
TEXAS WOMAN'S UNIVERSITY

UPDATE

Denton/Dallas/Houston/Issued by the Office of Public Information, Texas Woman's University, Denton, Texas 76204 / 817-898-3456

Vol. 16, No. 25, March 28, 1994

UNIVERSITY TO ADOPT VOICE MAIL SYSTEM

After a 90-day trial period that began last October, the TWU executive committee has decided to adopt the VMX Voice Processing System university-wide, a memorandum from Interim President Patricia Sullivan has announced. The system, which includes voice mail and "automated attendant" features, has been tested by many offices on the Denton campus and, generally, has been well received.

Automated attendant enables a caller to respond to various menu prompts that are designed to provide information or to direct the call to an appropriate person. Voice mail provides a brief recorded message when the person being called is not available and permits the caller to leave a detailed message.

Other advantages of voice mail: you can access your mailbox at any time from any touch-tone phone; you can customize your greeting and change it daily if desired; you can send a message to several people at one time; you may schedule a message for future delivery up to 11 months from the month in which it was created; more than one caller may leave a message at the same time (no more busy signals); you assign your own security code to help protect the privacy of your messages; and you can erase or save messages.

Most criticisms of the system have pertained to the automated attendant feature, which callers have considered too impersonal. To correct the problem, changes are being made in procedures and staffing to ensure that callers have access to a "real person" who can respond and route calls appropriately, Sullivan said. The feature is being used by undergraduate and graduate admissions, registrar, financial aid and the library--areas where incoming calls are extremely heavy. A pool of trained information specialists will serve as facilitators who will personally answer many questions or redirect calls.

"Our goal has been to preserve maximum personal contact with callers while providing the best possible service to our students and others who request assistance and information from the university," Sullivan said. "As with any new technology, it will take time to find out what works well and what doesn't, and to make needed changes to enhance the system. That will be an on-going process for managers and users."

Tom Graf, telecommunications manager, is coordinating implementation of the system and training faculty and staff in its capabilities. Training sessions will be announced soon for faculty and office personnel. Questions about the system or training should be directed to Graf at Ext. 3429. All university offices, including those at Dallas and Houston, will be placed on the VMX system as soon as possible.

COHEN TO GIVE RECITAL

Dr. Nicki Cohen, assistant professor of voice in the department of performing arts, will give a faculty recital Tuesday, April 5, at 8 p.m. in Margo Jones Performance Hall. The program is free and open to the public.

Cohen will be assisted by Dr. Sarah Click, piano; Lanelle Stevenson, professor of voice, soprano; Dr. Jesse Youngblood, clarinet; and Dr. Pam Youngblood, flute. The recital will feature a vocal duet by Mozart from his *Grand Mass in C Minor*; selections from *Sechs deutsche Lieder* for voice, clarinet and piano by Ludwig Spohr; the song cycle *Telle Jour Telle Nuit* for voice and piano by Francis Poulenc; Aaron Copland's *As It Fell Upon a Day* for voice, clarinet and flute; and the *Duetto Buffo Di Due Gatti* by Giacchino Rossini.

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JAPANESE DANCERS PRESENT CLASSICAL CONCERT

Dancer Tomoaki Hanayagi and students from Japan's Mukogawa Women's University will present a concert of classical Japanese dance at 8 p.m. Thursday, March 31, in Margo Jones Performance Hall. The concert is free and open to the public.

Hanayagi is well known in Japan as a dancer and performer, having presented concerts at major theatres, including the National Bunraku Theatre, plus a previous performance at TWU in 1991. She and the students will perform several dances, including "Shiki No Hana," which expresses the flowers symbolic of the four seasons in Japan, and "Musume Dojoji," a traditional dance which depicts with delicacy and elegance the tragic love affair between a young woman and a monk.

The program also will include a "Japanese Melody" of various music, as well as several poems, "Ehigasa," children playing with flowers; "Amefuri Ostuki," the feeling of happiness and loneliness; and "Kazari Chimaki," a boys' festival for expressing the hope that they will grow up healthy and strong. The program will conclude with "Kagami Jishi," about a princess who performs a dance in front of the Shogun, playing with a spiritual head of a lion and eventually becoming a real lion.

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STUDENT RESEARCH CONFERENCE PLANNED

A research conference for students in the College of Health Sciences will be held on Friday, April 1, from 9 a.m. to 1 p.m. in ACT, fifth floor. The conference will give students an opportunity to present completed, in-progress or proposed research projects; promote interaction among students and faculty in the college's various departments; and facilitate interdisciplinary research projects.

Participants include students and faculty in the departments of communication sciences and disorders, dental hygiene, health studies, kinesiology, and nutrition and food sciences. Students will give a 15-minute oral presentation or provide a poster for display. Faculty involved in a project where an oral presentation is made will provide a brief overview for the audience. For information, contact Dr. Harry Meeuwssen at Ext. 2589.

TWU CITED AS EXAMPLE OF 'NEW AMERICAN COLLEGE'

TWU's program for single mothers and their children and TWU CARES Health Center in Denton were given as examples of "how academic talent can touch the lives of families" by Dr. Ernest L. Boyer, president of the Carnegie Foundation for the Advancement of Teaching, in a recent address to the Association of American Colleges' annual meeting. The speech, titled "Creating the New American College," was excerpted in *The Chronicle of Higher Education* ("Point of View," March 9 issue).

Boyer noted that "higher education and the larger purposes of American society have been--from the very first--inextricably intertwined." For example--as "the world's most powerful research engine" during World War II; the government-university partnership resulting from establishment of the National Science Foundation; the GI Bill; linking higher learning to the security of the nation after the Soviet Union launched Sputnik; the Peace Corps of the 1960s "which inspired college students to help create a better world"; and the "national crusade" to promote human justice following the civil rights movement.

He expressed concern "that in recent years, higher education's historic commitment to service seems to have diminished. I'm troubled that many now view the campus as a place where professors get tenured and students get credentialed; the overall efforts of the academy are not considered to be at the vital center of the nation's work. And what I find most disturbing is the growing feeling in this country that higher education is a *private* benefit, *not* a public good."

Boyer said that the mission statement of almost every college and university "includes not just teaching and research, but service--a commitment that was never more needed than it is today." He reported on a recent visit to "a residence hall at Texas Woman's University that has been converted into apartments for single mothers and their children. While the mothers work and attend class, the youngsters are in a day-care center run by college students. The university's nursing school runs a clinic for mothers and babies at a nearby housing project. Such programs reveal, in very practical ways, how academic talent can touch the lives of families."

He applauded the efforts of many of the nation's universities and colleges that "are linking campus talent to local problems," but acknowledged that too frequently these programs "operate with little support and even less academic status" and "that faculty members who spend too much time engaged in such projects often jeopardize their careers."

With the vast intellectual talent available in higher education, our colleges and universities "must respond to the challenges that confront our children, our schools and our cities, just as the land-grant colleges responded to the needs of agriculture and industry a century ago." Boyer suggested that we should "re-evaluate the priorities of the professoriate and give to scholarship a broader, more efficacious meaning...one that promotes the scholarship of *discovering* knowledge, but also celebrates the scholarship of *integrating* knowledge, of *communicating* knowledge, and of applying knowledge through professional service."

Boyer said what he is describing might be called the "New American College, an institution that celebrates teaching and selectively supports research, while also taking special pride in its capacity to connect thought to action, theory to practice." Cross-disciplinary institutes would be organized around pressing social issues; undergraduates would participate in field projects, relating ideas to real life; classrooms and laboratories would be extended to include health clinics, youth centers, schools and government offices; and faculty members would build partnerships with practitioners. It would be "committed to improving, in a very intentional way, the human condition," he said.

COMPUTER ANALYST TO RIDE FOR MULTIPLE SCLEROSIS

Mark Eblen, a programmer-analyst in administrative computing, takes cycling seriously, especially his plan to join hundreds of other cyclists in riding 150 miles over two days--April 16 and 17--to raise money for the National Multiple Sclerosis Society. His goal is to raise \$300 by pedalling for those who can't...and he invites you to make a pledge to support the fight to find a cure for MS.

"Multiple sclerosis is a disabling, chronic, devastating disease that affects young adults, is unpredictable in its course, with no known cure," explains Eblen. "It is often characterized by patterns of attack and remission and most commonly strikes people between the ages of 20 and 40 at the time when many people are beginning a career and starting families."

This is the eighth annual MS 150 ride sponsored by the Dallas Chapter of MSS. It will take Eblen and other cyclists from Kaufman through the scenic East Texas backroads to Canton, Van, Prairieville and Mineola, where they will camp overnight and return over the same route the next day. Rest stops with fruit and water will be located about every 15 miles, and traffic along the way will be limited in the interest of safety.

If you'd like to help Mark reach his \$300 goal, please call him at Ext. 3270 by April 15. Checks should be made payable to the Dallas Chapter, Multiple Sclerosis Society; donations are tax deductible.

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BRIEF NOTES...

The University Club's First Monday luncheon series will present Dr. Evelyn Curry, assistant professor of library and information studies, on April 4 at 12:15 p.m. in CFO 13. She will discuss "An African-American in Africa."

Zeta Phi Beta, Chi Delta Chapter, will present its annual Woman of the Year program on Thursday, March 31, at 8 p.m. in the Student Center Underground. Mittie Jordan, director of the South Dallas Cultural Center, will be the speaker, and entertainment will be provided by the TWU Gospel Choir. A reception will follow. The program is free and open to the public.

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UPDATE ON TWU PEOPLE

Dr. **Ingrid Winther Scobie** (History and Government) has been selected for the Mary Ball Washington Chair in American History at University College, Dublin, for 1994-95. This is one of 10 special Fulbright chairs in Western Europe for senior scholars and the only endowed chair in Ireland in American studies. She will teach 20th-century American political history and will lecture occasionally at other universities and to groups in Ireland.

Dr. **James Galloway** (Library) reviewed Mary Elizabeth Johnson's *The International Monetary Fund, 1944-1992: A Research Guide*, for the February 1994 issue of *CHOICE: Current Reviews for Academic Libraries*.

Dr. **Jack Sibley** (Philosophy) presented a paper on "Contemporary Ethics and the Challenge of Hermeneutics" at the Southwest Commission on Religious Studies, American Academy of Religion section, which met in Dallas March 18-19.

UPDATE ON PEOPLE, *continued*

Dr. Frank Thomas (Family Sciences) will present a workshop for counseling professionals, titled "Brief Therapy: A Focus on Competence," for the North Central chapter of the Texas Counseling Association at the northwest campus of Tarrant County Junior College on April 9. He recently had an article on "Solution-Oriented Supervision: The Coaxing of Expertise" published in *The Family Journal: Counseling and Therapy for Couples and Families*, 2(1), 11-18.

Dr. Karen Jackson (Psychology) was given one of four "Special Friend to Children" awards at the 1994 annual meeting of the National Association of School Psychologists. The awardees were honored at a reception at the Sheraton Hotel in Seattle, Wash., on March 4.

Dr. Marnell Hayes (Early Childhood and Special Education) spoke to preschool faculty of Akiba Academy of Dallas on "Understanding Developmental Disabilities in Early Childhood Education" on March 8. Her article on "Social Skills: The Bottom Line for Adult LD Success" appeared in the 1994 edition of *Their World*, an annual publication of the National Center for Learning Disabilities, published in March.

Dr. Lloyd Kinnison (Early Childhood and Special Education) co-presented a program titled "The Sullivan-Keller Early Childhood Program" at the Texas Council for Exceptional Children Conference in Houston on March 4. Kinnison and **Dr. Catheryn Weitman** conducted a half-day workshop on "Cooperative Learning" for the Ponder Independent School District recently.

Drs. Jane Walker and Ron Fritsch (Early Childhood and Special Education) presented a paper on "Avoiding Head-On Collisions: Indirect Approaches to Teaching Social Skills" at the Texas Council for Exceptional Children Conference held in Houston March 5.

Dr. Jim Johnson (Chemistry) attended the 25th annual meeting of the Texas Association of Advisors to the Health Professions held at the Texas Tech Medical School in Lubbock on Feb. 17-19. All eight schools in Texas reported record numbers of applications to medical school this year.

Dr. Lyman Caswell (Chemistry) presented a paper titled "Ferenc Szabadvary and the Hungarian National Museum of Science and Technology" to the History of Chemistry Division at the 207th national meeting of the American Chemical Society held in San Diego on March 16.

Dr. Margaret Beard (Nursing) attended the 21st meeting of the Southwestern Federation of Administrative Disciplines in Dallas March 2-5. A member of the Academy of Management, Theory and the Research Methods Division, she served as a discussant at a session on "Organization Theory: Size, Change and Efficiency." On March 6, she attended the Cancer Prevention Conference of the Cancer Foundation of North Texas in Arlington. She also has been selected as one of the "Dallas-Fort Worth Great 100 Nurses" for 1994.

Dr. Mona Hersh-Cochran (Business and Economics) presented a paper on "Executive Women of the Dallas-Fort Worth Metroplex: Significant Problems and Successful Strategies" to the Women's Information Network (WIN) on March 8. WIN is the Dallas affiliate of the National Association of Female Executives (NAFE).

Dr. Donald Michel (Performing Arts, Music) co-presented a paper and a workshop with Dr. Kris Chesky of UT-Arlington's Human Performance Institute at the 5th International Society for Music Medicine in San Antonio on March 17-19. The subject concerned theories and research on the use of music vibration for pain relief and technical developments of the Music Vibration Table, which is used to provide therapeutic music vibration.

THIS WEEK AT TWU: MARCH 28-APRIL 3, 1994

- Mon.-Thurs.
March 28-31 -Blagg-Huey Library open 8 a.m.-midnight.
 -Bookstore open 7:30 a.m.-6 p.m.
 -Learning Assistance Center Noon Seminar: "Improving Reading Speed,"
 CFO 106, 12:15-1 p.m. (Ext. 2046)
- Mon., March 28 -30th Anniversary Concert by Norma Lewis Davidson and pianist
 Sarah Click, MJPH, 8 p.m. (Ext. 2500)
 -University Club Brown Bag Luncheon, nutrition major Jane Stone will
 speak on "Lite and Healthy Entertainment," CFO 13, 12:15 p.m.
- Tues., March 29 -Easter Arts and Crafts, SC Underground, 5 p.m. (Ext. 3611)
 -Public Lecture featuring Dr. Marie M. Clay, distinguished professor in
 reading and founder of Reading Recovery, MCL Aud., 6 p.m. (Ext. 2227)
 -Student Development: Leadership Development Series, SC 006-007,
 6-7:30 p.m. (Ext. 3626)
- Thurs., March 31 -Health Career Day, Dallas-Presbyterian, 9 a.m.-3 p.m. (Ext. 2950)
 -Classical Japanese Dance Concert, MJPH, 7:30 p.m. (Ext. 2085)
- Fri., April 1 -Blagg-Huey Library open 8 a.m.-9 p.m.
 -Bookstore open 8 a.m.-4 p.m.
 -Suggested application deadline for fall/spring 1994-95 financial aid,
 Denton financial aid office, 5 p.m. (Ext. 3050)
 -College of Health Sciences Student Research Conference, ACT 5,
 9 a.m.-1 p.m. (Ext. 2589)
 -Biology Seminar, student presentation by Ning Xiaoxu and Amy Wolf,
 SCI 303, 3 p.m. (Ext. 2351)
 -University Club Social hour, Doris Laing's home, 5-7 p.m.
- Sat., April 2 -Blagg-Huey Library open 9 a.m.-6 p.m.
 -Bookstore closed.
- Sun., April 3 -Blagg-Huey Library open 2 p.m.-midnight.
 -Bookstore closed.

COMING EVENTS

- April 4-9 -B.I.O.N.I.C. Week. (Ext. 3628)
April 4 -University Club First Monday Luncheon; Dr. Evelyn Curry, library and
 information studies, will discuss "An African-American in Africa,"
 CFO 13, 12:15 p.m.
- April 5 -Faculty Voice Recital featuring Nicki Cohen and friends, MJPH, 8 p.m.
April 7 -Annual Retirement Recognition Dinner, Southeast Room, Hubbard Hall,
 6:30 p.m.; tickets, \$9, must be purchased by April 4.