

[Transcription note: Below, paragraphs in black, are to be used for voiceovers. Words in green below are suggestions for images/photos to accompany the preceding text. Text that is indented and in blue are actual quotes from Manny that can also be displayed on slides simultaneous with the voiceover.]

Manny's Way: A tribute for Manny Garcia, Director of CITU

Early Years: Born among the Clouds

In 1947, 3,000 feet above the sea in the East Andean town of Bucaramanga, newborn Manny Garcia was brought home from the hospital in Concepción. He was the youngest of three boys, born to a school teacher, Elvira, and a magistrate, Samuel. His mother's family arrived in Colombia in the 1850's from the Spanish Province of Cáceres; his father's family had always been part of the Colombian highlands. Bucaramanga, the newborn's hometown, once home to the great Liberator Simón Bolívar, is known as the "city of parks" and sits on a lush plateau surrounded by majestic mountains. [Images: Google Map of the Americas with a pushpin in Bucaramanga; a family tree of Manny's parents, himself and his siblings; a photo from Bucaramanga and/or the East Andes.]

Soon after Manny was born, a Colombian civil war started. It became known as "La Violencia," fought between paramilitary and guerilla groups, lasting a decade, costing over 200,000 lives and causing millions of families to abandon their homes. It was during this time, when Manny was seven, that his family moved for two years to Caracas, Venezuela's capital and largest city. This was to be the first of 17 borders that Manny was to cross. [Images: Caracas]

[Leave out of voiceover: In this area of South America, the populations live in largely two different areas: the coast and the mountains. While the coastal residents have unlimited vistas before them throughout the day, the people of the mountain mesas are closed in by ancient mountain chains. Manny has seen how the latter environment leads one to have a more introspective and reflective inclination.]

As a youth, Manny was athletic and enjoyed the outdoors. His favorite sport? Basketball (or, as they say in Spanish, "el basketball.") He was on his high school team for three years. His coach was a Peace Corps volunteer, Jim Baker. Years later Manny was to learn of another Peace Corps volunteer who had been in his hometown: the School of Social Work's own Dee Gamble. [Images: basketball; Peace Corps?; Dee Gamble]

After graduating from Santander High School, Manny studied electrical engineering for two years at Aachen University, the best university in Germany for engineering and other applied sciences. Its motto, "Thinking the Future" [Zukunft denken]. Here, Manny discovered a love for other cultures and people. [Images: Aachen Cathedral, etc.?)

"This has always been my approach in every country I move to. I consider myself a person of the world. There are so few differences; people all around are the same. At the same time, in every country, there are things that are beautiful and things that are not the best. I have never felt out of place." [Image: Google map of all the cities/countries Manny has visited? Lived in Colombia, Venezuela, Germany, US; traveled to Italy, Spain, U.K. {London}, Finland, Hungary, Poland, Belgium, Luxemburg, Sweden, Denmark, Mexico, Honduras, Austria.]

Middle Years: Entrepreneurial Innovation

While still in his teens, after his father's passing, Manny used his free time to earn money: building lanterns for local parades; selling contracts on behalf of the Christmas Lottery; spending Saturdays during the school year, from noon to midnight, working for the nation's horse-racing business. [Images: horse racing? Christmas lottery? Festival lanterns?]

In 1968, Manny returned from Germany to Colombia and then Venezuela, starting a family and a business of his own. At the age of 23, Manny founded his first company, Garober Representatives, a supplier for Venezuelan telephone and grain companies. At 26, Manny owned the Compañía Anónima Interamericana de Supervisión, known by its acronym, CAISup. CAISup inspected goods – primarily grains, fertilizer and meats -- imported by the Venezuelan government at the ports of entry. At its peak, CAISup generated over one million dollars in revenue, half of it profit, and owned 90% of Venezuela's inspection market, outpacing once-dominant European competitors. Over time, CAISup's inspection business extended to North American and European ports, leading to increased travel for Manny. So, in 1980, Manny moved his young family of four to a point midway for most of his trips: 18 miles outside of New York City, to the centuries-old hamlet of New City – along the Hudson River, across from Sleepy Hollow, home to an artist colony, public gardens and an excellent school system, and near his oldest brother, Carlos. [Images: port inspections? New City's Dutch Gardens? Google map 7 Cragmere Oval, New City? Google map of all the cities/countries Manny has visited; family tree expanded to include Manny & Carlos's children; photo of Manny & Carlos? Manny & children?; sorghum, corn, wheat?]

Manny recalled that on the first day his family moved in, a neighbor with five children came by. She offered to take Manny's two children, 9 y/o Diana and 6 y/o Manuel, to the swimming pool. The children had a great time although Manny's children did not speak English and the neighbor's did not speak Spanish. Manny still keeps in touch with this family to this day. [Left out of voiceover: The father in the family is currently a New York Supreme Court Judge.]

"In my life, I have met an excellent bunch of human beings. This is what I love, the quality of people."

In 1981, IBM introduced the industry revolutionizing IBM PC. Manny was one of the first purchasers of the PC, with its DOS operating system, 256 kilobytes of memory and two floppy-disk drives. (Compared to a low-end Lenovo ThinkPad, which many of us have, that's more than one ten-thousandth the memory and one-millionth the disk space.) Manny shipped this PC to Venezuela for his inspection business, indicative of his penchant for exploiting the latest worldwide technologies for business success. [Image: IBM PC?]

In 1984, after the Venezuelan economy collapsed, Manny started a computer business in New York called, International Database Systems or, simply, IDS. Using programmers Manny knew in Venezuela, IDS automated U.S. car repair shops, and developed a repository for IBM's artwork. Manny also collaborated with others to automate the Venezuelan Ministry of Agriculture, to market a municipal tax collection software, and, collaborating with a pioneering Berkeley scientist, to submit a proposal to optimize Venezuela's El Guri hydroelectric plants. [Images: IBM's Madison Ave. Atrium's artwork {e.g., Google images' grid layout}; Venezuela hydroelectric dams]

"I never stop dreaming about doing something."

Up until now, Manny had been traveling between two residences, one in New York, the other in Caracas. By 1996, he decided to settle down vocationally and make his sole permanent home in the U.S. At the time, Manny's brother, Carlos, a life-long IBMer, was living in RTP, and when Manny came to visit, he fell in love with the area. So in 1996, Manny made Chapel Hill his new home. In 1997, Manny became a Certified Novell Engineer. And then, in 1998, he was hired as a network administrator by UNC School of Social Work's ever energetic CITU Director, Dr. Laura Zimmerman. [Images: Chapel Hill, Old Well, etc.; CITU photo with Laura and team]

"Although I was successful in my business endeavors, the most satisfaction that I have had in my life has been being involved with an institution whose role is to build a more just and equitable society. This is the highlight of my life. This is what inspired me to try my best. Whether I succeeded or not, that's for others to judge but I always tried my best. And the people that work towards achieving those goals are my heroes."

Carolina Years: Technological Leader

Since coming to Carolina, Manny has brought his rich entrepreneurial spirit, his quick ability to master the new and his unparalleled technical prowess to continuously improve the resources of the School of Social Work. [Image: SSW, e.g., as used in SSWiS?]

User-responsive network technology: Ever since joining our School, Manny has continued to upgrade and expand the school's servers and data storage capacity to match the ever-expanding technological needs of faculty and staff. Back in 1998, the school had only one small Novell server with 30 gigabytes for data storage – that's less than one-tenth the disk space of a low-end Lenovo ThinkPad. As users went from storing simple text documents to space-gobbling graphics, Manny anticipated the need for something better. With Laura's blessing, Manny expanded the single server to multiple rack-mounted servers with state-of-the-art clustering, thus allowing for future, flexible expansion and consolidation of network resources, and increased availability and reliability, all within minimal floor space. [Image: picture of rack in our computer room? Generic picture of rack servers?]

"Be curious. Be on the lookout for new technologies and their potential impact on achieving the School's goals."

A decade later, as technology continued to evolve, markets changed and the university moved from one network operating system (Novell) to another (Windows), Manny orchestrated the School's seamless migration and introduced new network administration tools. Moreover, in addition to its physical servers, three of the School's servers are now "virtual," allowing for reduced costs, increased availability, automatic backups and flexible scalability.

Ground-breaking on-line education: In 2009, when Manny became director of CITU, he thought about coming technologies.

"The story of technology is it's an evolving beast. Whoever is manning technology needs to do quite a bit of reading and learning in the marketplace in preparation for applying it to the School.... For me, how technology is implemented is not only a matter of finding out what is going on but also having good relationships with people in the field, conversing and discussing."

Through vision-sharing university-wide engaged collaborations, Manny became impressed with the possibilities of on-line education. With the Dean's support, Manny created seminars for faculty educating them on the guiding philosophy of and state-of-the-art tools for on-line education. Manny brought in a world-class course designer, his brother Carlos, to share the wisdom he had from IBM's implementing on-line courses in Europe. As a result, the School created its first on-line totally asynchronous course: "A Brief History of Oppression and Resistance," with content development headed up by the School's award-winning Iris Carlton-LaNey and with the contracted support of a Lebanese instructional designer and software programmers. Soon after, with the same software development team in place, Manny shepherded in a second on-line course created by School's premier researchers, including Dennis Orthner, Joelle Powers and others. [\[Images: History of Oppression on-line course; SOWO510 on-line course...\]](#)

One of Manny's main goals was to learn from external developers what resources were needed to subsequently develop courses internally. After these two courses, all future course software would be implemented by developers internal to the School, including Larry Rosenfeld, Rich Stewart and Vanessa Mitchell.

The next course was Tina Souder's "Social Work and the Law." Manny recalls Tina's creating "unbelievable" spreadsheets that very efficiently translated her course content into an on-line format. According to Manny, Tina implemented this course "with her own vision, with lightning speed." [\[Image from SOWO730.\]](#)

Subsequent courses have been developed by popular professors, Josh Hinson, Bebe Smith, Rod Rose and Natasha Bowen. More are in the offing. [\[Images from other on-line courses.\]](#)

State-of-the-art classroom technology: With the support of Dean Richman, Manny architected and implemented a state-of-the-art telepresence classroom in our School's Room 101, allowing remote students and faculty to engage fully in active classrooms. As a result, without laying a single brick, the school can increase the student population. Manny foresees that this technology is fundamental to creating an on-line program, radically different from other schools without this technology, allowing the real-time engagement of remote participants, crucial to the development of future social workers. This technology has already been used to have conferences with India, engage students in China, allow guest speakers and sick-at-home students to participate in master's level courses, enable remote students from around the state to attend a week-long child-welfare training, record lectures for future use in on-line courses, and interview faculty candidates by the search committee. [\[Image: picture of Room 101\]](#)

"Think about users first and how to lessen the impact of the implemented technologies. It's important to first see the impact in good and bad terms."

Contemporary web presence: When Manny first joined CITU, its web presence consisted of a few static pages. CITU also did not have a web programmer to change this. To overcome this obstacle, Manny reached out to BHRP's Syd Wiffer and, today, Tara Bohley as well as CWEC's Evelyn Williams to share computer programming expertise, such as that of the amazing John Anderson. The school's current web site is far more dynamic and includes a pay portal for on-line lectures. [\[Image: SSW web pages; Drupal stats?\]](#)

"Look for advice – always – involve other people."

Customer-driven CITU team: Under Manny’s leadership, the tireless and expert team of Jim and Vanessa has provided award-winning technical support for the computer devices of the school, including maintaining printers, purchasing services, guarding network security, and providing backup services. For his dedication and technical excellence, Manny won an IT award in 2008; and, again, in 2011 along with Vanessa, Jim and John. [\[Photos: CITU team; Manny’s awards.\]](#)

“My favorite CITU memories are about being able to implement technical changes in a transparent way, without disrupting the users. That’s what I always wanted. And there have been many changes.”

Thinking the Future

What’s next for Manny? Manny talks about a bucket list, including walking the millennium-old 500-mile El Camino de Santiago once more, perhaps this time with his granddaughter and good friends. [\[Image of Contact article on Manny’s hike, especially album photos on UNC SSW Facebook page; Manny’s granddaughter.\]](#) Manny, as always, will continue to hone his interests and learn new things, including new technologies he has never had the time to fully dig into. [\[Image: edX tech courses???\)](#) Firstly though, he plans to enjoy his family, especially time with his wife, who he calls an “angel” and about whom he says, “She deserves the best.” [\[Images of Manny and his family members \(e.g., from Facebook\).\]](#)

“I will feel at a loss leaving the school because it has been like a family.”