



GONZAGA UNIVERSITY

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SPIRIT

A newsletter for faculty and staff

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Send Spirit story ideas to goodwin@gu.gonzaga.edu

2005

Joe tells another big FISH story: Serving each other better makes GU better

Service to others is a trademark of Jesuit education, yet sometimes staff and faculty fail to fully embrace the idea when working with each other.

Internal customer service was the focus of the March 9 half-day Heads Up Gonzaga (HUG) professional development seminar staged by the Staff Assembly. The focus was on how staff and faculty can better serve each other.

To illustrate, employees were thrown a FISH, er, shown a fish story. The Fish Market at Seattle's Pike Street Market is world renowned for the customer service provided by its employees. And it remains a lucrative retail operation.

Here are the keys, according to the story: play, be there, make their day, choose your attitude. Translated for those not in the fish business, enjoy what you do and it will rub off on others; be there for those who need your help; find out what the customer needs and fill that need; and choose a positive attitude when you get up every morning and take it to work with you.

"Pretty simple," said **Joe Albert**, chair and assistant professor of organizational leadership and seminar leader. "We judge ourselves on intentions, but we judge others by their impact on us. We can choose our own attitude. Servant leaders believe the ideas of others have value."

Tina Geithner, chair and associate professor of exercise science, put the 250 employees through a team-building exercise that required communication without using voices. It relied on recognition that the project was not about individuals' particular efforts, but on doing what it took to help the team succeed.



HUG ringleader Joe Albert says choosing a positive attitude every day will make a BIG impact on our community.

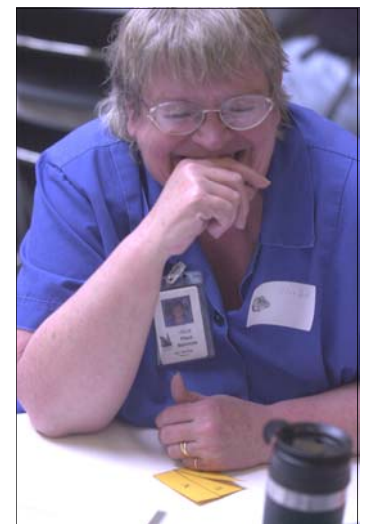
"Find out what the customer needs, and use that as a starting point," Giethner said as a way of wrapping up. "Make use of existing resources. Anticipate needs, and trust the needs of those making the request."

Vice President for Administration and Planning **Thayne McCulloh** told the group that "the value of HUG is spending time together. Listening and learning. We're all involved in the transfer and cultivation of ideas," he said.

Gonzaga President Father **Robert Spitzer**, S.J., applauded Gonzaga's staff and faculty members for the way they address the needs of the students.

"You are willing to help, to be co-responsible. You are so professional and so conscientious for the benefit of the community and its constituents. You are friendly, humble, so human. Most presidents would kill to have a community like you. Retention is evidence of your success," Fr. Spitzer said.

Staff members offered a few ideas to help improve internal customer service. To better recognize each other and be better able to serve one another, add employees' pictures to the staff directory; add pictures of new employees to the Spirit newsletter; offer a class for employees that focuses on how to better memorize people's names; create a "fun" budget for fun activities that bring faculty and staff together; and urge more managers and department heads to attend HUG professional development seminars.



Custodian Alice Bair is required to stay mum during team building exercises

- Political Science Professor **Blaine Garvin** and Philosophy Professor **Tom Jeannot** will discuss "What Can We Learn from Karl Marx?" from 7-9 p.m., April 11 in the Jundt Lecture Hall (Room 110) of the Jundt Art Museum. The public event is free, and co-sponsored by the College of Arts and Sciences and the University's Robert K. and Ann J. Powers Professor of the Humanities.
- The Theater Arts department will inaugurate a dance minor to expose students to various styles of dance, the thrill of performance and the dynamics of teaching dance in a public after-school program, said **Suzanne Ostersmith**, program coordinator. It will expose theater artists to the importance of controlling their physical being. It will also help serve the mission of the University by training students to appreciate the art of dance, Ostersmith said.
- "Human Rights in Education" will be the subject of a presentation by Rhys Johnson, executive director of the Human Rights Education Institute in Coeur d'Alene, presented April 18, 4-6:30 p.m. in the Barbieri Courtroom at the Law School. It is a presentation of Gonzaga's Institute for Action Against Hate.
- The next Strategic Leadership Program (SLP) retreat will be April 4-6 at the Oxford Suites. **Jason Swain**, Human Resources training and development manager, and SLP alumni will lead this retreat. SLP is Gonzaga's comprehensive leadership development program designed specifically for seasoned and emerging leaders in higher education. The retreat is now just three days and focuses on such leadership skills as personal style, team management, change and a focus on the future. To reserve a spot, contact Swain today at ext. 6124. Employees may also register now for the next SLP retreat, July 25-27.
- Big Brothers Big Sisters of the Inland Northwest is seeking volunteers interested in donating quality time to a child. A school-year commitment from both the volunteer and the child is sought, with the hope that a friendship will result. Call BBBS at (509) 328-8310.

Freedman chairs Colombia task force to develop project for common good

Stephen Freedman, Gonzaga's academic vice president, has been appointed by Oregon Province Provincial Father **John Whitney**, S.J., to chair a task force to create a regional project of sustainable development as part of a twinning agreement with the Colombia Province in South America.



Stephen Freedman

"The goal of this task force is not to increase the work load of already over-extended people, but to explore how, working together across ministries and across the region, we might magnify our impact, for the good of all," Fr. Whitney said.

"We look forward to seeing how we (Colombia and Oregon) might learn from one another as each strives to coordinate the many ministries of

the Province around a common project of faith doing justice."

The Twinning Agreement, which former Gonzaga Vice President for Mission Father **Bill Watson**, S.J., helped create in 2000, foresaw a three-stage process of building the relationship between the two Provinces: one emerging from individual exchanges, the second from the sharing of apostolic connections, and the third from a parallel development of a shared activity, hence, the task force.

Gonzaga Engineering Dean **Dennis Horn** will serve as one of 12 members of the task force, and **Joe Albert**, chair and assistant professor of organizational leadership at Gonzaga, will serve as a staff adviser along with Fr. Watson, who now serves the provincial as assistant for Colombia.

Academic service learning workshop offered May 6 in Bellevue

An academic service learning workshop is being offered May 6, 8:30 a.m.-2 p.m., at Bellevue Community College. Cost is \$20 and includes breakfast and lunch.

"Academic service learning is a form of experiential learning in which students address community needs while achieving specific curricular objectives," said **Patti Gorman**, service learning coordinator at Seattle Central Community College.

"This half-day seminar/workshop will offer the nuts and bolts of incorporating service learning into courses for novice faculty, and for seasoned practitioners, methods to increase the effectiveness of service-learning projects and

student-reflection activities, and ways to avoid burnout. Award-winning guest moderator **Nadine Cruz** is an internationally recognized leader and trainer in community-based learning. Faculty from throughout the region will be attending," Gorman said.

For information, contact Gorman at 206-587-6997. Registration deadline is April 21.

Faculty promotions announced

President Father **Robert Spitzer**, S.J., based upon the recommendations of Academic Vice President **Stephen Freedman** and the committee on rank and tenure, approved the following faculty promotions, effective Sept. 1 – from associate to full professor: **Shann Ferch**, doctoral leadership studies; **Paul DePalma**, math and computer science; **Lynn Daggett**, law school; **Max Capobianchi**, mechanical engineer-

Personnel Manual updated

Periodically, Gonzaga issues updates to the Staff Personnel Policies and Procedures Manual. A significant update of changes and new policies was issued in February to insure Gonzaga is in legal compliance with the latest employment laws and to reflect changes in our internal personnel related procedures. Examples are the new policy for University Events, additions that define new employee benefits such as the Employee Assistance Program and the 457(b) Deferred Compensation Retirement Plan. Employees are encouraged to become familiar with these changes and consult their supervisor or Human Resources if they have questions. The Personnel Policies and Procedures Manual is also available on-line at: www.gonzaga.edu/

NOTEWORTHY

New Hires:

Jeanne Chouteau-Adams, community liaison/marketing coordinator, Nursing; Catherine Kohut, marketing specialist, Study Abroad; Cassandra Marrs, program assistant II, The Career Center; Leslie North, administrative assistant, President's Office; Fred Poyner IV, assistant curator, Jundt Art Museum; Mark Stickelmeyer, general maintenance, Plant Services.

Goodbyes:

Jacob Broughton, custodian I, Plant Services; Rodger Lake, assistant director field experience, School of Education; James McMichael, electrician, Plant Services; Diane Moshin, program specialist, Academic Services; Kelli Piper, computer operating technician, Admissions.

Promotions/New Assignments:

Enis Buljubasic, from temp custodian to custodian; Jeremy Dailing, from custodian I to custodian II; Enes Dautovic, from custodian in training to custodian I; Edin Jusic, from custodian lead in training to custodial shift supervisor; Roselyn Kissinger, from working custodial supervisor II to working custodial supervisor III; Phyllis Meseke, from groundskeeper in training to groundskeeper I; Brady Nielsen, from user services tech to user services supervisor; Joseph Pozsgai, from custodian IV to custodian V; Chris Rehwald, from program assistant I to secretary; Janet Snowder, from custodial shift supervisor to custodial lead III; Alex Vallandry, from temp custodian to custodian.

Anniversaries:

15 Julia Bjordahl, assistant to vice president, University Relations; Victoria Loveland, equal opportunity officer, Human Resources; Denny McMonigle, director of government relations, University Relations.

10 Irene Galvan, bookkeeper, Clinical Law Program; John Weingarten, computer services manager, Law Library.

5 Kelly Graves, head women's basketball coach, Athletics; Robin Guevara, manager, Student Employment; Ronald Mahan, chief media maintenance tech, Foley; Heather Murray, assistant director, Human Resources; June Van Dyke, operator, Switchboard; Marek Zaranski, language lab coordinator, Foley.

Cradle Call:

Shann Ferch, associate professor, Doctoral Leadership Studies, and wife Jennifer are the parents of Isabella Alexis. She was born March 13. Dennis Gagoain, assistant dean, Admissions, and wife Cindy are the parents of Kiya. Born March 3, she was 6 lbs 12 oz and 19 inches long. Jonathan Isacoff, assistant professor, Political Science, and wife Ann Roberts are the parents of Madeline Natalie Isacoff. Born Feb. 16, she was 9 lbs 11 oz.; Stephanie Plowman, assistant professor, Foley Library, and husband Gary, adjunct instructor, Music, are the parents of Marie Elizabeth. Born March 8, she was 7 lbs 3 oz and 19 ½ inches long.

Focus On . . . Butler honored as Faculty Outstanding Woman Leader

Gonzaga adjunct Chinese instructor Susan Butler received the Faculty Outstanding Woman Leader Award at the Seventh Annual Spokane Area Women's Leadership Conference March 4. The award is sponsored by the area's institutions of higher education and Spokane Teachers Credit Union.

Butler, who also teaches at Spokane Community College, is vice president of the Spokane Chinese Association and Spokane-Jilin Sister City Association.

"Susan has the passion for teaching and promoting the Chinese language and culture," said Christy Lee, who nominated Butler for the award. "She teaches Tai Chi on weekends; she teaches children Chinese on weekends; and she drives to local restaurants to teach Chinese English on weekends. She has been instrumental in the development of the China Study Abroad

Program at the community college level. She always offers her skills and knowledge as a full-time cultural liaison in the Spokane Area."

The award is presented annually to a person who has earned admiration and respect as a leader, shares a bright vision with others, faces life's challenges with grace and courage, and lives with dignity through her commitments.



Susan Butler



Walking Works

We used to Walk A Block A Lot, but it appeared as if we were WABALing. So now we know that Walking Works better.

A program of the Wellness Committee and ZAGFit, Walking Works now includes 93 individual walkers and 11 teams, all competing for cash prizes. The competition began Feb. 28, and concludes April 24. The employee with the most miles logged will receive \$50. The four-person team that logs the most miles wins \$200.

Todd Ullrich, Julie Ullrich, Robert Aitken and Lorrie Engle get in their daily trek around town.

GU School of Law moves up one tier

The Gonzaga University School of Law moved up to the third tier from the fourth tier in the 2006 edition of "America's Best Graduate Schools" from U.S. News & World Report. The rankings of 179 accredited law schools are based on a weighted average of 12 measures of quality. The Law School is ranked No. 12 in the nation in the law specialty of legal writing.

Quality was measured by two surveys conducted in fall 2004. To be listed, a law school must be accredited and fully approved by the American Bar Association and must draw most of its students from the United States. The book will be available at newsstands April 4; some of the categories also appear in the April 11 edition of U.S. News & World Report, the weekly news

New law dean highly regarded

Earl F. Martin, associate dean of the Texas Wesleyan University School of Law in Fort Worth, was named Gonzaga Law School dean by Academic Vice President **Stephen Freedman** last month following a lengthy search. He will start July 1.

Martin, author of nearly two dozen publications, became associate dean at Texas Wesleyan in 2003 and has coordinated academic programs and compliance with American Bar Association accreditation standards for 700 students in both full- and part-time programs. He has been responsible for overall administrative supervision and budget for faculty academic support (clinical program, faculty secretaries, teaching assistants, research assistants, development funds), adjunct faculty hiring and training, the externship program and student records.

Martin earned a bachelor's degree in communication from the University of Kentucky in 1984, and a law degree in 1987 from the UK College of Law. He earned an advanced legal degree from Yale Law School in 1996. Martin became a law professor at Texas Wesleyan in 1997, and has taught Criminal Law, Criminal Procedure, Death Penalty Seminar, Law and Psychology Seminar, and Torts.

Martin will replace **George Critchlow**, who has served as interim dean since June 2004 when he replaced **Dan Morrissey**.



Earl Martin

"Rarely have I seen such remarkable consensus among all of our constituencies about a prospective dean," Gonzaga President Father **Robert Spitzer**, S.J., said. "It has become obvious that Mr. Martin impressed virtually everyone who he encountered in this process. We have a great degree of confidence in his scholarship and in his leadership abilities."

Donald Curran, chair of the 21-member search committee, said, "Earl Martin combines a fine analytical mind and a good legal imagination with a most gentlemanly professional manner. The Search Committee has the highest respect for Mr. Martin."

Taking Health Risk Assessment can help GU keep costs down

To assist employees in examining their current health status, and to identify areas that may be "risk factors" in need of awareness and/or attention, the University provides a Health Risk Assessment online. The HRA raises one's awareness about specific things that people might want to think about as they look at their own lifestyle and habits. A secondary purpose – which will assist the University as it continues to examine ways to control costs – is to provide trend data to the Benefits office regarding self-reported health-related behaviors. None of the individual information is shared with Gonzaga. The University only gets a cumulative report, said **Thayne McCulloh**, vice president for Administration and Planning.

Throughout the fall, **Debbie Cerenzia**, associate director of Human Resources/Benefits & Safety, and **Heidi Hansen**, benefits specialist, made numerous presentations to the community regarding this issue. They examined the reasons for rising costs, and emphasized the role that employees can take in health care and (in turn), the University's ability to provide excellent health benefits at reasonable rates.

The HRA is free to take, and each employee who completes the HRA will have \$10 in Bulldog Bucks placed onto their ID card account. It takes about 12 minutes to complete the assessment.

For instructions, go to the Wellness website at www.gonzaga.edu/wellness, and click on the "ZagFit Program" link. The ZagFit Activity Form/Wellness Criteria document (link at the bottom) outlines the steps to accessing the Summex Health Risk Assessment tool. Call Debbie or Heidi at extension 5861 for assistance.

Gonzaga ROTC a notch above the rest

Gonzaga Army ROTC is the recipient of the Douglas MacArthur Award as the outstanding large school program in the Western Region of the Cadet Command. This is the second straight year Gonzaga has been one of six programs out of 272 nationwide honored with this award for its achievements. Gonzaga is rated the top program out of 140 in the Western Region.

"Part of the magic is not just that these students are preparing to become great leaders as lieutenants, but they are also preparing those who follow behind them for success in future challenges," said Lt.

Col. Alan Westfield, assistant professor of military science.

This marks the fourth MacArthur Award won by Gonzaga since the award's inception in 1989. GU also earned the honor in 1996 and 1998. Gonzaga enrolled 95 cadets this academic year, including 23 in the senior class.

"The awards recognize the individual units within the Army ROTC program that have achieved the standards that best represent the ideals of the watch words of 'Duty, Honor, Country' as practiced by General Douglas MacArthur," said Executive Director of the General Douglas

Zag Baseball at Avista

4/5	Wash. State	3 pm
4/8	San Francisco	3 pm
4/9	San Francisco	1 pm
4/10	San Francisco	1 pm
4/12	Wash. State	3 pm
4/22	Pepperdine	3 pm
4/23	Pepperdine	1 pm
4/24	Pepperdine	1 pm
5/6	San Diego	3 pm
5/7	San Diego	1 pm
5/8	San Diego	1 pm
5/10	Lewis-Clark	3 pm

All home games at Avista Stadium, 602 N. Havana.