



THE Portal

SUMMER 2005 VOLUME 5 ISSUE 2

Never Stop Learning

Dean's Message

Greetings to the Summer issue of the *Portal*. The summer around here is as busy as bees around spring flowers. There is always something going on here during the summer months when more people have more time to invest in their personal and professional development. To that end we are offering a host of new programs and rolling out variations of existing programs.

I am very pleased to announce that CES has received a second year of funding for our wildly popular Osher Lifelong Learning Institute. I've had a chance to teach a course for the Osher program and it was a wonderful experience, lots of give and take to the point that I'm not sure who learned more in the class, me or the students. We have a full slate of summer offerings and with the new Trolley stop here on campus scheduled to open in July, I'm looking forward to meeting more and more of my fellow over-50ish folks interested in new experiences.

We are also rolling out an online version of our Casino Gaming certificate which will make the certificate available to more participants throughout the USA. We are working with a number of Native American tribes and other colleges and universities that would like to use our core curriculum as the basis for gaming programs that they will be organizing. We believe that this will be the first online program of its type and we'll keep you posted as to how it fares.

Summer is the time for graduations and CES will be up to our neck in ceremonies. We have celebrated the



first graduation of employees at BAE Systems in our Information Systems Design program. This will be followed by a joint celebration of all of our students who have completed one of our 35 certificate programs. Speaking of which, we are pleased to introduce two new certificate programs, *Translation and Court Interpreting*, available through Open University, and *Cultural and Community Trauma Studies*. You can read all about these new programs in this edition of the *Portal*. You'll also be able to get more details on two other CES programs that have been designed to meet specific needs of local business and industry. *Biomedical Quality Systems* and *Lean Six Sigma* are very different offerings that demonstrate the depth and range of our programming.

Perhaps you have noticed some CES advertisements that have been prominently placed atop dozens of Yellow Cabs in San Diego. We very much appreciate the support of Yellow Cab in helping us to get our message throughout the community. Take a look at the enclosed calendar and decide what courses you might like to take and come visit us this summer. You'll find that the new Extended Studies Center is getting that "lived in" look. It is a wonderful facility that allows you to feel comfortable as you continue to Never Stop Learning.

With best wishes,

William E. Byxbee, Dean



BAE Systems Honors First Graduates of College Program

When BAE Systems was seeking to upgrade its information systems design program, it turned to the College of Extended Studies for assistance.

With an instructor team from SDSU's College of Business Information Decision Systems, CES was able to step up to the plate for BAE Systems. A group of 20 students from BAE Systems spent 162 hours over 17 months in the new program to earn their certificates, which were presented at an informal graduation event.

"I'm very pleased San Diego State's College of Extended Studies helped us with this and is interested in partnering with us."

- Rick Botta, director of systems engineer, BAE Systems

Located in Rancho Bernardo, BAE Systems is an international company engaged in the development, delivery, and support of advanced defense and aerospace systems in the air, on land, at sea, and in space. The company designs, manufactures, and supports military aircraft, surface ships, submarines, fighting vehicles, radar, avionics, communications, electronics, and guided weapon systems.

See BAE Systems on page 2

BAE Systems

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BAE's program in conjunction with CES included six courses, each 27 hours in length, with the SDSU faculty providing instruction on-site in Rancho Bernardo. Rick Botta, director of systems engineer, was influential in setting up the program from the perspective of BAE.

"I'm really happy with the way this program has turned out," he said. "This program was put together because we needed new skills, not just for now but in the future. I'm very pleased San Diego State's College of Extended Studies helped us with this and is interested in partnering with us."

From SDSU's perspective, those instrumental in setting up the program included John Penrose, chair of the College of Business Information Decision Systems; and Judy Blum, director of program development for CES. Faculty included Murray Jennex, Annette Easton, Bruce Reinig, Bongsik Shin, and Robert Plice.

Course titles for the BAE Systems employees were *Systems Requirements Analysis, Systems Design, Data Modeling and Design, Information Assurance, Networks and Data Communication, and Decision Analysis*.

The class typically met from 3-6 pm on-site. Registration was paid by BAE tuition reimbursement. Participants needed to be approved to attend and were required to be experienced systems (software) engineers, or have an advanced degree and relevant work experience.

"They do have employees with a lot of expertise in one area," said Easton, who taught data modeling and design. "They were not all understanding of the bigger picture. This program helped round them out and give them a better sense of how all of the pieces fit into the bigger picture."

According to BAE employees, the program was of significant value.

"I had done system engineering before,"



A BAE Systems graduate receives her degree from the College of Extended Studies.

said DeLinda Daniels, program manager for BAE. "This was an introduction to the formal processes. I had never trained for system engineering. This program gave a good overview of the entire process and filled in the skill gaps."

A second cohort group from BAE is scheduled to complete the information systems design program June 27. ■

College's Casino Gaming Program Going Online



According to the *Detroit News*, the casino gaming industry has expanded its employee base by 85 percent in the past decade. Much of this is attributed to the booming Native American Indian gaming industry.

Because of the vast growth in Indian gaming both locally and across the nation, the College of Extended Studies will expand its program by offering an **Online Professional Certificate in Casino Gaming** beginning in August.

The online program will mirror the classroom curriculum which began last year, be interactive with video clips and discussion boards, and be taught by top industry experts in Indian gaming.

"We believe that this will be the first online program of its type," said William E. Byxbee, CES dean. "We have always been instrumental in providing quality programs that enhance the skills needed in workforce development. We are working with a number of Native American Tribes and other colleges and universities that would like to use our core curriculum as the basis for gaming programs that they will be organizing."

The online curriculum is designed to provide students with the opportunity to begin or further their careers in the casino and gaming industry. Participants will obtain a strong basic background in Indian gaming

"We believe that this will be the first online program of its type."

- Dean William E. Byxbee, CES

history, regulations, gaming law, supervision, customer service, and leadership.

Industry experts will deliver instruction online, emphasizing the latest developments, practices, and issues facing the gaming profession which can be applied immediately to the job. Content and competencies are geared directly toward the casino organization's needs, and are designed to provide students with the tools necessary to become successful in this field. This unique program will provide:

- A higher success rate in hiring and promoting employees within the organization
- Employees that understand the culture of the industry
- Increased quality of work and better performance
- Better awareness of federal and state regulations

For more information on the **Online Professional Certificate in Casino Gaming** program, please call (619) 594-6255 or visit www.neverstoplearning.net. ■

Vision

To be recognized as the portal of opportunity at SDSU for collaboration with business, education, government and civil society.



SAN DIEGO STATE
UNIVERSITY

College of
Extended Studies
never stop learningsm

Mission

The mission of the College of Extended Studies is to provide self-support education and training to enhance careers and transform lives and organizations.

College of Extended Studies Upcoming Programs and Classes

Below you'll find some of the upcoming courses at the College of Extended Studies.
For a complete schedule, please visit our web site at www.neverstoplearning.net.

Challenges of Leisure,
Begins May 26

Writing in Recreational Settings,
Begins May 31

**CBEST California Basic
Educational Skills Test Prep,**
Begins June 4

Grammar for Journalists,
Begins June 6

Creating Web Pages (online),
Begins June 15

Speed Spanish (online),
Begins June 15

Summer Creative Writing in Ireland,
Begins June 23

Summer Study in Paris,
Begins July 1

**How to Start and Manage a Small
Business,** Begins July 7

The Administration of Criminal Law,
Begins July 11

Saturday Seminars, July 16

**Professional Certificate in Casino
Gaming Online,** Begins August 8

**Introduction to Biomedical Quality
Systems (online),** Begins August 8

**Sexual Harassment Awareness
Training,** August 11

**Part-Time Real Estate Investing
Seminar,** August 13

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Biomedical Master's Program Offered Online by CES

Online courses are the way to go for many busy people nowadays. In reaching out to the medical community, the College of Extended Studies offers an online **Master of Science in Biomedical Quality Systems**.

This degree program provides a comprehensive background in quality systems principles and practices for the development, testing, and manufacture of pharmaceutical, biopharmaceutical, and medical device products with the additional training necessary for compliance with regulatory requirements.

Understanding of industry-specific quality assurance and control requirements must be integrated with knowledge of applicable federal laws and regulations pertaining to the testing of biomedical products. Consequently, a large proportion of program instructors are industry professionals with relevant experience in the biomedical industries.

The degree focuses on principles of quality control and quality assurance that support compliance with the laws and regulations imposed by the Federal government, especially the Food and Drug Administration, related to drug discovery, development, testing, and manufacture of products for commercial distribution. The degree program provides students with detailed knowledge and understanding of current practices and regulations and their practical application to the development and commercialization of drugs, biologics, and medical device products.

Also incorporated into the degree program are business courses that provide students with communication and management skills essential for the successful QA/QC professional in an industry environment.

For more information, visit www.cbbd.sdsu.edu or call (619) 594-6030. ■



Osher Foundation Renews \$100,000 Seniors Grant With CES

First impressions are long-lasting, and CES has certainly made a good first impression with its Osher Lifelong Learning Institute.

As a result, the College has received its second \$100,000 grant from the Bernard Osher Foundation earmarked exclusively to continuing education programs for individuals 50 years of age and better.

With the grant renewal money, CES will continue to devote an entire room in its new Extended Studies Center building to the Osher Lifelong Learning Institute. CES utilizes its grant in specialized courses where credit is not given. No tests or papers are required in these courses.

"The award of a second year of funding from the Osher Foundation will allow us to continue to expand, both the variety of courses and number of members of our Osher Lifelong Learning Institute," said William E. Byxbee, CES dean. "We shall continue to innovate and advertise our offerings to the widest cross-section of retired adults in the San Diego community."

Summer courses and lectures include: *San Diego: A Historical Survey*; *Terror and Terrorists: Psychopathology or Politics?*;

Social, Legal, and Ethical Issues for the Internet; *History of Jazz*; *The War in Iraq – Preemption: Is the United States a Rogue Nation?*; *Contemporary Economic Issues*; and *Living Longer: A Time of Increased Opportunity*.

Mary G.F. Bitterman, president of the Bernard Osher Foundation, wrote a letter commending CES for being able to attract SDSU current and emeritus faculty to the Osher Institute along with the participation of most of SDSU's academic deans, Provost Nancy Marlin and President Stephen L. Weber.

"We applaud the important partnerships you have developed with such organizations as the university's Gerontology Department, the Alumni Association, the Rancho Bernardo Continuing Education Center, and the County Office of Aging and Independent Services (AIS)," Bitterman wrote. "The fact that representatives of these groups are members of your Osher Institute Advisory Board speaks well for future cooperation.

"We are also impressed with your significant marketing efforts, many of which have benefited directly from the

"We applaud the important partnerships you have developed."
- President Mary G.F. Bitterman, Bernard Osher Foundation

partnerships you have established. The fact that the Institute has been referenced in nearly 20 newsletters of retirement communities, churches, and synagogues, is excellent news indeed."

The Osher Foundation began funding lifelong learning institutes several years ago to promote education for people "50 or better" who want to return to school "for the love of learning." The University of Southern Maine, located in Osher's home state, was the first Osher grantee in the late 1990s.

For more information on the Osher Lifelong Learning Institute at CES, please call (619) 594-2863, e-mail osher@mail.sdsu.edu or visit www.neverstoplearning.net/osher. ■

College Hails Yellow Cab Advertising

The College of Extended Studies is back in the yellow...as in Yellow Cab.

For the third consecutive year, CES was chosen among the non-profit agencies to participate in Yellow Cab of San Diego's free top sign advertising program.



The College received the top sign ads this year for the month of April. Forty-six top signs were donated to the College and displayed all over town by Yellow Cab drivers during their routes in April. ■

CES Presents New Certificate Programs

Always seeking to meet the needs of society, the College of Extended Studies is offering two new certificate programs: an **Open University Certificate in Translation and Court Interpreting**, and a **Certificate in Cultural and Community Trauma Studies**.

The Open University certificate program addresses the fact that bilingual individuals (English-Spanish) in the 21st century face a unique challenge as well as unprecedented opportunities for advancement in a fast-growing profession with high demand – translation and court interpreting. San Diego State University-Imperial Valley Campus proudly announces its certificate program in these two competencies.

The **Cultural and Community Trauma Studies** certificate considers the ways in which exposure to traumatic experiences affects communities, families, and individuals in various ways depending on the interface of gender, ethnicity, class, sexual orientation, age, religious affiliation, and the like. ■



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Fleet and Industrial Supply Center (FISC)

Hamilton Sundstrand

Helix Water District

Invitrogen

Jack in the Box

KPBS

Kyocera

L-3 Communications

Life Cycle Services

Marine Corps Base Camp Pendleton,
AC/S, Logistics

Marine Corps Base Camp Pendleton,
Civilian Leadership Development

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ProfitLine

San Diego County Office of Education

Sanford North America

Sanyo Energy Corporation

Schlage Lock, Inc.

SDSU Associated Students

Sharp HealthCare

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Southwest Division, Naval Facilities
Engineering Command (NAVFAC)

Southwest Marine

Southwest Region Maintenance Center
(SWRMC)

Sycuan Casino

TRI-AD

Tyco Healthcare

Veterans Medical Research Foundation

Wardell Builders, Inc.

Lean Six Sigma Can Help Save Companies Millions of Dollars



Reprinted from *Twin Plant Magazine*

Sanford, a division of Newell Rubbermaid, expects to save more than \$1 million within three years through the implementation of Lean Six Sigma.

Gaston Garcia, engineering manager for Sanford, said his company will reduce costs \$360,000 annually through methods he learned in the Lean Six Sigma Black Belt Certification program at San Diego State University's College of Extended Studies.

"Lean and Six Sigma are great tools," Garcia said. "They are very practical and easy to understand."

From a small company producing and marketing inks and glue, Sanford has grown to be the leading manufacturer of writing instruments. Today, it offers a wide variety of familiar brands, which are relied upon by kids to professionals, young and old alike, including Sharpie and Paper-Mate.

Just how does Lean Six Sigma maximize shareholder value? By achieving the fastest rate of improvement in customer satisfaction, quality, process speed, and invested capital in both manufacturing and transactional processes. Lean Six Sigma combines the speed and agility of Lean with the statistical predictability of Six Sigma to create solutions for better business practices and dramatic bottom line results.

According to Garcia, his company will save \$200,000 of work-in-process inventory and \$160,000 in reduced labor each year through the methods he learned under instructor Sally Ulman at SDSU's College of Extended Studies.

Garcia said his company streamlined the former process of products going from assembly to the warehouse to packaging by combining them into an in-line packaging process. "We reduced the work in process," he said. "We send the product directly to packaging; not to the warehouse."

This method thus reduces the labor cost by \$160,000 annually at the company's plant in Mexicali, the capital of Baja California.

Just what are the Lean and Six Sigma methods taught at SDSU's College of Extended Studies?

The Lean approach to continuous improvement reduces the time from your customer request to the delivery of your product or service by eliminating non-value added steps in any work process.

Six Sigma uses statistical analysis to identify areas of potential weakness in your processes.

"Six Sigma" got its name from the fact that a sigma of 6 translates into only 3.4 defects per million opportunities. A "sigma rating" identifies the number of defects-per-million in any transactional, service, or manufacturing procedure. Most transactional businesses operate at 2 or 3 sigma, creating serious negative consequences for the business. For example, an organization operating at:

- 2.5 Sigma would generate 158,655 miscalculated pay stubs for every million processed
- 4 Sigma would drop 6,210 calls for every million calls to a call center
- 6 Sigma would allow only 3.4 errors for every million insurance claims processed

Although both Lean and Six Sigma can be taught in independent programs, Lean Six Sigma combines the best practices of each approach, combining the practical tools of Lean with the science of Six Sigma. Lean Six Sigma's goal is to eliminate defects and costs associated with poor quality. Lean makes sure companies are working on the right activities, and Six Sigma makes sure they are doing the right things right the very first time.

"I think this is a very important program," Garcia said. "It gives me the opportunity to improve the quality and productivity in my company."

"Lean and Six Sigma are great tools. They are very practical and easy to understand."
- Gaston Garcia

Ulman, the lead instructor, worked for Chevron as a quality facilitator, corrosion engineer, and industrial water treatment technologist for over 16 years. Since then, she has taught and consulted on the subjects of Lean and Six Sigma for many organizations, including Chevron, Caltex Pacific Indonesia, GlaxoSmithKline, Texaco, Baker Petrolite, National Association of Corrosion Engineers, and Mazda USA. She attained Six Sigma Black Belt certification from the University of Texas and Master Black Belt certification from Air Academy Associates.

"I do this training day in and day out and have trained hundreds in the industry," she said. "The program we offer through the SDSU College of Extended Studies is one of the best out there. The software we teach with is so easy to use, we can spend more time in class showing you how to use the tools themselves."

For more information or to register for this program, call (619) 594-5152 or visit www.neverstoplearning.net. ■

