

# ipm *n e w s*

George W. Romney Institute of Public Management



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## A Season of Change for the Romney Institute of Public Management



Robert J. Parsons, Director

Greetings from the Romney Institute of Public Management! We have a wonderful opportunity each day on campus and at the BYU Salt Lake Center to associate with great students, a well-trained faculty, and a dedicated staff. The relationship that continues with you who are friends and alumni of the MPA program also means a great deal to us, so I want to take this opportunity to provide a state-of-the-department update on what has been happening.

The governance of the Romney Institute consists of the individual faculty, an executive committee, and standing department committees. The executive committee includes Bob Parsons, chair; Dale Wright, associate chair; Gloria Wheeler, faculty group leader; and Bonner Ritchie, at-large faculty member. The major standing committees deal with admission, curriculum issues, and faculty improvement. Marian

Allen is the new department secretary that will supervise her staff in assisting the faculty in these areas.

Penny Casperson, who has been with the department for nine years, has been appointed as the Romney Institute Program Administrator. Penny and her staff will be responsible for all the student issues—from recruitment, advisement, coordination of internships, student placement, and alumni relations. These student services will be for both the on-campus program and the BYU Salt Lake Center students in the EMPA Program. The Marriott School, under the direction of Dean Ned Hill, has added a career planning office that will be housed in the space where the Tanner Library was located. Penny will coordinate our student career planning efforts with the career planning office that is scheduled to be completed by the end of Summer 2000.

The continued relationship we have with our alumni and friends is one of our major objectives. We held our first meeting with the Romney Institute of Public Management Advisory Board (RIAB) in October 1999. This first group included Kent Colton, chair; Al Haines, vice chair; Ed Thatcher and Byron Jorgenson representing city management;

David Strong from state government; Kathleen Gordon as a representative from the not-for-profit sector; and Scott Romney from the Romney family. We plan to expand the membership of the RIAB to about 20 members with representation from the federal, state, and local governments as well as the not-for-profit sectors during the year 2000. We also plan to hold several alumni luncheons in several cities during 2000 (see page 4).

It is difficult to see three of our faculty members retire at the end of this academic year. Doyle Buckwalter, Kirk Hart, and Bonner Ritchie are planning to continue their respective careers at other locations and involved in a variety of other activities. We wish them well!!! Doyle is this year's recipient of the Marriott School's Citizenship Award for his many years of service to students and colleagues alike. Bonner received the Department of Organizational Behavior's Outstanding Alumni Award in March.

We hope this newsletter finds you doing well relative to your family, your church service, and your career. We all want you to know that we appreciate the opportunity we have had of sharing part of your life with us.

# Romney Institute Continues Honoring Outstanding Public Administrators

It's been a tradition of ours since 1972 to choose an outstanding administrator and honor them for their achievements.

The first to be recognized was Calvin Rampton, governor of the State of Utah. Rampton was recognized for his effective leadership of the state, most notably for increasing the level of professionalism in state employees.

## 1997

**Ed Thatcher**—city manager for Greenville, Texas was honored in 1997. Ed graduated from the MPA program in 1979 and went to work as an administrative assistant to the city manager of Abilene, Texas. He has been the city manager of Greenville since September of 1989.

Ed was chosen because he has served as a role model to current students, incoming students, and alumni alike. He has blended his professional and church service roles well, and emphasized to students the great opportunity to serve in both



Ed Thatcher—City Manager  
Greenville, Texas

areas. Few alumni speak so highly of the BYU experience as Ed. He has hired many of our students as interns and mentored them most effectively in the time they share with him.

## 1998

The following year **Carolyn Boone Lewis**, president of the CBL group, and chair-elect of the American Hospital Association was chosen.

Carolyn completed her graduate studies in finance at George Washington University. Her professional experience includes being the assistant director, division of investment of management, United States Securities and Exchange Commission, one of five national board members for the United States Department of Health and Human Services.

Carolyn has been the chair of the American Hospital Association since 1999. She serves as a charter member of the National Forum of Women Health Care Leaders, Chicago, Illinois, a member of the Mayor's Health Policy



Carolyn Lewis—Chair  
American Hospital Assoc.

Council in Washington, DC, and as a commissioner for the Joint Commission on the Accreditation of Health Care Organizations.

## 1999

Last year **Byron Jorgenson** was named

Administrator of the Year. Byron has been chief administrative officer of Sandy, Utah since 1986. During his time in office the city has doubled in size, built a new city hall, and developed into a desirable and safe area for families.



Byron Jorgenson—CAO  
Sandy, Utah

Byron received his MBA from the University of Utah in 1976, but we've forgiven him and he now serves as president of the BYU Alumni and Friends, a group of public administrators with the International City and County Managers Association. He has also served as president of the Board of Directors of the Utah City Manager's Association, an Ex-Officio member of the Board of Directors of the Utah League of Cities and Towns, and as a member of the Executive Board of the Great Salt Lake Council of the Boy Scouts of America.

## Snow, Grow and Knighton Awards Recognize Service and Academics

Each year, in conjunction with the Administrator of the Year Banquet, the Romney Institute awards two students who have demonstrated excellence.

The Stewart L. Grow award is given to one student each year who demonstrates qualities exemplified by Grow—founder of the MPA Program at BYU—including service and volunteerism.

The Karl N. Snow Award, named for the founder of the National Association of Schools of Public Policy and Administration,

is given to the student with the highest academic record.

The Lennis M. Knighton Award is named for Dr. Knighton, third director of the Institute of Public Management who oversaw the development of the Executive Program. It is presented at a separate banquet to the graduating executive student with the highest GPA.

Listed are the recipients of each award since our last newsletter.

### KARL N. SNOW AWARD FOR ACADEMIC EXCELLENCE

1997—STEPHANIE BARLOW  
1998—BRIAN D. WANGSGARD  
1999—CHRISTOPHER L. WIGHTMAN  
2000—SEAN CHARLES OLIVER

### STEWART L. GROW AWARD

1997—SCOTT P. TRAINOR  
1998—MITCHELL C. PULLEY  
1999—DAVID H. TANNER  
2000—BENJAMIN C. MACK

### LENNIS M. KNIGHTON AWARD

1997—GARY BLAINE MAYBERRY  
1998—ALLISON BARLOW HESS  
1999—PEGGY J. MCCLELLAN  
2000—JENNIE L. SMITH MESSERVY



## Rebecca Bennion Buchanan Salti Named Administrator of the Year 2000

The Romney Institute of Public Management at Brigham Young University's Marriott School named Rebecca Bennion Buchanan Salti as its Administrator of the Year at a banquet held in her honor February 15.

Bonner Ritchie, professor of organizational

behavior at the Marriott School who has played an integral role in the Middle East peace talks, presented the award to Salti, a long-time friend.

Salti summed up her experiences in Jordan with a simple lesson: "If a kid hasn't seen an orange, give him an orange to hold."

After receiving her master's degree in mass communications from BYU, Salti continued her education in programs at the University of Utah, University of California, Berkeley, UCLA, and the Sorbonne in Paris.

Past recipients of the award include Elliot Richardson, former U.S. attorney general and ambassador; George W. Romney, three-term governor of Michigan and Manuel Acosta, senior foreign service officer, U.S. Department of State.

Rebecca Salti—Administrator  
Royal Society for Conservation of Nature, Jordan

behavior at the Marriott School who has played an integral role in the Middle East peace talks, presented the award to Salti, a long-time friend.

"Rebecca understands that you define the world — it does not define you," Ritchie said. "She has given the Jordanian people hope and the tools and resources to make the world work."

Salti is the administrator of the Royal Society for Conservation of Nature in Jordan. She manages a network of nature shops run by women, villagers and Bedouin tribes, a program providing new economic opportunities while protecting the fragile landscapes of national parks and conservation areas.

Salti has spent close to twenty years developing income-generating programs for the poor in Jordan. She has served as public information officer for the United Nations Relief Works Agency for Palestine Refugees and founded and directed the Save the Children organization. She developed the first microfinance program in Jordan, which provided income-generating projects for nearly 8,000 mothers and children, including the Bani Hamida Weaving and the Jordan River Designs projects. These projects are now independently directed by local Jordanian boards.

"I determined that if I were to change the lives of these people, then I would need to bring happiness into their lives," Salti said.

The economic system in Jordan kept the people Salti worked with in a cycle of poverty. Salti recognized early that many people she was working with had never seen or handled many of the possessions she took for granted. Her simple philosophy for working with the Jordanian poor was to bring them in physical contact with what had



Rebecca Salti visits with Dale Wright and Don Adolphson at the Administrator of the Year Banquet on February 15 in the Wilkinson Center.

*"THIS AWARD IS GIVEN ANNUALLY TO AN OUTSTANDING MAN OR WOMAN WHO HAS ACHIEVED DISTINCTION AFTER MANY YEARS IN MANAGEMENT IN THE PUBLIC SECTOR. THIS INDIVIDUAL HAS THOSE PERSONAL AND PROFESSIONAL QUALITIES WHICH ARE RECOGNIZED AND HONORED BY PEERS AND WHICH WE EXPECT OF OUR GRADUATES IN THE MASTER OF PUBLIC ADMINISTRATION PROGRAM. IT IS THE DEDICATION TO EXEMPLARY ETHICAL AND MORAL COMMITMENTS AS WELL AS THE YEARS OF UNTIRING PUBLIC SERVICE THAT WE HONOR."*

—ADMINISTRATOR OF THE YEAR AWARD PLAQUE

## Lecture Series to be Held for Alumni

Soon-to-be retired members of the Romney Institute Faculty will be giving a lecture series this fall for alumni and guests.

Bonner Ritchie will speak on Peace and Nation Building in the Middle East on September 29, 2000 at the BYU Salt Lake Center, and again on October 6, 2000 in the Tanner Building at BYU in Provo.

Kirk Hart will speak on Stewart Leadership on November 3, 2000 at the BYU Salt Lake Center, and again on November 10, 2000 in the Tanner Building at BYU in Provo.

To RSVP or receive additional information about lectures in Salt Lake, please call Carol-Lynne Malin at (801) 273-3432. For lectures in Provo please call Marian Allen at (801) 378-4222. Space will be limited, so please RSVP two days in advance of the lectures you wish to attend. Look in the next newsletter for information about a forthcoming lecture from Doyle Buckwalter in January 2001.

# MPA Class of 2000

**Kristi Anderson**  
**Laura Anthony**  
**Kevin Astill**  
**Bill Bell**  
**Ken Bernards**  
**Kevin Bezzant**  
**Roy Bischoff**  
**Randall Boyle**  
**Cheri Burnside**  
**Derek Byrne**  
**Peter Christensen**  
**Mark Davies**  
**Brendon Dayton**  
**Shane Dille**  
**Ivan Djambov**  
**James Ellis**  
**Katrina Ewart**  
**Keith Fallstrom**

**Shelly Farmer**  
**Jared Fotsch**  
**Lupe Funaki**  
**Natasha Gillette**  
**Nancy Hardman**  
**Brian Hartsell**  
**Alan Hawkins**  
**André Hicken**  
**Lyle Hillier**  
**Heather Hobbs**  
**Brian Hoth**  
**Kelly Kimber**  
**Steven Kingsolver**  
**John Kuehn**  
**Fran Jensen**  
**Janell Johnson**  
**Jason Koop**  
**Sam Lee**

**Nathan Leishman**  
**Kit Lindsey**  
**Ben Mack**  
**Paul McCarty**  
**Russell Merrill**  
**Jennie Messervy**  
**Hannah Michaelson**  
**Scott Miller**  
**Jasen Mills**  
**Gary Miner**  
**Brian Monsen**  
**Kevin Nichol**  
**Toshiyuki Nishimura**  
**Sean Oliver**  
**David Ostrom**  
**Karen Peterson**  
**Todd Peterson**  
**Von Phillips**

**Matthew Pulley**  
**Danny Raymer**  
**Bruce Riddle**  
**Ray Runyan**  
**Bart Schaerrer**  
**Jared Scott**  
**Shannon Smith**  
**Holly Snow**  
**Susan Squire**  
**Tim Stanley**  
**Liu Toelupe**  
**Chris Tschirki**  
**Molly Weston**  
**Gordon Wilson**  
**Melvin Wilson**  
**Shane Wright**

## Romney Institute Advisory Board Increases in Numbers

The Romney Institute Advisory Board (RIAB) was established last October with six primary objectives:

- MPA Program review and improvement
- Provision of a link to the "practicing" professional community
- Assistance with implementation of program goals and values
- Fund-raising for student scholarships
- Programs to recruit minority students
- Expansion of international opportunities for students and faculty

As of the first meeting on October 29, the RIAB consisted of seven members: Kent Colton, Chair of the RIAB, National Advisory Council, Consultant; Al Haines, Vice-Chair, National Advisory Council, City of Houston, Texas; Kathleen H. Gordon, President & Board Member, Working Capital Florida; Byron D. Jorgenson, Chief Administrative Officer,

Sandy, Utah; G. Scott Romney representing the Romney Family; Richard V. Strong, Director, Office of Legislative Research & General Counsel, State of Utah; Edward D. Thatcher, City Manager, City of Greenville, Texas

This spring membership was expanded from seven to sixteen in an effort to better represent the range of careers our students pursue.

New members include: Manny Acosta, Retired Foreign Service; Gordon Smith, US Senator--Oregon; Bud Billeter, National Advisory Council, Zions Bank (Retired); Ron Malouf, National Advisory Council, Malouf Company, Inc; Charles Richards, Netzel Associates, Inc; Jay Covington, City of Renton, Washington; Sam Racadio, City of Highland, California; Bill Thompson, Legislative Audit Deputy Director, Arizona; Olene Walker, Lieutenant Governor, Utah; and Chad Westover, State of Utah Childrens Health Insurance Program.

## Romney Institute Advisory Board

**Kent Colton, Chair**  
**Al Haines, Vice-Chair**

### Federal Government

**Manuel Acosta**  
**Kent Colton**  
**Gordon Smith**

### Not-for-Profit

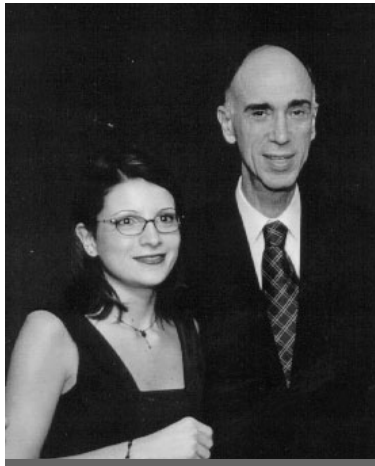
**Bud Billeter**  
**Kathleen Gordon**  
**Ron Malouf**  
**Charles Richards**

### Local Government

**Jay Covington**  
**Al Haines**  
**Byron Jorgenson**  
**Sam Racadio**  
**Ed Thatcher**

### State Government

**Richard Strong**  
**Bill Thompson**  
**Olene Walker**  
**Chad Westover**



Romanna Remor, MPA Class of 2001 and Marco Marciel, Brazil's Vice Pres.

## Romney Institute Student Honored by Brazilian Government

Some Brazilian officials seem to think she's got the political smarts to make it as well.

On March 16, Antonio Carlos Magalhaes, president of the Brazilian Congress, honored Remor for her award-winning paper on Brazilian politics. Remor received third place in a national essay contest celebrating the 500th year since the Portuguese landed in Brazil. The contest is sponsored by the a government think tank, Instituto Tancredo Neves, which asked participants to address the economic, political and social issues impacting Brazil at the turn of the century.

Remor's paper discussed the political history of Brazil, implying that the political institution, not the individual politicians, impede reform in Brazil.

"There's a lot of talk there about political reform, changing the tax system, or other economic and social problems," Remor said.

"The population thinks it's the politicians' fault, but it's not. It's how the institution was created. The political institution will have to change before any reform can take place. And that's what's difficult — it means the legislature will have to change itself."

The Brazilian government, Remor argues, was imposed by the Portuguese, not developed by the Brazilian populace.

"When the first governor-general sent by Portugal docked on the coast of Brazil in 1549, he came with a complete 'state machine,'" she said. "We had the state and the government, but no representation by the people." Brazil's democratization and more recent political developments were also initiated by the government, not the citizens. Brazil's political institutions are fragile and deficient because the people have never had a voice in their formation.

Remor came to BYU after becoming disappointed with her

law school education in Brazil. Having completed her undergraduate work at BYU in international relations, Remor just completed her first year studying international public administration and finance at the Romney Institute. During her undergraduate studies, Remor returned to Brazil as a research assistant for Daniel Nielson, a BYU political science professor and expert on the Brazilian government.

"Romanna's a remarkable individual," Nielson said. "She's one of the most brilliant and theoretically-oriented students I've had—and ambitious too."

Nielson believes Remor has what it takes to make it in Brazilian politics. "I could definitely see her elected to office," he said. "She's articulate, intelligent, and well connected with the political establishment in her state. She has all the ingredients."

Romanna Giulia Remor dreams of being a senator in the Brazilian Congress. In fact, she plans to run for office in her home state of Santa Catarina in the 2002 elections.

"I think it's possible," said Remor, a twenty-five-year-old Brazilian native in the MPA class of 2001. Her state, home to a "small" population of only 5 million, is one of the most developed and industrial states in Brazil. "I know it may be too soon, considering I've spent so many years abroad, but I think I can make it eventually."

## Internship Teaches Student to Serve

(As reported in *Exchange Magazine* Fall 1999) Growing up in Los Angeles and serving a Spanish-speaking mission in Texas prepared **Karen Peterson**, MPA Class of 2000, for her work last summer in Monterrey, Mexico. "I don't know who it served more. Even if only my Spanish had improved, it would have been worth it," Peterson said of her unpaid internship in the Latin American Pilot Program.

"We talk about public service, but we are too busy, and we don't do it. I felt like a hypocrite," she said. Finding the way and means to serve was not a simple matter. Peterson talked to Arnold Parrot, director of BYU's Career Placement and from there a scholarship for spring-summer as a social entrepreneur from the Center for Entrepreneurship got her on her way.

Peterson said student leadership at BYU helped to prepare her for service. Among the first participants in the program, she went to Monterrey to teach English and computer skills to Mexican nationals enrolled in the Monterrey South Institute of Religion. Elder Jorge Rojas, a former general authority, is the director of the institute where the program is housed. Peterson admits to being converted to the idea of Institute, and while there, a film crew arrived from the LDS Foundation to tape a video about the project.

In Mexico, as in some other countries, English classes are inferior and expensive. Peterson and four other students taught English and reading comprehension using the Book of Mormon. They also taught time management. She and another student translated lessons week-by-week, teaching basic, intermediate, and advanced levels for two hours twice a week. The student mix consisted of some male returned missionaries and forty to sixty females, mostly professionals between the ages of eighteen and twenty-three desiring to enhance their marketability. Peterson explained, "They work forty hours and study on the side; there aren't any loans available for education."

"The program is very intensive, but we were not trying to make them grammatical gurus. We conducted pretests and posttests to show progress," Peterson said. She applauded the "incredible correlation" using the TALL language system designed and used by the MTC, saying, "This is an incredible tool for them; it helps to motivate them to succeed in English—speaking is the key." Team leader Malcolm Botto Wilson said, "Karen made great efforts to understand the Mexican saints and really connected with them. She was very liked and appreciated by her students."



Karen Peterson, Class of 2000

## Program Updates

### Larry Walters



(As reported in *Exchange Magazine Fall 1999*) In May 1998, **Larry Walters** visited Xiaman University to create an ongoing exchange with the Marriott School. Located

across the sea from Taiwan, Xiaman is the top national university in China. Meetings were held again in December 1998 to sign a formal "memorandum of understanding," said Walters, who became the first exchange scholar in May 1999.

The MPA program is new in China and offered only at the top seven universities. Teaching policy analysis in English to twenty-five graduate students and three faculty members proved challenging and rewarding Walters explained. "Students are required to study English and must successfully pass a competency exam to enter the university, but they struggle with listening to and speaking the language."

He, his wife, Carol, and two of their children, Jessica (17) and Bethany (11), arrived to a warm reception and were hosted very well. Although, Walters added, "Our presence provided a dilemma for the university." In China educational facilities are different than in the US; faculty, staff, and students live on campus. "Xiaman is located in an economic zone that leans toward the progressive, the leading edge—not where China is overall," observed Walters.

Their visit coincided with the embassy bombing, and although there were demonstrations expressing sincere anger, class continued. "We never felt unsafe, but we did try to maintain a low profile. My students expressed that they did not hold me responsible," Walters said.

Walters believes change will come rapidly in China. "Instability is a great fear. They have a different ethic. They are less concerned about individual freedom than the community, family, and village—social stability is their prime objective. All religion is seen as destabilizing, but interest in religion is increasing."

## RIPM Contributes to Leadership Training in Thailand

(As reported in *Exchange Magazine Fall 1999*) Last July, professors **Donald L. Adolphson, Robert J. Parsons, J. Bonner Ritchie**, Christopher B. Meek, and MPA graduate **David Tanner** provided a month of special leadership training to top officials in the Bangkok Metropolitan Administration (BMA) in Thailand.

Ritchie explained that there were three important dimensions of the seminar: "First, it was a great opportunity to render service. Second, we had the opportunity to learn from each other and share our experiences and cultures. Third, the seminar built bridges among the Bangkok officials, the university, and the Church."

Seminar participants were from the Civil Service Commission, the Human Resource Training and Development Institute, and the Policy and Planning Department of the city. The training covered total quality management; organizational change and development; reinventing government—the new management paradigm; and how to access productivity in organizations, programs, and people.

The seminar agreement also included a ten-day visit by Bangkok city officials to the United States to see the principles taught being used in practice. Nine officials arrived in August, hosted and entertained by the professors. While in Utah, they met with Dean Ned C. Hill at the Marriott School and visited the BYU campus.

The program also proved to be a valuable experience for Tanner, who finished his MPA course work in April. He was asked to be the project coordinator because of his leadership expertise and his language and cultural experience gained during his mission to Thailand. "I take it as a great compliment that the Romney Institute and the Marriott School trusted me to take on such a huge responsibility," he said. "My class work and schooling really prepared me well to know what was relevant for the participants in the seminar, and to also communicate what they need with what the professors can offer. It was really a compressed practicum of everything I've learned in my schooling here at BYU."



Robert Parsons, Bonner Ritchie and David Tanner with officials from Bangkok

## BYU Takes Part in Exchange

Professor Zhen-Ming Chen is a visiting professor from Xiaman University as part of the Faculty Exchange Program established with the Romney Institute. Xiaman University is one of seven universities in China that has been designated as an educational site for a degree in public administration. While at BYU, Professor Chen worked on the curriculum that will be used at these seven campuses.







## Gary Cornia

(As reported in *Exchange Magazine Spring 1998*)

**Gary C. Cornia**, associate dean of the Marriott School and professor of public management, was

awarded the Marriott School Outstanding Faculty Award in 1998. The award honors faculty members distinguished by outstanding professional contributions while at BYU, emphasizing accomplishments in the last three to five years.

Gary graduated from Weber State University with a degree in economics. He then completed a master's degree in economics at USU and earned his PhD from the Ohio State University School of Public Policy and Management.

After several years in the industry, Gary's first academic appointment was at the Urban Institute at the University of North Carolina at Charlotte. He joined the BYU faculty in 1980 and is currently the Stewart L. Grow Professor in the Romney Institute of Public Management. He has served as associate dean of the Marriott School since 1991.

From 1983 to 1986, Gary took a leave of absence to serve on the Utah State Tax Commission. His research and publications have focused on the areas of municipal resource allocation, property tax issues with respect to cost-regulated utilities, property tax administration and policy, forecasting revenues, and, most recently, the implications of deregulation for state and local revenue systems. His current research on tax structure and e-commerce has taken him to Eastern Europe and the world wide web.

Gary has a strong commitment to teaching: "Teaching is perhaps the most fulfilling thing I do. I especially enjoy seeing former students succeed and become involved in important public policy issues. It only reinforces how lucky we are to be on this faculty and how good our students are."

The Master of Organizational Behavior program at BYU presented its fourth-annual William G. Dyer Distinguished Alumni Award to **J. Bonner Ritchie** at a banquet March 31, 2000.

Recognized internationally for his integral role in Mideast peace talks, Ritchie will retire from the Romney Institute this year to teach with his wife at universities in Palestine and Jordan. Ritchie recently returned from a visiting professorship at Birzeit University in the West Bank and at the University of Jordan, and he is currently researching management training for Palestinian family businesses in the West Bank and Gaza.

"Bonner is a man that has successfully maintained his integrity in the world and selflessly donated his time and talents to worthy causes," said Gibb Dyer, director of the Master of Organizational Behavior program. "He has made significant contributions to world peace through his relationships with Yassir Arafat, the PLO Executive Committee and other key people in the Mideast."

The Dyer Award is presented to an alumnus or faculty who makes a significant contribution in the field of organizational behavior.

Ritchie, professor of organizational behavior and former associate director of BYU's Faculty Center for Teaching and Learning, has received numerous teaching awards from the Marriott School since he joined the faculty in 1978. He received the Outstanding Faculty Award in 1987, the school's most prestigious faculty award, and the university honored him with the Karl G. Maeser Distinguished Teaching Award in 1985.

## Bonner Ritchie



## Gary Woller



The *Journal of Microfinance*, edited by Marriott School professors **Gary Woller** and Warner Woodworth, is a new forum for sharing ideas, information, and research pertaining to the practice of microfinance.

Although targeted to microfinance practitioners and practitioner organizations, the journal is also of interest to academics, policy makers, philanthropists, and other persons or organizations interested in microfinance, microenterprise development, or poverty alleviation.

Subscribers can be found in nearly all fifty states and in twenty countries. Among those currently subscribing are Alan Greenspan, chair of the U.S. Federal Reserve; James Wolfensohn, president of World Bank, and Hillary Clinton.

The *Journal of Microfinance* is published semi-annually (spring and fall) and is sold by subscription only for \$30 per year. To subscribe, or for more information about the journal, please call (801) 378-6690, send e-mail to [info@microjournal.com](mailto:info@microjournal.com) or go to the journal's website at [www.microjournal.com](http://www.microjournal.com).

## Faculty Awards

## Doyle Buckwalter



On March 1, 2000 the Marriott School of Management held its annual banquet in recognition of outstanding faculty. Among those recognized was the Romney Institute's own **Doyle**

**Buckwalter**, for outstanding citizenship,

Among the many things Doyle has contributed to the program and community are: finding internships for MPA Students for twenty years, serving on the board of directors of The Gathering Place (Drug Rehabilitation Program) since 1995, Orem Public Safety Academy Advisory Commission, unit commissioner for the Boy Scouts of America, president of the Orem Kiwanis in 1985-1986, chairman of the Orem City Annual Cleanup Program in 1982, and just being a pleasant person to be around.

## Gloria Wheeler



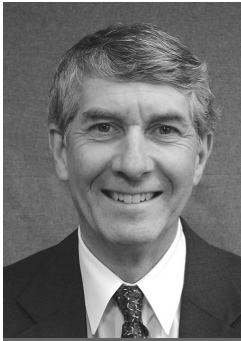
**Gloria Wheeler** recently made another step in her academic career when she was awarded the status of professor of public management.

Gloria earned her BS in mathematics at Montana State University. From

Montana she went to the University of Michigan, where she received her MS in Psychology, her MS in Mathematics, and her PhD in Mathematical Psychology.

She has been a member of the faculty at Brigham Young University in the Institute of Public Management since 1978, and was associate director of the Institute from 1988 to 1996. Gloria was also a Fulbright Grantee at Lahore University in Pakistan from 1990-1991.

# BYU Hosts Third Annual Microcredit Conference



By Donald L. Adolphson

The third annual BYU conference on microcredit and microenterprise was held at BYU on March 17-18, 2000, and was sponsored by the Marriott School of Management, the Romney Institute of Public Management, and the BYU Center for

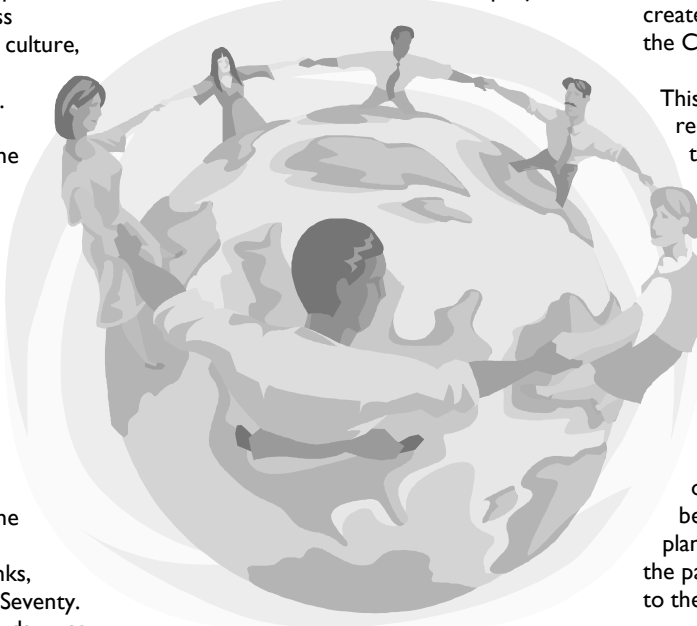
were inspirational for anyone committed to making a difference in the world. The keynote speaker for the second day was Jeff Miller from the Servant Leadership Institute who taught us of the power that comes when one commits to a life of service and of the leadership attributes that emerge from this commitment. The power of servant leadership was evident during the two days of the conference. Those of us associated with the Romney Institute can easily identify with this concept through the great example of George Romney, a true servant leader.

Entrepreneurship. Microcredit lending is an approach to poverty alleviation, which is based on the use of free markets and entrepreneurial energy to help those in poverty to lift themselves out by becoming successful, self-reliant entrepreneurs. BYU is establishing a reputation for leadership in this area because of our abundant business experience, our own entrepreneurial culture, and a commitment to create a world where there are no poor amongst us.

The conference has drawn many of the key leaders of the microcredit movement to BYU the past three years, including Sam Daley-Harris (RESULTS), John Hatch (FINCA), Gerald Hildebrand (KATALYSIS), and Kathleen Gordon (Working Capital, Florida and member of the Romney Institute Advisory Board). These leaders were also joined by three other keynote speakers, not directly connected to the microcredit movement, but involved in related activities. The first day of the conference was closed by a brief and inspiring talk by Elder Marion D. Hanks, emeritus member of the Quorum of Seventy. The lead keynote speaker on the first day was social entrepreneur, Michael Glauser, from Salt Lake City, who gave a stirring address on social entrepreneurship – entrepreneurial ventures created to fill a social rather than a market need. The stories related by Glauser

In addition to the many instructional and motivational talks by invited guests from outside the BYU community, one of the best sessions was a panel discussion conducted by BYU students, associated with the HELP Honduras project, initiated by Warner Woodworth.

This project



provided training for forty-six BYU students in Winter 1999 Semester through the creation of village banks, after the devastation caused by Hurricane Mitch in Fall 1998. Although many universities such as Stanford and Yale



were involved in the rebuilding of Honduras, it was the students from BYU who were by far the best trained and the most numerous. In addition to the tremendous service given to the people of Honduras, these students created an incredible amount of goodwill for the Church and for BYU through their efforts.

This conference included reports from recipients of microcredit loans as well as the dispersers of the loans. Some recipients were here on video and two were here in person. It was wonderful to see first hand the transformation of lives that can occur through the use of microcredit to build self-esteem and self-reliance. Dean Ned Hill closed the conference with a strong statement of support from the Marriott School and an announcement of a Microcredit Center to be formed within the Marriott School. Preparations are ongoing for the 4<sup>th</sup> Annual conference to be held at BYU on March 16-17, 2001. We plan to build and expand on the successes of the past three years. The conference is open to the general public free of charge.

For further information, contact Donald Adolphson, by phone at (801) 378-2433 or by email at: [donald\\_adolphson@byu.edu](mailto:donald_adolphson@byu.edu).

*GIVE A WOMAN A FISH, AND YOU FEED HER.  
GIVE A WOMAN A FISHING ROD, AND YOU FEED HER FAMILY.  
GIVE A WOMAN ACCESS TO CREDIT AND SOME BUSINESS TRAINING, AND  
SHE WILL OPEN A FISH MARKET AND FEED HER WHOLE VILLAGE.*



# The Funnies?

SERIOUS (OR NOT-SO SERIOUS) CONTENT WOULD BE MORE THAN WELCOME ON THIS PAGE, IF YOU HAVE ANY.

This page is dedicated to you, our alumni, for submission of past memories, new insights, etc. Please e-mail information to us at mpa@byu.edu by October 15th to be included in the next newsletter.

## O Captain, My Captain



Ah, the pressures of being director of the Romney Institute... From left, caught in their prime: Dr. Wright still tries to drive his point home—even if his hat did spend too long in the dryer; Dr. Parsons and Dr. Wright on the flight home from another tiring ICMA conference; Dr. Walters struggles to find the words to express his happiness at an Administrator of the Year banquet; Ever feel like there's something looming over your head? Dr. Parsons seems to be growing more and more aware of the responsibilities he's accepted as chair of the department.



Would you like to see a picture of your city in the newsletter? Or do you ever wonder how widespread our alumni are? If so, send us a picture of the skyline of your city, town, little hamlet, or forest. We can't promise to use them all, but we'll sure try.

## Useless Work Phrases

Do you ever have one of "those" days? A time when you're just frustrated with people who skim over important memos, don't pay attention when you're telling them crucial information? Do you ever get tired of dealing with people? Here in the Masters of Public Administration Program office, we don't. Ever. But just in case we did, we tried out some phrases that would help us let some steam off.

Included are some of our (not so) useful work phrases: How about never? Is never good for you? **You are validating my inherent mistrust of strangers.** I see you've set aside this special time to humiliate yourself in public. Someday, we'll look back on this, laugh nervously and change the subject. **We're all refreshed and challenged by your unique point of view.** The fact that no one understands you doesn't make you an artist. I don't know what your problem is, but I'll bet it's hard to pronounce. **Any connection between your reality and mine is purely coincidental.** I have plenty of talent and vision. I just don't care. I like you. You remind me of when I was young and stupid. **What am I? Flypaper for freaks!** I'm not being rude. You're just insignificant. I'm already visualizing the duct tape over your mouth. **I see the screw-up fairy has visited us again.** I will always cherish the initial misconceptions I had about you. It's a thankless job, but I've got a lot of Karma to burn off. **You sound reasonable...time to up my medication.** I'll try being nicer if you'll try being smarter. I'm out of my mind, but feel free to leave a message. **I don't work here. I'm a consultant.** Who me? I just wander from room to room. At least I have a positive attitude about my destructive habits.



Now in a toy store near you (or maybe not), the Professors of Public Management Trading Cards. Thrill your friends with pictures and stats of all your favorite teachers from your time with the MPA Program at BYU.

You can find your daimon with Kirk Hart before and after his bandanna days. You can share trivia facts—Gary Cornia's favorite bird: flamingo. Continue learning new trivia—the number of nanoseconds it takes Gloria Wheeler to compute square roots of irrational numbers in her head.

**COMING SOON!** Watch for new special series of cards: Overhead Transparencies of Doyle Buckwalter, and Complete Authoritative Publications of Bob Parsons.



# Alumni Updates

These are the updates we received from our last newsletter in Spring 1998.

## **Class of '68**

Lynn Green  
Institute Director, Church Education System, Pasadena, California

Willard Arthur Slaughter  
Human Resources Generalist,  
Thomason Hospital, El Paso, Texas

## **Class of '70**

Michael Dyal  
City Manager, Medford, Oregon

John V. Parks  
Asset Manager, GSA, Washington, DC

## **Class of '72**

Vern Christensen  
Personnel Staffing Specialist, Southeast CPOC,  
Fort Benning, Georgia

## **Class of '73**

Mike Bigelow  
Assistant Superintendent of Public Instruction, Olympia, Washington

## **Class of '76**

Glade R. Hamilton  
Administrator, Larchwood Inns, Grand Junction,  
Colorado

## **Class of '78**

Steve H. Thacker  
City Manager, Centerville, Utah

## **Class of '80**

Gordon S. Burt  
Administrator, Village of Glenwood,  
Alberta

Dale R. Carter  
Management Services Officer, National Security Agency, Ft. Meade, Maryland

Kim Wilde  
Village Administrator,  
Waunakee, Wisconsin

## **Class of '81**

Marsha Madsen  
Sales Manager, Ridgeline Systems,  
Laguna Hills, California

## **Class of '82**

Jack C. Mitchell  
Chief Operating Officer, Washington Regional Medical Center, Fayetteville,  
Arkansas

## **Class of '84**

Hugh I. Johnson  
Vice President of Occupational Health, CliniCare of Utah, West Valley City, Utah

## **Class of '85**

P. Artell Smith  
Consultant, Hewitt Associates,  
Lincolnshire, Illinois

Dale Wegkamp  
Assistant Inspector, Federal Bureau of Investigation, Washington, DC

## **Class of '87**

Lee J. Glines  
Director, Brigham Young University Salt Lake Center, Salt Lake City, Utah

Kelly G. Roundy  
Manager Clinical & General Financial Support, Shared Medical Systems, Salt Lake City, Utah

## **Class of '89**

R. Scott Andersen  
Deputy Center Director, Centennial Job Corps Center, Nampa, Idaho

Konrad Hildebrandt  
City Manager, Washington Terrace, Utah

David T. McGuire  
Director of Human Resources,  
Southern Utah University, Cedar City, Utah

## **Class of '90**

Alan Christensen  
Assistant City Manager, Bakersfield, California

Tamara Lewis, M.D.  
Medical Director, Community Health,  
Intermountain Health Care, Salt Lake City, Utah

Scott R. Mecham  
Financial Director, Utah Department of Administrative Services, Salt Lake City, Utah

## **Class of '91**

Corine Larson  
Senior Policy Advisor, Senator Robert F. Bennett, Washington, DC

R. Kevin Maryott  
Localization Manager, International Translation & Publishing, Salt Lake City, Utah

G. Kent Streuling  
Human Resources Administrator, America First Credit Union, Riverdale, Utah

## **Class of '92**

Allison B. McMullin  
Director of Marketing, INTERCET Ltd., McLean, Virginia

Merrill R. Oveson  
Vice President of Research and Development, Faneuil Research, Provo, Utah

Annette Royle  
Vice President of Events, US Ski Team, Park City, Utah

Mike Chadwick  
Executive Management Consultant,  
Governor's Office for Excellence in Government, Phoenix, Arizona

## **Class of '94**

Mason Bishop  
Public Affairs Director, Utah Department of Workforce Services, Salt Lake City, Utah

Sharon L. Loper  
Federal Emergency Management Agency, Washington, DC

Tyler Pruett  
Associate Director, New Mexico State University, Las Cruces, New Mexico

## **Class of '95**

Jeff Bruce Benson  
Assistant to the Director, University of Idaho, Idaho Falls, Idaho

Marina S. Hayes  
Research Program Manager, Yale University School of Medicine, New Haven, Connecticut

Amy Olsen  
Sales Representative, Janssen Pharmaceuticals, Salt Lake City, Utah

## **Class of '96**

Bruce R. LeBaron  
Employment Specialist, Intermountain Health Care, Salt Lake City, Utah

## **Class of '97**

Travis Boren  
Assistant Vice President, Cecil & Co., Dallas, Texas

Michael Gregersen  
Retirement Specialist, Fidelity Investments, Centerville, Utah

## **Class of '98**

Darren Alfred Marshall  
Performance Auditor, Utah Legislative Auditor, Salt Lake City, Utah

## **Class of '99**

Gregory Martin  
Management Analyst, City of Houston, Texas

The next ICMA Conference is scheduled for 17–20 September 2000 in Cincinnati/Hamilton County, Ohio. **Ned C. Hill**, Dean of the Marriott School of Management will be a featured speaker. In 2001, the conference will be held in Salt Lake City, Utah, on 23–26 September.

(As reported in *Exchange Magazine* Spring/Summer 2000)

Every year, a unique group of city and county managers from throughout the U.S. and Canada meet to discuss local government issues and to revive their spirituality.

Commonly called the BYU

## LDS Public Managers Network for Ethical Success

Alumni and Friends in City Management, this group of Marriott School alumni, professors, students, and friends attend the annual International City/County Management Association Conference and two additional meetings to share spiritual insights in public management.

Participants arrive on Sunday each year, with their families, and meet together in a fast and testimony meeting. On Tuesday night, the group assembles once again for a formal dinner and fireside, with speakers such as **Elder Neal A. Maxwell** and **Bonner Ritchie**, professor and integral player in Middle East peace negotiations.

The association of men and women who have great capacity

in public management and are deeply committed to developing strong moral ethics bring this group together each year. Members of this network manage local government entities as large as Houston, Texas, and as small as Lindon, Utah. Many serve or have served as members of bishoprics and stake presidencies for the LDS Church.

**Robert Parsons**, director of the Romney Institute of Public Management, said these managers are a remarkable group of people. "They've been a great support to the university and the Church, and they exemplify the mission and goals of these institutions, along with those of the Romney Institute," he said.

Second-year students in the

Marriott School's Master of Public Administration program interested in careers in city and county management are also invited to attend the conference. At the conference, students are matched with professionals who act as mentors during the four-day event. Connecting with these professionals helps the students understand how to incorporate their faith into their careers.

"The feeling of these meetings was similar to those of a family reunion," commented **Benjamin Mack**, an MPA student from San Jose, Calif. "You could tell that a strong personal relationship with God was very important to these men and women. I realized that spiritual strength often comes in numbers and in the faith of those numbers."

## CLASS OF 1991 REUNION

Hey all you 1991 campus graduates!!! It's the Vickster. Next April, it will be ten years since we graduated. Can you believe it!!! Well, I would like to plan a reunion for sometime next spring, summer or fall, but of course, I would like some input from all my classmates. I want to give everyone enough time to put this on their calendar so we can hopefully get everyone to attend.

**Please e-mail me soon with answers to the following questions at: [vwo2@ucs-exch.byu.edu](mailto:vwo2@ucs-exch.byu.edu)** (Side note: I am working in the MPA department two days a week, so that is why the BYU e-mail address.)

1. **When would you like the reunion to be held?? Spring: May or June, Summer: July or August, or Fall: October in conjunction with Homecoming at BYU.**
2. **How long should it be? One night, one full day, or two days?**
3. **What would you like to do?**
4. **Where should we hold this?**



I look forward to hearing from all of you. If any other graduating classes would like to contact their classmates regarding reunions, contact Penny Casperson at 378-9173 or Vicki Okerlund at 378-4516. Future newsletters are scheduled to go out in the fall (October/November) and spring (May/June).



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Provo, UT 84602-3158**

# Name Your News

If you recall, our last issue (Spring 1998) came with a plea for a new name for IPM News. There were so many creative ideas submitted that we're having a hard time choosing. Below are the ten finalists. Take a look at them, and e-mail us at [mpa@byu.edu](mailto:mpa@byu.edu) by *October 15, 2000* to let us know which is your favorite. The winner will be announced on the masthead of the Fall 2000 issue.

**Constitutional Sentry**

**Instigator**

**IPM Pulse**

**PA System**

**Public Eye**

**Public Servant**

**Romney Herald**

**Romney Rambler**

**Romney Reporter**

**Romney Update**

**Tell us what you think of your newsletter!**  
**[mpa@byu.edu](mailto:mpa@byu.edu)**