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BALLEGE OF BUSINESS

BusinessWeek Ranks Bauer College No. 1 Evening MBA Program In Houston

Program is ranked No. 27 in U.S. and No. 4 in Southwest region

BusinessWee

BusinessWeek has recognized the evening MBA program at the C. T. Bauer College of Business as one of the best in the nation by including it in the 2007 list

of the 30 Best Part-Time MBA Programs.

This survey marks the first time that BusinessWeek has ranked part-time MBA programs. Bauer College's program is the only Houston program on the list and is No. 27 in the United States and No. 4 in the Southwest region. Only 30 private and public business schools made the list,

which was culled from 340 programs across the country, ultimately including Bauer as well as the University of California–Los Angeles, New York University, Wake Forest University, Washington University,

Emory University, University of Chicago and Boston University, among others.

Bauer was one of four Texas programs recognized, placing higher on the list than

the McCombs School of Business at the University of Texas at Austin, which ranked No. 30 in the country and No. 5 in the Southwest. University of Texas at San Antonio ranked No. 26 in the country and Southern Methodist University was No. 13.

"This ranking signifies a great success by all of our students, faculty and staff as well as the

University and Houston communities," Dean Arthur D. Warga said. "We are thrilled to be included in such a prestigious list of schools and even more excited that

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Samuel DiPiazza Spends Day at Bauer PwC Chief Says Global Perspective More Important Than Ever

Accounting faculty at C. T. Bauer College of Business had a rare opportunity to sit down over lunch with **Samuel DiPiazza**, **Jr.**, Global Chief Executive Officer of PricewaterhouseCoopers, one of the world's leading accounting firms, when the University of Houston alum recently came to campus.

DiPiazza (MS ACCY '73) led a farreaching conversation that ranged from

"Bauer's diversity makes it a particularly valuable place to find business graduates with the global perspective clients desire and expect."

his recent appointment as Chairman of the World Business Council on Sustainable Development (after serving as vice-chair for several years) to generational changes typical of young accountants hired by PwC, to impending changes in international accounting standards and their effect on accounting programs such as Bauer's.

DiPiazza said U.S. businesses were well behind their international counterparts in paying attention to issues of sustainability, a concept he defined as including but not limited to environmental initiatives.

"Energy is a big piece of it," he said, "but it also includes good health, good education, issues of poverty."

"One day every corporation is going to have to report sustainability," he added.

On the subject of newly graduated accountants, DiPiazza said most if not all have far different goals than those of previous generations. Whether they live in the U.S., India or the

Continued on page 4

Understanding Customer Base Through a Sleeping Bag Try It Says Chick-fil-A Chief at Bauer L&E Week and DLS

Sleep with them. That's what Dan Cathy, Chick-fil-A COO, did on 40 or so occasions.

Raising a few eyebrows and seeing dozens of jaws drop, Cathy explained what he meant in a talk that was double duty for Leadership & Ethics Week and the Distinguished Leaders Series.

There are approximately 1,340 Chick-fil-A restaurants. Every time one opens, the company gives away free Chickfil-A for a year to that location's first 100 customers. The local promotion is such a big draw that parking lots for the soon to be open restaurants become campgrounds attracting hundreds of people with tents and sleeping bags.

While staying at an adjoining hotel, Cathy realized the scale of fervor that the giveaway was causing.

"I could not sleep a wink that night," said Cathy. "I saw all these people camping out and was worried about them having something to eat and drink. I then started to camp out with future groups and began learning more about who are customers were."

A key part of Chick-fil-A corporate philosophy is an adherence to biblical principles. The company has a policy of closing all of its restaurants on Sundays. Cathy said they do it without sacrificing profit as his company outperforms his



Chick-fil-A COO Cathy and Bauer students share roundtable talk.

main competitors' sales over six days versus his competitors'

Cathy gave this as an example when asked how he faces an unpopular decision. "It's all about consistency. You need to be consistent. We don't sign any lease agreements that call for us to operate on Sundays."

L&E Week was sponsored by Dynegy, Halliburton and PricewaterhouseCoopers. The Distinguished Leaders Series is made possible by **Stanford Group Company**.

That cow can't spell but after spending time with the Bauer Ambassadors he's ready to take on the real world of business.



Hard Work is Main Ingredient in Recipe for Business Success Houston entrepreneur Johnny Carrabba shares his secrets with Bauer students



Restaurant mogul **Johnny Carrabba**, center, visits with CEI students during the Distinguished Entrepreneur Speaker Series, presented by the Center for Entrepreneurship & Innovation.

Houston restaurateur **Johnny Carrabba** knows his way around a kitchen, but he also knows that a lifelong career in the competitive restaurant industry requires more than a passion for food.

Carrabba shared his insight on how to run a multi-million dollar business with students from the C. T. Bauer College of Business during the Distinguished Entrepreneur Speaker Series on Oct. 2. There's no secret ingredient in the recipe for success and no substitute for hard work, he said.

"In order to succeed, you have to be professional, work harder than you think, have people who believe in you and have courage," Carrabba said. "I'm not in a glamorous business. It's not all about putting on makeup and doing commercials. It's about hard work."

Too often, people trying to break into the industry are blinded by the fame a successful restaurant can bring, he said. But before hosting high-profile diners and bathing in the spotlight, Carrabba spent time working in every corner of his business, including stints as a waiter, line cook and busboy.

"Being successful in business is kind of like being the heavyweight champion of the world," he said. "We see all the glamour, but think about what that heavyweight champ went through to get there — they had to run a lot of miles, skip a lot of rope and hit that heavy bag a lot to get there."

Carrabba, who logged some time at the Bauer College when he was pursuing an accounting degree, didn't initially picture himself as the name behind a franchise that now boasts almost 250 locations. The self-described "long shot" eventually blossomed into a success in the restaurant industry thanks to a few pieces of advice he received along the way.

The first and perhaps most valuable lesson came when he told his Uncle Cyro that he wanted to be an accountant after graduating from high school because the profession made a friend's father wealthy.

"He said to me, 'If you do something because of money, you'll never be successful, but if you do something you love, you'll be good at it, and the money will follow," Carrabba said.

That statement turned out to be true for Carrabba, who opened the first Carrabba's restaurant in 1986 with his uncle, Damian Mandola. The business has grown from two Houston locations to 238 Carrabba's restaurants nationwide after a 1993 partnership with Outback Steakhouse, Inc., to open locations across the United States. The Houston stores are still run by Carrabba and his family.

Carrabba credits much of his success to the business foundation his parents laid for him as a child, when he watched them put customers' needs first as they ran a neighborhood grocery store. "I got to learn hands-on what service is all about and how to become part of a community and embed your family in that community," he said.

But the biggest favor Carrabba ever received came from his uncle, Tony Mandola, who took a "hands-off" approach after he hired his nephew as the general manager of the second location of his restaurant.

"The night we opened up, I never saw him again," Carrabba said. "It was sink or swim, but it gave me an ownership mentality. No matter what level, successful people have to have the mentality that they're a part of the business."

Carrabba continued from page 3

Carrabba has since applied that lesson to his flagship restaurants in Houston, allowing employees to rise from the ranks of dishwashers, pizza cooks and waiters to head chefs and company partners. He called those individuals that have stayed with the business throughout its 21-year history his "heroes."

"It's nice that people know how to pronounce my name now, and it's nice to have 250 neon signs flashing that name, but that's not what drives my family and myself," Carrabba said. "What drives us is the team behind us."



Bill Sherrill, founder of the Center for Entrepreneurship & Innovation, and CEI program director **Dan Steppe** present **Johnny Carrabba** with a gift after his speech.

#1 Ranking continued from page 1

this is the first ever *BusinessWeek* ranking for our evening MBA program. Our MBA students' positive feedback about our program made this ranking possible."

The BusinessWeek ranking is a testament to the hard work of all of those students, as well as the faculty, staff and mentors that guided them along the way, said Dr. Latha Ramchand, associate dean for graduate and professional programs.

"We are very pleased that *BusinessWeek* has ranked us the No. 27 evening MBA program in the nation, and the No. 4 evening MBA program in the region," she said. "It is gratifying that the work of our students, faculty and staff is getting the recognition it truly deserves."

"After we take a moment to savor and celebrate this honor, we plan to keep this momentum going and will continue to focus on offering high-quality educational programs for the Houston community," Ramchand added.

RANKINGS METHODOLOGY—The rankings were determined by three measures, including student surveys completed by more than 3,000 graduate students across the country. *BusinessWeek* also assessed an academic quality score based on average GMAT score, average work experience, the percentage of tenured faculty, class size, electives and completion rate. The rankings also considered post-MBA outcomes, which measured how many survey respondents credit their respective program as being "completely" responsible for them achieving their goals. The top 30 list can be found at http://bwnt.businessweek.com/interactive_reports/bschool_ptmba_2007/.

DiPiazza continued from page 1

U.K., most have a strong sense of social responsibility and a different approach to their work life, he said.

"They expect different things out of life. I signed up for a career. Our young people come looking for an experience and when the experience gets old, they go away. That's a huge issue," he added.

Bauer's diversity, he said, makes it a particularly valuable place to find business graduates with the global perspective clients desire and expect. He noted that PwC's leadership team includes people from 16 different countries, and that most spend their time traveling rather than tied to a particular office.

In an earlier session with students he advised them to listen closely to the people they admire, "but don't try to be them, be yourself." DiPiazza said those who keep a constant focus on business "become boring," and noted that he's read all seven of the Harry Potter books.

DiPiazza also told faculty that "somewhere in the next 10 years, there will be a big movement toward multinational standards for accounting in the U.S." and that by teaching those standards to students, "you will distinguish yourself."

DiPiazza, who co-wrote Building Public Trust: The Future of Corporate Reporting in 2002, is a trustee of the International Accounting Standards Committee

Foundation and also serves as Chairman, Board of Trustees of The Conference Board, Inc. He is an Executive Committee member of the International Business Council of the World Economic Forum and a member of the Council on Foreign Relations' Committee on Corporate Affairs.



Hispanic Business Student Association, Beta Alpha Psi, National Association of Black Accountants and National Association of Women MBAs with Sam DiPiazza and PwC leadership.

BAUER HONORS MARKS5 YEARS WITH CELEBRATION



The Bauer Business Honors program celebrates its fifth anniversary this year. Pictured from left at a mixer on Oct. 4 are program manager **Leslie Thornhill**, program director **Dr. Everette Gardner**, assistant director for pre-business and special programs **Brent Spraggins**, student coordinator **Justin Doland** and student coordinator **Michael Porter**. Honors enrollment has doubled to 242 students since 2001.

Bauer Students Place First In National Selling Competition Team Praised for "Phenomenal" Sales Presentation



Marketing senior **Charlsie Anderson** pitches her team's concept to a judge at the inaugural "Can't Beat the Experience" team sales contest.

Afour-member team of students from the C. T. Bauer College of Business perfected its sales pitch and snagged a first-place victory in a national selling competition held at Indiana University on Sept. 28.

Marketing senior Charlsie Anderson, accounting senior Jose Rodriguez, marketing senior Kurt Schoeffler and MBA candidate Alim Hirani represented the Program for Excellence in Selling (PES) at Bauer College in the inaugural "Can't Beat the Experience" team sales contest. They faced competition in teams from the "Big 10" schools, including Michigan State University, Ohio State University and the University of Wisconsin.

The Bauer students wowed a panel of corporate executives and judges, who acted as the buying team from a fictitious national grocery store chain that was debating whether or not to introduce a line of wine into locations across the country. Anderson, Rodriguez, Schoeffler and Hirani had a week to prepare a 15-minute presentation to successfully convince the judges.

Michael Ahearne, an associate professor and executive director of the Sales Excellence Institute at Bauer College, was extremely pleased by the team's performance. "They were absolutely phenomenal," he said. "It was the best presentation I have ever seen at a sales competition."

Team member Schoeffler attributed the group's win to the training they have received from the sales program at Bauer. "It would not have been possible to win this competition on talent alone," he said. "We have been groomed by stellar faculty for several semesters now in team selling, and it paid off big time at this competition."

BRING IN THE BAND

Luminaries Join Students, Alumni for #2 Ranking Celebration

It's not every day that marching band members and cheerleaders show up to cheer for a C.T. Bauer College of Business program.

But the Center for Entrepreneurship & Innovation's Number 2 ranking in the November issue of Entrepreneur magazine was cause for celebration. Here are some quotes from those who addressed the jam-packed Melcher Hall auditorium on October 10:

"I'm so grateful to have the opportunity to touch so many bright young lives and hopefully make their lives better. This is a first class entrepreneurship program and a first class university and we're going to keep doing this year after year after year." -Bill Sherrill, CEI founder

"It puts us in the same class, in the same sentence, in the same paragraph with schools like Babson, Notre Dame and other great schools. We knew we had a good program and it really is great to have it validated."

-**Dan Steppe**, CEI director

"I'm not actually very surprised. The University of Houston is known for creating opportunities for people and that's what entrepreneurship is all about, making the most of your skills."

-Samuel DiPiazza, Jr., Global Chief Executive Officer of PricewaterhouseCoopers International, Ltd.



"If I were a student, I'd put this on my resume this afternoon. You will brag about this forever."

-Michael Rierson, University of Houston

Vice President-Vice Chancellor

"It doesn't get better than this."

-Dean Arthur Warga

"Bauer's community involvement really caught our attention"

—Robert Franck, Vice President–Publications The Princeton Review

Left: The Princeton Review's Robert Franck joined the Bauer celebration.

Below: CEI students at City Hall.



Dean Warga with Houston City Council members Carol Alvarado and Ronald Green.



The Princeton Review & Entrepreneur magazine Top 25 Undergrad Programs

- Babson College
 The Arthur M. Blank Center for Entrepreneurship (Wellesley, MA)
- University of Houston
 The C. T. Bauer College of Business
 Center for Entrepreneurship & Innovation
 (Houston, TX)
- 3. Drexel University
 LeBow College of Business (Philadelphia, PA)
- 4. The University of Arizona McGuire Center for Entrepreneurship; McGuire Entrepreneurship Program (Tucson, AZ)
- University of Dayton
 William Crotty Center for Entrepreneurial Leadership (Dayton, OH)
- Chapman University
 Argyros School of Business and Economics (Orange, CA)
- 7. DePaul University
 Entrepreneurship Program (Chicago, IL)
- 8. Temple University
 Fox School of Business Innovation and Entrepreneurship
 Institute (Philadelphia, PA)
- University of North Dakota Entrepreneurship Program (Grand Forks, ND)
- Loyola Marymount University
 Hilton Center for Entrepreneurship (Los Angeles, CA)
- Wichita State University
 W. Frank Barton School of Business (Wichita, KS)
- 12. Syracuse University
 Entrepreneurship & Emerging Enterprises (Syracuse, NY)
- University of Notre Dame Mendoza College of Business Gigot Center for Entrepreneurial Studies (Notre Dame, IN)
- University of Maryland Smith Entrepreneurship Fellows, Hinman CEOs, and Hillman Entrepreneurs Programs (College Park, MD)
- University of Oklahoma
 Price College of Business; Center for Entrepreneurial Studies (Norman, OK)
- University of Illinois, Urbana-Champaign
 The Academy for Entrepreneurial Leadership; The Technology Entrepreneur Center (Chicago, IL)
- Xavier University
 Williams College of Business; Xavier Entrepreneurial
 Center (Cincinnati, OH)
- The University of Alabama
 Culverhouse College of Commerce and Business
 Administration Entrepreneurship Program (Tuscaloosa, AL)
- University of Southern California Marshall School of Business; Lloyd Greif Center for Entrepreneurial Studies (Los Angeles, CA)
- Ball State University
 Ball State University's Entrepreneurship Center (Muncie, IN)

- 21. The University of Iowa John Pappajohn Entrepreneurial Center (Iowa City, IA)
- 22. Brigham Young University
 Center for Entrepreneurship (Provo, UT)
- Baylor University
 Baylor Entrepreneurial Studies (Waco, TX)
- 24. Northeastern University
 Entrepreneurship and Innovation Group (Boston, MA)
- 25. The Ohio State University
 The Fisher College of Business Undergraduate
 Interdisciplinary Entrepreneurship Education Program
 (Columbus, OH)

High Ranking India Government Official Visits Bauer

Dr. Najma Heptulla, a member of the Rajya Sabha (Upper House of the Parliament of India) and Honorary President of the Inter-Parliamentary Council, had learned about Bauer College's very successful "India Study Abroad" Program which has been in existence since 2002. On October 30, she got an opportunity to visit the collegiate soil where the program had been launched.

Heptulla heard about the new "India Studies Program" at UH, the offerings of Hindi language courses, Univ. of Houston's collaboration with Indian Universities, and other initiatives with Indian businesses, etc. Her visit to Bauer will help UH and the College foster strong ties with government officials in New Delhi and other state governments as well as with Universities and businesses throughout India.

Additionally, Heptulla plans to assist Bauer with its Microfinance project led by Saleha Khumawala, associate professor of accountancy and taxation, through the UNDP office in India. Dr. Khumawala was instrumental in arranging Heptulla's visit to UH.



Najma Heptulla (right) converses with Latha Ramchand, Associate Dean, Graduate and Professional Programs, after meeting with Dean Warga (center-background) and select Bauer faculty.

'A \$150,000 Value' - MBA Students Take on Improving INTEC Engineering

ne of the biggest business values around may be a C.T. Bauer College of Business class that gives working MBA students real-life consulting experience. The class offers companies the benefit of an in-depth analysis done by students

working for a grade, instead of financial compensation. For students, the experience expands their view of workplace issues and provides a window into how different segments of business oper-

Some students already familiar with, like the MBA candidate employed by the city of Houston who chose



choose projects they're MBA students Jimmy Watson and Vinh Tran teamed up with alums Elizabeth McGlothlin and Jonathan Braun.

to analyze the city's budget. In other instances, companies bring consulting proposals to Associate Dean and Associate Professor Latha Ramchand, who assigns them based on student interest. In past projects, students developed a business plan for a fledgling bio-diesel startup company, and worked with financial services giant Merrill Lynch, Ramchand says.

This past summer, four students agreed to tackle a question posed by Bruce Crager (MBA '79) chief executive officer of INTEC Engineering Partnership, LTD, an engineering and project management company that serves the international oil and gas industry with 500 employees and offices in Houston, London, Delft, Kuala Lumpur, Perth, Rio de Janeiro, Lagos and Mexico City. The company's question: What makes a "Great Place" to work? And more importantly, what things could INTEC's Houston office do in order to hit the mark and be recognized for its achievements?

Elizabeth P. McGlothlin (MBA '07), Vinh Tran ('05 MBA '07) and MBA candidates Jimmy Watson and Jonathan **Braun** each brought unique skills to the project, and initially had to work out how to divvy up tasks according to their strengths, says McGlothlin, an engineer with Boeing's space shuttle program.

They began their work by researching "Best Place to Work" lists compiled annually be Fortune magazine, Houston Business Journal and state and national groups to assess which lists were most applicable for a company of the size and scope of INTEC. The students also looked at academic literature on the subject and then designed an employee survey to try and determine what INTEC employees thought about each of the measures in relation to their jobs.

Because of their own professional experience, Ramchand says, the students excelled at formulating questions that drove to the heart of issues such as communication and opportunities for professional advancement – two areas that they found could be improved.

"Our students for the most part all have jobs," she says.

"They brought what they knew from work."

An independent business consultant told Ramchand the students did a great job, easily worth \$150,000 in the real world marketplace.

INTEC management took away specific ideas for continuing to strive for excellence.

And the students gained important knowledge that they can now take back into their own workplaces.

Communications Pros Chip in for Bauer

grads who are among Houston's leading communicators are also stepping up to make significant contributions to their alma mater. Dominque Sachse ('90), a television anchor at Channel 2, donated her time and expertise in taking part in a Bauer video shot in 2002. The video, again featuring Sachse, was recently updated and is scheduled to be released in early 2008. She has repeatedly been named Houston's favorite TV anchor by readers of the Houston Chronicle.

Origin, consistently ranked as one of Houston's Top 10 design firms, is another expert communications group populated by numerous UH grads. The firm designed and donated services for Bauer's 2006 Annual Report. For more information on Origin, go to www.origindesign.com.



Origin filled with creative Coogs and Houston's favorite evening news TV anchor Dominique Sachse (below) on the set at Bauer.



Yates High School's Coleman is first Chevron Natural Gas Scholarship Recipient

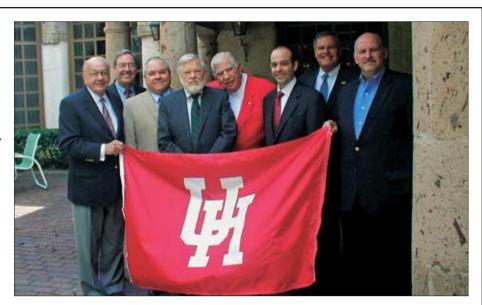


This past April, **Chevron Natural Gas** committed \$85,000 for Yates High School graduates to attend the C. T. Bauer College of Business and study in the **Global Energy Management** program. Chevron Natural Gas provides \$8,000 annual support to two qualifying Yates High School students enrolled in Bauer.

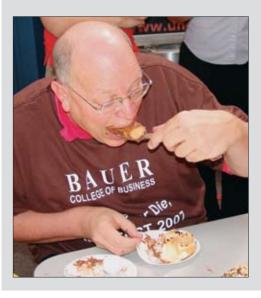
Chevron Natural Gas held a dinner in honor of **Kendall Coleman**, the program's first scholarship recipient. Coleman (center) with **Don Haley**, Chevron Natural Gas Vice President, and **Frank Kelley**, Assistant Dean of Undergraduate Business Programs, Bauer College.

Cougar Colors Fly High in San Antonio

Bauer and UH alum Jack Stalsby ('49) hosted a luncheon in San Antonio for several alumni. William Sherrill ('50), John O'Dell ('70), Robert Rodriguez ('68), Victor Maresh ('62), Stalsby, Dean Arthur Warga, Associate Dean Bob Casey, and Pat Shannon ('85) hold a flag with UH marks.



Have Your RegFest And Eat It Too!



"Eat Pie or Die" was the slogan for the pie-eating contest at this fall's RegFest, and teams of students and faculty members chose the former. Frank Kelley (left), Assistant Dean of Undergraduate Business Programs, did his best for the faculty team but couldn't defeat the group of hungry students, which included finance and mathematics junior David K. Cheong (right).



Stephen Quezada

CCOUNTING SENIOR STEPHEN QUEZADA has defied the statistics that say a person of his background can't succeed and risen to the top of the ranks at the Bauer College of Business, where he received the 2007 Ted Bauer Leadership Award. He says he learned to face his challenges head-on at Bauer College.



Bob Casey, Associate Dean, Stephen Quezada and Dean Warga at Leadership & Ethics Week Awards luncheon.

What made you choose Bauer to pursue your undergraduate degree?

Honestly, I chose the Bauer College of Business because of two scholarship opportunities that were provided to me by the university through the Academic Excellence Scholarship and from the business school through the Jesse H. Jones Business Leadership Development Scholarship Program. Now, having been enrolled in the college for all four years of my undergraduate studies, I realize that there is no other school in the country that could have had the impact on me that the Bauer College has had.

Why has it been important for you to balance your academic coursework with extracurricular organizations at Bauer?

Bauer College is a unique school that is composed of students that work and go to school at the same time. Because of the commuter nature of the college, engaging yourself through extracurricular activities is essential to one's experience. Through my involvement with the Hispanic Business Student Association, I have been able to apply many of the skills that I have learned in the classroom and develop others that can only be gained through experience. Overall, involvement in an extracurricular activity has turned me into a well-rounded individual and I feel like I have gotten the complete university experience.

What is your favorite memory as a Bauer student?

My favorite memory as a Bauer student was when I was president of HBSA and our Community Relations Director, Jose Lozano, did a phenomenal job of hosting our 5th annual youth outreach day. It was the largest we had ever hosted with more than 250 at-risk youths in attendance. I was able to see students that come from the same background that I had come from and convey to them the opportunities that a

higher level education can provide. Empowering others to achieve is the greatest gift that can be given. I would like to think that that day our entire board of 12 officers made an impact in those students' lives that hopefully will empower them to take on the challenges in front of them.

Who or what inspires you to succeed?

It is more likely that I would have been in jail at least once or convicted of a crime than it is for me to even be in college, much less graduating. The statistics that tell me that I should be failing, or that I should be a criminal, motivate me to do the opposite.

What do you plan to do after graduation?

I'm currently applying to law schools and to Teach for America. After I graduate I want to be in either of these two programs.

How do you think your Bauer degree will help you in that field?

My Bauer degree will no doubt facilitate success in any area. The model the college has in place — an extensive curriculum taught by experienced faculty and practical application - prepares me in a way that makes my degree a competitive advantage over any other graduate at any other business school.

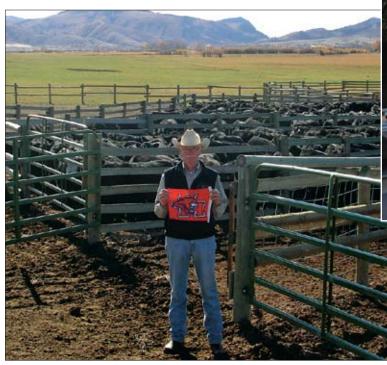
How will you stay connected to Bauer after you graduate?

After I graduate I want to stay connected to Bauer through HBSA and mentor members and officers.

What advice would you give to students just beginning their undergraduate degree

Keep your eye on the prize, because if I can do it, then so can you.

COUGARS ON THE PROWL





Top: **Juan Padilla** (MBA '03), hydrocarbon supply accounting manager for Shell Oil Company, boats in Patanal, Brazil. He was there to participate in a research project associated with EarthWatch International, focusing on bats and birds.

Left: **John Stubblefield**, ('70), retired CFO of Sysco, at his Montana ranch. Stubblefield recently gifted in excess of \$1 million to name the auditorium in Cemo Hall.



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