

Catawba Valley Community College Dean To Present At LERN Conference

Hans AuBuchon, Director of Continuing Education for Catawba Valley Community College, will present "The Customer Principle" at the conference to be held in Orlando, Fla., in May.

LERN is an international association providing information and resources to providers of lifelong learning programming. The organization serves a range of institutions, including colleges, schools, recreation departments, hospitals, associations; trade and technical schools, private business, trainers and others.

AuBuchon explained that the workshop is designed to acquaint members with a principle of the continuous improvement process. He is certified as a Total Quality Transformation trainer.

Catawba Valley Community College Office of Continuing Education offers numerous training programs and seminars on Total Quality Transformation and Total Quality Management. In addition, the college embarked on its own continuous improvement process about a year ago. AuBuchon serves as a member of the Continuous Improvement Management Team at Catawba Valley Community College, which has guided the college's quality initiative.

He explained that the seminar will focus on how organizations define internal and external customers. It will help participants distinguish between the needs and expectations of those customers.

All participants in the workshop will develop a customer map defining their customers. They will then develop a matrix of customer needs, outputs and expectations.

This process will allow them to better understand and apply continuous improvement principles.

Anyone interested in learning more about improvement training call Catawba Valley Community College at (704) 327-7006.

Beaufort County Community College Continuing Education Computer Lab

The Division of Continuing Education began the new year by celebrating the opening of their new computer lab. The state-of-the-art lab will enable continuing education to better serve area business and industry computer training needs as well as those of the general public.

Although we have offered computer training for the past five years, the demand by far exceeded our capabilities with regard to available lab space. With Curriculum and Continuing Education using the same facilities, access to software applications was an additional constraint. The new facility will enable us to offer a variety of short-term courses specifically designed for the occupational training needs of business and industry as well as the general public.

Courses will focus on the latest versions of the following software packages: Microsoft Office Professional 4.3, Microsoft Works for Windows, Lotus for Dos/Windows, Wordperfect for Windows version 6.0a, Corel Draw, Pagemaker version 5.0, Quicken & Quickbooks for Windows, Peachtree Accounting for Windows and Personal Tax Edge.

In addition to the programs listed above, the Continuing Education computer lab will be equipped with software that will assist students in the Human Resources Development program in preparing for employment, Basic Skills students develop literacy skills and GED students in preparing to take the high school equivalency exam.

The new computer lab will provide broad based training opportunities to meet a variety of needs within our service area. We consider the new computer facility to be a tremendous asset to our overall program.

Thanks To Those Who Contributed News!

Suellyn Dalton - Alamance CC
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Dept. Of Community College

Gary Plough - Carteret CC
Beaufort County CC
Lamar Wommack - Western Piedmont CC
Rob Everett - Guilford Technical CC

