Georgia State University enhances customer service to better serve students

By Leah Harris • lvh@gsu.edu

Georgia State officials plan to enhance the university’s One Stop Shop, a program launched in 2005 to serve as the front line services of student accounts, financial aid and the Office of the Registrar. The improvements to the program, developed by Georgia State’s Division of Enrollment Services, include creating satellite locations, providing ongoing enhanced training of staff who receive student feedback, increasing the number of staff to reduce wait time and establishing a phone bank where enrollment specialists answer students’ questions.

The enhancements are in coordination with Gov. Sonny Perdue’s launch of the state’s new Customer Service Improvement Initiative Aug. 1. Georgia State University announced an improvement plan aiming to provide “faster, friendlier and easier” customer service to the campus community.

“Georgia State is committed to being a university that puts students first and this initiative works toward that goal,” said Nannette Commander, assistant vice president for undergraduate recruitment and retention at Georgia State and the university’s appointed customer service champion.

Commander, who helped develop the university’s customer service improvement plan, is part of a focus group working with champions from other University System of Georgia campuses on specific areas targeted for improvement, such as enrollment services, the bookstore, financial aid and phone etiquette.

“Our primary customers are our students, and we want to do all we can to help them succeed,” said Georgia State University President Carl Patton. “Providing high quality customer service makes Georgia State user friendly for students, so they can focus their attention on academic achievements.”

The One Stop Shop has served thousands of students since school started Aug. 21, said Darrick Owens, the shop’s supervisor. The shop also was open on weekends at the beginning of the semester.

“We have our peak periods during the first two weeks of school and things have been going real-ly good this semester so the students get used to us serving them in multiple locations,” Owens said. “We are trying to not only cut down the waiting time for the students, but also educate them for the future.”

Perdue signed an executive order in January creating the Governor’s Office of Customer Service for the purpose of coordinating, managing and implementing a customer service initiative to elevate the level of customer service experienced by Georgians when interacting with their state government. As of Aug. 1, each of the 35 campuses in the University System implemented the first of many planned projects geared toward creating a culture that places the focus firmly on serving the customer.

“The campus-based customer service improvement plans that will be launched in August will begin to create a culture that places more emphasis on customer service,” said University System of Georgia Chancellor Erroll B. Davis Jr. “In line with the governor’s goal of achieving the best-managed state government, we intend to provide a model of service unparalleled in public higher education. Many of our faculty and staff already place our students’ needs first, but we need to institutionalize this practice and really own it.”

For more information, visit www.customerfocus.usg.edu

Georgia State University hoping for first place in second CAA Blood Drive

“Georgia State is looking to improve on its third place finish last year in an important competition among the schools in the Colonial Athletic Conference, and it needs your help. From 8 a.m. to 6 p.m. Sept. 20, Georgia State and the Red Cross will host the CAA Blood Drive Challenge, and faculty, staff and students can donate at the Sports Arena on the fourth floor.

During last year’s CAA Blood Drive Challenge, 381 students, faculty and staff braved the needle and gave blood to the Red Cross. But that still was nearly 200 units of blood short of the mark set by the University of Delaware – the winner of the blood drive the past four years.

“We’ve set a goal for 500 units this year,” said Jennifer Santiago, assistant athletic director for academics and a coordinator of the CAA Blood Challenge. “And to get 500 units of usable blood in one day is a really big goal.”

To encourage donations, Santiago said they are giving away T-shirts to the first 100 participants who schedule a time to donate online.

“Everyone is encouraged to sign up online,” she said. Organizers will accept walk-ins, but those with an appointment will be served first.

To schedule a time online, visit www.givelife.org and enter “georgiasu” as the sponsor code.

Georgia State announcing new CAA Blood Drive

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Healthier diet, healthier lifestyle

By Chris Rosenbloom

The American Cancer Society wants to challenge all Americans to eat right. And so it has launched the Great American Eat Right Challenge, an interactive Web site (www.cancer.org/eatright) that provides tools, tips and tracking programs to help us reduce portions without giving up our favorite foods and to find ways to increase our activity. The challenge was designed in response to a national survey conducted by the society last spring that revealed the following:

• Eating right was identified by almost half of those surveyed as the hardest part of living a healthy lifestyle.
• More than 90 percent of adults say they didn’t know there was a relationship between being overweight and increased cancer risk, yet more than 80 percent linked being overweight to heart disease.
• Only 17 percent knew their body mass index.

The goal is to empower people to make simple lifestyle changes that can improve their health and reduce their risk of cancer, explains Colleen Doyle, director of nutrition and physical activity for the society.

Here are some of the things I found most useful on this easy-to-navigate Web site:

• Health tools. This section will calculate your body mass index, the number of calories you need to maintain your weight or to lose weight, and a target heart rate. All you need to know is your height, weight and age to use these tools. Body mass index, or BMI, is the relationship between your height and weight, and it is used to determine if your weight puts you at increased risk for developing diseases like cancer. A healthy BMI is between 19 and 25, and the Web site tool takes the complicated math out of figuring your BMI.

• Nutrition question and answers. Covering subjects from alcohol to salt, this section gives concise answers to many nutrition questions. If you want to know the relationship of coffee, fiber or aspartame to cancer risk, this is the place to go.

• Meet the dietitian. Obviously, I like this section! You can click on several items around the kitchen to get information on recipes, substitutions for high-fat ingredients and restaurant dining tips.

• Resources. This link takes you to the e-tool kit for materials you can print out. I like this section! You can click on several items around the kitchen to get information on recipes, substitutions for high-fat ingredients and restaurant dining tips.

• Weight loss tools. This section will calculate your body mass index, the number of calories you need to maintain your weight or to lose weight, and a target heart rate. All you need to know is your height, weight and age to use these tools. Body mass index, or BMI, is the relationship between your height and weight, and it is used to determine if your weight puts you at increased risk for developing diseases like cancer. A healthy BMI is between 19 and 25, and the Web site tool takes the complicated math out of figuring your BMI.

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COLLEGE NEWS

ANDREW YOUNG SCHOOL OF POLICY STUDIES

Dean Bahl to stay on as replacement hunt continues

As the search for a new dean of the Andrew Young School of Policy Studies continues, Provost Ron Henry announced that Roy Bahl has graciously agreed to continue as dean until his successor is named and brought on board. Four potential candidates will make initial visits to campus between now and the end of October.

Improvements afoot at Usery Center

W. Usery Jr., former Secretary of Labor under President Gerald Ford, is redesigning the Usery Center for the Workplace in order to lead Georgia State University President Carl Patton’s critical initiative to address the global issues facing today’s American workforce.

The Usery Center helps business, industry and government organizations find innovative solutions to workplace problems and issues. The center also engages in research and academic instruction as part of its mission to influence and shape tomorrow’s workplace constructively.

Secretary Usery and AYSPS dean Roy Bahl will work together to organize and implement this initiative by bringing together policymakers with the faculty resources of AYSPS to support this effort. In the near future, the university also will fill the position of the W. Usery Chair for Labor Economics. This individual will lead the research work of the Georgia State faculty as it addresses the aforementioned critical issues.

COLLEGE OF ARTS AND SCIENCES

New associate deans chosen for humanities, fine arts

Carol Winkler and Ralph Gilbert have been chosen as the new associate deans for the humanities and fine arts, respectively. Winkler, who has served as the chair of the department of communication since 1994, is stepping in for David C. Blumenfeld, who is retiring after many distinguished years of service to the university. In addition to her scholarly work on presidential foreign policy rhetoric, Winkler is the founder of a nationally recognized project that brings debate to low-income middle-school students in Atlanta.

Gilbert, who has been the director of the Ernest G. Welch School of Art and Design since 2002, is moving into the position formerly held by David Bosstone, who will return to the department of English. Gilbert is a painter who has produced major works for the Atlanta Chamber of Commerce and the Visitor’s Center of the Piedmont Park Conservancy among others.

Following the announcement of Winkler and Gilbert’s promotions, their departments have moved to find new leaders. Associate professor David Cheshier will serve as the new chair of communication, and Cheryl Goldsleger has been named director of the Ernest G. Welch School of Art and Design.

History professor awarded grant from NEH for teaching workshop

Georgia State professor of history Timothy Crimmins has been awarded a $155,000 grant from the National Endowment of the Humanities’ Landmarks of American History program to offer two weeklong workshops for middle and secondary social studies teachers in Atlanta during the summer of 2007. The theme of the workshops is “The Problem of the Color Line: Using Landmarks to Teach about Segregation and Civil Rights.”

African-American Studies associate professor Akinyele Umoja and associate professors of history Glenn Eskew, Cliff Kuhn and Jackie Rouse will also be instructors during the workshops.

Crimmins recently completed the first leg of a four-year project with the Atlanta Regional Commission called the Atlanta Metropolitan Growth Project. Crimmins is serving as director of the project, which is producing digital recordings of interviews with civic and political leaders who have shaped the growth of the counties of the
Covey named vice president for student services

By Leah Harris • lvh@gsu.edu

Georgia State University Provost Ron Henry has announced that Douglass Covey has been named the new vice president for student services.

Covey will assume the position of vice president for student services Oct. 1. He succeeds Hazel Scott, who retired in June.

“Doug Covey has a solid background of working with student service departments, and he’s eager to bring a new opportunity at Georgia State University,” Henry said. “We were impressed with his enthusiasm and vision for our students, and we are looking forward to his leadership at the university.”

Covey comes to Georgia State from Idaho State University, where he served as vice president for student affairs/Dean of Students. Prior to that position, he served as assistant vice president for student affairs at the University of North Florida and associate dean of students at West Virginia Institute of Technology.

“I’m delighted to have the opportunity to join Georgia State,” Covey said. “The vibrancy of a large, diverse, public institution in the heart of a great city is irresistible. The university’s commitment to growing its residential base and enhancing campus life is very appealing. My family is also very excited at the prospect of returning to the Southeast.”

As vice president for student services, Covey will be responsible for leading all of the university’s student services functions, which provide support for 26,000 full and part-time undergraduate and graduate students and employs approximately 215 people.

Covey earned a B.A. in political science and an M.A. in higher education administration from West Virginia University. He completed his doctoral degree in educational leadership at the University of North Florida. He was a Fulbright Scholar in the International Education Administrators Program in 2005.

Project Healthy Grandparents: Supporting Grandparents Raising Grandchildren

Celebrating 11 years of service to over 550 families and more than 1250 children

Thank you to the Georgia State University community for your support throughout the years

National Grandparents Day Sunday, September 10, 2006

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Located at 330 Student Center

September

Tuesday, 12th
11am-2pm
Through a Panther’s Eye Intercultural Fair
In Collaboration with Lambda Theta Alpha Sorority, Inc., Delta Beta Chapter
Library Plaza

Wednesday, 13th
5pm-8pm
Evolving Experiences Opening Program
Student Center Court Salon
For more information, see www.gsu.edu/~wwwicr
Applications due September 8th

Thursday, 14th
10am-4pm
Office of African American Student Services and Programs
Annual Fall Carnival
Unity Plaza

Thursday, 14th
6:30pm-8:30pm
Fabric College Workshop with Artist and Author, Zelda Grant
R.S.V.P. by Friday, September 8th

Wednesday, 20th
12pm
Feed Your Senses (lunch provided)
Rialto Center for the Performing Arts

Thursday, 21st
2pm-4pm
Safe Zone Workshop: Becoming An Ally
225 University Center
R.S.V.P. by September 15th

Thursday, 21st
12:15pm
Lunch and Learn (lunch provided)
A Discussion on Global Healthcare
Student Center Sinclair Suite

October

Wednesday, 4th
12pm
Faith Response to Social Justice (lunch provided)
Interfaith Dialogue
465 University Center

Wednesday, 8th
11am-2pm
Season of Saints
Interfaith Dialogue
465 University Center

Thursday, 9th
12:15pm
A Discussion on Immigration
Student Center Sinclair Suite

Wednesday, 15th
12pm
Feed Your Senses (lunch provided)
Rialto Center for the Performing Arts

November

Wednesday, 1st
1pm-3pm
Safe Zone Workshop: Becoming An Ally
Student Center Golden Key Board Room
R.S.V.P. by Wednesday, October 25th

Monday, 6th
Deadline to submit applications for Hosea Williams Community Activism Awards

Wednesday, 8th
11am-2pm
Season of Saints
Interfaith Dialogue
465 University Center

Thursday, 9th
12:15pm
A Discussion on Immigration
Student Center Sinclair Suite

Wednesday, 15th
12pm
Feed Your Senses (lunch provided)
Rialto Center for the Performing Arts

Thursday, 16th
3pm-4:30pm
Photo Exhibit and Awards Ceremony
Student Center Ballroom

For additional information, please visit www.gsu.edu/~wwwicr
call 404/463-9031
or email intercultural@gsu.edu

The series, titled “Environmentally Speaking …,” will kick off Sept. 18 at 5 p.m. in Room 170 of the College of Law with a discussion about the environmental aftermath of Hurricane Katrina. Other lectures will grapple with topics such as coastal management and urban growth in China and Vietnam, toxic air pollution, wetlands conservation and metropolitan growth, and environmental management in Santo Domingo, Dominican Republic.

The lectures are open to the public at no charge. For more information, please visit http://law.gsu.edu/metrogrowth/.

J. MACK ROBINSON COLLEGE OF BUSINESS

Lean Sigma Six executive education program launched

The J. Mack Robinson College of Business is now offering Lean Six Sigma “Gold” non-degree executive business courses.

Six Sigma is now a global trend – a methodology for business excellence through continuous improvement. The executive education program imparts condensed and informative courses that provide working professionals with cutting edge information and skills that can be applied immediately.

Participants go through seven weeks of comprehensive training (three four-hour sessions per week – one on a weeknight and two on Saturdays). Upon completion of the program, participants will be equipped with tools to optimize business processes and contribute to producing breakthrough results in corporate performance.

No other Six Sigma program integrates an end-to-end training like this certification program does. To register or for more information, call (404) 651-0434.

Students abound on the Plaza during Welcome Week
Nominations sought for annual Torch of Peace Award

Georgia State University’s Office of Student Life and Leadership/Intercultural Relations is seeking nominations for the 2007 Martin Luther King Jr. Torch of Peace Award.

Nominations are open to undergraduate and graduate students, faculty, staff, alumni and student organizations who have demonstrated an outstanding ability to facilitate or promote positive intercultural relations in the Georgia State University community. The deadline is Oct. 13.

The award will be presented at the 24th annual Martin Luther King Jr. Convocation Jan. 18 at the Georgia State University Student Center in the Speaker’s Auditorium located at Courtland and Gilmer streets.

Two letters of recommendation, a resume and a written statement highlighting the character and accomplishments for the nominee must be submitted. Undergraduate students must have at least a 2.5 cumulative grade point average and graduate students must have a 3.0 cumulative grade point average. Student organizations must be university-chartered or a para-professional organization, and a portfolio must be submitted. Supplemental materials supporting the nominee’s accomplishments are encouraged.

Information sessions regarding the application/nomination process will be held Wednesday, Sept. 13, Thursday, Sept. 21, and Tuesday, Sept. 26. All sessions will begin at 12:15 p.m. in Suite 320 of the Student Center.

For more information or to request a nomination information sheet, contact the Office of Student Life and Leadership/Intercultural Relations at (404) 463-9031 (office), (404) 463-9038 (fax) or e-mail tcook3@gsu.edu. For information about intercultural relations initiatives at Georgia State, visit www.gsu.edu/wwar.

Georgia State limits number of undergraduate class withdrawals

Undergraduate students are allowed to withdraw with a grade of W a maximum of six times due to a new policy implemented this fall. Students who exceed the limit of six will receive a grade of WF.

“The new withdrawal policy will help students stay on track to graduate in a timely manner,” said Georgia Rainbolt, chair of the university’s Admissions and Standards Committee. “It will also open up seats so that more students can get into the classes they want to take. I think that it’s an important step toward helping Georgia State students achieve their academic goals.”

Students can withdraw from all courses in a term prior to the midpoint date twice without being penalized, even if the limit of six has been exceeded. Hardship withdrawals, military withdrawals, withdrawals at other institutions, withdrawals after the midpoint, or courses dropped don’t count against the limit. All withdrawals before the fall 2006 semester will not count against the student.

University implements mandatory student health insurance

Georgia State University Health Services will no longer be an option for staff and faculty in need of medical attention.

The university implemented the University System of Georgia Mandatory Student Health Insurance Program Aug. 1. The new plan required university officials to redirect resources to respond to an increase in the University’s Admissions and Standards Committee. “It will also open up seats so that more students can get into the classes they want to take. I think that it’s an important step toward helping Georgia State students achieve their academic goals.”

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Athletics and Alumni Association to offer payroll deduction for tickets and dues

Beginning in October, the Georgia State Alumni Association and Athletics will begin offering faculty and staff a payroll deduction option for alumni membership dues and season tickets to men’s and women’s basketball games.

Forms for the deduction of Alumni Association dues will be available at the Benefits Employee Information Day Oct. 10 or through the Alumni Association after that date. Employees of Georgia State don’t have to be a graduate of Georgia State to be a member of the Alumni Association. For $35 a year for individuals and $50 for couples, members will receive a variety of benefits and discounts on events, Georgia State merchandise, travel, entertainment and more. For more information, visit www.gatadakaminationmembership.html or e-mail Renee Bazemore at razemore@gsu.edu.

Panther athletics also is offering a payroll deduction option for season tickets to men’s and women’s basketball games. Season tickets to both men’s and women’s games are available for $80. The women’s team only ticket package is just $20. To reserve tickets, e-mail ticket manager Chuck Whitmire at athcrw@langate.gsu.edu with “Payroll Deduction” in the subject line.

Benefits Employee Information Day set for Oct. 10

All Georgia State employees are encouraged to attend the annual Benefits Employee Information Day Oct. 10 from 10 a.m. to 2 p.m. in the Ballroom of the Student University Center. Vendors from health care, retirement planning and life insurance providers will be on hand and available to answer questions. The Georgia State staff council, the Human Resources Benefits department and representatives from a variety of university resources and services will be on hand to assist and answer questions.

Title changes and promotions announced

Georgia State announced the following title changes and promotions:

• David Brown, interim associate vice president for development
• Dave Shehams, associate vice president for external affairs
• Mary Ann Simpkins, assistant vice president for finance and comptroller
• Rebecca Stout, interim vice president for student services

Georgia State to host centennial remembrance of the 1906 Atlanta Race Riot

The Speaker’s Auditorium and the Rialto Theater will host several events during a weekend-long commemoration of the 1906 Atlanta Race Riots. Professor of history Cliff Kuhn will preside over a day of programs Sept. 22 at the Speaker’s Auditorium including speakers, films and stories from descendants of victims and other people impacted by the riot.

The Rialto will hold the final day’s events Sept. 24, which will include the presentation of the Phoenix Award – the highest service award bestowed by the city – to the Coalition to Remember the 1906 Atlanta Race Riots by Mayor Shirley Franklin’s office. Visit www.1906atlanta.racriot.org for more information.
Kenneth Bernhardt was named to the Atlanta Business Chronicle’s list of Who’s Who in Business Leaders. Bernhardt serves as dean for corporate relations, Regents’ Professor, and the Taylor E. Little Jr. Professor of marketing in the J. Mack Robinson College of Business.


Colin Crawford, professor of law, and Michael Landau, professor of law, were selected to be Fulbright Scholars for the 2005-2006 academic year.

Nickitas J. Demos, coordinator of composition studies for the School of Music, was selected as a Composition Fellow at the 2006 Ernest Bloch Music Festival in Newport, Ore. His work, Beach Music for clarinet, violin and piano, was performed by members of the Portland Symphony Orchestra and the Third Angle New Music Ensemble. He was also a featured composer at the Shenandoah Valley Bach Festival in Harrisonburg, Va., where his work, Three Mysteries of Time, premiered.

Anne Emanuel, associate dean of law, made headlines in Harrisonburg, Va., where his work, Three Mysteries of Time, premiered.

The Villager is Georgia State University’s official faculty and staff newsletter. It is published during the academic year by the Department of University Relations in the Division of External Affairs. Submissions of story ideas are welcome. Time-sensitive items are required at least two weeks prior to publication. Events from Georgia State’s official community calendar are posted online at www.gsu.edu/news/calendar.

### Upcoming Events

**FALL into FUN!**

**www.gsu.edu/recreation**

**Fitness Center**

Fitness Assessment and Personal Trainers

404-463-1557

**Touch the EARTH**

Check out day hikes, backpacking, horseback riding, rock climbing, rafting, fishing, canoeing, kayaking and more at www.gsu.edu/~www/rec/touch

**APPLAUSE**

Students Adolfo Adabas (left) and Brandi Adams take time out from moving into the University Village for refreshments at the alumni booth. The smiling service providers are Renee Bazemore, associate director of alumni relations, and Dave Cohen, young alumni programs coordinator and the voice of the Georgia State Panthers.

### Georgia State University

Atlanta, GA 30302-3983

404•651•3025

P.O. Box 3983

www.gsu.edu/villager

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