START YOUR ENGINES!

Accelerating into the future with Forsyth Tech's new Transportation Technology Center

IN THIS ISSUE:

BACK TO WORK
Creating New Career Paths

CHILDREN WHO SURVIVED
The Town that Defied the Holocaust

THE LEGO CHALLENGE
May the Best Bot Win
“Sometimes I look in the mirror and I think, ‘You know, you’ve come so far. Not only are you a mom and a wife. I’m just ecstatic.’”

Those are the words of Janet Coulson, who recently earned her GED at Forsyth Tech and is now enrolled in the college’s Certified Nursing Assistant program. Working part time as a school custodian, Janet would not have been able to afford the cost of the program without the assistance of the Forsyth Tech Foundation. With our help, she is on track to graduate next year.

Through the Foundation, Janet and students like her are able to get the education they need for a better job and a better life. Donate now, and help us help them.

www.ForsythTech.edu/support

From the President

Dr. Gary M. Green

In the American way. Mobility—from covered wagons to railroads to the interstate highway system—has created the dynamic society we live in today. It has formed our economy and our way of life. This year Forsyth Tech has placed itself squarely in the forefront of that tradition with the opening of our new Transportation Technology Center.

This wonderful state-of-the-art center is now home to all our transportation programs, and our faculty and students are still walking around with stars in their eyes, marveling at this beautiful new facility and the resources it contains.

Few could have imagined that an underutilized strip mall on the edge of Winston-Salem could be transformed into a facility that fulfills so many functions: workshop, showplace; classroom, computer lab, training center.

This new center is our response to the demands of the world in which we live. Not only are we preparing our students for jobs—we’re preparing them for the right jobs. From the food we eat to the merchandise we order online, everything moves over the roads. And so do we.

But the vehicles that move us have now become rolling computers. It takes a well-educated person to work on and maintain the merchandise we order online, everything moves over the roads. And so do we.

The thing that will not move? These jobs.

You cannot outsource the work of maintaining the family mini-van or a big rig—or, for that matter, those jobs will stay here at home, providing employment and economic activity far into the future. The Forsyth County Commissioners and the county’s citizens knew this when they approved the bond issue that supported the opening of our new Transportation Technology Center. This center is our r.

No project too small: Students painted this vintage toy car.

ww.ForsythTech.edu/support

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Students in Forsyth Tech’s nanotechnology program got to watch two cutting-edge particle sizers vie for supremacy in the realm of the real, really small.

28 | Journeys

An extraordinary couple visited the college in November to tell their story of survival and hope during the Holocaust in France—and to highlight the little-known history of Jewish children who came through that terrible time.

Forsyth Technical Community College is accredited by the Commission of Colleges of the Southern Association of Colleges and Schools to award associate degrees, diplomas and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, or 404-679-4500 for questions about the accreditation of Forsyth Technical Community College. The Commission is not responsible for third-party comments during the time of this college’s annual review or for any complaints taken in a manner appealing to the College’s reconsideration with an application or standard. All other inquiries about the College should be addressed directly to the College.

www.forsythtech.edu
Cops for Tots

Forsyth Tech's criminal justice students worked to give some Forsyth County kids a great Christmas last year. Their Sigma Theta Kappa organization, a community outreach group, presented a check for $1,000 to the Police Chief of King, a Stokes County town just north of Winston-Salem. Chief Paula May accepted the check at the college's Northwest Forsyth Center, on behalf of the department's Cops for Tots program.

The money was used to provide clothing and toys for 75 children in King last Christmas. Members of Sigma Theta Kappa, an affiliate of the national criminal justice association Lambda Alpha Epsilon, raised the money for the Cops for Tots program through two hog sales and a slow cooker fundraiser.

At the same time Phi Theta Kappa, the college's academic honor society, also contributed $250 to the King Cops for Tots program. Modeled on Phi Beta Kappa, the honor society for four-year colleges, Phi Theta Kappa invites students with excellent academic records at two-year colleges to be members.

A Force for Good

A pilot mentoring program at Forsyth Tech was awarded a $5,000 grant from the Winston-Salem Foundation. Eminent Force encourages minority male students who are rising high school seniors to continue their education at the college. Through the Minority Male Mentoring Program, Forsyth Tech students will help guide a group of local high school students through the process of applying to the college and prepare them for the college experience over the summer.

The program is a response to the falling enrollment rates for minority males at the college, explains Greg Young, the Minority Male Mentoring Program's coordinator. "We want to allow more of these kids access to the community college systems. Then we'll offer them support once they enroll." The Eminent Force team is identifying the first crop of students, recruited to participate in the program.

A New Head for Health

"Health care is my passion," says Bonnie Pope. Bonnie has just been named Dean of Health Technologies at Forsyth Tech after serving for six months as Interim Dean and as Director of Nursing for six years.

The new dean is excited about the division she leads and its mission. "Forsyth Tech's division is a real mover and shaker," she boasts. "We have an outstanding reputation in this community and beyond. I intend to continue to support the integrity of our health programs and make sure we're preparing the most qualified members of the next workforce generation."

Credit's Due

Where
Credit's Due

Students in the Associate Degree Pharmacy Technology program just got a big career boost. The program has been accredited by the American Society of Health-System Pharmacists, or ASHP. Forsyth Tech is the first college in the state to be awarded this accreditation for its Associate program.

According to Sarah Clement, the program's coordinator, the new national recognition will give potential employers the confidence that Forsyth Tech graduates are prepared to start work with a minimal amount of training; they'll be employable anywhere in the United States. "It grants a stamp of approval for them," she notes. "They can go anywhere now."

Great in the State

The Order of the Longleaf Pine is granted by the Governor to North Carolinians who have a record of extraordinary service to the state. One of the most prestigious awards a resident can earn, it has been granted to luminaries such as Billy Graham, Danny Glover, Charles Kuralt and Maya Angelou. Now one of Forsyth Tech's own has earned the award: former Coordinator of Admissions Sandra Suggs. Sandra was nominated for the award by her successor, Jean Groome, who says Sandra was an inspiration to her and to the college for her devotion to the job and to Forsyth Tech. "For her it was all about the students," Jean asserts.

Catching Stars

When heavy equipment manufacturer Caterpillar opened its new plant in the Triad, the company made a special request: Could the Star Catchers please come and sing at the opening ceremony?

The Star Catchers are a pretty special group, made up of students from Forsyth Tech’s Compensatory Education program in Stokes County. They have already performed for Gov. Bev Perdue on two occasions. Their presence at the ceremony in November highlighted the relationship between Forsyth Tech and the world’s largest seller of construction and mining machinery.

The college is collaborating on training programs with Caterpillar; and the prospect of this partnership helped bring the company, along with 500 jobs, to locate its new operations in Winston-Salem. The plant manufactures axles for Caterpillar’s giant earth-moving equipment, used in mining operations.

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**New Job for Job Creator**

As Director of Corporate Education at Forsyth Tech for the past four years, Jennifer Gauloume’s job has been helping people find work. Now she herself has a new job: Dean of Business and Industry Services in the Economic Workforce Development (EWD) Division. Jennifer came to Forsyth Tech in 2008 after working for the YMCA and BB&T. "That’s the kind of thing I jump up and down for," she says.

"I love the constant variety in my work," she says, but the truck with a giant satellite antenna. Created by Cisco Systems to respond to natural disasters and other large-scale emergencies, the NERV (Network Emergency Response Vehicle) was visiting the campus at the invitation of Debra Taylor, a networking instructor at the college. The NERV’s visit to Forsyth Tech was a natural. The college has an important relationship with Cisco, offering courses that certify students in Cisco technology, and preparing them for high-tech careers and qualifying them to take examinations for various network industry certifications. The visit allowed Forsyth Tech students, as well as schoolchildren and community members from other local colleges, to have a look at its cutting-edge technology.

The NERV vehicle is crammed full of communications technology and is ready to be deployed wherever disaster strikes and communications systems are compromised. Sue Lynn Hinson, one of the specially trained NERV staff, explained that during large-scale disasters, there’s often a huge problem when various emergency response agencies can’t communicate with each other. The NERV vehicle is equipped with an Interoperability and Communications System (IPCS) that allows agencies using different frequency bands and radio protocols to talk to each other.

The NERV vehicle is always staffed with at least two technicians who are also trained first responders. One enthusiastic observer was Kierre Hickman, a student in Forsyth Tech’s Cisco Certified Network Associate program. Kierre was quite impressed, and said he’d love to work with the NERV vehicle after he graduates from the program in the fall. "I want to take it home with me," he enthused.

The NERV vehicle comes with a large black NERV Center

Early in December, a strange-looking vehicle appeared in a parking lot at Forsyth Tech: a large black truck with a giant satellite antenna. Created by Cisco Systems to respond to natural disasters and other large-scale emergencies, the NERV (Network Emergency Response Vehicle) was visiting the campus at the invitation of Debra Taylor, a networking instructor at the college.

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The Ford NERV Center

State of the Union

Forsyth Tech alum Kathy Proctor was back in the news in January. Kathy, you may remember, was the student selected to attend the State of the Union speech by President Obama in 2011. The President mentioned her— and Forsyth Tech—in his speech as an example of the right approach to the trauma of job loss. Kathy’s manufacturing job disappeared when the factory where she’d been working shut down. At 55, she was enrolled in a bistro program at the college, and President Obama praised her for taking the initiative to go back and retrain herself.

On the day of this year’s speech, CNN found Kathy and interviewed her live during the “CNN Newsroom” broadcast to see how things have worked out for her. The answer: just fine. She spoke about her new job in quality control at a local biotech company, and shared news of her twin daughters, both now enrolled in college themselves. Great example!

A Winning Habit

It’s becoming something of a tradition at Forsyth Tech: winning awards, that is. The college’s marketing efforts have won accolades in previous years from the National Council for Marketing and Public Relations. This year, with a truly phenomenal showing, Tech took home nine Gold Medallion awards and one Silver, competing against all the southeastern two-year colleges in District 2, which includes the Southeast, Bermuda, the British Virgin Islands and the Bahamas.

The college, in conjunction with its local marketing partner, The Bloom Agency, won gold for its magazine, Tech Quarterly; for its series of billboards promoting the college to prospective students; for its eye-catching series of banners and outdoor billboards; for innovation in Technology with its online recruitment campaign; and for its promotional campaigns for Forsyth Tech’s 50th anniversary. Forsyth Tech also won Silver for its series of radio spots.
It was an appropriate send-off. Several hundred were on hand to mark the opening of Forsyth Tech’s new Transportation Technology Center, the state-of-the-art facility that now contains all the college’s automotive programs. A professional racing team would feel at home here – but there’s so much more.

And on that day in January, students, faculty and staff members were eager to show it off: the bays filled with shiny Toyotas, the rows of spanking-new Snap-on tool chests, the lifts, the workshops, the paint booths and machine shops, the computer labs and simulators. No one, it seemed, could stop smiling.

And no wonder. Housed for years in a former incinerator next to Forsyth Tech’s main campus on Silas Creek Parkway and at other sites in the Triad, the college’s automotive programs finally have a new home. The new center reflects the changes of the last two decades in transportation technology and its workforce. No longer can self-taught mechanics tinker with cars and trucks and keep them in running order. From minivans to giant semis to race cars, today’s vehicles are complex, computer-controlled systems. It takes smart, educated people to work on them, and the college is now fully equipped to provide that education.

It all started with a bond referendum back in 2006. Forsyth County’s voters approved $15 million to renovate the vacant Pinebrook Shopping Center on the north side of town, and the college engaged the firm CJMW Architecture to perform the transformation.

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Randy Butner, who directs the race car technology program, remembers when he first saw the property. “To be honest,” he says, “I didn’t see how they were going to do it. I said to myself, ‘They’ll never make a premier transportation center out of this.’” He wasn’t alone. Some residents in the neighborhood of the abandoned strip mall saw the place as an eyesore and had been campaigning to have it demolished.

The program’s founder, Bill Wilder, rolls the #1 race car into the shop area. Students built the car from the ground up.

Inside the cavernous, gleaming new workshop, NASCAR legend Richard Childress stood on the podium and gave the order: “Ladies and gentlemen, start your engines!”
START YOUR ENGINES

But David Moore, the lead design architect who supervised the building, relished the challenge. “It’s not very often you get to take an ugly duckling and turn it into a swan,” he reflects. Nevertheless, it would have been easier to start from scratch. “This kind of transformation is much more difficult than creating something from nothing,” he explains. It was like putting together a giant puzzle.” The biggest problem was taking this huge building that was really six different buildings, and making it into one unit. “We couldn’t afford to tear it all down.”

MAKING IT WORK

Instead, Mr. Moore made the boomerang-shaped structure work for its purpose, housing the original walls and the basic shape and using the modular layout to create separate, interconnected spaces for the different programs: Race Car Technology, Automotive Systems Technology, Collision Repair and Refinishing Technology, RV Maintenance and Repair, and Heavy Equipment. The Heavy Equipment section, at the west end of the building, is the only new construction. There was no space in the original building high enough to accommodate the 13-foot-tall tractor trailers.

Leonard Kiser, dean of the college’s Engineering Technologies Division, takes a visitor through the finished facility. It’s hard to believe the space was once dingy and dirlsiet, the new shops, classrooms and hallways are light-filled, the walls jazzy with eye-popping automotive supergraphics. He points out that students in the automotive courses will now be able to take all their classes here; the center is fully self-contained, with its own bookstore, cashier, administrative offices and computer labs. As he opens doors to classrooms and workshops, lights flicker on. That’s also part of the package. The building is eligible for LEED certification, having met strict standards for energy efficiency and sustainability. The lights are motion-activated.

The rows of Toyotas in the work bays, along with big Snap-on tool chests, highlight the college’s partnerships with industry. Each program has an advisory committee. Leonard points out, composed of people from the relevant industries. “We want them to hire our students,” he explains. They help us form our curriculum. They also help with equipment we couldn’t otherwise afford.”

The program has grown in credibility. “We used to have to beg, borrow and steal to get people to donate a tool,” Leonard remembers. “Now they know their space was once dingy and derelict; the training they get saves us a lot of time and effort. We’re very proud of them – they’re some of our best employees.”

Overseeing that training is Randy Butner, a lifelong addict of speed and wheels. “I grew up in racing,” he says, sitting in his office adjoining a shop floor filled with race cars in various stages of construction. “When I was a kid, we’d race popsicle sticks down the gutter.”

Randy gives credit for the racing program to his former boss, Bill Wilder, who started it back in 1999: “Bill’s been racing since the Big Dipper was a little spoon.”

The program is a natural, Randy asserts, in a state where racing is a $6 billion-a-year industry. “People here have a lot of interest in cars,” he explains. “We’ve seen improved enrollment in all the courses from the race car program.” Each year he has more applications than he can accept.

No wonder. Randy takes people into the program who don’t know how to hold a wrench and turns them into race car technicians in two years. They learn how to build a car from the ground up, then watch it race at local tracks. “Mostly when students come here,” Randy observes, “they want the glamour of racing.”

And indeed graduates from his program have gone on to several of the big teams, including RCR, Hendrick Motorsports and Roush Fenway Racing. But he points out that there are other good career paths open to the program’s graduates. Regional businesses specializing in race car parts, for instance, need employees with the kind of training his program provides.

Randy Butner: Program Coordinator, Richard Childress Race Car Technology Program.

“I’m so proud of this program. I don’t know when to stop talking.” This engine started life as a 460 cubic-inch Ford model commonly used in trucks and vans. Students modified it, and now it’s a 520 cubic-inch drag race engine with a 6-71 supercharger and two 850-cubic-foot-per-minute Holley carburetors.
Mark Walker: Program Coordinator, Collision Repair and Refinishing. “I try to give as much knowledge as I can. I’ve got such a deep love for what I do. Now I’ve got everything I need to build and show and teach everything they need to know.” Mark holds an HVLG (high-volume, low-gravity) paint gun. The hood pictured here shows students “basic entry designs” – all these designs were produced on the hood in less than an hour.

Clean lines, eye-popping supergraphics and primary colors form the backdrop for the work that’s done at the new facility, from Collision Repair and Refinishing to the Richard Childress Race Car Technology Program.
Joe Sechrest: Department Chair

“I think we showed our administration that we were serious; we love what we do and we do it well. They said, ‘These guys need more room – let’s get ‘em some more room.’”

Joe is proud of the Snap-on tool chest the company created in blue especially for the college.

“If it has paint, somebody’s got to paint it. I’ve painted everything from the plaque on the Reynolds building to toilet seats. My students have painted the Dallas Cowboys’ trailer.”

Joe Sechrest is the Department Chair who oversees all the Transportation Technology programs at the college, and he’s a happy man. Although Joe oversees all the programs here, it’s clear that the big trucks are his passion. For the Heavy Equipment program, “I got the only new building,” he says. The old shopping mall simply couldn’t accommodate the size of the big semis, so David Moore designed a purpose-built space attached to the west end of the old building. Now the Heavy Equipment section has plenty of room to pull in two 53-foot rigs and to jack them up for maintenance and repairs.

“This is state of the art, not just for North Carolina but pretty much for the whole country,” Joe claims. “I’ve been to a lot of community colleges and a lot of training schools, and I’ve never seen anything that could compare to this.”

Those bragging rights extend far beyond the enormous Heavy Equipment workshop. Joe is particularly excited about the college’s partnerships with toolmaker Snap-on and with Toyota and its T-TEN training program.

“Another teaching tool donated by Toyota is a $150,000 electronic simulator containing all the wiring for a Camry mounted on a board, from ignition to power doors to brakes. Instructors can mess up the system and challenge students to de-bug it, tracking down the source of the problem.”

Joe reminds his visitor that his students will go on to secure jobs: “You can’t send your Toyota back to Japan for maintenance,” he points out. “You need someone here who’s trained and qualified to work on that particular piece of equipment.”

Other businesses, some national in scope and some local and regional, are also partnering with the college. Volvo has contributed a big semi tractor and Salem Leasing, a trucking company based in Winston-Salem with branches all over the Southeast, will send over just about anything Joe needs. “These people have been awfully good to me,” he says. “We’ve had a lot of people hired by Salem Leasing over the years. We have to send them good, qualified people.”

That was much harder in the program’s old quarters. ‘We were in the oldest building on the campus. We were literally busting out of the walls down there. Now we can have the first-year and second-year students working in the same facility at the same time.”

“Heavy Lifting

Joe Sechrest

Joe Sechrest: Department Chair: “I think we showed our administration that we were serious; we love what we do and we do it well. They said, ‘These guys need more room – let’s get ‘em some more room.’” Joe is proud of the Snap-on tool chest the company created in blue especially for the college.

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The Heavy Equipment program needed to accommodate the big rigs, including space to jack them up for maintenance and repair.

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Joe Sechrest
David Allgood: Program Coordinator, Automotive Systems Technology.

"There are more jobs out there for technicians than there are people to fill those jobs." The partnerships with Toyota and Snap-on will help the college fill that gap. David shows off a Snap-on diagnostic charging system analyzer, which tests batteries and charging and starting systems.

He has an impressive combination of practical and theoretical background: He ran his own garage before he started teaching, and has a master’s degree in education. He’s now the program coordinator for Automotive Systems Technology. “I’m probably the least experienced guy here,” he says with characteristic modesty. And like his fellow faculty members, he doesn’t talk much about himself, but about the students and the program.

David shows off the high-tech classrooms and talks about his instructors. “This is the only automotive program I know of where all the full-time instructors have four-year degrees. And they’re all Toyota-certified. I’ve got the best group of instructors you can have.”

Now those instructors will be able to take students straight from the shop floor into the computer lab. “It’s modular training,” David explains. “It’s self-paced. If they make a mistake, it’ll show them where. This way they don’t get hurt on a vehicle.”

Students don’t need an automotive background to start in the program. “You can go from zero to hero here,” he boasts. The new facility is going to make that much easier. “This is perfect. I don’t know what more we could have gotten,” he says. And it’s necessary. “Cars aren’t really cars anymore – they’re really rolling computers.”

He has everything he wants. “I’ve seen most of the programs in the country,” he says. “You’ll never see a facility this nice.”
The word “passion” comes up a lot when Ann Watts talks. She has a passion for teaching, for her students, for early childhood education, for adult education and for Stokes County. Ann holds two official job titles with Forsyth Tech: Director of Off-Campus Centers and Director of Stokes County Operations. Both of those are big, but not big enough to encompass all of Ann’s myriad activities. “I love opening doors for students,” she says, summing up her life’s work.

It’s a little difficult to keep up with the many ways she has opened those doors over 30-odd years in Stokes County. Ann began as a reading specialist at King Elementary in 1979. After two years she married a pharmacist from Walnut Cove, where she taught adult basic skills for the county. “It was almost like a one-room schoolhouse,” she remembers. Some adults were learning to read for the first time.

Over the next few years, Ann raised three kids, started the county’s first Title I Pre-K program, finished a master’s degree, worked with the state of North Carolina to get grants for early childhood education, helped found the Stokes County Partnership for Children, participated in the Early Childhood Leadership Development Program at UNC-Chapel Hill and started teaching early childhood education at Forsyth Tech.

By 1998, Ann was teaching full time at Forsyth Tech, traveling back and forth between Stokes and Forsyth counties. “I put a lot of miles on my car for Forsyth Tech,” she notes with a laugh. She served as the college’s Early Childhood Program Coordinator until 2006, when she was appointed Director of Operations for Stokes County.

She’s hoping to make as many educational opportunities as possible available to her rural community. “I have a passion for Stokes County and a passion for Forsyth Tech. So what I’m doing is a really good fit.”

Ther...
Run for the Robots

FORSYTH TECH HOSTS A CACOPHONOUS COMPETITION FOR LOCAL SCHOOLS.

The bleachers are full of expectant parents. The blood-pumping music booms from the loudspeakers. The teams parade in to wild applause.

The kids, however, arenot sporting basketball shorts. The gym floor, in fact, is covered with protective tarps. In the middle of the floor stands a series of low tables. The competitors – aged from 9 to 14 – are gathered at Forsyth Tech’s West Campus for an unusual competition, one that engages their brains rather than their bodies.

At Forsyth Tech’s invitation, 24 teams are lined up, ready to take on the Lego Challenge. Together with the Winston-Salem Chamber of Commerce and the Winston-Salem Forsyth County Schools, the college is sponsoring this exercise in teamwork and brainwork, officially titled Robot Run: 2011 Forsyth County Invitational Tournament.

Back in September each elementary or middle school team has received a special Lego kit and a set of problems. With an adult coach, they have used the materials to design, program and build a robot that can solve those problems.

The teams parade in to wild applause and then – the games begin.

The dim could not be louder if it were a basketball game. Shots of encouragement echo off the gym walls as kids gather around the tables with their robots, signaling with their remotes to trigger the required actions: picking up objects, delivering them to a target area, retrieving them.

Beyond the Game

As the teams whoop and the timers blare, Marie Hopper explains the wider importance of the challenge. Ms. Hopper is Regional Director of NC FIRST Robotics, the nonprofit that sponsors these competitions across the state. Businesses support the program, she explains; they see it as a way to nurture the skills they need in their future employees. This cooperation between the college, the business community and the schools is the first of its kind, and will serve as a model for others like it in the state.

The results of the competition underscore her point. The categories include Gracious Professionalism, Innovation Solution, Inspiration, Teamwork, Strategy and Innovation, Programming, Mechanical Design, and, of course, Robot Performance.

The teams are divided into five categories based on age and gender, with the winners of each category vying for the overall championship. Ms. Hopper’s prediction: "The kids who are engaged, having fun while learning to solve real-world problems and working as a team. Dr. Don Martin, Superintendent of Winston-Salem Forsyth County Schools, points out that these kids are not filling out multiple-choice tests. They’re thinking for themselves and finding solutions to complex problems.

The real winners? All the participants, Dr. Gary Green welcomes the teams and their parents. He loves this idea, he says, because he sees the college’s future students here: kids who are engaged, having fun while learning to solve real-world problems and working as a team. Dr. Don Martin, Superintendent of Winston-Salem Forsyth County Schools, points out that these kids are not filling out multiple-choice tests. They’re thinking for themselves and finding solutions to complex problems.

Once upon a time, Nick Hawks had a desk job.

"I worked for a large nonprofit," he remembers without a lot of enthusiasm. He didn’t much like being tied to a desk. He began selling items on eBay part time 15 years ago, and it wasn’t long before he was able to quit the desk job.

That's what eBay gives everybody: freedom," Nick says with a grin. "You can own your own business, be your own boss."

On a Tuesday evening at the Enterprise Center in Winston-Salem, Nick is preparing to initiate his class at Forsyth Tech into the basics of eBay. "I worked for a large nonprofit," he remembers without a lot of enthusiasm. He didn’t much like being tied to a desk. He began selling items on eBay part time 15 years ago, and it wasn’t long before he was able to quit the desk job. If you work for a large nonprofit, you can own your own business, be your own boss."

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“IT’S IN THE BEST INTEREST OF OUR COMMUNITIES AND OUR COUNTRY TO HAVE KIDS INTERESTED IN SCIENCE AND MATH,” MARIE ARGUES. “NO MATTER WHAT JOB THEY GO INTO, TEAMWORK IS GOING TO BE IMPORTANT: HOW TO SHARE IDEAS, WORK COLLABORATIVELY, HOW TO BE SMARTER AS A TEAM THAN AS AN INDIVIDUAL.

"What eBay gives everybody: freedom," Nick says with a grin. "You can own your own business, be your own boss."

In the current economy, Nick points out, it’s really hard to set up a bricks-and-mortar business. "The banks aren’t lending. But eBay has made small business a reality for the average person."

With a minimal investment, the site gives sellers access to more than 90 million daily shoppers – and with very little overhead.
Three Steps to Freedom

The class is offered in three sessions. The first teaches the basics of how to list an item and put it up for sale. “Most of my students may have looked on the site before, may have bought items but haven’t sold.”

In the second session, he gives students resources to find wholesale merchandise. “I show them how to research products. My advice: Sell what you’re knowledgeable about what you like.” In a bad economy, he also advises his students to sell items people have to have.

Nick himself sells plumbing supplies. He buys from liquidators at 25 percent of retail, “brand new in the box.” (That’s NBNI eBay speak.) That way he can still substantially undersell normal retailers. “People buy from me for half what they’d pay at Lowe’s,” he chuckles. “My philosophy is to always be the cheapest.”

In the third class, he shows students how to set up an eBay store. “The biggest hindrance. Nick says, “is that people are afraid they can’t do it. So I bring an item with me and I list it right then.” He provides handouts with each class to remind students what they’ve learned.

His students come in all age groups, and these days, Nick observes, he gets quite a few who have already in business, but who are still struggling. “I do see more people who are business owners trying to find a way to stay in business.”

That’s particularly hard for people who don’t live in cities. “It really does help rural communities,” Nick argues. “It’s really hard to run a bricks and mortar business in a small town anymore.” It may not be a way to get rich quick, “but eBay is real. There are 1.7 million people making a full-time or part-time living on eBay.”

Take It From Tech

Winter 2012

Nicks’s preparation to teach this class was simple: He sold a LOT of stuff on eBay. He’s now an officially certified eBay instructor, but he was offering classes even before eBay started that program eight years ago. “I love to be able to help somebody,” he says – and the classes are free: “You can complain about the price.”

Learn to Speak eBay

Because eBay listings need to be concise, the site has a whole range of abbreviations you’ll need to learn. Here’s a basic glossary:

<table>
<thead>
<tr>
<th>Abbreviation</th>
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<td>NIB: Never been in box</td>
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<td>NWOT: Never worn or tried on</td>
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<td>NWTO: Never worn or tried on in original packaging</td>
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<td>OOP: Out of print</td>
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<td>PB: Paperback</td>
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<td>HC: Hard Cover</td>
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<td>FLB: Fine condition (like new)</td>
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Selling on eBay

1. Do your research. Have fun with it. Go on the site and discover the kinds of things you think you’d like to sell. Test your preconceptions: Grandma’s brooch may only be worth $2.00, but that old Hupalong Cassidy bike in the back of the garage could bring you a couple thousand bucks.

2. Know what you’re selling. Most eBay users are pretty knowledgeable, and if you list something using the wrong terminology, they’ll shy away.

3. Use photos well. Get comfortable with photographing and uploading photos. Those designer jeans will sell a lot better if they don’t look like a gray blob on the site. For clothes, resist the temptation to use yourself, a friend or relative as a model – the result is usually pretty awkward.

4. Go for brand names. Include important details such as labels, alternative views, etc.

5. Be scrupulously honest. If what you’re offering has some flaws, describe them as completely as possible. Make sure your photos include holes in fabric, or run on a rocker panel. Much of what sells on eBay is used goods, and eBayers expect that.

6. Be prompt. Once a person pays for their purchase, ship it out right away.

7. Communicate! Other eBayers will be much more tolerant of delays or other problems if you communicate with them and explain.

8. Get comfortable with PayPal. This is the most common form of payment on eBay, and the easiest. It’s pretty self-explanatory, but explore it. It may not be a way to get rich quick, “but eBay is real. There are 1.7 million people making a full-time or part-time living on eBay.”

9. Put as much information as possible in the listing title. People search eBay for the precise thing they want, so if you don’t include essential information (like size, brand, model number, etc.), they often won’t find your item.

10. List your item in the right category. It’s amazing how often sellers will have a great item but fail to list it where their buyers will be looking. If you want to sell a pair of cowboy boots, don’t list them with the English riding equipment.

Feedback on eBay

On eBay, you live and die by feedback. It’s the component of the system that makes it relatively safe. After every transaction, both buyer and seller will be asked to rate the transaction. A potential buyer can look at your feedback and see what other buyers have said about you. On every item you list, there will be a number – representing the number of transactions you’ve completed on eBay – and a percentage, representing the percentage of those transactions that brought positive feedback.

Your goal is to have 100 percent positive feedback, especially when you are starting out. If you only have 10 transactions and 90 percent positive feedback, that’s not so good. But if you get to the place where you have 1,000 transactions and 99 percent positive feedback, you might be forgiven, since it’s hard to please everyone. Most sellers have 98 percent positive feedback or better.

Shipping News

Listing and selling on eBay is relatively easy. The hassle is that you then need to ship out the goods. Buyers can get cranky if you don’t do this promptly, and it’s an essential component of your feedback.

It’s a good idea to invest in a postage scale (or something bigger if you’re shipping large items). Then you can easily start an online account with the U.S. Postal Service (go to usps.com), calculate your postage online and print out shipping labels. You can then give the packages to the mail delivery person and you don’t have to leave home.

Alternatively, you can establish accounts with UPS or FedEx. You need to be fairly disciplined about setting the price you’re going to charge for shipping. Weigh the item and calculate the real cost as accurately as possible. Remember that eBay is an international marketplace, so think about whether you are prepared to ship overseas, which is more complex and time-consuming. Many sellers limit themselves to the lower 48 states. Some sellers offer free shipping as an enticement. Others will add in the cost of packaging or a “handling” charge for their time. Astute eBay shoppers, however, look closely at these charges and if you charge too much, you may put buyers off.

Calculate the expense and hassle of shipping when you’re deciding what to sell. You might find a great deal on overstock refrigerators – but who wants to deal with (or pay for) shipping something that big? You can specify “local pickup only” – as many sellers of large items do – but that limits your market significantly. Maybe better to go with Craigslist.
Getting the Job Done

For 15 years, Robert Fry traveled around the country painting airplanes. In many ways it was an amazing job. He painted the 747 belonging to the Sultan of Brunei. He painted swirling designs on Taylor Swift’s Desault Falcon. But even the most exciting job can get old when you have to spend so much time away from home. Robert raised his family and friends, and so last year he decided to find something closer to his home in Kernersville. But where to start?

Last summer, he heard about a job fair at Forsyth Tech — an opportunity to apply for jobs with heavy equipment manufacturer Caterpillar, which was about to open a new plant in the Triad. At the job fair he met Curtis White, an instructor connected to the college’s Educational Career and JobLink centers.

"He said I could probably teach my resume," Robert remembers. "He said, 'Tell me what you do. Start kicking it.' And he started typing. When he showed it to me, it looked beautiful. I was surprised how good it could look."

"I didn’t understand how to format, how to edit," Robert explains. "I think there are a lot of people like that — they may have good experience, but don’t know how to put it together." Curtis also helped Robert fill out Caterpillar’s online application.

Result: Today, Robert is a Caterpillar employee. And once he landed the job, he was back at Forsyth Tech, participating in its Caterpillar training program.

"I would say Forsyth Tech was instrumental in ... getting me the job," Robert says. "They helped me adjust my resume so it focused on the things that were important. This is a great opportunity!"

Pipeline to jobs

Alan Murdock says stories like this are all part of the plan. Alan, who is Forsyth Tech’s Vice President of Economic and Workforce Development, says the Caterpillar program is one of many services designed to build a “workforce pipeline.” For some, that pipeline can lead directly to a job. In case to point the 80 people who finished an electrical-lowman course the college developed to provide skilled workers for Duke Energy. “Every single person who completed the course received a job offer,” Alan points out.

Working with the real world

Forsyth Tech understands that many people’s lives don’t permit the luxury of being full-time students for up to two years. They still need to earn a living, observes Michael Harris, the dean of Adult Literacy and Corporate and Continuing Education.

"Anybody who comes through our doors, we’re going to help," says Forrest Lineberry, the director of the Educational Career Center. Job seekers don’t even need to come to the Forsyth Tech career center. Training programs are available in areas like computer technology, the hospitality industry, culinary arts, health care, electronic health records, welding, HVAC (heating, ventilation, air conditioning) and machining. In these days of high unemployment, jobs are available in areas like computer technology, the hospitality industry, culinary arts, health care, electronic health records, welding, HVAC (heating, ventilation, air conditioning) and machining. In some cases it’s possible to acquire needed job skills relatively quickly. Some classes take three months to complete; others take six months.

Developing fundamental skills and working in a field may also lead people to pursue qualification through a degree, Alan Murdock observes. "You’ve got a lot of people becoming a certified nursing assistant, someone may say, ‘I like this. I’m going into nursing.’"

Two-sided partnerships

The college also helps employers to ensure that the community has a skilled workforce. Tom Jastrow, the college’s director of Industrial Training and Customized Training, works with businesses to develop and administer training programs, from Forsyth Tech’s specialized program for Caterpillar to simple computer classes held on a company’s premises.

"We can come on site and provide the training they need," says Shannon Anderson, the dean of Community and Economic Development programs. "The training is cost-effective for them."

In turn, partners in the community help Forsyth Tech. For instance, the Second Harvest Food Bank provides a commercial kitchen for culinary-arts students to work in. With the skills in workforce demands of recent years, the role of Forsyth Tech and other community colleges is becoming ever more central — and more crucial — to the health of the community.

"This is the time of the community colleges," Alan Murdock asserts. "This is our time to seize the day."
Ray Keller makes a pretty good case for a Forsyth Tech education. Growing up in rural Davie County, he had no doubt about where he wanted to go after high school. “Forsyth Tech was where I picked to go,” he recalls. “I just wanted to work on trucks.”

After graduating in 1969, Ray did a tour with the Army in Vietnam, and then returned to his roots in the Triad. His first foray into the job market took him to Carolina Garage in Winston-Salem, “the best independent Mack [truck] dealership east of the Mississippi,” Ray declares.

“I went over there on a Thursday afternoon. I got a call on Thursday night at 7:00, and I went to work on Friday morning.”

Now Vice President for Maintenance at Salem Leasing, a transportation company with 42 locations in six southeastern states and in Texas, Ray has spent close to 40 years in the transportation business. “I’ve done everything that can be done in this company,” he asserts.

An unpretentious, congenial guy, he sits in his windowless office above the giant truck bays, surrounded by photos of his son, who’s a youth rodeo star. All the photos feature some kind of activity with horses.

Cleaning Up

Ray’s profession has come a long way in those 40 years. “If you go back to the days when I started,” he remembers, “the perception of the mechanic was that it was the dirtiest, nastiest, grassest job you could do. Parents didn’t want their kids to do it. Nobody understood how this area was progressing.”

“Today a technician has got to be on top of his game. He has got to be literate and technologically savvy.” For that reason, Ray laments, it’s hard to find people with the proper training. He’s excited about Forsyth Tech’s new Transportation Technology Center because he sees it as a source for future employees. “There’s a shortage of technicians these days,” he says. “Our focus is on getting educated people. The technology is changing so fast, the schools have got to be able to keep up. I don’t need people who are working on stuff from 10 years ago.”

His current employees also need to work hard to stay abreast of the technology. “We’ve constantly got somebody going to a school somewhere.”

And today’s work space is clean. “On the floor down there,” he says, motioning in the direction of the shops below, “it’s a big deal to be clean. I can walk up to a mechanic’s toolbox and I can tell what kind of work he does by how orderly it is.” Ray escorts his visitor down to the shop floor and opens the enormous hood on a Freightliner semi to show off the gleaming Cummins diesel engine. The tour is not planned; nothing has been tidied up in advance. But the shop floor is close to spotless, as are the innards of the truck.

As the tour progresses, Ray talks about the future. He hopes that Forsyth Tech will begin to draw students from other parts of the country, since his company has operations in many states. He wants the new center to attract “these kids who are out there who are mechanically minded and who are not getting where they need to be.”

“You’ve got to eat, live and breathe a truck to be successful at this,” he insists. “It’s a pride thing.”
It was epic.

High Tech

these unimaginably small objects?

The Challenge:

To measure nanoparticles with the two best particle-sizing equipment on the market.

At one end of the bench in Forsyth Tech’s nanotechnology laboratory — and taking the role of Upstart — the Izon qNano, an unassuming-looking black cylinder.

At the other end, the NanoSight LM10, a white contraption that looked something like a microscope, hooked up to a large display screen.

Kevin’s students are being treated to a display of the best the world has to offer in the rarified world of tiny particles: To precisely measure nanoparticles with the two best particle-sizing equipment for 12 years.

The referees: eight students in Forsyth Tech’s Nanotechnology Program, mentored by Dr. Kevin Conley, the program’s coordinator, spokesman and evangelist.

In the LM10’s corner: Gary Linz, Technical Sales Engineer at NanoSight, the Goliath of the encounter, a UK-based firm that has been manufacturing nano-sizing equipment for 12 years.

In the qNano’s corner: Subhash Kalluri, Sales Scientist for Izon, the small New Zealand company that recently sold its 100th device to Forsyth Tech for its Nanotechnology Program.

Kevin’s students are being treated to a display of the best the world has to offer in the rarified world of tiny particles. Which machine, they’re asking, is better at measuring and counting these unimaginably small objects?

It was an unprecedented face-off between two technologies to see which would emerge as the Sultan of Small, the Titan of Tiny, the Master of Minuscule.

Why does this matter?

Forsyth Tech is training its students to participate on the frontiers of this technology, which has applications across the scientific spectrum, from drug delivery and protein chemistry to particle electronics and quality control.

Training for the Future

The program, according to Kevin, teaches the six pillars of nanotechnology: the three fundamental sciences (biology, chemistry and physics) along with what he calls the Three Es: Engineering, Economics and Ethics. “When our students graduate, they’ll be prepared for entry-level positions doing research and manufacturing with companies in the Piedmont Triad and across North Carolina,” he asserts.

Kevin’s students still haven’t agreed. A couple of weeks after the face-off in the lab, Kevin’s students still haven’t agreed.

Who won?

The Conclusions

Kate Coniglione votes for the Izon device. “In my opinion it was way more accurate — to within 2 to 3 nanometers of the actual particle size,” she asserts, while “the NanoSight only got to within 70 nanometers. The Izon is ideal for research; the NanoSight is quicker, easier to use for industrial applications, for quality control.”

Eric Norman agrees. He cites NanoSight’s motto: Seeing is believing. “With this scale, that’s not necessarily true,” he argues. “Just because you don’t see it doesn’t mean it doesn’t exist.”

I think our side won,” says Aaron Linder. “This is their first machine and for how old it is, Ison is doing a great job of competing with more established manufacturers.”

Then there’s the price: The NanoSight device costs three times as much as the Izon.

“Why does this matter?” Kevin asks. “They get to see the way science is done.”
Employ young “German” women. Jewish households are not allowed to marry “real” Germans; the official segregation of the Jews in

Amid the horror of the Holocaust, a few brave souls risked their lives to save Jewish children. Two of those teenagers lived to tell their story.

The Holocaust in France: A Timeline

September 1935: Nazi Party Rally

November 9-10, 1938

November 1938: Kristallnacht

The Appeal of the 18th of June: After the collapse of the French government and military defeat of the French forces, Marshal Philippe Pétain proclaims cooperation with the Axis powers. Edict Gen. Charles de Gaulle broadcasts from London via the BBC, a speech appealing to French soldiers to join the Allies in fighting the Nazis. The Gurs Transit Camp is established near the Spanish border.

German invasion of France: Paris falls on June 14.

The Statute on Jews: The Vichy government — voluntarily and with no pressure from Germany — passes legislation defining Jews as an inferior class and depriving them of citizenship.

Victim government: Marshal Pétain proclaims the French State (replacing the French Republic), and a speech appealing to French soldiers to join the Allies in fighting the Nazis. The Gurs Transit Camp is established near the Spanish border.

The Vichy State declares the territories of the former colonies of French Indo-China to belong to France.

Raid on Jews: The Vichy government launches a systematic campaign of rounding up and deporting French Jews to concentration camps in Germany.

The General Commission for Jewish Affairs: This administrative body created by the Vichy government began the process of rounding up and deporting French Jews to concentration camps in Germany.

Internment camp at Drancy: Originally designed to house 700 people, this camp in a Paris suburb is established by the collaborationist French government to hold Jews before deporting them to the death camps and holds 7,000 at its peak.

I decided I would not be Hitler’s next victim.”
Bringing It All Back Home

From a traumatic childhood, a student’s path opens up.

When Melissa Carr entered Forsyth Tech at 42, the first class that attracted her was Humanities 170 – The Holocaust.

“I’d studied Germany’s role in World War II as an amateur throughout my life,” says Melissa. “I wanted to understand what went so wrong, for a respected country to turn to madness. When I saw the class was available, it was the first one I signed up for.”

Melissa had been through some tough times before coming to Forsyth Tech, and she was ready to turn her life around. She plunged into Dr. James Fortuna’s class with the zeal of a new convert. Simply doing the required work was not enough.

“By the time she was 10, Melissa had a difficult childhood herself. Her parents divorced when she was a young child. She lived a life on the run, never staying in one place for more than six months, unable to make friends or become part of a community. “I learned to read by sounding out the words on the book by myself,” she recalls. “I didn’t even know how to read.”

When she was 10, her father started a new relationship with a woman, and the girls were no longer wanted. Her father left them in a foster home. Her mother, who had been searching for her daughters from the time they disappeared, found them two years later and brought them to live with her in Kernersville. Melissa finally had a home.

At East Forsyth High School, at the age of 15, Melissa first heard about the Holocaust in a history class. “We had 25 minutes on the subject,” she recalls. “Not enough. I wanted to know more, she talked her mother into taking her to the public library in Winston-Salem to find more books on the subject. It became a lifelong passion.

But the traumatic childhood years had left their mark. Melissa was painfully shy and didn’t make many friends. She married young, had three kids, divorced. For many years she lacked direction. Then, in her 40s, she decided to turn her life around, and enrolled at Forsyth Tech. Dr. Fortuna’s class began to change things for Melissa. Her empathy for the victims of the Holocaust isn’t hard to figure out. “There was so much in my life I had no control over,” she admits. “I was subject to the whims of authority figures. And then I decided I didn’t want to do that.”

On the stage in the Androme Auditorium, Melissa sat next to Hanne Liebmann and held her hand. Two painful stories – and a hopeful ending.

Journeys
The Foundation of Forsyth Tech, a nonprofit organization, is the fundraising arm of the College and depends on private contributions from people like you to support:

- Scholarships for deserving students
- Technology for classrooms, labs and shops
- Professional development grants for faculty and staff

**How you can help.**

Give online @ www.forsythtech.edu/support/giving-to-forsyth-tech.

Send a check payable to Forsyth Tech Foundation at 2100 Silas Creek Parkway, Winston-Salem, NC 27103-5197.

Learn more about the many giving opportunities available.

Visit our website for more information: www.forsythtech.edu/support.

Your gift creates a strong college and a strong community.

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**A Presidential Celebration**

The Foundation of Forsyth Tech honored its Presidents with a gala dinner.

Thursday, February 9, 2012.

On a winter night in Winston-Salem, Forsyth Tech paid tribute to the individuals who have helped build a strong foundation for the college, forging ties with the community and creating the understanding that the college and the community share the same goals.

Presidents past and present. All were honored with scholarships in their names. (Left to right) Steve Strawsburg, RAI; Lida Hayes-Galbert, S+L Painting; Katy Beale, retired; Shari Covitz, Executive Director of the Foundation; Penny Brubaker, Chair of the Foundation; Tom Ingram, Wake Forest Baptist Health; Gary Green, President of the College; Nancy Dunn, Skaddin Yarrow Travel, Bob Laughlin, retired; Scott Baur, Southern Community Bank; Mike Wolfe, Wolfe Jenkins Lucas & Jenkins. Unable to attend were Doug Maynard, MD, Christoph Nostitz and Murray Greason. (Charles Livelli, photographer)

Keynote Speaker J. Donald deBethizy presented a map showing the central location of Forsyth Tech’s new research park. “The future of Winston-Salem is much brighter with this organization.”

Rusty Davis, Operations Manager for Caterpillar, opened the festivities by praising Forsyth Tech’s can-do attitude. “It shows in the people we’ve hired, and it’s just Winston-Salem on the top of our site list,” he said.

Current Foundation Chair Penny Brubaker (left) got the evening rolling. Foundation Executive Director Dr. Shari Covitz (right) received a standing ovation for her service to the college, and was honored along with the presidents with a scholarship in her name.

Entertainment for the evening was provided by Randy Candelaria’s band CeltHix. Randy is the college’s Dean of Learning Resources.

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Bruce Babcock, chair of the college’s Board of Trustees, said that Forsyth Tech is well on its way to becoming one of the most respected community colleges in the country.

“With our new research park,” he said, “we’re setting the stage for success.”

The college has already received commitments of $20 million for the new facility, which will be completed in 2014.

Andrea Davis, a board member, said that Forsyth Tech has a strong history of community service.

“I’ve been a member of the board for 10 years,” she said, “and I’ve seen firsthand how the college has impacted the lives of so many people.”

Dr. Gary Green, president of the college, said that the college has a strong tradition of excellence.

“I’m proud of the work we’ve done,” he said, “and I’m excited about the future.”

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In Focus

Grandfather’s Dream. This 1950 Ford Custom Sedan resides in Jarrod Sams’ garage in Lewisville, NC. It originally belonged to Jarrod’s great-grandfather. “My grandfather had started to fix the car up before health conditions prevented him from driving it anymore,” Jarrod recounts. Now Jarrod continues the work, lovingly bringing the classic car back to its former glory, “to continue his dream of restoring the car back to its original condition.” We’re looking for healthcare-themed photos for the next issue of Tech Quarterly. Have a favorite? Send it to TQ@forsythtech.edu.