you do to someone to get what you want. Based on the presenters’ decades of experience and extensive interviews with high-level influencers—people in business, government, nonprofits, sports, the arts and more — Goulston and Ullmen share what they've learned about the remarkable power of real influence and offer insights for tapping into it, including the simple four-step model that will help you connect with people you thought were unreachable; how to avoid bad influence habits that can disconnect you from your team, your clients, your family and others; and how listening with a real motive to learn and understand will change a relationship instantly.

Facilitator: Susan Leavy, Coordinator, Title IX, Diversity and Equity, Human Resources
Date: December 11, 2013—12:00-1:30 p.m.

Relationship Networking: Converting Your Conversations into Connections (UBI920)
Have you ever had a conversation you wanted to follow up on but didn’t? Do you find yourself wishing you had a reason to get in touch with a colleague, customer or old acquaintance? Often we are too busy to focus on building and nurturing our relationships, but there are a variety of powerful approaches for increasing your contact with and the value you provide to your network. During this webinar, Michelle Tillis Lederman will take you through tips and tactics that will help you convert your conversations into stronger and longer connections. At the end of the day, it is the strength of your relationships that leads to your success. Participants will learn how technology can help you recognize reasons to connect, leverage social media in simple ways to increase familiarity, and discover specific ways to increase your value to your network.

Facilitator: Aimee Nelson, Assistant Dean for Student Affairs, College of Education
Date: November 13, 2013—12:00-1:30 p.m.

The Happiness Advantage: Linking Positive Mindset to Success (UBI900)
When you are positive, your brain becomes more engaged, creative, motivated, energetic, resilient and productive. This isn’t just an empty mantra. This discovery has been repeatedly borne out by rigorous research in psychology and neuroscience, management studies, and the bottom lines of organizations around the globe. Join us to hear about ways to train your brain to be happy, how to practice happiness to create lasting positive change and much more!

Facilitator: Lillybeth Sasis, Assistant Director, Center for Careers in Teaching
Date: March 19, 2014—12:00-1:30 p.m.

Maximizing Your Influence (UBI922)
When it comes to influencing others, mastery of a process, model, method or a system is not usually enough. The simple fact is that many people do
things for reasons they don’t fully understand. This webcast will examine those psychological reasons—the universal laws of influence and persuasion—that remain unknown to most people and provide simple yet powerful means to influence those around you.

**Facilitator:** Shari McMahan, Dean, College of Health and Human Development  
**Date:** April 19, 2014—12:00-1:30 p.m.

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**The Brain-Based Approach to Building Brilliant Teams (UBI923)**  
We all want to lead teams where the members act like owners, take performance personally, and are high-energy and ready to rock. In today’s bottom-line business world, results are what it’s all about. And consistent exceptional results require a dream team. In this program, you’ll discover the keys to optimizing human performance and engagement by applying the latest neuroscience techniques and the keys to cultivating passion in your teams and yielding more effective leadership and innovation in your organization.

**Facilitator:** Dawn Macy, Director, Center for Internships & Community Engagement  
**Date:** June 11, 2014—12:00-1:30 p.m.
SMALL GROUP DIAGNOSIS

What is it?

The Small Group Diagnosis (S.G.D.) is conducted by an Organizational Development Analyst to allow managers to make meaningful changes to structures, processes and organizations. The process allows the workgroup to brainstorm in a safe environment and empowers them to suggest solutions and achieve more success. Managers also use the assessment as a way of opening up dialogue with team members about work processes and successful improvement strategies and as a tool for examining their own assumptions about the work group, their perceptions and challenges.

Purpose:

- To identify tools and resources that will help staff professionals perform better.
- To give the manager insight into the attitudes and values held by staff, which are known determinants of engagement.
- To obtain staff’s perception of their performance so that managers may make informed decisions about work design.
- To gauge the relationship of the manager’s assumptions about the work group and its accomplishments to those held by the work group members.

Process:

Professionals discuss consensus views in two to three categories identified in a consultation with the requesting leader. (The majority of the group must agree with a statement before it can be reported). Sample categories are:

- What are the strengths of the work group? What is helping them be successful?
- What improvements can be made?
- What professional development could be provided to help them?

Results:

The Organizational Development Analyst prepares a report with participants’ comments and observation notes, interpreting them in connection with what is known about the work itself, in terms of its context, objectives and goals. This anonymous, confidential report takes the form of a summary and commentary for discussion in the follow-up meeting with the leader.

Requesting a Diagnosis:

Contact Marian Sherman (msherman@fullerton.edu) for a consultation.

References

- *Adapted from Small Group Instructional Diagnosis (SGID), which is an opportunity for instructors to get student feedback on a selected course while the course is still in progress.
Registration for UBI workshops and programs is available through the faculty/staff campus portal.

**INSTRUCTIONS** for how to login, register and search for in-person and online classes:

**Login via the University Training & Development Web Page:**
From the university Training & Development webpage: [http://training.fullerton.edu](http://training.fullerton.edu)
Click on the ETC Login link.
Log into the faculty/staff portal using your campus username and password.

**Register for (In-person) Workshop:**
From the Employee Training Center, select the **Schedule** link under the My Menu section.
(Optional) You can click on the ‘All Category’ drop down menu to view UBI classes only.
To switch between calendar and list view, use the calendar icons on the toolbar.
Click on the title of the class that you would like to register for.
Click on the Register button and follow the prompts.

**Register for (Online) Workshop:**
From the Employee Training Center, select **My Dashboard** link:
Type in a key phrase* or Course ID number under “Search Course Catalog” section and then click **Search**.

Click on the folder icon to open a folder.
Click on the **Launch** link under the Action column that coordinates to the class you want.

**Required classes:**
- Campus Health & Safety          Key Phrase: campus health  Course ID: CWB0001
- Defensive Drivers Training      Key Phrase: defensive       Course ID: EHS0026A
- P-Card Policies & Procedures   Key Phrase: P-card         Course ID: UBI230A
- P-Card Reconciliation          Key Phrase: P-card         Course ID: UBI269A

**For online classes it is recommended that you:**
Disable pop-up blockers
Use Internet Explorer or Safari browsers

**Technical Difficulties:**
For information regarding the training registration system, please contact the Employee Training Center
email: employeetrainingcenter@fullerton.edu or telephone: 657-278-2064.

If you are unable to activate the training tab or have questions regarding the faculty/staff portal, contact the Campus Help Desk at extension 7777.

Please **cancel** if you are unable to attend as:
- classroom space is limited.
- those waitlisted can be enrolled.
- facilitators know how many participants will be attending and can make the appropriate number of handouts.
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<td>11 CPR/AED/First Aid Training (EHS0024) 8:30 a.m.–4:00 p.m.</td>
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<td>29 Campus Health and Safety Requirements (CWB0001) 11:00 a.m. - 1:00 p.m.</td>
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August 2013

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- **5**: CPR/AED/First Aid Training (EHS0024)
  8:30 a.m.–4:00 p.m.
- **6**: Student Hiring and Employment (UBI223)
  9:00 - 11:30 a.m.
- **7**: Maximizing the Student Employment Experience (UBI237)
  10:00 a.m. - 12:00 p.m.
- **8**: Campus Health and Safety Requirements (CWB0001)
  11:00 a.m. - 1:00 p.m.
  Fire Extinguisher Use—Workshop (EHS0035)
  2:00 - 3:00 p.m.
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<td>9 CPR/AED/First Aid Training (EHS0024) 8:30 a.m. - 4:00 p.m.</td>
<td>10 Writing that Works (UBI258) 2:00 - 3:30 p.m.</td>
<td>11 Mindful Eating: A Different Approach to Managing Food and Appetite (UBI305) 12:00 - 1:00 p.m.</td>
<td>12 Promoting Student Professionalism (UBI284) 10:00 - 11:00 a.m.</td>
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<td>16 Using Meditation to Enhance Your Personal and Professional Effectiveness (UBI300) 11:15 a.m. - 12:15 p.m.</td>
<td>17 P-Card Reconciliation (UBI230) 10:00 - 11:00 a.m.</td>
<td>18 iPad Peer Learning Community (UBI701) 9:00 - 10:00 a.m.</td>
<td>19 UBI By the Book: The Teacher's Journey: The Human Dimensions (UBI629) 12:00 - 1:00 p.m.</td>
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<td>23 Campus Health and Safety Requirements (CWB0001) 11:00 a.m. - 1:00 p.m.</td>
<td>24 Introduction to Learning Lynda.com (UBI800) 9:00 - 10:00 a.m.</td>
<td>25 Worker’s Compensation Policies and Procedures: An Overview (UBI201) 10:00 - 11:00 a.m.</td>
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<td>Fire Extinguisher Use—Workshop (EHS0035) 2:00 - 3:00 p.m.</td>
<td>Dealing with Challenging Coworker or Student Situations (UBI245) 9:00 - 10:30 a.m.</td>
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<td>7 Pre-Employment Selection Tools (MPP/Dept. Chairs Only) (UBI236) 9:00 - 10:30 a.m.</td>
<td>9 Personal Financial Planning (UBI248) 2:00 - 3:30 p.m.</td>
<td>10 Procuring Goods and Services—Policies, Procedures and Requests (UBI204) 9:00 - 11:00 a.m. UBI By the Book: An Academy Classic: On the Folly of Rewarding A, While Hoping for B (UBI625) 12:00 - 1:00 p.m.</td>
<td>11 What Are Your Strengths? (UBI281) 2:00 - 4:00 p.m.</td>
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<td>Introduction to Campus Travel Procedures (UBI100) 2:00 - 3:30 p.m. Vision and Goal Setting (UBI266) 3:00 - 4:00 p.m.</td>
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<td>14</td>
<td>15 Recruiting and Hiring Great Staff (UBI213) 9:00 - 11:00 a.m. Preparing for and Succeeding at On-Campus Interviews (UBI295) 12:00 - 1:00 p.m.</td>
<td>16</td>
<td>17 Identity Theft 101 (UBI249) 2:00 - 4:00 p.m.</td>
<td>18 Effective Writing Strategies for Business (UBI290) 10:00 a.m. - 12:00 p.m.</td>
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<td>22 Excel I—2007 Essential Training (UBI801) 9:00 - 10:30 a.m. P-Card Policies and Procedures (UBI269) 11:00 a.m.– 12:00 p.m.</td>
<td>23 Cross-Cultural Conflict Resolution (UBI293) 10:00 - 11:30 a.m.</td>
<td>24 Quick Facts About Cal State Fullerton (UBI286) 9:00 - 11:00 a.m.</td>
<td>25 Campus Health and Safety Requirements (CWB0001) 11:00 a.m.- 1:00 p.m. Fire Extinguisher Use—Workshop (EHS0035) 2:00 - 3:00 p.m.</td>
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<td>29 Great vs. Good Leaders: The Significant Distinction (UBI307) 10:00 a.m. - 12:00 p.m.</td>
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<td>30 Social Media: What Is It? Should I Use It? (UBI299) 10:00 - 11:30 a.m.</td>
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**November 2013**

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<td><strong>4</strong></td>
<td>CPR/AED/First Aid Training (EHS0024) 8:30 a.m.– 4:00 p.m.</td>
<td>Understanding Staffing Strategies and Appointment Options (MPP/Dept. Chairs Only) (UBI282) 9:00 - 11:00 a.m.</td>
<td>How Staff Compensation Works (MPP/Dept. Chairs Only) (UBI219) 10:00 a.m. - 12:00 p.m.</td>
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<td>Caring for the Caregiver (UBI250) 2:00 - 4:00 p.m.</td>
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<td>UBI By the Book: Deconstructing the Model Minority Myth (UBI623) 12:00 - 1:00 p.m. Using LinkedIn (UBI265) 2:00 - 4:00 p.m.</td>
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<td><strong>11</strong></td>
<td>Campus Travel Procedures—Refresher (UBI101) 2:00 - 3:30 p.m.</td>
<td>Developing Effective Position Descriptions (MPP/Dept. Chairs Only) (UBI209) 10:30 a.m. - 12:00 p.m.</td>
<td>Brown Bag Lunch &amp; Learn: Relationship Networking—Converting Your Conversations into Connections (UBI920) 12:00 - 1:30 p.m. Understanding Leave Options (MPP/Chairs Only) (UBI212) 2:00-4:00 p.m.</td>
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<td><strong>18</strong></td>
<td>How to Conduct a Virtual Interview (UBI268) 9:00 - 10:00 a.m.</td>
<td>iPad Peer Learning Community (UBI701) 9:00 - 10:00 a.m.</td>
<td>Fire Extinguisher Use—Workshop (EHS8035) 2:00 - 3:00 p.m.</td>
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To register, see “How to Register for a Workshop” on page 33.
Dear Presenters:

Thank you for your generosity in volunteering to share your expertise and donate your time to develop and facilitate workshops for the University Business Institute. Your support of our efforts to better serve the University is greatly appreciated.

Yours truly,
UBI team

Our Presenters

**Academic Affairs**
- Helen Alexander, Lecturer, Department of Marketing and the American Language Program
- Jack Bedell, Professor of Sociology, College of Humanities & Social Sciences
- Don Crane, Professor of Financial Planning/Investments, Mihaylo College of Business & Economics
- Anthony Davis, Electronic Resources & Copyright Librarian
- Kathy Drake, Marketing Specialist, Mihaylo College of Business & Economics
- Eugene Fujimoto, Professor, Department of Educational Leadership
- Howard P. Gordon, Lecturer, Business Communication Program, Mihaylo College of Business & Economics
- Colleen Greene, Systems Librarian & Communications Coordinator
- Maritza Gonzalez, Social Media Coordinator, Mihaylo College of Business and Economics
- Nancy Page Fernandez, Director, Freshman Programs
- Lisa Kopecky, Assistant Vice President for Academic Operations & Finance
- Ellen Kottler, Professor of Secondary Education, College of Education
- Jeffrey Kottler, Professor of Counseling, College of Health and Human Development
- Dawn Macy, Director, Center for Internships & Community Engagement
- Irene Matz, Associate Dean, College of Communications
- Diane Mazzey, Graduate Advisor, Mihaylo College of Business & Economics
- Shari McManah, Dean, College of Health and Human Development
- Erica Munoz, Teaching Assistant in Kinesiology, College of Health and Human Development
- Lori Muse, Professor of Management, Mihaylo College of Business & Economics
- Mitch Pautz, Acting Director of IT and Physical Operations, College of Humanities and Social Sciences
- Mary Read, Director of Clinical Training, Department of Counseling
- Teanna Rizkallah, Lecturer, Business Communication Program, Mihaylo College of Business & Economics
- Lillybeth Sasis, Assistant Director, Center for Careers in Teaching
- Nancy L. Segal, Professor, College of Humanities and Social Sciences
- Deanna Shoop, Associate Director of MBA Programs
- Rebekah Smart, Ph.D., Associate Professor, Department of Counseling
- Mark Stohs, Professor and Chair, Finance Department, Mihaylo College of Business
- Edward Sullivan, Assistant Vice President for Institutional Research and Analytical Studies
- Atul Teckchandani, Professor, Mihaylo College of Business and Economics
- Natalie Tran, Research Design and Analysis Faculty Coordinator, Faculty Development Center
- Dawn Valencia, Director, University Outreach

**Administration & Finance**
- Allyson Bates, CMS Finance Business Analyst
- Lynn Cayas, Financial Accounting Lead
A SPECIAL THANKS TO UBI PRESENTERS & FACILITATORS

- Marilou Encina, Payroll Analyst
- Sue Fisher, Emergency Management Coordinator
- Maureen Fox, Administrative Analyst Specialist, Office of the Vice President for Administration and Finance
- Roy Gonzales, Human Resources Organizational Development Manager, Facilities Operations
- Laleh Graylee, Director of Analysis and Decision Support
- Debbie Hagman, Travel Specialist
- Laura Hultman, Senior Financial Reporting Lead
- J.P. Marquez, Lead, Rollout Support
- Paul McClain, University Police
- Suchi Patel, Business Analyst for Admin & Finance IT
- Michael Pruitt, Procurement Programs Specialist
- Sarah Song, Director, Budget Planning and Administration
- Greg Sweet, University Tax Compliance Manager
- Mary Ann Torres, Director, Accounts Payable
- Willem van der Pol, Director, Facilities Operations
- Sally Yassine, Associate Director, Contracts & Procurement

Auxiliary Services Corporation
- Judy Goberdhan, ASC Accounts Payable Supervisor
- Tanya Thompson, Assistant Director/Grants Coordinator, ASC Office of Sponsored Programs

Human Resources, Diversity & Inclusion
- Alisha Brown, Worker’s Compensation Manager
- Liz Castello, Labor Relations Manager
- Cari Elofson, Safety Training and Development, Environment Health & Safety
- MariaLucia Gonzalez, Compensation and Classification Manager
- Silvia Gonzalez, Compensation/Classification Specialist
- Denise Johnson, Interim Assistant Vice President of Human Resources Services
- Susan Leavy, Coordinator, Title IX, Diversity and Equity, Human Resources
- Phenia McCullough, Employment Manager
- Elda Moreno, Benefits Manager
- Marian Sherman, Organizational Development Analyst
- Cathy Wilson, Compensation Specialist

Information Technology
- Lori Arthur-Carmichael, IT Documentation & Training Specialist
- Tim Benbow, Lead, Information Technology Training

Student Affairs
- Elahe Amani, Director, Technology Services, Student Affairs
- Gerald Bryant, Director, McNair Scholars Program
- Jim Case, Director, Career Center
- Jamie Hamilton, Financial Aid Counselor, FWS Coordinator
- Jean Hotta, International Student Advisor, International Education & Exchange
- Lea Beth Lewis, Assistant Dean of Student Affairs, College of Health and Human Development
- Deanna Merino-Contino, Director, President’s Scholars Program
- Elizabeth Munoz, Education, Health and Nonprofit Counselor
- Aimee Nelson, Assistant Dean for Student Affairs, College of Education

**“Although an extrovert by nature, talking in front of groups is an area that I struggle with. I signed up to host a UBI webinar to force myself to face that fear. This was the perfect non-threatening opportunity to step up and challenge myself. It was a great experience and gave me the confidence to take another step towards facing this fear. Now I’m considering a full-on workshop.”**

Heather Terry
Administrative/Admissions Coordinator
Elementary and Bilingual Education
A SPECIAL THANKS TO UBI PRESENTERS & FACILITATORS

- Sandra Rhoten, Associate Dean for Judicial Affairs
- Victor Rojas, Student Employment & External Partnership Programs Coordinator
- Lay Tuan Tan, Director, Office of International Education & Exchange
- Catherine VanRiette, Adult Reentry Coordinator, MFT
- Emeline Yong, Assistant Dean for Student Affairs, Mihaylo College of Business & Economics

University Advancement
- Stefanie Light, Senior Director of Major Events

Outside Organizations
- Lauren Nile, Esq., Manager, Professional Development, Human Resources, Cal State Northridge
- Jen Schumacher, Sports Psychology Consultant (CSUF Alumna)

UBI Advisory Board

- Patricia Balderas, Business Manager, College of Humanities & Social Sciences
- Paulette Blumberg, Interim Associate Vice President for Administration & Finance
- Jeffrey Cook, Associate Vice President, University Advancement
- Pam Drummond; Director, IT Finance, HR and Communication; Information Technology
- Roy Gonzales; Manager, Human Resources and Organizational Development; Physical Plant
- Laleh Graylee, Director of Analysis and Decision Support, Administration & Finance
- Vennita Jackson, Financial Manager, President’s Office
- Rachel Lynch, Associate Budget Analyst, Student Affairs
- Davida Hopkins-Parham, Executive Assistant to the Vice President for Academic Affairs
- Marci Payne; Director, Planning Initiatives; Information Technology
- Marian Sherman, Organizational Development Analyst, Administration & Finance
- May Wong, Executive Assistant to the Associate Vice President of Finance, Administration & Finance
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To register, see “How to Register for a Workshop” on page 33
LONGITUDINAL PARTICIPATION ANALYSIS

Special thanks to the 81 subject matter expert facilitators across campus who have volunteered their time and expertise to support our goal to maximize our capacity to better serve our students and community. The number of University Business Institute professional development session participants has progressed from 268 in 2008-09 to 1129 this past academic year, which represents over a 421% increase in participation since inception five years ago.

*Legally-mandated workshops offered in the Health and Safety category were included in UBI 2009/10 and 2010/11 statistics above but were not available for 2011/12 and 2012/13 calculations at time of printing.