The Changing Office

LANDSCAPE

Pennsylvania College of Technology
With the start of the Fall 2002 semester, Penn College refurbished a time-tested marketing theme – “degrees that work” – one of the best-known identifiers of our unique niche among the nation’s other colleges and universities.

In all eight of our academic schools, students routinely receive the education they require to find their way into real-world jobs – outfitted with the hands-on skills they need, a “working knowledge” of the theory behind it all, and the academic foundation to ground lifelong learning.

Perhaps nowhere is the playing field more constantly changing than in the world of business. As you’ll see in this issue, what once seemed years away is now yesterday’s news, and it is only through constant reinvention that many of us can stay afloat. This institution has shown amazing resiliency in adjusting curriculum to meet tomorrow’s needs, and our School of Business & Computer Technologies enables students to keep pace with the flow of information and the fluid mechanisms along which those messages travel.

Whether in banking or accounting, computer networking or tech support, paralegal or health information, our business majors are among the most respected by the employers whom we endeavor to serve. Our students leave here with “degrees that work,” equipped with the tools they need to hit the ground running in a variety of up-to-the-minute fields.

They also benefit from a school of thought, which – evident from the daily news – is sorely missing in some segments of the national business community. That degree of conscience was never more obvious than during a recent panel discussion on corporate ethics, sponsored by the School of Business & Computer Technologies.

In the midst of thrashing through the headlines of Tyco and WorldCom and ImClone and Enron, a student asked about the advantages of “doing the right thing” when so many others have profited from less-conscientious decisions. Why, he wondered, shouldn’t executives cut corners when the payoff is more lucrative than playing by the rules?

“There is a great personal benefit to acting ethically,” a business professor simply and quickly told him from the audience. “I sleep very well at night – ‘nough said.”

It’s a no-brain notion, perhaps, but proof that not all of life’s important concepts are imparted in a classroom. It’s just one more example of how we’re preparing the business leaders of tomorrow, and it’s a lesson that “works” for all of us today.

Davie Jane Gilmour, Ph.D.
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I love my high school, but it deprived me of one of the primary tools of my craft.

Typical of many in their day, the academic “Powers That Be” barred me from typing class because I had chosen to travel a “college” route rather than a “business” track. So I went about my schooldays, awash in glorious history and English, a blind eye to the flirty, QWERTY charms of the standard keyboard.

I hold no grudge. Who among those well-meaning small-town school officials ever could have envisioned the day when every hand would hold a computer mouse and every finger – whether on a typewriter or one of its progeny – would stroke the keys? So . . . what was my first job out of college? Newspaper reporter, hunkered over a humming Selectric – hungrily hunting and peckishly plucking letters with clunky cluelessness.

I love my mother, too, but she deprived me of one of the primary fuels of my trade.

Typical of many in her day, my mother disallowed coffee under the “it’ll stunt your growth” rule. (See also: “No rough-housing,” “You’ll poke out your eye” and “Sure, it’s all fun ‘til someone gets hurt.”) So I went about my salad days, finding my caffeine in cola and Milky Ways, unaware of the simple joys of java.

I hold no grudge. Who can blame a parent for shielding her brood from the evils of a cup named “Joe?” So . . . what was my first bad habit, once the sin of cutting class was rendered moot by graduation? Why, coffee, of course – downed by all upstanding nighthawks at the diner in the pre-Starbucks days, before every corner mini-market had a cappuccino machine.

As you’ll read in the pages to follow, the office milieu has been astonishingly altered, even in the 25 years since I entered the job race. Penn College students – including those in the School of Business and Computer Technologies – greet such adjustments as proof that the institution remains flexible to the needs of employers. No matter the changing corporate landscape, technological updates or shifts in managerial style, they leave here schooled in what’s to be expected in the workplace.

I’m truly in awe of the rapid evolution in the business world, the way our machinery helps us work together even as we physically work farther apart. But no manner of innovation can change the way I start each and every workday: diving into a pot of coffee and banging on a keyboard in the sometimes-vain quest to string pearls into sentences for the good of the order.

As noted in a recent “CBS Sunday Morning” report, it’s no accident that coffee looks so much like oil – one greases the global marketplace, the other lubricates the movers and shakers behind the wheel. I raise my mug to those toiling in offices and classrooms everywhere, with a few drops of cream to lighten their load and a dash of sugar for their sweet success.
In the male-dominated corporate world of the not-so-distant past, the image of the secretary is but a sexist stereotype: a steno pad gripped halfway between an empty head and a full set of heels. In her boss’ narrow vision, a secretary did a little typing . . . a secretary did a little filing . . . a secretary fetched a whole lot of coffee.

“Times have changed,” says Valerie A. Baier, who parlayed a Secretarial Office Administration degree into one of the most responsible and visible positions at her alma mater – administrative assistant to Dr. Davie Jane Gilmour, president of Pennsylvania College of Technology. “I’m still a secretary, but there’s so much more to the job than being a ‘girl Friday’.”

Both in her 13 years on staff and in her previous employ with a downtown Williamsport law firm (her Penn College degree carries a Legal emphasis), Baier has seen her duties broaden as office technology improves. Where once carbon copies, paper calendars, Dictaphones and shorthand were standard tools, she now relies heavily on the computer, fax machine and copier.

Baier may have difficulty explaining to her 9-year-old daughter the breadth of her “typical day” at the office (“I answered the phone,” I tell her, and she looks at me like, ‘So what?’ ”) but there’s no question what is her most awesome task in a dayload of pressing responsibilities.

“Davie’s calendar is the biggest thing on my list,” she says, a chore made more difficult by this president’s near-legendary accessibility. “Everybody wants her – students call, employees walk in – and I have to keep her on track so her whole day isn’t off-track and unproductive.”

True, there always will be those nettling inconveniences – among them, nipping buds on the rumor mill that seems to wind through all corporate jungles. On one lightly snowy morning, for instance, an employee called to report, “We’re getting out at 2 today” – a surprising bulletin, given that such decisions are reserved for the very office in which Baier works.

Then, there is the considerable diplomacy necessary to handle multiple e-mails and personal visits, all from people “needing to see (the president) right away.” And don’t even mention the 1,600 holiday cards on her desk for hand-stamping and sealing as this article was being written.

Such occasional crises and interruptions are part and parcel of the frontline-office world, but few things compromise the president’s schedule more than employees who don’t keep their own computer daybooks up to date.

“They need to understand that I’m not just scheduling with one person,” Baier pleads. “I’m trying to arrange a meeting with 15 people. If their calendar tells me they’re free, and they call back to say there’s a conflict, they’re inconveniencing more than just me.”

While answering to the president, Baier also serves her boss’ boss: the Penn College Board of Directors. It’s a chore that she has developed into a science, a vast improvement over what once involved a last-minute flurry of phone calls and other 11th-hour communication prior to meeting days.

“It now runs pretty smoothly,” she explained. Members have board information at least two weeks in advance of their bi-monthly meetings, at which Baier also records the minutes.

Her “typical day” is anything but, and Baier’s job recently expanded to include supervision of the SASC Services Specialist in charge of varied coordination duties for the newly opened Student and Administrative Services Center.

It’s a far cry, however, from the fabled “executive suite” of the 1950s and ’60s. “How to Succeed in Business Without Really Trying,” that period’s Broadway hit that mocked corporate America while it championed a ladder-climbing window-washer, celebrated the secretary as “A highly specialized key component/Of operational unity/A fine and sensitive mechanism/To serve the office community.”

It might well be a swansong for old notions of the “office girl,” and serve as an anthem for the Valerie Baiers who proudly and loyally took her place – keeping our days (if not our very lives) running as smoothly as possible in the high-tech whirlpool of the 21st century workplace.

“Today’s administrative assistant plays a key role in the
When I graduated almost 30 years ago from Williamsport Area Community College, a computer science degree prepared you to be a computer programmer, and all but the largest businesses still processed their payroll, invoices, statements, memos and letters by hand or using typewriters. Cathode ray terminals weren’t commonplace; personal computers hadn’t been invented. Office technology, as we know it today, didn’t exist.

I learned to program with punch cards (anybody remember those?) to record the program instructions on an IBM 1401 mainframe computer. The basic 1401 was about 5 feet high and 3 feet across. It came with 16K (yes, that’s K not MB) of random access memory and a 10MB disk drive. The only output was a large, clunky printer. Mainframe computers, like the IBM 1401, were expensive. Only large companies, colleges and universities could afford them.

When the microcomputer took the industry by storm, I was a programmer/analyst at Brodart, a Williamsport-based company that sells books to the K-12 educational and public library market. The company needed disk storage for an inventory of over 1 million book titles. Big, fast disk drives always have been a strength of IBM, so Brodart used an IBM 360/370 mainframe with 3330-11 disk drives and 400MB of disk space, which sold for $111,600 or $279 per MB.

In the mid-’70s, some office workers worked in front of a terminal all day – entering customer orders or updating inventory shipments. The CRT became more commonplace as an input and output device, slowly replacing the card punch/card reader for getting data into and out of the computer. The minicomputer took advantage of developments in transistor technology to provide mainframe-like computing power at a fraction of mainframe cost. A typical minicomputer started at around $200,000, and a mainframe cost $1 million. Minicomputers also changed the computing paradigm by utilizing relatively low-cost terminals and applications designed to be interactive via the terminal – unlike the batch-oriented processes typical of most mainframes.

I worked on the implementation of one of the first nationwide deployments of 200 dial-up terminals in public and school libraries. The terminals connected back to Brodart’s Digital PDP 11/70 minicomputer via dial-up modems, operating at 300 bits per second, across an early computer network called Tymenet. (Yes, that’s 300 bps! Today we complain about our slow 56,000 bps modem!) I remember that to add 64KB of memory to the PDP 11/70 to support the 200 terminals cost $28,000!

When I started writing programs for minicomputers, as an independent programmer/consultant in the late 1970s, the operating system was the only software included with a new computer. There weren’t really any packaged software solutions for routine business functions like payroll, inventory control, accounts receivable or general ledger. Every business hired programmers to write custom software.
I often worked from a home terminal using a modem to dial into a customer’s minicomputer so that I could write software at night, when they weren’t using the system. Most large companies at that time had employees entering data at terminals or poring over “greenbar” reports all day. Typical office functions – word-processing, financial calculations, and meeting scheduling – still were done by hand with typewriters, adding machines and telephones.

The personal-computer industry was born in 1977 with the Apple II computer, a computer and terminal combined in a single system. It featured 4K of memory expandable to 64K, a 1MHz (yes, one) 6502 processor, keyboard, color monitor and cassette tape for program loading and storage. A floppy disk drive was an option. The basic price for this Apple II was $2,995. A fully loaded business system with two floppy-disk drives and printer was around $5,000.

The first IBM PC – introduced in 1981 – ran on a 4.77MHz Intel 8088 microprocessor and came equipped with 16K of memory, expandable to 256K, one or two 160K floppy-disk drives and an optional color monitor. The price tag started at $1,565.

Initially, the PC didn’t have a big impact on office technology. Although the low price certainly made it affordable for business, there was a lack of software for typical office functions. That all changed in the early 1980s with the development of Lotus 1-2-3, the first spreadsheet program, and with Wordperfect and Wordstar, the first word-processing programs. These were the “killer applications” that created the PC revolution.

Developments over the next 20 years included the Windows operating system, networks to link PCs, network operating systems and network file servers for sharing disk storage, printers and applications. New network-based applications like e-mail, electronic calendars and the World Wide Web completely changed the face of office technology.

Today, you can purchase a PC with a 2 GHz processor (that’s 500 times faster than the original IBM PC) with 256MB of memory (that’s 16,000 times more memory than the original IBM PC) and a 30GB hard drive (that’s 3,000 times more disk space than the early floppy disk drives) for around $1,000. In almost every organization in the United States, you will find a personal computer on the desk of every office-based employee. Employees who work away from the office take their laptop computers on the road with them.

We all use a word-processing program to type our memos and letters. We use a spreadsheet program as our calculator. We access our minicomputer and mainframes (they haven’t gone away) over networks. We communicate with each other, our customers and suppliers via electronic mail. We even can meet and talk face-to-face over the network. Today, PCs, file servers, networks and printers are our office-technology tools. We’ve already replaced the typewriter and, maybe, someday in the not-too-distant future, we will replace the telephone!
Imagine a world where, with a voice command, you could access and review your entire health history from birth to present. Now imagine traveling and being involved in an accident that renders you unconscious. You are rushed to the local emergency room, where, that a click of a mouse, your treating physician instantaneously identifies your health history – including an allergy to the penicillin that he had planned to administer. The knowledge of this information effectively saved your life, since administering a medication to which the patient is allergic could cause serious complications and even death. Is this an episode of some futuristic science-fiction show? No! This is the reality of today’s electronic health record.

Historically, when we think of a patient health record, we think paper – lots of paper, lots of forms, lots of illegible handwriting. Paper-based records have many disadvantages. For example, only one person can have access to a record at any given time. This proves difficult for the patient seeing a family doctor as well as a specialist. The health record could be lost or delayed, resulting in clinicians delaying treatment or making decisions without all the information they need.

There also can be wide variations in forms used to record important information. Manual records naturally have gaps in information because patients receive care in multiple health-care settings that maintain separate records. Diagnostic images such as X-rays often are maintained separately from the text-based documents. Finally, paper-based records cannot be easily reorganized or manipulated to view data in different ways. For example, patients often have repeated lab tests that might be stored in chronological order along with other test results. This can be an obstacle when the physician may wish to compare similar test results taken over a time interval.

Because of these and other limitations, there is a push for a more efficient means to access health information. A computer-based patient record can be accessed from local or distant locations in a matter of seconds. These records can be accessed by multiple persons simultaneously. Electronic records can be linked with records in other locations to create a single collection of information for each patient. Furthermore, computerization of information lends itself to storage of multimedia information rather than simply text-based information. For example, digital information kept in computers can store text (physician orders and progress notes); images (X-rays, CT scans, ultrasound images, photographs of a skin rash); video (real-time records of heart catheterizations); and audio (heart sounds, dictated reports). Computerized patient records also can quickly sort and display information in many different ways. For example, a physician might be interested in sorting lab results to display the last five blood-sugar levels for a diabetic patient.

To get a sense of the advances made through computerization of patient care and other information, let’s compare some aspects of manual patient records to electronic health-records systems.
With manual patient-records systems, communications take place either face-to-face or by phone. While face-to-face communication is great, it is not always possible. Physicians have busy schedules and cannot simply drop everything and rush to the hospital to speak to another doctor about a patient. As for phone communication, the endless “phone tag” of leaving messages for others (and return calls when you’re not in) seems more common than actually getting the person you’re trying to reach. With computer technology, e-mail and other electronic communications can enhance communication by allowing physicians to pose questions to other health-care professionals and get an electronic reply without constant disruption to their schedules. Doctors can even communicate with their patients by e-mail.

With paper-based records, physicians handwrite orders for tests and treatments. Handwritten entries often are difficult to read. Once the orders are interpreted, the nursing staff communicates them to the lab, pharmacy and other departments. If a lab test is ordered, the lab sends someone to the patient’s room to collect a specimen, such as blood. The test is run, and results are printed onto a lab slip. The paper lab slip is hand-carried back to the nursing station where the patient is being cared for. The physician then can review the results on his or her next visit to see the patient. With order-entry and results-reporting computer applications currently in use, physician orders are entered into a computer. The order is immediately transmitted to the department that needs to carry it out. To further our previous lab example, the lab technician still visits the patient to collect the specimen. However, after the test is run by computer-controlled equipment, the results can be immediately transmitted over the computer network to be viewed by the health-care provider. Test results also can be sorted and displayed in various ways to assist the doctor in making patient-care decisions.

Another new feature of computer-based patient records is called an event engine. Event engines can track unexpected data, such as abnormal test results. If the computer’s logic determines the result is significantly abnormal, the computer can automatically notify the health-care provider by e-mail and pagers.

In the paper-based world, nurses and other providers take patient vital signs and handwrite the entries onto paper forms. In the electronic world, bedside point-of-care documentation systems can take readings from digital thermometers and other devices and post them to the patient’s electronic record.

The methods of conducting patient care-related research also have dramatically changed. Physicians can query knowledge-based systems to find relevant articles and clinical guidelines to assist them in treating their patients. In the past, finding this kind of information required manual searches through card catalogs and periodical indexes.

There are many other applications already in use today as well. The electronic health record is expected to continue to evolve, giving health-care providers quicker, more efficient access to the information they need to care for their patients.

If you are interested in this topic and would like to be a part of this health-information revolution, a career called Health Information Management may be right you. For more information about this exciting career area, contact the College’s Office of Admissions or the author (and program director) by phone at (570) 326-3761, ext. 5774, or by e-mail at dchristo@pct.edu.

“Electronic records can be linked with records in other locations to create a single collection of information for each patient.”
A business relationship with a Williamsport company has evolved over the years into a strong personal and family commitment to Pennsylvania College of Technology and its students.

Birch B. Phillips Jr. and his wife, Ann Marie, established an endowed scholarship at Penn College in 1998. But the Phillips’ history with Penn College does not begin or end with that fund. Birch Phillips says his family’s business, Phillips Supply House Inc., has had a strong business relationship with the College dating back to the days of Williamsport Technical Institute. Currently, Birch serves as chief financial officer of Phillips Supply House, Ann Marie serves as vice president, and their son, Trey, is president of the company. The business was started in 1893 by Birch’s grandfather, Harry G., who later turned the operation over to Birch’s father, Birch B. Sr.

Birch says he became directly involved in the future of the College when he was asked to serve on a community advisory board during the transition of the school from Williamsport Area Community College to Penn College. When that process was completed, he was named to the College’s Corporate Advisory Board. Birch was a member until October 1997, when he was named to his current post as a member of the College’s Board of Directors. Ann Marie has been an active member of the Board of Directors of Pennsylvania College of Technology Foundation Inc. since 1985.

Birch, Ann Marie and their son all are involved in many civic activities in Williamsport and Lycoming County; a partial list includes the Susquehanna Health System Board of Directors, the Williamsport-Lycoming Chamber of Commerce, Leadership Lycoming, Junior Achievement, Lycoming United Way and the Lycoming County Health Improvement Coalition. But all three say with conviction that Penn College is one of Williamsport and Lycoming County’s greatest assets.

“When you graduate from Penn College,” Ann Marie says, “you can rest assured of finding a job in your field.”

“Birch, Trey and I – and the company – give a lot of time and money back to the community,” she adds, “but I think that, when they write my obituary, I’d like the money (memorial donations) to go to Penn College. I feel like scholarships return that money to the community and the kids that benefit from a better education.”

Birch Phillips says Penn College also is bucking the so-called “brain drain” in Pennsylvania – that is, many students attend college in the Commonwealth, but move to another state after graduation. He says the programs at Penn College match the needs of Pennsylvania’s economy, pointing to the fact that about 80 percent of Penn College graduates stay in Pennsylvania. He notes that Phillips Supply House has hired dozens of Penn College, W.A.C.C. and W.T.I. graduates over the years, saying they leave with the education that’s needed for success.

“In our business today, technical electronics knowledge and competence is our entry-level skill. We can’t talk to a person about a service position unless they have extensive skills,” he said.

Trey Phillips adds that, right now, the company employs several alumni, and at least one current student, Ann Marie says, is “the best part-timer I’ve ever had!”

Beyond the more obvious economic benefits the College provides to Williamsport and Lycoming County, through jobs for hundreds of employees and the spending power of thousands of students, Ann Marie says there are less-obvious ways the College benefits the community. She points to the example of a computer student who completed an internship at the Williamsport/Lycoming Chamber of Commerce a couple of years ago: “He really brought the Chamber out of the dark ages and into the computer world. Then, last summer, we had two young people from Penn College who wrote this incredible program for economic-development purposes. What great training for them, but what a benefit for the community. Where else could you get that kind of exchange? They (Chamber officials) couldn’t have bought that expertise on their budget, and those kids couldn’t have gotten that kind of ‘turn you loose and let you run with it’ experience.”

The Birch and Ann Marie Phillips Endowed Scholarship is open to Lycoming County high school graduates who, regardless of their past academic performance, demonstrate the desire and potential to succeed in their chosen major. The recipients must be enrolled full-time in Penn College’s Schools of Business and Computer Technologies, Construction and Design Technologies, Industrial and Engineering Technologies or Transportation Technology. Dennis L. Correll, executive director of the Penn College Foundation, says the personal commitment Birch and Ann Marie have shown with the College and the Foundation “demonstrates a real down-to-earth approach to giving.”

“They have helped numerous students realize their dreams of achieving an education,” he said. “Our students are blessed to have the Phillips family as great supporters.”

Trey says that, unquestionably, the relationship of his family and Phillips Supply House with Penn College will continue far into the future, echoing his parents’ firm belief in the importance of the College to the community. The Birch B. and Ann Marie Phillips Endowed Scholarship will, of course, also continue to benefit Penn College students far into the future. Ann Marie says it’s very gratifying to help students and says recent additions to scholarship-related activities – such as the annual Scholarship Donor/Recipient Reception begun in 2001 – make the bonds even stronger.

“It’s nice to know the person who’s the recipient of your scholarship,” she says. “It makes you feel even more attached to the whole thing. I am very proud to be associated with Penn College.”

Phillips Supply House has hired dozens of Penn College, W.A.C.C. and W.T.I. graduates over the years, who leave the school with the education that’s needed for success.
NETWORKING HAS BECOME

a worldwide phenomenon. As one of the fastest-growing areas of the information-technology industry, networking itself is changing face at a very rapid pace – with the latest innovation being the Wireless Local Area Network.

How does wireless networking work? With no cables to connect to a computer, wireless networks work just like your AM/FM radio – with radio waves.

“Bluetooth” is one of today’s most popular wireless networks. Started by Ericsson Mobile Phone Co. in 1994, “Bluetooth” is said to have been named in honor of a Viking king. The story goes that one of Ericsson’s developers was given a copy of a book that tells the story of Harald Bluetooth, who peacefully combined two Scandinavian kingdoms. With that idea in mind, the developer thought the name was appropriate for a communications interface intended to join telecommunications and computing. The rest, as they say, is history.

Today “Bluetooth” has become the global de-facto standard for wireless connectivity. Based on a low-cost, short-range radio signal, “Bluetooth” cuts the cords that once tied up digital devices. The average range of such a link is about 10 meters. With no line-of-sight connection, two devices using this interface can be linked via “Bluetooth” – just like a home radio.

What if 10 meters is not enough? Stay tuned. Remember, in the 1980s, we had the PC craze. In the 1990s, it was the Internet craze. This craze (WLAN) is just getting started!

Pennsylvania College of Technology recently began offering WLAN access at a number of locations across campus. Students register to use their laptop computers and personal digital assistants to connect to the College network via a wireless Network Interface Card. The College’s WLAN is referred to by industry technicians as WI-FI; it is the IEEE standard 802.11b and operates over the unregulated 2.4 GHz radio frequency spectrum. It offered connectivity of up to 11 Mbps – fast enough to handle large e-mail attachments and run bandwidth-intensive applications, such as video conferencing.

WLAN allows untethered access from corporate networks from conference rooms, cafeterias and outdoor benches – giving employees the option of working from a wide variety of locations. It also allows businesses to quickly deploy connections without the cost of building conventional, wired networks.

In addition to wireless access for students, Penn College offers networking classes to meet today’s industry need for trained administrators for wireless networks. Both types of wireless technology are instructed: “Bluetooth” for the short-range connectivity and the IEEE standard of 802.11b for the larger range. In the Greater Williamsport area, several companies either are offering – or are planning to offer – wireless service. One thing to note is that security over the wireless network will become a major issue: Network firewalls work well for a contained wired network, but do little to protect a WLAN outside the realm of a protected, wired LAN. It becomes important to ensure that data encryption and user-authentication features are implemented as the first steps in managing security on a WLAN.

A new course in Network Security addresses the need to secure both a wired and wireless network. As the face of networking technology changes, so does Penn College change to remain on the cutting edge of today’s newest technology.
A Little History

Over the past several decades, the office environment has undergone many changes. In the industrial age of the 1950s and '60s, factories and their manufacturing processes were the central focus. Organizations historically were organized in a top-down fashion. The individuals at the top made the decisions, and individuals in the middle were responsible for carrying them out. Middle managers and administrative support workers produced the information needed by top management to make decisions.

In the late 1970s, these manufacturing industries began a period of decline. Our economy began to shift from a dependence on manufacturing industries to a dependence on service-oriented business. During this same period, computerization entered the business office. These growing service industries began using computer technology to process and distribute the massive amounts of information that was generated by the organization.

By the end of the 1980s, we had moved from the industrial emphasis to what is termed as the “information age.” More people were employed in jobs that involved processing information.

Through the '90s to the present day, the business office has become a far more challenging environment. Businesses have moved rapidly to enhance and replace their basic office equipment of the past: the telephone, typewriter, file cabinet and photocopy machine. Just 15 years ago, the typewriter still served as the office professional’s most indispensable tool, and copies were made with black and blue carbon and mimeograph equipment. In today’s office, these tools have
become ancient relics, as the computer, the Internet, and wireless technology have changed the office professional’s role to media producer, contract negotiator, presentation designer, Web-based researcher and software specialist.

The Changing Work Environment
The nature of work is changing just as dramatically as the technology is changing. We live in a global economy in which mergers, both national and international, are commonplace. The workplace may be the traditional office, the home office or any number of other locations. The workday may include a 9-to-5 schedule or it may involve flexible hours. In addition, the workweek may be compressed or may involve job-sharing with another individual.

Outsourcing, utilizing an outside company or temporary agency to perform a particular part of an organization’s business or to complete a project, is increasing in popularity. Many workers have traded the traditional work environment for “telework,” work that can be performed at any place and at any time using technology.

Business is embracing new office designs. Individual privacy is being replaced by group productivity, the top-down chain of command is being replaced with teamwork, and status is being replaced with mobility. Voice, fax and phone technology are making teamwork and mobility a reality. The office of today incorporates and embraces voice mail, e-mail, the World Wide Web and private intranets.

As most companies are promoting teamwork with project teams, office designers are trying to create combination environments by grouping private work areas around larger shared team areas. In addition, office-furniture companies are designing and suggesting work areas in traditional office settings to incorporate all-in-one spaces including computers, phones, files, faxes and any other high-tech equipment needed for normal routine business operations.

The office professional’s role is multifaceted. Each professional needs to adapt quickly and without hesitation, step in when needed, and put his or her hands on information immediately – whether it’s electronically retrieved or researched on the Internet. They are the connection point where many lines intersect, coordinating for various groups within an organization. These professionals are stepping into more proactive roles as project managers, presentation designers, and valued members of teams and committees – and top executives are embracing the concept.

What’s Next?
As reported in a recent issue of InformationWeek, visions of the office of the future burn brightly inside the research labs at technology office-equipment companies.

“The most important quality an office professional can possess for the 21st century is adaptability to change …”

As stated among the heady ideas: sensors that detect when you get to the office and cue software to alert colleagues you’re available to talk; microelectromechanical systems that render super-sharp images on displays the size of a wall, working in tandem with tablet computers that network to a shared-team display; and business software that learns the continued next page
Research provided by OfficeTeam, a nationally recognized leader in career building for job seekers, provides a list of technology we are seeing now and in the not-so-distant future:

- Laptops, hand-held computers and even pocket-sized PCs that are lighter, more powerful and functional, and less expensive.
- Wireless Communicators that combine the best features of cellular phones with those of hand-held computers.
- Phone companies that offer digital subscriber lines as an alternative to dial-up and cable modems; an Internet connection as readily available as a telephone dial tone.
- Digital input device use that shows increased sophistication; portable digital notepads and digital voice recorders increasing in popularity.
- Flat monitors that are space-saving, energy-efficient and easy on the eyes, outnumbering the traditional tube monitor.

Technology and Skills for the 21st Century

The most important quality an office professional can possess for the 21st century is adaptability to change, being proactive and staying employable through advanced training. Demand for essential key skills includes organizational ability and people skills; for example, problem-solving, ethics, open-mindedness, persuasiveness and leadership.

A thirst for knowledge and skill development will be essential. Increased responsibility will be assumed in areas of Internet research, project management, desktop publishing.

User Specialist certification are essential factors in gaining employment.

Keeping abreast of continued changes in present and emerging technologies; Web development, voice-activated technology, wireless communication, and personal digital assistants, is essential.

Time of Opportunity!

A wide variety of opportunities awaits skilled office professionals at all levels. Positions are becoming broader in scope and include multifaceted responsibilities. In addition, salary levels are rising to reflect the increased complexity and heightened visibility of the employed. The best career opportunities will go to those who are willing to invest in their own professional development by learning new skills, remaining open to workplace changes, and keeping abreast of the latest technology.

Degrees That Work

Constantly scanning the horizon for what credentials are critical for the 21st century office professional is crucial to success in the office environment. The Office Information Technology program at Pennsylvania College of Technology continues to address the challenges for the office professional today and for the future, and provide areas of specialization that offer challenge, variety and opportunity.

Reflected in the student’s education is essential training in skills for the 21st century: integrated to advanced software applications, Internet/intranet communications and research, project management and MOUS certification testing. Opportunities in specialized career-focused emphases (Web maintenance and design, medical information, law, communications, management and accounting) are provided to enhance the graduate’s employability.

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* www.iaap-hq.org, Office Technology Timeline. International Association for Administrative Professionals
Much has been written about the management of physical resources (such as office space) and technology in the new century. The pendulum keeps swinging between the organization’s desire to utilize space most efficiently via open office structures or cubicles (a la “Dilbert”) and the individual’s desire for privacy – particularly within an American society in which individuals value being able to establish and preserve their “space.” In years to come, many of us may not work in a traditional office but, rather, from home via “telecommuting,” which, in itself, raises issues related to the social aspect of work.

Continuous development of new technology requires new learning and pressures our ability to adapt. At the risk of dating myself, I recall having a typewriter on my credenza in one of my earliest corporate positions. Now, few of us could exist for even a short time in business without access to a computer, which often occupies a prominent position on our desktops.

The revolution in office design and technology that has occurred within the past 50 years or so, coupled with extraordinary changes to the environments of business, has resulted in more challenges for managers. The largest challenge remains managing human resources – just as it was 50 years ago and will be 50 years from now. Understanding workplace behavior is essential to effective management, which is essential to enhancing organizational performance.

Managing workplace behavior requires an understanding of and sensitivity to the increasing diversity of the workforce. Primary dimensions of diversity (those that are “hard-wired,” for the most part) include race, ethnic origin, gender and age. Secondary dimensions (those that are subject to change) include income, marital status, religion and education. Managers must understand and appreciate – and utilize – the similarities and differences among persons in the workforce in order to maximize performance.

The current business environment encompasses four distinct generations in the workforce: (a) that “traditional” generation born before 1945; (b) the “Baby Boomers” born between 1945-59; (c) “Generation X,” born between 1960-79; and (d) “Generation Y,” born between 1980-99. Each generation is different and must be managed and motivated differently if performance is to be maximized.

How should we manage our human resources in the changing office environment? Leadership is situational. It depends upon attributes of the manager (leader), the subordinates (followers) and the environment (context). Most modern leadership theories envision a manager not as a “heroic” leader who knows and handles everything, but rather as a “mentor” or “coach” whose success is measured by the maturity level of subordinates, who – at best – are able to lead their own self-managed teams and flourish in the new work environments.

Business Administration programs at Penn College, which are fully accredited by the International Assembly for Collegiate Business Education, contain the substance and flexibility required in the changing office environment. A particular strength of our programs is the blend of theory and the practice (including a heavy emphasis on technology) required for those interested in entering or advancing in the business world.

Penn College offers both Bachelor and Associate Degrees in business and related areas. Concentrations within our B.S. programs (General Management, Banking & Finance, Small Business & Entrepreneurship, Marketing, Management Information Systems) reflect the realities and needs of the current environment. A very popular “value-added” program is our bachelor’s degree in Technology Management, in which a student with an associate’s degree can add two years of business courses and emerge with a business degree. For example, students graduating with an associate’s in Office Information Technology can transfer into the program and emerge with a business degree enhanced by their earlier office information technologies studies.

To understand the changing office environment is to understand not only changing concepts of physical resources and technology, but the workforce and its varying dimensions. Education is a central component in producing workers who are not just technologically proficient, but possess the critical thinking and analysis skills required for our businesses to compete and excel throughout the world.

“Understanding workplace behavior is essential to effective management”
The traditionally conservative legal profession cannot resist the pervasive impact of technology. Historically, technology – such as electrical lighting, telephones, photocopiers and fax machines – produced huge leaps in speed and productivity in the legal profession. Not surprisingly, the tool that has had the greatest impact on the modern practice of law is the computer.

The client of the 21st century may make initial contact with an attorney via a law firm’s Web site, which profiles members of the legal team and their practice specialties. Consumers shop via the Internet for everything from clothing to loans, and it is impractical to believe they will not also shop for legal services.

A Baltimore law firm specializing in bankruptcy law recently incorporated technology into its Web site that permits potential clients to screen themselves for the most appropriate bankruptcy filing – in effect, a virtual office conference. The site includes information on bankruptcy alternatives, debt repair and debt collection, permitting prospective clients to educate themselves by seeking answers to frequently asked questions.

Once the attorney/client relationship has been established, an open line of communication is essential. Clients can become frustrated by the inability to access the busy attorney who is juggling the crushing demands of a modern practice. The ability to provide information or ask a question with the click of the e-mail button has greatly facilitated this communication process. As clients become increasingly computer-literate, e-mail will reduce telephone interruptions within the office and permit the legal team to respond methodically and accurately to requests for information. E-mail also will reduce long-distance telephone bills and charges for correspondence confirming telephone conversations. E-mail likewise has revolutionized communication within the office, speeding the flow of information. E-mail allows a reduction in paper memos and oral communications, although possibly at the cost of an increased volume of information generated.

A related advance in internal office communication is the use of an intranet to share information and updates relevant to all employees.

The computer also has impacted the way cases are handled, allowing files to be more efficiently docketed, managed and tracked to completion. Document storage, organization and retrieval have been greatly facilitated. A proliferation of software has enhanced document preparation in virtually every area of law – such as pleadings; deeds and deed-plotting; real-estate settlement sheets; wills; trusts; estate accountings; and myriad tax returns and forms. Ironically, the U.S. Department of Justice utilized sophisticated software in its recent case against Microsoft.

“A recent University of California study concluded that 93 percent of all newly created information is in digital format, such as e-mail, attachments, word-processed files, spreadsheets and databases.”
That software facilitated trial preparation, allowing skillful presentation of imaged documents, animations and video-deposition clips. Software also permits more efficient timekeeping and billing practices (I am reminded from my practice not so long ago of handwritten time sheets that had to be typed by a secretary to generate a final bill). Firms are ethically restricted from handling conflicts of interest, such as representing both sides in a case, or opposing a former client. Software has enhanced the identification of such conflicts, vastly improving old methods such as manually checking files or reviewing client lists at firm meetings. 

Many cases involve a process known as discovery – the formal gathering of information prior to trial from parties and witnesses. The deposition is one example. Whereas discovery traditionally involved attorney requests for paper documents, the focus has shifted to “electronic discovery” requests for the electronic data that created the document. A recent University of California study concluded that 93 percent of all newly created information is in digital format, such as e-mail, attachments, word-processed files, spreadsheets and databases. Discovery requests now include computer hard drives, cell phones, zip drives and backup tapes. Related software has been developed to assist firms that need to analyze discovered electronic information. Another example of technology’s impact on discovery is the use of videoconferencing to conduct depositions with individuals who are in two or more locations.

One of the areas most impacted by computer technology is legal research. The information contained in the thousands of books in a multi-floor law library now is accessible from the desktop with computerized research services such as Westlaw and Lexis. The click of a mouse permits access to legal material from anywhere in the country – an impossibility in other than the most well-funded law library. In addition, legal information is increasingly available online free. A researcher now can find various federal and state statutes, regulations and court opinions via the Internet. A consulting firm that designs law-firm space reports an international trend toward reducing law-library space, as more firms are choosing electronic forms over hard copies. As information proliferates, the legal professional’s need to remain current is crucial. States typically require attorneys to complete a number of hours of “continuing legal education” seminars annually. Pennsylvania recently adopted a rule allowing completion of three of the required 12 hours online, available 24 hours a day, seven days a week from the comfort of home. The program is touted as “the CLE of tomorrow,” available for preview at the “Online Campus.”

Pennsylvania College of Technology offers associate- and baccalaureate-degree legal assistant/paralegal programs, along with a certificate program in Nurse/Paralegal Studies. As the College’s name suggests, technology is the focus. Computer skills and the importance of technology in the legal profession are emphasized. For example, students can access Westlaw at the College’s extensive law library. Lexis is networked throughout the College and is accessible online through the library’s Web site. The program’s goal is to provide hands-on training by licensed attorneys, enabling graduates to succeed in the modern technologically sophisticated legal profession.
Scholarships Begun for Students in Two Penn College Schools

New scholarship funds are available to students in two academic schools at Pennsylvania College of Technology: one endowed by the Penn College Foundation and the other begun with a challenge from an anonymous donor.

Natural Resources Management

The School of Natural Resources Management Endowed Scholarship serves as a perpetual source of scholarships for students at the Earth Science Center. Recipients are required to participate in the Student Success Program, a noncredit program designed to enhance academic success and strengthen students’ interpersonal and professional life skills.

While participation is mandatory for recipients of awards from the fund, the program is open to all students in this academic school – regardless of whether they are scholarship recipients – to give them easier access to those services while promoting ongoing interaction with their faculty and staff. The program was developed by Academic Affairs, Developmental Studies, Career/Academic Support and Counseling Services, Student Activities, and faculty and staff of the School, which offers degree and certificate programs in Diesel Technology, Heavy Construction Equipment Technology, Forest Technology, Floral Design/Interior Plantscape, Landscape/Nursery Technology, Environmental Technology and Electrical Power Generation Technology.

“Many students face economic or other major challenges to completing their education,” says Barry R. Stiger, vice president for institutional advancement, “but they have the academic ability and display personal motivation and initiative. Given these challenges, we believe that, with an individualized guidance program and scholarship assistance, they will be successful.”

Construction and Design Technologies

A challenge from an anonymous donor led to creation of a scholarship to help students in the School of Construction and Design Technologies.

Dennis L. Correll, associate dean for institutional advancement and executive director of the Penn College Foundation, says the over 4,700 alumni of Construction and Design programs of Penn College, Williamsport Area Community College and Williamsport Technical Institute are challenged to assist current and future students at the College.

“It’s a challenge that I’m sure can be met,” he adds. “If we raise at least $10,500 for this fund, we will receive a match of $10,500. That $21,000, or more, will be used to establish an endowed scholarship fund for the School of Construction and Design Technologies. It will serve as a perpetual source of scholarships for students in those programs.”

Correll says a special appeal is being made to alumni of Construction and Design programs. Such contributions also can help Penn College obtain funds from corporations and foundations that award grants based upon the rate of alumni participation, he notes.

The School of Construction and Design Technologies Scholarship fund awards students with proven financial need and academic quality. Preference is given first to students in the Residential Construction Technology and Management bachelor-degree program, and second to Architectural Technology, Building Construction Technology, Masonry Construction Emphasis, Electrical Technology, HVAC Technology and related associate-degree programs.

The scholarship can be used to defray the cost of tuition, fees, books and required supplies. Interested Penn College students may apply for this scholarship through the College’s Financial Aid Office.

Anyone wishing to contribute may send donations to the Penn College Foundation, One College Avenue, Williamsport, PA, 17701-5799. Please include a note directing the gift to a specific scholarship fund. Gifts also may be made online, using a credit card, at www.pct.edu/annualfund.

College Rises to Second Tier in Magazine's Annual Rankings

Pennsylvania College of Technology rose to the second tier in the rankings of Comprehensive Colleges – Bachelor’s (North) in the 2003 edition of “America’s Best Colleges,” published by U.S. News & World Report. Last year, it its first appearance in the rankings, Penn College was in the classification’s third tier.

A total of 69 colleges are included in the North region of the Comprehensive Colleges – Bachelor’s classification. The only other public college ranked along with Penn College in the second tier is University of Pittsburgh – Johnstown.

The particular classification includes colleges that focus on undergraduate education but grant fewer than 50 percent of their degrees in liberal-arts disciplines. At least 10 percent of undergraduate degrees awarded by those colleges are bachelor’s.

(A more comprehensive article is available on the Internet at www.pct.edu/pctoday/news/miscella/U.S.Newsrankings0902.htm)
Rep. Feese Presents $500,000 State Grant to Penn College

A $500,000 grant to purchase instructional equipment at Pennsylvania College of Technology was hand-delivered in November by state Rep. Brett O. Feese (R-Muncy), who termed it “an excellent example of a cost-effective investment in the future workforce of the Commonwealth.”

“It is investments like this one … that will give us the tools we need to compete in the ‘New Economy’ and keep education affordable,” said Rep. Feese, majority caucus chairman in the state House and a member of Penn College’s Board of Directors. “This grant will have an immediate positive impact on the educational experience of students at Penn College.”

The pervasiveness of that influence was noted by Dr. Davie Jane Gilmour, College president, who said more than 1,500 students – more than 25 percent of the nearly 6,000 enrolled this semester – will benefit directly from the grant-funded equipment purchases.

“We can only imagine what impact those 1,500 lives will have as these men and women complete their Penn College education and go out to live and work in their respective communities,” she said.

The money will support seven areas of instruction: Civil Engineering/Surveying ($98,000), Health Sciences ($31,200); Manufacturing Engineering Technology ($100,800); Graphic Communications ($34,800); Broadcast Communications ($151,600); Diesel Technology ($31,000) and Welding & Fabrication Engineering Technology ($52,600).

“Our special mission requires that we constantly upgrade and add to our inventory of instructional equipment in order to ensure that the education we provide truly is responsive to employment needs,” the president explained. “Our current operating budget provides just over $528,000 to upgrade College laboratories. Without grant funding of at least the same amount and the generosity of industry – which contributes in excess of $3.5 million per year – we could not maintain our status as the state’s premier technical college.”

(A more comprehensive article is available on the Internet at www.pct.edu/pctoday/news/students/feesegrant1102.htm)

“Art on Campus” Initiative Acquires Additional Works

Pennsylvania College of Technology’s “Art on Campus” initiative has acquired additional works from area artists.

The pieces were purchased during the Bald Eagle Art League Show and Competition, which was held on the College’s main campus in June.


The purpose of the “Art on Campus” initiative is to expand the College’s collection, especially focusing on area artists and Penn College alumni. The funding allows for the purchase of works and for the transfer, maintenance and support of numerous donated pieces.

Several other pieces of artwork recently were donated to the College’s permanent collection, including two very early oil works by the late David Armstrong. The paintings were commissioned by Joseph Sick, a Penn College professor emeritus, for a Lycoming County Conservation District display in the 1960s.

(A more comprehensive article is available on the Internet at www.pct.edu/pctoday/news/miscella/artoncampus0902.htm)
Eric T. Shirk, Carrie L. Mausteller, Adam M. Davis, Donald W. Bower
May '02

April '02

Nicholas F. Lannan, Zachery J. Hildebrand
March '02

Alumni Marriages*

March '02

Zachery J. Hildebrand '02 to Melanie E. Conrad
Nicholas F. Lannan '00 to Renee E. Springman

April '02

Grant A. Moyer '00 to Connie J. Root

May '02

Donald W. Bower '95 to Heather D. Isgate
Craig R. Cerrato '97 to Heidi L. Lamey
Adam M. Davis '97 to Michelle R. Herlocher
Eric M. Keener '98 to Jennifer L. Taylor
Carrie L. Mausteller '99 to Adam P. Kistner
Eric T. Shirk '00 to Elisabeth R. Taylor '00
Mandy E. Wolf '01 to Adam C. Weiser

June '02

Traci J. Allison '99 to Jonathan Trager
Jennifer L. Beckwith '96 to Gregory K. Shroat
Michael A. Ditcher '85 to Maureen Corson
Nicholas Hadzimikolov '97 to Dena M. Trosle
Joseph M. Hoot '93 to Angela J. Balestrini
Chad A. Miller '92 to Lori J.
Brian L. Paulhamus '01 to Allison C. Follmer
George R. Roles '00 to Tina Marie Merrifield
Kelly M. Springer '99 to Joseph R. Zellers
Corey A. Surak '97 to Lori Troy
Robert K. Thompson '99 to Amanda M. Seely '02

July '02

Edward A. Chilson '96 to Valerie Schussler
Theresa E. Grasso '95 to Ronald G. Pratt
William L. Hartzell '95 to Melissa C. Frey
Mark E. Inman '99 to Lisa A. McCarty
Joseph A. Ranck '93 to Mindy (Auman) Corcoran

August '02

Gary L. Fox '92 to Sheila A.
Traci L. Hitzeman '99 to Jonathan C. Foster
Shawn N. Ressler '86 to Daphyne L. Newman
Steven J. Staib '84 to Jessica L. Geisler

September '02

Pollyauna Aukst '94 to Scott Bogert
Christopher Fedinez '91 to Christy L. Seeling '97
William T. Giles '98 to Michelle A. Zeek
Jonathan E. Goehler '97 to Lisa M. Goedler
Jeremy L. Rhodes '00 to Tracy L. Kratzer-Fogelman

October '02

Jon S. Dangle to Margaret A. Davis '92

December '02

Keith D. Geise '99 to Megan R. Lattis
Michelle L. Kranz '99 to Daniel L. Mayer

'64

Jane M. (DeLosier) Stahhecker, nursing, is a licensed practical/charge nurse at Susquehanna Health System’s Muncy campus and resides in Allenwood.

'70

Joseph W. Fox, aviation maintenance technician, is manager/mechanic for Fox’s Danville Airport and resides in Elysburg.

'79

Dennis Richard Smith, electronic/electrical construction, continued his education at Drexel University in business management. He is chief operating officer for The Dangler Group. Smith resides in Georgia and is on the Board of Directors for PCX, manufacturers of electrical integrated products, located in Clayton, N.C.

'80

Gary L. Spangenberg, graphic arts, is owner of Character Solutions, providing training for businesses and government and educational organizations. Spangenberg resides in East Petersburg, where he is borough mayor.

'82

Roseanne Arvin Wachter, clerical studies, is employed at Chilitech Internet Solutions and resides in Williamsport.

'83

Kevin E. Wagner, electrical technology, is an electrician for Alcoa and lives in Tamaqua.

'84

Pamela L. Koenig, clerical studies, is a secretary for CSC Concrete and resides in Saltsburg.

'85

Kathryn F. Williams, secretarial science-legal, received her bachelor’s degree in business education from Bloomsburg University. She is a teacher for the Northeast Bradford School District and resides in Towanda.

'87

Douglas Lamar Shirk, engineering drafting, is senior engineer for Wood Mode Inc. and resides in Mifflinburg.

'88

Andrea (Keider) Hine, graphic arts, resides in Johnson City, N.Y., and is a graphic artist for Paxar Labeling Systems.

'92

Scott Winters, automation instrumentation, is employed at DuPont and resides in Ulster.

'93

Robbie Dell, landscape & nursery technology, is a horticulture instructor for inmates and a nursery/greenhouse supervisor at the State Correctional Institution at Huntingdon. Dell resides in Huntingdon.

'94

Joseph T. Williams, aviation maintenance, is a welder for the Pennsylvania Department of Transportation and resides in New Philadelphia.

'95

Keith Allan Huffman, occupational therapy assistant, is certified occupational therapy assistant at Health South Rehab Center in Huntington, W.Va. Huffman resides in Scott Depot, W.Va.

'97

Laurie Jane (Kessler) Dunkle, nursing, is a RN supervisor at Kramm’s Nursing Home and resides in Danville.

'99 to

Dane J. Hart, service & operation of heavy equipment, is a welder for Bear Ridge Machine & Fabrications and lives in Ringtown.

'00 to

Dana J. Roller,出任《Alumni》

'02 to

May '02

Donald W. Bower '95 to Heather D. Isgate
Craig R. Cerrato '97 to Heidi L. Lamey
Adam M. Davis '97 to Michelle R. Herlocher
Eric M. Keener '98 to Jennifer L. Taylor
Carrie L. Mausteller '99 to Adam P. Kistner
Eric T. Shirk '00 to Elisabeth R. Taylor '00
Mandy E. Wolf '01 to Adam C. Weiser

In Touch With

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Laurie Jane (Kessler) Dunkle, nursing, is a RN supervisor at Kramm’s Nursing Home and resides in Danville.

Susan Shoemaker, accounting, is account manager for Haranin Construction Inc. and resides in Jersey Shore. Shoemaker was one of 27 commonwealth participants who recently completed year one of the Pennsylvania Rural Leadership Program, a two-year leadership-development course, based at The Pennsylvania State University. The culmination of the first year was a four-day legislative study institute in Harrisburg. As a recipient of the RULE fellowship, valued at $15,000, Shoemaker will attend 10 study institutes that meet across Pennsylvania and in Washington, D.C. Graduation is planned for May in State College.
Penn College salutes these alumni of one of its forerunners, Williamsport Technical Institute, whose stories were compiled by James F. Finkler, annual giving officer.

**Where It All Started**

**We Remember…**

**Milestones**

Alumna Dora K. (Higley) ’80 and Warren B. Brown 25th wedding anniversary on July 23
Retiree Paul N. and Nancy (O’Connor) Feaster 50th wedding anniversary on July 26

**Alumni, Colleagues, Retirees**

John S. Aldenderfer ’48
Philip R. Austin ’78
Daniel E. Baker ’77
Claude Boatman
James C. Boatman ’46
Joseph A. Borosco, Jr. ’64
Charles W. Boyer ’50
Timothy J. Cinino ’82
Walter J. Clark ’56
Richard Colegrove ’88
Kenneth P. Daniels ’92
Dale A. Daubenspeck ’91
Harry I. Dyer ’48
Daniel O. Fausnaught ’52
Claudia M. Frey ’85
Steven J. Fye ’91
Richard H. Getzen
David E. Gresh ’68
James A. Hannis ’96
Linda A. Herman
Ernest F. Houdeshell
Kent M. Judy ’97
Eric S. Kemmerer ’85
Robert J. Klesius ’69
Teresita A. Kolesar ’97
Richard Long (director of audiovisual services)
Anne M. McCloskey ’97
George C. McQuay ’60
Neil W. Mumper ’56
Frank Ochej ’58
Melody P. Palmer ’84
Maria A. Rampulla ’90
Paul C. Rusincovitch ’00
James D. Schick ’56
Jennifer S. Schlieberer ’96
Glenn E. Smith ’50
Gerald D. Splain ’91
William E. Swank ’74
Maude A. Taylor ’84
Robert W. Tibus ’86
Thomas P. Tvorrovor ’69
Wendy S. Truckenmiller ’94
Daniel F. Wargo ’55
Marie A. Weiss ’93
Nelson S. Whitset ’67

and other several other W.T.I. alumni living in the Williamsport area, including but not limited to - Calvin Hahn (’48, service and operation-heavy construction equipment), John Kiel (’49, carpentry and building construction), and Augustine "Gus" Nicolino (’46, electrical construction), often can be found having coffee together at the Burger King on Washington Boulevard. Quinn’s daughter, Patricia, graduated from W.A.C.C. in 1984 with a degree in computer information systems.

Torrey G. Cross, ’62, heavy construction equipment operator and serviceman, is retired and living in Horseheads, N.Y., with his wife, Donna. Cross started working for a heavy equipment company in Painted Post the day after graduating, and continued in that field until his retirement. The Crosses have two sons; one is an eye doctor, the other a New York state trooper. In 1968, Cross helped to establish the Thompkins Corners Volunteer Fire Co., and still serves as a volunteer firefighter.

Edward Alderfer, ’61, offset and letterpress printer, lives in Hamilton, Ohio, with his wife, Bernadine. Alderfer says that, after nearly 40 years in the printing industry, working mainly in windowless facilities, he’s ready to see some sights – he’s embarking on a new career in over-the-road truck driving. Alderfer and his wife moved to Hamilton to take a job secured for him by instructor J. Wayne Straub; Alderfer says Straub took vacation time to drive to Ohio and canvass printing companies for job openings for his students. He also says he remembers that Straub was an ex-Marine, and ran his classes like basic training. Alderfer says he had an “excellent experience” at W.T.I., and says those were two very happy years for him.

Elio Bueno, ’54, aviation mechanic A license and E license, retired last year as an airline safety inspector for the Federal Aviation Administration. Bueno came to Williamsport from La Paz, Bolivia. He joined the U.S. Air Force after graduation. Following the Air Force, Bueno’s career included positions with Pan American Airlines, General Dynamics (where he worked on Atlas missiles), Boeing (where he worked on Saturn 5 rockets), Electric Boat, Pratt Whitney, Sikorski Aircraft and the FAA. He still does some consulting work, and credits the many great experiences in his career to his education at W.T.I. Bueno says he hasn’t visited the school since he graduated, but is looking forward to the next W.T.I. reunion at Penn College. He’s happy to hear that the College still trains technicians for the aviation industry, and says he’s certain he’ll be steering students in this direction.

Ronald L. Albert, ’65, electronics technology, lives in Montrose with his wife, Judy. Albert is semi-retired, and operates a mobile home park. He worked for Western Electric and General Electric after graduation. Albert’s time with GE included work in product support, with those duties frequently taking him to Israel and other overseas locations. He later operated an LP gas business in Montrose. The Alberts have two daughters and two grandsons, and recently observed their 36th wedding anniversary.
Paul W. Howe, assistant professor of business administration/travel and tourism, presented a seminar on “Selling Dive Travel” at the Diving Equipment and Marketing Association’s national convention in Las Vegas on Oct. 21. DEMA is the world’s largest organization of scuba-diving manufacturers, marketers and operators. A Ph.D. candidate in park, recreation and tourism, he worked as marketing director at Divi Resorts/Peter Hughes Diving, a Caribbean resort chain; consulted with island tourism boards on their dive markets; owned a dive facility for more than 13 years; and is a scuba-instructor trainer.

Nicholas A. Vonada, associate professor of computer science, made two presentations at the IBM-sponsored COMMON IT Education conference in Denver from Oct. 13-17. He was invited to discuss what Penn College is doing and “The National Dean’s List” are given the opportunity to nominate one teacher who has had the most influence on their academic career.

Dr. Asesh K. Das, professor of computer science, recently participated in the Sixth World Multiconference on Systems, Cybernetics and Informatics and the Eighth International Conference on Information Systems, Analysis and Synthesis in Orlando, Fla. Dr. Das was chairman of the “Information Systems, Development Methods and Methodologies II” session and co-chaired the “Computing Techniques I” session. He also presented a paper, “Computing with Words – Ontological Engineering,” in which he discussed how – using simple English words – “fuzzy logic” can be used for design (and intelligent search) of very large information repositories.

Dr. Jacob R. Miller, associate professor of psychology, was nominated for the award by a student. (High-school and college students listed in “Who’s Who Among American High School Students” and “The National Dean’s List” are given the opportunity to nominate one teacher who has had the most influence on their academic career.)

Dr. Richard Sahn, instructor of sociology and psychology, delivered a paper on “The New McCarthyism” at the annual convention of the Association for Humanist Sociology in Madison, Wis., on Oct. 12.

Dr. David L. Evans, professor of biology, has published a teaching case-study Web site sponsored by the State University of New York at Buffalo and the National Science Foundation. A novel approach to getting students to “problem solve” in science classrooms, the site presents an emergency case of severe electrolyte imbalance, leaving students to decide how to “save” a patient’s life in a group setting. More than 70 people have died of the condition in the Arizona area since last spring, so paramedics clearly need to know how to effectively handle such cases.

The student presentation is available at http://ublib.buffalo.edu/libraries/projects/cases/thermoregulation/thermoregulation.html and the teaching notes at http://ublib.buffalo.edu/libraries/projects/cases/thermoregulation_notes.html

Attending The Association of American Colleges and Universities’ 12th annual conference on General Education at the University of North Carolina in Asheville from May 31-June 5 were: Nick J. Vitterite, dean, Roger W. Davis, associate professor of mathematics; David S. Richards, associate professor of physics; Joan E. Schell, assistant professor of English composition; and Susan K. Slamka, assistant professor of human services/psychology. The group attended the institute to collaborate on assessment methods for education goals and objectives.

Richard also traveled to the Kennedy Space Center/Cape Canaveral in Florida from Aug. 4-8 for a National Science Foundation-sponsored trip. Information and resources gathered during the conference, entitled “A Better Understanding of the USA Space Program,” will be used in the Science of Spaceflight and Astronomy courses offered at Penn College.

Dr. Vinay Bahl, associate professor of sociology, is serving a yearlong appointment as a guest scholar at College de France in Paris. One of just eight educators chosen for the prestigious honor, Dr. Bahl will work on a long-term research project: a comparative history of the large-scale steel industry in imperial Russia, colonial India, Great Britain and the United States at the turn of the 19th century. She will present four papers based on research conducted during her stay at the institution.

Penn College has appointed an interim dean of student affairs and named interim directors of residence life and student activities.

J. Elliott Strickland Jr., director of student activities at Penn College since 1997, became interim dean of student affairs on July 17. He succeeds Dr. James E. Fitzpatrick, who accepted the position of vice president for student development at Ohio Dominican College, Columbus, Ohio. Strickland, an Aiken, S.C., native who earned bachelor's and master's degrees in business administration and student personnel services from the University of South Carolina, joined Penn College in July 1997 as coordinator of student life. He became director of student activities in September 1997.

Succeeding Strickland as interim director of student activities is Stephanie D. Haney, who had been assistant director of student activities at Penn College since 2001. Previously, Haney was residence hall director at Bowling Green State University, Bowling Green, Ohio, and director of residence life at Goucher College, Baltimore. The Bloomsburg native earned a bachelor’s degree in psychology from Bucknell University and a master’s degree in student affairs administration from The Ohio State University.

Timothy J. Mallery has been named Penn College’s interim director of residence life. Mallery, who had been coordinator of residence life, succeeds Steven P. Jacobson, who accepted the position of director of housing at the University of the Pacific, Stockton, Calif. Mallery earned a bachelor’s degree in education from State University of New York Cortland and a master’s degree in counseling/higher education from SUNY Oneonta. The Delhi, N.Y., native joined Penn College in 1997. Previously, he was employed as a resident director at SUNY Delhi and a complex manager at Fort Lewis College, Durango, Colo.

Lady Wildcat basketball Coach Jeffrey R. Chamberlin graduated from the United States Sports Academy, maintaining a 4.0 grade-point average on his way to a Master of Sport Science degree in Sport Management. Nearly 200 students from 40 states and four countries graduated from the Academy during its 30th such celebration, held in July in Mobile, Ala. Known as “America’s Graduate School of Sport,” the Academy prepares men and women for sport professions in the areas of coaching, sport management and sports medicine.
In this issue, you have read the perspectives of several well-informed and knowledgeable people. We do not wish to detract from their outlook in any way. However, the future is perverse and the crystal ball often is cloudier than we think. To provide a bit of counterpoint, we offer some predictions made by people who were considered equally knowledgeable in their field at the time.

Western Union internal memo, 1876

“ ‘telephone’ has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us.”

Charles H. Duell, commissioner of the U.S. Patents Office, 1899

“Everything that can be invented has been invented.”

David Sarnoff’s associates in response to his urgings in investment in the radio, circa 1920

“The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?”

Thomas J. Watson, chairman, International Business Machines Corp., 1943

“I think there is a world market for maybe five computers.”

Popular Mechanics, March 1949

Where a calculator on the ENIAC is equipped with 18,000 vacuum tubes and weighs 30 tons, computers in the future may have only 1,000 vacuum tubes and perhaps weigh 1.5 tons.”

Editor in charge of business books, Prentice Hall Publishing, 1957

“I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad and won’t last out the year.”

An engineer at the Advanced Computing Systems Division of IBM, commenting on the microchip, 1968

“But what . . . is it good for?”

A Yale University management professor’s response to Fred Smith’s (founder of Federal Express) paper proposing reliable overnight delivery service, circa 1970

“The concept is interesting and well-formed, but, in order to earn better than a ‘C,’ the idea must be feasible.”

Ken Olsen, President of Digital Equipment Corp., 1977

“There is no reason for any individual to have a computer in his home.”

Bill Gates, founder of Microsoft Corp., 1981

“640K ought to be enough for anybody.”

Steve Wozniak, co-founder of Apple Computer, 1988

“I knew then (in 1970) that a 4-kbyte minicomputer would cost as much as a house. So I reasoned that, after college, I’d have to live cheaply in an apartment and put all my money into owning a computer.”
Pennsylvania College of Technology introduces these Penn College Scholars, chosen from among the institution’s adult-student population to be role models and Student Ambassadors through the current academic year.

Following the example of its predecessor institutions – Williamsport Technical Institute and Williamsport Area Community College – Penn College continues to serve adult-student needs and to look to its nontraditional students as examples of maturity and leadership to inspire students of all ages.

Whether embarking on a career change necessitated by a layoff or plant closing, returning to the classroom after raising a family, or finding opportunity at an acclaimed institution close to home, our adult students find it’s never too late to learn. From among their ranks, we salute these Penn College Scholars.

You are invited to attend
**SPRING VISITATION DAY** (formerly Open House)
Sunday, March 23, 2003
10 a.m.-3 p.m.
For details, call 1-800-367-9222 or visit www.pct.edu

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