TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Logos
New Atomic Energy Committee Formed

The organization of the State’s Advisory Committee on Atomic Energy Development and Radiation Control is a great asset to Pennsyl- 
vania in the field of nuclear energy. The Atomic Energy Develop- 
ment and Radiation Control Act, approved January 26, 1965, 
authorized the formation of this Committee. Its purpose is to 
encourage the development and use of atomic energy for peaceful purposes, consistent with the health, and safety of the 
people. The Atomic Energy Commission has established that 
the energy resources in Pennsylvania are assigned by the Act to the 
Department of Health. Governor James has said that the Act “should 
make Pennsylvania industry highly competitive in this fast changing 
world.” The Act authorizes Pennsylvania in some negotiations with 
the Federal Government (Atomic Energy Commission) for the acquisition of full regulatory power over radiation sources, excepting atomic 
reactors.

Among the many responsibilities of the committee are:

Advising the Governor and the Legislature with regard to the status 
of atomic energy research development and education, make recom-

mendations designed to assess progress in these fields, and advise and 
assess the Governor and Legislature in developing and creating a 
State policy for atomic energy research, development and education. 
Coordinate the atomic energy development activities of the various 
Departments; sponsor and conduct studies and disseminate information and foster 
and support research and education relating to atomic energy.

Penntap Program Underway

The Pennsylvania Technical Assistance Program (PENN TAP) was recently launched. A $300,000 cash 
grant was awarded in The Pennsylvania State University. The check represents a Commonwealth contract to the University 
for a series of programs for making new scientific discoveries quickly 
available to industries and businesses. Under the Federal State Technical Services Act of 1961, 
State funds will be matched by the Federal Government. Governor James has designated the Pennsylvania State 
University to conduct the program for the Commonwealth. PENNTAP will seek methods for widespread ex-

ploitation of new technical knowledge now available in govern-

ment and academic enterprises.

Seven major projects are being funded under the initial PENNTAP, and 15 under the second year program. They were approved by the PENNTAP Advisory Council.

1965
PSU to Administer New State Technical Assistance Program

UNIVERSITY PARK — Pennsylvania State University has accepted the job of administering the new Pennsylvania Technical Assistance Program as part of the national effort to help industries through research.

Robert H. Ramsey, professor of engineering research, was chosen by the university’s board of trustees to head the program. He will operate under the vice president for research, but will report directly to the governor.

The new program springs from the state Technical Services Act of 1965, signed into law by President Johnson Sept. 14. Each of the 50 states was asked to establish formal channels through which the findings of science could more easily and quickly be placed in the hands of American enterprise.

Gov. Scranton requested Pennsylvania’s share of initiating funds, $25,000, to help start the program. He turned to Dr. Eric A. Walker, president of the university, to initiate the program because of Dr. Walker’s long-term interest in industry-university exchanges of information.
Nov. 1974 - Hub Evans, AD Council; James Austin, Austin Bleach Co.; H. LeRoy Marlow, Director PENNTAP.
CLEAN STREAMS AND YOU

Penn State PENNTAP

1975
Paradisi (left) and DeWald explain program to reporter.

AID PROGRAM

Venezuela draws on PSU expertise

By MICHELE D'IGORDIAN
Morning Call staff

Raulito Paradisi, from Caracas, Venezuela, and President Cottin have something in common — both are involved in supplying American expertise to the South American country.

Efforts to improve the government of Venezuela and Pennsylvania State University's economic growth are now being combined under a five-year agreement under which personnel of the university will assist Venezuela in an extensive program to provide managerial and vocational training to its citizens.

The agreement was struck by Dr. Ernesto Ferrer, president of the Venezuelan National Institute for Cooperatives Education (INCE), while in Pennsylvania, Peru

INCE provides many services to company employees and the community. We would like to bring out many into the management area that is why we are here. Paradisi said.

‘The most important thing is to learn about the plant program — going to the plant and working there,' he said.

He would like to go to a company and tell them exactly where improvements may be made. Paradisi noted that INCE has a program similar to but not as extensive as Penn State's.

With this more comprehensive program, we will be able to see the same improvement that happens in the employment centers,' he said.

Penn State is represented in the Penn State program. "Penn State maintains communication with all universities in the U.S. that have management courses. Therefore they can gather and give up-to-date information," he added.

Paradisi, along with Samuel C. DeWald, professor of management at Penn State, and Joseppe Figgis, an instructor in training at the state, visiting management class at Penn State and companies.

1978
Senior Paradisi with Professor E. F. Blehl, Management Development faculty. The faculty teach supervisory and management personnel in business, industry and government about effective management skills.
August 1979 - Dr. H. LeRoy Marlow, Director, PENNTAP; Mr. Robert Hutchison, Institute of Public Service, University of Tennessee
The Staff in Session

Technical Specialists
William C. Astle
135 Applied Science Bldg.
Thomas F. Barone
213A Electrical Engineering W
Edwin F. Biederman, Jr
232 Mineral Industries Bldg.
Francis H. Brown
205 Engineering A
Arthur F. Kunst
207G Hammond Bldg.
Bruce W. Mixon
211 Engineering A
Anthony J. Venetti
302C Pattee Library
Harold W. Willits
302C Pattee Library

Main Office
H. LeRoy Markow
Director
Paul W. Houck
Information Coordinator
Madyson Bowmaster
Office Manager
Martha Fisher
Eleanor Zindler
Secretarial Support

1981
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENNSTAT
NEWS RELEASE

CAPTION

ADVOCATE OF THE YEAR AWARD is presented to Dr. H. LeRoy Marlow, right, director of the Pennsylvania Technical Assistance Program (PENNTAP), by Raymond R. Rodi, assistant director of the U. S. Small Business Administration's Pittsburgh office, on behalf of Peter Tappel Jr., SBA Regional Administrator. The honor cited his contributions to innovation and technical assistance in strengthening small business in Pennsylvania. The statewide PENNTAP service is sponsored by Penn State University and the Pennsylvania Department of Commerce.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

TECHNOTIMES

Vol. 6 No. 7
August 1987

Pittsburgh’s Publication for Technical and Business People

PENNTAP
Technical Problem Solvers

Paul Houck
Research
$16,000 saved by a Philadelphia area company.
$47,000 by a Pittsburgh industry.
$8,000 by a small firm in northwestern Pennsylvania.

Fifteen technical jobs, 35 new jobs, business volume advancing from near zero to more than $3 million over two years at a insurance company.
$38,000 by a western Pennsylvania foundry over three years.

Ask any of those companies how they did it and all will have a common answer: “We had help from PENNTAP.”

PENNTAP, the Pennsylvania Technical Assistance Program, is a statewide service that has been around for 25 years primarily to help businesses and industries find solutions to engineering and scientific problems in the technical field. It also helps school districts, municipalities, Inside, outstate and other public institutions that in many ways have

PENNTAP doesn’t maintain a money total on job impact because of the fragile nature of such statistics, but users in 1986 credited PENNTAP with having an influence in creating 45 jobs, saving 230 and opening the potential for 103.

PENNTAP has been influencing Pennsylvania’s economic development since 1963, making it one of the oldest technology transfer systems in the nation. It is also one of the best known and most copied. In the past five years alone, 46 states and 15 foreign countries have copied all or parts of the PENNTAP system, and Dr. H. LeRoy Mayhew, director.

Continued on Page 4

1987
We’re saving this booth for you...
PMA's Award for Excellence and $5,000 Grant to PENNTAP

The Pennsylvania Manufacturers' Association (PMA) honored PENNTAP for its consistent, positive influence on the economic climate of Pennsylvania with its first "Award for Excellence" and a $5,000 grant.

PMA’s Vice President James E. Penyard and Secretary John W. Stayt made the presentations during a ceremony in Philadelphia. Participating were Dr. H. LeRoy Marlow, PENNTAP director; John W. Hannum of Pittsburgh, PENNTAP Advisory Council chairman; and Dr. Charles L. Hosler, Vice President for Research and Dean of the Graduate School at Penn State. Advisory Council members were in attendance.

Mr. Penyard said: "There is no single award that can adequately pay tribute to PENNTAP’s contribution to business and industry in Pennsylvania. PMA greatly respects and honors the PENNTAP organization, its director, staff and Advisory Council, who combine to produce a high degree of economic return to the Commonwealth of Pennsylvania."

On a large wall plaque, PMA mentioned that PENNTAP has been the catalyst for: Create new jobs, Save threatened jobs, Produce savings in production, Develop new products, Reduce operational costs, Improve organizational efficiencies, Provide greater sales volume, Enclose capital investments. The plaque is signed by Mr. Stayt and Frederick W. Anton III, PMA president.

A decision on use of the $5,000 grant will be made by the Advisory Council.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENNTAP Establishes New Offices

The Pennsylvania Technical Assistance Program, PENNTAP, a Penn State University based technology transfer program has established regional offices at the four corners of the state. The fact that the branch offices can each be closer to its own businesses, will in itself be a giant step toward Pennsylvania’s economic development.

Each branch office of PENNTAP is located on a Penn State University branch campus: The Northwestern Sector at Penn State Erie; the Northeastern Sector at Penn State Wilkes-Barre/Scranton; the Southwestern Sector at Penn State Monroeville; and Southwestern Sector at Penn State Great Valley. Each branch office works closely with the central office at University Park, PA. The traditional technology transfer service is provided as business and industry is visited to identify scientific and technical needs. Then drawing from Penn State and other resources, a solution is identified.

For instance, several area farmers were experiencing problems with fires in their silos, and needed information on the extinguishing and prevention of those fires. PENNTAP aided them in finding methods to prevent future occurrences.

And when a Southwestern Pennsylvania college did not know where to turn for assistance in keeping a brand new gymnasium floor from buckling, PENNTAP provided alternatives to correct the problem, resulting in the preservation of the floor and the college’s $90,000 investment.

According to Southwestern Pennsylvania Regional Director Frank H. Konchar, “The establishment of a PENNTAP office within Southwestern Pennsylvania, in close day-to-day proximity to regional businesses and industry, should enhance the utilization of the technical resources of PENNTAP that quite often businesses need.”

Konchar also commented on the effects of extended use of PENNTAP’s information. “In the longer term, regional businesses and industry will achieve a greater awareness of the total range of capabilities and resources within the Penn State Economic Development System that can be accessed through PENNTAP for the benefit of their operation.”

PENNTAP is in its 26th year of operation within the Penn State Economic Development system. For more information on PENNTAP, call 372-4095.
June 18, 1991

H. LeRoy Markow

PENNTAP
Pennsylvania State University
State College, PA 16801

Dear Roy,

On behalf of the Board of Directors of the Technology Transfer Society, your many colleagues, friends and admirers, I wish to present you with a replica of the Morrill award given to PENNTAP. As you may be aware, the Society recognizes organizations that have made exemplary contributions to the field of technology transfer. The award is named in honor of Justin Morrill, and is the highest award the Society bestows.

PENNTAP is a most deserving winner. It is the model most people look to and compare to their programs. A program, however, is a thing, the accomplishments are due to people. To everyone PENNTAP and Roy Markow are one and the same. You have made an indelible mark on our profession. You’ve set examples, provided advice and encouragement and above all have been a friend. All of us who have been fortunate enough to work with you are better because of the opportunity.

I am sorry I was unable to make the presentation in person. Please accept the award with our thanks and our prayers for your recovery.

Sincerely,

F. Timothy Janis, Ph.D.
President
PENNTAP receives Ben Franklin grant

The Ben Franklin Partnership board of directors has approved $250,000 to support PENNTAP, The Pennsylvania Technical Assistance Program, a collaborative effort between the Pennsylvania Department of Commerce and Penn State to provide technical assistance to the state’s industries. PENNTAP has regional technical specialists who work with companies to define problems and locate the appropriate information or resources to help improve their competitiveness. Technical specialists also are located at University Park to respond to company questions, provide expertise and access national, international and federal government technical information, including results of relevant research and technology developments.

Acting Secretary of Commerce Andrew T. Greenberg said, “PENNTAP has been a long-standing part of Pennsylvania’s technology assistance programs, and this $250,000 in state funding will support its expansion and ensure its ability to work even more closely with our Industrial Resource Centers and Ben Franklin Technology Centers.”

Ben Franklin board OKs PENNTAP money

The Ben Franklin Partnership Board of Directors approved $250,000 to support PENNTAP, The Pennsylvania Technical Assistance Program. PENNTAP is a collaborative effort between the Pennsylvania Department of Commerce and Penn State to provide technical assistance to the state’s industries. PENNTAP has regional technical specialists who work with companies to define problems and locate the appropriate information or resources to help improve competitiveness.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Downtown Center
DIMENSIONS
Winter 1991
234 N. Third St., Harrisburg, PA 17101

PENNTAP: Helping Pennsylvania’s Businesses Improve Their Competitive Position

Art Heim, Acting Director, PENNTAP; Director, Industrial Research Office, University Park

PENNTAP, Pennsylvania Technical Assistance Program, exists to link Pennsylvania’s businesses and industries with the technical knowledge needed to improve their competitive position not only within the state and nation, but also in the global marketplace. It is a partnership between the Commonwealth of Pennsylvania’s Department of Community and the Pennsylvania State University. Its services are offered without cost and the assistance is confidential.

PENNTAP is an information dissemination service that can be tapped whenever a business encounters an unfamiliar hurdle. Working on a one-to-one basis, PENNTAP responds to calls from small and large companies and provides practical information to overcome specific obstacles. New businesses, established companies, and companies on the rebound can all take advantage of PENNTAP’s knowledge base.

As a successful practitioner of technology transfer, PENNTAP draws scientific and technical knowledge from the laboratory and the library through a system of specialists geographically dispersed and supported by a core group of experts in a variety of scientific and engineering disciplines. PENNTAP does not conduct laboratory research but is interested in seeing that the results of research are made available to those Pennsylvania organizations that can use such information to achieve economic benefits.

Since its inception in 1985, PENNTAP has responded to more than 25,000 inquiries from nearly 11,000 companies.

Some successful examples include a small biotechnology business that needed to find a scientific process that would allow it to continue research on ways to detect cancer-causing cells in the human body, PENNTAP connected the business with the right network to obtain valuable research results. Exchanging its own technical expertise, an engineering consulting firm needed more information to assist a client in treating waste water. PENNTAP found the information that helped the client meet environmental standards.

A mid-sized company in suburban Philadelphia was having its profitability threatened by changes in legislation and competition. PENNTAP supplied the technical information that allowed the business to improve its productivity and meet the economic challenges of the 1990s.

PENNTAP maintains four regional offices: Penn State campuses in the northwestern, southwestern, southeastern, and southeastern quadrants of the Commonwealth. In addition, a core team of experts is located at the University Park campus with access to the full scope of the university’s world-class resources.

PENNTAP works in both reactive and a proactive mode. Any Pennsylvania business or industry can bring a technical question to PENNTAP’s specialists who will provide a preliminary assessment of the problem and identify helpful resources. Most questions are answered within one to three days; some are answered at the spot.

More difficult questions are referred to PENNTAP’s industrial library, where it can identify relevant articles and publications. On-site visits are made when necessary to more clearly define a problem or when solutions are especially complex.

For more information, contact the PENNTAP office located at University Park Campus, 324 Calder Way, Suite 207, University Park, PA 16802. (814) 865-0527.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

The Initiative

PENNTAP is dedicated to technology transfer

PENNTAP, the Pennsylvania Technical Assistance Program, is dedicated to technology transfer. PENNTAP is a program that provides technical assistance to businesses to help them improve their processes, products, and services. The program is designed to help businesses become more competitive in the global marketplace.

The Initiative

In '91, PENNTAP served 1,000 clients in need

In 1991, PENNTAP served 1,000 clients in need. The program provided over $10 million in funding to help businesses improve their processes, products, and services. This funding helped businesses become more competitive in the global marketplace.

1992
PENNTAP service now available in Erie area

A program designed to help companies that don’t have adequate staffing or expertise to handle technical problems is now available in the Erie area.

The Pennsylvania Technical Assistance Program, or PENNTAP, opened an office in March at Penn State Behrend. It will assist manufacturers throughout northwest Pennsylvania, including Erie, Crawford, Venango, Warren, Mercer, Forest, Clarion and McKean counties.

“Generally, we address clients’ specific technical questions or problems that can be resolved in a short period of time,” said Jay Schenck, the regional director for the new PENNTAP field office.

“We provide technical expertise in a one-on-one setting to meet immediate needs, and (we) also help link businesses with other resources, expertise and economic development assistance programs.”

Because of the Erie area’s many plastics firms, PENNTAP was chosen to help the NASA Technology Applications Center in Pittsburgh with its efforts to share with private industry the technologies from NASA and other federal laboratories.

PENNTAP is a partnership between the Pennsylvania Department of Commerce, the United States Economic Development Administration and Penn State. The Behrend office is one of four in Pennsylvania.

“In one case, we were able to save a manufacturer $70,000 by improving his fabrication and installation methods,” Schenck said. “Often, our engineers will review design plans and offer suggestions that both reduce cost and improve efficiency.”

All services are confidential. More information is available by calling 898-6270.
TECHNICAL ASSISTANCE AVAILABLE THROUGH PENNTAP

Free technical assistance, including access to technological research conducted by NASA and other federal agencies, is now available to manufacturers in northwestern Pennsylvania through the Pennsylvania Technical Assistance Program (PENNTAP).

PENNTAP, founded in 1985, is an industrial technology extension service. It is designed to help companies that don’t have the staff technical expertise or time to address technical problems that impact quality, productivity, and competitiveness.

A new PENNTAP regional office opened in March at Penn State Erie, The Behrend College, to service Erie, Crawford, Warren, Venango, Mercer, Forest, Clarion, and McKean counties.

“Generally, we address clients’ specific technical questions or problems that can be resolved in a short period of time,” Jay Schenck, regional director for the new PENNTAP field office, explained. “We provide technical expertise in a one-on-one setting to meet immediate needs, and also help link businesses with other resources, expertise, and economic development assistance programs.”

“PENNTAP works to help companies continuously improve their competitiveness,” Schenck added. “In one case, we were able to save a manufacturer $70,000 by improving his fabrication and installation methods. Often, our engineers will review design plans and offer suggestions that both reduce cost and improve efficiency. We’ve also helped small businesses examine their computer hardware and software needs. In follow-up surveys, clients commented that our engineers gave the unbiased and objective assistance they needed.”

Because of the area’s abundance of plastics manufacturers, PENNTAP was chosen to assist the NASA Technology Applications Center in Pittsburgh with its efforts to share technologies from NASA and other federal laboratories with private industry.

“We’re very excited about our partnership with the NASA technology transfer program. Local manufacturers will be able to access billions of dollars in polymer and ceramic research,” said Schenck, a former research engineer at Penn State-Behrend’s Plastics Technical Center who also has industrial experience in the areas of metal casting, forging, and sheet metal fabrication.

PENNTAP is a partnership between the Pennsylvania Department of Commerce, the U.S. Economic Development Administration, and Penn State. Its four regional field offices throughout the Commonwealth are supported by two technical specialists and a part-time technical librarian located at Penn State’s University Park campus. All services are confidential.

For more information about PENNTAP, phone the Penn State-Behrend Office of Research and Economic Development at (814) 666-6270.
David A. Anderson, professor of civil engineering, has been selected to receive a University of Connecticut Engineering Alumni Award. The awards are granted annually to graduates of the School of Engineering who have distinguished themselves in engineering practice or education.

Jack Gido, director of PENNTAP (Pennsylvania Technical Assistance Program), has been elected to the Board of Directors of the American Industrial Extension Alliance.

J. Christopher Haney, associate professor of wildlife technology at the Penn State DuBois Campus, has been named a research associate in ornithology for 1993 at the North Carolina State Museum of Natural Sciences in Raleigh.

Robert E. Newnham, associate director of the Materials Research Laboratory and Alcoa professor of solid state science, has been elected an honorary member of the Materials Research Society of India in recognition of his work on sensors, actuators, and other composite components.

Steven Spencer, professor of dairy science, has received the Distinguished Service Award of the National Mastitis Council for “outstanding service and devotion to the high ideals and objectives of the National Mastitis Council.”
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Update

Research Park Becomes Reality

Years of discussion, planning and con-
struction culminated in a celebration
October 20 when a ribbon-cutting cer-
emony officially launched Penn State’s
Research Park, opening its 52,000-
square-foot ‘Technology Center for busi-
ness.

The Center is the first of three build-
ings in Phase I of the Research Park
to be completed. It will be home to the
Penn State Research and Technology
Office, which includes the offices of
industrial research, intellectual property,
sponsored programs, the Bilt Franklin
Partnership program, the Pennsylvan-
ian Technical Assistance Program (PEN
VTAP), and research park management.
The office occupy the first floor and
the Centre County Industrial Develop-
ment Corporation and its incubator pro-
gram occupy the second. In January the
OGC and the State College Area Cham-
ber of Commerce will move to join the
Chamber of Business and Industry of
Centre County.

Next to open at the research Park will
be the 53,000-square-foot Minerals
Research Institute building, which will
include facilities for materials character-
ization, electron beam physical vapor
derosition, a nanofabrication center with
a class 10 clean room as well as surface
profiling and the RIM lab, and the
243,000-square-foot, 190-room Penn
State Iacocca Conference Center and
Hotel. Both are scheduled for occupancy
this spring.

Also this spring, as Phase II of the park
is evolving into full operation, Phase III
will get under way. The Micotech
Research Group, also developers of Phase
I, will begin construction on a 53,000-
square-foot, three-story, multi-tenant
building, and negotiations are under way
in process with a number of companies interested
in constructing their own labs and
offices. Principals of the Group are Bill
Storkel, 73, and Glenn Turner, 58, both
in architecture.

The first industrial development in-
cluded computer hardware and peri-
pherals and develops software and support
services. John Marchione
— Solar System develops and
manufactures solar array processors
and electronics. Gary Freeman.
— TDL5 Associates specializes in
organizing, planning and preparing pro-
posals for training personnel in produc-
tion cycles, and in developing software
simulators. Tim Mawhinny.
— Tektronix Instrumentation designs
and manufactures state-of-the-art instru-
ments used to measure vehicle, gasses and mass spec-
trometers by converting pressure into electrical

The other tenants of the Technology
Center bring together a number of Uni-
versity offices that help government
agencies and private corporations de-
velop cooperative research and education
partnerships with the Universities. Penn
State is a major center in the economic
development of the state and is a
national leader in research and develop-
ment and industry-sponsored research.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

January 1993

THE BUSINESS REPORT

PENNTAP

Serving Pennsylvania Business and Industry since 1965

By Jack Gida

PENNTAP, the Pennsylvania Technical Assistance Program, is an industrial technology assistance service. It is a partnership between the Pennsylvania Department of Commerce, the U.S. Economic Development Administration, and the Pennsylvania State University. Established in 1965, PENNTAP is one of the nation’s first industrial assistance programs and has been a model for such programs in many other states and countries.

In recognition of PENNTAP’s outstanding record of accomplishment over the years and its dedication to the advancement of the professional practice of technology transfer, the Technology Transfer Society awarded it its 1991 Theta Mu Honor Award to PENNTAP. The award is given to organizations that have gone beyond their own success and set standards of excellence for others. In this regard, PENNTAP has served as a model for a number of similar organizations being set up in other states and countries to assist businesses in overcoming scientific, engineering, and technical problems.

PENNTAP’s mission is to strengthen the economy of Pennsylvania by providing scientific and technological assistance to Pennsylvania businesses and industry, with a primary focus on small and medium-size manufacturing companies, to help improve their global competitiveness.

PENNTAP focuses on helping smaller businesses that normally do not have the in-house expertise or time to resolve specific technical problems. Pennsylvania has nearly 17,000 manufacturing establishments with 960,000 employees, 13,000 of those firms, or 87 percent, have 50 or fewer employees.

PENNTAP staff consists of an engineer located in each of four regions of the state to provide outreach and assistance to regional businesses and industry. Additionally, two technical specialists and a technical librarian located at University Park, respond to clients’ specific questions that cannot be resolved directly at PENNTAP at University Park. They also support the regional engineers in formulating responses to clients’ technical questions. The locations of the PENNTAP regional offices are Erie, Philadelphia, Pittsburgh, and Wilkes-Barre.

PENNTAP also has an Advisory Committee of representatives from the industrial sector who provide guidance to PENNTAP regarding its reference to current and anticipated needs of Pennsylvania businesses and industry.

PENNTAP staff provide assistance to clients in several ways:

• First, through personal assistance or the PENNTAP technical specialist’s own expertise and experience. All PENNTAP professional staff have technical degrees and industrial experience.
• Second, by locating and providing relevant technical information to the client.
• Third, by referring the question or client to other resources that may be able to provide more specific or appropriate assistance. These resources include faculty or staff at Penn State or other academic institutions, federal laboratories, private consultants and other companies. These referrals could include assistance to the client or the resource to provide more in-depth assistance in solving a problem.
• Fourth, by linking the client to other economic development assistance providers. PENNTAP has developed a collaborative working relationship with Pennsylvania’s Ben Franklin Technology Center and Industrial Resource Centers, Small Business Development Centers, federal technology transfer organizations, and regional economic development assistance providers. Some of these organizations can provide financial support to the client through partial funding for product or process development or improvement projects, training or equipment purchases. Other organizations provide assistance to clients regarding exporting, government procurement opportunities, or business planning.

PENNTAP, the Ben Franklin Partnership and the Industrial Resource Center network complement each other in serving Pennsylvania manufacturers. Each serves a different role.

PENNTAP provides free short-term, on-site technical expertise and information to specific questions or problems. The Industrial Resource Centers provide technical and financial assistance for implementing projects to improve productivity and quality, and the Ben Franklin Technology Centers provide financial assistance for process and product development or improvement projects.

The assistance of PENNTAP is confidential and provided at no cost to clients. PENNTAP technical specialists respond to clients’ specific technical questions or problems that can be addressed in a short period of time. PENNTAP is available to clients at no cost to provide assistance that is not available from other providers.

PENNTAP has assisted more than 5,000 companies in Pennsylvania. PENNTAP has provided more than 1,000 cases of assistance to clients in all areas of the Commonwealth, involving a range of technical issues such as...
Program recognized with first place award

The Pennsylvania Technical Assistance Program (PENNTAP) has been awarded first place for technology transfer in a national competition for the technical assistance it provided to a new business that offers its customers a technologically-advanced process for improving the performance of cutting tools. The annual competition for university assistance to businesses is sponsored by the National Association of Management and Technical Assistance Centers.

The project that won the first place award for PENNTAP involved helping NU-BIT, Inc. of New Kensington prove the effectiveness of a process that uses cryogenic technology to improve the performance of cutting tools. The effort started when the Southwest Pennsylvania Economic Development Corporation Business Incubator Network referred NU-BIT to Frank Konchar, PENNTAP southwest region technical specialist, who then visited the company to discuss their specific problems and needs and developed a plan of action that involved various Penn State organizations.

Hal Willis, PENNTAP technical librarian, conducted a technical literature search which provided answers to the question of application benefits derived from the cryogenic processing of tool steels. With the assistance of Steve McGregor from the Industrial Research Office, Paul Cohen, professor of industrial engineering, was identified as an expert resource who could assist the company.

Working with Bob Booz of the Ben Franklin Technology Center of Central and Northern Pennsylvania located at Penn State, funding was secured to have Dr. Cohen and his graduate students conduct laboratory tests on the comparative performance of cryogenically and non-cryogenically processed cutting tools. Subsequently, additional funds were secured from the Ben Franklin Technology Center of Western Pennsylvania to have NU-BIT conduct field testing.

“This project is an example of a synergistic and team approach by various Penn State organizations in providing a timely, unified and seamless Penn State response to NU-BIT’s request for assistance,” Jack Gido, PENNTAP director, said. “Additionally, there may be an opportunity to provide training assistance sometime in the future.”
TOWANDA ROOF PRODUCER TURNS TO PENNTAP FOR AID

When a local roof manufacturing company near Towanda wanted to start selling to the commercial home improvement market, it turned to the Penn State University S&T Branch Office in Towanda for help. They converted a building on their property into a new facility and hired new workers to produce roof trusses. The company was able to reduce costs by using non-wood materials and reducing waste. The new building was open for business in 1993.

Z.T. Benes, a professor of materials science, delivered an invited lecture on the role of the university in accelerating innovation in engineering design at the American Society for Engineering Education Conference. He discussed the importance of interdisciplinary collaboration and the role of Penn State in fostering innovation.

Penn State outreach programs aiding Pennsylvanians

Adrian A. Sorkin, associate professor of English at Penn State's University Park Campus, delivered an invited lecture titled "Inventing a New World." He highlighted the importance of creativity in the arts and humanities and discussed the role of the arts in fostering innovation and economic development.

Northeast Pennsylvania Business Journal

January 1993

TOWANDA ROOF PRODUCER TURNS TO PENNTAP FOR AID

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Making “Universities That Matter”

by Dr. Yvonne Schick, associate dean and director, The Pennsylvania State University

No single forum or conference can change the direction of the nation’s public universities toward greater participation with society in solving common problems. However, history also demonstrates that pivotal gatherings such as this can indeed serve as “defining moments” for those involved in charting a course for revitalization. In fact, such events as these have been necessary during times, like today, when the public is questioning the relevance of institutions of higher education. You’ll hear a lot of talk in the next two days—how the role of the land grant universities, once viewed as beacons of hope for the middle class, have come to be viewed more often as symbols of privilege and intellectual isolation. How today’s universities will need to refocus on a more collaborative relationship that involves working with the public, other educational institutions, government, industry, and business. A “university that matters” is one whose faculty, students, and members of the governing board and the public are joint representatives of government, industry leaders, and leaders of private foundations. These individuals can only succeed as we continue to derive from our service that matter, but they can also tell us of the need for the greater involvement of universities directed toward major societal problems.

Recently, Washington Post columnist David Broder wrote that the 1990s will be extremely important for our nation’s future as we confront the need to continue to be a “university that matters.” A partnership between the Pennsylvania Higher Education Assistance Agency, Penn State, Pennsylvania, Penn Tech, PA, and National Technical Assistance Program is an industrial technology assistance program designed to strengthen the Pennsylvania economy by providing scientific and technical assistance to the state’s businesses and industry. For more information, contact: PENNHIP, 1170 Pennsylvania Building, 810 University School, University Park, PA 16802. Phone: 814/865-2700; Fax: 814/865-5999.
PENNTAP is a natural tenant for Technology Center

The Pennsylvania Technical Assistance Program of Pennsylvania, a Penn State out-research service for small businesses, is expert at matching technology to needs

A national winner in technology transfer, PENNTAP — the Pennsylvania Technical Assistance Program of Pennsylvania — is a natural for new offices in the Technology Center, which promises to be a hub of collaboration among emerging businesses and University expertise and research.

A Penn State out-research service to small businesses, PENNTAP has a long history of success. Last year it won first place for technology transfer in the National Association of Management and Technical Assistance Centers annual competition for university assistance to business.

Recognized was its technical assistance to a company in southwestern Pennsylvania, helping it to prove the effectiveness of a process using cryogenic technology to improve the performance of cutting tools. Penn State’s Industrial Research Office identified a University researcher with manufacturing cutting processes expertise who felt improvements could have an impact on a wide variety of manufacturing processes. PENNTAP then helped the client-researcher team receive Ben Franklin assistance and testing at several industrial sites, helped in the patent search, and linked the company with the Governor’s Response Team for information on financing capital equipment.

The company has entered the Pittsburgh market successfully with a growth rate in sales of 25 percent a month over its second quarter. This appears to be only the beginning of a new technology that could aid manufacturing anywhere. The process is reported to have achieved a 100 percent minimum increase in cutting tool performance.

Other PENNTAP success stories include:
- A supplier to owners of manufactured homes, mobile homes and RVs looked to the home improvement market to weather the downturn in business. To enter the market, the company had to be sure its insulated roof systems met the BOCA strength and stiffness requirements. PENNTAP’s Northeast Region technical specialist organized a team of researchers from the Worthington Scranton and University Park campuses to...
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENNTAP

Continued from Page 5

work on the problem. With funding assistance from the Northeast Tier Ben Franklin Center, the company not only completed the tests, but also received critical design information on upgrading existing products and developing new ones. In addition, the collaboration led to funding from the Northeast Pennsylvania Industrial Resource Center for roof design changes to market the roofs to geographic regions with greater load requirements.

— A small tool and die company that produces molds for the plastics industry consulted PENNTAP for engineering advice on an idea to find a part they could produce and sell. One idea was to produce plastic cases for x-ray film. The PENNTAP technical specialist not only worked with the company and a distributor for x-ray cassettes to convert the case from an aluminum design to one made of plastic, but also helped the company receive a Ben Franklin seed grant this year.

— A PENNTAP Northeast Regional technical specialist linked two companies so that the waste material from one could be used by the other. A small wood milling company specializing in timber bridges, milled wood products and wood signs, was looking for a source of wood and technical assistance in wood processing. At the time, the specialist was working with a company that was looking for a demolition company to take down a building filled with large vinegar vats and to use the wood. One company got the wood (as well as an evaluation of the wood at Penn State’s Forest Resources Laboratory) while the other got the wood hauled away. Both companies got what they needed and each realized a savings of many thousands of dollars as well.

— Here’s a success story in the works that many will appreciate. A one-man shop specializing in promotional and novelty items conceived of an invention that would brush a pet dog and at the same time dispense flea and tick repellent into the dog’s fur. The inventor needed engineering support for design and to produce working prototypes. A PENNTAP Northwest Regional technical specialist connected the inventor with the Plastics Technical Center at Penn State Erie, Behrend College, which ultimately took it on as a design project. In addition, PENNTAP referred the inventor to the Small Business Development Center at Bucknell for help in business planning and financing and to Penn State’s Pattee Library for a preliminary patent search.

Landscape

Continued from Page 5

color, texture and form that will add visual interest throughout the year. Extensive bands of perennial flowers, ground covers and ornamental grasses have been started in the open sunny areas that will add flower and leaf color. Alternating bands of Feather Reed Grass, which will grow to 30 inches in height with an upright slender stem, and Fountain Grass, which will grow to 36 to 42 inches in height with a feathery plume, have been planted at the entrance to the Technology Center and will give a distinct pattern of contrasting height, color and flower throughout the year.

Plants for the Penn State Scanticon and terrace will include native understory species. Using the shady edge of the woods as a botanical reference for the shady conditions of the courtyard and north terrace, plants will include ornamental evergreens such as azaleas, hollies and rhododendrons.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Manufacturing Technology
MTIAC
Information Analysis Center

Current Awareness Bulletin

Published by the Manufacturing Technology Information Analysis Center (MTIAC)
EIT Research Institute, 16 West 20th Street, Chicago, Illinois 60616-5799. 1-800-421-0826

September 1993

Pennsylvania Technical Assistance Program

PENNTAP is this month's featured center.

PENNTAP, the Pennsylvania Technical Assistance Program, is an industrial technology extension service funded as a partnership of the Pennsylvania Department of Community, the U.S. Economic Development Administration, and Penn State University.

The mission of PENNTAP is to strengthen the state's economy by providing scientific and technological assistance to Pennsylvania business and industry. The primary focus being to help small and medium-sized manufacturing companies improve their global competitiveness. The program focuses on smaller businesses that normally do not have the in-house expertise or time to resolve specific technical problems.

PENNTAP staff consists of technical specialists located regionally throughout the state, as well as technical specialists and a technical librarian at the University Park campus. PENNTAP also has an advisory committee of industrial sector representatives who provide guidance regarding PENNTAP's relevance in current and anticipated needs of Pennsylvania business and industry.

1. Advice based on the technical specialist's expertise. All PENNTAP professional staff have technical degrees and industrial experience.
2. Relevant technical information.
3. Referrals to other information resources including Penn State faculty, federal laboratories, and private consultants.

Continued on page 2

Penn State

50 YEARS OF TECHNICAL INNOVATION

PENNSYLVANIA TECHNICAL ASSISTANCE PROGRAM

- Technical Assistance Program
- TMAF Technical Assistance Programs
- The Manufacturing Forum — A Special Report of Discussions
- SAMPE Los Angeles Chapter Workshop
- Dassault Systems: Redefining CAD
- Advanced Materials and Processes: Technology for Manufacturing Innovation
- Books on Manufacturing
- Meetings
- Positioning for Manufacturing
- ManTech Project Schedule

A Department of Defense Information Analysis Center

The MTIAC Current Awareness Bulletin is published at regular intervals. An index of technical assistance programs published is available upon request.

For additional information:
Tel. 1-800-421-0466
EIT Research Institute
10 West 20th Street, Chicago, Illinois 60616-5799

1993
Penntap A Resource For Food/Other Manufacturers

The Pennsylvania Technical Assistance Program (PENNTAP) is an industrial technology outreach service which provides scientific and technological assistance to business and industry throughout Pennsylvania. Its goal is to help improve business competitiveness and to strengthen the state's economy. The program focuses on helping small business that normally does not have the in-house expertise or time to resolve specific technical problems.

PENNTAP technical specialists assist small businesses with technical information; short-term technical counseling; and referrals to other expertise, resources or programs. The services of PENNTAP staff is confidential and provided at no cost, and is geared to assist clients with specific technical questions or problems that can be addressed within a limited amount of time.

Those agriculturally-related businesses who have manufacturing processes, such as the lumber products industry, the food processing and manufacturing industry, etc. might find PENNTAP a resource they haven't considered before.

For assistance or more information, call PENNTAP at 814-865-0427.

Keeping Up With Business in the 90's

The business challenges of the 90's to remain competitive and to maintain that edge into the 21st century is a major concern. The economy of the United States is shifting from one based on government requirements (primarily Department of Defense) to a commercialized based economy that relies on customer satisfaction.

The U.S. forced this type of economy on our foreign competitors following World War II and now we find ourselves, 50 years later, faced with the same type of dramatic economic shift. We will rise to the challenge and will be successful. However, it is going to take five or ten years and there will be some businesses that will not survive because they will not accept the changes that are necessary to keep pace with an expanding competitive base.

Even though your company may not be doing business on a global scale, you must know the opportunities offered to your customers and suppliers by other business resources. These changes include, but are not limited to:
- A Total Quality Program;
- The implementation of techniques surrounding ISO 9000;
- Investigation of establishing partnerships with our suppliers and, yes, our competitors;
- Knowing the advantages, and more importantly the disadvantages, offered by the "Information Highway;"
- Automation of those tasks that can improve performance and efficiency, and
- Empowerment of your employees to participate in improved customer satisfaction.

These are exciting business times and the challenges of technology applications are many and varied. Keep yourself informed and make maximum use of the resources available locally, statewide and nationally to keep your business thriving and the US economy growing and prosperous during this economic revolution.

For more information on business resources call Doug Tharp at PENNTAP at 648-3298.

PENNTAP

PENNTAP is easy to remember if you think of it as a resource for all Pennsylvania companies to TAP. Since its founding in 1985, the Pennsylvania Technical Assistance Program (PENNTAP) has helped organizations solve scientific and technological problems to enhance their competitiveness.

PENNTAP focuses on helping small businesses that normally do not have the in-house expertise or time to resolve specific technical problems. The PENNTAP technical specialist in Southeastern Pennsylvania assists small businesses with technical information and provides short-term technical counseling and referrals to other experts, resources, or programs. PENNTAP is confidential and provided at no cost.

This year, the program in Southeastern Pennsylvania has assisted 47 different businesses. Most requests come from manufacturing, service, and entrepreneurial firms. Problem categories include product and process improvement, product development, environmental concerns, and operations improvement.

The success of PENNTAP is based on three key elements: client satisfaction, teamwork, and continuous improvement. PENNTAP effectively utilizes its limited resources while leveraging the contributions of its economic development partners to assure maximum benefits to its clients.

For More Information Contact:
Doug Tharp
PENNTAP
(215) 648-3298

Intercom
February 10, 1994

James G. Beierlein, professor of agricultural economics, has been named editor of AgriBusiness: An International Journal. Dr. Beierlein was a founding member of the Journal's editorial board and has served in on it since its inception in 1983.

Charles R. Fisher, assistant professor of biology, presented invited seminars at the University of Paris, France, and the University of Quebec, in Montreal, Canada. The seminars concerned the uses of stable isotopes in the study of hydrothermal vent animals.

Jack Gise, director of PENNTAP (Pennsylvania Technical Assistance Program) has been elected vice president of the National Association of Management and Technical Assistance Centers. He also serves on the board of directors.

Blair Hedges, assistant professor of biology, presented a symposium lecture titled "Biogeography of West Indian Amphibians" at the Second World Congress of Herpetology in Adelaide, Australia. Carla Hase, research associate in biology, also attended and presented a symposium lecture titled "Relationships of the West Indian Curly-tailed Lizards: Evidence from Mitochondrial DNA sequences and Albumin Immunology."
PENNTAP funds will help businesses

PENNTAP, the Pennsylvania Technical Assistance Program, has received $450,000 in grants from three sources to support its work in providing technical assistance to Pennsylvania businesses and industry.

Pennsylvania’s Ben Franklin/Industrial Resource Center Partnership Board of Directors has allocated $247,000 to support PENNTAP. Terri Kaufman, director of the Office of Technology Development for the Pennsylvania Department of Commerce, said “PENNTAP has been a long-standing part of Pennsylvania’s technology assistance programs and this funding will support its work and ensure its ability to work even more closely with our Industrial Resource Centers and Ben Franklin Technology Centers.”

The Philadelphia Regional Office of the U.S. Economic Development Administration has provided a $122,000 grant to PENNTAP through its University Center program. The funds provide support to PENNTAP to use its own resources, those of Penn State and other resources to provide technical assistance to Pennsylvania business and industry.

The NASA Mid-Atlantic Technology Applications Center (MTAC) has awarded PENNTAP $35,000 to be its field associate in Pennsylvania. MTAC serves as a regional access point to federal technology resources and supplies PENNTAP with information on federal technologies. When PENNTAP identifies companies that can benefit from federally developed technologies, it works with the company, MTAC, and the appropriate federal laboratory to assist in successfully transferring the technology.

“We are very grateful for the continuing support and recognition from these organizations of PENNTAP’s effort to help smaller businesses with scientific and technological problems that may be impeding their competitiveness,” Jack Gido, PENNTAP director, said.

PENNTAP focuses on helping small size businesses that normally do not have the in-house expertise or time to resolve specific technical problems. PENNTAP technical specialists assist small businesses with technical information, short-term technical counseling and referrals to other expertise, resources or programs. The service of PENNTAP staff is confidential and provided at no cost. PENNTAP staff assist clients with specific technical questions or problems that can be addressed within a limited amount of time.

Last year, PENNTAP provided 700 cases of assistance to nearly 500 clients. Total cost benefits reported by clients in 1993 as a result of PENNTAP assistance were $1,600,000. Additionally, clients indicated they made $1 million in capital investments. Nearly 80 percent of the clients served by PENNTAP were firms with less than 100 employees.

Football fans asked to recycle more

Each football game at University Park’s Beaver Stadium generates from 10 to 15 tons of trash—about 50 percent of which could be recycled if fans took that extra step to sort, their trash and put cans and bottles into the appropriate recycling bins. “For the past two years, football game recycling has not gone as well.

Penn State’s stadium recycling program, which began in 1990, was one of the first in the country, predaing even the Super Bowl.
September 28, 1994

Jack Gido, Director
Pennsylvania Technical Assistance Program
248 Calder Way
State College, Pennsylvania 16801

Dear Mr. Gido:

I wanted to express my thanks for your valued assistance with our computer interface problems. Your technical assistance, provided by Tom Barone, in addressing our small operation problems was invaluable. Because of the limited scope of our operations function, it is difficult to place a dollar value on the expertise you provided to us. However, I can say that your prompt analysis of our situation was a direct savings in preventing further unproductive and inefficient operations. That, coupled with the speed with which you were able to address our problems, was simply invaluable.

Again, my sincerest thanks for your prompt and most efficient response to my call for help. I have always pointed to PENNTAP as an operation of the University that was most beneficial to the business community, old and new. Now, I know first hand of your valued assistance. You can be sure that I will continue to sing the praises of your service.
PENNTAP has big impact on businesses

In 1994, clients of the Pennsylvania Technical Assistance Program reported nearly $6 million in total economic impact as a result of PENNTAP assistance.

A partnership between Penn State, the state Department of Commerce, and the U.S. Economic Development Administration, PENNTAP has been a model for technical assistance programs across the nation and in other countries. PENNTAP helps Pennsylvania business and industry improve their competitiveness by providing free scientific and technological assistance and information.

During 1994, PENNTAP provided 700 cases of assistance to businesses across the state. More than 80 percent of those clients were from businesses with less than 100 employees. The program focuses on helping smaller businesses that normally do not have in-house expertise or time to resolve specific technical questions or problems.

In some instances, PENNTAP technical specialists rely on the expertise of Penn State faculty and staff. In other instances, technical specialists may use their own technical expertise to answer client questions, or they may rely on a technical librarian in Pattee Library to locate the information.

To determine how well it’s been serving its clients, PENNTAP sent a survey to anyone who received assistance in the past year. The response rate to this year’s survey was 71 percent.

“In 1994, our clients reported $2 million in cost benefits, $2.6 million in sales impact, and $1.3 million in capital investments as a result of PENNTAP assistance,” Jack Gido, PENNTAP director, said. “The survey also showed 84 percent improved competitiveness.”

In terms of outreach, PENNTAP technical specialists made 500 visits with clients in 1994, including 225 visits to new clients.

“Regarding quality, 95 percent client satisfaction was reported by respondents to the survey,” Mr. Gido said. “We also received more than 20 testimonial letters from clients thanking us for the assistance we provided.”
PENNTAP receives federal funding for five projects

PENNTAP (Pennsylvania Technical Assistance Program), Penn State’s industrial extension program established in 1965, is a participant in five projects funded under the federal Technology Reinvestment Program (TRP).

“Although we are not the prime contractor on these projects, we are a subcontractor and are receiving funds to expand our capacity to help Pennsylvania’s small and medium size companies,” Jack Gido, PENNTAP director, said. “All five proposals in which we participated won in the national competition for TRP funds.” The five projects are:

- Funding from the Manufacturing Extension Partnership of North/East Pennsylvania for a PENNTAP environmental technical specialist located at the Manufacturers Resource Center in Bethlehem to assist manufacturers with environmental questions and problems. Sharath Anmangandla has been hired for this position.
- Funding from the Plastic Technology Deployment Center at Penn State Erie, the Behrend College for a PENNTAP plastics technical specialist located at the Behrend Campus to assist plastics related companies in northwestern Pennsylvania. Larry Partch has joined PENNTAP in this position.
- Funding from the Southeastern Pennsylvania Manufacturing Extension Partnership for a computer technical specialist located at the Delaware Valley Industrial Resource Center in Philadelphia to assist manufacturers with computer related questions and problems.
- Funding from the NASA Mid-Atlantic Technology Applications Center to participate in a consortium with the Ben Franklin Technology Center of Southeastern Pennsylvania and the Delaware Valley Industrial Resource Center to help firms access and commercialize technologies from federal laboratories or developed with federal funds. This center will be located at the Philadelphia Naval Shipyard.
- Funding from the National Technology Transfer Center at Wheeling Jesuit College to develop a Train-The-Trainer program for instructors for a national industrial extension training program previously developed by PENNTAP under funding from NTTTC. Support also will be provided to Rensselaer Polytechnic Institute for development of management and technology workshops in support of a national curriculum. This work will be supported by Babs Bengtson, a curriculum development specialist from the Applied Research Laboratory.

“These winning proposals capitalized on the complimentary strengths of PENNTAP and other partners to help strengthen the competitiveness of manufacturers,” Mr. Gido said. “Serving Pennsylvania business and industry since 1965, PENNTAP remains a credible and valuable resource in helping companies overcome technical hurdles that impede their competitiveness.”
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Technology Council of Central Pennsylvania

PennTAP offers a wide range of services to state business
One of PennTAP’s focus areas is environmental issues

DEP: answers technical questions; improves pollution control system performance; and conducts environmental assessments.

Barry Advertising
York, Pa.
- acquired a media 100 digital audio/video editing suite to allow for non-linear audio and video editing as well as greater special effects, such as three-dimensional rendering and animation.

Dauphin County Library System
Harrisburg, Pa.
- announced the addition of the Pennsylvania Ethnic Agencies Database to its computerized catalog menu. The addition makes information on more than 3,500 agencies available to users of the nine library branches and dial-up computer users free of charge.

Pfaltzgraff
York, Pa.
- announced plans to reorganize and expand the company’s manufacturing operations in Nogales, Mexico.

Responsive Environments
Dover, Pa.
- appointed Mary Ann Baldwin to director of marketing.

Denver and Ephrata Telephone and Telegraph Company
Ephrata, Pa.
- formed Red Rose SuperNet in partnership with SuperNet Interactive Services to offer Internet access.

See CENTRALIZED, Page 30

1995
Clients gain a lot from PENNTAP

In 1995, clients of the Pennsylvania Technical Assistance Program reported $10 million in economic benefits as a result of PENNTAP assistance. PENNTAP, a partnership between Penn State, the Pennsylvania Department of Commerce and the U.S. Economic Development Administration, has been serving Pennsylvania business and industry statewide since 1965.

As one of the nation’s first technical assistance programs, PENNTAP provides free scientific and technological assistance and information to clients across the state by using the expertise provided by faculty and staff at the University. The program focuses on helping smaller businesses that normally do not have the in-house expertise or time to resolve specific technical questions or problems.

In order to determine its impact, PENNTAP sends a survey to each of its clients after assistance has been provided.

“The response rate in 1995 was 74 percent, with our clients reporting $3.9 million in cost benefits, $3.3 million in sales impact and $2.8 million in capital investments as a result of PENNTAP assistance,” Jack Gido, PENNTAP director, said. (See chart.)

Regarding the quality of the help provided, 97 percent client satisfaction was reported by respondents. Over the course of the year, PENNTAP technical specialists made more than 600 visits to clients and 75 presentations regarding PENNTAP services, reaching 1,900 participants.

### About PENNTAP

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Carpoolers

Carpool of four is seeking an additional rider to share ride from Philipsburg. Hours are 8 a.m. to 5 p.m., Monday through Friday. Phone 863-8520 or 863-2782 if interested.

Riders wanted for vanpool from Philipsburg to University Park. Work hours are 8 a.m.-5 p.m. Monday through Friday. Call Tim at 865-8524 or 342-9827 after 6 p.m.

You can see stories from this page and many other pages of this issue of Intercom in electronic form on the World Wide Web.

Visit Intercom online by going to the University Relations home page at URL http://www.ur.psu.edu and clicking on the Intercom button.
Spotting profits with cardboard binoculars

A local inventor has signed a $3 million contract to market his idea to sports teams.

Bill Breidenstein, 45, of Lancaster County, said he has signed a three-year contract with the National Association of Manufacturers to market his cardboard binoculars to sports teams.

Breidenstein said he has received a $3 million contract to market his cardboard binoculars to sports teams.

The binoculars, which are made of cardboard and have a plastic cover, are sold for $5 each.

Breidenstein said the binoculars are popular among sports fans and can be easily transported.

The binoculars are sold in a case and are made in the USA.

Breidenstein said he expects to sell 1 million cases of binoculars each year.

The binoculars are made of cardboard and have a plastic cover.

The binoculars are sold for $5 each and are made in the USA.

Breidenstein said he expects to sell 1 million cases of binoculars each year.

The binoculars are sold in a case and are made in the USA.

Breidenstein said he expects to sell 1 million cases of binoculars each year.
Hundreds take advantage of free PENNTAP services

In 1996, the Pennsylvania Technical Assistance Program (PENNTAP) provided more than 800 cases of assistance to clients in all 67 counties in the state. Clients reported $6.1 million in economic benefits as a result of this assistance, and 97 percent of them were satisfied with the help that was provided, according to Jack Gido, PENNTAP director.

In many cases, PENNTAP technical specialists use their own technical expertise to respond to clients' questions or rely on their technical librarian in Patter Library on the University Park campus to locate information. In other instances, Penn State faculty and staff lend their expertise. In 1996, PENNTAP technical specialists made nearly 600 visits with clients and 25 presentations regarding PENNTAP services, reaching a total of 1,680 participants.

PENNTAP is a partnership between Penn State, the Pennsylvania Department of Community and Economic Development and the U.S. Economic Development Administration. Serving Pennsylvania business and industry statewide since 1965, PENNTAP is one of the nation's first technical assistance programs and has been a model for such programs in many other states and countries. PENNTAP helps Pennsylvania business and industry improve their competitive edge by providing free scientific and technological assistance and information.

More than 86 percent of PENNTAP clients in 1996 were from businesses with fewer than 100 employees.

Staff assistants improve public broadcasting

It has been nearly two years since Mark Ersling, general manager of Penn State Public Broadcasting, charged a CQI team of staff assistants at WPSX to analyze their work processes with the intent of improving quality and customer services. Much progress has been made since then; the team has streamlined the pledge process; offered a workshop to staff assistants that focused on processing financial documents; and addressed computer training needs. pleased with the results of its initial efforts, the staff assistants CQI team then went on to breach broader goals.

Team members surveyed WPSX members to determine their satisfaction with programming; made arrangements to be a pilot group for HBDC courses; requested and received approval from the general manager to have input in decisions on purchasing computer hardware and software; and in designing office space allocation; and established a Learning and Training Center, an area dedicated to providing library resources and training/training activities for all.
PENNTAP lauds faculty and staff for their assistance to Pennsylvania businesses

The Pennsylvania Technical Assistance Program at Penn State recently recognized more than 500 faculty and staff members for helping to solve problems for PENNTAP clients. PENNTAP helps Pennsylvania small businesses improve their competitiveness by providing free scientific and technological assistance and information.

"Penn State faculty and staff help in a variety of ways; it can be a 20-minute phone consultation, spending a couple of hours meeting with a client, supervising a student project to address a client's technical problem, or conducting an applied research project for a client. Faculty often use these cases to enhance classroom discussions of applying theory to real world applications," said Jack Gido, PENNTAP director.

At a recent recognition reception, Gido indicated that more than 100 of the faculty and staff being recognized were from locations other than University Park.

Penn State leaders recognized PENNTAP as an effective technology transfer and outreach program that uses the resources of the University to support economic development.

PENNTAP is a partnership among Penn State and the Pennsylvania Department of Community and Economic Development and the U.S. Economic Development Administration. Established in 1965 by Penn State President Eric Walker and Pennsylvania Gov. Bill Scranton, PENNTAP provided in excess of 800 cases of assistance to clients in all 67 counties last year. Clients reported $6.1 million in economic benefits as the result of PENNTAP assistance, and 97 percent satisfaction with the assistance provided. More than 80 percent of PENNTAP clients were from businesses with less than 100 employees.
PENNTAP provides $6.1 million-plus in benefits

Free assistance provided to business and industry by Penn State’s Pennsylvania Technical Assistance Program increased again in 1997, reaching every county in the state.

According to a year-end report, PENNTAP provided 830 cases of assistance to 505 companies, versus 462 in 1996. More than 80 percent of the PENNTAP clients were businesses with fewer than 100 employees.

The companies reported 125 jobs created or saved as the result of PENNTAP assistance and $6.1 million in economic benefits including cost savings, revenue increases and capital expenditures. PENNTAP is a network of technical specialists throughout the Commonwealth who help Pennsylvania business and industry improve their competitiveness by providing free scientific and technological assistance and information to help resolve specific technical questions or problems.

In many cases, the PENNTAP specialists use their own technical expertise to respond to clients’ questions. But they also may refer questions to Penn State faculty members or to the technical librarian at Pattee Library on the University Park campus.

“There are situations in which our PENNTAP technical specialists need to confer with faculty or staff to be able to formulate the best response. In some cases, the contact between the faculty member and the company leads to joint projects which may be partially supported with funding from the Ben Franklin Partnership or the Industrial Resource Center network,” Jack Gido, PENNTAP director, said.

PENNTAP is a partnership among Penn State, the Pennsylvania Department of Community and Economic Development and the U.S. Economic Development Administration. Serving Pennsylvania business and industry statewide since 1965, PENNTAP is one of the nation’s first technical assistance programs and has been a model for such programs in many other states and countries.
New Businesses Get Start-up Help via PENNTAP

A new fashion magazine is one of 21 minority business enterprises enjoying the help of the Pennsylvania Technical Assistance Program (PENNTAP) at the Ronald H. Brown Entrepreneurial Center in West Philadelphia. Paul Tucker, editor of *Ambiance* magazine, has been consulting with Matt Bergheiser, vice president and operations manager of the Center. Doug Tharp, PENNTAP’s Southeast Regional Representative, and others at the facility recently named for the late Ronald Brown, former U.S. Secretary of Commerce.

The fledgling companies occupy space at the 36,000 square-foot center at 4548 Market Street, former site of the American Bandstand broadcast studio. Tharp is on the advisory board of the incubator and works to provide technical assistance to companies that require help in that regard in the startup phases of their businesses.

PENNTAP is Penn State’s industrial technology extension service which provides scientific and technological assistance to business and industry throughout Pennsylvania to help improve their competitiveness. The partnership between the Entrepreneurial Center and PENNTAP is an example of university economic development activities that enhance the viability and competitiveness of existing and newly established companies. Information on obtaining PENNTAP’s assistance is available through Doug Tharp at 610-648-3298.

Left to right: Chan Kim, owner and president of Global Commerce Network; Matt Bergheiser; Doug Tharp; and Paul Tucker. Kim’s company and Tucker’s new fashion magazine, “Ambiance,” are new businesses gaining a foothold at the Ronald H. Brown Entrepreneurial Center in West Philadelphia.
Governor’s Award for Environmental Excellence
Presented to Pennsylvania Technical Assistance Program (PENNTAP)

TOM RIDGE
Governor
JAMES M. BIEF
Secretary
September 1998

1998
LYNN B. HERMAN
MEMBER, 77TH DISTRICT
HOUSE OF REPRESENTATIVES
COMMONWEALTH OF PENNSYLVANIA

Enclosed please find a picture of our presentation to Penn Top. I hope you have become accustomed to my doctor office staff and will not hesitate to call Penn Top if any constituents need assistance. Please feel free to contact me anytime.

Lynn

Rev’d 10-7-98

Jack:
PENNTAP, a technological team

By CRESCENT MIZE Staff Writer

DAVE WEILAND - PENNTAP technical specialist Doug Thramp is looking for just the right technology to keep the company's pipe without making a crisis.

PENNTAP, based at Penn State Great Valley campus in the West Campus Science Center, helps companies in the Delaware Valley who register for the Pennsylvania Technical Assistance Program in PENNTAP.

The program is made up of a network of technical specialists that can assist businesses with their concerns. The programs are aimed at smaller businesses and want to help get smaller businesses on their feet.

PENNTAP provides 75% of the assistance to these companies across the commonwealth.

Doug Thramp, senior technical specialist, Pennsylvania Technical Assistance Program at Penn State Great Valley, prepares for presentation program for awareness of the 120 problems.

PENNTAP was the first not-for-profit technical services program in the United States of America.

Consulting to firms up to 100 firms to get the situation with smaller businesses that do not do it at the 120 problems.

PENNTAP wins the first not-for-profit technical services program in the United States of America.
Y2K? Plan for the Party, Plan for Compliance

It’s 1999, which means it is time to get serious about the Y2K Problem or the Millennium Bug, whichever you prefer. By the time you read this, there will be about 315 days left to do something about this potential threat to small business.

Interestingly, small businesses are the least likely to do anything about the problem, yet appear to be among the most vulnerable to losses that can result from the computer-programming snafu.

At this point, do I really need to tell you what’s causing the problem? In short, many computers and software programs are not capable of distinguishing between 1900 and 2000. When they see 01/01/100 they may think it’s 1900. This can cause a computer to malfunction, corrupt data, and make miscalculations.

Here are a few helpful hints for dealing with this situation:

1. If you have Internet access, visit the Pa2K Web site. Thanks to the vision of Governor Ridge, the hard work of people like Charles Gearheard of the state’s technology office and Fred Loomis of Penn State’s Distance and Continuing Education, Pennsylvania leads the nation in providing help to its citizens and businesses. The address is www.Pa2K.org. There, you will find an incredible amount of information and links to hardware and software manufacturer.

2. If you feel that you need some technical assistance, call Pam Caretti at the Pennsylvania Technology Assistance Program (PTAP). Ralph’s mission this year is to help small businesses cope with Y2K. He can be reached at (412) 866-0129.

3. Start thinking strategically and develop a contingency plan. What happens if you can’t get supplies, if you can’t run a spreadsheet, if you can’t do payroll on computer and so forth? Think about how technology is involved in your business. What if you have to do without that technology for a time?

4. Spend as much time planning for Y2K and implementing your plan as some people are spending planning their New Year’s Eve party. The party may be short for these businesses that don’t take some action to ensure that their hardware and software will function when the clock strikes midnight on January 1, 2000. You have enough time to deal with this challenge if you get started right away.

5. You’ll need to make sure your hardware, software, and documents you created with the software – like spreadsheets and databases, for example – are Y2K compliant. “Compliant” means they’ll work in 2000.

6. Check hardware. Read the manual – you know, that book you’ve never looked at. Then contact the manufacturer. Ask if your basic input/output (I/O) chip and the real-time clock are Y2K compliant. If not, there are software fixes available. Ask the manufacturer.

7. Check software. Conduct a COMPLETE inventory of all software and prioritize. Which applications are most important to your business? Fix or upgrade those first.

Contact the software provider.

Heroes with Coats

By Harry Zimbler

Many suppliers have Web sites. These sites include software patches that you can download and install on your machine. Microsoft, for example, has an excellent site. Be sure you have the correct version of the software when you check to see if it is compliant. Microsoft products are rated for compliance.

The address is www.microsoft.com. Before you do any work with your documents, prioritize them. Which ones must you have available to run your busines?

ness? Never work on the data or documents without locking them up! Create a folder called “Ready for Y2K.” Once you make a date correction from a two-digit year to a four-digit year, don’t move the updated document in your new folder.

9. If you operate a Windows-based computer, you can change your regional settings. Here’s how (this is important):

Click on Start … Settings … Control Panel. Click on Regional Settings, then … Date. At the “short date style” item, click on the drop-down arrow. Select the month/day/year format. Select the four-digit year (mm/dd/yyyy). This is the required format for correct alignment and sorting functions. Click on apply, and then click OK. Exit from the control panel.

10. Think about more than just your computer. Your business is vulnerable to Y2K in other ways. Telephone systems, voice mail, fax machines, copiers, security systems, heating/ventilation/air conditioning systems all depend upon date sensitive components and embedded technology. This makes them vulnerable to the Y2K bug.

11. Write letters to your important vendors and clients to see if they are Y2K compliant. Expect to receive letters asking if you are compliant. You may have received one already. These are sent for liability reasons. Protect yourself. Document the actions you are taking.
Pa. offers free Y2K help

By DON AINES
Staff Writer, Chambersburg

MCCONNELLSBURG, Pa. — For companies worried about the expense of tracking down and fixing Y2K problems, there's a statewide program in Pennsylvania that will provide free assistance, even a visit from a technical specialist.

"They're willing to send a technician down here to make sure computers and computer software are Y2K compliant," Fulton Industrial Development Association Executive Director Marge Taylor said Monday about the Pennsylvania Technical Assistance Program, or PENNTAP.

"It's not just the computers. It's the peripherals, as well," said Taylor, who's spreading the word about PENNTAP in the county.

She said it will examine credit card processors, alarms, heating and ventilating controls and other electronic systems that could be affected by the turn of the century.

"My personal opinion is (Y2K concerns are) way overblown, but it pays to check your systems," said Douglas Tharp, a PENNTAP technical specialist in King of Prussia, Pa. He said technical specialists around the state can provide up to 30 hours of Y2K assessment services to businesses at no charge.

Tharp said technicians can assess problems and run software and operating system patches at no cost.

With just 3 1/2 months left until the next century, however, it will become increasingly difficult to schedule a visit from a technician. Tharp said PENNTAP and the state offer other Y2K options for businesses.

"I think the free workbook and video are extremely helpful," Tharp said.

Those can be ordered by calling 1-877-PA2K-NOW.

Tharp said it's a good idea to get the package before scheduling a visit from a technical specialist.

Businesses with Internet access can check out www.p2k.org for Y2K information, including patches that can be downloaded, Tharp said.

For this area, Tharp suggested calling technical specialists Ralph Carelli at 814-928-1890 or Warren Weaver at 717-498-8600.

The Pennsylvania Technical Assistance Program was formed in 1985 and is a partnership between Penn State University, the Pennsylvania Department of Community and Economic Development and the U.S. Economic Development Administration.

Tharp said PENNTAP provides a range of technical assistance programs to businesses of all sizes, "although the majority of our clients employ less than 50 people and the majority of those probably have less than 20 employees."
PENNTAP wins Governor’s Award

By Barbara Hale

The Pennsylvania Technical Assistance Program (PENNTAP), a technical assistance provider, recently received the Governor’s Award for Environmental Excellence. This award recognizes the program’s achievements in helping Pennsylvanians reduce pollution and manage resources in an environmentally sound manner.

PENNTAP serves as a resource for businesses, providing technical assistance to help organizations improve their environmental performance. The program is committed to providing high-quality services to ensure that businesses can operate effectively while minimizing their impact on the environment.

In 1999, PENNTAP received the Governor’s Award for Environmental Excellence, recognizing the program’s contributions to the state’s environmental protection efforts. This award highlights the importance of technical assistance programs in promoting sustainable practices and reducing pollution across various industries.

PENNTAP continues to expand its services and reach, offering technical assistance to businesses in various sectors. The program aims to foster innovation and collaboration, encouraging businesses to adopt environmentally friendly practices and technologies.

For more information about PENNTAP and its services, visit the program’s website or contact them directly. PENNTAP is committed to supporting businesses in their journey towards sustainable growth and environmental resilience.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENNTAP Helps Small Businesses and Entrepreneurs

Paul Keeler of Unicorn Systems in Coatesville did quite well for itself for 13 years, producing labels for fiber optic cables and other utility-owned equipment. The firm produces, among other things, plastic markers that are rolled around fiber optic cables so phone and cable companies can identify their lines. It is a time-consuming process because the heating procedure that “melts” the markers into scrolls is done by hand.

As the possibility of providing products and services for companies such as AT&T and Bell Atlantic surfaced, Keeler was in a quandary. These communications giants would expect a fast turnaround, and the slow manual process at Unicorn was likely to cost the firm new business.

Keeler knew the process needed to be fully automated, but the cost to him to have it improved commercially was likely to be at least $25,000, for starters. For a company with 15 employees and sales under $5 million annually, that was a considerable expense.

“We didn’t have the manpower or time to come up with this thing (ourselves), and yet to continue to do it manually, you know that there’s obviously a way to automate it, is like making a cartouche but by hand,” he said.

So Keeler contacted PENNTAP—the Pennsylvania Technical Assistance Program, an outreach program provided by Penn State University. PENNTAP provided assistance to Pennsylvania businesses through a network of technical specialists.

Doug Tharp, a PENNTAP technical specialist based at the Penn State Great Valley campus, put Keeler in touch with the Penn State Learning Factory, a program to help engineering undergraduates gain hands-on business experience.

For a fee of $1,800, which helps maintain programs at the Learning Factory, students came to Keeler’s shop, got a firsthand look at the production process, and began working on a plan to fully automate it.

Unicorn Systems is one of hundreds of businesses that PENNTAP helped in 1999, and there are a diverse group.

Resource Center Marks Five Years

Penn State alumna and recently elected Philadelphia City Councilwoman, Blondell Reynolds-Brown, addresses the gathering at the Penn State Resource Center’s fifth-anniversary celebration last fall. She praised her alma mater for its commitment to the people of Philadelphia through the expansion and renovation of space for university services at the center. (D’Mont Risen photo)

Indpendently, the 70 Lessons of Sane Self-Employment will be published next month. From 1998 to 1999 alone, the economic benefits reported by PENNTAP clients from such things as cost savings and sales increases went from $67 million to $99 million—an increase of 48 percent. At the same time, clients served increased from 525 to 620—or 18 percent. While serving more customers, PENNTAP still managed to garner a 99 percent client satisfaction rating, up one percent during 1999.

Tharp notes that fewer and fewer companies are in manufacturing and there has been steady growth in services, technology, and other fields. “In continued on page...
PENNTAP Means Business

continued from page 6

the Philadelphia area, we give a lot of assistance to startups and entrepreneurs at computer/software companies,” he said.

Tharp predicts that PENNTAP’s next challenge will be to help companies thrive in the world of electronic commerce, without losing too much focus on providing quality customer service. He said that it won’t be easy.

“I think that people who embraced the technology changes in the 90s will still be in business in the new Millen-
nium,” said Tharp. “While the Internet is making serious inroads, you still need to integrate technology with the needs of customers.”

PENNTAP is supported by state and federal government agencies, and serves its clients through the assistance of Bell Atlantic — Pennsylvania, NASA’s Mid-Atlantic Technology Applications Center, among many others. PENNTAP can be accessed locally by calling Doug Tharp at 610-648-3298.

~ David Jwanier
PENNTAP CLIENTS REPORT $9.9 MILLION IN BENEFITS

Penn State’s statewide technical outreach network—the Pennsylvania Technical Assistance Program (PENNTAP) -- provided 900 cases of technical assistance to 620 clients in all 67 of the Commonwealth’s counties in 1999. In on-going evaluation surveys, clients reported $9.9 million in economic benefits from PENNTAP assistance including cost savings, sales increases and capital expenditures. Clients also reported 98 percent satisfaction with the assistance provided by PENNTAP technical specialists. Of these benefits, $4,650,000 was the result of environmental and energy-related assistance. For more on this story by Barbara Hale, go to http://www.psu.edu/ur/2000/penntap2000.html.
PENNTAP CLIENTS REPORT $4.7 MILLION IN ENVIRONMENTAL BENEFITS IN 1999

By Barbara Hale

Penn State’s statewide technical outreach network — the Pennsylvania Technical Assistance Program (PENNTAP) — a member of the Pennsylvania Environmental Assistance Network (PEAN), provided 900 cases of technical assistance to 620 clients in all 67 of the Commonwealth’s counties in 1999. This included 190 cases of environmental- and energy-related assistance for 150 clients in 45 counties.

“Forty-five percent of these cases were referred to PENNTAP from other organizations,” Jack Gido, PENNTAP director, said. “It shows that PEAN is working.”

In addition, PENNTAP made 85 referrals to other service providers, companies and government agencies for environmental- and energy-related cases, Gido noted.

In ongoing evaluation surveys, clients reported $9.9 million in economic benefits from PENNTAP assistance, including cost savings, sales increases and capital expenditures. Clients also reported 98 percent satisfaction with the assistance provided by PENNTAP technical specialists. Of these benefits, $4,650,000 was the result of environmental- and energy-related assistance, along with 99 percent client satisfaction.

2000
**Awards**

**PENNNTAP wins national awards for three different projects**

Penn State’s Pennsylvania Technical Assistance Program (PENNNTAP) has won three 1999 Outstanding Project of the Year Awards from NAMTAC, the National Association of Management and Technical Assistance Centers. The awards honor the technical specialists who headed winning projects.

- **Bill Paletski**, a senior technical specialist for PENNNTAP, helped the owners of Angel’s Touch Paint, a Lehigh County latex paint recycling firm, expand business to serve a four-county area. The project won the award in the technology transfer category. With assistance from PENNNTAP and the Lehigh County Office of Solid Waste Management, Angel’s Touch Paint received a $155,000 grant from the Pennsylvania Department of Environmental Protection to buy equipment, lease a larger space and purchase a vehicle to transport paint.

- **“Year 2000 Assessments for Small Businesses,”** a project led by Ralph Caretti, won an award in the business assistance category. Caretti and a graduate assistant provided free, on-site Y2K assessment and computer support for more than 120 companies throughout Pennsylvania. Caretti tested hardware and software, installed software patches, and offered advice on how to become Y2K compliant. Clients reported economic benefits of $300,000 and 27 jobs saved as a direct result of PENNNTAP year 2000 assessments.

- **Senior technical specialist Warren Weaver** also received an award in the business assistance category for his project “Environmental Compliance and Cost Savings through Pollution Avoidance.” Weaver helped Wesson Chemicals, a Lancaster company that manufactures specialty glass items, find a way to reduce wastewater contaminants from its brass processing operation. The company estimated total savings to be about $18,000 without the loss of any jobs.

- PENNNTAP is a partner in the Penn State, the Pennsylvania Department of Community and Economic Development, and the U.S. Economic Development Administration. NAMTAC is a non-profit association that provides advocacy, information and a forum to enhance the performance of organizations providing business, economic development and technical assistance to businesses and communities.

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**Materials Research Laboratory honors three for contributions**

The following individuals have been honored for their contributions to the Materials Research Laboratory:

- **Sandra W. McBride**, coordinator of human resources at the Materials Research Laboratory at University Park, has received the MRL Administrative Staff Excellence Award in recognition of her outstanding service in the area of human resources. She joined the MRL staff in 1986 as an editorial assistant and executive secretary. In 1990, she was promoted to administrative assistant. She became coordinator of all human resources activities at MRL in 1997.

- **William Drisel** received the MRL Technical Staff Excellence Award for recognition of his outstanding service in support of thin film research. Drisel joined the MRL staff in 1987 and received his Ph.D. in physics from the University of Essen in 1987 and joined Penn State that same year.

- The recipient of the MRL Faculty Achievement Award is Oliver A. Randall for his leadership of the Center for Dielectric Studies at MRL, while at the same time continuing his teaching and research activities.

Randall, associate professor of materials science and engineering and director of the Center for Dielectric Studies received a Ph.D. in physics from the University of Essen in 1987 and joined Penn State that same year.

Randall’s research interests include structure-property relations of advanced electronic materials. He is member of several professional organizations, including the American Ceramic Society, and is the author or co-author of more than 106 research papers.
SMALL BUSINESSES BEAT Y2K WITH PENNTAP ASSISTANCE

By Barbara Hale

T

exas is Penn State’s statewide technical outreach network, the Pennsylvania Technical Assistance Program (PENNTAP), small companies throughout the state were ready for the challenges of Jan. 1, 2000.

For instance, Ralph Garret, PENNTAP senior technical specialist, supplied direct, hands-on Y2K readiness assistance, free of charge, including testing computer hardware and software installing software patches and preparing customized reports of specific compliance recommendations.

PENNTAP worked with 120 companies in 26 Pennsylvania counties.

“Going in, I didn’t feel a company that was 100 percent compliant,” Garret said.

“Voting is, if the company fol
dowed through on the rec
ommendations, they’d be as safe as they can be.”

Rodney Kelvey is director of information services at U.S. Inc.
headquarters in State College, Pa. He said he started getting the com
pany’s first work order for Y2K in 1997. Still, when Garret came to check, he brought a number of additional issues to Kelvey’s attention.

“Some were critical problems, but someone had to ascertain the fact that the remaining issues weren’t critical,” Kelvey said.

“With a commodity product, as a rule, the need is to be sure that we will have any significant disruptions to our business. Thanks to Ralph, we are now.”

Kimberly Buss, quality systems manager at Control Technologies Inc., an electrical contract manufacturer in St. Marys, Pa., had never worked with a PENNTAP technical service specialist before.

“We heard about Ralph and the Y2K assistance from our own Industrial Research Center,” Buss said. “We would have cost us approximately $1,500 to have our current program reviewed by all of our suppliers. Ralph’s help was free. Ralph also had more accurate information about our commercial software than our programmers, who knew which versions are compliant and which ones are not. The time savings were tremendous.”

Jack Gillo, PENNTAP director, noted, “In our ongoing evaluation surveys, clients reported economic benefits of $500,000 and 27% saved as a direct result of PENNTAP Year 2000 assessments. Clients also reported 99 percent satisfaction with this service.”

—Jack Gillo, PENNTAP director

2000
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Penn State Outreach
MAKING LIFE BETTER

Penn State Public Broadcasting Sees the White House

PENNTAP PROVIDES $11.4 MILLION IN BENEFITS TO PENNSYLVANIA BUSINESSES

by Donna Bauer

Penn State’s Pennsylvania Technical Assistance Program (PENNTAP) provided 460 days of technical assistance to 300 businesses in all 67 counties in 2000. Nearly half of the businesses were in counties designated as economically distressed, Jack Cadle, director of PENNTAP said.

According to a 10-year report, PENNTAP clients reported $11.4 million in economic benefits, including cost savings, sales increases and capital investments. More than 100 jobs were created or saved as a result of PENNTAP assistance. PENNTAP reports a 60 percent client satisfaction rate. Last year, PENNTAP assisted nearly 30 businesses, and helped 80 companies in 36 counties with on-line business, Web sites, business service providers, domain registration, search engine registration and software.

PENNTAP, a statewide network of technical specialists, helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions or needs that can be addressed within a limited amount of time.

The program focuses on helping smaller businesses that currently do not have in-house expertise or time to resolve specific technical questions or needs. Last year, 50 percent of PENNTAP’s clients were businesses with less than 50 employees.

Serving Pennsylvania business and industry since 1968, PENNTAP is a federal-state-university partnership for economic development and one of the nation’s first technical assistance programs. Information about PENNTAP is available by email at pennstap@psu.edu or on the Web at www.pennstap.psu.edu.
PENNTAP assists local businesses

UNIVERSITY PARK — Penn State's Pennsylvania Technical Assistance Program (PENNTAP) provided 640 cases of technical assistance to 500 businesses in all 57 counties in 2000.

Nearly half of the businesses were in counties designated as economically distressed, notes Jack Gils, director of PENNTAP.

A total of 11 businesses in Mifflin County and one business in Juniata County received PENNTAP assistance.

According to a year-end report, PENNTAP clients reported $11.4 million in economic benefits including cost savings, sales increases, and capital investments. More than 109 jobs were created or saved as a result of PENNTAP assistance. PENNTAP reported a 99 percent client satisfaction rate.

Gils said the 12 businesses in Mifflin and Juniata counties estimated about $90,000 in economic benefits as a result of this assistance.

Also in 2000, PENNTAP initiated an e-business Assistance Service and helped 50 companies in 30 counties with online business, web sites, Internet service providers, domain registration, search engine registration and positioning.

The interest in e-commerce assistance is so great, said Gils, Pennsylvania plans to add eight new e-business specialists throughout the state for assistance.

PENNTAP, a statewide network of technical specialists, helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions or needs that can be addressed within a limited amount of time.

The program focuses on helping smaller businesses that normally do not have the in-house expertise or resources to solve specific technical questions or needs. Last year, 79 percent of PENNTAP's clients were businesses with fewer than 50 employees.

Serving Pennsylvania business and industry since 1965, PENNTAP is a federally funded university partnership for economic development and one of the nation's first technical assistance programs.

For information, assistance, or a copy of the annual report, contact penntap@psu.edu or visit www.pennstatext.org.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENN STATE Outreach

PENNTAP helps small businesses and entrepreneurs in Philadelphia area

Paul Keeler's Unicom Systems in Coatesville, Pa., did quite well for itself for 13 years, producing labels for fiber optic cables and other utility-owned equipment. The firm produces, among other things, plastic markers that are rolled around fiber optic cables so phone and cable companies can identify their lines. It is a time-consuming process because the heating procedure that "bakes" the markers into place is done by hand.

As the possibility of providing products and services to companies such as AT&T and Bell Atlantic made clear, Keeler was in a quandary. These communications giants would expect a fast turnaround, and the slower manual process at Unicom Systems was likely to cost the firm new business.

Some knew the process needed to be fully automated, but the cost to hire the new personnel and equipment was likely to be at least $25,000, for starters. For a company with 15 employees and sales under $8 million annually, that was a considerable expense.

"We didn't have the manpower or time to come up with this thing ourselves, and yet to continue to do it manually when you know that there's obviously a way to automate it is like making a cardboard box by hand," he said.

"While the Internet is making serious inroads, you still need to integrate technology with the needs of customers." - Doug Tharp
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

University’s PENNTAP earns multiple major awards

The University’s Pennsylvania Technical Assistance Program (PENNTAP) has been named the Pennsylvania Economic Development Association’s (PEDA) 2001 Pennsylvania Development Partner of the Year. The PENNTAP is a professional organization of university-based business development specialists that provide technical assistance to small Pennsylvania businesses. PENNTAP is dedicated to helping small businesses sustain and expand their operations through a variety of programs and services. In addition to the University’s PENNTAP, the PENNTAP Partnership provides technical assistance services to small businesses statewide.

PENNTAP Provided
$11.4 Million in 2000

UNIVERSITY PARK – Penn State’s Pennsylvania Technical Assistance Program provided 640 cases of technical assistance to 500 businesses in all 67 counties in 2000. According to a year-end report, PENNTAP clients reported $11.4 million in economic benefits including cost savings, sales increases and capital investments. More than 100 jobs were created or saved as a result of PENNTAP assistance and PENNTAP reported a 99 percent client satisfaction rate.
Penntap helps firms with computer issues

The technical assistance program has changed its focus to information technology.

By BRIAN MCCULLOUGH
Staff Writer

EAST WHITELAND — County businesses that need help with their computer and online operations have a new free source of advice.

The Pennsylvania Technical Assistance Program, or Penntap, has changed its focus from manufacturing advice to information technology.

Senior technical specialist Christine Seel, who began Jan. 15, said the change in emphasis reflects the region’s changing economy.

“With the changes, it’s much more important to focus on industries that are growing in the region,” said Seel from her office at Penn State Great Valley.

Seel, 31, worked for seven years in the information technology department at Warner, as a client operations consultant for Unified Technologies Corp. in Norbethe and for the university in the Great Valley IT department.

Penntap is funded half by Penn State, 33 percent by the federal government and the rest by the state. The only qualification for getting assistance from the program is that the company be located in Pennsylvania.

“My particular areas of expertise are computers, information technology and e-business,” said Seel. “One of the services offered by Penntap is an ‘e-business readiness assessment’ that will provide a plan for optimising use of the Internet to increase competitive advantage.”

One of the program’s main advantages is that “it opens up the resources of the whole state university,” Seel said.

In the less than a month on the job, Seel has helped a company get listed so its Web page could be found on the Internet, helped a retail establishment assess whether it should go on-line, and assisted a businessman put a computer network in his home office.

“I’m helping one company identify the software they need for tracking employee attendance and records,” Seel said Friday.

Penntap has 11 technical specialists who serve all 67 of the state’s counties. Its focus is different in the various areas of the state depending on the economies, Seel said. Last year, the program had an economic impact of $11.4 million, Seel said.
PENNTAP Helps Mexico Start Assistance Program

UNIVERSITY PARK – PENNTAP, Penn State’s Pennsylvania Technical Assistance Program, partnered with the National Technology Transfer Center at Wheeling Jesuit University to provide training for the first corps of agents pioneering a new technical assistance program in Mexico, which is based on the PENNTAP model.

Twenty participants from six Mexican states and the Federal District of Mexico attended a three-day workshop that covered organization, resource development, outreach, promotion and working one-on-one with clients. The program will focus first on automotive service shops and then on software development and metalworking.
SMALL BUSINESS

PENNTAP Helping PA Businesses

From staff reports

UNIVERSITY PARK — In 2000, the Pennsylvania Technical Assistance Program provided 640 cases of technical assistance to 500 clients in all 67 counties on a wide range of subjects such as computers, environmental, materials and chemistry.

The clients reported $11,400,000 in economic benefits from costs savings, sales increases and capital investments, and more than 100 jobs created or saved as a result of PENNTAP assistance, as well as 90 percent client satisfaction.

PENNTAP is a federal-state-university partnership for economic development. It serves its clients through the support of the following organizations: Ben Franklin Technology Partners of Central and Northern Pennsylvania, Delaware Valley Industrial Resource Center, Electrotechnology Applications Center, Industrial Modernization Center, MANTEC Inc., Manufacturer’s Resource Center, NASA Mid-Atlantic Technology Applications Center, Northeastern Pennsylvania Industrial Resource Center, Northwest Pennsylvania Industrial Resource Center, Penn State University, Pennsylvania Department of Community and Economic Development, Pennsylvania Department of Environmental Protection, Pennsylvania Hardwoods Development Council, U.S. Economic Development Administration, and Verizon Pennsylvania Inc.

According to Jack Gidn, director, PENNTAP helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions or needs. The program focuses on helping smaller businesses that normally do not have the in-house expertise or time to resolve technical issues.


More information is available by contacting PENNTAP at (814) 865-0427, or visit www.pennstat.psu.edu -PBC.

FIVE ATTORNEYS JOIN McNEES

Local Attorneys Move to Community-Based Firm

McNEES, WALLACE & NURICK

2001
Nineteen Ways Penn State Is Making Life Better

Six

Penn State facilitates technology transfer for Pennsylvania business.

Penn State has sharpened the competitive edge of thousands of Pennsylvania businesses and helped to generate more than 400 new companies. Through one initiative alone—PENNTAP, the Pennsylvania Technical Assistance Program, a pioneer technology outreach service operated by Penn State in conjunction with state and federal agencies—the University has helped more than 25,000 entrepreneurs, small businesses, and governmental bodies solve scientific and engineering problems, producing $250 million in economic benefits since 1965.
EDUCATION

UNIVERSITY PARK — Wayne Figurelle has joined Penn State’s Pennsylvania Technical Assistance Program as e-Business Solutions Manager for PENNTAP’s new 3-Business Technical Assistance Program. The e-TAP initiative is funded by the Pennsylvania Technology Investment Authority of the Pennsylvania Department of Community and Economic Development and by the U.S. Economic Development Administration. Figurelle graduated from Carnegie Mellon University with a triple major in electrical engineering, computer engineering and math.
Entrepreneur "Cleans Up" With Help from PENNEAP

Penn State Entrepreneur "Cleans Up" With Help from PENNEAP

In Michael Bailey's small business, he continually finds himself in need of new technology. But the entrepreneur's company, Penneap, wasn't always so innovative. In fact, the company struggled to keep up with the demands of its customers. Bailey found himself looking for ways to improve his business's efficiency and productivity, but he didn't know where to start.

Fortunately, Bailey learned about the Pennsylvania Small Business Development Centers (SBDCs) and the PENNEAP program. Through these resources, he was able to access valuable information and resources that helped him improve his business's performance. Bailey credits the SBDCs and PENNEAP for helping him increase his company's turnover, which has more than doubled since he started using their services.

State's Sea Grant Program Promotes Clean Waterways

In 2002, the State's Sea Grant Program launched a new initiative to promote clean waterways in Pennsylvania. The program aims to educate the public about the importance of maintaining healthy waterways, as well as to provide technical assistance and funding for projects that can help improve water quality.

The program includes a variety of efforts, such as conducting research on water quality, providing education and outreach to the public, and funding projects that can help to restore damaged waterways. The program is funded through a combination of federal and state funding, and is administered by the Pennsylvania Sea Grant Program.

Overall, the State's Sea Grant Program is an important resource for the state, and is helping to promote healthier waterways for generations to come.
Penn State's Pennsylvania Technical Assistance Program (PENNTAP) provided 496 cases of technical assistance to 940 clients in all 67 counties last year. More than 90 percent of the businesses were in counties designated as economically distressed, noted Jack Giles, director of PENNTAP.

According to a survey report, PENNTAP clients reported $2.4 million in economic benefits, including cost savings, sales increases and capital investments. More than 800 jobs were created or saved as a result of PENNTAP assistance. PENNTAP reported a 90 percent client satisfaction rate.

PENNTAP also has established an e-Business Technical Assistance Program, e-TAP, in partnership with the Commonwealth's Team RA business retention program to help small businesses with their Internet, Web site and information technology needs.

To better serve the food processing industry, PENNTAP has appointed Alan McConnell as a senior technical specialist. McConnell is providing limited free technical assistance to various types of small- and medium-size food processing firms throughout Pennsylvania for a broad range of technical questions and needs. He is focusing these businesses by providing technical advice, technical information and referrals to other resources and programs.

He has more than 10 years of experience serving the food processing industry. He has experience in food chemistry, microbiology analysis, quality control, sanitation, food safety and Internal Audit and Critical Control Points. Prior to joining PENNTAP, McConnell was owner of Food Science Services for American Research Inc.

He holds a bachelor's degree in plant science and a master's degree in food science, both from Penn State. McConnell is based in Middletown and can be reached by phone at 1-717-948-6520 or by email at amcconnell@psu.edu.

PENNTAP is a network of technical specialists. The unit helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions and needs that can be addressed within a limited amount of time.

The program focuses on helping smaller businesses that normally do not have the in-house expertise or time to resolve specific technical questions or needs. Last year, 65 percent of PENNTAP's clients were businesses with fewer than 50 employees.

Serving Pennsylvania business and industry since 1965, PENNTAP is a federal-state-university partnership for economic development and one of the nation's first technical assistance programs.

For more information about PENNTAP, visit the Web at www.pennstatetap.psu.edu.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PENNTAP launches e-TAP

By Barbara Hade

The Pennsylvania Technical Assistance Program (PENNTAP) has launched an e-business Technical Assistance Program, called e-TAP, to provide free help to enhance the e-business capabilities of small- and medium-sized companies throughout the Commonwealth.

The e-TAP initiative is funded by the Pennsylvania Technology Investment Authority of the Pennsylvania Department of Community and Economic Development and by the U.S. Economic Development Administration. A PENNTAP e-business technical specialist is now located in eight Team PA locations around the state.

Jack Gido, PENNTAP director, said, “The rapid development and deployment of Internet technologies and the growth of e-business applications have created not only opportunities, but also substantial confusion and apprehension in the business community. While the larger companies have sufficient resources to cope with the communication revolution, many smaller firms do not. A recent national survey conducted by Padgett Business Services revealed that 90 percent of small firms spent no money on the Internet last year, and 94 percent conducted no sales through the Internet.”

The new e-TAP initiative will help all types of Pennsylvania small businesses improve their competitiveness and growth by providing technical assistance to accelerate use of Internet-based technologies to enhance their e-business capabilities. It will provide opportunities for businesses to implement e-commerce applications and to integrate appropriate e-commerce strategies into company business plans.

When working with manufacturing firms, the PENNTAP specialists will collaborate with Pennsylvania’s network of Industrial Resource Centers. They also will work collaboratively with the Pennsylvania Small Business Development Centers (SBDC) regarding the SBDCs e-business training activities.

PENNTAP specialists are:

CENRAL REGION:
Carlos Colon, Lewsburg
ccolon@psu.edu, 570-847-3457

NORTH CENTRAL REGION:
Gregory Snyder, St. Mary’s Ridgeway
gws10@psu.edu, 514-592-9950

NORTHEAST REGION:
Michael Matosky, Pittston
mmatosky@psu.edu, 570-881-2699

NORTHERN TIER REGION:
Dwana Yafe, Towanda
dyafe@psu.edu, 570-285-2171 x3012

NORTHWEST REGION:
Jonathan Farnes, Erie
jfarnes@psu.edu, 814-865-0427

SOUTH CENTRAL REGION:
Donald Kryszukowski, York
dkryszukowsk@psu.edu, 717-887-7905

SOUTHEAST REGION:
Ruth Parker, Philadelphia
rparker@psu.edu, 212-275-7212

SOUTHERN ALLEGHENIES REGION:
Brian Goss, Altoona
bgoss@psu.edu, 814-307-0281

For more information about e-Tap, contact Wayne Figuerle, e-Business Solutions manager, by e-mail at wfigure@psu.edu or by phone at 814-865-1570, or visit the PENNTAP Web site at www.penniapt.psu.edu.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

THE DAILY NEWS
More Than A Newspaper — A Community Institution

Thursday, April 11, 2002
www.dailynewsholmeispot.com

Career possibilities

Roger Price, a technology trainer specialist at Penn State’s Pennsylvania Technical Assistance Program, shared information with students from McKean Area School District during yesterday’s Tech Prep Career Awareness Day event at Penn State McKeanport.

2002
PENNTAP Provided $9.4M In Benefits to Businesses

UNIVERSITY PARK – Penn State’s Pennsylvania Technical Assistance Program provided 490 cases of technical assistance to 440 clients in all 67 counties in 2001. More than 40 percent of the businesses were in counties designated as economically distressed, according to Jack Gido, director of PENNTAP.

According to a year-end report, PENNTAP clients reported $9.4 million in economic benefits including cost savings, sales increases and capital investments. More than 330 jobs were saved or created as a result of PENNTAP assistance.

PennTAP wins award for technology assistance

UNIVERSITY PARK — Penn State’s Pennsylvania Technical Assistance Program has won national recognition for helping Halifax-based Harman Stove initiate a cost-effective modification of their coatings operations to be compliant with state air-quality regulations.

Harman Stove reported economic benefits from the PENNTAP assistance totaling several hundred thousand dollars, including 25 person-days saved. They also reported that 80 jobs were saved and that the plant was kept open to satisfy customers’ needs.

The project was selected as an Outstanding Project of the Year in the technology assistance category in the National Association of Management and Technical Assistance Centers awards competition. The award, a plaque, was presented at the NAMTAC Fall awards banquet held in Asheville, N.C.

Warren Weaver, PENNTAP senior technical specialist, led the project. This is the fifth NAMTAC award that Weaver has won.
TECHNOLOGY SERVICES

ABCD Corp., Development Partner PENNTAP Reports on 2002 Client Services:

Clients of the Pennsylvania Technical Assistance Program (PENNTAP) reported 715 jobs created or retained and $17 million in economic benefits received throughout the Commonwealth in calendar year 2002. According to PENNTAP’s year-end report, the program provided an overall total of 770 cases of technical assistance to 670 Pennsylvania businesses in all 67 counties. Economic benefits included cost savings, sales, and capital investments as a result of PENNTAP assistance. PENNTAP is a statewide network of technical specialists. The program helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions or needs that can be addressed within a limited amount of time. Jack Gido, PENNTAP director, says, “We focus on helping smaller businesses that normally do not have the in-house expertise or time to resolve specific technical questions or needs. Last year, 77 percent of PENNTAP’s clients were businesses with fewer than 50 employees.” PENNTAP’s newest undertaking, a statewide food processing industry assistance service, completed 45 cases of technical assistance and provided $2.3 million in economic benefits. The food processing assistance service helps businesses address needs related to food chemistry.
Cooperative Extension and PENN TAP partnership aids farmers

By Kerry A. Stamm

The goal is to improve the environment and make the farms more profitable.

—Tom Wilson
Cooperative Extension Agent, Crawford County

It was a natural fit for Cooperative Extension, too. Here was a service that they could provide,” Price said. The pollution portion of the assessment was conducted by Price with assistance from Tom Wilson, an agricultural engineer and Cooperative Extension agent based in Crawford County. Wilson is a member of the northwest dairy team, a group of professionals who provide assistance to farmers within the region. His expertise lies in helping farmers with animal housing and handling issues and farm efficiencies. Some topics he has assessed include stray voltage and power usage.

The P2/E2 assessment employed the strengths of both organizations. “Roger’s expertise is in pollution prevention and mine is in farm processes and how to create savings,” Wilson said. The P2/E2 assessments can help the farmers improve the overall efficiency of their farms, as well as help them cut down on water and runoff that sometimes escape the treatment process, reduce the amount of water used and decrease energy consumption.

“We’ve received good feedback from the farmers. It’s been very positive,” Wilson said. “P2/E2 is a great program because it helps identify ways to be more efficient on the farms and may also provide funding to implement recommended improvements.”

As a result of the program’s success, Price outlined a proposal for the development of a broad-based program that Cooperative Extension could deliver for farmers. The proposal includes plans for conducting P2/E2 assessments on farms across the Commonwealth. In addition, the report addresses other elements, such as customizing the P2/E2 initiative for specific farm operations, not just dairies, identifying and creating recycling outlets for farming wastes and assisting farmers with grant applications that can help them obtain the funds needed to purchase and install equipment. To accomplish these initiatives, the report also calls for the creation of a staff position to administer the program.

“We want to show that this is a valuable service; that it is helping farmers save money and improve their production,” Price said. “The goal is to improve the environment and make the farms more profitable,” Wilson added. By instituting and delivering such a program statewide, it is projected total...
Congressman

John E. Peterson

Pennsylvania’s 5th District

123 Cannon House Office Building • Washington, DC 20515 • 202-225-5121

For Immediate Release
Contact: Paul Feenstra • (202) 226-8279

September 12, 2003

PETERSON ANNOUNCES FEDERAL GRANT TO PROVIDE TECHNOLOGY ASSISTANCE TO SMALL COMPANIES ACROSS PENNSYLVANIA

Washington -- U.S. Congressman John Peterson (R-PA/5) announced today that the Economic Development Administration (EDA) has approved a $103,000 federal grant for PENNTAP (Pennsylvania Technical Assistance Program), a statewide technical assistance program based at Penn State University which helps smaller companies improve their competitiveness.

PENNTAP is one of 69 University Centers supported by the EDA across the country, and is the only such partnership in Pennsylvania. PENNTAP provides technology assistance to small companies across Pennsylvania through a network of specialists who provide technical advice, information and connections to other expertise, resources and programs.

The $103,000 federal grant will be used to provide technology assistance to small businesses in 39 economically distressed counties in Pennsylvania. According to Jack Gido, PENNTAP Director, "PENNTAP helps smaller companies improve their competitiveness by providing a limited amount of free technology assistance and information. The program focuses on helping smaller firms that do not have the in-house expertise or resources."

During the past year, PENNTAP provided 800 cases of technology assistance to companies across Pennsylvania, with 80 percent of these firms having fewer than 50 employees. During that period, their clients reported 795 jobs created or retained and $18.6 million in economic benefits as a result of PENNTAP’s assistance.
PENNTAP Project Recognized With POY

The Pennsylvania Technical Assistance Program (PENNTAP) was selected to receive a 2003 Outstanding Project of the Year (POY) award for the project, “Design and Implementation Assistance for Cornell Iron Works New Product Development Process,” in the Business Assistance category.

The project was selected following criteria set forth in NAMTAC Guidelines, and was judged on the basis of results, economic impact and the use of innovative strategies in solving problems.

PENNTAP's client, Cornell Iron Works, a leading manufacturer of rolling door products, recognized the need for assistance in new product development. The company needed a formal, structured process for evaluating the viability of new products, and a management process for the development of those products. PENNTAP introduced and helped to implement the Stage-Gate™ process for new product development. PENNTAP also facilitated training for the management of Cornell Iron Works through a seminar presented by Penn State University, entitled “Winning New Products.”

Continued on Page 2

POY (continued from page 1)

PENNTAP's assistance helped Cornell in improving the efficiencies in the internal process for developing new products, as well as in market performance of their new product development efforts. In an evaluation survey submitted by Cornell, increased sales of $2 million were realized and 5 new jobs were created as a result of the assistance they received from PENNTAP. The company president confirmed these benefits, citing the company's growth following the implementation of the new product development process. PENNTAP's assistance has been significant to the company's ability to maintain a competitive edge in their industry.

NAMTAC congratulates PENNTAP on its achievement. Additional POY winners will be announced in subsequent newsletters.
Centre County

**PENNTAP clients report $17 million in benefits**

**UNIVERSITY PARK** – Clients of Penn State’s Pennsylvania Technical Assistance Program reported 715 jobs created or retained and $17 million in economic benefits received throughout the Commonwealth in calendar year 2002.

According to PENNTAP’s year-end report, the program provided an overall total of 770 cases of technical assistance to 670 Pennsylvania businesses in all 67 counties. Economic benefits included cost savings, sales and capital investments as a result of PENNTAP assistance.

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**A hundred grand for tech assistance**

**From staff reports**

**HARRISBURG** – The state’s economic development administration has approved a $103,000 federal grant for the Pennsylvania Technical Assistance Program (PENNTAP). The program is the statewide technical assistance program based at Penn State University. The goal is to help smaller companies improve their competitiveness. -PEC

**RESOURCE:** PENNTAP does this by providing technology assistance through a network of specialists who provide technical advice, information and connections to other expertise, resources and programs. During the past year, PENNTAP has provided 800 cases of technology assistance to small companies, 80 percent of which are from firms with fewer than 50 employees. PENNTAP can be reached at 814-865-0427.
Making ski safety fashionable

Altoona woman’s creation hitting the slopes worldwide

By Lorna Hluskos
For the Beaver

A button-sized design created to help put on Altoona girl’s alpine ski wear is hitting the slopes in Europe, Scandinavia and South America.

Button Buttons got its start a few years ago when Theresa Johnson taught her four-year-old daughter Taylor to ski. The custom-made buttons made of embroidered and felt require her daughter to wear them at all times, instead of using a safety harness. She said the buttons were designed specifically for Taylor’s ski gear.

Taylor’s ski teacher at Willow Trail in Altoona, who is in charge of her ski group, has been impressed with the buttons and asked Johnson to make them for the other students.

Taylor’s ski instructor decided to use Buttons for her group of students to help them stay safe on the slopes. The buttons are now being used worldwide and are available in various colors and designs.

Buttons come in different designs and sizes for children and adults of all ages.

Buttons: Owner received advice from area development centers, agencies

For more information, visit www.buttonbuttons.com or contact Johnson at 814-433-9999.
FOR IMMEDIATE RELEASE
February 27, 2004

Bunt Receives Praise from PENNTAP for Continued Support

SCHWENKSVILLE—In recognition of his hard work and support for increased funding for local business, Rep. Raymond Bunt (R-Montgomery) received praise from PENNTAP, the Pennsylvania Technical Assistance Program.

“I appreciate PENNTAP’s recognition and am proud of the success of our Montgomery County small businesses,” Bunt said. “I will continue to work closely with PENNTAP to provide the services necessary to help the small business woman and man succeed.”

In 2003, 18 clients benefited from PENNTAP’s assistance in creating or retaining 15 jobs, and more than $110,000 in economic impact funding flooded into Montgomery County.

“We appreciate Representative Bunt’s support because a small program like ours can make a pretty significant impact on our state’s investment,” Jack Gido, Director of PENNTAP said. “The southeastern portions of Pennsylvania, including Montgomery County, can especially benefit from PENNTAP’s services, where a significant proportion of business establishments are located.”

Within the seven-county southeastern region including Berks, Bucks, Chester, Delaware, Lancaster and Montgomery counties, 115 clients utilized PENNTAP’s services to create $2.6 in economic benefits and 58 jobs.

Bunt, who has been recognized by the National Federation of Independent Business (NFIB) as a Guardian of Small Business, said he will continue to create and maintain support for Montgomery County’s small businesses.
PSU helps Pa. mushroom grower save energy

By Kelly Stich

COLUMBIA, S.C. — A year after Pennsylvania experienced a surge in West Nile cases, the number of people infected with the mosquito-borne virus appears to be heading back down.

State agencies have received reports of only four Pennsylvanians contracting the virus so far this year, compared with 63 at this time last year.

Officials say cooler weather, more rain, a more effective public and better mosquito control are factors in the decline.

Random Lasko, director of maintenance and safety at Creekside, said that among the PENN-TAP consultants’ suggestions for upgrading lighting in Creekside’s production areas, changing insulation on the company's steam pipes and upgrading boilers, overall, these improvements saved Creekside $81,000 per year as well as 350,000 kilowatt-hours of electricity annually and more than 30 million gallons of water per year, Price said.

He explained that one of the main purposes of the improvements was to make suggestions on how Creekside could change its production techniques and equipment to be more sustainable and energy-efficient.

“PENN-TAP’s consulting offers a new perspective on a business processes and works with that business to remedy the problem,” Price said.

“This is never a matter of criticizing,” he said. “These businesses are busy trying to get their products out the door. You need someone with a fresh pair of eyes. We help see things that they were missing.”

PENN-TAP began in 1979 and has been a successful outreach program of Penn State, providing technical assistance to businesses and industry leaders. The group has a number of experts across the state and can provide technical assistance in a broad area, including environmental compliance and health and safety standards, Price said.

Lasko explained that as Creekside learned more about the process and the consulting involved, the company became more and more interested in accepting PENN-TAP’s services.

The Pennsylvania Department of Environmental Protection provided grant money that allows the process and the consulting.
Tech Assistance Pays Off

Creekside Mushrooms is an industry leader in the production of fresh mushrooms. However, they face challenges in maintaining energy efficiency and reducing costs. The Penn State Technical Assistance Program (PENNTAP) has worked with Creekside Mushrooms to identify opportunities for energy savings and cost reduction.

Creekside Mushrooms' facility is one of the world's largest underground mushroom-growing facilities. PENNTAP helped the company to identify energy-saving opportunities and implement strategies to reduce energy consumption. As a result, Creekside Mushrooms has been able to save approximately $47,000 per year, with an initial saving of $100,000. This project was recognized as an Outstanding Project of the Year Award in the partnership category from the University Economic Development Association (UEDA).

In addition to the energy savings, PENNTAP also provided technical expertise to improve the company's processes. For example, a senior technical specialist designed multimedia computer-based instruction modules to train employees in Occupational Safety and Health Administration standards. This allowed the company to reduce its training costs and improve employee productivity.

The success of this project demonstrates the value of technical assistance in helping businesses to become more energy efficient and cost-effective. PENNTAP continues to work with other businesses to help them achieve similar results.
PENNTAP boosts technical side of businesses

By Josh Lipowsky

Are you looking for help with the technical side of your business? Look no further than Pennsylvania Technical Assistance Program (PENNTAP).

PENNTAP recently reported that in 2004 they helped create or retain 580 jobs, while their efforts resulted in $38 million in economic benefits through a total of 810 cases of technical assistance in Pennsylvania’s 67 counties. Economic benefits included cost savings, sales increases and investments as a result of PENNTAP assistance.

PENNTAP is a federal-state-university partnership for economic development and one of the nation’s first technical assistance programs. Through a statewide network of technical specialists, PENNTAP helps Pennsylvania businesses improve their competitiveness by providing a limited amount of technology assistance and information to help resolve specific technical questions or needs. PENNTAP’s target is smaller businesses that do not have the in-house knowledge or resources to resolve specific technical questions or needs. With their Penn State connection they can connect business owners to university experts and resources.

“One-hundred-fifty of the jobs and $9 million in economic benefits were reported by companies in counties designated as distressed,” said Jack Gidio, director of Penn State’s Office Economic and Workforce Development, which includes PENNTAP.

The Pennsylvania Department of Community and Economic Development provided its support for PENNTAP’s programs through the Ben Franklin Technology Development Authority and a partnership between the Pennsylvania Business Retention and Expansion program and the U.S. Economic Development Administration. The partnership established an e-Business Technical Assistance Program (e-TAP), which completed its three-year run in 2004. During those three years, PENNTAP’s specialists provided 1,270 cases of technical assistance, including 625 for clients in distressed counties. Clients reported that PENNTAP’s efforts helped save or create 825 jobs and had an economic impact of $42 million.

RESOURCES: For more information on PENNTAP programs, visit www.pennstatetap.psu.edu - PB.

2005
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Clients report $52 million in economic benefits as a result of PennTAP help

June 12, 2000

With technical assistance, PennTAP helps businesses improve their competitiveness

University Park, Pa. — Sharon Custom Metal Forming, a metal fabrication-based in the northwestern region of Pennsylvania, needed to improve its Web presence. The company’s Web site had poor search engine rankings and did not provide measurable benefits. For help, it called on Penn State’s Pennsylvania Technical Assistance Program (PennTAP). PennTAP helped the client launch a brand new Web site, created by a Pennsylvania IT provider. PennTAP also educated the client on search engine optimization — allowing the client to achieve a better ranking in searches. The company reported $930,000 in economic benefits.

This is just one example of PennTAP’s many success stories last year. Pennsylvania businesses aided by PennTAP reported 450 jobs created or retained and $52 million in economic benefits as a result of help in 2000.

According to a year-end report, PennTAP provided an overall total of 630 cases of technical assistance to Pennsylvania businesses in all 67 counties. Economic benefits included cost savings, sales increases and investments as a result of PennTAP assistance. Jack Gist, director of Penn State’s Office of Economic and Workforce Development, the Penn State Outreach Unit that includes PennTAP, noted that 225 of the jobs and $28 million in economic benefits were reported by companies in counties designated as distressed.

With its statewide network of technical specialists, PennTAP helps businesses improve their competitiveness by providing a limited amount of technology assistance and information to help resolve specific technical questions or needs. The program also connects business with University expertise and resources and with other economic development providers.
Penn State's Figurellete to help guide economic development association

December 8, 2008

University Park, Pa.—Wayne Figurellete, the director of Penn State's Pennsylvania Technical Assistance Program, known as PennTAP (http://www.pennstat.psu.edu), has been appointed to the board of the University Economic Development Association (UEDA), based in Traverse City, Mich. Figurellete's role is focused on enhancing the organization's economic development and "provides a forum for a diverse membership with the common goal of enhancing enterprise competitiveness and community wealth," according to the organization.

PennTAP, part of Penn State Outreach's Office of Economic and Workforce Development, has provided a limited amount of free technical assistance to nonprofits and small businesses in Pennsylvania since 1985, through a statewide network of technical specialists—saving time, money and jobs. Over the last five years, it has provided about 3,500 cases of technology assistance across all 67 counties.

As a member of the board of UEDA, Figurellete will be helping with the strategic direction of the organization, promotion of the organization, including membership and the planning of the annual UEDA conference.

The Pennsylvania Technical Assistance Program (PennTAP) engage, guides and empowers businesses and organizations throughout the Commonwealth and beyond by providing objective and experience-based technical and workforce solutions that enable clients to succeed and thrive—stimulating economic growth for Pennsylvania. PennTAP reported more than 1,000 jobs created or retained and $15 million in economic benefits as a result of help in 2007. For more information, visit http://www.pennstat.psu.edu online. PennTAP is part of Penn State Outreach, the largest unified outreach organization in American higher education.
Penn State's PennTAP receives $2.3 million Emerging Energy grant

November 20, 2009

University Park, Pa. — Pennsylvania companies hit hard by the economic downturn also wrestled with rising and unpredictable energy costs, often passing those costs on to consumers. A new $2.3 million grant awarded to Penn State’s Pennsylvania Technical Assistance Program (PennTAP) will help fund its program to assist businesses throughout the state to improve energy efficiency and adopt emerging energy technologies. The program aims to save those companies money, protect the environment and drive the creation of alternative energy products.

Providing services to increase energy efficiency is not a new idea to PennTAP, which has been providing free or low-cost objective technical and workforce solutions to companies since its inception in 1965. PennTAP guides business owners to make sound decisions with a broad range of energy-efficiency and alternative energy solutions available to them. The unit also helps businesses identify sources for financing energy-improvement projects — from energy audits to facade improvements to heating system retrofits.

“We’ve helped an increasing number of businesses find sustainable alternative-energy solutions,” said Wayne Fligner, director of PennTAP. “This Emerging Energy Initiative is driven based upon the demand that we’ve seen.”

Fligner anticipates that the grant will allow PennTAP to provide 200 cases of technology assistance, with $10 million in economic impact. PennTAP also will connect companies to solution providers, offering unbiased review of proposals from those providers.

PennTAP’s project will develop a database of inventory services solutions, such as solar, hydroelectric and geothermal. In addition, it will provide new product development services, such as assistance with product improvement, supply chain and patents, among others, for small businesses and entrepreneurs in regions that are underserved.

The grant comes from the Pennsylvania Department of Community and Economic Development and the Economic Development Administration, part of the U.S. Department of Commerce.

For more information on the services provided by PennTAP, call 814-865-0427.
PennTAP doubles economic impact in 2009
July 26, 2010

University Park, Pa. — When two men from western Pennsylvania wanted to produce a premium vodka made from Pennsylvania potatoes, they ran into a few problems they needed to address. How would they source the necessary sweet potatoes and develop an efficient fermentation process? That’s when Pennsly Oran and Barry Young, founders of Pennsly Pure Distillers in Derrytown, Pa., near Pittsburgh, called on the Pennsylvania Technical Assistance Program (PennTAP) at Penn State.

PennTAP helped the entrepreneurs create a set of fermentation processes that allowed them to take wholesale potatoes, add yeast, infuse the potatoes with water, and turn them into a premium vodka. Pennsly Pure Distillers generated revenues of nearly $3.23 million in Pennsylvania alone. In the first 12 months since coming to PennTAP, Pennsly has reported $4.6 million in economic benefits and 477 jobs created or retained.

In 2009, Pennsly reported just more than $23 million in economic impact.

"Our mission is to enable clients to succeed and thrive, stimulating economic growth for Pennsylvania," said Oran, who helped PennTAP clients to develop a wide variety of new and improved products and processes. "PennTAP has provided 450 cases of technical assistance to clients across all 67 Pennsylvania counties in 2009. Also, clients reported more than $46 million in economic benefits and 477 jobs created or retained."
Over the last five years PennTAP has provided more than 2,452 cases of technology assistance across all sixty-seven Pennsylvania counties.

PennTAP + Performance = Economic Impact

PennTAP provides Pennsylvania with high quality technical assistance to advanced information technology, food processing, energy efficiency and alternatives, new product development, and environmental, health, and safety services.

Our goals are to provide superior service to Pennsylvania businesses and to help those businesses operate at optimal levels and stay competitive in today’s aggressive global economy.

The carefully collected metrics in this impact summary confirm that the services we provide to our clients and the Commonwealth generate substantial economic impact, high customer satisfaction, and client success.

While the statistics offer ample evidence of our continued viability, PennTAP’s client testimonials and firsthand accounts provide the real essence of our success.

For a collection of comprehensive success stories from the past year, visit www.pennstat.pcn.sh about success stories.

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2011 Impact Report

Helping businesses compete since 1962
PSU4PA: PennTAP helps small business owners succeed

December 19, 2013

What's the recipe for a successful bakery? Sandi Smith, of Palmyra, Pa., says Penn State has given her most of the ingredients through the Pennsylvania Technical Assistance Program (PennTAP).

"We weren't trained for bakery work. We weren't trained even for business," says Smith, co-owner of Sandi's Breads. "What Penn State, through the PennTAP program, did for us was give us access to a range of experts, from scientists to technical people to graphic design types. They connected us with industry people and all of those things combined we could not have done on our own."

See how Sandi Smith combines PennTAP knowledge with her baking expertise to make Sandi's Breads a hot business: /video/152965/2013/02/08/video-on-title

Penn State for PA (PSU4PA) tells the stories of Pennsylvania residents whose businesses, communities and lives have been transformed by Penn State teaching, research and service. For more firsthand accounts of Penn State's positive impact on the Commonwealth, visit psu4pa.psu.edu, "like" the Facebook page at facebook.com/PSU4PA and follow twitter.com/PSU4PA.
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

Pittsburgh, PA 2012

PennTAP + Performance = Economic Impact

In 2012, PennTAP provided high-impact services to businesses and organizations in the Commonwealth, such as:
- energy efficiency and pollution prevention assessments
- new product development for emerging energy products
- measurement and verification of renewable energy projects
- IT audits, such as website assessments
- broadband access solutions
- combined heat and power
- Energy, Energy, and Environment (E3) plan in Pennsylvania
- Deep Energy Performance (DEP) plan in Pennsylvania

This year, PennTAP returned to its U.S. engineering expansion mode, focusing on providing high-value services while continuing to Penn State assess to help clients. For example, in partnership with PennTAP, Penn State scientists provided more than 4200 hours of assistance to businesses to improve operations and implement innovative processes.

My first year at PennTAP has been rewarding. The clicn reported impacts of PennTAP services are impressive, as shown in this report. Our nine-member team of PennTAP technical specialists looks forward to another successful year of helping businesses and organizations succeed in 2013.

Good luck and keep on rolling.

Yours,
Heather Remsburg, PE
Director, PennTAP

PennState

2012 Metrics
- 272 cases of technical assistance
- $9,671,000 in economic impact
- 156 jobs created or retained
- 100% customer satisfaction rating

Economic Benefits
Over the last five years, clients have reported more than $2,123,921,990 in economic benefits as a result of PennTAP assistance.

Jobs Created or Retained
Over the last five years, clients have reported 1,034 jobs created or retained as a result of PennTAP assistance.
Over the last five years, PENN TAP has provided more than 7,500 cases of technical assistance across the Commonwealth of Pennsylvania.

ANNUAL REPORT 2013

In 2013, PENN TAP continued to engage and empower Pennsylvania organizations through technical assistance and Penn State expertise and resources. The result of our services? Meen jobs. Healthier workers. A cleaner environment. Increased client revenue. New technologies launched. More competitive clients and an improved economy.

We are often asked, “What does PENN TAP do?” We are currently accepting applications for the following types of services that are offered at no cost to our clients by our nine-member Technical Assistance team:

Advanced IT - For all businesses and industries:
- Website assessments and search engine optimization (SEO)
- Internal/external service audits
- Social media assistance
- Mobile frequency identification (RFID) and cloud assistance

Energy, environment, and worker health - For manufacturers:
- Energy efficiency and pollution prevention assessments
- Energy-efficiency and environment (EDS) assessments

Innovation - For manufacturers and innovation:
- New product development and process improvement assistance and connection with Penn State resources that can help with prototyping, design, and troubleshooting

Additional information about each of these services is included in this report.

We are also accepting applications for our new, cutting-edge ISO 50001 services, which are different from Te. Information about this new energy management standard is on the back of this report.

Finally, I want to thank each of you for your support in 2013. Thank you for the referrals, for allowing us to be part of your success, and for your commitment to sustain. Keep in touch.

Heather Pennessey, P.E.
Director, PennTAP
The Pennsylvania State University
PennTAP provided high-impact services to businesses in 2012

July 16, 2012

When managers at Colbywahn Dairy in Pittsburgh started to discuss equipment upgrades for the family-owned and -operated business, they realized they needed an expert to help them decide how to replace old and inefficient technology – some of which dated back to the 1950s. They connected with the Pennsylvania Technical Assistance Program (PennTAP) at Penn State and today, the dairy facility in the city neighborhood of Carrick is saving almost $24,000 annually in energy costs.

“PennTAP’s engineering expertise has helped us level the playing field against larger companies,” said Carl Colbywahn III, president of Colbywahn Dairy. “The quality of our milk has improved as the newer technology in pasteurizing is not only more energy efficient, but provides a longer period of product freshness than older technology was capable of doing.”

Colbywahn worked with Roger Price, PennTAP senior technical specialist, to acquire small business grants from the Pennsylvania Department of Environmental Protection to help subsidize the costs of installing a new, energy-efficient evaporative condenser and pasteurizer. PennTAP also recommended and helped to implement a lighting system upgrade.
PennTAP Training Works to Prevent Chemical Injuries in the Workplace

Any organization that handles, uses or stores hazardous chemicals — from nail salons and funeral homes to contractors and manufacturers — must comply with the latest version of the Occupational Safety and Health Administration’s (OSHA) Hazard Communication Standard or the company risks employee injury and/or OSHA citation. The Pennsylvania Technical Assistance Program (PennTAP) at Penn State University will soon offer specialized training for any business that needs to be current with this new standard, HazCom 2012.

University Park, Pa. (PRWEB) March 12, 2014

Any organization that handles, uses or stores hazardous chemicals — from nail salons and funeral homes to contractors and manufacturers — must comply with the latest version of the Occupational Safety and Health Administration’s (OSHA) Hazard Communication Standard or the company risks employee injury and/or OSHA citation. OSHA reports that 43 million workers in more than 5 million workplaces across the country deal with hazardous chemicals and could benefit from training to understand the new rules of compliance.

The Pennsylvania Technical Assistance Program (PennTAP) at Penn State University will soon offer specialized training for any business that needs to be current with this new standard, HazCom 2012.

This training is tailored for front-line supervisors, management/safety committee members and interested employees. Participants will learn how to read labels and safety data sheets under the new format so they can properly manage chemical materials within the workplace and train their employees to understand the new labeling and Safety Data Sheet system.
Businesses Work with Students and PennTAP to Assess Energy Usage in Facilities

Posted on Tuesday, July 8, 2014 by Grant Team in Local News, Top Stories

UNIVERSITY PARK – Executives at Kurtz Bros. in Clearfield have built a strong relationship over time with the Pennsylvania Technical Assistance Program (PennTAP).

The school supplies, equipment and furniture distributor recently opened its doors to a group of students who conducted an energy audit of the facility and they discovered two minor leaks in the company’s compressed air system.

Monty Kunes, Kurtz Bros. president and chief executive officer, said one of the leaks would have been difficult to detect without the specialized equipment, and he suspected the machine would have continued to leak air unnoticed if it weren’t for the energy engineering students in ECEE 494A who visited the plant as part of their class.

“It’s a win-win for us,” said Kunes. “It’s a learning experience for the students and Kurtz Bros. receives a full, extensive report of what they discovered. Their analysis will help us improve our systems and become more energy efficient.”

Many of Jonathan Wise’s energy engineering classes focused on the global overview of energy issues. He wanted to complement those research-based courses with a practical, team-based opportunity as part of his required energy research project. So he enrolled in ECEE 494A and found himself wielding a specialized leak detection gun for PennTAP.

“It’s a class that attempts to incorporate concepts learned over the years, utilizing that information for problem-solving, and I definitely feel this PennTAP project has done that,” Wise said. “A lot of what we have learned in the classroom has manifested into real world experience.”
TAPPING INTO 50 YEARS OF TECHNICAL INNOVATION

PennTAP.psu.edu

Pennsylvania Technical Assistance Program
Engaging and Empowering Pennsylvania Organizations

Advanced IT
Energy and Environment
Innovation

2015
Conference offers lessons on energy conservation to benefit bottom line

BY SHAWN ANNARELLI
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April 7, 2015

UNIVERSITY PARK — Lights turned on in an empty room burn two things — energy and money.

Even if you’re not concerned with energy, chances are you have a stake in your bank account.

About 200 business people with an interest in energy and bottom-line savings attended the 2015 Pennsylvania Strategic Energy Management Showcase, organized by the Pennsylvania Technical Assistance Program on Tuesday at The Penn Stater Conference Center Hotel.

The U.S. Department of Energy, the state Department of Environmental Protection and Pennsylvania manufacturers presented information about International Organization for Standardization 50001 and superior energy performance at the conference.

ISO 50001 is the international standard for an energy management system based on a plan-do-check-act model.

The standard builds on U.S. EPA Energy Star practices that help businesses and individuals save money and to be sustainable through energy efficiency.

Steve Cannazzaro, with General Dynamics, speaks at the conference. The Pa. Strategic Energy Management Showcase was held April 7, 2015, at The Penn Stater Conference Center Hotel in State College. The U.S. Department of Energy (DOE), the Pennsylvania Department of Environmental Protection (DEP) and manufacturers from across the commonwealth presented at the conference. Nabil R. Mark — CDT photo | Buy Photo.