

Bill Fehlner (Cont')

How many years? Bill joined SAS in April of 1989, coming from the University of Toronto; that's 17 years here at SAS! During those years, Bill has taught an estimated 6,000 customers and helped me an equal number of times (and others, I'm sure!). Bill not only has a passion for teaching but also a passion for others to learn and improve the way they think through a problem and design a solution. No matter how busy Bill was, he always had time for a question, a problem or just a chat. Stories of grandchildren and camping trips, occasional bursts of laughter from the Education area, SAS events like the summer family get-together, the children's Christmas party ... all good times with Bill, a great colleague and friend.

During his career at SAS, Bill has contributed to many customer projects, sales efforts and, of course, Education. In course development, Bill served on many teams, ranging from overall curriculum design to authoring and reviewing courses; Bill helped Education focus our courses on learning objectives that solved business problems, enabling our customers to relate our training to their own applications. Bill has become quite well-known to our customers through teaching, consulting and presenting at users groups, and I'm sure we'll continue to hear our customers ask for Bill by name.

Bill helped many of you achieve more with SAS, as a leader in Base SAS, SAS/AF, SAS/IntrNet, ETL and DI Server, JMP and DataFlux, among others. Your feedback about Bill was always a tribute to his teaching style and his focus on helping each person who attended training and worked with SAS. In summary, below are some selected notes from evaluations of Bill's classes.

Bill's students have described his teaching style as "passionate," "excellent," "great," "outstanding," "logical," "very articulate & thorough" and "just perfect." His wealth of experience and knowledge was always noted as a strong point, and appropriately he was referred to as "the best" and said to be without a doubt "a real pro." It's no surprise that his students have noted how committed he is: "He is genuinely interested in our progress," "he went beyond the documented scope of the course – this was very important to our understanding," "he takes time to explain each concept & address each question," and "thanks very much, Bill, for helping me at lunch and after class." Some have said, "Bill is my favorite instructor," and in fact, one student went as far as to say, "I wish I would have had Mr. Fehlner as a computer science professor" in university. As you can well imagine, the list of compliments and expressions of appreciation is long and endearing; my personal favorite is: "He is great – in *one* word, he knows his stuff."