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On the cover: Watch CWU football senior linebacker Donte Hamilton and the Wildcats take on Azusa Pacific University for the Oct. 12 homecoming game. Kickoff is 6 p.m. at Tomlinson Stadium. Photo illustration by David Dick

Left: CWU-Lynnwood, co-located at Edmonds Community College, was established to help people earn a degree or certificate without leaving their communities.

#### PRESIDENT'S MESSAGE



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CWU's determination to be the state's most welcoming university has never been stronger. We have long set ourselves apart from other schools with our focus on personal attention and hands-on learning. Our commitment to students hasn't changed, but the students have—and we've changed with them.

Today's Wildcat is likely to have a full or part-time job, perhaps have family commitments. According to national studies, low income students now enroll in college at a higher rate than their middle-income peers.

I don't need to tell you how technology has changed so much of daily life for all of us. We work, shop, date, collaborate, and play across time zones and continents using digital tools that were unimaginable just a few decades ago. Students seem to expect—and often prefer—just about everything to be available digitally.

As the educational needs and desires of our students evolve, we are meeting the challenge by revising and improving our methods of instruction. Today, a college education can involve not only the traditional lecture model but also our newest and fastest growing "campus"—online learning—as well as hybrid learning (a combination of face-to-face instruction and online instructional teaching), distance learning, and other channels made possible by technology.

In fact, we're already experimenting with virtual reality-based learning. Just imagine sitting at home or at one of our University Centers or instructional sites while wearing a VR device that gives you the experience of being in a laboratory or classroom with your instructor.

How do we make CWU's approach to 21st century education relevant in today's economy and culture? We do that with investments in education, such as the support of the governor and state Legislature in providing funding for new state-of-the-art facilities like the recently completed Samuelson Hall and the now under construction Health Sciences Building.

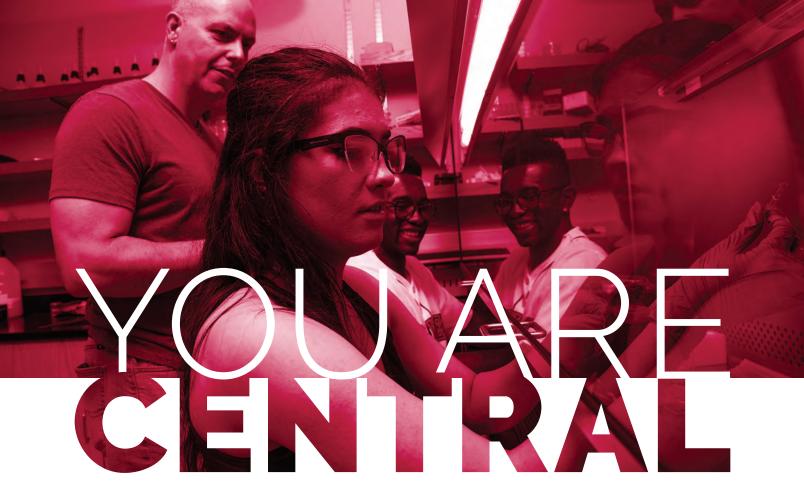
Such investments, along with your continued support, allow Central to keep pace with the rapidly changing demands of the educational marketplace.

As I look to the future, I see great opportunity and promise. The way we teach and students learn surely will continue to evolve. But we remain more passionate than ever about providing the highest quality education to our students in a place where "your professor knows your name."

Sincerely,

James L. Gaudino

President



Stay engaged by mentoring, joining the alumni association, or becoming a donor. Your support helps students stay in school and makes many CWU programs possible.



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#### University Center Faculty

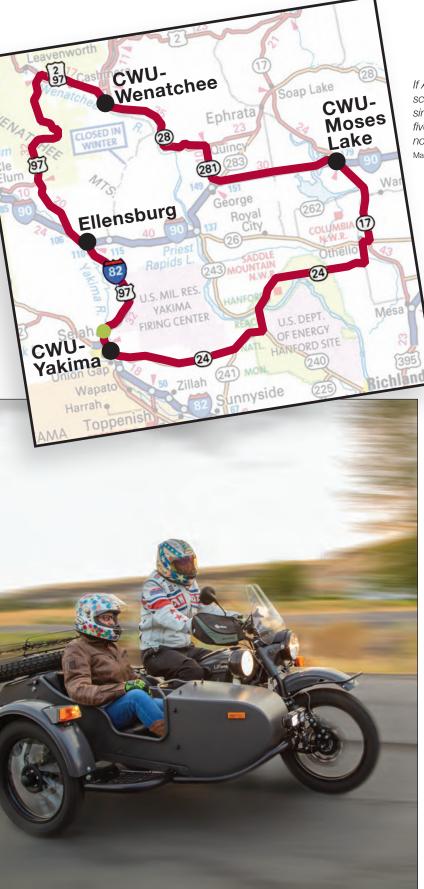
## park Passion for Teaching

By Robert Lowery

Alena Yastchenko puts in a lot of miles for her job. The CWU psychology professor supervises the Interdisciplinary Studies-Social Studies program in Ellensburg and at **University Centers in Moses Lake, Wenatchee, and Yakima.** 

It can be a long haul, but she doesn't mind. In fact, while traveling is a big part of her vocation, it is also her avocation, especially by motorcycle. Her current favorite bike is a Russian-made motorcycle-sidecar combination.

"It's a behemoth (750 cubic centimeters or about 160 horsepower). It doesn't have the modern equipment," Yastchenko explained with a laugh. "They designed them in 1936 and they haven't changed much."



Yastchenko ('99) and her husband Dave Woody.

If Alena Yastchenko were to drive the scenic route to all of her centers in a single day, she would log 285 miles in five hours and 29 minutes (assuming normal traffic conditions).

Map courtesy of ontheworldmap.com

Yastchenko, who also oversees program curriculum online for all centers, said each University Center has its own personality and culture.

"We have students with vastly different resources and demands on their time," she said. "They are much more likely to have a full-time job—or a job-and-a-half. I know how precious their time is, so I make sure they understand that the assigned work is clearly connected to the learning objectives of the course, that I value their time, and do not assign any busy work.

"My goal is to equip students with the tools they need to accomplish more and experience more enjoyment in their jobs, and to facilitate their professional and personal development," she continued.

A native of St. Petersburg, Russia, she came to the United States as an international exchange student, after beginning her studies at St. Petersburg State University.

Eventually arriving at CWU, she earned undergraduate and graduate degrees in experimental psychology with an emphasis on applied behavior analysis and clinical psychology. Going full circle in her educational career, Yastchenko earned her PhD from St. Petersburg State.

After she earned her undergraduate degree at CWU, she began her professional career at Service Alternatives, working at a residential home for children with autism and other developmental disorders. She still serves as a clinical consultant and develops training curricula for the agency.

"It helps me stay connected with the work and the professionals that are doing the work," she said of those efforts. "I have always been a practitioner in the field of mental health, so when I teach my students, I can bring that practical, current experience with me."

She has additional practical experience working with rescued basset hounds. It's an area in which her expertise also plays a role.

"They are very strong-willed and independent, and notoriously misunderstood as being stubborn and difficult to train," said Yastchenko, who has adopted seven basset hounds over the years. "They're just assertive and have strong personalities. I have been able to rescue animals that other people say cannot be trained. I can say that I have the professional and educational background that allows me to give it a try."



Anderson Parks at CWU-Lynnwood, co-located on the Edmonds Community College campus.

#### From Coca-Cola to the Classroom

Anderson Parks came to CWU by way of Chicago, Los Angeles, New York, Atlanta and other cities, where he spent time during a long career with the Coca-Cola Company.

"I am now living my passion," said Parks, a CWU-Lynnwood marketing and management professor. That passion comes from passing along what he learned during his corporate career to his students.

Parks became aware of what inspires him most when he was diagnosed with early-stage prostate cancer in 2007, "right after I took a new [global account director] position with Coke," he said. "I was very successful, making good money, had all the titles and the accolades but, after my cancer diagnosis, I became aware of my passion and allowed it to drive me."

Successful cancer treatment followed, along with Parks's determination to transition away from the lucrative, yet time-consuming, corporate world to cement his legacy.

After guest lecturing at Bellevue College and teaching at Edmonds Community College, Parks began teaching a marketing and management course at CWU.

"I loved it," he said. "I was having so much fun teaching that I decided, since I was eligible [to do so], I would retire from Coke at age 55 and go into teaching full time."

His teaching incorporates his experience from leading strategic management, marketing, and planning for Coca-Cola's largest global corporate customers—including Costco—throughout Europe, Latin America, and the Pacific Rim.

"One of the courses that I teach now is on global leadership and culture," Parks pointed out. "So, I bring in a lot of examples from that position into that course in particular."

Many of Parks's classes are taught online, an area where his professional experience pays significant dividends.

"Since I worked in a global role, a lot of my interactions with my team and colleagues were done in an online environment," he said. "I try to replicate that same format in my classroom settings. In most of my online classes, we have group work, group presentations, and conference calls—things the students will experience after they graduate."

Based on his personal experience, Parks also emphasizes to his students that they learn the importance of self-awareness, which he incorporates into all of his classes.

"We do a lot of assessments around communication styles, conflict resolution, personality types, and ways students can take their basic makeup and leverage it to work in more collaborative ways with their teams," he said.

#### **Training Leaders in a Global Industry**

Collaboration and teamwork are critical in hospitality and tourism—the largest industry in the world. Se Eun Lee, an industry veteran herself, now leads the university's newly revised Hospitality, Tourism, and Events program at CWU-Des Moines.

"There are millions of jobs available in nearly every corner of the globe, including in the Seattle area," she said. "But bachelor's degrees, like ours, are needed for many of the management positions."

She lists jobs—especially for those earning degrees—as being available with airlines, cruise lines, hotels, food and beverage, and with marketing organizations, such as chambers of commerce, convention centers, and visitor bureaus. Hospitality and tourism also incorporate the world's highest number of entrepreneurs.

"So, anyone who is seeking a career in business should investigate a degree in hospitality," she said. "When our students graduate, the globe opens up to their wildest dreams."

The Seattle area has become a hospitality hotbed, with 50 million passengers a year traveling through Seattle-Tacoma International Airport. There are about 450 hotels in the Puget Sound area, while cruise lines there serve more than a million passengers every year. That proliferation of tourist activity can

provide CWU students with endless opportunities for hands-on learning, Lee said.

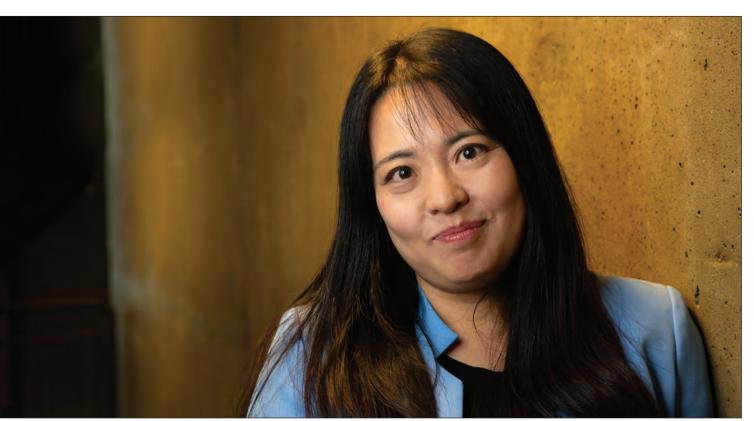
"Because of that, CWU-Des Moines is in a great location," Lee added. "It will allow for hands-on learning in a student's area of emphasis. That is more important than textbook knowledge."

Lee has studied hospitality and tourism on three continents. A native of Seoul, South Korea, she completed her undergraduate degree there, earned a master's degree in England, and her PhD in the United States.

"I like learning about cultures and connecting with people," she said. "Obviously, this is critical for tourism and hospitality professionals. I believe these global experiences are assisting me a great deal."

Her experience includes work in destination marketing organizations and large-event management. She started teaching at Highline Community College, then moved to Slippery Rock University in Pennsylvania. She returned to Washington and joined the CWU faculty.

"It was fortunate for me that there was an opportunity at Central," she said. "I'm very excited and challenged. I know the success of this program will depend on how I manage it."



Se Eun Lee at CWU-Des Moines, co-located at Highline College.



Luke Williams at CWU-Pierce County, co-located at Pierce College Fort Steilacoom in Lakewood.

#### **Blending Technology with Business**

Management is something familiar to Luke Williams, CWU-Pierce County professor of information technology and administrative management (ITAM). He spent 15 years in different management and sales positions, including selling to Amazon, Expedia, Microsoft, and the Los Angeles Angels Major League Baseball team.

"After getting burned out on the hours and the travel, I was looking for a lifestyle change," he said. "I learned about the Central ITAM program, how it blends technology with business, and realized that it was a perfect fit for my background. Even though I had never really considered teaching as a career, I really enjoy it."

As an undergraduate, Williams studied computer information systems, including six months at the University of Oxford near London, where he was taught by some of Britain's top experts in computer science, foreign policy, and international business. He later added a master's in business administration.

In addition to his experience in the private sector, Williams draws on his family history.

"I am the third generation of a family of real estate investors,"

he said. "I was raised in an entrepreneurial home environment from a young age."

He now teaches classes from introduction to business to customer relationship management (CRM).

"CRM is one of the hottest areas of our program," Williams added. "It helps students make sense of technology in the world, and how companies make customers feel valued in order to build brand lovalty."

Williams notes many of his students—from single parents to military veterans—are "retooling their life skills."

"They recognize that there are jobs in technology, and that they need to be positioned with business-technology knowledge so that they can be competitive in the workplace," he said.

It's a continuous learning process for Williams, too.

"I don't have all the answers but, sometimes, coming up with the right questions is just as important," he said. "I want to help my students ask better questions and get more excited about lifelong learning. If you stop learning today, you'll be irrelevant in five years—probably more like five months in the high-tech industry."



# EDBYPLACE, NOT DESIRE

University Centers Help Students Pursue Degrees from Wherever They Live

By Richard Moreno

"CWU was the start of it all. Being able to attend CWU in Edmonds so that I could work and pay for my college was key to getting the start to my career. I lived at home in Seattle, so I would go to school, then work, then home. My accounting professors were interesting so I enjoyed going to class as well."

-Chrissy Yamada, BA Accounting ('83)

#### **AT A GLANCE**

- 1940s CWU teaches courses in communities outside Ellensburg.
- The first formal CWU 1974 **University Center** program (CWU-Pierce County) starts when a master's degree in occupational education is offered at Pierce College-Fort Steilacoom.
- **CWU-Lynnwood** established (co-located at Edmonds Community College).
- 1980 **CWU-Yakima established** (co-located at Yakima Valley College).
- **CWU-Des Moines** established (co-located at Highline Community College).
- **CWU-Wenatchee** established (co-located at Wenatchee Valley College).
- **CWU-Moses Lake** established (co-located at Big Bend Community College).
- **Online learning courses** are offered at the Centers.
- **CWU-Lynnwood moves** 2002 from rented offices into Snoqualmie Hall, a shared building on the **Edmonds campus.**
- **CWU-Pierce County** 2004 moves into the Olympic **Building, which includes** 5,700 square feet of dedicated space.
- Instructional site opens 2016 at Joint Base Lewis-McChord near Tacoma.
- Instructional site opens in Sammamish.

etting a college education can seem out of reach for many. It's tough to attend a distant university when you're working full-time or have a family to care for-or any number of other reasons that keep you place-bound.

But you want-or need-to get that diploma or certification so you can earn more money.

That's where CWU's University Centers and instructional sites come into play. These locations in Lakewood, Lynnwood, Des Moines, Moses Lake, Wenatchee, Yakima, Joint Base Lewis-McChord, and Sammamish were established to help people who are not able to follow more traditional paths to higher education earn a variety of degrees, certifications, and endorsements.

Using a combination of teaching techniques such as classroom lectures, remote learning, online teaching, and more, CWU's centers and sites bring college to students—not the other way around. (See pages 18-21)

Each center also has its own advisory board, comprised of local business and industry leaders who inform the centers of the current and most urgent needs in their regions and make recommendations. The centers use this information to make decisions regarding curriculum updates and course offerings. (See pages 22-23)

#### How, What, When, Where, and Why?

While CWU taught courses in communities other than Ellensburg starting in the 1940s, the first formal University Center program started in 1974, when CWU started offering a master's degree in occupational education at Pierce College-Fort Steilacoom. The idea of offering degrees or programs in places other than Ellensburg grew from the creation five years earlier of the Washington Higher Education Coordinating Board, (which later evolved into the Washington Student Achievement Council) by the Washington State Legislature to respond to the needs of non-traditional, place-bound students.

"When the 1970s came along, we weren't prepared for what happened to us—a drastic enrollment decline," recalled former CWU President James Brooks, who died in 2017. Brooks said high school enrollment had decreased statewide and a greater percentage of college-age students were opting for less expensive community colleges.

"In order to maintain student credit-hours we had to go offcampus. So, a number of faculty members went off campus and created their own credits . . . In a short time, we had almost the equivalent of 1,500 full-time students off-campus. And that's how these branch campuses started in these various places.



James Brooks, Geography ('49)

"They [the faculty] taught the standard classes we offered here [in Ellensburg]. They taught them on community college campuses for people who couldn't get to a fouryear college easily but wanted to take some courses," he continued. "And so, the faculty members developed followings out there, and the community colleges loved it. They publicized the offerings. So, we established relationships with the two-year institutions where we now have branch campuses."

In addition to partnering with Pierce College, Brooks also established a branch campus co-located at Edmonds Community College, now known as CWU-Lynnwood. The latter initially offered accounting and business degrees.



"Aside from location, I would say that smaller class sizes played a large part in my decision [to attend CWU-Pierce County] as well as flexible class schedules."

-Taylor Parton, BA Psychology, BA Sociology ('19)

Subsequent campus leaders, including former Presidents Donald Garrity (who served from 1978-1991), Ivory Nelson (1992-1999), and Jerilyn McIntyre (2000-2008) continued to support University Center programs.

Nelson, in fact, regards expansion of the university's use of distance learning (such as interactive television), including growing the University Centers and getting them recognized as part of the state of Washington's Master Plan for Higher Education, as among his proudest accomplishments.



Ivory Nelson

Between 1978 and 1997, centers were established in Yakima (co-located at Yakima Valley College), Des Moines (first located in the former Glacier High School, later co-located at Highline College), Wenatchee (co-located at Wenatchee Valley College, and Moses Lake (co-located at Big Bend Community College).

Over time, the centers added new programs and facilities. Pierce County established a law and justice degree in 1979 and electrical engineering in 1983. In 2004, the center moved into the Olympic Building at Pierce College-Fort Steilacoom, a \$2.3 million, 10,000-square-foot addition funded by the state that included 5,700 square feet of dedicated space for CWU-Pierce County.



Judith Colburn, regional director for CWU-Pierce County, works with a military student at Joint Base Lewis-McChord.



#### **WHAT'S IN** A NAME?

- CWU was called Washington **State Normal School when** it opened in 1891.
- CWU's hometown, Ellensburg, was spelled "Ellensburgh" until 1894.
- In 1937, the Normal School became **Central Washington College of Education.** after earning national accreditation as a teacher's college.
- As CWCE began to expand its offerings beyond teacher preparation, it became clear that the school's name no longer reflected its curriculum. The name was changed to **Central Washington State College** in 1961.
- The final name change came in 1977, when the school became known as Central Washington **University** to recognize its growth and evolution into an institution that offered undergraduate and graduate programs.

#### **DID YOU KNOW?**

- CWU has more University **Centers and sites (eight)** than any other Washington state college or university.
- CWU-Sammamish is within a few miles of four high schools (Skyline High School, **Eastlake High School**, **Tesla STEM High School**, and Eastside Catholic High School).
- CWU-Yakima is co-located at Yakima Valley College, which boasts 83% firstgeneration college students.
- CWU-Moses Lake (along with partner Big Bend Community College) has a four-day instructional week (Monday-Thursday). The shorter week was adopted in response to gas shortages during the 1973 OPEC oil embargo.
- CWU-JBLM is located on Joint Base Lewis McChord, which has more than 209,000 residents, including military personnel, family members, and retired veterans.
- CWU-Des Moines recently launched a Hospitality, Tourism, and Event Management degree program.
- CWU has a University Center or instructional site within 90 minutes of the three largest cities in Washington state (Seattle, Spokane, Tacoma).

CWU-Lynnwood added a law and justice degree in 1981 and, in 2002, moved from rented offices into the new Snoqualmie Hall, a 51,000-square-foot shared building on the Edmonds campus that was funded by the state.

Over the course of the next decade, CWU provided programs at a dozen locations, including Bellevue College, Green River College in Auburn, Columbia Basin College in the Tri-Cities, Skagit Valley College in Mount Vernon, South Seattle (in a former high school building near the Seattle-Tacoma International Airport), and Everett Community College.

In 2016 and 2017, under President James L. Gaudino, CWU opened instructional sites at Joint Base Lewis-McChord near Tacoma and in Sammamish. The former is open to active duty members, veterans, and their family members as well as civilians. Sammamish hosts the Running Start program, which allows high school juniors and seniors to enroll in tuition-free college courses to earn both high school and college credits. Additionally, the site recently began offering a master's degree in informational technology and administrative management.

#### Work Hard, Study Hard, Be Successful

According to a recent study by Georgetown University, nearly 70 percent of students nationally hold a part-time or full-time job while attending school—and the number is increasing as the cost of higher education rises.

A common thread in the presentations of the past three keynote speakers at CWU's commencement ceremonies at Showare Center in Kent was that all worked while attending one of Central's University Centers.

For example, J. Christopher Lytle (CWU-Lynnwood, '97, Business Administration), who is now the retired executive director and CEO of the Port of Oakland in northern California, noted that he attended school during the day while working for the Sea-Land shipping company in the evening.

"As an undergrad at Central, I had begun my career in the warehouse and transportation business. I schlepped freight all around Puget Sound in a 40-foot tractor and trailer," he recalled. "The value of an education, of hard work, of punching a time clock, J. Christopher Lytle these are Central Washington University values. These are values



Lytle's story was echoed by Tod Nielsen, the president and CEO of FinancialForce, a cloud-based platform supplying accounting, billing, supply chain management, and other computer applications for businesses.

Nielsen, who graduated from CWU-Lynnwood in 1987 with a degree in business administration and information systems, attended classes while operating his own



"The three most important things that factored in my decision to attend Pierce County Center were location, cost, and online availability."

 Ivy Forrey, BA Psychology, BS Interdisciplinary Studies: Social Sciences ('19)



Early Childhood and Elementary Education class at CWU-Des Moines.

computer company, where he provided database consulting and built applications for local businesses.

"I understand that most students from the CWU extension campuses (University Centers) also have jobs, family commitments, and other activities that consume their time and energy," he said during a 2017 speech to CWU graduates. "I know that to be here today, it took a lot of blood, sweat, tears, and perseverance. I'm sure it was overwhelming at times."

Chrissy Yamada, now chief financial officer for US Anesthesia Partners-WA, graduated from CWU-Lynnwood in 1983 with a degree in accounting. While attending school, she worked at the University of Washington Medical Center.

"I started off as a student helper in the business office and ended up doing other duties such as helping to manage the timecards for the nursing department," she said. "My last job before I graduated was a staff assistant, where I staffed the nurses on the weekends."

Not surprisingly, Yamada said it was often difficult to balance the demands of school, holding down a job, and trying to be a typical college student with a normal social life.

"I just didn't sleep a lot in those days," she said. "I really wanted to go to college and I needed to work, so I was motivated to work and go to school. As a young adult, I also wanted to spend time with my friends, so I did that too when, at times, I should have been studying.

"I paid for 100 percent of my college, so I needed to work. But I really gained a strong work ethic from having to do both and it has helped me in my work career."

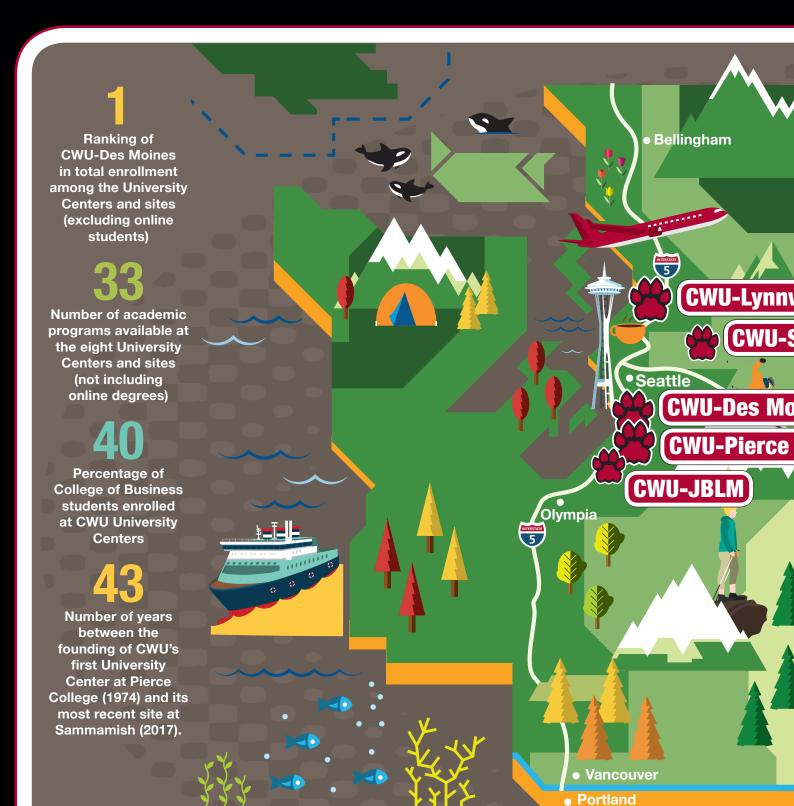


Tod Nielsen



Chrissy Yamada





CREATING HELPING STUDENTS LEARN



66

Percentage of University Center graduates residing in King, Pierce, or Snohomish counties

87

Percentage of University Center graduates residing in Washington State

104

Number of veterans studying at CWU-Pierce County

399

Miles to drive to all eight University Centers and sites in one day

1,216

Number of students taking online classes at all eight University Centers and sites

ACCESS

N WITHOUT LEAVING HOME





etermined to get her degree, Jasmine Millard took just two online courses during her time at CWU-both in her final quarter. Shelby Bryant was equally determined, but she took an alternative path, completing upwards of 15 online courses toward her degree.

Both women recently earned their bachelor of arts degrees in professional and creative writing from CWU, although they chose the online learning route for different reasons.

Millard was accustomed to taking classes in the traditional way-face-to-face in the classroom. However, in the summer of 2018, her life was changing fast. She had moved out of town, was working part time, and was planning her fall wedding, which didn't leave much time for a normal class schedule.

"Taking those last courses online freed up time and money from having to travel to campus," she said. "I had the flexibility and room to stay on pace, and the condensed summer session allowed me to finish faster."

Bryant chose the online learning route for different reasons. In addition to working part time, she was suffering from anxiety and depression. At times, those conditions would be debilitating, making it hard for her to focus and be around people. Online learning proved to be a perfect alternative, especially when she was feeling anxious or her work schedule changed. The online curriculum freed Bryant from feeling pressure to attend class.

"I could do it in my own time," she said. "For nocturnal millennials, like me, online classes let us do our work in the middle of the night."

Bryant said being able to take advantage of the self-paced option was another big draw for her. She learned to maximize her time and finished her 10-week course in a fraction of the time. She was then free to concentrate on her many other obligations.

Being place-bound without transportation for most of her college career made the online learning option a necessity for Bryant. She completed a wide range of courses within her major and minor, as well as an exploratory course in American Sign Language. Most of the courses were 100 percent online, but she also took advantage of the hybrid option.

"It really helped me," she said. "I could manage my personal health a lot better and I could balance my work life."

#### For the Not-So Traditional Student

Gone are the days of the traditional college student and only one method of instruction. While in-class instruction remains fundamental to both teaching and learning, it's not conducive for all. The world continues to change rapidly, and CWU purposefully evolves to meet the needs of its ever-changing students.

"Both students who choose to attend in-class and online learning are equally dedicated," said Mark Soelling, a senior lecturer in the psychology department at CWU-Pierce County. "They are highly motivated to work hard; those who choose distant learning typically have more challenges in their lives."

Today's students are balancing more responsibilities than ever. Nearly 80 percent of all college students work at least part time—and CWU students are no different.

Yet, an even larger percentage of students at the University Centers have additional life responsibilities to balance. Many of them are parents, active duty military, veterans assimilating to civilian life, and/or full-time employees. A large number of them also find themselves place-bound, so having flexibility is crucial.

Online learning—which encompasses a broad spectrum of instruction—was developed for all students, but especially with the needs of this particular group of students in mind.

"Online Learning brings a rich environment of different points of view," said Joy Fuqua, executive director of interactive instruction and innovative delivery. "The makeup of multigenerational students brings learning up to a whole new level."

#### **DID YOU KNOW CWU OFFERS:**

- **500+** Online Classes
  - **Online Minors**
  - **Online Undergraduate Degrees**
  - **Online Certificates and Endorsements**
  - **Online Graduate Degrees**

View full list of top online bachelor's and master's programs at: cwu.edu/programs/online-learning

## Online Le

#### **How It Works**

University Centers work closely with their community college partners. When students begin attending courses at a center, they already have completed their general educational requirements and only need to take degree- and certificate-level courses.

Center students also can enroll in 12 online undergraduate degree programs, plus nine online master's degree programs.

There are two methods for students to learn online: **asynchronous** (independently at a time and location that is convenient) and **synchronous** (together in a live online environment). Most online programs utilize both approaches, while distance education is almost entirely synchronous, with students interacting face-to-face via web conferencing.

Synchronous courses are led by an instructor who teaches from anywhere in the world. Whether they are based in Ellensburg, Des Moines, or Yakima, they stream their lectures to audiences across the state and beyond. Most students meet at the centers as they would for a regular class session. Others attend class from home, work, or wherever is most convenient for them.

"Our faculty are prepared to simulate a real interactive environment, and sometimes in an even stronger way than a typical brick and mortar classroom," Fuqua said.

The classes are also designed to be accommodating for all participants.

"Active duty military may change locations prior to the end of the quarter," Soelling said. "National Guard personnel are also required to take two weeks of training each year, and we don't want them to lose momentum."

With the use of technology already embedded into the learning process, students are able to utilize online resources in an immediate, responsive way to enhance their ability to learn. In distance education, streamed lectures are recorded and made available to students through Canvas, CWU's learning management system. The platform has become a helpful study tool and is especially useful to those who miss class.

#### **Always Adapting**

Lecturer Ellen Bjorge spent last summer teaching RMT 379 (Information Technology Management Career Planning) via distance education. The course was created after CWU learned that veterans are required to attend a certain number of "face-to-face" courses to qualify for their VA benefits. Within two weeks,

the course was converted to distance education and offered in time for summer session.

"Distance education is great because (the students) get a face-to-face experience," Bjorge said. "They can see me, ask me questions and can interact—they get that in-person class session but don't have to be in Ellensburg."

The RMT 379 class is a core requirement for information technology and administrative management (ITAM) degrees. The class was broadcast from Ellensburg and made available to students at the CWU-Des Moines, CWU-Lynnwood and CWU-Pierce County centers.

"It was amazing to see all the military students and others across the state," Bjorge said.



#### **New Hybrid Master's Degree** at CWU-Sammamish

This fall, CWU will offer its first degree program at CWU-Sammamish. What's more, it's a master's degree offered via the hybrid educational track, and it can be completed in just one year.

The master's in ITAM is the first program of its kind to be offered at CWU-Sammamish. Students may choose specializations in the high-demand area of cybersecurity, as well as administrative management and structures of data and analytics.

"Every organization today needs cybersecurity professionals," said Robert Lupton, chair of the ITAM department. "This new program will offer the essential skills that meet the needs of busy professionals who live throughout the Puget Sound and have work, family, travel, and other obligations."

The graduate program will have both full- and part-time options. Students attend on-site classes once a month at CWU-Sammamish on Friday and Saturday; the rest is entirely online.

This new master's program is exactly the type of outreach envisioned when the instructional site was opened two years ago through a partnership between the university and the city of Sammamish.

"It will be especially attractive to professionals who work in high tech and CWU international students," Lupton said.

#### "CWU offers the right education, in the right place, and at the right time."

-Robert Lupton, ITAM department chair

#### Online or In the Classroom

Regardless of how CWU students choose to take classes, everyone is provided with the same access to student services.

Online learners may visit any University Center or the Ellensburg campus for face-to-face service. Many of these resources are also available online for better accessibility. The Online Student Resource Center, run by online advisors, provides information to get started in a program, as well as general and academic advising.

CWU centers in Des Moines, Lynnwood, and Pierce County also share a campus life coordinator who facilitates fun and engaging activities for students.

"I encourage campus life to talk with my online classes when they have announcements about activities like cruises and outings," said Soelling, the psychology lecturer at CWU-Pierce County. "It helps online students participate and get engaged."

#### **Is Online Learning Right for Me?**

Take this quick quiz to find out if you're ready to take online classes:

cwu.edu/online-learning/online-learning-right-me

Find extended content and view related videos at: CWUCrimsonandBlack.com



### Nationally Recognized for Online Excellence

CWU's College of Business has one of the 50 best online undergraduate business programs in 2019, according to College Consensus. It gives CWU's program a convenience score (ease of use) of 100 percent, along with an affordability score of 91 percent.

CWU's online Information Technology and Administrative Management undergraduate degree program is one of the 15 best IT-related bachelor's degree programs in the U.S., according to Bachelor's Degree Center.

Online Colleges.com ranks CWU as Number 2 in the state of Washington on its list of 2019 Best Online Colleges.

University Center Advisory Boards

Local Insights

Guide Priorities

By Robert Lowery









Detail of Olympic Building, CWU-Pierce County.

#### The newly established advisory boards for CWU's University Centers are already paying off. After only one year, these industry professionals are providing valuable insight and influence for CWU locations statewide.

"The goal for the advisory boards is to provide a distinct CWU educational experience to support student success for diverse populations in multiple locations," said Lauren Hibbs, executive director for CWU Extended Learning. "The advisory boards were developed to address local educational and workforce needs."

That relationship is evident at CWU-JBLM (Joint Base Lewis-McChord) and CWU-Pierce County, where Central alumnus Arnie Norem is an advisory board member.

In his day job, he is the U.S. Army's JBLM education services officer/education branch chief for the Directorate of Personnel and Family Readiness. In that role, Norem oversees about 3,500 on-post students who take classes each quarter through JBLM's Stone Education Center.

"That's a combination of active-duty service members, their families, veterans, and some civilians," Norem said. "We can take more, especially since many of the classes are online."

Through his work on the advisory board, Norem hopes to see new, innovative courses developed and offered so that more students can take advantage of them through both CWU-JBLM and CWU-Pierce County, located at Pierce College Fort Steilacoom in Lakewood.

"I can address the military-affiliated students who are coming here, and how to reach them," Norem said. "But the board also has some outside business partners—who offer really great perspectives—who can help us determine and develop the programs businesses are looking for, so we can graduate the students they need."

Norem noted that the Army conducts a needs assessment every three years to determine if its educational offerings are meeting the needs of service members, their families, and veterans.

A previous survey found that JBLM needed a logisticsrelated degree. That led to CWU's College of Business being selected to launch its supply chain management degree and certificate programs on post in 2016. CWU is one of just eight higher education institutions authorized to provide on-base instruction.

Such needs can differ between sites, however. CWU-Lynnwood is located on the Edmonds Community College campus. Thirty percent of area residents are non-native speakers and non-native born. Many of them are already highly skilled in areas including the legal and medical professions, but they require additional English-language proficiency.

"They come here to get a better life with such talent and passion," said Lynnwood Mayor Nicola Smith, who is a member of the CWU-Lynnwood advisory board. "I'm hopeful that we can figure out how to get them certified in a profession where they can actually make a living wage.

"The bottom line is, I really need Central to be successful here. Whatever support we can muster up to make that happen, I'm all about that."

Before being elected mayor, Smith worked in student services at Edmonds Community College and was highly involved in establishing CWU-Lynnwood.

"I feel like the mother of the beginning of Central at Edmonds Community College," she said with a laugh. "I wanted to be part of the circle of influence to make the bonds between the two even stronger and successfully educate a relevant workforce."

Kevin Chase, Superintendent of Educational Service District 105 and a member of the CWU-Yakima advisory board, brings an intimate knowledge of the educational system and its needs to that board. His district supports about 65,000 K-12 students in 25 public school districts and more than 20 state-approved private and tribal schools throughout Yakima, Kittitas, and portions of Grant and Klickitat counties.

"A lot of the students that are graduating from Central are being hired by schools in my region," Chase said. "What I try to provide is information about what districts need now. We're your consumer, so it's nice to be able to talk to the producer. With Central, it's been a great dialogue because they are receptive and interested in how to improve their programs."

Those sentiments are echoed by Vick Agarwal, director of planning and launch at Microsoft and member of the advisory board at CWU-Sammamish.

"It's been wonderful to learn about new [CWU] programs and offerings, understand the direction of the local campus, and hear directly from students on their needs," he said. "At the same time, it gives me and other industry professionals an opportunity to provide insight into industry needs as well as to support and sponsor new course offerings."

Agarwal notes that the CWU advisory boards provide an atypical forum to connect industry professionals with the University Centers and instructional sites.

"This is a great way to help ensure the needs of the local community," Agarwal said.



## 3SISIFNZabrina Jenkins Never of Her Lifelor

By Robin Burck

Zabrina Jenkins had a plan for her life. From a young age, she wanted to be a lawyer. Her goals were to graduate from college, attend law school, and pursue a legal career.

While things didn't quite go according to plan, they did work out in the end.

The first step followed her blueprint when she was accepted at CWU. There, she attended classes, earned good grades, and even played on the women's basketball team. She was on track to reach her dream of becoming a lawyer, but upon earning her undergraduate degree in 1992, she decided to take time off before starting law school.

Jenkins became an admissions counselor at the University of Puget Sound. As she entered her second year in that position, she realized she needed to get serious about going to law school and not abandon her dream of becoming a lawyer. So, she applied and was accepted into the Syracuse University College of Law in New York.

The first year seemed to go as well as she could have hoped. She worked hard in her classes, studied all year for her final exams, and lined up an exciting summer job abroad.

But shortly after arriving in London, Jenkins received a phone call from her parents. They had received a letter from Syracuse informing them that she had failed most of her exams and, if she wanted to stay in law school, she would have to plead her case to the school's dean.

"I thought, well, if I didn't learn anything in law school, at least I learned how to argue and to advocate on my behalf," Jenkins said.

She returned to Syracuse to go before the dean, who listened and determined that while Jenkins was serious about school, it might be best to take a year off to reflect on her goals.

"At that point, my confidence was at an all-time low," Jenkins said. "I had gone along this path of everything going well and I really hadn't encountered many setbacks. All of a sudden, I found myself in a position where I wasn't going to be able to achieve my dream and my goal."

That's when Jenkins decided to set her sights on earning a master's degree. Newly energized, she received her degree two years later. Next came the difficult decision of whether to return to law school or look for a job.

After much consideration, she chose to go with her original plan and re-enroll in law school. She also decided to start at the beginning by retaking all of the same law classes. This time, however, she made the dean's list at the end of the first semester, while also working part-time for the university as a graduate assistant.

"While it was difficult to go back, I always kept in mind what my father told me: 'The best doesn't come easy, that's why there's nothing like it,' which I wrote on a board above my desk, always reminding me that if I really wanted something, it was worth putting the work in to get it," Jenkins said.

From there, she was accepted into the Moot Court Honor Society, received a summer clerkship with a Southern California law firm, and, during her second summer, worked for a Seattle law firm. She finished strong during her final year of school, graduating cum laude, with a Juris Doctor degree.

Jenkins returned to Seattle and had been working for four years when she got a call from one of her mentors. The mentor, a Central graduate who worked at Starbucks, told Jenkins she'd be a great candidate for an open position within the company. Jenkins got the job, and advanced within the company over the years.

Jenkins, who's been at Starbucks for more than a decade, is the Vice President/Assistant General Counsel of Global Litigation and Employment, as well as interim Chief Environmental Commitment Officer. She is an active volunteer in many different legal and civic organizations and has given back to her alma mater by serving on the CWU Foundation Board of Directors and College of Business Advisory Board.

"I think, oftentimes, people see successful people, but they don't really see the path and setbacks that they have encountered along the way," Jenkins said. "I want people to know that in their future, if they encounter something that takes them off their original path, it's okay. It's an obstacle, but it doesn't have to be a barrier."

In other words, persistence pays.

#### **Creating Seamless Career Transitions**

By Katie Stephens

A campus within a campus might be such a novel idea it's hard to wrap your mind around. Or find.

However, it's not uncommon for community college students around the state to remark that they aren't familiar with the concept when they stumble upon one of CWU's University Centers or instructional sites. The centers, located on partner college campuses, provide near seamless opportunities for students with associate's degrees to continue their education and complete their bachelor's degrees at Central.

Then there's the issue of getting the attention of prospective students.

"I love cats," recalled recent grad Paula Shull, "and I happened to see the Wildcat paw stickers all over the building, so I started asking around about what that was and what programs [Central] offered."

CWU-Lynnwood ultimately caught Shull's attention with its supply chain management program.

"I did some research and it piqued my interest because of the variety of jobs you can have with it, such as logistics, purchasing, or operations," she said.

After graduation, Shull was offered a job as a distribution planner/master scheduler at Everett's Fluke Corporation in April—three months before she graduated from Central with honors.

The University Centers offer students a variety of benefits, according to Carlo Smith, chair of the Department of Finance and Supply Chain Management. He explained that a big part of the centers' secret formula is diversity.

"This can be thought of in many different ways, culturally, but also diversity in the types of students," Smith said, adding that many students are returning after taking a break from school.



Paula Shull, Business Administration ('19)

They frequently are working in jobs and want to finish their degree so they can move up in their organization.

"It's almost like having a graduate program because of the amount of experience they have," he said. "When we talk about a topic, students get better context and real-world examples."

Shull said she is forever grateful for Smith's mentorship as she pursued her Six Sigma practicum capstone.

"Usually capstones are just writing case studies, so having the opportunity to do a hands-on project was way more impactful," she said.

The respect goes both ways.

"She has a tremendous amount of maturity," Smith said of Schull. "She made good use of her time and she was focused on what her goals were."







#### **Trustees Honor 2019 Distinguished Professors**

CWU's Board of Trustees recognized Matthew Altman (Service), Nathalie Kasselis (Teaching), and Yukari Amos (Research) as the Distinguished Professors for 2019. The awards honor professors who excel in teaching, research, artistic accomplishment, and public service. Honorees' names are placed on a continuing plaque and each receives a \$2,500 monetary award.

#### **Different Paths, Same Results**

Amber Ackley, a new wife, stepmother, and student at CWU-Lynnwood had a very specific list of qualities that needed to be met when she was searching for higher education opportunities that aligned with her specific needs.

"I had applied to a few different universities. I was looking for something local that had a good reputation. Central was at the top of the list," Ackley said.

"I kind of fought it for a long time. I'm 30. I've worked a long time before going to school," she continued. "I had already had management roles [and] bookkeeper roles, and I knew I was really good at it. You see all these things in the movies where it looks really boring, but it really isn't."

The decision to move up was due in part to Ackley being tired of her job.

"It's really hard to work in retail. I did that for 12 straight years. It burns people out. It burned me out," she said. "When I was getting close to quitting, this man had come into the store and had a heart attack. I had been giving him CPR and he passed away. It's really hard to have someone die in your arms."

Even after that traumatizing experience, Ackley's store manager didn't check in on her for three days. Fast-forward to the support network she has found at CWU-Lynnwood.

"[CWU-Lynnwood staff] get you ready for the outside world," she said. "I think that's a problem a lot of schools have, in that there's not a lot of practical education. I wanted to make sure I got practical knowledge, not just lectures. A lot of people don't learn from lectures."

Ackley's laser-focus on school was due in part to her significant personal obligations.

"With the exception of this fall, I've worked the entire time I've gone to school," she explained. "I'm a self-supporting student with a family."

That family includes a new husband and a 4-year-old stepdaughter with autism and ADHD. Ackley also has served as the primary caregiver for her 91-year-old grandmother since her grandfather died in 2016. She did the same for him.

"He's a big part of the reason that I went back to school in the first place.," she said. "I was always trying to do things because I wanted him to be proud, and usually I would give up or 'take a break.' Honest to God, it took me 13 years to get my AA degree, and the final push was when he was getting close to the end of his life."



Amber Ackley

"I've worked my butt off, working full time while being in school full time, and it really hit me hard that he passed away a month to the day before I took my last final," she continued. "He was a truly phenomenal man—he enlisted in the Navy during World War II, where he wound up as part of the honor guard while the treaty was being signed. He spent his whole life working hard, loving his family and friends, and I still want to live in a way that would have made him proud."

With Ackley set to graduate in December-and already employed at a top accounting firm in downtown Seattle-it seems likely that he would be extremely proud.



#### Game On! Scores STEM Award

CWU's Game On! received the 2019 Inspiring Programs in STEM Award from INSIGHT Into Diversity magazine. The award honors colleges and universities that encourage and assist students from underrepresented groups to enter the fields of science, technology, engineering, and mathematics (STEM). Game On! is a partnership between the Real Madrid Foundation, Microsoft, and CWU that provides a college pipeline by combining values through sports and leadership skills with computer coding and college ready skills.

#### **CWU University Center** Staff Standouts

Angela Engel, assistant director of Career Services at CWU-Des Moines and CWU-Pierce County, was named the university's 2019 Exempt Employee Association Employee of the Year, Natalia Thomas. student services generalist for Westside Student Life, was also a monthly EEA honoree last year for her contributions, particularly at CWU-Lynnwood.



Brad Bjorklund, Business Administration and Finance ('95)

## Career Success Starts at Neighborhood Centers

By Robin Burck

While working as a United Parcel Service manager and studying chemical engineering at the University of Washington, Brad Bjorklund decided that he wanted to change the direction of his education to better accommodate his line of work.

Having a schedule jam-packed with work and life obligations, Bjorklund decided to transfer to CWU-SeaTac—a satellite campus once operated by CWU near the Seattle-Tacoma International Airport—and, later, CWU-Lynnwood, where he could attend classes in the evenings.

"I picked South Seattle because when I was working at UPS, it was literally right up the hill," Bjorklund said. "It was extremely convenient; I could work full time during the day and still change my major to finance and go to evening classes."

In 1995, Bjorklund earned degrees from Central in business administration and finance, and continued working for UPS until joining Amazon in 2014.

There, he started out in North America Outbound Transportation Execution, finding ways to get Amazon packages into customers' hands as quickly and cost effectively as possible.

A year later, Bjorklund was working diligently on a project, launching 16 aircraft during a 15-month time period. That initiative would later become known as Amazon Air.

After joining the Inbound Transportation team for two years, he returned to Outbound as the senior manager of transportation execution, network optimization, design, and engineering.

Bjorklund was asked to develop a solution to speed up Amazon's network, leading to the announcement of Amazon moving from a 48-hour delivery system to a 24-hour delivery system for Amazon Prime customers.

"My finance degree and classes at Central helped prepare me and gave me the tools and skills to be effective as an engineer at UPS," he said. "That experience and the things I learned at Central and UPS then paved the way for my senior leadership position at Amazon."

Bjorklund is currently working to schedule a tour of the Amazon fulfillment center in Kent for current CWU students who are working toward supply chain management and information technology administrative management (ITAM) degrees.

"This is an opportunity for Central students to see how we are using our robots to pick, pack, and move inventory to our associates, as well as to see the scope and scale of all of the volume coming through," Bjorklund said. "They can see inventory coming into our fulfillment center, see it being processed, and then see it departing using different carriers and different vendors at different times of the day. They can really see the full end-to-end [process]."

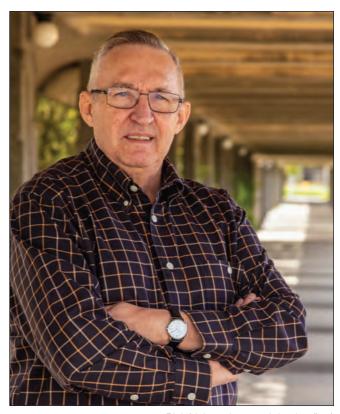
#### **CWU Recognized for Fundraising Success**

For the first time in its history, CWU received an Educational Fundraising Award from CASE, the Council for Advancement and Support of Education. The Educational Fundraising Awards annually recognize exemplary development programs based on a blind review of data submitted to the Voluntary Support of Education (VSE) survey. CWU received the award for its overall improvement by demonstrating significant program growth over three years of data. Only eight other public comprehensive institutions nationwide received similar commendation.



#### Lydig Construction Donates Funds for Planetarium and Scholarships

Lydig Construction has donated \$250,000 to CWU for the naming rights to the new planetarium in Discovery Hall (formerly Science II) and in support of the Lydig Endowment that provides scholarships for students in CWU's Construction Management and Safety and Health Management programs.



Rick Nelson, Law and Justice ('90)

#### **Evening Classes Benefit Working Adults**

By Robin Burck

After spending seven years in the military, Vietnam War veteran Rick Nelson came home ready to take on a new missionearning his college degree. Almost simultaneously, he began school and took on a role as a security officer at Virginia Mason Medical Center in Seattle.

Two weeks later, however, Nelson was promoted to director of safety and security at Virginia Mason.

"I was the first director of that department and that changed my school plans," he said. "I also met my wife and stepson, and life took over at that point. I continued my career at Virginia Mason and waited until my stepson got out of high school before going back to school."

Upon his stepson's graduation in 1987, Nelson returned to school as a non-traditional student and earned his associate of arts degree from Green River College before transferring to CWU-SeaTac.

"The evening classes, and how they were set up, were ideal for me as a working adult," he said. "The classes were small-anywhere from eight to 15 students who were also working adults, typically—so that was great for interchanging ideas and being able to learn from others. Any time that I had a paper or assignment due, I was able to translate a project or something I was doing at work into it."

After graduating from CWU-SeaTac in 1990, Nelson went on to get his master's degree in public administration from Seattle University. He endured five years of night school, all while working full time, but he says his extra effort was worthwhile because it led to a long and successful career in the healthcare industry.

Nelson's last job was a ten-year stint as the Seattle Cancer Care Alliance safety security and emergency preparedness director. Now retired, he and his wife live in Thailand six months out of the year.

For his years of service, Nelson received lifetime achievement awards from the Washington State Crime Prevention Association, ASIS International, and the Washington Healthcare Safety Council, as well as a Distinguished Life Works Award from the International Association for Healthcare Security and Safety.

"My education really had a huge impact in launching me professionally, into professional organizations that I ended up leading," Nelson said. "I wouldn't have achieved that level of success without a great educational foundation."

#### **CWU Honored for Its Commitment** to the Military

For the second straight year, CWU was among 30 finalists for the Freedom Award and the only one from the Pacific Northwest. Each year, the Secretary of Defense Employer Freedom Award is presented to as many as 15 public and private employers. The awards are administered by the Employer Support of the Guard and Reserve (ESGR), a volunteer group that encourages employers to support those serving in the National Guard and reserves.



#### **Governor Inslee Appoints Alex Harrington as New CWU Student Trustee**

Governor Jay Inslee has named Alex Harrington to serve as student trustee at CWU for the 2019-20 academic year. Harrington, who will be a senior during his term, is majoring in political science. He is a 2018 graduate of Bellevue College and earned his diploma from Interlake Senior High School in Bellevue.



#### Scott Wade

CWU lost a cherished member of its family in July when Vice President of University Advancement Scott Wade passed away at 44 years old while vacationing with his family.

Scott joined Central in 2012 and directed university efforts in development and alumni relations, and also served as executive director for the CWU Foundation. He strived to support the belief in the mission of higher education-transforming lives and empowering students to become successful leaders.

The quality and quantity of Scott's work was confirmed this year when, for the first time, Central received an Educational Fundraising Award from the Council for Advancement and Support of Education (CASE). CASE recognition is considered the industry's gold standard. Another of his notable accomplishments was securing funding for the renovation and expansion of Tomlinson Stadium.

The Wildcat family will miss Scott's commitment to Central Washington University. He was a great friend, impactful leader, and even better husband to his wife Jill and father to their three children Avlynn, Jackson, and Eleanor.

"At Central, we strive to support and promote positive relationships through inclusion, collaboration, and cooperation. All members of my administrative team take that responsibility very seriously, but Scott truly embodied it. Regardless of the project or task at hand, Scott was masterful in developing meaningful, mutually beneficial relationships that will aid this institution long into the future."

James L. Gaudino, CWU President

"Scott's impact on Central Washington University athletics is immense. Scott knew the impact athletics had not only on our student-athletes, but also its ability to foster pride among our student body, alumni, and friends of the university. He was able to ignite and fuel the passion of our donors to invest their time, talents, and treasures in the university and its students. Just as important, however, is the fact that Scott was a great colleague and friend. He will be sorely missed by the Wildcat nation."

Dennis Francois, CWU Athletic Director

"Scott was a friend who had a way of lighting up a room and making everyone feel important. He was always genuine. While Scott's passing is immeasurable to his family, community and CWU, it may be losing his unlimited future accomplishments that will hurt the most."

Nancy and Ben Remak ('79), Donors

"Scott was sincere and followed through with every commitment. He shared stories about his family farm with raising 4-H sheep. He loved his family and bragged about them often. Scott always had a friendly face to greet us during the many times we associated with him. He even made a house call with Bob in Arizona for a fun visit with us. He poured his heart out and was a true Wildcat. God bless the family; we miss him dearly."

Dick ('71) and Marlys Bedlington, Donors

"Scott was a very passionate individual about impacting young people's lives and making the trajectory of their future a better place, always keeping in mind what we're doing and who we were doing it for. That came through as being very authentic to people and was one of the reasons we had a lot of success during his tenure. He came in and changed the culture of the CWU Foundation and University Advancement and he will forever have an impact on peoples' lives as we move forward."

Jeff Hensler ('98), Chair of the Board of the CWU Foundation



## HOMECOMING

MONDAY CRIMSON AND BLACK CAMPUS DECORATION THURSDAY CWU VOLLEYBALL VS MONTANA STATE UNIVERSITY • CENTRAL TALENT SHOW FRIDAY CWU PRESENTS JOEL MCHALE • CWU "ALUMNI AFTER DARK" SATURDAY WILDCAT BRUNCH 5K •

CWU FOOTBALL VS AZUSA PACIFIC UNIVERSITY • DUGMORE HALL CELEBRATION

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#### CWU Fight Song, 2019, Digital, Isabelle Grotting ('19)

The CWU Fight Song was adopted during the 1934-35 school year. The song's music is derived from Ohio State University's fight song, "Across the Field," which was written in 1911. According to alumnus and CWU music historian Norm Wallen ('78), beginning in 1934, Ohio State graduate Hartley Snyder chaired Central's music department. It's believed he was responsible for adopting his alma mater's fight song.

Isabelle Grotting is a recent BFA graduate of the CWU Graphic Design program. She was inspired to create this work because she has always wanted to see the earth reverberate with a mighty cheer.





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