



Global Watch[®]

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USAID Announces Global Development Partnership in Africa

WASHINGTON, DC - The U.S. Agency for International Development (USAID), along with Youth International Foundation (YFI), Lions Clubs International Foundation and Nokia announced the formation of a developmental partnership in South Africa to promote job skill acquisition called Alliance for African Youth Employment (AAYE), supporting over 35,000 young people in that region.

YFI will manage this effort while USAID and Nokia provide \$1.8 million and Lions Club International will use its networks in Africa to provide training, mentoring, place-

ment programs and to raise additional funds.

“By sharing good practices learned in South Africa with Malawi, Mozambique and Rwanda, this partnership with USAID improves young people’s ability to succeed,” said Dirk Dijkerman, Director of USAID’s Mission in South Africa.

This partnership will sponsor disadvantaged young people, 14 to 29 years of age, by promoting employment in urban areas of South Africa, Malawi, Mozambique and Rwanda. They will receive training, career counseling, job and intern placement. These efforts will create job skills and develop business skills.

“The Alliance addresses a crucial need to engage youth economically by giving them the tools they need to find and keep jobs,” said YFI President and CEO David Hornbeck. “This is an essential ingredient to engaging youth socially, and we feel it is vital, given that young people make up at least 30 percent of the population in this region.”

Using the “Make a Connection” program from South Africa

37 Sub-Saharan Countries Eligible for AGOA

The US Government approved 37 Sub-Saharan African countries as eligible for tariff preferences under the African Growth and Opportunity Act (AGOA):

To qualify, countries must meet certain requirements, including making continued progress toward a market-based economy, the rule of law, free trade, economic policies that will reduce poverty, and protection of workers’ rights.

The list of countries includes: Angola; Benin; Botswana; Cameroon; Cape Verde; Chad; Republic of the Congo; Cote d’Ivoire; Democratic Republic of the Congo; Djibouti; Ethiopia; Gabon; The Gambia; Ghana; Guinea; Guinea-Bissau; Kenya; Lesotho; Madagascar; Malawi; Mali; Mauritania; Mauritius; Mozambique; Namibia; Niger; Nigeria; Rwanda; So Tome and Principe; Senegal; Seychelles; Sierra Leone; South Africa; Swaziland; Tanzania; Uganda; and Zambia. This year, the President has added Angola to the list of eligible countries.

The program seeks success based on shared values and shared responsibilities in a world of free trade, free peoples, and free ideas.

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GlobalWatch

Diana Larowe, Editor-in-Chief

Notes from the Executive Director

Company Survival: a matter of priorities

by Dr. Donald N. Burton



In the fight against global terrorism, there is an effort to consolidate all countries' export control lists into a single global database from which any country can gain access. These various lists identify individuals, companies, products, and other related items that have links to terrorist activities or groups or individuals that threaten a nation's security or national interests. Not surprisingly, this effort is meeting resistance. What one country considers terrorist related another views as something else. Even the major world economic powers cannot agree on this subject. So what does this mean to the individual company that is simply trying to conduct international business?

MORE RISKS Because of the U.S. government's lead, many countries are stepping up their efforts to identify rogue activities that threaten world peace and the individuals involved. If a company does not stay current with this changing environment, it will find itself facing fines, penalties or worse sanctions against itself and its key management personnel. This heightened governmental scrutiny of people and goods crossing national boundaries means that companies, to reduce their risks, must invest much more time and resources to keep pace with increased demands.

MORE RESOURCES Many companies are lagging far behind in allocating resources to meet this real threat. The mandate by many governments for their companies to conform to the increased regulations is a challenge to any company's management. Regardless of the country in which a company is located, the resources of the organization are already fully allocated. This means management must change the priorities of funding within the company, raising the budget for compliance efforts. To support the increased budget, management's focus on export compliance must also increase. To meet the challenge fully, experts agree that companies must now have a strategic-level manager trained in the complicated export compliance regulations as part of its senior management team. The cost of not filling this role may be fatal to a company.

COMPANY SURVIVAL Non-compliance was once only a minor nuisance to management. Now it is a major issue. According to industry experts, even though there is no agreement between countries on what is or who is on each country's control list, one thing is certain. Ignorance of the regulations is no excuse. A company that fails to abide by the various countries' lists will not survive.

Africa Focus

Trade & Investment Opportunities in Africa

By Dr Robert Sherman

At dawn of the 21st century, the majority of African countries have embarked upon comprehensive political and economic reforms that are creating an environment of accountability, predictability, transparency, and stability, all of which are key ingredients for successful business development. The reforms, occurring in an era of increasing globalization of commercial activities, are creating trade and investment opportunities as well as returns in Africa that are unmatched by any other region of the world. According to the U.S. Department of Commerce, annual returns on book value of U.S. multinationals in Africa have averaged around 30% since the mid- 1990s. Comparable returns in Europe have been 11%; 12% in Latin America and 14% in the Asia-Pacific region.

In spite of the above statistics, the U.S. currently supplies only about 7% of the total imports of Sub-Saharan Africa with the rest coming primarily from Europe and the Asia-Pacific region. This means that Africa remains largely an untapped market for U.S. companies. With nearly 800 million inhabitants who have urgent needs for education, environmental services, clean water, health care, housing, telecommunications, energy, mining technology, food security, financial services, and improved infrastructure among many others, the opportunity now exists to expand U.S. commercial relations with all African countries and into virtually ev-

ery economic sector, Ghana being a prime example.

Ghana, located in West Africa, has been characterized by many analysts as the gateway for Foreign Directed Investment (FDI) in Africa. This characterization is the direct result of various activities engineered by the Ghana's Investment Promotion center. The Center has prepared a package of investment incentives and benefits that most foreign inves-

tors find quite attractive. Additionally, the Center had identified profitable investment opportunities in several sectors including agriculture, infrastructure, industry, tourism, health care, and education. Because of these developments, Ghana's gross domestic product (GDP) is growing at an annual rate of about 25%.

Trade Africa -Continued on page 5



CUSECO® Continuing Education Equivalents

In June 2002, the Certification Board of Governors set the requirement that all *Certified U.S. Export Compliance Officers*®, commencing one year after attaining certification, must complete two **IIEI Export Compliance Update courses**, or equivalent training, equalling 10 Continuing Education Units (CEUs) each year to maintain certification. Specifically, the policy states that proof of taking these courses or equivalent training will meet this requirement. Generally accepted equivalent training is:

- ◆ **Society for International Affairs** (SIA) Two-Day Semi-annual Conference- 3.0 CEUs
- ◆ **SIA** One-Day Topic Specific Training Session, Seminar or Workshop- 1.5 CEUs
- ◆ **Bureau of Industry & Security (BIS)** Annual Update Conference- 3.0 CEUs
- ◆ **BIS** One-Day Seminar, Training Session or Workshop- 1.5 CEUs
- ◆ **Unz & Company** Full day export compliance seminar- 1.5 CEUs
- ◆ **Third-party consultive training**

upon review- CEUs to be undetermined

- ◆ **Corporate (in-house) export training**- upon review- CEUs to be undetermined
- ◆ **Other training** or courses may meet this requirement upon review.

If this continuing education requirement is not met, individuals are required to pass the *current* certification examination process to reactivate their certification.

The Export Compliance Update courses offered by IIEI are self-directed study courses that contain all of the published changes to EAR and ITAR and other relevant regulations. In addition, they contain commentary and a discussion by a content area expert. To validate the learning, the last element of the Update Courses is a "open book" multiple choice examination.

For more information on Continuing Education Requirements, call (800) 474-8013 or (602) 648-5750 or visit:
www.usexportcompliance.com

Book Announcement

Mastering Import and Export Management

by Thomas A. A. Cook, With Rennie Alston, With Kelly Raia

Publishing Date July 2004

The last two years have seen drastic changes in the import/export arena, due to a combination of world developments, economic changes, and technological advances. *Mastering Import and Export Management* considers these changes and presents cost-effective methods for running an import and/or export operation, and offers all tools and suggestions on navigating through the changing environment.

ISBN: 0814472036

USAID Partnership -Continued from page 1

as a model, AAYE will work to incorporate the best practices of these programs, to include life practices, entrepreneurship, information and technology skills. Over the past three years, Make a Connection has secured jobs or internships for over 65 percent of their participants.

This program also draws good lessons from another USAID program called "entra 21," a Global Development Alliance program from Latin America. This program also uses job market skills, leadership and communications training linked to job or intern placement.

<http://www.usaid.gov/>



**U.S.-Singapore Free Trade Agreement
Opens Doors for U.S. Exporters**



The U.S.-Singapore Free Trade Agreement just went into effect in January, and more opportunities are opening up for U.S. exporters every day! A gateway to more than 500 million people in Asia, Singapore is the communications, IT, logistics and financial services hub in the region. With the implementation of the FTA, all U.S. exports to Singapore now enjoy a zero percent tariff rate. Join other American companies already taking advantage of these new opportunities! Let the U.S. Commercial Service help you explore this vibrant market!

More information at:
<http://www.buyusa.gov/singapore/en/ussfta.html>

Singapore At a Glance:

- Population: 4.2 million
- Ethnic groups: Chinese, Malay and Indian
- Total area: 264.5 square miles
- Literacy rate: 93.2 %
- Government type: Parliamentary Republic
- Primary industries: electronics, chemicals, oil refining, financial and business services
- Primary import commodities: machinery and equipment, mineral fuels, chemicals and electronic components and parts
- Main export partners: Malaysia, United States, Hong Kong, Japan, China
- Main import partners: Malaysia, U.S., Japan, China, Thailand



The International Import-Export Institute

in answer to your requests

Ethics in Trade Compliance

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The International Import-Export Institute is nationally accredited by the Distance Education and Training Council, which is recongized by the U. S. Department of Education.

**Nigeria and South Africa
attract most U.S. investment**

The U.S. International Trade Commission (ITC) released statistics on U.S. Trade and Investment with Sub-Saharan Africa (SSA).

The report contains economic profiles for each of the 48 countries of SSA and sector profiles for six major SSA sectors: agriculture, fisheries, and forest products; chemicals and related products; petroleum and energy-related products; minerals and metals; textiles and apparel; and certain transportation equipment.

— In 2002, U.S.-SSA merchandise trade totaled \$24.1 billion, down from \$27.8 billion in 2001. U.S. exports to SSA declined by 12.7 percent in 2002 to \$5.9 billion, and U.S. imports from SSA fell by 13.5 percent to \$18.2 billion in 2002. The decrease in U.S. exports to SSA was primarily because of decreased exports of transportation equipment to South Africa and Kenya; and the decline in U.S. imports from SSA was largely because of a decline in energy-related products, primarily a 17.9 percent decrease from Nigeria. In comparison, nonpetroleum imports decreased by 11.9 percent to \$6.8 billion in 2002.

— Total U.S. imports from SSA countries eligible for the AGOA benefits (including the GSP provisions) totaled almost \$9 billion in 2002, an increase of 9.9 percent from \$8.2 billion in 2001. The largest share of U.S. imports under

Trade Africa -Continued from page 3

American companies looking at Ghana and/or other destinations in Africa do have a myriad of assistance at the federal, state and local levels to facilitate their efforts. They could contact the United States Export-Import Bank and the Small Business Administration (SBA) in Washington, DC and discuss funding possibilities; they could also contact the Overseas Private Insurance Corporation (OPIC) in Washington, DC and discuss options available to mitigate various risks. At the local level, they contact various Export Assistance Centers and discuss services that are provided that could ensure successful investments in Africa.

Besides the above, American companies and entrepreneurs should also be aware of and take full advantage of the provisions of

AGOA, the Africa Growth and Opportunity Act. AGOA was enacted by the U.S. Congress in 2000 to provide selected countries in Africa with the most liberal access to the U.S. market. By creating tangible incentives for African countries to reform economic, political, and commercial policies, AGOA fosters stronger commercial ties between the two continents while helping to integrate Africa into the global economy thereby creating and expanding investment and trade opportunities for U.S. companies.

* Dr. Robert Sherman is President of the AMI Group of Phoenix, Arizona. This is a consulting group that focuses on promoting US-Africa Trade. Dr. Sherman is also an Adjunct Professor of Finance & Global Business at the University of Phoenix.



AGOA came from Nigeria (60.2 percent), followed by South Africa (14.9 percent) and Gabon (12.7 percent). Other major suppliers included Lesotho, Kenya, Cameroon, Mauritius, and the Republic of the Congo. These imports were dominated by U.S. purchases of energy-related products in 2002, which represented 75.9 percent of total AGOA imports in 2002, down from their 83.5 percent share of the total in 2001. However, significant increases were recorded for textiles and apparel, which accounted for 8.9 percent of

the total in 2002, up from a 4.4 percent share in 2001, and transportation equipment, which represented a 6.1 percent share in 2002, compared with a 3.7 percent share in 2001.

— Foreign investment portfolio flows to SSA totaled \$700 million in 2002, reversing the \$1 billion outflow recorded in 2001. As in prior years, South Africa accounted for virtually all foreign portfolio investment flows to SSA in 2002. U.S. net direct investment flows to Africa totaled \$861 million in 2002, representing less than 1 percent of total U.S. direct investment abroad. Nigeria and South Africa attracted the largest amounts

Africa Invest -Continued on page 10

In Compliance....

Expert Advice on:

Jurisdictional Determinations: Why and How

by John Priecko

A key step in trade compliance is determining the proper jurisdiction of your article and the related assistance, service(s), technology and technical data. Are they under jurisdiction of the State Department and subject to the International Traffic in Arms Regulations (ITAR) or do they belong to the Commerce Department and subject to the Export Administration Regulations?

The appropriate way to get an answer to the above question is by submitting a Commodity Jurisdiction (CJ) request to the US Department of State, Directorate of Defense Trade Controls (DDTC) in accordance with the ITAR, Parts 120.3 and 120.4. So, if you're not sure about jurisdiction or want to get jurisdiction of your article or service moved from the State Department to Commerce, then a CJ request is the right way to go. If jurisdiction is the issue, do NOT submit a request to the Commerce Department for a Commodity Classification.

Prior to submitting a CJ request, thoroughly review the ITAR parts noted

above along with the "Guidelines for Preparing CJ Requests," available on the DDTC Internet site at <http://www.pmdtc.org/docs/cj.pdf>. If followed, the template in those Guidelines will provide reviewers the information needed to make the best possible jurisdictional determination.

However, there are a few most important questions that you must answer. 1. For what purpose, when and under what circumstances was the item initially designed, developed, configured, adapted or modified? 2. Is the current predominant application for that exact same item commercial or military? Generally, if your article has been modified "in any way" for a military application, it and any related assistance, service(s), technology or technical data will most likely fall under State Department jurisdiction.

The bottom line: For the best possible and most accurate final determination, the cover letter and supporting material must justify jurisdiction. Any-

one who can read the ITAR and follow State's Guidelines should be able to compose a quality submission. Having reviewed hundreds of CJs, you don't have to spend a lot of time or money to clearly, concisely and completely deliver the message. Further, bigger isn't better as the actual but sanitized Case Studies below illustrate.

In conclusion, applicants are also reminded that CJ submissions must be accurate. Any false statement, misrepresentation or omission of material fact is an ITAR violation.

In the next edition of GlobalWatch, we'll provide additional insight on CJ request content.

Mr. Priecko is a Technical Director with Anteon Corporation and acts as the Senior Export Administration & Compliance Officer for the Office of the Deputy Assistant Secretary of the Army, Defense Exports & Cooperation. Along with helping oversee licensing and many other international related responsibilities for Headquarters U.S. Army, he also processes and coordinates every CJ staffed to the Army. He can be reached at john.priecko@hqda.army.mil.

----- Cases on Point -----

SITUATION: The component in question was designed and developed about 15 years ago under a U.S. Government (USG) contract using USG funds. The exact same component is now widely commercially available. 80 percent of all current sales are commercial. There is only one version of the component used in commercial and military applications with absolutely no modification.

SUBMISSION DESCRIPTION: Simple, complete and concise with 4 pages; a cover letter and 3 tabs

PREPARED BY: Company Export Administrator (EA)

COST: EA's time and effort

OUTCOME: Commerce Department jurisdiction

SITUATION: The software in question was designed and developed for the U.S. Army over the last 5 years with USG funds. The program was recently cancelled and the applicant now wants to adapt the product for purely commercial use. There's currently one version that's use is solely military. There have been no commercial buyers to date, but the applicant claims significant potential for civilian sales.

SUBMISSION DESCRIPTION: Detailed, complete and extensive; professionally bound with 176 pages and 36 tabs

PREPARED BY: Outside Counsel

COST: \$10,000+ follow-up expenses

OUTCOME: State Department jurisdiction



U.S. Bureau of Industry and Security
News and Announcements

**State Department
Formally Rolls Out
D-Trade Program**

BEET Townhall Meeting:

The Washington Field Office will be hosting a regional Business Executives Enforcement Team (BEET) townhall meeting at the Wyndham Roanoke Airport Hotel, 2801 Hershberger Road, Roanoke, Virginia 24017 on April 6, 2004.

This year's BEET will be sponsored by the Virginia Economic Development Partnership, the Blue Ridge International Trade Network and Radford University's International Trade & Business Assistance Center. The BEET will focus on presentations covering recent investigations that are expected to help attendees learn from the mistakes of others. Senior members of the U.S. De-

partment of Commerce, Bureau of Industry and Security, including representatives from Export Enforcement and the Office of Anti-boycott Compliance, will make presentations on their export control programs. Also scheduled to participate are representatives from the U.S. Department of Justice and the U.S. Department of Homeland Security.

If you are interested in attending the Washington BEET meeting, please register immediately. There is no charge for participating in the meeting, but seating is limited, so reserve your space early by responding no later than Monday, March 29, 2004.

Source: www.bis.gov

BCBP Plans Test

The U.S. Department of Homeland Security's Bureau of Customs and Border Protection (BCBP) has announced a plan to conduct a National Customs Automation Program test concerning periodic monthly deposit of estimated duties and fees. This notice provides a description of the test process, outlines the development and evaluation methodology to be used, sets forth eligibility requirements for participation, invites public comment on any aspect of the planned test, and opens the application period for participation.

**Nominations for
Certification Board of
Governors' Various
Committees Still Open**

The Certification Board of Governors is accepting nominations for volunteers to serve on the various committees that help set the standards and policies of industry certification.

www.industrycertification.org
Point at CONTACT then click "volunteers" for more information.

Electronic License Submissions
Introduced:

Effective January 15, 2004, the Directorate of Defense Trade Controls (DDTC), through the use of the D-Trade electronic licensing system, is prepared to receive and adjudicate fully electronic defense export authorization requests. Properly submitted requests by any U.S. person who is a defense trade registrant and wishes to permanently export unclassified defense articles via the Form DSP-5 or furnish defense services via Technical Assistance Agreements (TAAs). Based on envisioned expansion of electronic processing capabilities during 2004, DDTC anticipates, with few exceptions, all export licensing submissions via D-Trade.

Getting Started With D-Trade

The Defense Trade (D-Trade) Electronic Licensing System is a free service provided to U.S. persons who seek to export or temporarily import defense articles or defense services regulated by the International Traffic In Arms Regulations (ITAR). Before requesting access to D-Trade you should become familiar with the ITAR. In terms of initiating D-Trade use, we especially wish to call your attention to ITAR section 120.25 dealing with empowered officials.

DDTC will cooperate with any appointed individual from a registered company to establish D-Trade service. Only empowered officials

Perspective

Export Compliance For...Technology

By Joseph Zodi

An export compliance question: if your company manufactures a weapon which requires a license to be exported, what about the technology behind it? For example:

- Establishing a manufacturing location in another country;
- Supplying information on repair, maintenance, or upgrading products (including information on your company website);
- Bringing your foreign customers into your U.S. location for training.

The fact is that some technology is tightly regulated, just as some products are. For products regulated under the International Traffic in Arms Regulations (ITAR), this includes Manufacturing License Agreements (MLA), for foreign production and Technical Assistance Agreements (TAA) for assisting on upgrades and the like. ITAR defines regulated items primarily as "Defense Articles." "Technical Data"

related to an article can be a "Defense Article" in itself. In addition to what we normally consider "arms," other products are controlled under ITAR, such as some chemicals, such as could be used by terrorists or for missile propellants. Therefore, the technical data on how to create the chemicals comes under ITAR as well. ITAR is enforced by the Directorate of Defense Trade Controls in the Department of State (www.pmdtc.org).

The Bureau of Industry and Security within the Department of Commerce (www.bis.doc.gov) controls technology as well. The specifically controlled articles in the Commerce Control List are divided into ten categories. At the end of each of the ten categories, there is a provision for technology. For example, category 6 controls various sensors and lasers for export. Technology controls at the end of the category extend to "development, production, or use" of certain controlled items in the category. And what, for instance, does "use"

mean? "Operation, installation (including on-site installation), maintenance (checking), repair, overhaul and refurbishing," per part 772.1 of the *Export Administration Regulations*. So that is extremely broad.

What if the technology itself is controlled under ITAR or the EAR? Generally, a license is needed to transmit the technology *regardless* if a license was previously granted to export the product. Of course, your original license application should include technology already planned to be sent in addition to the product: repair manuals, next year's upgrade software, and so on.

Exporters of regulated product owe it to themselves to examine their handling of technology to determine what needs to be licensed. Examples of where exporters can review are:

- Policies and procedures for foreign visitors to U.S. plants;
- U.S. visitors to foreign customers, including at trade shows, where technical information may be provided;
- Information generally available on a company website, where user ID's and passwords may be an option to consider;
- Contract commitments for warranty service, revisions, upgrades, and other services.

Technology is part of modern business from telecommunications to chemicals. It is as important to monitor as the product itself.

Joseph Zodi is an IIEI faculty member with over 30 years experience in international trade. Currently, he is with an international business-consulting firm. Joseph is a Certified International Trade Educator and Licensed Customs Broker. He earned an MBA from Western International University and has a bachelors degree (B.A.) from Fordham University. He is the author of *Export-Import: Everything You and Your Company Need to Know to Compete in World Markets* (2002, Betterway Books) now in its third edition.



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D-Trade -Continued from page 7

as defined in ITAR section 120.25, can designate a "super user", which is a person who has the responsibility to administer user roles and accesses to the company electronic account. A company must have one super user and may designate additional super users. Super users are responsible for assigning roles to individual users of the company as they log into the system.

Super users, once designated, will be expected to grant individual users within their organization D-Trade access. It is important to note that only empowered officials, in accordance with the ITAR, may digitally sign license applications.

**Comparing ways to enter
IIEI's Online classroom**

**Student
Services**

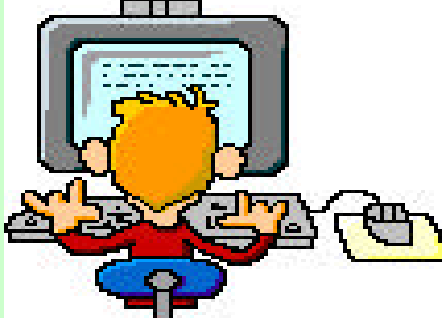
by Melissa Jensen

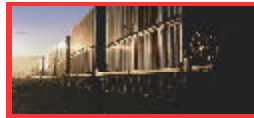
With the addition of extra pages in the GlobalWatch, it was decided that Student Services would have a column to help keep you informed of student related topics. If you have a specific topic you would like addressed, please email me at mjensen@expandglobal.com.

Or call toll-free 800-474-8013.

In this issue, I will be discussing the advantages and disadvantages of the two methods for entering the online classroom. Some students have trouble using the web-based classroom. Others have problems downloading the FirstClass Client. I myself have experienced both of

these nuisances, and have also used both the web and the download version of the classroom while attending IIEI. Based upon my experience, I have created a chart that highlights bad and good points about both methods. You will easily notice that one is obviously superior to over the other.

Client software access (Downloaded software from our site)	See chart on page 10 of Web-based access
PRO	CON
IIEI prefers students use this, as it is commonly less prone to usage problems.	It is sometimes not compatible with firewalls that some large companies use.
Features easier access to folders by opening separate windows each time you click into a new area.	If a firewall problem exists, it may require a company systems administrator to configure access.
Keeping track of conversation "threads" is easier. There is a feature that allows you to collapse each individual discussion thread to better organize what you have read. You can collapse a thread by clicking on the little Plus (+) or Minus (-) sign next to the very first message.	If you are traveling and using different computers, then you would have to go in through the website.
When you have a message open, you can easily move back and forth through that thread without closing out a message and opening a new one. Simply use the two buttons that are located on the top tool bar between the red flag and the yellow folder with the arrow on it (up one level).	<p style="text-align: center;">Assistance Available</p>  <p style="text-align: center;">Need help setting up the client software? Call and an expert will help you quickly get up-and-going.</p> <p style="text-align: center;">(800) 474-8013</p> <p style="text-align: center;">Outside the U.S. 01-602-648-5750</p>
From the desktop it is easier to access your preferences to change settings, passwords, etc.	
Logging in and out is easy, and not dependant on accessing a web page.	
Toolbar's are located above any open window.	
You can highlight selected portions of text and reply with just that selection showing in the reply.	
Folders in the inbox are typical, denoted by the picture of a folder and all messages outside of it are listed below.	
Moving messages in the inbox into folders is a typical drag and drop action.	
Chat Invitation. With this feature you can invite people online in the classroom to private chats. It is similar to AOL Instant messenger.	
Easy to highlight and reply to a portion of a previous message.	



21st Century International
Logistics Course starts April 8th

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Today**

Continued from Page 9

Web-based Access	
PRO	CON
Easy to access. Similar to any browser's functionality.	It takes an extra effort to log out, and most users forget to do that before closing the Internet Browser, making it appear as if they are logged in multiple times at once (the logout is located on the pink toolbar at the very top).
Accessible anywhere there is a computer, without having to download software. You can access this version from the library, hotel computer, borrowed computer, etc.	Viewing messages requires browsing from one web page to another, making it necessary to constantly click the back button to view previous messages.
Great for when using another person's computer or while at the library.	Toolbar is located to the left on a pink panel, no matter which screen you have open.
<p><i>Accessing the Classroom via the Web is great when traveling without your own computer and needing to use other people's computers such as in libraries or other public areas.</i></p>	When replying to a posting, the reply will always begin at the bottom of the previous message.
	All replies will contain all of the previous message.
	To move a message from the inbox into a folder, check the box next to the message and then click the drop-down above the message, select the folder and click move.
	When using the Plus (+) or Minus (-) sign to collapse threads, this version will either collapse them all, or expand them all.
	Folders in the inbox are listed above a line, and look like icons. All messages are listed below that line.

Africa Invest -Continued from page 3

of U.S. foreign investment flows, \$922 million and \$112 million, respectively. These inward investment flows were offset by outward flows from the rest of Africa totaling \$174 million.

U.S.-Trade and Investment with Sub-Saharan Africa (Investigation No. 332-415, USITC Publication 3650, December 2003) will

be available on the ITC's Internet server at www.usitc.gov. A CD of the report may be requested by calling 202-205-1809 or by writing the Office of the Secretary, U.S. International Trade Commission, 500 E Street SW, Washington, DC 20436. Requests may also be faxed to 202-205-2104.

Web site: <http://usinfo.state.gov>

Announcement

***Certification Board
of Governors***

New Web Address

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Succeeding in the Face of Adversity

A Profile of Outstanding Student Achievement

By Melissa Jensen

Sometimes a person stands out in a crowd not because of a boisterous personality but because of admirable dedication and perseverance. Diana Buthmann, the Director of Corporate Security for Volt Information Services, is such a person.

Barely making it through high school because of a severe learning disability, which she says made her want to avoid school, Diana started her career in the secretarial pool. With the encouragement of her boss at Volt, Diana set herself a goal that included getting a college education. Feeling inferior, she wasn't sure she could do it, but with support, she graduated from Briarcliff College with her Associates in Business Administration. With much hard work, she was promoted to her current role in security but quickly determined she needed more education. Volt exports people, and also handles security clearances for its employees working in defense companies, and Diana knew that she

was in desperate need of knowledge in Customs and export regulations. Her previous success gave Diana the courage to seek out the Institute.

Since her first class, Diana has maintained a high grade point average as she now has finished three semesters, including the very difficult export compliance courses. She credits her success at the Institute to the support of instructors like Sharon May and Joseph Zodl. She said about Zodl in particular, "He woke me up, made me think about my answers and challenged me to dig deeper into the regulations."

Diana's fortitude and willingness to face new challenges that seem overwhelming sets her apart. Her spirit of never giving up and always giving her best effort proves that no matter what level of experience or knowledge you have, with determination and hard work you can be successful and change the course of your life.



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Goodrich Aerospace, to name but a few.

"We are pleased that these companies like the training and keep sending more of their employees to take these important courses," said Dr. Don Burton, IIEI's Executive Director. "Over the past several months, we've had to add more classes at every scheduled start date," added Burton.

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Jason LaStella, California



IIEI Student Honor Roll

Students with outstanding performance for two or more semesters.

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Steve Harding
Roberta Johnson
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Christina Lawson
Patti Santa Maria
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John Priecko
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