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**BAY STATE
SCHOOL OF
TECHNOLOGY**

June 2008 Vol. 12 No. 2

Graduates Excel in Non-traditional Occupations

We received a phone call recently from a woman in Florida. She asked if we had a course to train CAT Scan technicians. We told her that we had no specific course for that, but felt that graduates of our Digital Age Technology course might be able to qualify for such work. We also asked her why she was calling us from Florida, and she told us that she worked in the medical field, and recently had their CAT Scan equipment repaired. The technician that did the work was professional, knowledgeable, well-trained and customer-service oriented, and proud that he had received his training at Bay State Tech. This woman was so impressed with him that when she was looking to send her son to school, she wanted to know if we had a Bay State branch in Florida!

While Bay State Tech doesn't specifically train technicians to work on CAT Scanners, our training

is broad-based and can be applied to many fields, not just refrigeration or computers or High Definition TVs. The skills you learn and the knowledge you gain can be put to work in many different areas.

This got us thinking. We know that most of our thousands of graduates are working in jobs "in-the-field", but we wondered how many are working "outside the field," but using the skills and knowledge they acquired while a student here. If you are a Bay State graduate working in an "outside the field" job, or even if you're working in the field, but in a job you love, we'd like to know about it. Tell us where you are and what you are doing, and maybe we'll highlight your new career in an upcoming newsletter. Please e-mail us at admin@baystatetech.org or call us at 781-828-3434. ■

Professional Service Association

By Ralph Harriman, Director of Education

The Professional Service Association (PSA) is a nationally recognized organization that brings together manufacturers and servicers in order to provide the most up-to-date products and training for the soon-to-be appliance technician.

PSA, along with the National Coalition of Electronics Education (NCEE), has set skill standards that measure a future technician's proficiency in all fields of appliance repair technology including Refrigeration and Air-Conditioning. Bay State Tech offers its students the opportunity to participate in this national standards testing by offering access to an online battery of tests in many areas of service such as Customer Relations, Basic Electricity, Refrigeration, Cooking (Gas and Electric), Microwave Ovens and Convenience products such as Hot Water Heaters, Dishwashers and Garbage Disposals.

At a recent convention held in Orlando, Florida, many manufactures were represented and provided



insight and training specific to their products. In attendance were Samsung, GE, Fisher & Pykel, Electrolux, Dacor, Viking, Asko, LG, Kitchen Aid and Whirlpool to mention a few.

Bay State School of Technology is proud to be a member of this organization and supports its efforts to develop relationships between manufacturers and the service professionals and to provide the industry with technicians who have the necessary skills to be successful in this field.

For more information on PSA, please visit their website at: <http://www.psaworld.com/> ■

MEET: *Bill Sr., Bill and Chuck Burow*

Bill Burow, Senior

Bill Burow graduated from high school and went on to Northeastern University majoring in Thermo-dynamics and Heat Transfer. All during his time in college, he worked for his uncle Paul Rettman, who had worked for GE Factory Service for 15 years and then started his own business - Billerica Appliance Service. Bill worked for him on and off while going to school, repairing and rebuilding appliances. When Bill graduated with a Bachelors Degree in Mechanical Engineering, he got an engineering job and but was laid off 5 months later, a month before Christmas, after having just bought his first home. At this point he made a decision to go to appliance school. He started at New England Appliance School on Commonwealth Ave in Boston, MA, where Bay State co-founders and Icons Bob Aldous and Bob Eagleston were instructors 34 years ago. Bill was impressed with The Eagle's work ethic because he had his own business, Eagle Appliance, and at the same time worked for Whirlpool, and all the while teaching at N.E. Appliance. When Bill graduated from N.E.A., he started his own appliance business and never looked back and never again worked for anybody else. He occasionally would call Bob Eagleston with his problem calls. He also bought his first basket racks for his van from Bob. Bill and his wife Elaine reside in Franklin, MA.

Chuck Burow

After graduating from high school, Chuck started in the Culinary Program at Newbury College, but decided it wasn't for him after one week. He then worked as a cook for a couple



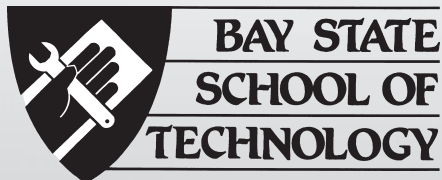
of years, and ultimately joined the Army. In the service, he learned to repair and fly drone airplanes, however he was injured 7 weeks into basic training and received a medical discharge. Back at home again, Chuck decided to work with his father for a couple of months. While Chuck had always had mechanical ability, he became fascinated with refrigeration and wanted to learn all about it. He decided to go to Bay State School of Technology because Bob Eagleston was once again teaching, this time at Bay State and Chuck's father couldn't recommend a better instructor. After finishing his program Chuck's first job was at Harbor Towers in Boston, and then went to work for Hobart for over three years. During this time Chuck got married and started a family. Chuck enjoyed working at Hobart, and received extensive factory training, and worked with Hobart's top Field Technicians. Working very long hours kept him away from his family and ultimately he decided to look for a job that would allow him more time at home. He now works at Norwood Hospital as a Maintenance Mechanic. Chuck and his wife Elizabeth and their son Hunter now reside in North Attleboro, MA.

Bill – son

It all started for Bill doing brake jobs and oil changes on his father's work truck, then, working with Dad, tuning up cars, lawn mowers and then appliances.

While working at a grocery store, the store's refrigerator was freezing up so he took it upon himself to try to repair it, which he did, with a little help from Dad. Bill looked forward to working with his father on weekends – starting with lugging the tool bag to doing repairs with his father as his first instructor. Safety first was always the lesson, whenever working in Dad's machine shop or appliance business. Bill graduated from high school and went on to Norwich University in Vermont for a year and then could not decide on a major, so took time off from college. He got his first apartment and worked at various jobs in warehouses etc. Bill eventually went to work at Rent-a-Center as an assistant manager. He also put his instruction received from his father to work and fixed all their appliances. After four years, his career track seemed to be stalled, so he started working weekends with his father making extra money and enjoyed it. Knowing that he needed more training to succeed, Bill's dad made him an offer to come live at home with his wife for a year so he could go to Bay

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Bay State Update is a quarterly publication of Bay State School of Technology intended to inform its readers about current happenings both at the School and in the field. For further information, and for complimentary copies, contact the office.

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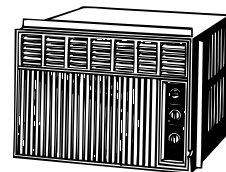
This isn't just an old, tired saying; it's usually true. An education from Bay State Tech can be compared to an education from other schools, and sometimes you need to look beyond the costs. For example, our 720-hour HVAC program can be compared to other schools' offerings and is usually more expensive, until you compare the courses and what you get. Sure you can pay \$5,000 for an HVAC course, but you need to ask how the courses compare with one another.

Is a 120-hour course that costs \$3,970.00 less expensive than a 720-hour course that charges \$10,950.00? Yes, it is. But, and this is a big but, your cost per hour for the shorter course is around \$33.00 per hour, as opposed to the longer course at about \$15.00 per hour? Which one is not only more cost effective but also more detailed and complete? Which one will make a student more attractive to an employer? The answer is obvious, when you look at the details.

Bay State offers "Hands-On Training" with every course. What you learn in the classroom, you put to use in the lab right away, working on real equipment, in a real-world environment. An employer who has hired a number of Bay State graduates recently told us that Bay State students consistently test far ahead of other in knowledge and skills levels. If you know someone who needs to change careers and is good with their hands, make sure you send them to Bay State Tech! ■



TECH TIPS: Getting The Right A/C Unit



A common question when looking to buy a room air conditioner is, "What size should I buy?"

There is a very simple formula for figuring out what the cooling capacity of an air conditioner should be to cool a particular size room. Note: Air conditioners are rated in British Thermal Units (Commonly referred to as BTU's):

Step 1. Measure the size of the room (length x width) to figure the square footage.

Step 2. Multiply the square footage by 25.

Step 3. Add 500 BTU's for each person who'll be in the room.

Example:

A room with two occupants that measures 15 ft. by 20 ft. = 300 sq. ft.

300 sq. ft. x 25 = 7,500 BTU's.

Plus 500 BTU's for each person (2) = 1,000 BTU's.

The capacity for the air conditioning unit required is 8,500 BTU's.

Air conditioning engineers say that a unit with a slightly smaller capacity than the formula indicates is more effective. Therefore, the 8,500 capacity in the example can be rounded down to 8,000 BTU's that will be satisfactory for cooling the room in the example.

Heat producing appliances such as refrigerators, ranges, hair dryers, lighting, large windows, and flat roofs, etc. must be taken into consideration when buying an air conditioner. Failure to factor these heat loads into the formula will result in purchasing a unit that can't do the job. ■

Meet The Burows, *Continued from page 2*

State School of Technology, while still working part-time at Rent-A-Center. Bill graduated from Bay State's Program 7 in July of 2004, and went to work at Mark's Equipment Repair in Framingham and worked there for two years. He enjoyed working at Mark's, and though it was a great job, and that he was very fortunate to have worked for him. He changed jobs and then got laid off and ended up going on unemployment. After three months decided to start his own business Bill's Equipment Repair in March 2007—repairing commercial kitchen equipment and refrigeration, and basic appliance repair, which he continues to do. Bill says "One thing about this field, it is forever changing. Knowledge is power. You have got to keep up with technology." Bill and his wife Christine recently had their first child Owen, and reside in Milford.

The Burow family is a good example of the power of education, and the desire to succeed. We wish all the Burow's continued success. ■

Where Are Our Grads Now?

GRADUATE	EMPLOYED AT
Celestino Lopes	Avalon at Lexington Hills • <i>Maintenance Technician</i>
Richard Noble	Hoshizaki Ice • <i>Service Technician</i>
David Pezzone	Plymouth School Department • <i>Maintenance Technician</i>
Michael Warren	Sears Randolph • <i>Service Technician</i>
Victor Osorio	Winn Management • <i>Maintenance Technician</i>
Bo Preap	Sara Lee • <i>Service Technician</i>
Justin Osborne	Computers-Beth Israel Deaconess • <i>IT Technician</i>
Joseph Doherty	Computers-LAN Tech Systems • <i>Computer Technician</i>
Keith Roberts	Tech Pros Group • <i>Computer Technician</i>
Jaime Pereira	Sears • <i>Service Technician</i>
Herbert Sears	Sears • <i>Service Technician</i>
James Kamau	Boston Properties • <i>Maintenance Technician</i>
Gabriel Correa	Sears • <i>Service Technician</i>
David Johnson	Enviro-Serv • <i>Service Technician</i>
Carole Viator	Yale Appliance • <i>Service Technician</i>
John Sanders	Work Inc. • <i>Maintenance Technician</i>
Patrick Murphy	O & S Refrigeration • <i>Service Technician</i>
Ted Campbell	Horizon-Bradco Bakery Equipment • <i>Service Technician</i>

Congratulations to all!

Equipment Needed

Bay State is always looking for equipment to use in training, and specifically has a need for Direct-Drive Washers, and Window Air Conditioners.

If you have any units that you would like to donate, please call Ralph Harriman at 781-828-3434. ■

Upcoming Class Schedule

CURRENTLY ENROLLING FOR:

FULL-TIME DAYS	STARTING DATE:
Major Appliances/ Basic Electricity	June 23, 2008
Domestic Refrigeration & Air Conditioning	July 9, 2008
Commercial Refrigeration & Air Conditioning	July 9, 2008
Digital Age Technology	June 12, 2008

Full-time day classes are scheduled Monday through Thursday From 7:30 AM to 2:30 PM.

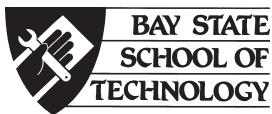
PART-TIME EVENINGS	STARTING DATE:
Major Appliances/ Basic Electricity	September 2, 2008
Domestic Refrigeration & Air Conditioning	September 2, 2008
Commercial Refrigeration & Air Conditioning	September 2, 2008
Digital Age Technology	July 15, 2008

Part-time evening classes are scheduled Tuesday, Wednesday, and Thursday evenings from 5:30 to 10:30 PM.

For more information on classes and start dates, contact the Admissions Office at 888-828-3434, toll free. ■

Sign Up for E-mail Updates

At some point in the near future we are going to start to deliver our quarterly newsletter by e-mail. If you would be interested in receiving e-mail news from Bay State, please visit our website at: www.Baystatetech.org and sign on to our mailing list. We promise that we will not share your information under any circumstances, and that it will be kept private and confidential at all times. ■



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