

# APSA NEWSLETTER

A publication of the SDSU Applied Psychology Student Association

Spring 2007

## Interview with Lorah Bodie, Community Liaison



By Meredith Czerwinski &  
Will Huynh

Lorah Bodie is the Community Liaison for Department of Psychology at San Diego State University. As part of her many responsibilities, she coordinates internship opportunities for students in the Applied Psychology M.S. program. Her academic and professional experiences make her an excellent resource for this job. Lorah has earned bachelor degrees in Psychology and Information Sci-

ences, as well as a Master's degree in Counseling in Education. Currently, she is working towards her doctorate in Education. Lorah has worked in several industries, including health care, computers (hardware & software development), and the federal government. She has developed many relationships in the San Diego business community which often carry over into excellent internship opportunities for the students she advises.

Students of the M.S. Applied program are required to complete 300 internship hours. Although hours are typically completed between the first and second years, students sometimes have the opportunity to continue their internship into their second year, and sometimes students are offered permanent jobs with their internship organization.

Students in the Applied program develop many skills within their first year of graduate school that give them a competitive edge in the job market. The M.S. curriculum includes an impressive full year of advanced statistics, as well as other coursework devoted to the application of consulting and human resources practices. Students gain experience in developing their analytical skills by developing testing measures and conducting research.

All Applied students meet with Lorah during their first year to develop their resume. She then forwards it to organizations that are a good fit with the interests and skills of each student. Some students also explore new internship opportunities. Although this occurs less frequently, students do get the chance to form relationships with contacts by attending regular professional and student association meetings such as the San Diego Society of Industrial and Organizational Professionals (SDIOP) and the Applied Psychology Student Association (APSA) at SDSU.

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## The Program Evaluation Track

By Addie Brewer

**WHAT is it?** Program evaluation involves carefully collecting information about a program or some aspect of a program in order to make necessary changes to the program. The type of evaluation you undertake to improve your program depends on what you want to learn about the program.

**WHERE can it be applied?** Program evaluation can be applied nearly anywhere a "program" exists. Regardless of whether the program is operated by a for-profit or non-profit agency, the same crucial question typically arises: Is the program accomplishing what it was designed to do? Therefore, program evaluation is practiced in a *wide* variety of domains including government, business, public health, education, etc.

**WHO are they?** The M.S. program in Applied Psychology at SDSU recognizes that the field of program evaluation appeals to students with a broad range of interests and encourages students to tailor their academic experiences accordingly. Past and present students have supplemented their core curriculum with electives from other departments including consumer behavior, marketing, psychological research, post-secondary education (curriculum planning and design issues), behavior analysis, health behavior, and multivariate statistics.

These electives allow students to apply their program evaluation skills to a specific industry. Students further enhance their domain-specific knowledge by completing an internship, usually between their first and second years in the program. Recent internships include Neighborhood House Association of Central San Diego, Research Solutions Group, Project Dulce (a peer-education intervention for Latino diabetics), and San Diego Teen Court.

**WHY program evaluation?** Past and present students in the program evaluation track are grateful for the thorough training offered in statistics, research design, psychological measurement, and evaluation theory and practice. They feel that these components, which lie at the very core of evaluation, prepare them well for a career in an applied field. They offer the following advice for students interested in program evaluation:

*"Even if you are unsure of where you want to practice evaluation, the research experience and academic training you receive in program evaluation is incredibly broad, leaving your career opportunities wide open."*

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## Speakers Corner

Ben Schneider  
Senior Research Fellow, Valtera Corporation  
*By Alice Wastag*

Ben Schneider, a well-known member of the I/O community, recently took time to present some of his work to the M.S. students and professors. In his presentation, Dr. Schneider explained his current work at Valtera on service climate and employee engagement correlates of customer satisfaction and financial performance. Historically I/O psychologists have not considered service work, yet the service sector makes up 75-80% of the U.S. economy, making service climate an important and relevant topic. Dr. Schneider also discussed employee engagement, a construct that goes beyond traditional job satisfaction to examine employees' level of psychological engagement with their jobs. His research has shown that the overall level of employee engagement in an organization is correlated with measures of customer satisfaction as well as financial performance indicators such as return on assets, profitability, and shareholder value.

Bruce Griffiths  
Organizational Systems International  
*By Will Huynh*

Bruce Griffiths, Senior Organizational Consultant and founder of Organization Systems International (OSI) Consulting, graduated from the SDSU M.S. I/O program in 1977 and returned this semester to talk about his experiences. Mr. Griffiths began his career at The Wickes Companies as a staff Industrial Psychologist, but left in 1980 to form OSI. Mr. Griffiths discussed how he applied the knowledge he learned at SDSU to his work in organizations and in developing a Universal Competency model for OSI. He also discussed the advantages and disadvantages of using 360-degree feedback and how limited the use of 360 feedback systems are in organizations. Lastly, Mr. Griffiths gave students advice for entering the workforce: spend some time working internally, get a passport, have confidence in your knowledge of the research, adopt an OD Consulting Model, network, and gather as much experience as possible.

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**Congratulations to Mark Ehrhart  
on receiving tenure and being  
promoted to Associate Professor!**

## Announcements

- **Chad Carlile** and **Shira Brill** recently had a baby. His name is Asher Brill Carlile and he was born on January 27, 2007.
- **Darlene Cole** (M.S., 1992) and **Keren Brooks** (M.S., 2001) created CoBro Consulting, a program evaluation services company in 2005, and recently left their day jobs at local community colleges to pursue growth of the company on a full-time basis. Darlene Cole is the CEO and Director of Research, and Keren Brooks is the Chief Research Analyst. Visit [www.CoBroConsulting.com](http://www.CoBroConsulting.com) for more information about CoBro Consulting services and staff background.
- **Corinne Kulesh** (M.S., 2000) worked for a couple of years in HR at the HQ for Jack in the Box, Inc., and now is a stay-at-home mom with two children: a daughter (5 years) and a son (3 years). She is currently President of the local chapter of the MOMS Club in Rhode Island, and is trying to get some consultant work as an evaluator. She sends a warm "hello" to everyone!
- **Guido Makransky** is getting married on July 7th. He is also beginning a Ph.D. in June at the University of Twente in Holland in Psychometrics/Industrial Psychology with an emphasis in Computer Adaptive Testing.
- **Mike Smith** got married to Melissa on March 24th. He is currently working for Boeing Integrated Defense Systems HR Strategy and Integration in Seal Beach.
- **Serena Stamm** recently took a job with Compass Career Management Solutions in Charlotte, NC, as the new Director of Executive Search. She is also getting married on July 1st.
- **Chiesha Stevens** just received a promotion at Pacific Science and Engineering. Her new job title is "Junior Director of Organizational Research."
- **Jordan Willoughby** is taking an observational trip to Panama and Costa Rica this summer to explore his research group's cross-cultural angle.

Note: Names in **bold** indicate faculty, students, or alumni affiliated with the Applied Psychology program.

## Jobs & Internships: Applied Experiences

By Nora Grace Awkerman & Alice Wastag

Current student and alumni were recently surveyed about their job and internship experiences. Information about how jobs were found, in what organizations, job titles, job responsibilities and other interesting advice for current and future students was gathered. Here's what some students and alumni had to say:

**How and where to find jobs and internships:** Students find job and internship in a variety of ways. Many students start their job search with the community liaison, Lorah Bodie (see *Interview with Lorah Bodie*, page 1). Other students have been successful with referrals, word-of-mouth, and online searches. Referrals can come from fellow students, past students, and professors; oftentimes word of mouth is the best way to get inside information about job openings. Also respondents recommended online searches, such as Google and Monster.com, as a good way to start a job search. Recently, Applied Program students have found jobs and internships at The Bader Group, Jones and Associates Consulting, NuVasive, Pacific Science and Engineering, Performance Institute, Sempra Energy, and Senior Aerospace.

**Job titles and responsibilities:** Respondents reported an array of job titles including Research Intern, Research Associate, Project Associate and People Research Analyst. Responsibilities for the more traditional "I-side" jobs included creating behavioral interview questions as part of a new selection system, distributing and collecting annual performance appraisals, developing job descriptions, creating a job analysis proposal, implementing a paperless HR system, and other miscellaneous administrative duties. Responsibilities for "O-side" jobs included working on leadership development projects, developing team-building exercises, administering 360-degree feedback systems, producing marketing materials, and conducting research for professional presentations. Other respondents worked on project teams for various human factors projects, produced updated reports on best practices in the field, and validated selection tests.

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## Presentations

- **Conte, J. M., Awkerman, N., Strauss, S., & Duarte, P.** (2007, April). Linking time urgency and other TABP subcomponents with ambulatory blood pressure measures and health outcomes. In D. Dickter (Chair), *Time in organizations: Theory, research, and practical issues*. Symposium conducted at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York City, NY.
- Corley, J., **Kath, L., & Czerwinski, M.** (2007, April). *Computer-based sexual harassment awareness training coding project*. Poster presented at the San Diego State University Undergraduate Research Symposium, San Diego, CA.
- Gallus, J. A., **Kath, L.M., & Magley, V.J.** (2007, April). (Co-chairs), *Crisis of etiquette: Adding complexity to the study of incivility*. Symposium conducted at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York City, NY.
- Hitchcock, E., Ayala, R., Wilson, L. & **Kath, L.** (2007, April). *Evaluating the effectiveness of workplace safety training*. Poster presented at the San Diego State University Undergraduate Research Symposium, San Diego, CA.
- Mueller, K., **Hatrup, K., & Hausmann, N.** (2007, April). *Positivity and job satisfaction*. Poster presented at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York City, NY.
- Palmer, L., **Peyton, T., & Ehrhart, M. G.** (2007, April). *Personality factors and work outcomes: The mediating role of emotional labor strategies*. Poster presented at the San Diego State University Undergraduate Research Symposium, San Diego, CA.
- Pontino, N., **Boulanger, C., & Ehrhart, M. G.** (2007, April). *Antecedents and outcomes of customer interaction*. Poster presented at the San Diego State University Undergraduate Research Symposium, San Diego, CA.
- Schell, K. L. & **Conte, J. M.** (2007, April). *Associations among polychronicity, goal orientation, and error orientation*. Paper presented at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York City, NY.
- Schell, K. L., Maggard, J. A., & **Conte, J.** (2007, April). *Does goal orientation imply a perspective on time?* Paper presented at the 22nd Annual Conference of the Society for Industrial and Organizational Psychology, New York City, NY.

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## SIOP 2007

The 2007 Annual SIOP Conference was held April 27-29, 2007 in New York, NY at the Marriott Marquis. Here's what a few of our students had to say about their experiences:

"I'm really glad I attended SIOP this year. It was a fantastic experience. There were so many interesting symposia that it was often difficult to choose among them. The poster sessions offered great opportunities to interact with researchers and ask questions. People were there from all over the globe. The best part: I didn't have to define 'I/O Psychology' for anyone!" –Taylor Peyton

"The SIOP Conference this year in New York City was my first—and what a whirlwind! Beginning with the Presidential Address, it was a non-stop couple of days! I was able to attend a number of presentations, browsed the poster sessions and commercial booths, and participated in the Job Placement Center. And, I found time to enjoy the city: lots of interesting walks, great food, and fun times. I'm already looking forward to the conference in San Francisco next year!" –Nora Grace Awkerman

"Even if the only experience I had at SIOP was the opportunity to speak with and get advice from the vast amount of I/O Psychologists present (which was overwhelming by the way!), the trip would have been worth it. Getting candid advice from people who have had a variety of different career paths was invaluable. Being tasked with choosing from so many different seminars at once was difficult because of my countless interests, but in the long run I hope to have squeezed in as much as humanly possible! Definitely glad I went!" –Corinne Boulanger

It's never too early to start making plans to attend **SIOP 2008!**  
New 3-day format!

**When:** April 10-12, 2008  
**Where:** San Francisco, CA

For more information:  
<http://www.siop.org/conferences>

**Congratulations to Keith Hattrup!**  
**As of August 2007, Keith will be the Associate Chair of the Department of Psychology at SDSU.**

### *Lorah Bodie Interview continued...*

Internship opportunities are available in many industries including local and federal governments, retail, hospitality, and an array of consulting companies. Organizations that students have interned for in the past include Qualcomm, SAIC, NASSCO, and Solar Turbines. Positions typically held are in Human Resources, Selection and Recruitment, or Organizational Development.

Lorah offers several recommendations to the M.S. Applied students regarding internship experiences:

- Before applying, think carefully about what type of internship you want: Are you more people-oriented, or do you prefer working independently on projects?
- Check business journals and investigate company websites. Consider what kind of organization you want to work with. Business journals also may provide an insight into the organization, offering information that is not listed on the company website.
- Maintain contact with those in your network. Networking can provide new opportunities that are not open to the general market.
- Enter your internship organization with realistic expectations. Interns are not given a high degree of responsibility right away. They are usually assigned to assist in projects and gradually build their duties from there.
- Get involved by volunteering for projects, ask questions, and build a good rapport with the organization.

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## Publications

- **Hattrup, K.**, Ghorpade, J., & Lackritz, J. R. (in press). Work group collectivism and the centrality of work: A multinational investigation. *Cross Cultural Research*.
- Mellor, S., Bulger, C.A., & **Kath, L.M.** (in press) One-to-one contact between stewards and union leaders: The influence of efficacy inductions. *Journal of Psychology: Interdisciplinary and Applied*.
- Waller, M. J., Gibson, C., Carpenter, M., & **Conte, J. M.** (in press). The impact of differences in time perspective on team knowledge management in MNCs. *Journal of Organizational Behavior*.

## Speakers Corner continued...

Dr. Tina Chen  
Sempra Energy & President of SDIOP  
By Alice Wastag

Dr. Tina Chen is currently the President of San Diego Industrial/Organizational Professionals (SDIOP) and has worked for Sempra Energy in San Diego since 2004. Dr. Chen spoke to first and second year M.S. students and provided the group with a unique perspective of applied psychology. Consulting, Dr. Chen explained, is very time consuming and good for people who are young and unattached. She warned that oftentimes those who do consulting only do so for a few years before moving on to something else. According to Dr. Chen, in-house work is beneficial because you get to work with the same clients and see the impact of your work after it is implemented. When Dr. Chen began the effort to develop SDIOP she expected a small response. It was a pleasant surprise when over one hundred people attended the first meeting. Dr. Chen emphasized the benefits of attending the SDIOP meetings and networking with colleagues. Dr. Chen explained that the difference between a Master's degree and a Doctorate in applied psychology is most apparent when looking for a first job. Some organizations prefer to hire applicants with doctorates due to their advanced statistical knowledge. After a couple of years of experience, however, the difference tends to disappear.

## Jobs & Internships continued...

### Advice for job seekers:

- Be patient. When looking for a job, know what you want to do and choose accordingly – don't settle. It is common that I-side and O-side work are done in separate positions and departments. It will be very important to have experience on whichever side interests you in order to be successful long term.
- It's very important to be working with a supervisor that you respect and who you feel appreciates the knowledge and perspective that you offer.
- Make sure when you join an organization that both you and your employer clearly understand your job responsibilities so that there is no confusion about your role.
- If you aren't happy with one internship, or didn't get what you wanted out of the experience (and you have the time), look for another internship experience. The more experience, the better, because it will help you to decide upon a career path based on things that interest you once you graduate.

## Additional Information

The student editors of this issue were Nora Grace Awkerman and Alice Wastag.

If you would like additional information on the Applied Psychology Student Association (APSA) or anything discussed in this newsletter, please e-mail Dr. Mark Ehrhart at [mehrhart@sunstroke.sdsu.edu](mailto:mehrhart@sunstroke.sdsu.edu).