

U360 Alum Testimonials

What They Learned That Can't Be Taught in the Classroom



Marina Bowie

FALL '17 • UNIVERSITY OF NEW HAMPSHIRE,
ECONOMICS & SUSTAINABILITY

"I participated in Manomet's U360 internship during the fall semester of my senior year. By that time, I had spent over a year studying sustainability in classes at University of New Hampshire. I had also spent four months abroad studying sustainable development in an extremely sustainable city—Copenhagen, Denmark.

So when I began the U360 program, I was already very engaged in sustainability efforts on an international level and already prioritizing sustainability in my everyday life.

Despite my prior research and experiences, however, I lacked an understanding of some sustainability fundamentals. U360 helped to realize and fill these knowledge gaps. For example, prior to U360, I had a very shallow understanding of the existence of harmful chemicals in common household products. This internship made me much more cognizant of harmful chemicals, their impact on human and public health, and the subsequent implications for societal sustainability. Without a doubt, this acquired knowledge of harmful chemicals helped me get my current job at the Environmental Health Strategy Center, a public health non-profit focused on eliminating the use of toxic chemicals in everyday products.

The program brought to my attention new subject matter, as well as provided a deeper understanding of what I already knew, or of what I thought I knew. In sustainability courses, you learn the three pillars of sustainability: environmental, social, and economic. In business classes, you learn the three p's of sustainable business: people, planet, and profit. In addition to teaching these very important basic principles, the U360 program adds to this foundation by teaching students how businesses, both large and small, can maximize their bottom line by switching to more sustainable business practices.

Manomet's U360 program taught me new sustainability concepts and deepened my prior understanding of sustainability principles. On top of that, the internship introduced me to new friends, strengthened my confidence, and taught me professionalism and efficiency in communication."

"Manomet was one of the most important parts of my undergraduate career. I was able to apply in a real-world setting all of the environmental knowledge I had learned in my classes years prior, while also gaining the professional communication and business skills I was lacking. I feel much more confident during job interviews and talking to professionals in general. The program has opened up other doors for me and I could not be more grateful for the experience!"

Claire Cappella

SPRING '16 & FALL '17 • UNIVERSITY OF
VERMONT, ENVIRONMENTAL STUDIES

Caitlin Burnett SPRING '18 • UNIVERSITY OF NEW HAMPSHIRE, ANTHROPOLOGY & SUSTAINABILITY

"While I gained many professional skills from my experience with U360, the confidence that I built has easily been the most valuable to me. Before my internship, I was hesitant to speak up in a professional setting and was terrified by the idea of calling someone to ask interview questions. But through my experience, I learned to overcome my fears, speak up, and recognize that I could bring something valuable to the table. I'm lucky enough to attend a university with an incredible Sustainability Dual Major program and the U360 internship allowed me to apply the knowledge I was learning in class to the professional world. Whenever a potential employer looks at my resume, the U360 internship is always what they find most interesting and ask the most questions about. Not only did I gain personal skills, but I gained professional skills like communication and outreach that I believe will give me an advantage as I get ready to enter the workforce. It was also a great experience for me to be able to make connections with like-minded students from across New England that came from a variety of academic backgrounds. Those interactions, and the friendships I built, helped me look at sustainability issues from many different perspectives; giving me a whole new lens through which I can look at the role I want to play in sustainable initiatives."



“Sustainability can be hard to understand, yet everyone interacts with the concept daily. Through books and lectures in, I was able to learn a significant amount about sustainability in school. But U360 allowed me to step into the world and speak with real people living their own lives. I learned about what they valued, what they thought was possible, and what they hoped to achieve. By engaging in this form of outreach, I came to understand where people were coming from and I was able to better apply my knowledge to help them, their business, and the world.”

Zachary Maia SPRING '18 • UNIVERSITY OF VERMONT, ENVIRONMENTAL STUDIES



Maddie Hayes

SPRING '18 • UNIVERSITY OF VERMONT, ENVIRONMENTAL SCIENCE

“The most prominent skills that I developed in U360 were professionalism, communication, and organization. I was able to build upon these skills

during the interviews with small business owners, where I had to exhibit professionalism in all communications. I also improved my interpersonal skills in a more general sense through weekly team meetings and communicating with my supervisor [Lora Winslow]. My communication skills improved greatly throughout the interview portion where I had to ask the same questions about sustainability upwards of 20 times. This repetition helped me gain confidence in my knowledge of these topics. In the classroom, sustainability is often taught as an integration into most lessons, but we are not often given the chance to apply it to real-world scenarios. This internship helped me apply what I've learned about for years in a way that could actually make a difference and impact people. I was able to learn about sustainability in a smaller context with specific examples that varied by industry and business, which is knowledge I would not have gained in a classroom setting.

The most valuable lesson I learned in U360 was to be more confident in myself. There were many situations where I had to step out of my comfort zone, think on my feet, and trust my ability and knowledge. Before the interview process even began, I already felt an improvement in my confidence. As the interviews were carried out and I got to interact with people across the country and learn their stories, I was the most confident I had ever been in a professional setting. This is something I never thought I would achieve just in the classroom, and I now feel fully confident communicating to professionals and aptly prepared to problem solve in many different settings.”



Kate Holcomb

SPRING '18 • UNIVERSITY OF SOUTHERN MAINE, MASTERS OF BUSINESS ADMINISTRATION

“In business school, we often study broad concepts and apply them to large corporations. My experience in U360

allowed me to bring these concepts into the real world and to learn about and connect with smaller organizations—more similar to those that I come into contact with in my career. I was able to see the tenets of sustainability in practice at companies who are watching every dollar that goes out the door and can't afford to hire a sustainability officer or invest thousands of dollars in a sustainability initiative. By conducting the U360 interviews along with the research I did, I saw the triple-bottom line in action—if these organizations were enacting TBL principles, it was because they had to make sense for their business!

Six months later, I continue to think about my experience in U360 regularly. It's informed the rest of my coursework in my degree program and provided me with great connections to the local sustainable business community. All that, and it's a great way to reinforce good professional skills! U360 was demanding, but students are well supported. And for a motivated student, there's an opportunity to learn a lot and expand your network. I'd wholeheartedly recommend U360 for any student who wants to get out into the business world and put their education into practice.”

Kaylin Keith

FALL '17 (U360 "NEXT GENERATION SCHOLAR") • UNIVERSITY OF NEW ENGLAND, BIOLOGY & ENVIRONMENTAL SCIENCE



"U360 not only changed how I view the relationship between business and the environment, but it also changed how I view myself. Before this internship, I did not have any confidence navigating the professional world. I never thought I had the right character to step out and communicate about sustainability on that level. Sure, I did plenty of

classroom presentations on the topic, but to talk to people about sustainability outside of my small group of like-minded peers? That was something I had never experienced.

This program expanded my classroom into the real world. Talking about sustainability in a lecture hall is different from applying it in the real world because it's missing the key stakeholder for a successful application: real people. U360 allowed me a chance to interact with people outside of my small circle at my university and connect with business owners all over the country. This connection with business owners was highly important to me; it gave me a different perspective than the one I was experiencing as a college

student. The interviews I conducted with business owners allowed me a small look into how businesses of various types and sizes are run and the challenges business owners face every day. Having this information challenged me to think of practical ways to implement sustainability that benefitted the businesses from all angles.

U360 gave me the opportunity to expand my comfort in communication. It took me from chatting about sustainability in a dorm room with my peers to confidently having conversations with professionals in the environmental field. And even more importantly, having conversations with people who may have little or no interaction with environmental studies or sustainability at all. These are the connections that are going to make a difference, and U360 gave me the confidence to reach out and start making them. By expanding my knowledge of business relations, strengthening my professional communication, and teaching me to independently manage high volumes of emails, data analytics, and business research, U360 took me from feeling like an inexperienced student to an informed individual with something important to say. U360 was a game changer for me—I have no doubt that it alone is the reason I feel prepared to go out into the professional world, ready to make a difference."

Kimberly Lizotte

SPRING '17 • UNIVERSITY OF VERMONT, NATURAL RESOURCES

"During my U360 internship, I really appreciated the real world application of sustainability. In class we would talk a lot about the complexities of different socially-constructed systems and why transitioning to more sustainable business practices, as a country, was slow-moving. It is one thing to understand something, but it is entirely different to see it first-hand. In my conversations and interviews with business owners, I put faces to the "they" I had learned about in classes and I was able to tangibly understand various obstacles business owners face when trying to go green. I was surprised to find for the most part business owners were open to adopting sustainability as part of their business model. Money was consistently the limiting factor. I also received a lot of feedback like "I didn't know that you could do that" or "I was unaware that was an option". For the most part, my interviews with business owners were mutually beneficial conversations. My experience in U360 allowed me to develop my communication skills and confidence in my professional communication. It required me to meet deadlines, challenge my thinking, and step outside my comfort zone. It also allowed me to better understand the type of people I want to work for—an employer who values their employees and makes their well-being a priority. I would not have had as full of an experience had I not spoken with so many business owners in vastly different lines of work."



"The U360 internship program is an incredible program to be a part of. As a participant, you learn valuable hands-on skills you wouldn't learn in the classroom. It teaches students to communicate at a professional level, both over email and in-person, while also working on someone else's time. I think that's been the most beneficial part for me and a skill set that sets me apart from other students. I've learned to become more organized as an individual and take ownership of my work. It also gave me a chance to speak with business owners; to learn their perspective on how they operate their business and what they prioritize. A business owner will take any opportunity to talk about their business—it's heartwarming to hear them share how proud they are of their business.

I'm very grateful for this program and am constantly reflecting on my experience almost a year since completion. It has changed my life, and as I enter the workforce it has given me a new lens into what I'm looking for in a career. I've also developed a deeper respect for small businesses and small business owners. Remember to shop local and support local businesses!

Lastly, the U360 program could not exist without Lora Winslow. The commitment and dedication she puts forth is above and beyond—not only to the program, but also individually to the students and universities she works with. Lora helped me find the confidence in myself that I didn't know I had. She is a wonderful advisor, mentor, and now friend. Although the U360 is an incredible and now well-established program, it could not be nearly as successful as it is if it wasn't for Lora Winslow. She truly rocks!"

Angelyn Masters

FALL '17 • UNIVERSITY OF NEW HAMPSHIRE,
ECONOMICS & SUSTAINABILITY



Nicholas Masiello

SPRING '17 (U360 "NEXT GENERATION SCHOLAR") • UNIVERSITY OF VERMONT,
BUSINESS ADMINISTRATION

"The U360 internship program was a very hands-on, practical learning experience that not only increased my knowledge of sustainability topics and issues, but also helped me develop many valuable career skills. As a business student interested in sustainability,

this internship exposed me to the knowledge I would not have been able to get in my business classes. I learned about the many environmental issues we face, the science behind our changing climate, and even the many solutions small business owners can implement to become more sustainable. U360 was also great because it brought together like-minded students from many different majors and backgrounds. With only 5 interns in my group, it allowed for a very personable learning experience that was both collaborative and highly independent.

The U360 internship was split into four phases; each focusing on different learning objectives and utilizing different career skills. This format was beneficial because it allowed for an educational component followed by a hands-on learning experience. Unlike a class, I was able to put what I learned to the test and further develop such career skills as professional communication, informational interviews, public speaking, research, and even preparing and presenting a case study. My favorite aspect of the internship was choosing a business and researching it and its industry to find recommendations they could implement to become more sustainable. However, the most interesting and engaging aspect of the program was being able to interview small business owners. This is not something you would be able to do in any class and the wide range of business owners I talked to was very fulfilling. In many instances, both the small business owner and myself walked away learning something new. All in all, it was a very well-rounded internship experience that made it evident I wanted to continue working in the nonprofit field on sustainability issues."



Abby Novak

SPRING '18 • UNIVERSITY OF MAINE,
ENVIRONMENTAL SCIENCE AND ECOLOGY

"U360 made me a more confident person in my abilities to interact with people in the public eye. I discovered that outreach is one of my favorite skills and I learned how to hone this skill in the most effective way. I actually use the techniques I learned in the internship for a couple of my jobs on campus.

Professional skills are one of the most important things to learn when going into any job. I learned so many techniques, including how to be personable in an email, considerate of small business owners' time, and how to effectively explain sustainability to people who wouldn't normally think about it every day. At the beginning of the internship, I didn't think I could get out of my comfort zones to interview businesses in-person and reach out to people I didn't know. But after completing the internship I learned that I could do those things.

In classes you learn concepts and then apply them when you are tested on paper. With U360, I was able to experience real-life situations and interact with the public, while also applying the concepts I had learned in the program. I am a hands-on learner, so U360 helped me succeed in every way possible."

Chadd Morin

FALL '17 • SUFFOLK UNIVERSITY, ENVIRONMENTAL STUDIES



"I have always found it difficult to communicate with people digitally, be it email or text messages—even speaking on the phone. Face-to-face conversations are how I prefer to communicate, and I feel more often than not they are much more effective. They allow for questions to be asked and answered without delay, resulting in a better understanding for

all people involved. The great part about the U360 program is that you are taught how to effectively and properly send professional emails, but then once you begin the interview process you can carry it out in a face-to-face, sit-down interview. This approach was fantastic for me, as I was able to develop my email communication skills emailing, but also had the opportunity to have some really great face-to-face conversations with business owners—some that turned into lasting relationships. It's an understatement to say that I developed my communication skills in the U360 program. It is an invaluable skill to be able to professionally craft an email, manage multiple conversations at once, and effectively communicate at the same time. The U360 program provides you with a skill set that you will use every day, for the rest of your life.

In some ways studying the environment can be a little overwhelming. There are a lot of problems and few solutions—at times it can be pretty daunting. Programs like U360 are a huge part of the solution towards creating a more sustainable future, and to see its impact has made me much more optimistic overall. I had three major takeaways from the U360 program:

1. There are many challenges that small businesses face when it comes to implementing sustainable practices.

When you are a small business owner, it can be difficult to prioritize sustainability when you are so focused on simply staying afloat and returning a profit. I learned better what the daily struggles are for business owners, what they do well or don't do well in terms of sustainability practices, and the skills necessary to determine how they can improve.

2. It is always possible to implement sustainability practices regardless of the industry.

3. I want to someday be a small business owner.

The U360 program gave me the opportunity to talk with people about small businesses. I met people who put their heart and soul into building a business and providing a service. It was energizing to see people passionate about working and improving what they do. It was this internship that helped me realize that I wanted to one day own my own business.

In December 2017, I presented my U360 Sustainability Action Plan for a small tree service company. This presentation was a fun project to work on and one that was very personal to me, as I come from a family-owned tree service that specializes in tree removal. It was this program that opened my eyes and made me realize that I want to pursue a career in the tree industry and learn how to properly care for trees. Since then, I have had several fortunate

This internship really complimented my education as an Environmental major. As a collective, we all need to make changes in our lifestyles to become more sustainable and small businesses have the ability to make a tremendous impact. The U360 program taught me that "sustainability" is a multifaceted word that goes beyond the environment. You could be in the most environmentally unfriendly industry and still implement sustainability practices that improve employee turnover or branding and ultimately improve your business.

breaks that have all helped shape my path and led me to where I am now. At Suffolk, I was able to write my own independent study on the Eastern hemlock species. During the research process, I was encouraged to reach out to experts and ask questions. Using the skills I developed in U360, I emailed authors of articles and was lucky enough to have been offered a job working for a Harvard professor on a research project. Two weeks before my Suffolk graduation, I moved out to Petersham, Massachusetts, to begin work as a field technician in the Harvard Forest for the summer. I was able to learn all about invasive insects and forest dynamics, and see firsthand the state of health our forests are in—it was a life-changing experience for me and I learned a tremendous amount. Currently, I am enrolled in the Stockbridge School of Agriculture at UMass Amherst studying Arboriculture and Community Forest Management and I will be a candidate for graduation in May of 2020. Upon graduation I plan to obtain a professional arborist certification and expand Morin Tree Service into a wholesome tree care company. I hope to expand our services into the realm of tree care and to apply all of the sustainability practices that I can to our daily operations as we grow Morin Tree."



The spring 2018 U360 student interns. Photo by Lora Winslow.

Leah Soloway

SPRING '17 (CAPSTONE FINALIST) • UNIVERSITY OF NEW ENGLAND, ENVIRONMENTAL STUDIES & BUSINESS ADMINISTRATION

“Confidence, passion, perseverance, and dependability—U360 gave me the platform to expand and develop the qualities that are invaluable to my career and personal development. I gained confidence in reaching out to strangers, networking within a community, and presenting in front of a crowd. It further instilled a passion for me to work for a business or non-profit that values and practices the principles of sustainability. I learned to persevere through follow-up emails to businesses, difficult scheduling conflicts, public-speaking requirements, and the learning curve of creating a sustainability action plan. I found myself becoming increasingly dependable while working remotely and having to discuss the key factors of sustainability directly with the business owner.

As a business and environmental studies double major, I wanted an internship that could combine both of my academic disciplines into one real-world application. I wanted to see first-hand how environmental issues and economic interests are unquestionably related, and I wanted to learn how to balance these factors to make meaningful solutions. Manomet’s U360 internship provided all of these learning opportunities. It was the ideal choice for learning beyond the classroom and challenging myself to make positive, sustainable change for small businesses. It is unique for an internship to ask students to think outside of the box, seek feasible and impactful solutions, and communicate their findings to an audience in a formal setting. I am very satisfied with the growth opportunities, learning outcomes, and professional development that I received from U360, and I will continue to recommend the internship program to students.



One of the best outcomes of the U360 program was its direct application to my first post-college endeavor. As the Energy Efficiency Coordinator within the AmeriCorps Program at University of Southern Maine, I am responsible for organizing community events and projects that will increase energy efficiency and cost savings, especially for low-income households. I have been successfully promoting our brand new weatherization project because U360 required me to become comfortable building partnerships and relationships with people in the community. I have to manage emails, phone calls, appointments, and I acknowledge the fact that my work will not happen unless I persist and find the right networks to collaborate with for our program. In addition, just as I did with my U360 Sustainability Action Plan and my interviews with business owners, I have to view sustainability through an economic, social, and environmental lens. It has been great to see both the skills and the knowledge that I gained from the U360 program be a major contributor to my ability to do my work today.

U360 was a great experience to put on my resume in terms of community outreach, time management, professional communication, and working within the field of sustainability. I would not be where I am today both professionally and personally without the learning opportunity. I am motivated to stay within the field of sustainability and continue making a positive impact by being a conscious consumer, employee, and decision-maker.”

"U360 helped me to gain a more comprehensive understanding of sustainability. Having focused primarily on environmental and social sustainability in school, it was beneficial to expand my understanding of sustainability to governance. Additionally, I applied the theories that I learned in an isolated classroom to real-life situations. I got to understand business owners' barriers to adoption that fall outside of the academic bubble of idealism.

The environment of my tiny liberal arts college was casual, and as a result I didn't have many opportunities to practice professionalism in communication. In U360, not only did I have to write polished emails, but I had to maintain a calm and collected manner when business owners reacted in an unexpected way. The communication skills I practiced with U360 have served me well as I apply for jobs and seek potential collaborations.

My academic studies were generally focused on a breadth of knowledge and I never would have asked the same interview questions repeatedly over three months as I did with U360. My comfort with conducting the survey grew with each interview and by the end of the program, I was able to smoothly transition, answer pertinent questions, and improvise when needed.

Presenting to the Manomet Board of Trustees was an intimidating opportunity but ultimately rewarding in that it showed me what I was capable of."

Lilyanna Sollberger

SUMMER '16 • COLLEGE OF THE ATLANTIC,
HUMAN ECOLOGY



Julie Stasiuk

SPRING '17 (CAPSTONE FINALIST) •
UNIVERSITY OF VERMONT, ENVIRONMENTAL
SCIENCE

"The U360 internship experience enabled me the opportunity to gain key professional communications skills that are transferable to any job I will have in the future. Email etiquette is so important in the professional world, and I can confidently say mine has significantly improved through this internship. This has helped me feel confident when talking to potential employers and while networking in general. When conducting interviews with small business owners, I learned how to remain objective and neutral as the interviewer and how to respond in a professional, timely manner to questions I did not know the answer to. My multitasking and organizational skills improved tremendously from this internship. During my time as a U360 intern, I was a full-time student at UVM and working a part-time job. Due to Lora's system for logging all interactions with small business owners, I learned how to juggle so many interactions and tasks at once by this organizational method.

At the beginning of this internship, I remember first hearing about the Capstone event at the end of the semester and already feeling nervous about it. Due to Lora's clear and informative training sessions on the triple-bottom line, sustainability, and business, I gained so much knowledge so quickly about viewing a business through the ESG (environmental, social, and governance) lens. Due to conducting 15 interviews with small business owners, I gained the confidence to ask key questions to the owner of my Capstone case study business. By feeling comfortable asking questions and researching one small business so extensively, I felt very prepared to present my Sustainability Action Plan and answer the questions asked by the judges at the Capstone event. I think this confidence came from so much communication with small business owners and CEOs of companies that I did not have before this internship. During this internship, I interviewed small business owners all over the United States and from a variety of different industries ranging from construction management to miniature golf courses to restaurants. One of the most interesting parts of this internship was the different responses from the small business owners in regard to how they valued sustainability and whether or not they thought of climate change as a pressing issue for their business. Overall, this internship has made me a more confident person and has given me the opportunity to view sustainability in a different way than I had before as an Environmental Sciences major."