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On January 30, GSU was closed for several hours due to a temporary power outage that was caused by a small fire in an on campus ComEd electrical transformer. The staff in Physical Plant Operations and the Department of Public Safety responded immediately to the problem. They alerted the local fire departments to extinguish the fire, and helped fire fighters evacuate the building. They also immediately contacted ComEd, and work crews were quickly dispatched to GSU's campus to find the source of the problem, which was identified as wildlife contamination of the electrical transformer. The ComEd crews plus PPO and DPS staff worked diligently over a period of several hours to ensure that the damaged transformer was replaced in a timely and efficient manner. Thanks to their quick thinking and skillful coordination, the university resumed full operations by noon the next day.

The skill and dedication demonstrated by the PPO staff was aptly noted by Mike Hassett, the director of PPO, who said, “Many people outside this department probably are unaware of the severity of the problem that occurred when this transformer failed. That is typically the nature of the work PPO does. Without the combined efforts of ComEd and the PPO staff, the university could well have been down for a number of days instead of a number of hours.”

Chief Albert Chesser of DPS also applauded his staff for their professional response by saying, “DPS staff members provide responsible service in everything we do. The department itself has primarily new members, and training is a must and a plus in helping us to do our services well.”

As we go through the workday, it is sometimes easy to overlook the exemplary work that is done by the PPO and DPS staff as they implement a range of tasks to ensure that the GSU campus runs smoothly. Their response to the electrical outage on January 30th is an excellent example of the quality and caliber of their work performance.
GSU Board of Trustees Elects New Officers

The Board of Trustees of Governors State University elected new officers at a special meeting held on Tuesday, February 13, 2001, on campus.

Bruce N. Friefeld of Mokena was elected board chairperson. Serving with him as vice-chairperson is William D. McGee of Hazel Crest, and the secretary of the board is Kristi DeLaurentis of Frankfort. Each will serve in their respective offices for one year. All three have served on the board since it was established in 1996.

Joining them on the board are Jack Beaupre of Bourbonnais, Harry Klein of Homewood, Kathleen Field Orr of Flossmoor, Lorine Samuels of New Lenox and Ivy White, student trustee, of Chicago.

Additionally, the Board made new committee appointments. DeLaurentis will chair the Academic Programs and Policy Committee. Beaupre is the new chairperson for the Finance and Budget Committees. Orr will head the Personnel Committee.

On his selection as the board chairperson, Friefeld said, "I am grateful to the Board of Trustees for this opportunity to further serve the GSU community. I am also grateful to GSU's President Stuart Fagan, the faculty and staff at the university for their support and commitment to maintaining high standards for the institution and its students. For more than 30 years, GSU has made the dream of a quality education a reality for tens of thousands of students. As Illinois' only upper-division university, we will continue our mission to serve the region’s need for professionals who are well educated and highly skilled in a range of high demand areas."

GSU in collaboration with the Illinois Federation of Teachers is accepting applications from area teachers for a pilot mentoring program. The initiative will pair GSU education students with school teachers in Districts 122 Ridgeland Elementary School, 135 Orland Elementary School, and 146 Tinley Park Community School. The program is scheduled for kick-off in the fall.

Since it is a pilot program, only one teacher from each of the schools in the districts will be selected to take two, three-credit courses offered by GSU in the fall. The courses will instruct teachers on how to mentor student teachers through classroom study and a practicum. During the following winter semester the teacher will mentor a GSU student. Teachers will only have to pay the costs for transportation and buy any books that they may need.

Marsha Davis, who is director of field experiences at GSU, said that when teachers complete the program, they will also be eligible for a three-credit tuition waiver and a stipend in exchange for agreeing to mentor three additional GSU students within a give year’s time frame.
Strategic Planning Updates

You Can Make a Difference

The Governor's State University Strategic Planning Committee is inviting GSU staff and students to join one of many planning task forces to help chart the future direction of the university.

The task forces will meet to discuss an array of assigned issues. The groups will then develop reports that outline the impact of the particular issue on the future of the university. The reports will be compiled and submitted to the GSU Strategic Planning Committee by March 21, 2001. The reports will be used in planning for the university's growth over the next three to five years.

GSU students and staff who are interested in working on a task force should contact Jeffrey Slovak at Ext. 4981.

Below is a breakdown of the task force areas and an excerpt describing some of the issues under consideration:

- **Quality:** Consider what quality means for GSU.
- **Student Learning:** Consider the broad aspects of student learning.
- **Faculty Research/Scholarship:** Consider its current and future role at GSU.
- **Region:** Discuss the concept of region for GSU.
- **Accessibility:** Reflect on our program mix, admissions policies, affordability, schedule and course offerings, use of technology, etc.
- **Building Community and Valuing People:** Consider the campus community and what it offers students, staff, and alumni.
- **Service:** Discuss potential goals for the services we provide.
- **Diversity:** Consider the broad and specific aspects of GSU's diverse community and develop recommendations.
- **Infrastructure/Facilities:** Consider what would be proper to create and sustain an efficient and effective organization.
- **Technology:** Consider the full range of technology.
- **Globalization:** Consider what steps GSU should take to integrate global interests and understanding in the fabric of the university.

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**BUILDING ON A STRONG FOUNDATION**

**We Will:**

- Offer a quality, affordable, and accessible education to traditionally underserved populations.
- Do a comprehensive quality analysis on all aspects of the university's operations and use this to implement change.
- Provide academic degree programs that meet or exceed state and national educational standards.
- Institute university-wide quality control measures for academic programs and administrative functions.
- Attract and retain highly qualified and experienced faculty who are committed to excellence.
- Challenge students with an exciting and enriching educational experience which prepares them for successful professional careers.
- Enhance GSU's academic program offerings to meet the region's growing demand for excellent and skilled professionals.

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**GSU-COMMITTED TO EXCELLENCE**

Stuart Fagan, President
News/ Happenings

Update of the Campus Network Upgrade

The upgrade to the existing network is still underway as fiber optic and category 6 copper cabling are extended throughout the university. The goal of the upgrade is to get all campus offices, classrooms and buildings connected to a new cable infrastructure that will increase bandwidth on campus.

The campus network consists of a series of wires that runs from the OTS building to "wiring closets" in the main campus building, then on to offices, labs, and classrooms.

The campus-wiring infrastructure is one of the most important portions of campus technology. It is the first requirement for building a high-performance campus network. GSU's new network will move data across the campus backbone at a gigabyte speed, and 100 Mbps to the desktop. This technology is known for its high rate of reliability, flexibility, and expandability, which will allow GSU to adapt to future technologies as they come along.

As Advanced Data Network cable installers continue to drill through GSU's concrete structure, invade your workspace, and create noise that seems unbearable at times, we once again appreciate your patience. By summer you'll be switched to the new network, and this lengthy process will have been worthwhile.

Diversity Dinners

The planning is underway for the fourth annual round of Diversity Dinners. This year, dinners will be hosted throughout the region on Thursday, April 26, 2001. If you are interested in attending a diversity dinner or hosting a diversity dinner, contact Thalia Johnson at (708) 534-4487, at the South Metropolitan Regional Leadership Center at GSU. There is no charge to hosts or guests for participation.

GSU Workshop Focuses on Maximizing Access for the Disabled

On Tuesday, February 20, 2001, Governors State University hosted a free workshop to explore the Americans with Disabilities Act (ADA) Accessibility Guidelines. The event was held in the Hall of Honors at GSU.

Mark Derry, an ADA consultant and trainer, led the discussion via a distance learning presentation. His background in the construction industry as a small business owner, coupled with his personal experience with disability, gives him the know how to present effective solutions to physical barriers in existing buildings.

Additionally, the event featured a Web-based presentation of the ADA federal guidelines and a round table discussion facilitated by GSU staff and faculty. The conference was designed to meet the information needs of state and local government officials, business owners, managers, supervisors, human resources professionals, ADA coordinators and others impacted by the guidelines.

Project Hope/Esperanzo Career Awareness Fair

Rey B. Gonzalez, assistant vice president of diversity at the McDonald's Corporation, was the keynote speaker at the Career Awareness Fair on Wednesday, February 21, 2001, at GSU. More than 160 Latino students attended the career fair which provided them with an opportunity to talk with successful Latino professionals who represent a range of career areas.

In recognition of Gonzalez's commitment and leadership, GSU has instituted the Rey B. Gonzalez Scholarship Fund. Additionally, El Valor, an organization serving people with disabilities, named a $3.8 million children and family center after Gonzalez.

An advocate for diversity and the Hispanic community, he has a history of volunteer community involvement.

Rey B. Gonzalez - Keynote Speaker

Gonzalez serves on a number of community boards, including chairperson of both the U.S. Hispanic Leadership Institute and El Valor. He has also been recognized for volunteerism by receiving the Hispanic Association of Career Enhancement Leadership Award.
Dr. William Glasser Returns to GSU

The Divisions of Education and Psychology and Counseling of the College of Education at GSU were proud to welcome Dr. William Glasser on a return visit. Glasser addressed an important topic of student success in the Center for the Performing Arts.

During his visit, Glasser split his time among GSU faculty and staff, as well as constituents of ours. On Thursday, Glasser met with Dr. Jon Carlson and psychology and counseling students prior to his lecture. On Friday, Glasser held an informal seminar with GSU faculty and staff of the College of Education. Afterwards, the teachers and administrators of school district 201-U had a seminar with Glasser.

Glasser is a world renowned speaker and author of many books, including his latest, *Every Student Can Succeed*. Over the past 20 years, Glasser has become known as a leader in educational reform. In his book, *The Quality School: Managing Students Without Coercion*, Glasser explains how schools using lead-management rather than boss-management principles could create quality schools. He emphasized that all students can be persuaded to work hard in school if the emphasis of the school is changed from expedient goals, like reducing dropouts, to quality education through non-coercive management.

Glasser addressed what he calls the seven deadly habits that destroy relationships. The deadly habits are: criticizing, blaming, complaining, nagging, threatening, punishing and rewarding people to control them.

Glasser’s goal with this book is to take teachers to a new level of excellence by demonstrating what to do and say to reach the challenging students a teacher faces.

The lecture presented by Glasser is a part of GSU’s quality schools and teacher preparation series which includes presentations used for students who are preparing to be teachers, as well as for those current teachers who are interested in professional development.

Dr. William and Carleen Glasser with Professor Jon D. Carlson of Psychology and Counseling

Dr. William Glasser addressing the crowd at the Center for Performing Arts

News/Happenings

The University of Chicago Hospitals Academy and GSU Sponsor an Educational Partnership

The University of Chicago Hospitals Academy (UCHA) in collaboration with GSU is sponsoring an education partnership which provides the opportunity for employees of the University of Chicago Hospitals to complete a bachelor of health administration degree.

Course work for the program is offered at the academy and at GSU. It is a three year, part-time program that was designed to encourage upward mobility for current employees of the University of Chicago Hospitals.

Early Childhood Conference

The South Suburban Association for the Education of Young Children and Governors State University present “See How They Grow... Meeting the Needs of Young Children” on March 17, 2001, from 8 a.m. to 4 p.m. at Governors State University. This is an in-service experience for early childhood educators of children from birth to third grade. The day will include workshops for infant/toddler, preschool, kindergarten and primary teachers. There are specific workshops aimed at special education teachers, child care center staff and directors, family child care providers and for parents as well.

Ground-Breaking News

The Child Development Center and Charter School construction is scheduled to begin May 21, 2001.

Faculty Office Building construction is scheduled to begin September 1, 2001.
News/Happenings

Welcoming new faculty to the College of Business and Public Administration

Daisang Chung joins the faculty as university professor of MIS. Chung's previous position was assistant professor at Jarvis Christian College in Hawkins, Texas. Chung received his B.A. from Chung-Ang University in Seoul, Korea, his M.B.A. from Mankato State University, and his D.B.A. from Mississippi State University. His teaching interests include information systems design and analysis, programming and applications.

John W. Swain joins the college as both university professor of public administration and director of the Institute for Public Policy and Administration. Swain holds a B.A. from the University of New Hampshire, and earned his M.A. and Ph.D. from Northern Illinois University. His main interests are in public budgeting and finance and urban government; he is co-author of Public Finance Administration now in its second edition and co-editor of Managing Small Cities and Counties: A Practical Guide. Swain joins us from the University of Alabama.

Phyllis R. Anderson joins the MMPA division as a lecturer in management. Anderson earned a metallurgical engineer degree from the Colorado School of Mines, an M.B.A. from The University of Chicago, and a Ph.D. in Management from LaSalle University. She has forty years of experience in defense work, manufacturing, research and development, corporate planning, business research, and corporate turnaround situations. For the past twenty years, Anderson has been president and co-founder of her own management consulting firm, Corporate Development Associates, Inc.

John W. Swain
Named as GSU's New Director for the Institute for Public Policy and Administration

President Stuart Fagan recently announced that John W. Swain has been named the director of GSU's Institute for Public Policy and Administration (IPPA).

The IPPA is dedicated to research, service and training for the community and those elected and appointed to serve the community in government. The IPPA is an integral part of the public life of the south suburbs, Cook County and Illinois.

"I am very pleased to welcome such a highly experienced educator to GSU. John Swain will do much to improve GSU's relationship with local communities. Swain's presence is another step in linking the needs of local government with GSU's obligation to serve its students and their communities," Fagan said.

The Institute provides a great many tools to help local communities deal with public issues and governmental processes. The Institute offers workshops, provides technical assistance, conducts and disseminates research, sponsors meetings on public policy issues, arranges public speakers and organizes internships.

"The role of the Institute is to facilitate the policy and governmental processes of regional communities. At the Institute, we will be asking, 'What can we do to help the local communities?' I look forward to working with local elected and appointed officials and bringing them and the GSU faculty into useful collaborations. My own personal strengths are in the areas of municipal administration and public budgeting and finance administration," Swain said.

Along with Swain's position as director of the IPPA, he is a university professor of public administration for the College of Business and Public Administration. He teaches two graduate seminars: Public Budgeting and Urban Government.

Swain has more than 20 years experience in the instruction and practice of public administration. He comes to GSU from the political science department of the University of Alabama, where he was the director for the doctorate and master's programs in public administration. Swain has served similar departments at Southern Illinois University, the University of Nebraska, Oklahoma State University and Carroll College. He coordinated internships and training at Southern Illinois University and administered master's programs at the University of Nebraska and Oklahoma State University.

Swain is the author of numerous articles, books and technical and workshop materials related to public administration. He is currently working on a book entitled Public Budgeting for Public Managers. Swain has been involved in major consulting projects concerning community improvement. In his most recent effort, Swain formed a comprehensive study of informational systems for the Nebraska Department of Social Services.

Swain was born and grew up in Colorado. He now resides in Flossmoor with his wife, Kathy, a book editor and Chicago native.
Way back, in the corner, behind the Department of Public Safety Office, sits a fantastic person who you may not otherwise know exists. The hidden treasure is Patsy Hoskin, telephone operator for Governor State University. Her job isn’t face-to-face with the public, but if she weren’t there, we would all take notice.

Many, if not all of us, have spoken to her without realizing who she is and all that she does. When a call is placed to Governors State University and it comes through the switchboard, you’ll probably speak with Hoskin. She responds to callers with a friendly voice and tries to direct all calls to their respective parties. This is not always an easy feat.

"Some people who call are rude. They call with negative things about GSU, and part of my job is to remain calm and positive. I realize that I am an image that the caller will also identify with GSU," says Hoskin.

Hoskin has answered the phones for the past fourteen years at GSU. She started out as a temporary operator who was uncertain about taking the job, fearful of the fact that she sometimes stutters.

Hoskin admits, “There are good points and bad points, but I actually enjoy talking to the people. We don’t just get local calls, we get calls from all around the world.”

Hoskin is willing to extend herself to the caller by gathering enough information so that she can connect the caller with the proper party without having to transfer the caller too many times, if at all. “I look at my job as a way of helping others,” says Hoskin.

Hoskin puts forth every effort to make sure callers are properly connected in a timely manner and with the greatest of ease.

Putting a Face with a Name

For the month of January, Linda Ayala was the employee of the month. There was no photo available before we went to press. We thought the GSU community should be able to put a face with the name. Congratulations once again, Linda, for being selected as Employee of the Month in January.
Meet...Frank M. Clark

Frank M. Clark is one of our newest foundation board members. "I am very excited about joining the Governors State University Foundation Board. I have known Stu Fagan for several years, becoming acquainted with him when he was provost at Roosevelt University." Clark is executive vice president of customer, marketing and energy delivery services for ComEd and senior vice president of Exelon Corporation based in Chicago, Ill.

Clark is responsible for leading several areas within ComEd including customer services operations, marketing and sales, distribution pricing, regulatory and legislative services, distribution services, energy acquisition, community relations and administrative services, communications services, labor relations, human resources, and information technology.

Since joining ComEd in 1966, Clark has served as senior vice president of corporate and governmental affairs, western division commercial manager, public affairs manager, and senior staff attorney to both the rate and regulatory affairs departments. He also held several positions in the purchasing department.

Clark serves on the board of directors for the Metropolitan Family Services, the Illinois State Chamber of Commerce and the Chicago Legal Clinic, and on the Board of Trustees of Roosevelt University and the Adler Planetarium. He is also a member of the Chicago Bar Association.

"I believe in Governors State's mission and have complete confidence in Stu Fagan's leadership. As president of Governors State, he has continued his single-minded focus of providing quality education for a diverse population of men and women. He continues to enjoy my full support," added Clark.

Clark and his wife reside in Hazel Crest. They have two sons, Frank III and Steve.