

**Clayton State University
Staff Council**

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Jillian Jones

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Staff Matters

Volume 3, Issue 4

March 2008

Council

By Jillian Jones

The February 28 council meeting's guest speaker was Carolina Amero, Director of Auxiliary Services. Amero spoke on the Customer Service Improvement Initiative launched by Governor Sonny Perdue in 2006. Amero informed the council on what Clayton State has done and will do in the future to provide "unparalleled" customer service to the students. Training is slated to begin in May, focusing on general customer service customized for the University. Amero expressed the need for this training to be useful to all those involved and welcomes any feedback.



Notes

OTHER COUNCIL NEWS

—There were 19 Smith Awards nominations received. Find out if your nominee is one of the finalists on March 14th.

— From Financial Planning in March to a balancing act in April, the Professional Development Committee is hosting more seminars for you! Check out their section on page 2 for more details.

—Staff Appreciation Day is just around the corner. See the Special Events section for more.



By Jillian Jones

A resident of McDonough and raised in Jonesboro, Deborah Christine "Christy" Hicks has been gleaming in the Clayton State spotlight for quite some time. One of Clayton State Univer-

Staff Spotlight

sity's first baccalaureate graduates, awarded with a Bachelor's of Business Administration, Hicks served as a work study for the School of Health and has been there full-time since late March of 1993.

Hicks has been in a variety of roles within Health Sciences and is now the Program Coordinator for the School of Nursing. Even as a work study, she loved working with the students and "making changes in [their] lives." Now in her role as the Program Coordinator, Hicks enjoys the personal interaction with students as she mentors them in achieving their goals.

She manages the ad-

vising center, supervises recruitment and retention and coordinates the competitive admissions process for the School of Nursing. Hicks works closely with the nursing students during their time in the full-time program.

While doing some accounting work in her off time "just to see what [she] could do", Hicks found her passion was for helping the students of Clayton State. Hicks not only works actively with both potential and current Clayton State students but she also serves as a liaison to outside agencies and the campus community. She serves on the Advi-

Cont'd on p. 3

Professional Development



UPCOMING PDC EVENTS



Building Your Portfolio for any Weather

Ryan Hunt from Fidelity Investments will be returning to the Clayton State

campus on March 25th to discuss how to develop investment strategies that will maximize returns and minimize risk. If you missed the last session on creating a budget, Hunt will offer a brief review at this session.



Balancing Work and Family

Steve Brown of Families First will be joining us on April 29th to teach us the act of balancing work and family.

Both events will be from 2:00—3:00 pm in room 322 of the Baker University Center on their respective days. Please visit (link) to register for both workshops. We hope to see you there!

"It is a pleasure to be a part of this dynamic staff..."



Meet Your Delegate

Price says that the best thing about being a delegate is "getting to know people from other departments that you might not have an opportunity to meet otherwise." Her expectations of Staff Council are that they are to "represent our constituents to the best of our ability" and "to keep [them] informed and get answers to their questions and resolutions to Staff Council issues.

By Jillian Jones

Meet Marcia Price. Price is the Staff Council delegate for the Office of Information Technology and Services. In her role as Staff Council delegate, Price also serves as Vice Chair of the Smith Awards committee. This is her first of a two-year term.

Price added that she is honored to serve on Staff Council and that it is "a pleasure to be a part of this dynamic staff on such a beautiful campus."



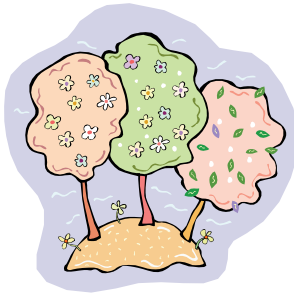
Have A Concern?

Be sure to tell us your concern. You can email Staff Council at



To anonymously voice your concern, click the POST YOUR ISSUE button on the Staff Council webpage. Remember, concerns or issues should be something that will improve conditions on campus or benefit the campus community as a whole.

Special Events

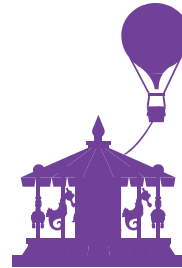


Campus Connect

The next Campus Connect will be Thursday, April 17 from 2:00 p.m. to 4:00 p.m. in the Presidential Plaza in the University Center. This Campus Connect, titled Spring Fever, will be hosted by the University Center offices.

Staff Appreciation Day

Come one come all, it's time to be a kid again! Staff Council presents its 4th annual staff appreciation day. This year's event will be held June 4th. There will be fun, games, food, and prizes. So step right up and be appreciated! Be sure to check Staff Council's webpage for more details soon.



Visit the Staff Council Website at

<http://adminservices.clayton.edu/staffcouncil>

Staff Spotlight (cont'd from p. 1)

son's Council and various planning, development, and search committees.

In counseling students there is always a chance to have with them like to call "hanky days." With upwards of 200 applicants and a limited number of spots, someone has to be the bearer of bad news and also try to divert them to another program so that they may continue their education with Clayton State. This, along with multi-tasking, is one of the many challenges that Hicks faces in her position. With these challenges that come her way, Hicks likes to escape a little, as we can all relate. She is an avid reader, enjoys watching television, and is "addicted to PlayStation 3."

Hicks also enjoys the family envi-

ronment at Clayton State and her long term goals are to pursue graduate studies and continue to work with students. She aspires to move into different fields within admissions or registration.

There are several people who have inspired and encouraged her to stay with her Clayton State family. (You know who you are). Christy, your dedication to Clayton State is appreciated by faculty, staff, and student alike. Thank you for making the Clayton State spotlight shine so bright.



Staff Council Meets

March 27th

UC 260

2:00-3:00 pm

Speakers

Dr. John Bryan

Information
Technology and
Services

Vice President

Tom Marshall

Administrative
Systems

Director

Dolores Cox

External Relations

Communications
Coordinator

Topic

The Luminis Portal

March Staff Anniversaries

Name	Years of Service	Dept
Adams, Carl	6	Workforce Development
Bailey, Eric	3	Maintenance
Biswas, Harun	6	Plant Operations
Davis, Seth	1	Continuing Education
Dodson, Shimike	1	Public Safety
Fischer, Jonathan	5	Administrative Systems
Fries, James	3	Center for Instructional Development
Gordon, Ana	10	Custodial
Graham, Dianne	9	Public Safety
Hearn, Gina	5	Media & Printing Services
Hicks, Deborah	15	School of Nursing
Myers, Jean	20	Office of the Registrar
Rhodes, Elise	2	Center for Academic Success
Schaer, Carolyn	4	Office of the Registrar
Starr, Sandra	9	Bursar's Office
Thomas, Darren	10	Maintenance
Watkins, Lanae	14	Public Safety
Wheeler, Leon	2	Human Resources
Wright, Jonathan	2	Athletics
Zellers, Wanda	10	Public Safety

"In our last newsletter, there were some incorrect Anniversary dates. I would like to extend my apologies to all of you who may have noticed the error. The information that we had received at that time was not up to date. We have corrected the error and believe that we now have the correct information. I would like to thank the readers of our newsletter who pointed this out to me. Thank you again for your support as we continue to strive to serve Clayton State University as your Staff Council."

*Sincerely,
Bob Ward -- Chair, Staff Council*



Staff Matters Trivia

Do you know the answer? What were the last 3 buildings built on campus and in what year was each completed?
The first person who sends the correct response wins!
Email answers to staffmatterstrivia@clayton.edu.