



UA @Work

A quarterly newsletter connecting Alaska employers with University of Alaska workforce resources.

UNIVERSITY OF ALASKA CORPORATE PROGRAMS:

A Point of Contact for Alaska's Employers

Human knowledge is predicted to nearly double every year by the end of the present decade, prompting leaders of business and industry, government, and the nonprofit sector to seek new approaches to employee education and training. University of Alaska Corporate Programs (UACP) is specifically designed to respond to the training and education needs of Alaska's work force.

Three primary characteristics describe UA Corporate Programs:

- UACP is an innovative learning alliance between Alaska's employers and the University of Alaska, bringing together higher education and workforce training programs to help Alaskans develop the skills, knowledge, and competencies to be successful;

- UACP is the strategic umbrella, or single point of contact, through which any business entity, government agency, or nonprofit organization can easily access the rich education and training resources that exist within the University of Alaska statewide system;

- UACP facilitates the creation of new programs and courses customized to respond directly to the unmet training and education needs of Alaska's employers and employees.

Corporate universities are initiative-driven brokers of learning resources, linking business objectives to short-term training and education programs designed to increase productivity, develop leadership potential, and accomplish other specific goals and objectives. UA

Corporate Programs is the logical vehicle through which industry may outsource its education and training needs—the corporate university of choice in Alaska.

No longer one of the university's best-kept secrets, UA Corporate Programs serves a variety of industry partners, from oilfield interests, to transportation, regulatory, health care, utility, and enforcement agencies and organizations. Each has discovered the incredible array of university resources available to organizations in Alaska. With your university as your partner, you can create dynamic change that will continue to build a prosperous and skilled Alaska workforce.

To learn more about what the University of Alaska can do for your company or organization, contact UA Corporate Programs today.



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If you would like more information about articles in this newsletter, please contact UA Corporate Programs at 3890 University Lake Drive, Suite 101, Anchorage AK 99508. Phone (907) 786-1531 Email: corporateprograms@alaska.edu Website: www.alaska.edu/uacp

UACP Leadership

Joyce Helens (pictured left) is Executive Director of UA Corporate Programs, established by UA President Mark Hamilton in 1999. A nationally recognized speaker and trainer with 25 years' experience in both the corporate and academic worlds, Helens has focused her career on building partnerships among higher education, business, government, and community. She has developed UA Corporate Programs to function as a corporate university within the academic university.

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University of Alaska

Addressing Alaska's workforce issues, collaborating with business and industry representatives, providing solutions for more than 80 years

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ua anchorage

The University of Alaska Anchorage is proud of its innovative community engagement focus, bringing the broad range of expertise among faculty and staff together to meet the needs of the Anchorage community and the state. UAA offers many superb programs such as aviation, biology, business and public policy, engineering, global transportation logistics, health care, liberal arts, process technology, psychology, social work, and teacher education. The community campuses in Homer, Kenai, Kodiak, Palmer, and the separately accredited Prince William Sound Community College in Valdez are units of UAA. This issue of *UA@Work Summer 2003* highlights three UAA workforce programs.

AIR TRAFFIC CONTROLLERS: UAA teaches Russian air traffic controllers "aviation English"

A year-and-a-half of preparation paid off in May when 10 air traffic controllers from the Russian Far East arrived at the University of Alaska Anchorage campus at Merrill Field to study English in a course specifically designed to teach them the universal language of aviation. The first-of-its-kind international program was a collaborative effort involving UAA's

Adult Learning Center and its Aviation Technology Division, the FAA, the Russian Ministries of Transportation and Education, North East Air Navigation in Magadan, and Anchorage aviation consultants.

Chuck Lund and his Russian-born wife Zlata, co-owners of Lund and Associates, a local aviation consulting firm, were contacted by Vladimir Libov, the Director General of North East Air Navigation in Magadan, about developing a program in which Russian air traffic controllers could learn and practice

English specific to their field. The Lunds took the idea to Leonard Kirk, Assistant Director of UAA's Aviation Technology Division; he, in turn, took it to Roselynn Cacy, Director of UAA's Adult Learning Center, and together, the four got the program "off the ground."

According to Kirk, since the fall of communism in the former Soviet Union,

"the first class of Russian air traffic controllers have returned to... the Russian Far East ... taking with them not only a greater facility with the English language, but also closer ties with ... the American and Russian aviation communities."

Russia has been opening more and more of its air space to international traffic, which has increased the need for Russian air traffic controllers to improve their aviation-related English language skills. In addition to studying English, however, the Russian air traffic controllers "flew" in UAA's flight simulator. They also practiced their English-speaking skills in the 360-degree control tower simulator, which can simulate virtually any condition that may arise for air traffic control personnel. After four weeks of course work and practical application, the Russian air traffic controllers earned "aviation English" certificates from UAA.

The students in the first class of Russian air traffic controllers have returned to their work in Magadan and Anadyr in the Russian Far East, says Kirk, taking with them not only a greater facility with the English language, but also closer ties with, and improved communication between, the American and Russian aviation communities. The next class is expected to begin after Labor Day.

For more information on this and other aviation training courses available through UAA, call Leonard Kirk at 907-264-7436 or email him at anlfk@uaa.alaska.edu.

GEOGRAPHIC INFORMATION SYSTEMS:

UAA's School of Engineering offers new certificate program

The University of Alaska offers a variety of pioneering programs, one of which is the new Geographic Information Systems (GIS) certificate offered by the University of Alaska Anchorage School of Engineering's Department of Geomatics.

This 32-credit certificate program is the brainchild of UAA Geomatics faculty member Dr. Cherie Northon, who says it "represents a focused and concentrated study in the emerging field of geospatial data and information management." Such data, she explains, "may include buildings, earthquake faults, watersheds, geologic deposits, land use, population centers, or anything that can be geographically referenced," including remotely-sensed data.

The new GIS certificate program comprises seven core courses and at least three elective courses, including "GIS and the Marine Environment," which Northon developed with the assistance of fellow faculty member



Russian air traffic controllers direct simulated air traffic operated by "pilots" in an adjacent room of UAA's tower simulator at Merrill Field in Anchorage.

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This infrared satellite image of the mouth of Alaska's Susitna River demonstrates the sophisticated capabilities of GIS technology.

Dr. Thomas Eley and which is the only such course currently offered in the entire country. Two new courses will be added to the curriculum this fall.

GIS certificate students are typically working professionals with ties to Native corporations, private industry, oil and gas, and state, federal, and local agencies. Students currently enrolled in the program include employees of the Alaska Department of Natural Resources, the U.S. Fish and Wildlife Service, Petrotechnical Resources of Alaska, the U.S. Geological Survey, Arctic Slope Regional Corporation, Conoco Phillips, the Alaska Department of Transportation, and Wells Fargo Bank, among others.

“GIS and the Marine Environment” ... is the only such course currently offered in the entire country

In addition to the courses for the new GIS certificate program, Dr. Northon has also developed a web-delivered introductory course, “Elements of Geographic Information Systems,” and five, one-credit, introductory short courses designed to address the professional development needs of Alaska’s work force.

Dean of UAA’s School of Engineering Dr. Robert Lang says the new GIS certificate program has “contributed greatly to [the

School] in a number of ways,” perhaps most notably in the fact that “it provides linkages between UAA faculty and the working community”.

For more information on this and other UAA School of Engineering programs, log on to www.engr.uaa.alaska.edu/soe or call 907-786-1900.

HAZARDOUS WASTE OPERATIONS:

Prince William Sound Community College and Alyeska train local fishers to respond to oil spills

Fishing vessel captain Elton Brown may have wished for more than April showers when he found himself covered in chocolate syrup this past spring as part of the 24-hour Hazardous Waste Operations training delivered by the Prince William Sound Community College (PWSCC) Training Department. The exercise was a collaborative effort that also involved Alyeska Pipeline Service Company’s Ship Escort Response Vessel System (SERVS) and Tatitlek, Chenega, Chugach Corporation, itself a partnership of two Prince William Sound Alaska Native villages and Chugach Native Corporation. PWSCC delivered the training to more than 700 fishing vessel captains and crew in eight communities on the coasts of Prince William Sound and the Gulf of Alaska. The course is part of Alyeska Pipeline Service Company’s Fishing Vessel Program, developed so Alaska fishing vessels can take an active role in responding to an oil spill, or any other marine emergency, if necessary.

PWSCC has delivered this training to fishing vessel captains and crew members every year since it was mandated by the federal government in the Oil Pollution Act of 1990, following the Exxon Valdez oil spill, but this year Alyeska requested an expanded curriculum and an accelerated schedule. The PWSCC training team was able to respond to this request by recruiting certified trainers from around the state and mobilizing support staff from all the departments at the college. PWSCC activated a rapid-response strategy to carry out this training, much as will be required if there really is an oil spill or other emergency in Prince William Sound or the Gulf of Alaska. During a two-week period, the college offered 17 classes concurrently in Kodiak, Homer, Seldovia, Seward, Cordova, and Valdez, and three more the following week in Whittier and Chenega Bay. Instructor manuals, student guides, handouts, media equipment, and other materials were assembled and packed at the Valdez campus, then shipped by air to the various training sites. It was a successful logistics effort and demonstrated not only Alyeska’s commitment to response readiness, but also the extent of training resources available in Alaska and the ability of the University of Alaska to meet the training needs of corporations, companies, agencies, and organizations operating in the state



Sweet Revenge Instructors spread chocolate syrup on training participant to simulate crude oil for a decontamination exercise as part of the Fishing Vessel HAZWOPER training conducted in Cordova.

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UACP can assist you in locating the exact workforce training resource you need, whether it already exists within the university’s statewide or nationwide networks, or requires customized design and development to meet your specifications.

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ua fairbanks

The University of Alaska Fairbanks has developed widely respected programs in fields closely related to its geographic location and research strengths, such as anthropology, arctic biology, chemistry, climate change, cold regions engineering, geophysics, and marine science. The community campuses in Bethel, Dillingham, Fairbanks, Interior/Aleutians, Kotzebue, and Nome are units of UAF. This issue of UA@Work Summer 2003 highlights workforce programs offered through UAF's Tanana Valley Campus.

LAW ENFORCEMENT:

UAF'S Tanana Valley Campus helps make Alaska safer

Thanks to the University of Alaska Fairbanks Tanana Valley Campus (TVC) Law Enforcement Academy, the state of Alaska is becoming just a little bit safer. The 12-week academy is designed to provide students with basic police training that will enable them to receive Alaska Police Standards Certification.

The certification makes them eligible for employment with any of the 21 state law enforcement agencies or 43 municipal police departments in Alaska. Former Alaska State Trooper John Myers is the faculty coordinator of the academy, and the City of Fairbanks Police Department, the UAF Police Department, the Federal Bureau of Investigation, the UAF Justice Department, the Fort Wainwright Provost Marshall, and local attorneys provide additional training.

TVC has offered four academies since the program began in July of 2001. The most recent academy ended on May 16 and produced 18 graduates not only from Fairbanks, Fort Wainwright, and North Pole, but also from Anchorage, Nome, Chickaloon, and even Oregon. According to Myers, more than a third of the students already had positions in security or law enforcement and were furthering their skills to earn certification.

Many of the other two-thirds, he adds, have already landed law enforcement-related jobs, and he predicts



Students in the Law Enforcement Academy received training in a variety of topics, from fingerprinting (above) and forensics to gun safety and traffic control.

that all of the spring graduates will be employed in the field by the end of the summer. Ninety-five percent of the graduates from TVC's first three Law Enforcement Academies are currently employed in related positions in Alaska, says Myers, adding that four academy graduates are serving as police chiefs in Chickaloon, Fort Yukon, Hooper Bay, and Tanana.

"Not only are we graduating successful students, we are also graduating diverse students," says the former trooper, explaining that four of this year's graduates were women, and four were Native American, including three who were Alaska Native.

This year's Law Enforcement Academy class underwent 490 hours of training and education in basic patrol procedures, marksmanship, arson investigation, report writing, major crime investigation, traffic accident investigation, search and seizure laws, DWI detection, domestic violence response and practical testing, cultural diversity, and survival tactics.

"The communities within Alaska will benefit," says Myers, "as they will be served by highly skilled and well-trained officers. We are excited that we have the opportunity to play a role in providing that type of safety and protection for the people of Alaska."

TVC will start its next Law Enforcement Academy August 18.

For more information on it and other TVC programs, contact Cheri Renson at 907-474-5209 or by email at fncar2@uaf.edu.

2003 UA PRESIDENT'S OUTSTANDING DISTANCE EDUCATOR AWARD

TVC faculty member named Outstanding Distance Educator

UA President Mark Hamilton presented Tanana Valley Campus (TVC) Assistant

Professor of Applied Business Melissa Brown with the 2003 President's Outstanding Distance Educator Award.



Brown developed UA's first online, web-based Applied Business course in the summer of 2001 and has since developed and taught new web-based courses each semester. Because of her commitment to distance delivery via the Web, TVC expects soon to offer entire certificate and Associate of Applied Science (AAS) degree programs via the Internet. "Professor Brown has established the standard of excellence for developing and teaching distance-delivery, Web-based courses at TVC and is the role model for other [University of Alaska] faculty pursuing distance delivery," says TVC Director Jake Poole.

Brown earned her bachelor's degree in Political Science from the University of Delaware and her master's degree in Northern Studies from UAF. She has been on the faculty of TVC since 1999.

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University of Alaska

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The University of Alaska Southeast places dynamic emphasis on its business and public administration, career education, distance education, liberal arts, natural sciences, and teacher education programs. Research focus areas include distance education, environmental science, fisheries/marine science, and government. The community campuses in Juneau, Ketchikan, and Sitka are units of UAS. This issue of UA@Work Summer 2003 highlights two UAS workforce programs.

EARLY CHILDHOOD EDUCATION: Love of literacy links Southeast Head Start teachers in new UAS course

A new, intensive, three-day training course offered by the Early Childhood Education Department at the UA Southeast (UAS) this past spring was a collaborative effort among UAS, the Tlingit and Haida Tribes of Alaska, and the Juneau-Douglas School District. The two-credit course, "Weaving Language, Literacy, and Culture in Preschool", was team-taught in March by Dayna Focht, Lorrie Wright, and Gerri Mesack, all with Tlingit Haida Head Start, and Maria Offer, Literacy Leader at Glacier Valley Elementary School in Juneau, for the Juneau-Douglas School District's "Literacy Links" program. After a successful run at the main UAS campus in Juneau, the four took their show on the road to the UAS extended campuses in Ketchikan and Sitka.

Teachers from Tlingit and Haida Head Start centers throughout Southeast Alaska worked in teams to develop thematic lesson plans based on Native values and exploring the environment.



Linda Squibb, (second from right), has a "round-table" discussion with Melissa Morgan, left, Family Childcare Specialist with Tlingit Haida Tribes, and Sitka Head Start teachers Rebecca Michaelson and Sara Gillis.

They also created materials they could use to make their centers more "literacy-rich." Linda Squibb, regional coordinator for Juneau Head Start centers, says she noticed a marked increase in literacy throughout the preschool centers after the training.

"Linda Squibb, regional coordinator for Juneau Head Start centers, says she noticed a marked increase in literacy throughout the preschool centers after the training."

Teachers from twelve villages flew into Juneau, Ketchikan, and Sitka for the training. Forty-one people attended, including a bus driver and two volunteers; 38 earned college credit toward associate's or bachelor's degrees, and some used the hours of training toward Child Development Associate (CDA) certification.

Kay Greenough, Assistant Professor of Early Childhood Education at UAS, says she hopes the course will become required for the

Early Childhood Education degree. "I have noticed a marked change in Head Start teachers' interest in literacy," says Greenough, "particularly in emergent literacy and developmentally appropriate practices. I have also noted a clear increase in Head Start teachers strengthening their own voices, moving out of silence."

Most of all, say all involved in the three-day training course, since their teachers have become better trained in emergent

literacy, the children in the Head Start centers are engaging in more literacy-related play, increasing their oral language development and knowledge of print, and paving their pathway to elementary school with an increased love of literacy.

For more information on this and other programs offered by the University of Alaska Southeast in Juneau, Ketchikan, and Sitka, visit www.uas.alaska.edu.

ELDER CARE:

UAS Sitka to host 11th Care of the Elderly conference in September

The UAS extended campus in Sitka each fall draws Alaskans who specialize in geriatric health care to its unique Care of the Elderly (COE) conference. Last year, 135 participants took advantage of this annual learning opportunity for health care professionals, family members, and seniors, and UAS Sitka Continuing Education Coordinator Jill Hanson says the theme of this year's conference, "Focus on Wellness," is expected to draw at least an equal number.

"The Care of the Elderly conference [always] provides high-quality, relevant training in current issues associated with geriatric care," says Hanson, and the 11th conference this September 19-20 will once again concentrate on understanding health care problems common to the elderly and devising strategies to assure their quality of life. Some 20 presenters will discuss topics such as managing medication wisely, elder abuse prevention, long-term care transitions, musculoskeletal medicine, palliative care, aging and exercise, arthritis, assessing mental health, and therapeutic activities.

"Everyone benefits from our conference," says Hanson. Caregivers, both professional

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and non-professional, become better educated and increase their on-the-job skills, she explains, and elders benefit because their caregivers learn the most up-to-date strategies and methods for care and treatment.

Each year the UAS Sitka Care of the Elderly conference offers accredited continuing education units (CEUs) for nurses, CNAs, physical and occupational therapists, social workers, marital and family therapists, activity aides, and other health care workers. The conference has been supported and jointly sponsored by a variety of agencies and organizations in Alaska over the years, including the Sitka Center for Community, Sitka Community Hospital, the Southeast

“Everyone benefits from our conference ... Caregivers, both professional and non-professional, become better educated and increase their on-the-job skills ...”

Alaska Regional Health Consortium (SEARHC), the Alaska Commission on Aging, the Alaska State Hospital and Nursing Home Association, and Alaska Pioneer Homes, along with the American Diabetes Association, the University of Southern California (USC) Division of Geriatric

Medicine, and the USC Los Angeles Ethel Percy Andrus Gerontology Center.

Among the many speakers at this year’s Care of the Elderly conference will be Robert Albertson, Chief Pharmacist for Alaska Pioneer Homes; Dr. Anne Jache, Assistant Professor of Sociology at UAA; and Dr. Timothy Wallstrom, Associate Professor of Education at UAA.

For more information on the UAS Sitka Care of the Elderly conference, log on to www.uas.alaska.edu/sitka/COED.html, call the Continuing Education Department at 800-478-6653 ext. 728, or email at jill.hanson@uas.alaska.edu.

UA CORPORATE PROGRAMS—

Call on UACP to assist with your organization’s workforce training and education needs.

In the photo below, UACP Client Partner Shari Olander receives a gift of appreciation from American Society for Quality (ASQ) Alaska Section officers for her work on the Disney Keys to Excellence program ASQ and UACP recently co-sponsored in Anchorage.

“The people at UA Corporate Programs are professional and great to work with,” says ASQ Alaska Section Education Chair Rod Reinchuck. “We highly recommend UACP and look forward to partnering with them in the future.”



Urban Enkvist (CTG), Brenda Parnell (Alaska Native Tribal Health Consortium), Larry Blachut (VECO), Chris Caracci (Disney Facilitator), Richard Mitchells (Restoration Science & Engineering), Rod Reinchuck (Alyeska Pipeline Service Company), and Shari Olander (UA Corporate Programs)

CERTIFIED PUBLIC MANAGERS

UAF Tanana Valley Campus Graduates First Class

UAF’s Tanana Valley Campus awarded seven individuals the prestigious designation of Certified Public Manager (CPM) and inducted them into the American Academy of Certified Public Managers.

UA President Mark Hamilton bestowed this honor at the inaugural commencement



UA President Mark Hamilton (far left), Michelle Renfrew (2nd from right) and Jake Pool (far right) with TVC CPM graduates

ceremony May 22. Program graduate and student speaker at the ceremony, Sonia Schumacher, office manager for Design Alaska, said the program would greatly benefit anyone in the role of manager, supervisor, or leader in an organization or community. “In the business world, the current thinking seems to be that the bottom line always revolves around the dollars and cents,” she said. “In reality, it is crucial that business leaders are aware of current trends in the workplace, and that they have an understanding of what motivates their employees to achieve success. If you do that, then the dollars and cents will come naturally.”

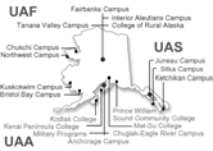
In addition to Schumacher, other individuals graduating from the program included Alicia Berka, executive director, Play-N-Learn; Debbie Ganley, general manager, The Alaska Club; Cheryl Laudert, right of way agent, Golden Valley Electric Association; Donna Rose, operations assistant, Golden Valley Electric Association; Patricia Thomas, capitol credits supervisor, Golden Valley Electric Association; and Christine Vaughan, administrative manager, State of Alaska Department of Fish and Game.

For information on the CPM program in Fairbanks visit the CPM website at www.tvctraining.org or contact Program Coordinator Michelle Renfrew at 474-1133.

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The University of Alaska has more than 32 established sites and campuses responding to Alaska's workforce development and training concerns. Many of the workforce training and education programs are not unique to a main administrative unit of the University or a geographical area of the state; rather, these programs are available to Alaskans in a variety of locations. This issue of UA@Work Summer 2003 highlights two of the UA workforce activities available across the state.

BIO-TERRORISM:

UA to train Alaska Public Health workers for bio-terrorism emergencies

The University of Alaska (UA) recently entered into a workforce development partnership with the Alaska Division of Public Health to prepare its workers for bio-terrorism and other public health emergencies. Although physically housed in the College of Health and Social Welfare at the University of Alaska Anchorage (UAA), the program encompasses the entire UA system.

Sally Mead, MPH, was appointed by UAA Provost Jim Chapman to coordinate the program. Mead's job is to determine how the assets of the University of Alaska can be used to help prepare public and private health care workers for the challenge of delivering public health services in the event of a bio-terrorism incident or other emergency.

"The University's distance education provides [a] ... vital tool for delivery, whether in the form of non-degree targeted training or degree-related course work."

"Even before the events of September 11, the state's public health system was facing challenges due to chronic diseases, earthquakes, and the state budget crisis limiting support to basic infrastructure," says Mead. She believes UA's new partnership with the Alaska Division of Public Health will assure the most effective methods for content identification, practitioners who need to

receive training, and multimodal delivery. "The University's distance education provides an operating and vital tool for delivery, whether in the form of non-degree targeted training or degree-related course work," she explains, citing as an example an online course currently in development that will be team-taught by UAA faculty and state Division of Public Health lab personnel.

Mead says she expects the partnership not only to help to build the skills of existing practitioners, but also to help encourage new individuals to join the public health and health services work force.

For more information on the Public Health Workforce Development training at the University of Alaska, contact Sally Mead at 907-786-4415 or email her at sally.mead@uaa.alaska.edu.

CERTIFIED PUBLIC MANAGERS: University offers Certified Public Manager training throughout state

In partnership with the Alaska Municipal League and the State of Alaska, the University of Alaska offers a nationally recognized Certified Public Manager (CPM) training program in several communities around the state. This program offers practical, job-related instruction for supervisors and managers, from entry-level to senior executive, regardless of their prior academic preparation. The program has produced 28 graduates since its inception in Juneau in 1995.

The CPM program generally takes two years to complete, and the courses are typically offered in one- to three-day sessions that easily fit into almost any work schedule;

interested managers and future managers may even "try it out" before deciding whether to apply for the entire program. Students earn continuing education units (CEUs) for every course, whether or not they are pursuing the CPM credential.

"[the CPM] program offers practical, job-related instruction for supervisors and managers, from entry-level to senior executive, regardless of their prior academic preparation."

CPM certification involves three levels of course work: Level I comprises 84 hours of training in practical supervisory skills and offers a Certificate of Supervision from the local campus upon completion; Levels II and III concentrate on diverse sets of skills for managers, including planning, ethics, productivity measurement, marketing, budgeting and finance, personnel issues, team-building, and more. Each of the three levels requires completion of a management project.

The CPM program is currently offered at University of Alaska campuses in Bethel, Dillingham, Fairbanks, Juneau, Ketchikan, Palmer, and Sitka.

For more information on the program in your area, call Shirley Grubb at UAS in Juneau at (907) 465-6563 or email her at shirley.grubb@uas.alaska.edu.

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UA Workforce Development, Continuing Education Websites

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UAA Mining & Petroleum Training Services
www.alaska.net/~mpts/index.htm

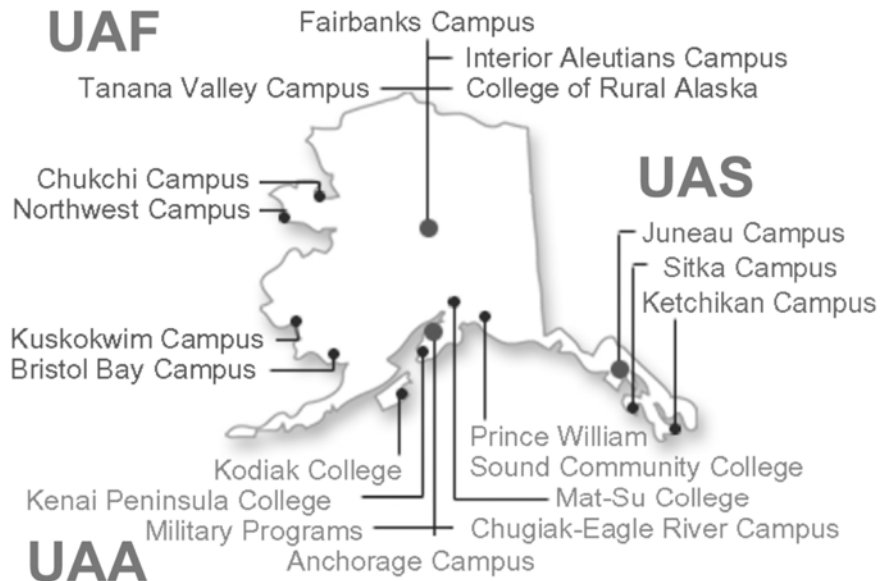
UAA Prince William Sound Community College
<http://137.229.240.35/>

**UAA Prince William Sound
Community College Training Department**
<http://137.229.240.35/gen/training/main.htm>

UAF Tanana Valley Campus
www.tvc.uaf.edu/busemploy.html

UAS Sitka Campus
www.uas.alaska.edu/sitka/AboutSitka.html

UAS Career Education
<http://www.uas.alaska.edu/academics/careered/>



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For more information on any article in this newsletter, contact UA Corporate Programs at sycorporateprograms@alaska.edu

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