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# Shawnee Statement

October 15, 1990  
Volume 4, Issue 3

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## From the President

### One University

Throughout these "worst of times" our Shawnee has been experiencing, I have — in our briefings to students and staff — emphasized that we must remember that we are all colleagues today just as we were on Friday, October 6. Too, that when there is a resolution to the problems we face today — and there will be a resolution — Shawnee State once again will have to come together as one University.

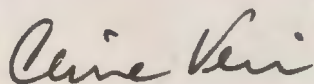
We are a student-serving, student-driven institution which has no purpose or direction without keeping an eye on our customers. We will continue to hold classes, to offer inter-collegiate athletics, and to continue to do all the things we must to help students learn and earn the quality education they expect from Shawnee State.

But as I have said, we "cannot mortgage the farm" today if we cannot expect to pay the bills in the future. We must not only run the institution for the 3,300 students enrolled today, but also keep in mind the thousands of students who will attend the University in 1991 and indeed in the year 2010 and beyond.

With the guidance of the Board of Trustees, who are required by law to use their "delegated authority to the end that the public interest, in contrast to any institutional or special interest, shall be served," we have remained steadfast toward keeping our University on a path toward success. The Board is exercising its stewardship of Shawnee State responsibly by making sure we operate in the future on a balanced budget, and I thank them for their leadership.

You all — students, faculty, staff, Trustees and friends — are a big part of Shawnee State's positive past and promising future. I sincerely thank you for your effort in serving Shawnee State's students, the Portsmouth regional community, and the taxpayers of Ohio.

Sincerely,



Clive Veri

**FOR REFERENCE**

**Do Not Take  
From This Room**

“The reputation through a thousand years may depend upon the conduct through a single moment.”

— Ernest Bramah

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**Seattle-based Nordstrom's has a customer service program that's an integral part of their image. Employees are drilled to believe, The customer is always right, even when he's wrong. One of my favorite Nordstrom stories is about a customer who marched into the store carrying a tire. He walked to a counter, said he was dissatisfied and asked for a refund. Without missing a beat, the sales clerk accepted the tire and paid the customer in full. The point of this story — Nordstrom's doesn't sell tires. By the way, Nordstrom's sales have increased nearly 50 percent since 1986, compared to an industry sales increase of about 12 percent.**

*—As told by Edward Hambrecht,  
Chairman,  
Hambrecht Terrell International*

## Student Affairs

### Student Support Services: National Disability Month Observed

by Patty Gilmore

October has been declared National Disability Employment Awareness Month. I'm inviting all interested faculty and staff to help celebrate this occasion on October 23 by assimilating a disability for the entire day. In the past, this type of activity has proven to be very successful in creating true awareness and understanding.

I'm looking forward to coordinating this activity and hope to hear from several of you. Let's get involved and show our students we really care.

### Counseling and Assessment

by Paul Crabtree

We are pleased to announce that Dr. Michael Hughes is now on staff with the Counseling Service. Dr. Hughes has almost 15 years of clinical experience and is available to work with students on issues of personal concern. The Counseling and Assessment Service is located in Massie 218, or you may call X539.

## Library/Media Services

### Shawnee State Alumni Welcomed

The library/media services department is participating in the new Shawnee State Alumni Association by extending borrowing privileges to active alumni members. Alumni can apply for a borrower's card through the Alumni office and the library will then issue an Alumni Borrowers card.

The card will allow alumni to borrow circulating books for three weeks and audio recordings—both LP's and compact disks—for one week. All alumni have use of the library/media facility during normal hours of operation.

"We feel a sense of commitment to those students who have graduated from Shawnee State and remain interested in the University," said Tess Midkiff, director of library/media services.

"Graduates certainly deserve to fully utilize our services and we welcome their using the library collection."

## Have a Howling Time

A reminder to bring your scary selves to the Riffe Building Lounge on October 31 from 11:30 a.m. until 1:30 p.m. to celebrate a "Howling Halloween Party." According to the Committee of 9 (which, by the way, has 10 members), witches brew will be served and prizes awarded for various categories of costumes.

Judging will commence at 12:30 p.m., and those not in costume will be hexed or put in the witches brew. So come dressed as witches, goblins, ghosts, or ghouls, and we'll see you during Shawnee State's own witching hour.



## One of the Family

Most of us find it very difficult—and indeed it's a normal reaction — to sound our own horns, to pat ourselves on the back, and thus to receive recognition for doing the little things that keep Shawnee State University rolling toward a promising future. This is the first edition of a series of informal interviews with the Shawnee Staters who are the backbone of our institution. We hope you'll enjoy them.

Betty Forbes plays a part in all our lives as Personnel Secretary.

While you may not see her daily, Betty's work — making all personnel changes such as vacation hours, sick leave, positions, and pay — reaches each of us. She is also responsible for accepting applications for new employment listings and typing job descriptions.

"The people are really my favorite thing about working at Shawnee State," said Betty who has worked full-time since November 16 of last year and has also worked part-time in the President's Office. "The people are all very helpful. I've worked in both doctor's and dentist's offices before Shawnee State, and the people here make all the difference."

Betty was born in Portsmouth to Frank and Argetta Alexander and currently resides in South Portsmouth with her husband Bill, an employee of Norfolk and Southern Railroad. She has three sons — Kelly, a recent graduate of the University of Kentucky and a quality control professional with the Kroger Corporation in Cincinnati; Kent, a student in the Dental Lab program at Lexington Community College; and Kyle, a dental lab technician in Florence, Kentucky. She also has a two-year old grandson, Lee Alexander, who is grandma's pride and personal pastime.

"My main hobby is playing with my grandson, blowing bubbles, and things like that. What time I have left, I spend being involved with my church, Sunshine United Methodist in South Shore, and shopping." Betty said she is also a devoted fan of the Cincinnati Reds and Bengals and attends as many of their games as possible.

When asked what she would like to see improved at Shawnee State, Betty said the physical expansion of campus and continued growth of academic programs. "The things we offer are really good, because they allow students to stay at home and pursue an education." Thanks Betty.



Betty Forbes

**“**I have a lot of people who call me about a player telling me, 'Hey, this kid can play for Vermont.' But I ask, can he play for Northeastern?, and often, they say, 'No.' And I say I don't want the kid, because we have to play Northeastern, and if we're going to beat them, we need kids who can play as good as they can!**”**

— Tom Brennan,  
UVM Basketball Coach

## Fall In

We've all had a crazy couple of weeks during October, and, just in case you've been like the editor and not really taken a lot of time to look around at the surroundings, here are some signs of my favorite season—Fall.

- Transforming of southern Ohio and northern Kentucky's landscape to a picturesque painting of vivid reds and browns, yellows and greens. What a sight!
- The appearance of bats and snakes and ghosts and cobwebs—the coming of Halloween when we all take off our regular masks and put on happy faces.
- Hopefully, another presentation of the Peanuts gang and the "Great Pumpkin" story.
- Trips to the local orchard for fresh, locally-grown apples, apple cider ideal for warming, and the "perfect" pumpkin for carving a "Jack-O-Lantern."
- Falling leaves that bring back memories of raking for hours—not of the sore hands associated with the chore, but instead of the fun had jumping in mile-high piles.
- Crisp air perfect for quiet walks in the country, along the Ohio River, or through your neighborhood.
- And finally, looking forward to the coming of the holiday season.



## Working Tips

The following is just one of many tips we hope to pass along to our Statement readers from now on. This particular piece was picked up from Communication Briefings.

### Getting Management to Listen

If you want management to listen to your ideas, consider these suggestions:

- Put yourself in the shoes of managers. Are your thoughts significant to the concerns of management? If they aren't, don't bother suggesting them.
- Be reliable. Be sure your information is accurate and you have all the pertinent facts before presenting an idea to management.
- Be organized. Prepare a written statement that you can leave with your boss.
- Be succinct. The higher up the management ladder people go, the less time they have for all the ideas coming their way. Make it easy for managers to understand and react to your ideas.

“Before one decides to live by his wits, he should make sure he has the necessary equipment.”

— Anonymous

## Newsworthy Briefs

### Professional Activities in the Community and Beyond

- **Tony Dzik** spoke to a group of Notre Dame Elementary School students on Friday, October 5 about “The Geography of Tunisia.” The talk was in conjunction with Notre Dame’s Enrichment Study Day on the Middle East and Asia.
- **Hagop Pambookian, Tom Wesolowski, and Cay Roberts** attended the September 26 reception of the Ohio Humanities Council in Columbus in honor of Eleanor Wilkie Kingsbury, the new executive director. **Pambookian** is director of a year-long project, “Perestroika, Changes and Developments in the U.S.S.R.: What Next?” which has been funded in part by the OHC. In July, **Pambookian** took part in an orientation workshop for funded project directors at the OHC Center in Columbus.
- **Julia Basham** recently attended the “Marine Science Symposium” at Bowling Green State University. The symposium served as a vehicle for discussion focusing on the role of Marine Science at inland facilities. **Basham** annually conducts a field oriented Marine Biology seminar on Little Cayman Island, British West Indies.
- **Eleanor Marsh and Phyllis Kegley** attended the 10th International Conference on Critical Thinking at Sonoma State University in Rhonert Park, California, in August. The conference was open to all levels of education and included two days of pre-conference and six full days of presentations at the university’s Center for Critical Thinking.
- **Shirley Crothers** presented a lecture-recital at Bristol Village in Waverly on September 27. Included in the program were selections from Handel, Mozart, Grieg, and Puccini. She also included British and American Contemporary Musical Theatre by singing two selections by Andrew Lloyd Webber.

The next edition of the *Shawnee Statement* will be distributed on November 1. Please submit articles for publication to the Office of Public Relations no later than October 22.

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