Pizzas, tacos, burgers, oh my!

A newsletter for Oakland University colleagues

Expect long lines when the much-anticipated campus food court opens January 6

The face of food service at Oakland University changes forever January 6.

That's when OU opens its \$1.3-million, 537-seat food court in the Oakland Center. featuring express versions of

Pizza Hut, Taco Bell and Burger King.

The court also has a unique evening take-out window, with the ability to make medium pizzas for pick-up.

The name of the court, yet to be chosen at this printing, was being considered from more than 700 entries in a contest sponsored by the university.

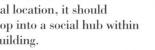
The fast-food chain restaurants will offer their most popular menu items.

But the facility will offer much more than fast food. ARAMARK Corporation, OU's food-service provider, will open D.C. Subs sandwich shop. Meadow Brook Farms, which is similar to Boston Market, will serve rotisserie chicken, turkey and ham.

Gretel's Bake Shop will take over the Starbucks Coffee space in a hallway overlooking the food court and Center Stage will be a presentation cooking space at mid-court where, on any given day, the cook may whip up omelets, pasta, stir fry dishes or other concoctions, cooked to order.

The current JWs cafe and the Oakland Room will be turned into meeting spaces. Parts of the current kitchen will support the court.

The court, with its 4,100square-foot serving area and a 8,473-square-foot dining room, was carved out of the middle of the OC. It overlooks the hallways and windows, creating open space largely lit by nature. With no doors and a central location, it should develop into a social hub within the building.



continued on Page 4



ARAMARK's Matt Wilton and Delta Gibson discuss plans for the Oakland Center's new food court.

'Another way we can grow'

Student Congress backs Review Committee decision

Student leaders support Oakland University making a lear to Division I-AAA sports, but not at the expense of academic programs.

That was the only caveat behind a solid endorsement December 9 by the Oakland University Student Congress.

Representative Bryan Barnett sponsored a resolution of support of the study and said it was contingent on the "expectation that funding will not be diverted from academics and student life."

It passed and Barnett, a senior majoring in marketing, said afterward, "We want to ensure every effort is made not to hurt academics."

That should not be a problem, says Paul Bissonnette, university vice president, Finance and Administration and chairman of the Intercollegiate Athletic Review Committee that



OU President Gary D. Russi and Athletic Director Jack Mehl get ready to break ground in the Bubble December 4 for OU's new Recreation and Athletic Center, scheduled to open in fall 1998.

recommended moving to Division I-AAA. He says the move would allow OU to give another $30\ \mathrm{scholarships},\ \mathrm{generating}\ \mathrm{at}$ least another \$181,000 in state funding, based on the legislature's funding formula per fulltime student. Plus, the minimum state funding per student should rise by the year 2000, from \$4,150 to \$4,535, the committee report states.

"It's certainly realistic over

time" to assume that attendance at basketball games will swell as Division I brings more name schools as opponents, more name recognition for OU, national exposure and TV rights," Bissonnette says.

"This is something most students would like," Barnett says. "It would be something to rally around. This is another way we can grow."



Rec Center wins architectural award

It isn't even built, but Oakland University's Recreation and Athletic Center has received a coveted architectural design citation by the magazine American School and University.

The citation, in the subcategory of works in progress, is on page 175 of the magazine's November issue, titled Architectural Portfolio.

The nationally acclaimed annual issue honors only eight or nine of the most outstanding school and university facilities around the nation, says Tim Casai of **Bloomfield Hills-based TMP** Associates, the center's main architect.

TMP is the architect of record for the center and Cannon-Parkin of Los Angeles is the associated architect, Casai says.

For TMP, "It's bragging rights. It's good for the university, too. It shows they're involved with a quality project," Casai says.

"It's a nice reflection on us," says OU's Susan Aldrich, assistant vice president, Educational Facilities. "We directed the design."

Aldrich says the award will make it easier for Center Director Greg Jordan to recruit staff.

Richard Cassle's distance learning class bridges Atlantic

Richard Cassle taught his usual Wednesday night course in business statistics on November 6. Only it was 6:30 p.m. for the students, while it was 12:30 a.m. for Cassle.

When Cassle, a quality manager for Chrysler Corporation, went to Austria on a business trip, he knew he didn't need a substitute to teach his class. Cassle taught the university's first distance learning class live overseas. He says he wanted to preserve the continuity of his lessons.

"I like to try new technology," Cassle says. "It went very well. It did allow me to keep on track with my original class schedule." Professors traveling out of town may prefer a distance learning session over arranging for a substitute instructor, says George Preisinger, manager, Instructional Technology Center. With distance learning, professors can ensure lessons are taught according to their standards, he says.

The November 6 class also confirmed the compatibility of OU's conferencing system with that of other companies', in this case Chrysler Corporation's. The data speed was converted and transmitted on high-speed telephone lines, Preisinger says.

Similar connections linking OU, France and Mexico are planned. Another portable distance learning system, to be used mainly by modern language classes, will be operational in Wilson Hall in January.

employee of the

·····january

Employee: Vernita Long Title: Senior Secretary

Department: Office of the Vice President for Finance and Administration

Length of Service: 2 1/2 years

Comments: "Vernita works efficiently, quietly, behind the scenes to make the office of the vice president run smoothly. She is unfailingly polite and helpful when I need information/assistance."

"Vernita handles the myriad of issues and personalities that flow through that office remarkably well and manages to stay calm, cool and collected. She is a great asset to the division and the university."

"Vernita has always been very pleasant and accommodating whenever I had a request or needed information. Her work ethic is an inspiration for others to follow."

"Vernita is a source of great joy in the office; she not only is a fine secretary whose steady hand keeps us on course, day in and day out, but (Nita) has a great sense of humor, a commodity we need every day."



teacher candidates should know

The U.S. Department of Edu-

cation recognizes NCATE as the

schools of education are accred-

schools, departments and col-

only accrediting body for

leges of education. Not all

and be able to do.

The School of Education and Human Services has received its

Education school meets national excellence standards second prestigious accreditation from a national teacher education body.

The National
Council for Accreditation of Teacher Education
(NCATE), which granted the accreditation in October, distinguishes OU teacher candidates

isn't guaranteed from state to state. James Clatworthy, associate

ited, so the quality of teachers

in the field of education. dean, SEHS, says the accreditation is a worthwhile goal

because it prompts schools of education to keep improving.

NCATE-accredited schools are expected to top their previous achievements every five years, he says.

NCATE recognized the SEHS for providing teacher candidates with extensive field experience in its elementary and secondary teacher education programs.

by MUMBERS

10 things to tell your colleagues and friends about Oakland University:

- Ninety-five percent of OU's undergraduate students were employed within four months after graduation in 1995.
- Of Oakland's full-time faculty, 87 percent have earned Ph.D.s from many of the nation's finest research institutions.
- 98 percent of undergraduate students are taught by faculty, not graduate students.
- More than 300 OU students worked in internships or cooperative job placements during the 1995-96 academic year, generating \$2 million in earned wages.
- Oakland University was rated 23rd in academic reputation among the 122 top midwestern regional colleges and universities for 1996-97 by U.S. News & World Report.
- OU has more than 60 innovative transfer programs with educational institutions worldwide to ease the transition for successful students.
- OU is among 700 colleges and universities nationwide that offer outstanding opportunities to Hispanic students, according to a 1996 annual list in *The Hispanic Outlook in Higher Education*. Inclusion in the list is based upon 2,500 institutions' survey responses, literature and services to help Hispanics succeed.
- Oakland is one of the 25 largest employers in Oakland County.
- Oakland is the North American coordinating center for the Beginning School Mathematics (BSM) program. Created in New Zealand, BSM is taught in 36 schools in the metropolitan Detroit area.
- Oakland students are among the first in Michigan to participate in the Americorps community service program, funded by the federal government and modeled after the Peace Corps.

CRECISTER

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Oakland edition to update faculty and staff on university news and information.

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of distinction

as having met standards devel-

oped by working professionals

Felecia Bumpus, Intercultural Programs, presented an educational workshop at the National Association for Campus Activities Great Lakes Region Conference November 2. The workshop was called Communication is a Piece of the Action. Felecia presented this workshop with four OU students — Roosevelt Austin, Lindsay Clark, Lashanda Evans and Samuel Gibson.

Natalie B. Cole, English, chaired a panel, Dickens: Female Archetypes, Misshapen Identity, and Spectacles of Death, and also presented a paper, Spectacles of Death in Dickens' The Uncommercial Traveller.

Indra M. David, Kresge Library, was recently elected to serve on the Executive Board of the Library Technology Division of the Michigan Library Association. She serves as the secretary/historian of the board.

Robert Gaylor, Kresge Library, was re-appointed by the Oakland County Board of Commissioners to serve another term as a member of the Oakland County Library Board.

Bob Goldstein, Political Science, received word that his book. Burning the Flag: The Great 1989-90 American Flag Desecration Controversy, has been named an outstanding academic book of 1996 by Choice, the influential journal which reviews for college libraries. Goldstein's last flag book, a collection of documents titled Desecrating the American Flag: Key Documents from the Controversy from the Civil War to 1995, was published in December. Also in December, Goldstein presented a paper on Fighting French Censorship, 1815-1881 at the annual conference of the Western Conference on French Studies in Charlotte,

North Carolina, and a version of this paper has been accepted for publication in the journal *French Review*.

Jane Goodman, Department of Counseling and the Adult Career Counseling Center, received the Distinguished Service to the Profession Award at the 1996 Michigan Counseling Association (MCA) Conference. The award is the highest given by the MCA and recognizes her 25 years of professional service. She is a pastpresident of the organization and also a past-president of the National Career Development Association. Goodman is the author of several publications on career development and counseling adults in transition. She joined the OU faculty in September after teaching for five years at Eastern Michigan University.

Geri Graham, Project Upward Bound, completed the requirements of the Emerging Leaders Institute (ELI). The ELI is a one-year professional development training program sponsored by the Mid-America Association of Educational Opportunity Program Personnel. The Sunday graduation ceremony was conducted in the presence of colleagues from a 10-state area during the regional conference in Lake Geneva, Wisconsin.

Barbara Mabee, Modern Languages and Literatures, presented a paper, Linguistically Playful Strategies, (De)construction/Destabilization of Meanings: Elke Erb's Poetry and Her Reading of Barthes, Foucault, and Bataille in the 1980s. She presented the paper in the session Adapting to Newness: Assimilation of Western Thought in Eastern Europe Academies at the Fifth Conference of the International Society for the Study of European Ideas. Mabee published an article, The Wall as a Kafkaesque Symbol: Helga Schubert's 'Das verbotene Zimmer', in Neophilologus 80. She also published two book reviews.

Dale Nesbary, Political Science, presented his paper, *Burglary Inci-*

dents and Police Response: Organizational Production of Crime Statistics, at the American Society of Criminology Annual Meeting in

Chicago November 20. Laura Schartman, Institutional Research, presented a paper, AnAnalysis of the Relationship Between Credit Hour Loads at College Onset and Subsequent Academic Performance, with Paul **Duby from Northern Michigan** University at the Michigan Association Institutional Researchers (AIR) Conference in October. Attendees voted the paper as best of the conference. Schartman and Duby will present an updated version of the paper at the national AIR Conference in Orlando in May. In addition, Schartman has taken over as chair of the Michigan/AIR Steering committee this year.

Karen Sheridan, Department of Music, Theatre and Dance, guest directed Noel Coward's *Hay Fever* for the University of Michigan-Flint in October.

Barry S. Winkler, Biomedical Sciences in the Eye Research Institute, gave the Alcon Foundation Lecture at the Emory Eye Center, Atlanta, Georgia. The title of the lecture was Antioxidant Capacities in Ocular Tissues. Winkler gave a second lecture to the ophthalmology residents and faculty, titled Old and New Insights on Clinical Electroretinography. The Emory Eye Center honored Winkler for his "outstanding achievements, many contributions and dedication to the field of retinal research."

new faces

 • Amy Wills, clerk-receptionist II, Admissions

retirements

• William (Bill) Gardner, supervisor /grounds maintenance, January 3,

DEADLINES

Submit items for publication no later than the 10th of the month before publication

NEXT DEADLINE

January 10

Turning the corner

Oakland helps Detroit public school; receives math grant

School reform is a slow process at Katherine B. White Elementary, in northeast Detroit. Eighty percent of its students live below the national poverty line, and virtually all come from non-traditional families headed by single moms or grandmothers. The school sits near a halfclosed housing project and **Principal Carnation Tsonakas** describes her young charges as "an urban clientele with urban problems."

But with Oakland University's help, hope greets them at the front door each day. OU is leading a long-term effort by five area universities to raise test scores and self-esteem at White Elementary.

The three-year-old

program is paying

Scores on state-

since 1993, and chil-

second-graders are

mandated tests are

up dramatically

dren as young as

learning to run a

bagel shop. Math

scores will likely

because OU has

received \$175,000 in

Michigan education

grants to create a

model urban math

school program for

students. The new

"underrepresented"

improve, too,

"Children see

that you

can learn from

anyone."

Principal Carnation Tsonakas,

Katherine B. White, Professional

Development School

BSM was developed in New Zealand and is distributed only by OU in North America. OU is also getting an \$87,000 grant to raise math skills statewide with BSM, says Donald Miller, professor and director, SEHS Institute of Action Research.

Another sign the program is paying off: enrollment is rising. Even parents who left the neighborhood are still driving their children to and from the school.

"We have a couple from the west side," Tsonakas says.

The program is a blessing not only for children, but for parents. They're learning improved parenting skills, jobtraining, resume-writing, community leadership, and even a little about teaching methodolo-

White gets its helping hand from a team of educators who specialize in early childhood development, language arts and math. Team members came together under the Michigan Partnership for New Education, bringing a small army of student teachers with them and making life easier for the staff of

Sandra Alber of Human Development and Child Studies, OU's School of Education and Human Services, has been on half-time release from OU since 1993. Her mission is to break the mold of top-down administration, and turn the school into a collaborative model of education. She considers the parents and teachers "equals," because, "I learn from them and they learn from me."

White teaches "anything you can think of in academic content," and the students have responded. Scores on Michigan



Assistant Professor Sandy Alber works with children at Katherine B. White Elementary in Detroit.

Educational Assessment Program tests rose from 10 to 27 percent in math, and from 7 to 16 percent in reading. Writing appears stronger, too. In Brown's classroom, where a sign says, "Our writing is under construction," Ashley Smith, 6, wrote in her journal recently, "I went Christmas shopping. I took a picture with Santa."

Parents at White benefit from recent programs to stem unemployment. There are lessons on everything from balancing a budget to collecting data for research. Alber has held resume-writing workshops at nearby Charles Terrace housing project and has worked closely with 10 active parents at the

They even participate in professional teacher conferences "and they do very well. They are articulate and ambitious women, with life circumstances that got in the way," Alber says.

Parents are equally pleased with Alber.

The educational environment has made some parents talk of someday returning to school. Alber wants to get funds for that, too.

Tsonakas calls all such efforts "a 21st century approach to education — the most powerful reform effort there has been."

In conjunction with the reforms, Tsonakas constantly tries to "move the curriculum outside the school," with lessons such as the bagel business. Children name it, design the logo and make a profit, "so they learn what the world is like," Tsonakas says.

Now, she sees her students making connections to the world. Children who used to name one or two people as their teachers now cite many people.

"Children see that you can learn from anyone," Tsonakas

Library opens service to students

Eisenhower math grant is one of

two OU received recently, and

Mathematics (BSM) at White.

will fund Beginning School

Oakland University students now have access to FirstSearch, an online electronic information service.

Until recently, the service was restricted to OU faculty. Cost for the service is about \$6 for a minimum set of searches.

Indra M. David, associate dean, esge Library, says since the

library plans to absorb the cost of the service it will be restricted only to those students whose information needs cannot be met using other available

OU heads up distance learning network

Oakland University is the headquarters for a new North American distance learning educational network that is bringing experts from around the world into the college classroom.

Called the Mercury Project, named after the Roman messenger to the gods, the network is a consortium of universities in the United States. Canada and Mexico that is opening the doors of communication and education through French, German, Spanish and Russian college language departments. The Mercury Project is centered around video teleconferencing but uses other electronic media such as e-mail and the World Wide Web, according to David Jaymes, chair, College of Arts and Science's Department of Modern Languages and Literatures and professor of French who is heading up the consortium.

SECS faculty receive funding

Recent research contract awards in the School of Engineering and Computer Sci-

- \$53,436 to Professor Patrick Dessert from Chrysler Corporation for his project Fall and Winter Semesters for Engineering
- Consulting. • \$15,000 to Professor Ka C. Cheok from U.S. Army Tank-Automotive and Arm ments Command for his research on AI-Based Driver's Aid System. Cheok also received \$105,000 from ITT Automotive for his research on Computer-Aided Study of Vehicle Braking and Traction Dynamics.
- \$1.000 to Professor Hoda Abdel-Aty-Zohdy from FANUC for work on FANUC Berkeley Laboratory Micro Electro Mechanical Systems.
- \$214,000 to Professor Michael Hung from the National Science Foundation for his research on Development of High Speed Shearographic Instrument for Measuring Time-Dependent Deformation.
- \$30,000 to Professor Michael Latcha from Battelle Columbus Division to conduct research on Object-Oriented Approach to the Modeling and Simulation of Multibody Dynam-
- \$60,000 to Professor Subra



Getting connected

Student Affairs Vice President Mary Beth Synder interacts with students and computers at the opening of the residence halls computer center in Vandenberg Hall.

> Analysis Using Hypercard. • \$40,241 to Professor Edward Y.L. Gu from General Motors Corporation for research on Modeling and Task Planning for Robotic Painting Systems.

OU plans London-Paris tour

Oakland University is organizing a tour of London and Paris, with an emphasis on their art, architecture and cultural heritage.

The nine-night trip May 5-14 is open to OU students, faculty, alumni and their guests. Cost is \$1.445 per person and covers hotel, breakfast and transportation, including Chan-

At least 20 people are needed, otherwise seats will be offered to people from other colleges and universities.

The tour guide is Lisa Ngote, OU art and art history lecturer and coordinator of visual services.

For more information, call (800)228-0707 or (810) 370-2020.

Residence halls students chip in for charity

Residence halls students collected \$553 in pennies and other coins November 18-27 and donated the money to a Pontiac social service agency.

The Lighthouse will benefit from the collection, called Penny Wars. The effort is sponsored by the National Residence Hall Honorary, an honor society for residence halls residents.

Resident Assistant Carol Ayoub organized the Penny Wars. Several such collections in past years have been organized to benefit Pontiac social service groups, says Jean Ann Miller, assistant director, Student Development, Residence Halls.

The Residence Halls Council community relations committee, led by students Julie Balge and Joe Cottone, collected on December 4 more than \$300 in bottles and cans for a Wayne County girl who has a rare blood disease. Students also donated toys for babies and children up to age 12 to be given to The Salvation Army in Ponti-

Ganesan from General Motors Corporation for Data Collection and

A feature highlighting specific groups of university colleagues.

What are the main

sports?

advantages of being an

Besides basketball, what

are your favorite Oakland

What is your most memo-

rable game experience at

Where do Oakland 100

members generally hang

If you could change one

thing about Oakland athletics, what would it be?

Oakland 100 member?

MARGO KING Assistant vice president, University

Access to Pioneer lounge at Lepley and interaction with the coach and players.

I'd like to be a tennis fan, but I don't know where they play.

A last-second win last season.

Pioneer Lounge.

Bigger crowds, more fan support.

all of my colleagues have already dispensed with their mid-life crises by now. I know a department where three faculty recently have left their wives (of many years) for grad students.

BILL ROGERS

Cousins Golf Course

athletic endeavors.

Baseball and soccer.

year ('96).

Golf and managing director, Katke-

Being able to support the university's

The GLIAC basketball playoffs this

Limo's in Rochester and Cruse & Muer

I'd continue to make them bigger and

better, and build school spirit.

assistant professor, Political Science,

"If I was really certain that grading would not be an issue, I'd leave the matter alone. However, if there was any doubt in my mind, I would ask that a third party mediate, one who understood what the didn't know all the details which, presumably, he/she would be because the couple party would grade more fairly than the professor in question."

Sally Silk, associate professor,



GEORGE PREISINGER Manager, Instructional Technology

You get a sense of comradery with other staff and university friends.

Reserved seating.

If we had a football team, it would be

American football.

Men's basketball when they won the

first GLIAC championship.

Men's and women's basketball teams

Swimming and soccer.

CAROL LAMB

winning the GLIAC championship.

Business Manager, Meadow Brook Theatre

In the Oakland 100 Room in Lepley. Pioneer Lounge at Lepley.

Build a sports complex we can be I wish Oakland athletic events had better attendance and local support. proud of.

You realize that one of your colleagues has become romantically involved with a student. The student is not presently enrolled in that colleague's courses, but because of the student's major, the student cannot avoid taking a class from the colleague at some point in the near future. You respect your colleague and the student and you are

would exploit the other by trading grades for favors. How do you deal with such a situation?

confident neither

'I stay out of it, it's their business. The only time I might feel the need to intervene is if it comes to my attention that some sort of verifiable violation of departmental/academic/university (etc.) policy has occurred, but that's unlikely for any informal quid pro quo. Note that I am hoping, however, that

Air, water, and soil samples are being tested currently."

- Pat Piskulich, College of Arts and Sciences

course was about, even if he/she wouldn't. I would expect that if a third party was brought in, it involved believed that the third

> French, Modern Languages and Literature, College of Arts and Sciences

People with disabilities who need special assistance to attend any of the events listed may call the sponsoring unit or the Office of University Diversity and Compliance at 370-3496.

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.). Admission. Gift Shoppe also open. Call 370-3140.

- 2 Malinski Collection exhibition, MBAG
- 2 Men's basketball, home, Hillsdale College, 7:30 p.m.
- Women's basketball, home, Hillsdale College, 5:30 p.m.
- Men's basketball, home, Ashland University, 3 p.m.
- Women's basketball, home, Ashland University, 1 p.m. 7 Arts-at-Noon recital, Varner Recital Hall, noon
- Men's basketball, away, Gannon University, 8 p.m.
- Women's basketball, away, Gannon University, 6 p.m.
- Men's basketball, away, Mercyhurst College, 3 p.m. 11 11
- Women's basketball, away, Mercyhurst College, 1 p.m. Arts-at-Noon recital, Varner Recital Hall, noon
- 18 Men's basketball, away, Wayne State University, 3 p.m.
- 18 Women's basketball, away, Wayne State University, 1 p.m.
- Martin Luther King Freedom March, Vandenberg Hall, noon Lecture: The Strengths of our Culture, Gold Rooms, 1 p.m. Martin Luther King Candlelight Vigil, Golds/Fireside, 7 p.m.
- Arts-at-Noon recital, Varner Recital Hall, noon Book Forum: All American Skin Games, Fireside, noon
- Student Organization Day, Gold Rooms, 10 a.m. 3 p.m.
- 23 Students of Color Career Day, Gold Rooms, 9 a.m. - 3 p.m.
- 23 Men's basketball, away, Northern Michigan University, 7:30 p.m.
- 23 Women's basketball, away, Northern Michigan University, 5:30 p.m.
- Marcus Roberts, Jazz piantist, Varner Recital Hall, 8 p.m. Voice Day, MTD concert, 134 Var, 9:30 a.m. - 3 p.m.
- Casino Night, Gold Rooms, 9 p.m. midnight
- Men's basketball, away, Michigan Tech University, 3 p.m. 25
- 25 Women's basketball, away, Michigan Tech University, 1 p.m.
- Aesops Fable's puppeteer, MBT, 11 a.m.
- Arts-at-Noon recital, Var Recital Hall, noon Storytelling with Lyron Williams, Fireside, noon
- Student/Staff Art exhibition, Residence Hall DRC,
- 8 p.m.- 10 p.m.
- Men's basketball, home, Ferris State University, 7:30 p.m.
- Women's basketball, away, Ferris State University, 5:30 p.m.
- Students of Color Dance, Gold Rooms, 9 p.m. 1 a.m.

Food Court — continued from Page 1

"You will have an openness that you never really had before in this building, "ARA-MARK architect James (Doug) Short says.

It will also have more than twice as many seats as JWs.

The OU community has long anted more seating and "brand name" restaurants, says OC Director Richard Fekel.

OU is catching the wave of food courts on campuses nationwide, including courts at Boston University, Santa Clara and Wake Forest. The OU court, accented by brick, tile and blue-gray carpeting, is the premier one in the nation after Boston's, Short says.

The court is the new centerpiece of a building that will soon be more like a student union, with a mini-computer lab, game room and student office space in a renovated lower level. Plus, the OC is moving \$50,000 worth of portable, modular furniture into the building.

Fekel envisions the center as

"the living room" of campus, "a place to hang out between classes, and a really nice showcase."

ARAMARK has been preparing for a food court since it replaced Marriott as the OU food services operator in May.

Retail Director Matt Wilton trained at Taco Bell and Burger King, as if he were an employ-

After construction problems that delayed the opening, Wilton and General Manager Delta Gibson are ready to serve up to 2,000 people a day.

"We anticipate long lines the first week," as people find their way around the court, Wilton says.

He says a central cashier system will help speed up the process. There are no plans to expand vendors in the court, but Gibson is looking at new food trends like meals in a shell, called wraps.

"I want to continually have some growing pains," Gibson says. "Otherwise, that tells me we're not keeping up with the times."

Tips to avoid long food lines

- Read a brochure about the food court in advance, so you will know what the foods and hours are. The brochures are available in ARA-MARK offices and retail operations in the Oakland Center.
- Grab the national brand foods Taco Bell, Burger King and Pizza Hut, which will be in warming chutes. You'll wait longer at the Meadow Brook Farms rotisserie operation, the D.C. Subs shop and the Center Stage presentation cooking.
- Have an idea what you want before you get there. Most initial tie-ups initially will be because of people standing around, looking around.
- · Don't mix "concepts," by standing in line first for burritos and then for burgers or tacos, Wilton says. • Know your hours and rush hours. The hours of 11:30 a.m. -1:30 p.m.
- · Don't be intimidated by long lines. They'll move more quickly than
- you think. Also, don't jump from a long line to a shorter line because it won't necessarily be any quicker.
- Tour the food court first. Size it up. Get the lay of the land.