

BAKER COLLEGE

CORPORATE SERVICES

NEWS YOU CAN USE

You'll do better with Baker!

GRADUATION 2004

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Bill Proctor, Commencement Speaker, 2004



June Fittante, Fran Saunders from Blue Cross/Blue Shield, and Samir Makarem

Baker College Corporate Services
 Newsletter
 1050 W. Bristol Rd.
 Flint, MI 48507
 Distribution: 810-766-4242



UAW-DaimlerChrysler Sterling Heights Assembly Plant Graduation



UAW-DaimlerChrysler Mt. Elliott Tool and Die Graduation

Light at the End of the Tunnel

Tanya Urcavich, Ph.D.
 Program Coordinator

Returning to school or even beginning a new term can be both exciting and difficult for Baker College students.

Sometimes the hardest part is just getting started. It can be difficult to make that first call or email contact.

One of the best ways to get going is to have a coworker who encourages you. **Shirley Belli** of DaimlerChrysler Technical

Center was brought to an inplant registration by a coworker and has been in the program ever since.

Diane Dandron was also encouraged by a family member who was already in the MBA program, her sister, **Susan Heholt**. Susan is nearing the end of the MBA program at DaimlerChrysler and can see the light at the end of the tunnel. She says, however, that she will be around to help her sister through the rest of the program.

No matter what the circumstances, returning to college may be for you.

Even **Tony Sadowski** from Sterling Heights Assembly Plant was anxious to return to school after serving as a Guardsman in the Air National Guard. Tony immediately returned to classes after eight months of service in Kuwait. He continues to take classes and to encourage his coworkers to take classes as well.

Alumni Article By Dan Demyanovich Jr., Class of 2003

Not Enough Excuses!

It's never too late to continue your education! And there is no time like the present! How many times have we heard these statements, but failed to respond. The answer is a thunderous TOO MANY!

Me, the born again procrastinator, was starting to run out of excuses.

Excuse one: I am too old; it's too late to start over again. WRONG! It's never too late, with today's ever-changing job market you never know when you may what to, or be required to make a career change. Why not be as prepared as possible? What the heck, I may be my own boss some day (that is a scary thought).

Excuse two: It's going to take a long time to graduate. Although this may have some truth, I realized I would never finish my degree unless I start taking classes. I took one class at a time for awhile, and then to my amazement I was taking two and sometimes three classes a quarter. Another added bonus was that Baker College accepted my journeyman's card as credit for many classes.

Excuse three: Can't afford it. Wrong again. With little or no effort I found out DaimlerChrysler and the UAW has an excellent tuition program. In fact, my only out pocket expenses were books and supplies. After taking a few classes I was able to bor-

row or buy used books from my fellow classmates at a substantial savings.

After a short time I found myself looking forward to attending some of the classes and seeing the new friends I have met while continuing my education. I even overcame some health problems that postponed my graduation almost one year. All that did was postpone the inevitable; I would endure and graduate with honors.

I also encouraged several of my co-workers to continue their education. Currently, most have, at (continues page 5)



The art of being wise
is knowing what to
overlook!

William James

FROM THE BUSINESS OFFICE

Nancy Belill
Business Manager

Hello From The Business Office.

Attention!!!!!!!!

Tuition for the 2004-2005 academic year (Fall through Summer quarter) will be increasing.

Please check below for new tuition rates.

Undergrad Tuition
\$170.00 per credit hour
1 credit hour = \$170.00
4 credit hours = \$680.00
6 credit hours = \$1,020.00

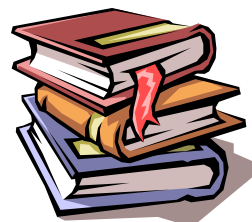
Graduate Tuition
\$270.00 per credit hour
1 credit hour = \$270.00
4 credit hours = \$1,080.00

Students, who receive tuition benefits from their employers, must submit applications to their Tuition Assistance offices BEFORE the quarter ends. Most employers will NOT accept applications for tuition benefits if applied for after the quarter ends. Please check with your tuition office regarding tuition application deadlines.

If you have any questions or need information re-

garding your account, please contact the Business Office at (810) 766-4242 and ask for Tammy Carr or Nancy Belill.

Thanks for choosing Baker College!



FROM THE OFFICE OF THE REGISTRAR—SHELLY GARDNER

YOUR SUCCESS MATTERS TO US!



How many of you feel embarrassed to admit that you need extra help with your course or think it's silly to take a basic class. College can be challenging. As a college student you must be open to new ways of learning. There are new ways of taking notes, studying, researching, and writing. Other than your instructor, where can you get help with algebra, accounting, and statistics, or writing a research paper?

There is help available. Learning Support Services are available at Baker College campuses.

The staff of the LSS is committed to student success. The LSS provides one-on-one peer tutoring, video and computerized tutorials for many classes. If going to a campus is not an option, there are also resources available online at www.corporate.baker.edu. The Student Services' link will take you to Learning Support Services and Library Resources. Check these out for tips and suggestions to assist with your academic success.

Free Internet Access

As a Baker College student you can receive free

internet access through MichNet. Contact the Baker College Help Desk for details or download the instructions through our website. You can contact the Baker College Help desk at (810) 766-4061. To download the instructions go to www.baker.edu, click on Departments, then Computer Information Systems, then Support Services, then Home Computer Resources. From Home Computer Resources you can download the step-by-step instructions on how to set up for MichNet.

Once you have access to the internet, you will have your personal academic information available to you at all times through the Baker College web-

site. The Baker College website alone has an abundance of helpful resources, not to mention the whole World Wide Web right there in your home.



Tell me and I'll forget;
show me and I may not
remember. Involve me
and I will understand.

—Native American
Proverb

Instructor Kendra Corman

A Challenge to Students

As a former working adult student, I know that working adults have an edge over traditional students. Right now, it may seem more difficult, balancing time for family, work, and school, but one becomes a successful problem solver by making connections between what one already knows and

applying what one is learning.

One of my former students was able to think through and better understand news broadcasts and subsequently draw his own conclusions in spite of the techno-speak. Another student questioned her financial advisor on an investment decision that he had made for her and her

husband and was able to alter that decision. Finally, a third student was able to understand some "business speak" terminology that her supervisor used within her working environment.

Whether it is math, finance, accounting or economics, the student can make a connection of value to real life issues. It is a

common misconception that these courses are offered only to better careers. I will guarantee that students can apply at least one concept from each class to real life. I challenge all students to find a way to connect learning to life issues.

Focus on learning.

Notes From The Underground

Raymond Biziorek
Grant Administrator

(continued from the previous issue)

What was amiss with the American production system as a whole? Why is America still "bleeding" manufacturing jobs and operations at an alarming rate?

American manufacturers had addressed many of the manufacturing quality, fuel consumption, "people-in-production," plant modernity, and numerous other issues in the attempt to stop the blood loss and to become more competitive. They tried everything from QC to TQM to ISO to LMNOP and any new "buzzword/concept" that the gurus could crank out that week. Do you remember a fella named Jose Ignacio Lopez de Arriotua? Most probably do, but they only remember him as Lopez, the GM purchasing honcho, who practically killed (economically) GM's

suppliers with his "cost cutting" mandates.

In many respects, Mr. Lopez single-handedly drove many mid-sized and small GM suppliers out of business, but he also (unbeknownst to himself) enabled others to become successful despite their own unknown, unrealized, self-imposed limitations. Many "Tier 2, 3, and 4" suppliers were unable to compete successfully with larger American and foreign suppliers. In fact, many "Tier 1" suppliers also had a difficult time remaining afloat. Input costs, for a wide range of reasons, remained fixed (*ceteris paribus*), or increased, while profit margins fell precipitously or became non-existent. Those who were doggedly determined to win at Mr. Lopez's new game began to scrutinize their manufacturing operations from alternative vantage points and became winners.

The operative question became, "If our *input* costs are inflexible, and our *output* rewards are declining, where can we balance the equation such that our *output* rewards will minimally

cover out *input* costs?" Looking at the production equation as:

INPUT + THROUGHPUT = OUTPUT

then, the equation's solution to the problem must lie in the area of *throughput* since input costs remain the same or increase and output rewards decline or become absent. The obvious answer has been, "Speed up the process;" however, this answer has historically been and is not necessarily the appropriate answer.

The process principles, analyses, activities, and adaptations that the winners in the Lopez battle formulated and implemented are the "heart and soul" of what has become known as *Lean*. Thinking and acting *Lean* has saved numerous jobs and companies in Michigan and across the United States showing that the old adage "Where there's a will, there's a way" really does apply.

The next installment of *Notes from the Underground* will be a "success show and tell."

Three New Degree Programs at Blue Cross/Blue Shield

By Samir Makarem

Baker College Corporate Services has launched 3 new degree programs at Blue Cross Blue Shield of Michigan, BCBSM, in Detroit and in Southfield. In addition to the Associate of Business in Management and the Medical Insurance Specialist Certificate programs already in house, Baker College Corporate Services will be starting the Certificate of Small Business Management Entrepreneurship program, the Bachelor of

Business Leadership (BBL) accelerated program, and the Master of Business Administration (MBA) program, this coming fall of 2004.

All classes will commence at the end of September, 2004 and will be offered at either the Jefferson Building (for the morning sessions of the Medical Insurance Specialist Certificate classes) and the Tower for all the other programs, including the evening sessions of the Medical Insurance Specialist Certificate pro-

gram in Downtown Detroit. Classes at the Southfield location begin at 5:00 p.m.

For further information, please contact your on-site Education Coordinator at BCBSM, Alicia Williams of "Opportunity You" at 313-225-7702, or your Baker College Program Coordinator, Samir Makarem at 810-343-2554 for downtown classes or June Fittante at 810-577-5482 for Southfield classes.

Baker College and BCBSM are looking for-

ward to the debut of these new programs which we are sure will broaden the avenues and opportunities of all current and potential students. Such programs will enrich and fulfill their professional and personal endeavors.

We would like to extend our sincerest thanks to Alicia Williams of "Opportunity You" at BCBSM for playing a vital role in the success of our programs.



Alumni Article
Continued from page 2

least, an associate degree and several already have a bachelor degree.

So it is never too late! You will have your degree before you know it, and it will not cost that much. Take a few minutes; talk to some family members,

co-workers or whomever else will give you encouragement and give it a try!

Better yet, call the Baker College Coordinator for your plant!

Thanks for choosing Baker College!!

Did you know.....

Baker College was founded in 1911 by Eldon Baker in Flint, Michigan

Baker College has 12 campuses through Michigan

Baker College's newest campus is in Allen Park, Michigan

Baker College Corporate Services campus services over 40 corporate and plant sites, with as many as 1000 students!

Reference Page

Any of the **Program Coordinators** listed below can help you with many of your registration and scheduling questions. If you know which coordinator manages your classroom / worksite, begin with him or her.

Program Coordinators:

FELICIA FAWAZ
810-343-1476

JUNE FITTANTE
810-577-5482

ROGER HOSN
810-343-1644

JIM KULLMAN
810-343-1396

SAMIR MAKAREM
810-343-2554

TANYA URCAVICH, Ph.D.
810-343-0725

TIM SCHENCK, Ph.D.
302-575-0385

The Business Office:

Nancy Belill,
Business Manager
810-766-4243

Tammy Carr,
Administrative Assistant
810-766-4244

- Payments and Tuition Accounts Receivable
- Past Due Bills / Collections
- Reimbursement Letters
- Scholarships

The Office of the Registrar:

Shelly Gardner,
Registrar
810-766-4251

Marlene Ewing,
Assistant Registrar
810-766-4252

- Academic programs
- Transfer Credit Information
- Graduation
- Pre-Requisite Information
- Transcript Evaluation
- Grades

Tuition Assistance Reference List

AAM TUITION ASSISTANCE PLAN
P.O. BOX 9068
FARMINGTON HILLS, MI 48333-9068
PH 313-324-5043

**BLUE CROSS BLUE SHIELD OF MI
EMPLOYEE SERVICES DEPT.**
600 E. LAYFAYETTE, BLVD.
STE. 2150
DETROIT, MI 48226-2927
PH 313-225-0708

**DAIMLERCHRYSLER
HIGHER EDUCATION LEARNING PLAN**
CIMS: 482-04-08
800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326
PH 800-810-3382
FAX 248-576-0130

**UAW- DAIMLERCHRYSLER TUITION
PROGRAM**
P.O. BOX 166
SOUTHFIELD, MI 48037-0166
PH 800-225-1416
FAX 248-557-4315

**FORD DEVELOPMENT INSTITUTE
SALARIED TUITION ASSISTANCE**
2800 LIVERNOIS RD, Suite 130
TROY, MI 48083-1219
PH 866-633-9395
FAX 248-526-5496

**UAW-FORD NATIONAL PROGRAM
CENTER**
P.O. BOX 33009
DETROIT, MI 48232-5009
PH 313-392-7015
FAX 313-392-7010

**GM-SALARIED TUITION
ASSISTANCE OFFICE**
P.O. BOX 2114
BLOOMFIELD, MI 48303-2114
PH 800-626-0583
FAX 248-836-1450

**UAW- GM
CENTER FOR HUMAN RESOURCES**
P.O. BOX 7840
DETROIT, MI 48207-0840
PH 800-228-2946
FAX 313-324-5050

VISTEON TUITION ASSISTANCE
P.O. BOX 217040
AUBURN HILLS, MI 48321-7040
PH 800-560-3620
FAX 248-732-1310

VOLKSWAGEN
3800 HAMLIN RD.
AUBURN HILLS, MI 48326-2829
PH 248-754-4536
FAX 248-340-4960



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BRINGING MEANINGFUL,
CHALLENGING DEGREE
PROGRAMS TO BUSINESS

A Message From the Director

Jim Kullman, Director
Corporate Services campus

**Dreams of Success Become
Reality**

The hazy, lazy days of summer begin to wind down into another colorful fall. Vacations become a pleasant memory. Kids and grandkids, stricken with late summer boredom, brace themselves for another school year and the football season is just around the corner. As we mentally peruse these past and coming events, let us remember a major event of late spring.

On June 12, 2004, 277 students received their degrees through the Baker College Corporate Services campus. The commencement was a celebration of team work, success, and accomplishment.

The families and friends of the graduates grasped with pride the joy of the moment. The commencement speaker, Bill Proctor, WXYZ-TV Channel 7 Action News, reaffirmed, with deliberate

accuracy, the joys of the successful completion of one of life's noblest dreams.

Congratulations to our many graduates! You have taken a challenge steeped in roadblocks and obstacles. You have chosen completion and success. The victory belongs to you and to your families. Good luck to you all in your future endeavors.



Corporate Services
www.corporate.baker.edu

