

# PERSPECTIVES

DEPARTMENT OF TECHNOLOGY VOL. 18. No. 1 Fall 2006

TABLE OF CONTENTS	
Interim Chair Comments	1
Remembering Bill McKnight	2
What's New in Technology	3
Alumni Survey Info	1
Scholarships	5
Awards of Excellence	7
Graduate Student Awards	7
Honors Students	4
Donor List	7
Tech Quiz	8
Michael Moskow visits IML Lab	4
Homecoming 2006	10
Career Day 2007	10

Please contact the Perspectives editor with any comments regarding the newsletter and/or suggestions for future issues

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*Thoughts from the Interim Chair, Richard Boser*

Greetings from Rick Boser, the new Interim Chair of the Department of Technology! Since coming to Illinois State in 1991, I have been the Construction Management Sequence Coordinator. Beginning in 2000, I also served as the Assistant Chair. I'm pleased to have the opportunity to serve the Department in this capacity, pending a national search for a new permanent Chair later this year.

The Chair vacancy was created in May when Dr. Rod Custer was appointed Associate Vice President of Graduate Studies, Research & International Education. Dr. Custer's success at grantsmanship and skilled leadership of the Department since 1998 were key factors in his promotion. To recognize Dr. Custer's commitment to research, scholarship and graduate education, our award for exemplary graduate research was renamed the *Rodney L. Custer Outstanding Graduate Student Research Award*. We will miss his guidance, but wish him well with all his new challenges.

With new leadership comes an opportunity

for the Department to assess where we are and where we are going. After less than three months on the job, it would be foolhardy to have a blueprint for the future. Indeed Michael Watkins (2003) in *The First 90 Days: Critical Success Strategies for New Leaders at All Levels*, recommends you spend most of your time listening – which is good advice after 90 days too! However, I would like to overview “where we are” by comparing reality to our mission statement; a brief report card if you will indulge me.

*Our mission is to prepare technically oriented professionals and leaders who are in high demand by business, government, and education through excellence in a dynamic, applied learning environment.*

**Are we succeeding?** Graduates are in high demand with many having multiple job offers prior to graduation. Career fairs are well attended by employers competing for Technology grads. Follow-up studies from 2004-05 indicated placement rates of near 100% within three months of graduation and the average annual starting salary across all sequences and programs was approaching \$42,000 – a significant jump from previous years.

**And the learning environment is dynamic.** The Integrated Manufacturing Systems automation laboratory came online this fall thanks to a major grant from Caterpillar. With the latest in robotics, this lab is world class! **Dr. Kevin Devine** and **Prof. Dave Kennell** have become experts at giving tours as well as automation, as the CAT lab has attracted many visitors and dignitaries who have never before been in Turner Hall!

Further, many of our other laboratories and classrooms have been updated over the past few years. Almost all instructional spaces have teaching podiums with networked computers with a variety of

(Cont'd. Page 2)

**Attention: Graduates of 2002 & 2006**

Save the Date - April 2007 - ISU Alumni Survey

In April 2007 you will receive a letter from President Bowman inviting you to participate in the Annual Alumni Survey. The information that you provide to the University through this survey is used to help continue to improve the educational experience at Illinois State. Participants will be eligible for a chance to win Two Roundtrip Airline tickets on AirTran Airways courtesy of the Central Illinois Regional Airport.

AV options. Faculty are maintaining their expertise through sabbaticals and professional development opportunities. **Dr. Ron Meier** is on sabbatical during fall 2006 working on project management initiatives. In spring 2006, **Dr. Ken Stier** was on sabbatical researching contemporary Supply Chain Management for a new course taught for the first time this semester. During 2005-06, other faculty have pursued professional development expertise related to LEED, robotics, and nanotechnology.

But it is not just equipment, facilities, and faculty that makes our instructional programs dynamic – community and professional resources are utilized for field trips, guest speakers, and advisory committee members. These folks keep our course content contemporary and spur us on to ever higher levels of performance.

So I have to answer that we are without a doubt fulfilling our mission, a fact validated by NAIT, ACCE and NCATE accreditations, and acknowledge Dr. Rod Custer for leaving Technology a solid foundation for the future.

And speaking of the future, **President Al Bowman's State of the University** address this fall included several initiatives that will benefit Technology. The full text of President Bowman's address can be found at <http://www.president.ilstu.edu/speeches/>

The Department of Energy earmarked

## **WILLIAM W. MCKNIGHT, JR. LEGACY LIVES ON**

*By Dr. Franzie L. Loepp*

William McKnight, a long time friend of the Technology Department died on May 23, 2006. As the principal owner of the McKnight Publishing Company "Bill" and his right hand man, Wes Stephens, grew the company into a major publisher of technology related books. They strongly encouraged departmental faculty to author titles in demand. The company was sold to a competitor in the 1980s, but his relationship to the department continued.

Bill used his considerable influence to support the department. As the department began to place more emphasis on preparing graduates that went directly to industry, he encouraged this expanded role. However, his heart remained with the education program. For many years he liberally funded three scholarships for students preparing to become technology education teachers. As long as he was able, he thoroughly enjoyed having lunch with the scholarship recipients.

Bill was a true moral renaissance man; he exhibited honesty, integrity, vigor, and an interest in others rather than himself. Although he was soft spoken, his wisdom was tapped by many. In fact, he served on many prestigious committees and boards. The community, the university, and the technology department benefited greatly from his many and varied contributions. Although he will be sorely missed, his legacy will endure!

almost a million dollars to Illinois State for the Illinois Wind Energy Outreach Project. Through this funding, ISU will develop an exciting new multi-disciplinary undergraduate renewable energy program and numerous renewable energy outreach activities. Technology, Economics, and Agriculture are collaborating on this major. Also, funding for our life-safety upgrade of Stevenson and Turner Halls was released this fall. Work on Stevenson will begin in summer 2007 with Turner Hall following in May 2009. Both of these projects will better position Technology for the years ahead.

### **What is new inside Perspectives?**

- Sudoku? No, there are lots of other sources for puzzles. But what about a quiz – schools should have quizzes! New in this issue of Perspectives is a **technology quiz** prepared by **Dr. Paul Brauchle**. Test yourself. And, email your answer for an opportunity to win an ISU polo to help you showoff your Redbird colors. Details inside.
- And speaking of prizes, we need alumni to complete the ISU follow-up study to be mailed in April 2007. The results from this study are critical to our mandated program assessment. I know you want to complete the survey just to help our continuous improvement efforts, however to amplify your motivation those who respond will be eligible for

**two tickets on AirTran** – see details below and picture yourself in the lawn chairs by the beach! (Please note that beginning this year there will only be ONE alumni survey conducted by ISU. You will not receive a separate survey from Technology.)

**Sesquicentennial** – You don't have to be able to pronounce it or spell it to join in the 150th birthday celebration of Illinois State University, which officially begins with Founders Day on Thursday, February 15, 2007. Speaker events will be held throughout 2007 and will feature notables such as David McCullough, Robert F. Kennedy Jr., Robert Ballard (during CAST Science and Technology Week), Doris Kearns Goodwin, Ken Burns and others. For more information visit the Illinois State University webpage and follow the link to sesquicentennial events. Please consider joining us at ISU as we celebrate our past while building the future.

**Homecoming** culminates on October 13 & 14. More details inside and on the ISU webpage. Hope you can join us. In closing, I would like to recognize our many friends and alumni who support the Department of Technology through your financial gifts. We could not provide the level of instructional excellence and scholarships for students without your generous contributions.

Rick Boser  
Interim Chair of Technology



## DR. RODNEY CUSTER ACCEPTS NEW POSITION



Rodney Custer

**Dr. Rodney Custer** has accepted a two year term as Associate Vice-President of Research and Sponsored Programs, International Studies and the Graduate School. He began his new position July 1, 2006. His new office is located in Hovey Hall. Bill Merchantz, a Technology Education student presented a Plaque of Appreciation from the technology students for Dr. Custer's contributions to students and the department. A promotion reception was held in the Student Services Building on Thursday, June 8, 2006 from 2:00- 4:00 pm. During the Promotion Reception, Dr. Custer learned the annual Department of Technology Graduate Student Research Award was re-named the Rodney L. Custer Outstanding Graduate Student Research Award. **Congratulations Dr. Custer!**



## DR. RICHARD BOSER NAMED INTERIM CHAIR



Richard Boser

If you're looking for **Dr. Richard Boser**, he can now be found in the Department offices located in Turner 210. Dr. Boser was named Interim Chair of the Department of Technology beginning July 1, 2006. Dr. Boser received his PhD from Texas A&M. He began his career in the Department of Technology in August 1991. Prior to being named Interim Chair, he was the Assistant Chair of the Department of Technology and the Construction Management Sequence Coordinator. Under his leadership, the Construction Management Sequence received full accreditation from ACCE in 2004. **Keith Rahn** has been named the acting Construction Management Sequence Coordinator. **Congratulations Rick Boser and Keith Rahn!**



Keith Rahn

## WHO'S EXPLORING TECHNOLOGY EDUCATION IN THE DEPARTMENT OF TECHNOLOGY?



Ed Livingston

The answer, as Sir Henry M. Stanley exclaimed upon finally finding Dr. Livingston alive and well in Central Africa after a two year search, "*Dr. Livingston I presume!*" **Dr. Edward Livingston** that is, not Dr. Henry Livingston, the African explorer! Dr. Livingston has joined the faculty as an Assistant Professor in Technology Education. He received his BS in Industrial Technology from California State University, Fresno, California in 1974, his MS in Vocational Education from the University of Idaho, Boise, Idaho, and his PhD in Education from the University of Idaho in Boise in 2005. Dr. Livingston's dissertation was titled "An Investigation of Learning Fundamentals of Drafting Using Hand Drafting Instruments versus Computer Aided Drafting". Dr. Livingston comes to the department from the University of Idaho where he was an Affiliate Faculty member in the Department of Adult, Career and Technology Education. He served on the Idaho Division of Professional-Technical Curriculum Integration Committee. **Welcome Dr. Livingston!**

## HANK CAMPBELL ENTICED OUT OF RETIREMENT

Dr. Hank Campbell, Emeritus Faculty, has accepted the position of Dean of the School of Business and Management and Professor of Management at the University of Arkansas in Pine Bluff. He assumed his duties on August 25, 2006. Dr. Campbell began his ISU career in 1976 and retired from the Department of Technology in July 2004. He has been active in the University Club, the ISU Credit Union Board of Directors, Habitat for Humanity and various community and volunteer efforts. Since his retirement, Dr. Campbell completed a new program feasibility study at the University of Southern Maine, worked on two program reviews for U-Tec in Jamaica, and built a new house for himself and his wife, Mary, outside of Normal. **Congratulations, Dr. Campbell!**



Hank Campbell

## 2006 DISTINGUISHED ALUMNUS



Don Braasch

**Donald Braasch**, a 1983 graduate of the Department of Industrial Technology with a concentration in plastics has been named our 2006 Distinguished Alumnus. Upon graduation, Don worked for Rockwell International Automotive Plastics where he earned five promotions in five years. From 1992 until 2001, Don worked for Crane Kemlite Company as a Technical Director for product development and quality assurance at multiple sites. As a Six Sigma Black Belt and Master Black belt, he was responsible for creating and deploying Six Sigma and Lean initiatives in various business units of Crane Kemlite. Don is currently an independent consultant for Six Sigma training and implementation. In 1997, Don completed an MBA from Keller Graduate School of Management in Chicago. In October 2000, he was the recipient of the Outstanding Industrial Technologist Award from the National Association of Industrial Technology. A reception will be held on Friday, October 13, 2006 in Turner Hall 115 from 9:30 am - 10:00 am. His presentation, "Looking Back on Technology: The Unbroken Link to ISU", will be from 10:00 am until 11:00 am.

## LEE WRIGHT RETIRES

On June 30, 2006, Lee Wright retired from Illinois State University after over 19 years of service in the Department of Technology. Prior to Illinois State University, Lee worked at Normal Community High School as an Industrial Arts Instructor and as a Brakeman for the Chicago and Northwestern Railroad. He also had his own remodeling business. Lee was the “go to” guy for the department. If someone gave him a problem, he would come up with a workable solution. His creativity, resourcefulness and cheerful demeanor will be greatly missed. He plans to move to Arizona and continue his model locomotive hobby. A Retirement Reception was held on Thursday, June 22nd and a Technology Farewell Lunch for Lee was held at Famous Dave’s in Bloomington. We wish Lee a long and happy retirement!



Rodney Custer and Lee Wright

## DEAN J. ROBERT ROSSMAN RETIRES

**Dr. J. “Bob” Rossman**, Dean of the College of Applied Science and Technology, retired in August 2006. Dr. Rossman became Dean of the College of Applied Science and Technology in 1997. A tree planting ceremony was held in August to honor his service to Illinois State University and to the College of Applied Science and Technology. Darcy Loy, from the Grounds Department spoke about the history of tree planting ceremonies and the characteristics of the tree planted in Dr. Rossman’s honor. During his tenure as Dean, CAST has weathered recisions and budget cuts, and the success of grant activity including the Caterpillar grant which provided a new computer lab for the School of Information Technology and the Department of Technology’s new Integrated Manufacturing Lab. Dr. Jeff Wood has been named Interim Dean and Dr. Alan Lacy has joined the CAST office as Interim Associate Dean.



Dr. J. Robert Rossman and Darcy Loy

## FEDERAL RESERVE BANK OFFICIAL TOURS NEW MANUFACTURING LAB



Michael Moskow and Dave Kennell in Caterpillar IML Lab

**Michael Moskow**, president and CEO of the Federal Reserve Bank of Chicago, and member of the Federal Reserve Open Market Committee, recently toured the Department of Technology’s Caterpillar Integrated Manufacturing Laboratory in Turner Hall. Moskow (left) listens as Dave Kennell, Technology, explains the operation of one of the lab’s robotic work stations. Moskow was in Bloomington-Normal to speak with education, business, community and labor leaders about the state of the local economy. Moskow’s remarks about Federal Reserve economic policy, made during a luncheon organized by the McLean County Chamber of Commerce, were closely monitored by the financial markets and the national business media.

## TWO TECHNOLOGY STUDENTS GRADUATE WITH DEPARTMENTAL HONORS

**Michael Bjes** and **Benjamin Chirillo** graduated in May 2006 with Departmental Honors. Honors students must maintain a University GPA of 3.3, a departmental GPA of 3.5, complete two in-course honors study in the student’s technical area and one in-course honors study, outside the Department of Technology, and successfully complete a minimum of 3 credit hours of Honors Independent Study. An honors student must initiate Independent Honors Student and Undergraduate Research Participation and arrange the guidance of a faculty member. These projects require an intensive study in an area of special interest to the student in an area of technology. Congratulations Michael Bjes and Benjamin Chirillo!



Michael Bjes



Ben Chirillo

## DEPARTMENTAL AWARDS BANQUET

The Department of Technology's Awards Banquet was held in the Old Main Room of the Bone Student Center on May 4, 2006. This year's Outstanding Young Alumnus and guest speaker, Ms. Kyra Tillman is a Project Manager with FCL Builders and a 1999 graduate of the Department of Technology. Scholarships, awards, and recognitions were presented to 27 students during the Banquet. The total value of this year's scholarships to technology students is \$37,500.

### Charles Porter Scholarship for Leadership

*is awarded annually to a Department of Technology student who demonstrates leadership potential in the technology field.*

**Brian Douglas** is a straight "A" student who enjoys technology and conquering it. He loves to build and feels the Construction Management program "fits him like his work gloves".



### Industrial Technology Scholarship

*is awarded to an incoming freshman with a strong academic record in a field of industrial technology*

**Kenneth Norkiewicz's** natural gift for teaching can be seen in the way he patiently studies with friends and encourages people to think for themselves.

### Joe E. Talkington Scholarship

*is awarded to a community college graduate transfer student with a strong academic record in a field of industrial technology*

**Jeffrey Sellers**, a sergeant in the United States Marine Corps who participated in Iraqi Freedom, plans to design and build skyscrapers. He has volunteered to help JROTC programs in southern California and the Toys for Tots Program.

### Philip E. Ghantous Memorial Scholarship

*was established to provide financial assistance to a junior or senior Department of Technology student with an interest in renewable energy sources.*

### Illinois In-Plant Graphics Scholarship

*is awarded to an incoming freshman with an interest in Graphic Communications*



**Ben Wiegel** will begin his studies in Graphic Communications in the Fall 2006 semester.

### Society of Plastics Engineers Scholarship

*is awarded annually to a second semester sophomore or above industrial technology major with an emphasis in plastics.*

**Bahnu Srilla** is an active member of the Society of Plastics Engineers Student Organization. He is especially interested in designing, implementing, and managing manufacturing environments.



### Charles "Ed" Francis /CMSA Scholarships

*are presented to first-year, transfer or continuing full-time students in the Construction Management Sequence.*

**Valerie Allen** has always loved construction. As a child, she went with her contractor father to his construction work sites and helped him on small jobs.



### Ti'Akka Johnson

hopes to become a safety advisor to promote better safety practices on job sites to lesson accidents and deaths caused by negligence.



**Brian Keith** enjoys architectural drawing, surveying and working with construction materials. He has volunteered with Special Olympics, Habitat for Humanity and helped hurricane victims in Arcadia, FL and Gulf Port, MS rebuild their homes and clean up debris during his summer and spring breaks.



### Central Illinois Builders' Industry Advancement Foundation Scholarship

*is awarded annually to an upper level Construction Management student who is a member of the Association of General Contractors Student Chapter.*



**Matthew Pozzi** enjoys the atmosphere and the self satisfaction the construction industry has to offer.

**Brian Keith** plans to pursue a career in project management utilizing his interest in architectural drawing and surveying.



**Wayne Zook Scholarships**  
*are awarded annually to students who have demonstrated leadership abilities, and successful experience in the construction industry.*



**Seth Braker** went to Biloxi, MS after New Year's with his church to help repair hurricane damage to 7 or 8 houses.

**Joshua Mohr** plans to pursue a management position with a growing company that will allow him to take a leadership role in shaping emerging construction trends.



**Matthew Pozzi** went to New Orleans last Thanksgiving with Keith Rahn and other construction management students to help mechanical contractors clean up their offices after Hurricane Katrina.



**Robert C. Monninger Scholarship**  
*is awarded to a full-time construction management student studying mechanical and electrical aspects of construction*

**Ti' Akka Johnson** was always building something or taking apart things to see how they fit together while she was growing up. She hopes to build housing and commercial buildings that support and contribute to the aid of low income families.



**Combined Central Illinois Construction Industry Fund Scholarship**  
*is presented to a Central Illinois Construction Management student who is interested in a career in commercial construction.*



**Seth Braker** regularly volunteers to help others. This summer he is going to the Ukraine to work at an orphanage.

**Nathan Ruch Memorial Scholarship**  
*is awarded to a construction management underclassman who best exemplifies professional leadership attributes within the department, university, community, and construction industry.*

**Ryan Welborn** is an active member of the Construction Management Student Organization. He also participates in various volunteer activities like Habitat for Humanity.



### OTHER AWARDS AND SCHOLARSHIPS

*The following Department of Technology have been awarded outside scholarships for their scholastic ability, leadership qualities and service to the Department and community.*

**Residential Construction Employers Council of Chicago Scholarship**  
*John Ribskis*  
*Steve Peterson*

**Illinois Ready Mix Concrete Association Scholarship**  
*Stu Weisse*

**John Henry Memorial Scholarship for Quality**  
*John Stapel*

**Herb Kreisman Scholarships**  
*Scott Blons*  
*Joe Burmiester*

**National Association of Home Builders Lee Evans Scholarships**  
*Seth Braker*  
*John Ribskis*

**Society of Manufacturing Engineers Joseph F. Novek Scholarship**  
*Jared Bierbaum*

**Mechanical Contractors of America - New Orleans Scholarship**  
*Ryan Jayes*

**Society of Plastics Engineers Thermoforming Division Directors' Scholarship**  
*Michael Laingen*

## AWARDS OF EXCELLENCE

The Award of Excellence is given to an outstanding upper level student (or students) who has completed 100 credit hours and has demonstrated superior performance for the last 45 hours. Criteria for this award include demonstrated leadership, including service to the Department of Technology as an undergraduate teaching assistant or committee work, community service, completion of an internship or special project, and exemplary participation in professional organizations. The Department Liaison Committee screened nominations that were submitted by the faculty. This year's Award of Excellence recipients are pictured below.



**Michael Bjes**  
Construction  
Management



**Rachel Bergloff**  
Graphic  
Communications



**Rami Bages**  
Industrial Computer  
Systems



**Jared Bierbaum**  
Integrated  
Manufacturing  
Systems



**Alison Spangler**  
Technology Education

## GRADUATE STUDENT AWARDS

### Outstanding Graduate Students

*Given annually to Technology Graduate Student or Students who have demonstrated excellence in one or more of the following areas: academics, research, programming and/or social events for graduate students.*

**Cindy Curtis**, formerly Cindy Evans, graduated in the spring of 2006 with her Master of Science Degree in Technology Education and received state certification for teaching 6-12 grade technology education, was honored at the 2006 International Technology Education Association (ITEA) Conference as an Outstanding Graduate Student in Technology Education. As part of Cindy's award, she was presented a plaque and small monetary award. In order to receive this honor, Cindy had to be nominated by a faculty member and had to submit an article/activity to the ITEA. Cindy's article was so good, Dr. Chris Merrill informed the Editor of The Technology Teacher, the journal for the ITEA, that this article was worthy of publishing; in the September issue of The Technology Teacher, Cindy's article was published on being a reflective teacher. While a graduate assistant to the Technology Education Sequence, Cindy worked on the Project ProBase and NCETE program. Cindy is currently employed as a Technology Education teacher at Evanston High School, in addition to continuing her work on the ProBase Project and the NCETE grant.



**Eric Hamilton** earned his Master's of Science in Technology in the Summer 2006. As a graduate assistant, he worked in the Manufacturing area. Eric taught TEC 111, TEC 130, and TEC 292. During his internship at Homeshield he worked on a Work Order Management System for maintenance and taught the maintenance manager how to use the software program. In addition, Eric worked on experiments on processes in which there were quality issues to find process improvements to improve quality. Eric is employed at SCSi, a logistics and incoming inspection company.

### Outstanding Graduate Student Researcher Award

*Given annually to a Technology Graduate Student Researcher for demonstrating high standards of excellence in scholarship and research.*

**Santresa Johnson** is the 2006 recipient of the Department of Technology Graduate Student Researcher Award. Her thesis, "Project Management and the Implementation of the Electronic Health Record: Case Study", was selected as the Department of Technology's Outstanding Thesis. Her thesis was considered for the College of Applied Science and Technology's Outstanding Thesis Award. Santresa earned her Master's of Science Degree in Technology in May 2005. Her Bachelor's degree was earned in Illinois State University's Health Information Management Program. Currently, Santresa is the HIT Program Coordinator at the Northwestern Business College in Evanston, Illinois.

## TECHNOLOGY FOUNDATION DONORS

Listed below are the donors and friends who, through their generous contributions, have enabled the Department of Technology to make the 2005-2006 school year our best ever. Thanks and appreciation are extended to:

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**Phone: (309) 438-7681**  
**email: [jdhutch@ilstu.edu](mailto:jdhutch@ilstu.edu)**

**<http://www.development.ilstu.edu/credit/credit.phtml?id=8000>**

**TECHONLOGY QUIZ – Win a polo shirt!**

In 1968, Dr Spence Silver was working on new glues to be used on tape for 3M Company. He did invent a new adhesive, but it was not exactly what he was looking for. It worked, but not very well. It was strong enough to stick something to something else, but not too strongly. The object could easily be removed. What use was a new glue that wasn't really very good?

Years later Art Fry, a new product development researcher, was frustrated with the scrap paper bookmarks that kept falling out of his church choir hymnal. He knew about Silver's invention and had a "Eureka" moment. The glue could be used to stick bookmarks or other scraps of paper somewhere and keep them there until it was time to remove them. The rest, as they say, is history. The new product was introduced in 1980 and one year later was 3M's "Outstanding New Product". The company made millions on the new product and five years later Art Fry was named a corporate scientist.

Question: We've all used this product. It is called \_\_\_\_\_.

If you think you know the answer, please email to [elgerra@ilstu.edu](mailto:elgerra@ilstu.edu) or call (309) 438-2103 by October 13, 2006 for a chance in a drawing to win a Department of Technology polo shirt. Winner will be announced in the Spring 2007 newsletter. (Quiz prepared by Dr. Paul Brauchle)



Department of Technology  
Campus Box 5100  
Normal IL 61790-5100

**HOMECOMING TAILGATE  
SATURDAY, OCTOBER 14, 2006  
11:30 AM - 2:00 PM**

Join us for a Tailgate Lunch in  
the College of Applied Science and Technology Tent on the  
University High Football  
Practice Field north of the ISU football field. Food, drinks, tables  
and chairs will be provided.



For further information, contact the  
Department of Technology office at  
(309) 438-3661

**2007 TECHNOLOGY  
CAREER DAY  
FRIDAY, FEBRUARY 16, 2007**

Coming soon! The 2007 Technology Career Day  
is scheduled for Friday, February 16, 2007. If you  
or your company are looking for an intern or a  
full or part-time employee, consider participating  
in the 2007 Technology Career Day. In order to  
participate, please send in a business card or contact:

**Dr. Kevin Devine**  
Department of Technology  
Campus Box 5100  
Normal, IL 61790-5100  
Phone: (309) 438-3661  
Fax: (309) 438-8626  
kldevin@ilstu.edu

**This document is available in alternative formats upon request by contacting the editor,  
Elizabeth Gerrard  
Department of Technology  
at (309) 438-2103 or elgerra@ilstu.edu.**

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