

News for  
Eastern Michigan  
Faculty and Staff

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## Activities highlight Women's History Month

By Hollie A. Bayer

Women's History Week was first celebrated at Eastern Michigan University in 1978 for the purpose of teaching women's history. Today, the event is celebrated as Women's History Month, with a full lineup of speakers and events. This year's campus theme is "Women Sustaining the American Spirit."

"It's a chance to highlight those who've gone before us," said Kim Saks, program coordinator for the Women's Center. "It's important that people know their options."

The Women's Center and the Women's Studies Program have a variety of activities lined up throughout March to celebrate the month, including field trips, discussion groups and lectures by influential women. Eastern Michigan will even be hosting the well-known "Vagina Monologues."

It's important in general to understand the struggle behind it and understand why

**SEE WOMEN, page 4**

### CELEBRATING WOMEN

The following is a list of some of the key events Eastern Michigan University will be celebrating during Women's History Month in March.

#### Friday, March 8

EMU students, staff, faculty and alumnus present the "Vagina Monologues," 8 p.m., Roosevelt Auditorium. Tickets are \$10 for students and \$12 for others.

#### Saturday, March 9

Field trip to the Michigan Women's Hall of Fame, 11:30 a.m.-5 p.m. Meet in the Pray Harrold parking lot for departure. A \$3 deposit is required.

#### Monday, March 11

In Our Own Words Discussion Group presents, "Being a Woman: Definitions, Complaints and Praises," 8 p.m., Room 237, King Hall.

### Women's History Month: Women Sustaining the American Spirit

#### Tuesday, March 12

Brown Bag Lunch, "Women Explain it All," 12:30 p.m., Room 237, King Hall. Problems facing women at EMU are examined.

#### Friday, March 15

Campus Life features "Lunch with the Arts," featuring "Straight Ahead," 12:30 p.m., McKenny Union. Tickets are \$10 for students and \$15 for others.

#### Monday, March 18

The founders of the Domestic Violence Movement will tell their inspiring story, 7:30-9:30 p.m., Room 300, Halle Library.

#### Tuesday, March 19

Counseling services presents, "Acquaintance and Date Rape Prevention," with Kathy Lewis, the senior mental health counselor for Snow Health Center, 6 p.m., Phelps-Sellers Lounge.

#### Wednesday, March 20

TriPride will sponsor a "Day of Silence for Victims of Hate Crimes," all day long.

#### Thursday, March 21

The Women's Center presents, "Take Back the Night March, Rally and Speak Out," 7 p.m. Meet at Chavez Fountain to begin the march.

#### Monday, March 25

In Our Own Words Discussion Group presents "Women in the Professional World: Where do we go from here?" 8 p.m., Room 237, King Hall.

## Dedication the focus of Customer Service Week

By Paula Miller

Customer Service Awareness Week will be observed March 4-8 at Eastern Michigan University to recognize the importance of customer service on campus that is provided to students, faculty, staff and the community.

"During this week, the University community is encouraged to think about

how we serve our students and each other, and how we can improve that service to break down barriers," said Ellen Gold, director of University Health Services and one of the event's coordinators.

The week also honors the staff that provides services throughout campus.

Marcelo Marandino, catering sales associate for the event planning office, said

that when he started working for Dining Services he was immediately taught the importance of customer service.

"We in Dining Services take customer service as our first priority," said Marandino. "Everything we do, from menus to quality control, from speed of service to creating a nice atmosphere, is geared to please our customer. We understand how important our clients are because, without their support, we would not be in business."

Jayne Carroll, general manager of The Lobby Shop and the food shops in McKenny Union, said she follows two customer service philosophies: It takes months to find a customer...seconds to lose one," and "Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer service is not a department. It's an attitude."

The Constituent Services Committee, composed of representatives from offices campus groups that provide services, sponsors the week.

A variety of activities are scheduled, including development workshops for professional staff and student employees.

■ "Service Champions: Attracting and Retaining Students Through Quality



**THANK YOU, VERY MUCH:** Eastern Michigan University student Lior Kosovski (left) receives a salad and a smile from Mischelle Manuel, who works at It's A Toss-Up in McKenny Union. Kosovski knows a little bit about good customer service himself, as he works in the Lobby Shop. The University will celebrate Customer Service Week March 4-8.

Photo by Myah Benjamin

**SEE SERVICE, page 4**

# Scholarship winners come from all over Michigan

By Carol Anderson and Kathleen Shields

*EDITOR'S NOTE: There are 11 Presidential Scholars for 2001. The first six were published in the Feb. 19 issue of FOCUS EMU.*

Eastern Michigan University's 2001 Presidential Scholarship recipients were honored by the Board of Regents during its regular meeting Nov. 27, 2001.

The scholarship is a four-year award that pays 30 credit hours (15 per semester) per year of in-state tuition, housing, food allowance and mandatory fees.

Students who receive the scholarships must live in University residence halls the first two years of the award, complete with at least 15 credit hours per semester and maintain a 3.5 GPA.

Scholarship recipients are selected during EMU's annual Presidential Scholarship Competition. Awards are based on a competitive exam. To compete, high school seniors must have either a 3.7 GPA or a 3.5 to 3.69 GPA with a minimum 25 ACT or 1,150 SAT. Each scholarship winner also must complete a successful interview.

There are usually 10 Presidential Scholars each year, but 11 students were found deserving of the honor in 2000.

## Michael Wozniak (Livonia, Michigan)

Michael Wozniak was marching to his own music when he heard another sound he liked. Wozniak, a native of Livonia, Mich., received his first impression of EMU when he participated in the University's Marching Band Day. Wozniak was a member of Livonia's Divine Child High School Marching Band.



Wozniak

"I had a really good time," Wozniak said. "They were great to us."

With that positive impression of EMU, Wozniak decided to take the Presidential Scholarship Placement test. His impressions of the test weren't as positive.

"It was impossible," he said. "I couldn't have done well!"

But he did, and decided to attend EMU to take advantage of the scholarship, the marching band program, and the fact that campus is small enough to walk everywhere.

Since his arrival on campus, Wozniak has found that professors teach most of his classes, something he'd heard about before he arrived.

"You hear a lot about having all graduate students teach classes when you're trying to decide where to go to school," said Wozniak, who is majoring in computer science. "I have a lot of really good professors, and I feel like I'm off to a good start."

## Emily Zehnder (Auburn Hills, Michigan)

Emily Zehnder heard about EMU from her high school French teacher at Avondale High School in Auburn Hills, Mich.

Zehnder, now following in that teacher's footsteps as a French major, said that "college would have really been a struggle" if not for the Presidential Scholarship.

*Presidential Scholars receive a four-year award that pays 30 credit hours (15 per semester) per year of in-state tuition, housing, food allowance and mandatory fees. Students who receive scholarships must live in university residence halls the first two years of the award, complete at least 15 credit hours per semester and maintain a 3.5 GPA.*

Zehnder also said that she didn't want to attend "either a party school or a school that was very far away."

With a part-time job at Briarwood Mall and a language concentration in both French and German, she has plenty to keep her busy.

Zehnder is both inspired and irritated by the challenges of college life:

"I thought I wanted to major in languages and now I see that there are so many options—so many things I want to do!"



Zehnder

## Jason Vibbart (Whitmore Lake, Michigan)

Jason Vibbart had a unique way of studying for the Presidential Scholarship test — participating in his high school's Varsity Quiz Bowl. He was named First Team, All-Conference in his senior year and is confident that the information accumulated during the quiz bowls helped him.

"I got lucky," said Vibbart, who also was a member of the National Honor Society. "I didn't think I did very well on the test."

Vibbart is undecided on a major and admits that his interests change every day. Pursuing a law degree and eventually becoming a judge was a goal that Vibbart considered before Sept. 11.

"After the terrorist attacks, I decided to do something for my country," he said. "I hope to go into government intelligence, perhaps the CIA."

Helping people and country are based on his important principles of hard work, leadership, integrity and caring for fellow human beings. His proudest personal accomplishment to date is being trusted by his teachers in high school.

Winning the full-ride scholarship heavily influenced his decision to come to EMU over the University of Michigan or Hillsdale College. Friends also spoke positively about their experiences at EMU.

"Eastern made a commitment to me and I am making a commitment to them," said Vibbart.

## Sara Vangieson (Belleville, Michigan)

Sara Vangieson is an athlete, musician and

scholar. While in high school, she won a varsity letter as a member of the cross country team, played at Carnegie Hall as principal oboist in the symphony band, and performed with her school band at half time of the Orange Bowl. And that's what she considers her hobbies.

Vangieson has now added an additional achievement to her list of life's accomplishments — she's a Presidential Scholarship winner. After taking the test, Vangieson walked out and told her mom there was no way that she did very well.

"It was really hard," she said. "When I found out I won, there was a little bit of jumping up and down and screaming."

She reports that everything is going great at EMU and that she really likes her classes — much better than high school.

During her first semester at EMU, Vangieson, changed her career focus from psychology or medical school to actuarial science and economics.

When she's not studying or going to classes, she can be found working at a bank on the weekends and part-time during the week at the Provost's Office. But it's not all work and no play. Vangieson still attends concerts on campus and has big plans to continue her international travel.

Before her senior year, Vangieson spent four weeks in Berlin, Germany, and during the upcoming spring break, she'll visit London with a friend.



Vangieson

## Joshua Neuenschwander (Dearborn, Michigan)

Joshua Neuenschwander is one freshman that knows what he wants to do in life — become the best trumpet player and teacher possible.

Music is a major part of his life and education is the way he can continue to enjoy music and spread that joy to others. He'll accomplish that goal as an instrumental music education major at Eastern Michigan University.

"I want to enlighten the minds of tomorrow's generation and help spark the same love for music in them that I have," he said. "EMU has a great music program and I'm glad to be here."

Neuenschwander said he felt pretty confident when he walked out of the testing competition, but was shocked to discover that he had actually won.

"Wow, that essay was better than I thought," he remarked after hearing that he won.

Neuenschwander aspires to earn a doctorate and become a combination high school band/orchestra instructor, and a music administrator who sets up curriculum for a school district.

For two years, Neuenschwander was the lead trumpet player in his high school's symphonic band, jazz band, orchestra winds/percussion, and was the drum major of the marching band. He also has branched out into lead roles in musicals.

His heroes are his high school teacher, Jim Otto, and jazz legend Louie Armstrong.



Neuenschwander



Vibbart

# Strategic plan helps employee development, wellness

*Editor's Note: This is the tenth and final in a series about the implementation and funding of the University's strategic plan initiatives from January-June 2002.*

**By Ron Podell**

Eastern Michigan University administrators and staff will be equipped with new tools and state-of-the-art knowledge to ensure effective leadership and become service proponents for the University through new professional development opportunities made available to them.

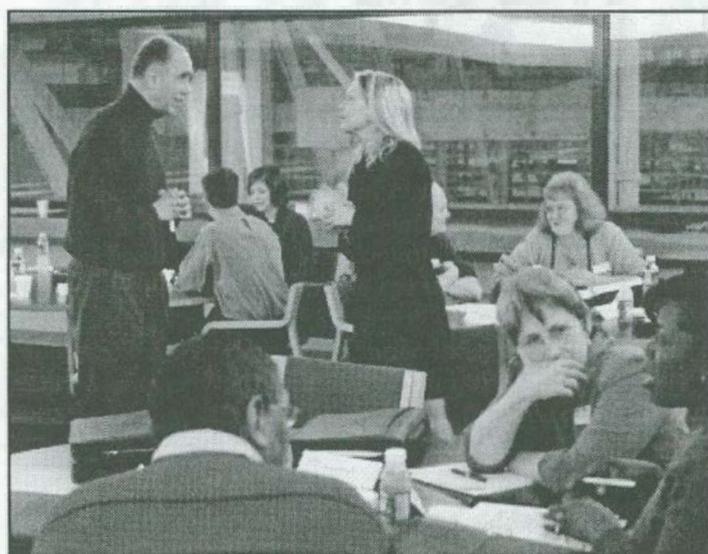
"This is especially important as we empower more people and decentralize authority on campus," said Eastern Michigan University President Samuel A. Kirkpatrick.

These employee-training initiatives are among a number of personnel-related initiatives, which includes faculty development, an Information and Communications Technology (ICT)/Human Resources redesign and employee wellness, under Direction 6 of the University's strategic plan.

Direction 6 states that EMU will improve institutional effectiveness.

The six strategic planning initiatives:

■ Conduct a Human Resources transformation centered on staff development training. This would include supervisory, customer services and new employee training.



**BUILDING LEADERS:** Greg Huszczo, professor of management, and Susan Patalan, director of employment and recruiting for human resources, chat at a recent Leadership EMU training seminar that Huszczo conducted. Approximately 50 EMU employees categorized as APs are taking the 10-week leadership seminar.

ing. This initiative received \$74,000.

Approximately 50 employees categorized as administrative/professional are already in the midst of a 10-week leadership seminar designed to strengthen their management and leadership skills.

"This training covers everything from technical matters, like budget and accounting, to their own leadership style, communication and conflict resolution," Kirkpatrick said. "It offers a full range of topics that anyone in a leadership position encounters as part of their job."

In addition, approximately 500-600 staff, including student staff, will be trained as

"customer service champions." The workshops will train staff how to effectively work with and serve prospective students, alumni, donors and public constituents, Kirkpatrick said. "This is particularly aimed at our staff, including our student staff, who have front-line contact in person, on the phone or through the computer."

Also, orientation programs for new hires are being expanded to day-long affairs to better introduce new employees to campus.

■ Develop a Wellness Program for employees on campus. The initiative received \$20,000.

Ellen Gold, director of University Health Services, recently finished an assess-

ment of EMU employee wellness and needs. Survey scores were lowest in four areas: physical activity, nutrition, personal care and occupational health, Gold said. Survey results are being used to: assess the status of the health and needs of EMU employees; determine what employees are looking for from a wellness program; and review what other universities are already doing with their wellness programs.

A weekly walking group has already been established. Future activities include a wellness fair at the end of March; a health event centered around National Employee Fitness Day in May; and hiring a wellness coordinator.

"This is aimed at improving the health and lifestyles of our faculty and staff," Kirkpatrick said.

■ Conduct a redesign of the ICT division and human resources. A redesign of employees' classifications, including position compensation, and a reorganization in ICT began last year and is essentially complete.

"This was to ensure that we had the most appropriate positions defined for the new organization and appropriate salary scales for hiring people in this very competitive IT (information technology) market," Kirkpatrick said.

■ Develop a comprehensive faculty development program, to be operational by

June 2003. While this initiative is currently only in the planning stages, one related initiative — stimulating interdisciplinary programming — has been funded this year, Kirkpatrick said.

■ The goal to develop a summer institute or equivalent activities to stimulate interdisciplinary programming and consider interdisciplinary course activity that might be included in a revised general education curriculum will be completed this April. A revised general education curriculum is scheduled to be in place by June 2004.

"We would expect there would be elements in general education review that will link with interdisciplinary programming," Kirkpatrick said.

■ Expanded institutional research capacity. Expanded services will include student satisfaction and student services assessments.

An appropriate organizational structure, and expanded services and staff are expected to be determined by this May.

"This is a recognition of the fact that we need to enhance institutional research capacity as part of continuous improvement, especially so additional research can be conducted about the University and its students, and more data made available to us for decision-making purposes," Kirkpatrick said.



For a more extensive listing of University events, go to the Office of Public Information home page at [www.emich.edu/public/public\\_information/](http://www.emich.edu/public/public_information/)

## Student Affairs looking for Gold Medallion Award nominees

Nominations for the 2002 Student Gold Medallion Awards for leadership and community service are now being taken by the Division of Student Affairs.

Categories include: student leader, student ambassador, student innovator, student volunteer, student employee, graduate assistant/graduate student employee, student organization adviser, student organization and student organization program.

Submit a nomination form along with a brief, typed narrative that describes why the nominee should receive this award and two letters of support to: Student Gold Medallions Selection Committee, 11 McKenny Union. The deadline is March 1.

For more information, call 487-3045.

## Student nominations for Collins' Medals sought

Nominations for the Ronald W. and Gerri Collins Medals for Excellence in Graduate Assistantships are now being accepted.

The Ronald W. Collins Medal is for excellence in scholarly and creative activities, and the Gerri Collins Medal is for exemplary University and community service.

Nominations will be accepted by the Graduate School until the close of business Monday, March 4, by Patrick Melia, associate graduate dean. Applications are available in Starkweather Hall, the Graduate School Web site and academic departments.

For more information, call Patrick Melia at 487-0379.

## HHS Advising Center set to open March 11

The College of Health and Human Services has scheduled the grand opening of its academic advising center for Monday, March 11, 3-5 p.m., on the third floor of the Marshall Building.

Special advising services that will be provided include those for undeclared majors, transfer students and pre-majors. Light refreshments will be served.

For more information, call Martha Sutton, interim director of the HHS Advising Center, at 487-0918.

# JOBSLINE

An Affirmative Action/  
Equal Opportunity Employer

To be considered for vacant positions, all Promotional Openings Application Forms MUST BE SUBMITTED directly to the Compensation/Employment Services Office and received no later than 5 p.m., Monday, March 4. NOTE: LATE OR INCOMPLETE FORMS WILL NOT BE ACCEPTED.

Vacancy information may also be obtained by calling our 24-hour Jobs Line at 487-0016. Compensation/Employment Services office hours are Monday - Friday, 8 a.m. to 5 p.m.

## CLERICAL/SECRETARIAL (Hiring Rate)

CSSA0206 CS05 \$25,113  
Customer Service Representative II, McKenny Union and Campus Life.

CSAA0229 CS05 \$25,113  
Customer Service Representative II, Continuing Education, Regional Center-Flint.

## PROFESSIONAL/TECHNICAL (Hiring Range)

PTBF0215 PT07 \$30,244-\$35,568  
Project Coordinator, Facilities Management, Custodial-Prorate.

PTSA0217 PT07 \$30,244-\$35,568  
Medical Lab Technician, Health Services.

## ADMIN./PROFESSIONAL (Hiring Range)

APIT0201 AP10 \$44,747-\$54,601  
ICT Computer Lab Man-

ager, Information and Communications Technology.

APPR0201 AP12 \$57,088-\$70,788  
Director, Web Communications, University Marketing and Communications.

## ACADEMIC ADMIN./FACULTY

APAA0212 AP11 \$50,274-\$62,288  
Assistant Dean, Office of Academic Services, College of Education (REPOST).

## WOMEN, from page 1

some women feel held back," said Saks.

Women's History Week was declared a national week of celebration in 1981 by Congress and was extended to a full month in 1987.

For more information, call the Women's Center, 487-4282, or the Women's Studies Program, 487-1177.

## SERVICE, from page 1

Service" is scheduled for staff Monday, March 4, 9 a.m.-noon and 1-4 p.m. in 108 Marshall; Tuesday, March 5, 9 a.m.-noon and 1-4 p.m. in 202 Porter; and Wednesday, March 6, 9 a.m.-noon, 108 Marshall, and 1-4 p.m. in the Halle Library Auditorium, respectively. Student employees can attend this same workshop Tuesday, March 5, 5-8 p.m., in the Halle Auditorium.

■ "Getting the Respect You Deserve on the Job" is another workshop for student employees, scheduled Thursday, March 7, 3-4 p.m., main lounge, McKenny Union.

■ Dining Commons One will display a "Customer Service Expression Wall." People can write about their positive service experiences at EMU on a paper brick and then place it on the wall.

■ Computerized opinion meters will be available at various locations on campus throughout the week for customers to rate service.

## SERVICE ANNIVERSARIES

These people are celebrating service anniversaries with the University in February.

### 30 or more years

Marvin J. E. Johnson (40 years), HPERD

Monroe P. Friedman (38 years), psychology

Lois J. Whitehead (34 years), learning resources-library

Bruce B. Hendricks (32 years), plumbing

### 20 years

Henry M. Braunz (20 years), heating plant

### 15 years

Timothy Griffith (15 years), accounting

# Why I work at Eastern Michigan University

*"I get to do a little bit of everything here: supervise the Computer Store; order products; provide consultation services for staff and students looking for computer hardware or software; oversee the students, the budget and, soon, a little bit of marketing."*

Amy Singer  
Supervisor of Technology Acquisitions  
Bruce T. Halle Library  
Academic and Technology Integration Services  
EMU Computing Store

I've worked for the University since 1989. I started in admissions and moved to the library, where I've been ever since. In December 2000, I became the supervisor of technology acquisitions in Halle Library.

I get to do a little bit of everything here: supervise the Computer Store; order products; provide consultation services for staff and students looking for computer hardware or software; oversee the students, the budget and, soon, a little bit of marketing.

I work at Eastern because I enjoy my job and look forward to coming to work. Last year, I finished a second bachelor's degree program here, with a double major in actuarial science and economics. I love math, and working with numbers. I realized, while I was visiting the firms I could work in with an actuarial science degree, that I would not be content just working with numbers off in a corner. I need to work with people. I would enjoy the money, of course, but it's not about the money.