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**From:** Brian Kappel <kappelb@gmail.com>

Friday - October 3, 2014 12:02 PM

**To:** Tim Presuss <tim.preuss@minnesota.edu>**CC:** Randy Johnson <Randall.Johnson@minnesota.edu>, Joe Throw <throwj@fargo.k12.nd.us>**Subject:** general info**Attachments:** Mime.822 (5 KB) [\[View\]](#) [\[Save As\]](#)

Yesterday I stopped by a company called icare repair and design. My iphone volume is on the fritz and I wanted to see if they could fix and cost.

I thought I would pass on some information from my conversation with the owner.

His name is James Van Raden    email [fargoiphones@gmail.com](mailto:fargoiphones@gmail.com)

I told him who I was and what I had taught and that I was on MSCTC advisory. In our conversation I asked what training he needed for his techs? There were two of his techs working near us. He said he did not look for a particular certificate as he would train them. I asked him then what was the number one item he looked for in a candidate that might come and work for him. It probably is no surprise to any of us. CUSTOMER SERVICE

He also said if anyone was interested in coming over to see what he does they are welcome.

Tim and Randy I included Joe in on this as he was not able to make the advisory meeting. Maybe in the future you guys can get together. Joe in all my years of teaching I have only had one person go to Wahpeton. Most have gone to NDSU, MSUM or MSCTC

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Brian Kappel  
Fargo North Dakota