

8-15-1988

Inscapes, 1988-08-15

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Recommended Citation

Governors State University Office of University Relations, Inscapes (1988, August 15). <http://opus.govst.edu/inscapes/82>

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“This Is the Operator”...Switchboard supervisor Doris Carter (PP0) may not have been a familiar face, but her voice was often our lifeline to the university.

For years she has greeted the public, helped transfer calls, looked up unknown extensions, helped place long-distance calls, and the list goes on and on.



Doris Carter

“Doris is the public’s first contact with GSU, and the impression she makes is of the utmost importance,” Ursula Sklan (ASR) said in nominating Doris for the award. “Doris handles both inside and outside calls with perfect courtesy and patience. She is always polite and helpful and her level of motivation transcends all heights—it’s limitless.”

Doris first came to GSU as a student “and it was so nice a place that I applied for a job,” she said. Nearly seven years ago she started as a part-time operator. In six months she was working full-time and shortly thereafter was promoted to supervisor. She worked with a part-time and two other full-time operators manning the switchboard with 38 outside lines (25 for local calls and 13 for Chicago calls) and nearly 4,000 in-house extensions, although that many aren’t now in use.

As supervisor, Doris also was responsible for time-sheets, records on equipment changes, phone repair reports, directories and recording messages for the answering machine when the university is closed.

Handling a switchboard, especially one as large as GSU’s, isn’t for everyone, but “to me it was just handling effective communications,” Doris said. “I took my job seriously. I was one of the few civil service employees to conduct a workshop.”

Doris admits she’s had some curiosity about her callers. But she found they were often curious to meet her too. Staff members would discover the switchboard room on their way to Personnel of Public Safety and stop in her office to introduce themselves after having talked to her hundreds of times before.

“I can’t say enough about GSU. I felt like I was part of a family,” she said.

That carries through to Doris’ own family. Besides Doris who worked at GSU and earned her degree here in 1985, daughter Marcie worked in the Cashier’s Office for a time. Her son, Steven, earned his bachelor’s degree in business from GSU, and her husband, Morgan, earned his master’s degree in business here.

Winning the award was “the icing on the cake,” Doris said. It was just after the committee’s selection of her that she resigned to take care of her ailing father who is now living near Pittsburgh. Eventually Doris and her husband will move with her father to St. Augustine, Fla., where her daughter is working as a nurse.

“But I promise to be a GSU ambassador,” Doris said. “I’ll tell people about the BOG program so that they might get that college degree they’ve been putting off.”



New Show Given in Art Gallery...The university Art Gallery will feature works of graduate art student **Debra Morgan** Aug. 9 through Sept. 14. Morgan's show opened with a reception in her honor Aug. 9.

The show will include 20 works, 14 oil paintings and six drawings in pastels and prisma colors. Her show is titled "Metamorphosis and Myth." "I believe there exists a metaphysical unity with all life," Morgan said. "Cyclic patterns are evident in all living things and once we acknowledge these, we see the irrevocable intertwining of man and the environment.

Morgan will receive her master's degree in drawing and painting in August. She has her bachelor's degree in art education from Northern Illinois University.

The Art Gallery is open from 11 a.m. to 4 p.m., Monday through Friday.

Staff Directory Changes...Please make the following changes in your staff directory for listings in the Business Office:

Tim Arr

Ext. 2160 (primary choice), 2175

Colette McHale

Ext. 2306

Marilyn Molyneaux

Ext 2108

Cathy Swatek

Ext. 2240

The Purchasing Department uses Ext. 2175, 2176, 2177.

New employee in Purchasing is Robert Peterson, Acct. Tech. I.

Cashier's Office uses Ext. 2171, 2172.

New employee in the Cashier's Office is Kerri Ellen Kelly, Cash. II.

Extension for Associate Vice President Carolyn Conrad is Ext. 2343.

Extension for Fred Vojtsek, president, Employee Assistance Plus, and Mary Sutter, clinical associate, is Ext. 2217.

The following extension changes have been made in the University Library:

Susan Bell, Ext. 2225, 2338

Dorothy Pais, Ext. 2224

Janice Washington, Ext. 2487

Shannon Troy, Ext. 2332

Fourteen Year Veteran of GSU Retires...Dr. William Rogge of the College of Education, Division of Psychology and Counseling, is retiring after 14 years on staff at GSU.

Rogge, who joined the staff in 1974, has seen the university grow and transform itself from a university-without-walls to an institution that today serves more than 5,000 students with innovative ideas in a traditional setting.

"This was a very tough decision for me. I don't know that I'll miss teaching so much in the sense of following a schedule every day, but I'll miss my contacts with the students and staff here," Rogge said.

Rogge served as president of the GSU Faculty Senate for four years and was always involved in various committees and planning groups at GSU. Although he is retiring from the university, he will be working. He has accepted a ten-month contract to work for the Southeast Regional Resource Center in Juneau as liaison for the Alaska Department of Education and seventeen school districts in southeast Alaska. He has been doing consulting work in Alaska for the past ten years.

Dr. Rogge plans to come back to the area after his work in Alaska and rejoin the GSU staff as a part-time faculty member.

GSU Becomes Testing Site for Teachers...The university will be a testing site for Illinois' new state-required certification exams for teachers. All teachers are required to take the basic skills test and then select tests in any of the 53 subject-matter areas in which they want to be certified.

Registrations must be submitted by Aug. 27 to National Evaluation Systems for the Oct. 8 testing. Registrations and study booklets are available from the College of Education's advising office.

For further information on the tests or for an application, contact the College of Education, (312) 534-5000, extension 2241.

Veterans of Innovation for August...Congratulations to the following employees who celebrate their anniversaries this month: 1970—Dave Crispin (CE), Mildred Toberman (CHP). 1971—Ed Miller (CAS), Anthony Wei (CAS), Tom Kelly (CAS), William McLemore (CE), Alma Vinyard (CAS). 1972—Otis Lawrence (BOG), Roscoe Perritt (CBPA), Dixie Butz (CAS), Anne Travis (REG), Beth Hagens (CAS), John Lowe (CHP), Addison Woodward (CE). 1973—Dennis Hickey (PPO), Mary Lou Tomaszewski (CBPA), Roger Oden (CAS), June Patton (CAS), Charles Olson (CBPA), Paul Green (CBPA). 1974—Leon Zalewski (CAS), Michael Mahoney (PPO)...1975—Ed Cehelnik (CAS), William Erickson (PPO), Henry Patterson (DPS), Mark Hampton (UL). 1977—Robert Donaldson (CBPA), George Vesvardes (BO). 1978—Jean Coughlin (BOG), Leslie Wells (PPO). 1979—Dorothy Pais (UL), Jacqueline Schimke (CE). 1980—Ursula Sklan (ASR), Reino Hakala (CAS), Mark Stevens (ACS), Clark Defler (FA), David Jenkins (A&P). 1981—Gladys Rogala (REG), Janet Rohdenberg (UL), Jimmie Etheridge (SL), William Grogan (PPO). 1982—Gregory Blevins (CHP), Leroy Morrison (PPO), Marilyn Molyneaux (BO).

Civil Service Picnic offers Fun and Games...The GSU Community Picnic, sponsored by the Civil Service Senate, will be held Aug. 20 at Somanauk Park in Park Forest from 1-6 p.m. Tickets are one dollar per person. Good food, and good fun are guaranteed. Call Margo Ellman (ASR), extension 2518, for tickets.

August Cafeteria Schedule:

Aug 15-22, closed, vending machine service only.

Aug. 23-24, full service, 8:30 a.m. to 7:30 p.m.

Aug. 25, grill service only, 10:30 a.m. to 1:45 p.m.

Aug. 26, closed, vending machine service only.

Full service resumes Aug. 29.

GSUings...Dr. **Paul Green** (CBPA/IPPA) serving as political analyst for Radio WGN's news reports at the July Democratic convention in Atlanta and providing pithy political commentaries on "The Milt Rosenberg Show" and also providing radio news and commentary in New Orleans at the Republican convention starting Aug. 15...Dr. **Norman Love** (DPS) being elected chairman of the board of the Kankakee County Housing Authority...Dr. **Alma Vinyard** (CAS) being selected Affirmative Action Fellow for 1988-89. She will be working with the president of Chicago State University during this academic year...Prof. **Susanne Hildebrand** (CHP) proudly announcing daughter **Brooke's** selection as a "Junior Scholar" by the Illinois Mathematics and Science Academy at Aurora...Dr. **Mel Muchnik** (PO) representing GSU at the August world conference of the International Council on Distance Education in Oslo, Norway. His topic is "Satellite Technology Applications and Critical Issues in American Higher Education"...Dr. Mel Muchnik, **Peg Donohue** (OCW), **Tony Labriola** (ICC) and Dr. Alma Vinyard comprising a panel for the American Association of University Administrators summer meeting in Chicago on "Satellite Technology and Critical Issues in Higher Education: A Case Study/Racism on Campus"...Dr. Mel Muchnik and Tony Labriola presenting a case study on videoconference production to the Originator's Conference of the National University Teleconference Network at the University of Colorado in July...**Sally Petrilli** (ICC) and Dr. Mel Muchnik presenting an August workshop on "Program and Design Considerations in Videoconferencing" at the annual conference on Teaching at a Distance at the University of Wisconsin, Madison, devoted to the theme of changing roles in education and training.

EDT:inscapes