

news

2017 Circle of Excellence Award Winners *Admissions Winners Edition*

Please join me in congratulating the EA Class of 2017 Circle Of Excellence winners!

My 'A-ha!' moment today was reading these diverse and inspiring bios from people who truly enjoy what they do and are very good at it.

We all are changing people's lives every day!

- Duncan Anderson

Kelly Wallenberg Denver College of Nursing
Ingrid Leon La Rosa Cutler Bay
Deshawnda Partlow Dothan
Trinell Taylor Foley
Zerick Bradley Mobile
Adriana Raga Mobile
Emma Burchett Cookeville
Bridgett Alexander Nashville
Carolyn James Pensacola
Charlotte Ruiz Pensacola
Amelia Pren Houston North
Teresa Zabala Houston North
Debra Huckstep Salt Lake City
Tamika Clinton Baltimore Trades
Louis Monk Baltimore Trades
LaFawn Weaver Baltimore Trades
Janai Baines Essington
Susan Kinsman Essington
Tiffany Williams Essington
Kiwana Jackson Landover
LaKisha Moore Landover
Daniella Williams Landover
Terrance Carper Lester
Kathleen Devey Pittsburgh
Laponda McArthur Towson

Monique Reddick Queens
Shari Pratt Lawrenceville
Sandra Wilson Lawrenceville
Joe Maldonato Scranton
Kacy Fraser Wayne
Magaly Vasquez Wayne
Carmencita Zazzera Wayne
Franchon Franklin Birmingham
Amber Sloan Montgomery
Denise Moore Columbia
Kimberly Deaton Norfolk
Asia Shabazz Orange Park
Lynnette Blow Orange Park
Gil Powell Richmond
Chuck Barnett Smyrna
LaTicia Gibbes Smyrna
Jerome Kelley Columbus
Tracy Main Columbus
Stacy Gauding Ravenna
Jessica Weeks Indianapolis
Chris Brown Columbus
LaBarron Evans Mobile
Alessandra Leon Cutler Bay
Lisa Strout Cookeville
Pamela Boswell Norfolk



Kelly Wallenberg

Kelly Wallenberg is assistant director of admissions at Denver School of Nursing. She started working for EA 13 years ago. Kelly worked at two other schools before joining Denver School of Nursing about a year after it opened. Her background helped her realize how much she enjoyed working with students in the admissions process. She graduated the University of Colorado at Colorado Springs with a master's degree in student affairs in higher education, and she earned a bachelor's in media and journalism at the University of South Dakota. Kelly draws motivation at work from her colleagues and prospective students who have worked hard and are excited to attend nursing school. She had an A-HA! moment when she interviewed a prospect who wanted to enroll in Denver School of Nursing because a DSN graduate had provided excellent nursing care to the prospect's grandmother during a hospital stay. The key ingredient in her "secret sauce" is trying to remember all of her students by name. Kelly is married and enjoy traveling, reading and cooking.



Ingrid Leon La Rosa

Ingrid Leon La Rosa serves as senior admissions representative at Fortis Institute in Cutler Bay, Florida, and she has witnessed some remarkable turnarounds in the lives of students. "I have had students that came to me as homeless, and now they work in a professional environment," she says. Ingrid became an EA employee 12 years ago, and the opportunity to help prospective students take their first step toward graduation still motivates her to come to work every day in admissions. She says her A-HA! experiences include the realization that "a lot of students don't have any support, and we are the people who believe that they can change their lives." Ingrid says her everyday approach to work is believing that "today, I will change someone's life," and believing in that mission is the secret to her own success. Ingrid has two kids.



Deshawnda Partlow

Deshawnda Partlow serves as assistant director of admissions at Fortis College in Dothan, Alabama. She started working for EA five years ago and brought a seller's mentality to her work. Deshawnda worked in sales and customer service for about 13 years. She has a science master's degree in justice and security, with a emphasis on law and policy, and a bachelor's degree in communications. Students are her motivators every day on the job. Watching students get diplomas at graduation ceremonies is one of her biggest rewards. Deshawnda says the structure of Fortis as a career-focused college is a good fit for like-minded students: "When students choose us, they choose to go to school to go to work." She describes success as "an ongoing journey of self-development" that takes different people on different paths. "Success is different for every person." Deshwanda shares her home with her cat, Jag, and coaches a hip-hop majorette dance team. On weekends, she works as a radio disc jockey and participates in church-based and civic organizations.



Trinell Taylor

Trinell Taylor is an admissions representative at Fortis College in Foley, Alabama, who previously had a 10-year career in banking. Trinell, whose educational background includes some college, also worked for five years at the Louisiana State University School of Dentistry before he joined EA four years ago.

His most rewarding experiences at Fortis happen when he sees students realize their goals are within reach and that "no matter their past, it's never too late to start again and succeed." Trinell says he is motivated to come to work every day be the chance to help others make positive changes in their lives. He credits his personal success to understanding what moves a student: "Not everyone has self-motivation, and some require you to believe in them when they don't believe in themselves." Trinell has three kids: an 18-year-old son, a 15-year-old daughter and an eight-year-old son, and his extended family includes a Shih-Tzu named Taz.



Zerick Bradley

Zerick Bradley works in admissions at Fortis College in Mobile, Alabama, and he approach to work with forward-looking fortitude.

“You can’t let yesterday’s rain overshadow today’s sunshine,” says Zerick. He graduated Florida A&M University with a bachelor’s degree in business administration and worked in sales and customer service before he joined EA four years ago. Zerick says his prior work experience “taught me the value of service with a smile and service excellence.” He says he works with many prospective students who have obstacles to overcome: “Many times when students come to me, they are standing at the crossroads of life, and what we say or do can ultimately affect which choice they make in life.” He promotes Fortis as a family-like school that excels not only in education but also in career services. Zerick is the father of twin daughters and a lover of all forms of music.



Emma Burchett

Emma Burchett is an associate admissions representative at Fortis Institute in Cookeville, Tennessee, whose career path veered after she graduated college. “I have a bachelor’s in zoology, so I went in a bit of a different career direction,” Emma says. Her motivation to come to work every day stems from the opportunity to help students. “To me, there is nothing better than helping someone reach their full potential,” she says. “Graduation is the best time for me. Many of the students are the first person in their family to go to college.” She promotes Fortis as a school where “the family atmosphere and the small class sizes make for a great learning experience.” Emma says non-stop support of students is the “secret sauce” of her personal success: “They realize I am not just there to enroll them in school. I am there to help them through their time at the college.” Her everyday work habits center on following her training and sustaining a full commitment to her job. Emma is married and enjoys fishing, painting and riding her motorcycle.



Adriana Raga

Adriana Raga serves as senior admissions representative at Fortis College in Mobile, Alabama, and is pursuing a bachelor’s degree in psychology. Adriana has worked for EA for 11 years. Her previous experience includes working in admissions at Blue Cliff College. Adriana say she draws daily motivation from the chance to help students change their lives. She says her A-HA! moments include watching a woman exit an abusive relationship as she graduated and got a job in the medical field. Her best prospects seek small classes and close attention from faculty. Respect for prospective students is the “secret sauce” of her personal success, says Adriana, whose approach to work is one day at a time. her household includes two dogs named Koko and Karmella.



Bridgett Alexander

Bridget Alexander is a nursing admissions representative at Fortis Institute in Nashville, Tennessee. Bridget had moment of insight into the school’s mission when she visited a doctor’s office, recognized one of the employees because she was a Fortis graduate, and remembered that the doctor’s employee once had been a fast-food worker. Bridget, who has an associate degree in business administration, recommends Fortis to prospective students, she says, because “they will be able to get those skills and certifications that will make them more employable.” If there is a secret to her own success, Bridget says it is her openness and honesty and her focus on the best interests of students. Her approach to work, she says, is “looking at every opportunity to work with a student as a chance to change a life.” Bridget has three children ranging in age from two to 23, and her hobbies include watching movies and spending time with her family.



Carolyn James

Carolyn James is an admissions representative at Fortis Institute in Pensacola, Florida, and a former teacher whose daughter graduated the nursing program at Fortis. Before she started working at Fortis five years ago, Carolyn worked as a high school teacher and a youth pastor. She says her teaching experience helped her to understand the need for diverse educational options, and her work as a youth pastor is comparable to working as an admissions representative because both put her in position to “motivate others to make decisions that change their life forever.” Carolyn has an associate degree in education, and she is pursuing a bachelor’s degree in psychology. Carolyn promotes Fortis as an educational alternative for students like her daughter: “Fortis offers her a smaller classroom setting and a more hands-on approach with instructors that know her by name ... She has been encouraged and proved her ability to be a nurse.” Carolyn is married with five kids, ages 11 to 30, and two grandchildren. She shares her home with her dog, Max.



Charlotte Anderson Ruiz

Charlotte Anderson Ruiz is an admissions representative at Fortis Institute in Pensacola, Florida, and she understands firsthand that enrolling in college can be a daunting experience. Her everyday approach to work centers on appreciating the emotions of prospective students. “One of the biggest things that keep people from moving forward is fear, and my goal is to alleviate that fear,” says Charlotte. She was a stay-at-home mother for 12 years, then worked 10 years as a sales representative for a book company. Charlotte has an associate degree from Pensacola State College and she is now pursuing a bachelor’s degree in psychology. She draws daily motivation from the opportunity to help men and women find careers they love. “Many of these students have not been successful in other learning environments,” Charlotte says. She is married with three adult children and her she spends her spare time pursuing that bachelor’s degree and staying fit.



Amelia Pren

Amelia Pren serves as senior admissions representative at Fortis Institute’s north campus in Houston, Texas. She started working for EA seven years ago. Amelia previously worked as an academic adviser. She has a bachelor’s degree in business administration with a minor in management. Amelia draws motivation to come to work each day from the opportunity to help a prospective student take the first step toward graduation. Her A-HA! experiences include the gratitude that students express to Amelia for helping them. The secret to her success? Set daily goals in terms of calls, appointments, enrollments, interviews and follow-ups, says Amelia, whose approach to work is an exercise in commitment. Amelia has a son, Moises, a seventh-grader, and a cat, Bisha. Amelia enjoys going to the gym, walking on weekends with her son, working in her garden, watching family movies and attending church on Sundays.



Teresa Zabala

Teresa Zabala is a senior admissions representative at the north campus of Fortis Institute in Houston, Texas. Teresa worked for another career-college company before she started working at EA 10 years ago. She has a bachelor’s degree in business administration and a certificate in hotel tourism management.

Teresa says she is motivated to go to work every day by the chance to “be part of transforming someone’s future and guiding them to secure higher education in a career that best fits their goals.” Teresa’s approach to prospective students is intended to “motivate them away from their uncertainty,” she says. “I focus on their personal academic goals and show them how our educational model is uniquely designed to help them succeed.” Asked to identify the “secret sauce” of her professional progress, her response is straightforward: “strict and consistent adherence to the admissions process.”



Debra Huckstep

Debbie Huckstep is an admissions representative at Fortis College in Salt Lake City, Utah, who previously worked in political campaign management. Debbie says her prior experience prepared her for current position in Salt Lake City because it involved “working throughout Utah, setting up and managing volunteer teams. I have gained a respect and appreciation for all walks of life.” Debbie is motivated to come to work every day by the opportunity to help students “avoid some of the pitfalls in life that I personally wish I had avoided.” Her A-HA! experiences include enrolling an older veteran of the Army who was homeless and watching him graduate the HVAC program, land a job in his field of study, and get an apartment. The experience reminded her of a quote from Calvin Coolidge: “Nothing in this world can take the place of persistence.” Debbie is married with three children and seven grandchildren.



Louis Monk III

Louis S. Monk III serves as an admissions representative at the All-State Career campus in Baltimore, Maryland. Louis majored in finance at Tuskegee University and worked in finance and sales before joining EA eight years ago. The opportunity to support his family by helping others is his motivation for coming to work every day. His A-HA! experiences at Fortis happen “when I see students excited about the possibilities the future holds for them when they finish the program.” Louis promotes All-State Career as gateway to a better life “I tell my students that if they focus for the short time they are here, it will pay dividends in the near future.” Louis says that, in his everyday approach to work, “I try very hard to have an upbeat, positive attitude and always remember that I am changing lives and outcomes.” Louis, a member of Phi Beta Sigma Fraternity, is married with three kids – Louis IV (22), Ana (21) and Aris (15) – and a six-month-old grandson, Louis V.



Tamika Clinton

Tamika Clinton is assistant director of admissions at the All-State Career campus in Baltimore, Maryland. Before she joined EA seven years ago, Tamika worked for Sylvan Learning Center. She draws motivation to come to work every day from the opportunity to help others, and her A-HA! experiences happen when “students contact me years after they have graduated and thank me for being a motivator for them to change their lives.” She promotes the job-placement track record at All-State Career. She advises others in admissions work to “always give each student 100 percent” and to treat every new day as a fresh opportunity to advance.



LaFawn Weaver

LaFawn Weaver Jr., an admissions representative at the All-State Career campus in Baltimore, Maryland, has worked in sales and education for most of the last 12 years. Before joining EA 18 months ago, LaFawn’s prior experience included working as an admissions officer at Strayer University. He graduated Bowie State University with a bachelor’s degree in psychology, and he has taken several undergraduate classes in the bachelor’s program in business administration at Strayer University. LaFawn says he is motivated to come work every day by the opportunity to make a positive difference in the lives of students. “I enjoy helping students move themselves forward,” he says. He approaches his work with a commitment to understand the different needs of students and staff. “I try my best to relate to all of my audiences,” he says. LaFawn is an avid fan of sports and video games and enjoys games of chance as well.



Janai Baines

Janai Baines serves as senior admissions representative at the All-State Career campus in Pittsburgh, Pennsylvania. Before she started working for EA 11 years ago, Janai worked as a retail manager. She says her retail experience prepared her for All-State Career because it taught her “good communication skills with all types of people.” Janai draws motivation daily from students and co-workers, and she promotes All-State Career as a school with excellent career services and compassionate faculty who teach compact classes. A positive mindset is essential to her everyday approach to work. The “secret sauce” of her success is loving her work and always aiming to work smarter. Janai has three nieces and says she treats housekeeping as a hobby: “I love cleaning.”



Susan Kinsman

Susan Kinsman serves as senior admissions representative at the All-State Career campus in Essington, Pennsylvania. She started working for EA 14 years ago after working as a medical office manager and honing the people skills that she now applies to admissions. Susan draws motivation to come to work each day from students and co-workers, and the success of the All-State approach hits home when she sees students graduate. Asked to identify the “secret sauce” of her success, Susan simply says, “I just enjoy changing people’s lives,” and she cites teamwork as the core of her everyday approach to work. Susan has three kids, a grandson (Harper) and a cat (Mazy).



Tiffany Williams

Tiffany Williams is an admissions representative at the All-State Career campus in Essington, Pennsylvania, who previously worked as an elementary school teacher. Tiffany says she joined EA nine years ago equipped with “techniques to motivate and encourage individual success,” citing lessons from her teaching experience – lessons she has shared with her daughter, Takerah Jordan, who also works for EA in admissions. Tiffany has a bachelor’s degree in elementary education and a master’s in special education. In her everyday approach to work, Tiffany says she is “striving to change one student’s life at a time,” and the secret to her success is serving as a positive and professional team player. Asked what motivates her to come to work every day, Tiffany says it’s the admissions team she works with. She is married with two children.



Kiwana Jackson

Kiwana Jackson is a senior admissions representative at Fortis College in Landover, Maryland. Kiwana has worked for EA since 2008. She previously worked two years for Enterprise Rental Car as an assistant branch manager and five years as an assistant property manager in the Raleigh-Chapel Hill area of North Carolina. The opportunity to help people motivates her to go to work every day. Kiwana, who uses meditation in her everyday approach to her work, wrote this phrase summarizing the source of her personal success: “(P)ersevere (U)ntil (S)uccess (H)appens.” She says Fortis excels in “hands on learning,” compared to non-profit institutions, and enables students to demonstrate “their new skills to future employers.” Kiwana is married and has a son, daughter and grandson. She also describes herself as a published author, author developer, stage play producer, meditation consultant and self-love strategist.



LaKisha Moore

Lakisha Moore serves as senior admissions representative at Fortis College in Landover, Maryland. She started working for EA eight years ago and previously worked as a senior admissions advisor. Lakisha says her prior work experience “taught me to adapt, to be attentive; and how to identify one’s needs, so that I can professionally assist.” Life-changing opportunity is what motivates her to come to work every day. Lakisha says her A-HA! experiences happen “when I unexpectedly get visits from former and current students to personally thank me.” In discussions with prospective students, “I am straightforward,” she says. In promoting Fortis to prospective students, Lakisha says she also tells them that “no matter what school they choose, if their mindset is to succeed, they will.” Part of the “secret sauce” of her success is being both knowledgeable and teachable, she says, and her daily approach to work emphasizes others: “My mindset is always to be the best I can and understand it’s not about me.” Lakisha has four children and a granddaughter. She enjoys spending time with her family, assisting the elderly, and inspiring youth and young adults.



Terrance Carper

Terrance Carper, an admissions representative at the All-State Career campus in Lester, Pennsylvania, brings diverse work experience to his talks with prospective students. Before joining EA two years ago, Terrance worked as a supervisor directing a 38-man crew at PECO Energy and as a hair salon owner, and he earned an associate degree in computer maintenance and repair. One of his biggest on-the-job revelations is the unique circumstances of each prospective student. “Everybody has a story,” says Terrance, who tries to “find out why they need to change, and only then can you help them.” Terrance promotes All-State Career as a school with practical degree programs: “The training here is second to none. They make sure when you get out in the real world that you are prepared.” He credits his personal success to carefully listening to prospects, and his everyday approach to work centers on proactive preparation. In his spare time, Terrance enjoys riding motorcycles and playing chess.



Daniella Williams

A 13-year EA veteran, currently at Fortis College in Landover as Assistant Director of Admissions. She has more than 10 years of experience as a dental industry manager, makeup artist and fashion photographer. Between the staff coaching and customer interaction involved in those endeavors, Dani, as she’s known, continues to be a leader in customer service and relationship building. Her passion is working with leaders and colleagues who share her dedication to make a difference in the lives of current and future Fortis students. Her A-HA! Moment was a selfie of sorts while an Admission Rep at an All-State Career sister campus. She’d always wanted to pursue her degree but had been putting it off until looking at herself in the mirror back in 2006. It was then she realized she couldn’t tell others to go after their goals until she could lead by example. While working full-time, having a baby and raising two teens, she went back to college and earned a B.S. in Business Management. Now, she can tell students they may be in this for themselves...but not by themselves. Her example can be seen within her own children as they achieve their educational and professional goals. Ultimately, success requires great leadership, partnerships, support, motivation and commitment to be great. Dani makes sure students have the support and guidance they need to succeed in life. And she shares her keys to success: “Believe you are successful”, “Surround yourself with people who can help you grow personally and professionally.” “Do what’s right...and Do your best and help others to grow.” These keys to success worked for me!



Shari Pratt

Shari Pratt is an admissions representative at Fortis Institute in Lawrenceville, New Jersey. Shari started working for EA six years ago. Shari says her work experience reveals that “everyone’s journey and dream is unique.” She attended Richard Stockton College of New Jersey, and she promotes Fortis Institute as a good choice for students willing to endure “short-term sacrifice for long-term changes and results.” Motivated daily by the opportunity to help others, Shari credits her own success with being genuine and loving what she does. Shari is married with a son, Angelo, and shares her home with two dogs, Luna and Boots, and a cat, Shadow.



Laponda McArthur

LaPonda McArthur is an admissions representative at the Fortis Institute in Towson, Maryland. She worked in sales and was a business owner before she joined EA two years ago. LaPonda, who has a master's degree in business administration, says her on-the-job motivation comes from "helping others find their way of life and actually seeing the results." LaPonda incorporates a winning in her approach to work as an admissions representative, and she credits her personal success to listening carefully and establishing rapport with prospective students. "Always create value based off what you have heard," she says, explaining her advice for others in her line of work. "Make a connection with prospects. Stay consistent and have great follow-up." LaPonda has two adult children, including one with a successful business, and two grandchildren.



Kathleen Devey

Kathleen Devey works in admissions at the All-State Career campus in Pittsburgh, Pennsylvania. She served four years in the U.S. Navy and has worked just under two years for EA. Kathleen says her daily motivation for coming to work is the opportunity to help students succeed and to teach her 10-year-old daughter, Ella, "to be a self-sufficient woman and to always strive to be her best self." Kathleen says her successful everyday approach to work involves a full commitment to her job and genuine interest in each student she encounters. Her greatest A-HA! moment, she says, was realizing that she can help students rapidly advance from a minimum-wage job to a career with enough compensation to support their family. Kathleen's "secret sauce" for success has three ingredients: understanding the potential to change the lives of students, making them feel important and advocating for them.



Monique Reddick

Monique Reddick serves as admissions advisor at the St. Paul's School of Nursing in Queens, New York. Monique joined EA two years ago and brought experience as a customer service representative. That prepared her well for admissions work, she says, because "customer service is all about attracting and retaining clients." She graduated the University of Phoenix with a bachelor's degree in business management and a concentration in small business entrepreneurship. She is now pursuing a master's in the university's MBA program. Her primary motivators to come to work every day are her two daughters (ages 13 years old and 11 months) because she wants them to see that success is linked to learning. Monique credits her honesty as the key ingredient in her "secret sauce" for personal success, and her interaction with students is the basis of her approach to work: "If I can speak to a student and just know that I am helpful to them in any fashion, I've done my job," Monique says. "Our school is small, which allows for a family-like feel where everyone knows your name."



Sandra Wilson

Sandy Wilson serves as senior admissions representative at Fortis Institute in Lawrenceville, New Jersey. Sandy joined EA six years ago with 20 years of college admission work in her background. Her own educational background includes some college but no degree. She is a proponent of the Fortis formula, a "real world environment along with specialized training, which creates a win-win situation." Sandy gets motivated for work by the opportunity to help others. She says her greatest reward is "watching the success of the student from start to finish and seeing them come back to Fortis Institute to teach." Sandy is married with two daughter and two granddaughters.



Joe Maldonato

Joseph Maldonato, Admissions Representative for Fortis Institute in Scranton, has been with the Fortis family for more than 11 years. Joseph studied at Lackawanna College and earned continuing education units in banking; however, his background in sales and marketing truly prepared him for his current position.



That work experience and a passion for helping others, enables Joseph to guide students through the first steps of starting their journey with Fortis. The idea that he is helping others improve their lives is what keeps him motivated. That, and seeing what successful graduates are able to do with their lives. Joseph encourages prospective students to consider Fortis and its educational model for the variety of career opportunities it can provide following graduation. He often is energized by students' passion for success and says his A-Ha moments come when he sees "students helping other students become as successful as they are." His secrets for success are knowledge...and confidence. "I know I can help my students, That's what keeps me going," Joseph says.

A married father of three, he enjoys helping others and seeing them become successful.

Magaly Vasquez

Magaly Vasquez is an admissions representative at Fortis Institute in Wayne, New Jersey. She joined EA four years ago. Her previous work experience included positions as a project manager, assistant controller, office manager and sales representative. Magaly graduated Bergen Community College, where she focused on accounting, and she is now pursuing a bachelor's degree in marketing at Southern New Hampshire University. One of her most memorable encounters with a student was helping a mother with two children exit an abusive relationship. Her work habits include treating each day as a new beginning and the past as a teaching tool. Meditating, setting goals and visualizing success are the key ingredients in her personal formula for success. Magaly is married with two daughter, 11-year-old Mia and eight-year-old Mariah.



Carmencita Zazzera

Carmencita Zazzera works at Fortis Institute in Wayne, New Jersey, as a master representative and previously worked in the real estate business. She says her prior working experience prepared her for Fortis because it "enable me to focus on customer service, which is what I apply to my students." The opportunity to help students succeed motivate her to come to work. Her A-HA! experiences at Fortis include watching the success of a student who graduated the dental assistant program with high honors and quickly landed a job. When the student enrolled at Fortis, she had "lost custody of her children because she couldn't provide a stable environment for them." Carmencita is a proponent of the degree programs at Fortis, especially for students who want to "fast-track their education and be out in the work force in a short period of time." Having a positive attitude is essential to her everyday approach to work, and she credits her personal success to "establishing a bond and connecting with students." Carmencita is married with two daughters, Amanda and Natalia, and she shares her home with two dogs, a four-year-old Maltese named Logan and a three-month-old Toy Aussie named Dallas.



Kacy Fraser

Kacy Fraser is an admissions representative at Fortis Institute in Wayne, New Jersey, and a former restaurant owner. He joined EA three years ago. Kacy, who has a bachelor's degree, says his experience as a restaurateur "helped me to learn how to make everything I do count, and it also helped give me a passion to make a difference." Indeed, he says his motivation to go to work each day is "the possibility to change a least one life." He tells prospective students that by enrolling in Fortis, "you will get the hands-on experience and skill-set that employers are looking for. That holds the best weight." Kacy cites his "focus on one student at a time" as the basis of his personal progress. He says organization and persistence embody the everyday approach to work that makes him so successful. Kacy has a son, Timothy.



Franchon Franklin

Franchon Franklin is an admissions representative at Fortis Institute in Birmingham, Alabama, who joined EA three years ago. Her prior work experience spanned management, marketing and animal training. Franchon draws inspiration daily from the opportunity to make a positive difference in someone's life. She says her greatest A-HA! moment at Fortis was understanding the depth of students' needs: "I didn't know how many people were lost and need guidance." The ingredients in her "secret sauce" for success are listening, motivating and encouraging, and a positive mindset is essential to her everyday approach to work. Franchon has two daughters, 15-year-old Amaria and five-year-old Ariel, and her hobbies include arts and crafts with the girls, karaoke, shopping and refinishing old furniture.



Amber Sloan

Amber Sloan is assistant director of admissions at Fortis College in Montgomery, Alabama. Prior to joining EA two and a half years ago, Amber served seven years as assistant director of admissions at South University. She graduated Troy University in Pensacola, Florida, with a master's degree in human resource management and South University with a bachelor's in health care management. Amber says her A-HA! moments include watching a student graduate and land a job in her field after enrolling in Fortis "with no marketable skills, low self-esteem, and struggling to understand how she was going to raise two children as a single mom." Amber credits perseverance for her personal success: "Where my talents fail me, hard work always comes through for me." She says her successful approach to work is based on faith: "I bring Jesus with me every day." Amber is married with six kids and enjoys boating, camping and roller skating.



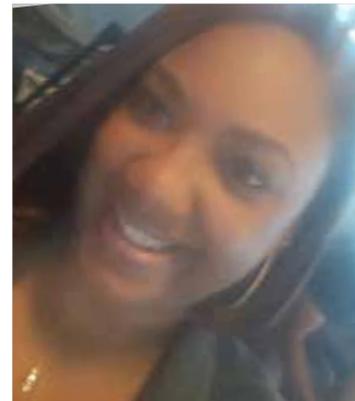
Denise Moore

Denise Moore is an admissions representative at Fortis College in Columbia, South Carolina. A native of Yonkers, New York, Denise started working for EA two and a half years ago. Denise previously worked as assistant director of client services for a home care agency. She has a bachelor's degree and is just months away from receiving a master's degree in human resource management. Denise draws motivation to come to work each day from her children and from the opportunity to help a prospective student make the best choice for himself or herself. Many prospects, she says, are "scared of failing because they have not been in school for a long time." She says the ingredients in the "secret sauce" of her personal progress are listening to prospects, demonstrating honest effort to serve them, and "motivating them by calling to thank them for coming in to meet with me." Her everyday approach to work is coming ready to work, asking questions and focusing on outcomes, not obstacles. Denise has four children, and she loves to work out, watch movies and go shopping with her daughters.



Kimberly Deaton

Kimberly Deaton? [no last name listed] is an admissions representative at Fortis College in Norfolk, Virginia, and graduation ceremonies never are routine events for her. "After attending six graduations, I still cry every time," she says. Kimberly started working for EA seven years ago and previously had a multi-year career in hospitality management, which she says helped her take a positive approach to dealing with others and to develop "that sense of urgency when it comes to deadlines." Kimberly, who has a liberal arts associate degree, draws daily inspiration from prospective students confronting personal problems. "Most of my A-HA! experiences happened once the students graduate," and as she recalls the obstacles they faced and overcame, she says. Kimberly credits her success to loving her work in admissions and says her daily approach to work is to "work hard and make sure I'm doing my part." Kimberly enjoys spending time with her family and reading a good book.



Asia Shabazz

Asia Shabazz is an admissions representative at Fortis College in Orange Park, Florida, who started working for EA ten years ago. Asia previously had worked in social services and education, and she says that prepared her for her current position by providing a “framework to relate to people from all walks of life.” Asia has a bachelor’s degree in communication and is now pursuing a master’s in organizational leadership. She draws daily motivation from the opportunity to play an instrumental role in a student’s success. Asia says her A-HA! moments at Fortis recur regularly: “At least once a week during an interview, I witness the moment when the potential students realize how much better their lives are going to be after they’ve reached their goals.” She says she recommends Fortis if “your educational decision is about your success.” Asia credits her own success to consistency and self-motivation, and her approach to work emphasizes step-by-step progress and a positive attitude. Asia enjoys traveling, working out, reading, and spending time with family and friends.



Gil Powell

Gil Powell is assistant director of admissions at Fortis College in Richmond, Virginia. He started working for EA eight years ago after a career of more than 30 years in educational marketing. Gil says his background prepared him for Fortis because it enabled him “to understand the importance of education and how it changes people’s lives.” Gil has a bachelor’s degree in history with a minor in business. His most memorable on-the-job moments happen when smiling graduates achieve their career goals. Gil promotes Fortis as a less costly alternative to traditional university systems that promises “a career and not just a job.” He approaches every day as an opportunity to serve as an agent of change in a student’s life, and he credits commitment for his personal success. Gil is married with two kids and three grandchildren.



Lynette Blow

Lynette Blow serves as admissions nursing representative at Fortis College in Orange Park, Florida. Her prior work experience included debt collection, which helped her with nonconventional, “out of the box” analysis and improved her problem-solving skills. Lynette says her biggest on-the-job realization that, irrespective of one’s cultural background, “it is sheer will and commitment that allows us to succeed with a little help.” Focus and commitment embody her everyday approach to work, and she advises others to pursue success by putting commitment into practice: “Bring your best every day!” She says Fortis is the right educational option for many people because of such qualities as integrity, respect and a focus on students. Lynette has two children and says she harbors a passion for deep-sea exploration: “I love looking for treasures.”



Chuck Barnett

Chuck Barnett, an admissions representative at Fortis College in Smyrna, Georgia, has worked for EA for 28 years. Chuck says he is motivated to come to work every day by the opportunity to help people achieve their dream of a better life. He says his A-HA! moments come from watching student learn both trade skills and “the soft skills to become a professional,” then landing a job shortly after graduating. Chuck says Fortis is the right fit for students focused on career goals who want to “get trained and get to work.” He credits his success in recruiting students to Fortis to a soft-sell approach. “Don’t try to sell them” on enrolling in Fortis, he says, “let them convince you that this is what they want to do.” John sums up his successful approach to work simply: “Listen, listen, listen.” John is married with four adult children, five grand children and two great grandchildren. He loves to spend time on the water.



LaTicia Gibbes

LaTicia Gibbes is an admissions representative at Fortis College in Smyrna, Georgia, whose focused approach to work has made her successful. “I have very few distractions,” she says. LaTicia joined EA eight years ago. Her background includes some college and more than 20 years in recruiting. Her A-HA experiences at Fortis include working with students “who struggle to get to school every day but get here no matter what.” LaTicia says she is a proponent of the for-profit structure of Fortis because students “get trained and get to work. Students are not treated as a number but as our customer and we genuinely care about their future.” She advises others in her line of work that they can succeed by “staying positive and focused.” Her hobbies include reading and traveling.



Jerome Kelley

Jerome Kelley serves as senior admissions representative at Fortis College in Columbus, Ohio. Jerome has worked for EA for 10 years and in college admissions for 14 years. He has a bachelor’s degree in physical education and previously owned a business that put a premium on customer service. Jerome says that serving as a change agent in students’ lives is his daily source of motivation. His success in admissions work stems from his ability to rapidly build rapport with prospective students. Jerome’s everyday approach to work embodies a positive attitude and an appreciation of the opportunity to help people change their lives. Jerome is married with three daughters, Alexys Jade, Nia Simone and Sydney Nicole. He loves exercising and golfing.



Tracy Main

Tracy Main is a senior admissions representative at Fortis College in Columbus, Ohio, who has worked more than 10 years for EA. Tracy previously worked for Aveda Institute as admissions representative and director of admissions. She has a bachelor’s degree in communication. Tracy says her encounters with students has shown that many of them “do not have a great support system, so building a strong relationship with them is critical.” Her teaching style is a two-way street. “I tell my students that I am willing ‘to go to bat’ for them if they are willing to do the work,” Tracy says, citing the “secret sauce of her personal success. Her daily approach to work, she says, combines goal-setting with looking for ways to “help someone better their life today.” Her pastime passions including regularly attending BURN Bootcamp and watching Ohio State University football games.



Stacy Gauding

Stacy Gauding is a senior admissions representative at the Fortis College campus in Ravenna, Ohio, and a former tanning salon owner. “Owning my own business taught me to be positive, self-motivated and, even on the hardest days, to never give up,” she says. Stacy also worked as an admissions representative for Bauder Fashion College in Atlanta after she graduated the college. Stacy says she is motivated to come to work each day by a sense of responsibility to prospects, “knowing that I may be the only person who believes in a prospective student.” Her A-HA! experiences at Fortis include watching a student, who had been extremely shy, gradually gain confidence and graduate. “That’s when it became even more apparent to me that not only does Fortis change lives through quality education, but we also help students gain self-confidence and social skills to be successful.” Stacy is married with a daughter, Michaela, who attends Duquesne University.



Jessica Weeks

Jessica Weeks is an admissions representative at Fortis College in Indianapolis, Indiana, and her work sometimes takes a dramatic turn. “Had a student leave my office saying he was planning on committing suicide that day and I had given him the first glimpse of hope that things would get better,” Jessica recalls.



She started working for EA two years ago after working as an admissions representative at other proprietary schools. Jessica completed a dental assisting program. The chance to help students change their lives is her motivation for coming to work each day. Jessica promotes Fortis as a no-fluff educational alternative: “The training is to the point ... Students spend shorter times in school and have higher graduation rates than in traditional schooling programs.” She advises others in the field of college admissions to have fun on the job: “Learn to laugh though the rejections.” Denise has two-year-old twins.

LaBarron Evans

LaBarron Evans is assistant director of admissions at Fortis College in Mobile, Alabama. He brought a background as an instructor and an outreach specialist for a non-profit organization to the job when he joined EA a decade ago. “Those experiences taught me classroom management and presentation skills, along with how to book in-class visits and schedule meetings with school administrators and community leaders,” says LaBarron, a graduate of Troy University. He says one of his “great joys is seeing students overcome personal struggles to graduate and start a life many told them was impossible.” LaBarron promotes Fortis as an affordable option for students who want to minimize borrowing for their education amid a nationwide excess of student debt. He says consistency is the secret of his success, and his daily approach to work is having a plan in place for the tasks at hand. LaBarron is married with two sons, Khalil (3) and Kollin (1).



Chris Brown

Chris Brown is director of admissions at Fortis College in Centerville, Ohio. He started working for EA four years ago, and his background includes a seven-year stint as a director of admissions. Chris graduated Ohio State University in 1998 with a bachelor's degree in economics and Franklin University in 2002 with a master's in management information systems. Chris says he is motivated daily by “coaching my team to new levels, exceeding goals and changing new prospects' lives for the better.” His A-H! experiences include attending the graduation ceremony of a medical assisting student who spoke at the event because she had the second highest grade point average in her graduating class. During her speech, she thanked Chris for never giving up on her. “After I wiped the tears away, I gave her a big hug,” Chris recalls. “I still stay in contact with her. It's been over 10 years.” He says his advice for others in the admissions field is, “Shut up and listen.” Chris is married and has three children – 17-year-old twins Sean and Austin and 14-year-old Samantha – and a dog, Charlie. In his spare time, he enjoys golfing.



Alessandra Leon

Alessandra Leon, an admissions representative at Fortis College in Cutler Bay, Florida, says her professional life and personal life blend in working with students. “Students become part of you and your everyday,” says Alessandra, who started working for EA 19 months ago. She previously worked for a school operator in Peru.



Alessandra has an MBA with a specialization in marketing and bachelor's in hospitality management. The opportunity to guide students is her motivation for coming to work each day, and Alessandra says a penchant for teamwork is the basis of her everyday approach to work. Alessandra credits honesty and persistence as the “secret sauce” of her success, and she cites the personal touch at Fortis as a competitive distinction: “A lot of student look for that, the interaction and connection between the student and the instructor.” Alessandra is married, has a dog named Max, and loves to dance and travel.

Lisa Strout

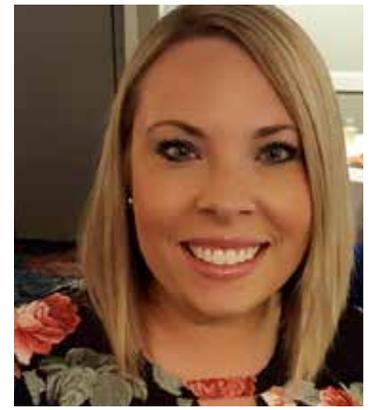
Lisa Strout serves as associate admissions representative at Fortis Institute in Cookeville, Tennessee. Lisa is a woman of faith who prays and reads the Bible every day before her workday begins. She says her “secret sauce” to success is “caring about and connecting with every person I encounter.”



Lisa started working for EA a year ago. She previously worked in sales and customer service at Macy’s in New York and as a concierge and sales manager at Opryland Resort Convention Center in Nashville, Tennessee. Lisa studied communication design at Brookdale College in New Jersey and health care management at Nashville State Community College in Nashville, Tennessee. Her A-HA! experiences at Fortis have unfolded as successful Fortis students who initially were afraid and insecure gradually gained confidence and contentment. Lisa has two grown and married daughters and two grandchildren. Her hobbies are baking, gardening and making art in a variety of ways that include drawing, painting, sewing and crafting.

Pamela Boswell

Pamela Boswell is a nursing admissions representative at Fortis College in Norfolk, Virginia. Before joining EA one year ago, Pamela had worked as a senior admissions representative, assistant director of admissions and director of admissions. Pamela has a bachelor’s degree in psychology with a concentration in



human services and a minor in sociology. She says she draws daily motivation from witnessing student development “and knowing that I had a small role in that.” Attending graduation ceremonies is her favorite part of the job. Pamela promotes the compact degree programs at Fortis, where “a student can see the end goal more clearly.” She credits honesty and genuine concern about each student as the “secret sauce” of her success, and in her everyday approach to work, Pamela tries to accomplish as many tasks as possible. “I multi-task all the time,” she says, “and I always know what numbers I need to work toward so I can achieve my goals.”

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