

inside OAKLAND

A newsletter for Oakland University colleagues

'Moving beyond our differences'

RCJ promotes diversity with new student dialogue requirement

Diversity's the buzzword nowadays because people who had been excluded from public decision-making are more and more demanding their inclusion, says Sharon Howell, professor, Department of Rhetoric, Communication and Journalism (RCJ), College of Arts and Sciences.

That's why the ability to work with diverse groups is critical in today's global village.

"We need everybody's best thinking and everybody's most creative view of how to deal with social problems," she says. "People need to learn how to move beyond the differences that have given some people public voice while silencing others."

RCJ faculty members John Bello-Ogunu, Rose Cooper, David Lau and Howell are addressing the need for instruction in this area by establishing student dialogues as communication class requirements next fall. The peer-led discussions cover issues of opposing groups in society such as Caucasians and African-Americans.

Students try to come to a better understanding of themselves and each other. Conflict is encouraged to move toward a deeper level of understanding. The discussions were modeled after a similar program at the University of Michigan. "People don't really have the tools for talking about their differences," Howell says. "One of the tools is being able to listen. Another is being able to make a mistaken assumption and have that be OK. Another tool is having a space where you can ask whatever you want and have people respond to that as honestly as they want."

"All those things that create authentic relationships are hard for people who are basically the same in all social dimensions."

Promoting respect for all

Recent Oakland University efforts have underscored the university's commitment to promoting diversity and understanding:

- OU's Human Relations Committee and the Honors College sponsored an April 8 dialogue by The Institute for the Healing of Racism (IHR). The event explored how racism is perpetuated and how to overcome it. "Racism is a major social disease infecting our society," says Kevin Early, event moderator and associate professor, Department of Sociology and Anthropology, CAS. "Before we can implement cures, we must understand the nature of the disease."
- Last January the university held its Spirit of Diversity Career Fair. About 300 students checked out the fair's 66 companies and organizations. The event is another example of OU's commitment to building a community that honors all people and gives students the knowledge they need to succeed in a complex workplace, says Bob Thomas, director, Placement and Career Services.
- OU marked African-American Celebration Month last January and February, exploring the richness of other cultures with educational and social activities. The university also awarded five student leaders its prestigious Keeper of the Dream scholarships for demonstrating strong citizenship and leadership in breaking down cultural stereotypes.
- Attendance more than doubled at this year's Keeper of the Dream banquet compared to the first banquet in 1993. The growth of celebrating diversity is behind the expansion of the banquet, which honors the legacy of Dr. Martin Luther King, Jr., says Glenn McIntosh, director, Office of Equity.
- Last year, Oakland's Office of Equal Opportunity changed its name to better reflect new efforts toward helping OU foster a diverse student body and work force. Director Sharon Abraham named her unit The Office of University Diversity and Compliance. Oakland studies also show the student population will include more minorities. The office has asked OU vice presidents and deans to promote diversity in their areas.

Closing the books

Suzanne Frankie steps down after overseeing major changes at Kresge Library

Oakland University will inherit the wealth of resources added to Kresge Library during Suzanne Frankie's 15-year tenure as library dean. She will retire on September 3. Under her leadership, the library has more than doubled in size and has enhanced service to students, faculty and staff. She reflects on her days at OU.

INSIDE OAKLAND: Why did you come to Oakland?

SUZANNE FRANKIE: Professionally, it offered many opportunities to work with talented people and participate in providing a high-quality educational experience in a very attractive academic environment. Personally, it was like coming home after 13 years. My husband is from Detroit and my family lives in Toledo.

IO: How has the library changed since you came to OU?
SF: We added two wings, which were dedicated in 1989. We're really proud of the building. A committee of library staff and faculty worked with architects in renovating and expanding the library. It works so well because the people who work here every day really said how it should be designed. Other improvements include study carrels for 1,800 students and faculty — three times the previous seating capacity; a computer lab with 70 work stations; and replacing the outdated card catalog with a computerized system.

IO: What changes are planned for the library?

SF: We're about to get a new automated system that is even going to be more user-friendly — easier for students to use, plus it can be used through remote access. We are also reviewing the role of the library on campus, and hope to move to more proactive partnerships



Suzanne Frankie is leaving Oakland University on September 3 after a 15-year tenure as library dean.

with teaching faculty and others to teach students lifelong learning and information literacy skills.

IO: What are your other major accomplishments?

SF: I chaired the strategic planning committee for the university. The plan serves as the framework for planning future directions for the university. It was a major administrative challenge as it involved 167 very intelligent, committed individuals with many different agendas. Bringing it all together was

a very satisfying experience. I'm so interested in the future of Oakland. It's going to be fun to see the campus continue to grow. There's been a lot of growth and change and there's more ahead.

IO: Anything else to add?

SF: It's been a wonderful 15 years. I'm very grateful to Oakland and I'm glad I'm not leaving the area because I have so many friends here.

bits and
PIECES

Brush up on the Internet

Delta Dental now has listings of all participating dentists on the Web. Its Web address is www.deltadentalmi.com

With the directory on the Web, Oakland University's Staff Benefits Office will no longer keep a directory in the office.

Teeters comes home — again

Scott Teeters is the new women's swimming coach.

Teeters replaces Tracy Huth, who coached the Pioneers for the past 11 seasons and has moved into an administrative role with the Athletic Department.

Teeters is no stranger to OU. He graduated from OU in 1979 and coached the Oakland Live Y'ers Swim Team from 1987-96. He served as the women's swim coach at Eastern Michigan from 1996-97.

Team performs well, by the numbers

The Oakland University Putnam Exam Team made a strong showing in the 58th William Lowell Putnam Mathematical Competition.

Putnam is the most difficult and prestigious mathematical competition in North America.

Of the more than 2,500 colleges and universities, only 419 had stu-

dents participate in three-person teams. Coached by Darrell Schmidt, professor Mathematical Sciences, OU's team ranked 102. "I'm extremely proud of our students," Schmidt says.

Time to close fiscal 1997-98 accounting records

All financial data for this year's business must be submitted according to the following schedule:

- Accounts payable: invoices for goods and/or services received during 1997/98 on or before June 30, 1998, must be submitted to the accounts payable office by July 10 for inclusion in 1997/98 business. Claims for reimbursement, including travel reimbursement, which are to be charged to 1997/98, cannot include expenses incurred after June 30, 1998. Each reimbursement voucher should include only receipts relating to one fiscal year.
- Payroll: see chart below.
- Interdepartmental charges: Charges incurred before July 1, 1998, must be submitted to the accounting office by July 10 to be included in 1997/98

	PAY PERIOD	SUBMIT TIME SHEETS BY THIS DATE	PAY DATE
Salary	June		6/30
Hourly	6/15-6/28	6/26	7/2
Student	6/22-7/5	7/6	7/10
MBPAC	6/22-6/28	6/29	7/2

business.

- Cash receipts/deposits: All money on hand June 30 must be deposited with the business office cashier by 9:30 a.m. July 1. The cashier will be available from 8 a.m.-9:30 a.m. to process these deposits.

The data above will be included on the June accounting ledgers available in the budget office conference room for pickup on July 15. Any adjustments or corrections to be made to the ledgers must be communicated to the accounting office no later than July 21 to be considered in the final 1997/98 accounting reports.

Call 2447 for more information.

Steinem: Look to native cultures to mold an egalitarian future

Everyone can matter; just look at our past, says feminist activist Gloria Steinem.

Steinem delivered her lecture, *A Future in Which Everyone Matters*, April 14 before a full house in Varner Recital Hall. The program was made possible with the support of OU's Women's Studies Program.

Steinem is a writer and consulting editor for *Ms.* magazine, an international feminist magazine that she co-founded in 1972.

Speech highlights:

- "There are still many ways in which we are simply not seeing because we have been trained to be blind — to keep from recognizing the slaughter that was inherent in the founding of this country. Until we recognize these things, we keep repeating them. We're condemned to keep reinventing the wheel."
- "We can go back to the period before patriarchy, racism and nationalism and we can find 95 percent of human history."
- "Suffragists often got their vision of a gender-balanced society from many native cultures, forms of government, which depended on consensus. In many native cultures, the female elders chose the male chief and decided when and if to go to war or make peace. Women could control their own fertility. It was a profoundly different egalitarian kind of culture. Consider the last 5-8,000 years as an experiment that failed. If we understand that there were dif-



ferent kinds of cultures, that gives us courage to go on."

Oakland opens the door to a new world of information

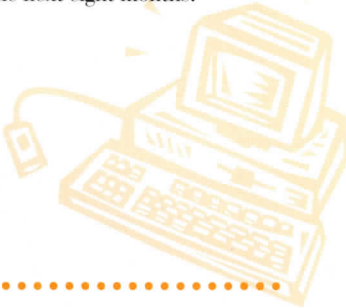
Over the next two years, Oakland University will completely automate the campuswide administrative computer system.

Called BANNER, the new system will provide the technology to move Oakland into the 21st century while creating a true learner-centered environment.

BANNER will benefit academic users while providing students with access to financial, registration, advising and academic records. The new system will

- improve access to information
- streamline student records, human resource and financial computer applications
- enhance communication
- provide better, faster and more personalized student services

Oakland is implementing three systems of the BANNER series — Student/Financial Aid, Finance, and Human Resources. One module, the applicant tracking portion of the HR system, already is in production. Other modules of all three systems will move into production over the next eight months.



campus
REGISTRY

of distinction

Hoda S. Abdel-Aty-Zohdy, Microelectronics System Design Lab, Electrical and Systems Engineering, published a paper, titled *Artificial Neural Network Electronic Nose For Volatile Organic Compounds*, in the Institution of Electrical and Electronic Engineers (IEEE) Computer Society Press for the Great Lakes Symposium on VLSI in February. The paper was also presented in Lafayette, Louisiana. This work is partially funded by a seed grant from the Michigan Space Grant Consortium. She has been selected as a member of the Technical Program Committee for the IEEE Great Lakes Symposium on Very Large Scale Integration (VLSI). The conference originated in the Great Lakes area, but currently represents national and international experts in the VLSI Circuits and Systems area. The 1998 conference had experts from 13 different countries. She was appointed as a member of the Steering and Organizing Committee for the IEEE Midwest Symposium on Circuits and Systems since 1996. She has been a member of the Technical Program committee since 1993. She has been appointed as a member of a National Committee for Seeking Industrial Support to MOSIS by the National Science Foundation and ARPA.

Mohammad Bazaz, Accounting, presented a research paper, titled *The Value Relevance of SFAS No. 52 Unrealized Foreign Currency Translation Gains and Losses*, at the 1998 Midwest American Accounting Association Meeting, St. Louis. He also presented a research paper, titled *Currency Exchange Rate Exposure and the Equity Security Prices to U.S.-Based Multinational Corporations Earnings News: Additional Evidence on the Usefulness of SFAS No. 14, Geographic Segment Disclosures*, at the 1988 Southeastern American Accounting Association.

Brian Connery, Department of English, chaired and moderated a panel addressing the issue of *Representing the Eighteenth Century in the Late Twentieth Century: The Scholar's Role* at the annual meeting of the American Society for Eighteenth Century Studies, University of Notre Dame, April 1-4.

Manohar Das and Naim Kheir, Engineering and Computer Science, had their research contracts extended by Ford Motor Company. Kheir received an extension of his award for work on M-R Energy Management Strategies for New Generation Vehicles, M-S. The extension is for \$13,147. Das was awarded a \$35,791 extension of his contract to conduct research on M-R Development of Automated Anomaly Detection and Correction Algorithm for Data Validation System.

David P. Doane, Decision and Information Sciences, presented a paper, *Using Beam-and-Fulcrum Displays to Explore Data*, at the Western Statistics Teachers' Conference, Colorado Springs, March 28. He was also one of 95 faculty from across the United States and Canada who served as judges in the 3rd Annual Undergraduate Data Analysis Contest. Five finalists will present their papers at the Joint Statistical Meetings in Dallas in August, and will face an oral competition by a panel of statisticians.

Robert T. Eberwein, English, chaired a panel, *Dislocations of Nationhood*, at the 1998 Society for Cinema Studies Conference in San Diego.

Sean Farrell Moran, History, presented a paper, titled *Irish Visions: The Spiritual Nature of the Material World*, at the 1998 Annual Meeting of American Conference of Irish Studies in Ft. Lauderdale. While there, he responded to a panel discussion of Margaret Kelleher's *The Feminization of Famine: Expressions of the Inexpressible* with another paper, *Feminizing Famine in the Pornography of Death*. Moran has also been awarded a research fellowship of \$30,000 by the American Council of Learned Societies.

Gene Fogel, Rhetoric, Communication and Journalism, who is assistant news director and reporter at WJR-AM, won the Wade H. McCree, Jr. Award for the Advancement of Justice. Fogel shares the \$2,000 award with WJR reporter Rod Hansen for their hard news broadcast entry *Bite Mark Leaving the Wrong Impression*. Fogel is donating his award to the RCJ Department for a student scholarship in Communication. Fogel also won first place for his mini documentary/series *Rage & Reconciliation* with Rod Hansen, Ann Thomas, Lloyd Jackson and Dick Haefner.

Subra Ganesan, Engineering and Computer Science, gave a presentation on *DSP Microprocessors — Advances and Automotive Applications* at the Institution of Electrical and Electronic Engineers Southeast Michigan 1998 spring section meeting April 2. Ganesan has also been appointed as computer science program evaluator for CSAC accreditation of BS in Computer Science programs for a term of three years.

Robert J. Goldstein, Political Science, was interviewed for a nationally broadcast program by the Canadian Broadcasting Network on March 15 concerning his research and publications about the American flag desecration controversy. Four articles by Goldstein have recently been published or been accepted for publication: *The United States Flag Desecration Controversy: A Century Long Spectacle in Histoire Sociale/Social History; Fighting French Censorship, 1815-1881*, in *The French Review; The Supreme Court and the Flag Desecration Controversy*, in *Free Speech Yearbook, 1997*; and *Political Caricature and International Complications in Nineteenth-Century Europe*, in *The Michigan Academician*. Upon invitation, Goldstein testified to the U.S. Senate Judiciary Subcommittee on the Constitution, Federalism and Property Rights, Washington, D.C., March 25. Greenwood Press has granted Goldstein a contract for his book, *Political Censorship in Nineteenth-Century Europe*.

Stephen K. Hall, Industrial

Health and Safety Program, was invited to conduct a three-day occupational toxicology course April 30-May 2 before the Ibero-American/Brazilian Congress on Occupational Health, Fortaleza, Brazil, May 4-8. The participants of the occupational toxicology course will be occupational health professionals. Hall is certified in the toxicological aspects of industrial hygiene.

Alice S. Horning, Margaret B. Pigott and Ronald A. Sudol, Rhetoric, Communication and Journalism, attended and participated in the national Conference on College Composition and Communication, Chicago, April 1-4. Horning presented a paper, titled *A Minister, a Priest and a Rabbi...: Lessons from Sermon Writing and Revising*. Pigott chaired a session, titled *Creativity (and the Swampy Cree)*. Sudol chaired a session titled *Public Rhetoric as Lever of Power and Social Change*. Sudol also presented workshops on *English Vertical Teams and Advanced Placement English* in programs sponsored by The College Board at John Carroll University in Cleveland and Calvin College in Grand Rapids. He spoke about writing assessment at the Saginaw Valley Conference on Writing and Teaching and at public schools in Muskegon and Pontiac.

Oded Israeli and Kevin Murphy, Economics, published *Convergence in State Nominal and Real Per Capita Income: Empirical Evidence in The Public Finance Review*. Murphy presented *Explaining Change in the Natural Rate of Unemployment: A Regional Approach* with James Payne at the annual meetings of the Midwest Economics Association in Chicago, March 19-21. At that meeting, Murphy presented *Equity, Per Pupil Expenditures, and Teachers' Salaries in the State of Michigan: Pre- and Post-Proposal A* with Israeli.

Michael Polis, School of Engineering and Computer Science, was awarded a \$49,589 contract by ITT Automotive to conduct research on M-R Advanced Software Verification Methodology.

Philip Singer, Health Behavioral Science, who is program coordina-

tor for the Society for Disability Studies, had his 4-part Medical-Visual Anthropology documentaries, *Where There Are No Physical Therapists*, accepted for screening and discussion at the annual meeting in Oakland, California, June 1998. Singer was cited in the journal *Arba Sicula*, which is published by an international organization promoting the language and culture of Sicily. The journal is a publication of the Modern Foreign Languages Department, St. John's University, New York.

Bob Thomas, Placement and Career Services, was invited by Resume Expert Systems to join its Advisory Board. The board's primary purpose is to assist in setting longer-term direction and to provide a format for improved services.

Mike Vigilant, Meadow Brook Theatre, wrote a musical comedy, titled *The Wedding Ring*. The Heartlande Theatre's workshop production of the piece will be performed at Meadow Brook Theatre August 6-16. Gerry Castle co-wrote the play.

- new faces**
- David DeAngelo, coordinator/facilitator operator, Campus Recreation
 - Ramona Gale, office assistant II, Employee Relations Department
 - Kelly Glaza, office assistant III, Meadow Brook Hall
 - Nancy Joseph, director, Academic Skills Center
 - Lakesha Liggins, executive secretary, Diversity and Compliance
 - Lisa Maloney, adviser/coordinator, Upward Bound
 - Mila Padgett, coordinator, Fitness and Wellness
 - Eric Strub, website engineer, Office of Computer and Information Systems

Teaching the leaders of tomorrow

New program develops professionals to head up training



James Quinn, Associate Professor, Department of Human Resource Development

Oakland University's new program in Human Resource Development, the Master of Training and Development, will develop leaders of organizational teams who carry out planned change in profit and nonprofit corporations and agencies.

"MTD graduates will know how to identify and solve organizational problems related to the effective use of human resources," says James Quinn, associate professor and MTD program coordinator, Department of Human Resource Development, School of Education and Human Services.

The MTD emphasizes the importance of the human element in the success of organizations, Quinn says.

The two-year, 44-credit program is offered full or part time to meet students' needs. Admissions requirements include a bachelor's degree in a related field, a minimum 3.0 GPA, three letters of professional recommendation, a written goals statement and one year of relevant work experience.

Quinn is an instructional design consultant in private practice. He has more than 15 years of experience in developing instructional programs for business, government and education.

Other program faculty:

- Maria Cseh is a visiting instructor, Department of Human Resource Development. Her professional experience is in engineering, management and her research interests in HRD include management learning and development and organizational development and change. Before joining OU, she was the program coordinator, Professional Development Program for Certification in Training and Development, University of Georgia, and taught Organizational Behavior and Organizational Development and Change at Brenau University, Gainesville, Georgia.
- Constantine Kontoghiorghe is a visiting assistant professor from Georgia State University, where he earned his Ph.D. Kontoghiorghe has conducted extensive research in training transfer, organizational development, productivity and quality. He presented papers at national conferences and is submitting research for publication in scholarly journals.

MONTH employee of the May



Employee: Carolyn Moss Hogan
Title: Secretary
Department: Board of Trustees
Length of Service: 9 years

Comments: "Carolyn carries out her duties in the Office of the General Counsel and Board of Trustees with quiet efficiency, in a conscientious and professional manner. She is dependable and manages to maintain an aura of calm in our busy office. Carolyn works long hours behind the scenes to assist staff in preparing for meetings of the Board of Trustees and the advisory committees."

"Carolyn never hesitates to assist others, both internally and externally, to ensure that they understand the multitude of legal and board issues that arise on a daily basis. She has helped to acclimate other clerical staff members and to make them feel like they are an important part of the university community."

breaking NEWS

Bumpus wins AP award

Felecia Bumpus thought she was dreaming.

The Administrative Professional Assembly named Bumpus, who is coordinator, International Programs, Center for Student Activities and Leadership, the winner of its 1998 Outstanding AP Award April 28.

The AP Assembly will host an award ceremony honoring Bumpus from 2-4 p.m. May 19 in Gold Rooms A and B, Oakland Center.

"I was totally surprised," she says. "It means a lot to me to be recognized by my peers. It means I have demonstrated to my colleagues my commitment, dedication and loyalty to Oakland University and the students I work closely with."

Selection criteria for the annual award includes extraordinary effort in support of institutional mission and strategic plan, spirit of cooperation and community and university service.

Hall of Fame

Meadow Brook Hall's first curator set to launch ambitious agenda



Lisa Ashby, MBH executive director, "It is still a tremendous challenge to operate this complex building. It takes an unwavering commitment to the business side to allow the cultural elements to flourish and be enjoyed."

Ann Marti Friedman has a shopping list of ideas to help improve Oakland University's Meadow Brook Hall.

Friedman, who will begin in June as the hall's first curator, plans to carry out an ambitious agenda to further preserve and interpret the 100-room, Tudor-revival style mansion. Among key ideas are to increase programs involving schoolchildren, college students and tourists. She also wants to increase preservation efforts and work on registering and studying the hall's collections.

"I'm really excited about the possibilities," she says. "I certainly want the hall to be more widely known."

MBH is the United States' fourth largest home, built from 1926-1929. The hall is the former residence of OU founders Matilda Wilson and her second husband, lumber broker Alfred G. Wilson. It features architecture with a degree of detail that exists nowhere else in America, says Lisa Baylis Ashby, MBH executive director.

Ashby calls this current flurry of activity "phase II" in the hall's development. The hall, in its first 25 years after the university acquired it from Matilda Wilson, operated on a shoe-

string budget under Lowell Eklund, dean, Continuing Education, and the hall's managing director, Margaret Twyman Eustice.

During those years, they worked to secure its baseline survival.

"Now, Oakland University is renewing its commitment to sharing this building of national and international significance with the public, schoolchildren, OU students and the world," Ashby says.

The 30,000-square-foot mansion, carefully preserved with original family furnishings and art, is a time capsule that exemplifies the lavish lifestyles of wealthy American industrialists in the early 20th century, Ashby says.

"Meadow Brook Hall is a spectacular statement about the late '20s and '30s," she says. "It's a very important resource that we should protect and share."

The building is unique because it offers such a complete picture of Wilsons' life during that time, she says. Ninety-five percent of its collections come from the family, right down to linens, costumes, furniture and handmade door-knobs. Highlights of the collections include Tiffany art glass, Stickley furniture, paintings by Sir Joshua Reynolds, Sèvres and Meissen porcelain and Rookwood pottery.

"House museums present a



Ann Marti Friedman, new MBH curator

nexus of a wide variety of disciplines," Ashby says. "Here, we can learn about the history of society, art, architecture and landscape design, for example. We strive to teach, inspire and entertain people with this historic property."

Ashby began the hall's phase II when she came to OU in August 1995. A \$2-million project underwritten by the Matilda R. Wilson Fund was completed last fall. The work includes renovation of the entranceway to beautify the property and add barrier-free ramps, outdoor seating, more

lighting and a visitor orientation center. It's all to make the hall more accessible and welcoming for visitors.

Ashby hails Friedman's appointment as a turning point for the hall. Friedman brings to OU 20 years of experience in museum work, college teaching and interpretive programming. She comes to the hall from the prestigious J. Paul Getty Museum in Los Angeles with expertise in 18th-, 19th- and 20th-century European and American decorative arts — a perfect match for Meadow Brook Hall, Ashby says.

Up close with Ann Marti Friedman

Where's she from: "All over. Way back when, I was from New York City. I've spent about half of my life in California. And six years in Minnesota, so the Michigan winters don't scare me. I spent a year in Duluth."

Likes: "I really learned to love the Midwest. I'm very happy to return because the people are very friendly."

Hobbies: "I enjoy embroidering tablecloths. I like swimming. I enjoy writing fiction for fun. I'm working on two novels: one about a modern art historian in Vienna, another about a Civil War soldier starting over in New Mexico."

Family: "I'm the proud owner of a big orange tabby."

get to **KNOW**
.....
EMPLOYEES WHO OWN BOATS

A feature highlighting specific groups of university colleagues.

What do you own?	A Sweetwater pontoon boat with a Honda motor.	A 14-foot fishing boat.	A 31-foot Express Cruiser, or power boat.	An 18-foot Sea Sprite speedboat.
Where do you use it?	Lake Mecosta, in the Canadian Lakes area.	Secord Lake.	Lake St. Clair.	Maceday Lake in Waterford.
What is your all-time favorite watercraft?	The Bombardier 5-seater by Sea-Doo.	I love the Jet-Ski.	Offshore powerboats, also known as "cigarette boats."	Anything but a Jet-Ski.
What is your favorite thing to do onboard? Why?	Cruise around and watch the wildlife; I also work on my OU reading program dissertation on board.	Just to enjoy being out on the water with family (water skiing, etc.)	Being in a different environment without phones or other distractions; you always have the ability to move on.	Read, relax or go tubing.
What is your most memorable experience?	The first day we had the boat, trying to put the cover on. Our neighbors were quite entertained watching my husband and I struggle with it.	Running out of gas and having my kids push me back to shore; they were young enough to think it was fun!	We took a trip up the coast to Mackinaw Island, and then traveled down the Canadian coast, through the Georgian Bay area, and back home.	Weekend gatherings with family and friends — enjoying the water and sunshine together.

safety **SAYS**

What is OU's approach to minimizing herbicide/pesticide application on campus?

While some chemical applications are always necessary on campus, Randy Drewry, supervisor, Department of Grounds Maintenance, is taking an "Integrated Pest Management" approach. So, for example, in terms of inhibiting weeds, this approach (while it may take several years to see results) relies more heavily on the following "cultural" versus "chemical" practices:

- 1) turf is thickened (using non-toxic granular fertilizers);
- 2) soil is mechanically aerated; and
- 3) turf height is mowed to no shorter than 2 inches, preventing soil exposure to sunlight.

Additionally, when chemicals are necessary, the goal is only to use them where visibly needed, and to use less toxic, less concentrated products.

What types of spraying can we expect to see this season, and why?

During the first week of April, you may have seen Grounds Maintenance treating the OU's shrubbery beds with one of two pre-emergent herbicides, Surflan or Treflan, which prevent the germination of weeds. During the second and third weeks of April, they will be treating campus lawns with 2,4D, a well researched herbicide (with a decade-long track history of safe application) to inhibit the formation of dandelions. A granular fertilizer application, comprised of nitrogen, phosphorus and potassium will be applied campuswide in May. Afterward, no additional turf/shrubbery applications are expected to be necessary this season. And, unless the trees present insects (e.g., Gypsy Moths) or disease, they too are typically treated using "non-chemical" practices. Finally, you may occasionally see one of the applicators using a backpack sprayer to apply "Round-

Up," a common herbicide known to most of us "back-yard" gardeners to kill weeds growing in roadway, sidewalk or parking lot cracks.

How do we know that OU's applicators understand how to apply the chemicals safely?

Currently there are four grounds maintenance employees certified by the Michigan Department of Agriculture (MDA) to chemically treat turf and ornamentals on campus. The MDA requires applicators to be re-tested/re-certified every three years, ensuring that they keep abreast of all MDA regulations and chemical toxicity data.

What procedures are used to safeguard employees and students during chemical applications?

Cart or tractor spraying is generally conducted between the hours of 6 and 8 a.m., and applicators are instructed to avoid spraying near employees. However, while the applicators often wear respirators and protective clothing to prevent long-term or repeated chemical exposure, brief or transient employee/student exposure to any of the chemicals used is unlikely to result in injury or illness. Per MDA requirements, small alert "flags" are placed on the lawns during application and remain in place for approximately 24 hours afterward; employees and students are advised to remain off the lawns while the flags remain.

Who do I ask questions about the products or procedures being used?

Employees have several options:

- 1) call the CF&O Health & Safety Information Line at 4360, where the recording will instruct you to "press 1 for information on current and upcoming outdoor grounds maintenance activities on campus," after which you can also leave a message for Rikki Schwartz, director, Environmental Health and Safety;
- 2) contact Matt Carlsen or Randy Drewry at 2413/2414 or

e-mail <drewry@oakland.edu>; or
3) contact Schwartz at 4196 or e-mail <rschwar@oakland.edu>.

Everybody's going surfin' — on the Net

Inside Oakland staffers have compiled a short list of Internet sites that are click-worthy:

For a look at some of the terrific stuff in America's archives, start with the Library of Congress American Treasures site at <<http://Lcweb.loc.gov/exhibits/treasures/trupscale/index.html>>. The site mirrors the ongoing public exhibit by the same name in Washington, D.C.

You'll get a peek at national treasures organized according to Thomas Jefferson's three types of knowledge: Memory (history), Reason (philosophy) and Imagination (fine arts). Navigate yourself, or hit "random" and see what pops up.

Check out Women's Connection Online at <<http://www.women.connect.com>>. The site bills itself as "the first stop for women on the Internet."

From health to business, finance to the arts, almost anything can be found here, geared to women's needs and interests. Headline news covers timely topics, while features change focus daily. An Info Library offers past articles and lots of links in 16 categories.

Interested in government? You can keep track at all levels. Oakland County is an open book at <<http://www.co.oakland.mi.us>>, where you can learn about the latest budget, find out what's on at the parks, check out government officials or look for a job, among other things.

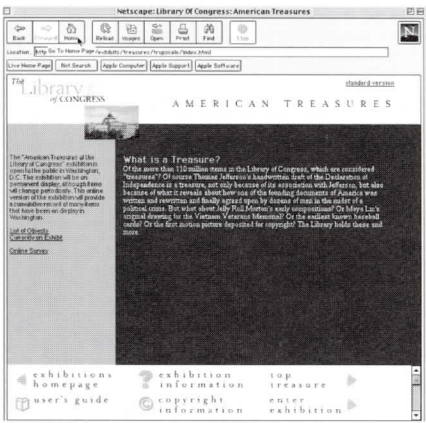
A fairly new site lets you look in on Lansing at <<http://www.MichiganLegislature.org>>. You'll find current legislation, calendars, journals and more, plus handy links to the Michigan Government Index, the Library of Michigan and the

Material Safety Data Sheets (MSDS) for all products are also available upon request from the Grounds Maintenance Department by calling 2413 or 2414.

Michigan Electronic Library.

To catch up with Congress, check out THOMAS (as in Jefferson) at <<http://thomas.loc.gov>>. You'll find this week's House and Senate floor activities, major legislation (past and present), and directories of (and e-mail links to) elected representatives.

Need some names? Click on the Baby Name Finder at <<http://channel.parentsoup.com/babyname>>.



Interested in scenery. Look at the Barn Journal, sponsored by the MSU Museum and the Michigan Barn Preservation Network, at <<http://museum.cl.msu.edu/barn>>. The color photos of magnificent old barns "of the month" will surprise you. You may even be inspired to hop on the preservation bandwagon.

Whatever your interests, don't miss the Unmuseum at <<http://unmuseum.mus.pa.us/unmuseum.htm>> for a bit of fun and unusual information. This slightly bizarre cyberspace science museum is for all ages. It offers great graphics, easily understood, impartially researched information, and plenty of photos, illustrations and links to more resources. Wander through the Hall of UFO Mysteries, the Lost Worlds Exhibition, the Dinosaur Safari, A Collection of

calendar of **EVENTS**

People with disabilities who need special assistance to attend any of the events listed may call the sponsoring unit or the Office of Disability Support Services at 370-3266.

Meadow Brook Hall tours, 1:30 p.m. daily and from 1 p.m.-5 p.m. Sundays (last tour begins at 3:45 p.m.).

- MAY**
- 1 - 10 *Lost in Yonkers*, MBT
 - 1 - 17 *Angels in America*, VAR ST
 - 11-22 National Guild Piano Teachers auditions, VAR 311, 9 a.m. - 5 p.m.
 - 26-31 *Hansel and Gretel*, VAR RH, 10 a.m.
 - 25 Memorial Day Holiday
 - 31 International Ground Robotics Competition, Adams and Walton, 8 a.m. - 6 p.m.

- JUNE**
- 1 International Ground Robotics Competition, Adams and Walton, 8 a.m. - 6 p.m.
 - 4 Board of Trustees, OC Golds, 3 p.m.
 - 6 CAS, SHS commencement, Baldwin Pavilion, 10 a.m. SECS commencement, Baldwin Pavilion, 1 p.m. SON commencement, Shotwell-Gustafson, 1 p.m. SEHS commencement, Baldwin Pavilion, 4 p.m. SBA commencement, Baldwin Pavilion, 7 p.m.
 - 9 Financial Seminars, OC, 128, 6:30 p.m. - 10 p.m.
 - 14 Athletics Camps begins
 - 17 Summer Journalism seminars begins, OC
 - 21 Project Upward Bound, Summer Academy begin
 - 29 Enviro-Explorers Day Camp begins, Lowry Center

Odd Archaeology and more, with some frames in 3-D. An intriguing stop, even for the scientifically challenged.

TOGETHER learning

A special supplement to *Inside Oakland*

about this ISSUE

This is the last of a special six-month series focusing on Oakland University's Excellence Initiative. Each issue highlights the work and accomplishments from OU's design and development teams:

- Minority Student Recruitment
- Non-Faculty Hiring
- On-Campus Software Support
- Student Billing and Cancellation
- Student Placement Testing
- Training and Development

This issue will focus on On-Campus Software Support Team efforts.

For information, e-mail: excellence@oakland.edu

With tough issues and many challenges, team sticks together to the end

An effective team must have focus and direction. It must also be flexible.

The On-Campus Software Support Team found this sage advice during its efforts — and ended up in quite an unexpected destination.

The team, part of a campuswide quality improvement effort, was a model for process redesign in several ways. It was made up of process owners, those people most affected by the process. And team members held various positions within the organization, each bringing a fresh perspective to the table.

Yet team members felt a key component was missing.

"We didn't have focus," says Paul Franklin, coordinator of campus programs, Center for Student Activities, and team leader. "Our issue was software, but that isn't a process that can be redesigned. Were we looking at how the university purchases software? How it decides which software programs to support? How staff and faculty are trained to use software programs? We weren't sure what aspect we were supposed to look at."

"We were all new to process redesign," says Vicki Larabell, manager, Training and User Support. "Here we were, all major process holders, wading in molasses."

Not having a defined process slowed the team, but did not stop it, say several members.

"The main problem was that we had no specific process to change," says Karen Kukuk, administrative assistant, Finance and Administration. "What did software redesign mean? Was there a problem? We didn't really know.

But we kept going."

Determined to make progress, team members



John Coughlin, left, and Dan Wilson of the On-Campus Software Support Team offer training to university colleagues through a variety of software packages.

"We tried to focus on developing software standards, but we had to make sure everyone had the right hardware," Schatz says. "The survey revealed that some people on campus worked on Macintosh, some had older PCs, and still others had new PCs. Like many organizations these days, Oakland was all over the map."

While struggling with the survey responses, the team encountered another challenge — the loss of several key team members.

Continued on next page

began by narrowing their focus and then collecting data.

"We decided to review how Oakland supports desktop computers. And we focused on the administrative side," Franklin says.

"We felt we could come up with some university standards for hardware and software, with recommendations for which ones Oakland should advocate and support," Kukuk says. "OU can improve efficiency and communication by giving each division the same guidelines to follow, and we decided this could be our contribution."

The need for such a standard quickly became evident, as the team surveyed Oakland staff. The survey probed such areas as:

- which operating systems staff use most often
 - how staff obtained their software
 - how often staff rely on the Office of Training and User Support
 - whether the university provides adequate training
 - areas in which staff would like additional training
- The results?

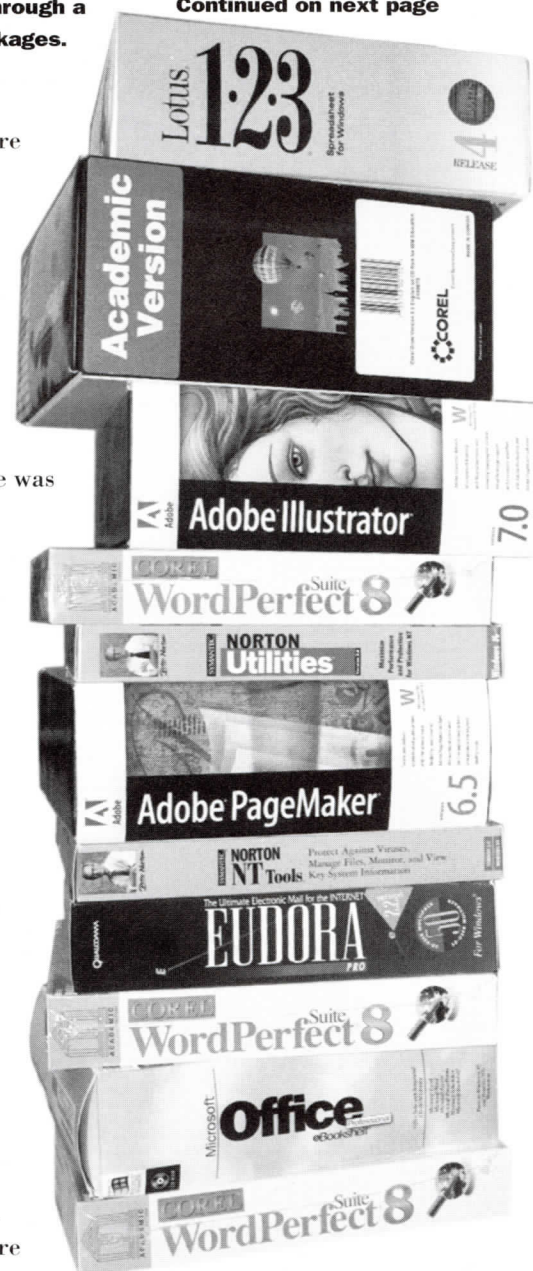
"We discovered that the

university's software needs are all over the board," says Gloria Schatz, office assistant, School of Business Administration. "People on campus were not using the same software. Everyone was not on the same level.

"Training was another big issue. We needed to know if the university was providing adequate training and staff to support the software needs on campus."

Other survey-related issues included:

- staff who have outdated hardware unable to support current software
- who should pay for training
- the high cost of upgrading hardware and software campuswide



get to **KNOW**

On-Campus Software Support Team members were:

- Paul Franklin, coordinator of campus programs, Center for Student Activities (team leader)
- Diana Delater, technician, Kresge Library (facilitator)
- Susan Awbrey, assistant vice president, Academic Affairs
- Bill Connellan, vice provost, Academic Affairs
- John Coughlin, computer technologist, Training and User Support

- Ken Gould, computer operations supervisor, Training and User Support
- Karen Kukuk, administrative assistant, Finance and Administration
- Vicki Larabell, manager, Training and User Support
- Gloria Schatz, office assistant, School of Business Administration
- Gwen Shields, administrative assistant, University Relations
- Raja Vishnubhotla, assistant professor, School of Engineering and Computer Science
- Deborah Wade, assistant director of financial operations, University Housing

Oakland's process redesign teams garner kudos

When Oakland University chartered its first process redesign teams, it was an experiment in the unknown.

Today, however, the university is benefiting from the experience of the six teams, all of which have completed their work.

"We are pleased with what our teams have accomplished," says Laura

Schartman, director, Institutional Research and Assessment, who chairs the Design and Development Team (DDT). "The university has already seen benefits from the work of these teams, and we expect to see even more positive impact on

Oakland as their recommendations continue to be implemented."

The DDT, which oversees the university's process redesign efforts, is preparing a plan for future reengineering efforts on campus. That blueprint will be announced later this year after administrative review and approval.

"In addition to the specific benefits we've realized from the team recommendations, we've learned a lot about Oakland — how we work and how we can continuously improve," Schartman says. "Oakland's future activities will continue to build on these lessons."

With tough issues and many challenges, team sticks together to the end

continued from front side

"Two members who were instrumental in developing the survey instrument and interpreting the data left the team," Kukuk says. "Our work got a little tougher, but we were determined to see this through."

It was then that the On-Campus Software Support Team learned that a task force had been created to examine some of the same service, training and software issues. Vicki Larabell served on both teams.

"The task force was developing a three-year plan for the computer center," she says. "We thought maybe we could combine the two teams

had a greater impact by working on this plan with the task force. We made the right choice. The three-year plan is a good plan."

Larabell points to other outcomes, saying the combined effort helped OTUS develop an extensive customer service training program for student staff and Help Desk staff.

"After the plan was completed, we took another three months to develop a wonderful training program that includes phone courtesy, responsiveness and complaint handling," she says. "It was all based on the work these two teams accomplished, and it helped us greatly."

On-Campus Software Support Team members called the experience beneficial, and urged Oakland to continue with its process redesign efforts — with a few improvements.

"It was a learning experience. This taught me to work better as a team member, to listen to other people and to share opinions," Kukuk says.

"Within my division, this effort made me aware of where we should be headed in terms of software.

"Our team could have used a deadline, though. Otherwise, you tend to work yourself into continuous nothingness. Maybe a definite end date would have helped us focus."

Franklin praised members of the On-Campus Software Support Team. "Our team worked very hard," he says. "It was above and beyond the job, but everyone gave their full effort. It was a valuable experience."

He recommended future process redesign teams have a deadline and a defined process that can be placed in a flow chart.

Laura Schartman, director, Institutional Research and Assessment, was a member of the Design and Development Team, which chartered Oakland's six process redesign teams. She says the On-Campus Software Support Team faced some of the toughest issues.

"We were new at process

"It was very painful, but I think we came out with good results."

— Gloria Schatz
office assistant
School of Business
Administration

and work together on one plan."

The combined effort gave the On-Campus Software Support Team more focus, and both teams were pleased with the results.

"We combined our survey results with the recommendations the task force was developing, and ended up with a plan tied to the strategic plan. Vicki was the bridge between the teams," Kukuk says. "Their goals fit in well with what we were doing."

Schatz agrees.

"Together, we were able to put together a plan to support the computing needs of the Oakland campus."

Franklin says the On-Campus Software Support Team found its focus in the new joint effort. "We felt we

"We were new at process redesign, so we weren't as good as we could have been about defining things, but the team members stuck together and managed to accomplish some positive things."

— Laura Schartman
director
Institutional Research
and Assessment

redesign, so we weren't as good as we could have been about defining things, but the team members stuck together and managed to accomplish some positive things," she says. "They faced some big obstacles, yet they continued on and succeeded. All the teams should be commended for doing that."

Schatz agrees: "It was very painful, but I think we came out with good results."

"It was a learning experience. This taught me to work better as a team member, to listen to other people and to share opinions."

— Karen Kukuk
administrative assistant
Finance and Administration