

CSO Newsletter

JANUARY 10, 2006

Inside this issue:

Business Writing Skills IV	2
Who am I (pictures)?	3
Professional Development	3
12 qualities (Continued)	3
Security Blurb	4
Making Decisions	4
Game	5

CSO News

Professional Development Day will be on Friday April 25, 2007, at 8:30 a.m. this year. The title will be "Bridges to Success" featuring Diversity. The presenter will be Jeff Guillory from WSU.

The winner from our last newsletter was Sharon Auer. Way to go Sharon!!

The 800 block of 3rd street was added to the parking permit program. To see a map of the restricted parking zones please go to <http://www.lcsc.edu/people/parking-map.pdf>.

If you would like to see something different in our Newsletters or be a part of the CSO Newsletter Committee please contact Ellen Thompson at x2460.

GUESS WHO!

Throughout the newsletter there are 3 fun facts and pictures on page 3. If you can guess who these CSO members are e-mail your responses to Ellen Thompson at eathompson@lcsc.edu by 1/31/07 and the person with the most correct answers wins a prize!

CSO Employee Spotlight

Name:

Cindy Patterson

Department:

Budget Office

Position:

Financial Technician

What I do: I help with all aspects of the budgeting and reporting processes for Lewis-Clark State College. I work directly with Trudy Alva and the Administrative Services office.

Hobbies/Items of Interests: I am married to my husband of almost 5 years, Aaron Patterson. We have one son, Troy. He is the light of our lives. I thoroughly enjoy hunting, fishing, camping, gardening and anything else that has to do with the outdoors. I am from Kendrick, Idaho. Yes, I drive back and forth every day and don't mind it a bit.



It's never too late to be who you might have been.

George Eliot-Writer

I am a published poet, who am I?



Business Writing Skills IV: Look smarter with these

grammar tips By Linda Elizabeth Alexander Copyright 2002

There is no better way to make your company lose credibility than to have your writing fraught with mistakes. Here's a quick list of some of the most common grammatical errors I see on the web today, and how to avoid them.

1. Apostrophes in plural vs. possessive.

It is not necessary to add an apostrophe to pluralize a word. For most nouns, you can simply add "s" to the end of the word to make it plural. To make the noun possessive, you usually add "'s "

Example: One newspaper, two newspapers. One dog, two dogs. But: The newspaper's ink is black. (The ink of one newspaper is black.) The dogs' noses are wet and cold. (The noses of more than one dog are wet and cold.)

2. Whose vs. who's.

Whose = belonging to whom.

Example: Whose coat is this?

Who's = who is. It's a contraction like don't for do not, or can't for cannot.

Example: Who's going to the party tonight?

3. Its vs. it's.

Its = belonging to it.

Example: The dog licks its butt.

It's = it is. It's a contraction like don't for do not, can't for cannot, or who's for who is.

Example: It's cold outside.

Example: The dog licks its butt when it's cold outside.

4. Affect vs. effect

"Affect" means to influence. "Effect" is a result. It is best to avoid using "effect" as a verb.

Example: How will the new drug affect me?

Example: The effect of the new drug is that it cures headaches.

5. Comma splices versus semicolon.

A run on sentence separated by a comma is called a comma splice. This is NOT proper English. Instead, connect two independent clauses (each can be a sentence of its own) with a semicolon.

Example: Instead of "It's sunny outside, put on your sunglasses."

Change to: "It's sunny outside; put on your sunglasses."

6. Who vs. Whom.

Who is the subjective; whom is the objective. If you are not sure which to use, try substituting a personal pronoun to see which one fits.

Example: If he she or they fits, use who.

Who will pick up dinner tonight?

He will pick up dinner tonight.

Example: If him, her or them fits, use whom.

You are writing the letter to whom?

You are writing the letter to her.

These are only a few of the many common mistakes

business writers make in their writing. For more in-depth explanations, I recommend a good grammar and/or style manual, such as *Strunk and White's Elements of Style*, *The Little, Brown Handbook*, or *The Business Writer's Companion* by St. Martin's Press.

Linda Elizabeth Alexander is a freelance business writer and marketing consultant based in Colorado, USA. Be heard and understood! Subscribe to Write to the Point, a FREE ezine for business people who want to learn how to write better.

<http://www.topica.com/lists/write2thepointcom>

<http://>

www.write2thepointcom.com/index2.html



I have taught archery for 5 years and am a certified State of Idaho Bow Hunter Education Instructor, who am I?



When you reach for the stars you may not quite get one, but you won't come up with a handful of mud either.

—Leo Burnett (1891-1971)

Aren't I Cute! Who am I?

A.



B.



C.



D.



Professional Development Committee

The Professional Development Training Committee is derived from Presidential Guidance 54.

Guidance:

A planning team, led by the Director of Campus Events & Card Services and comprising members from faculty, classified staff, and professional staff, will work during AY2006-2007 to lay the groundwork for a comprehensive Professional Development and Training (PDT) process for all LCSC employees. The following areas are to be addressed:

1) Establishment of a central coordination office (Campus Events) to orchestrate scheduling and logistical support for a PDT system that supports employees from initial arrival at LCSC and continues throughout the duration of their careers at the College.

2) Development of a plan (and documentation in official LCSC policy) for PDT matters, identifying which offices will provide specific training sessions, the annual schedule for PDT events, and a system for promulgating this informa-

tion to College personnel.

The basic idea is to establish a training program that employees can utilize from the point of hire to when they leave. As part of this process, the new employee orientation has been revised and a new mentor program has started (www.lcsc.edu/ecc/mentor.htm). The committee is the last key component that will structure periodic trainings for all employees that will address a wide array of needs.



12 Qualities (continuation from previous newsletters)

There are:

12 Qualities

PART THREE

of an Outstanding Customer Service Representative.

Integrity: Let your good character shine in all you do.

Cooperation: Do your part to help your team get along, and offer to lend a hand whenever possible.

Empathy: Connect with customers by showing you understand their feelings.

Dedication: Strive to do the best you can. Always aim for excellence.

Security Blurb

The Security Department has continued to grow this past year as a service oriented segment of the campus community. We have had to make a few changes to our schedules and procedures to accommodate the addition of Clearwater Hall and College Place as the new residence halls came on board this fall. Although escorts have always been available on campus, extending the service down to Clearwater has taken some thought and cooperation with other departments here at LCSC. When we first announced that we would do the escorts downtown we did so anticipating help from volunteer services of other students. A small list was formed and we realized we needed to set a time when our Security officers could help with the escorts but still maintain proper coverage on the campus if an emergency arose. Since the Library and SUB both close at 11:00 PM and our officers are doing a shift change at that time we elected to offer the escort at that time. Although the service is not widely used we feel confident that we can cover all requests. We have recently made arrangements with Bob Sobotta to use the Lapwai van to run a shuttle earlier in the evening to and from Clearwater and the Security Officers are hurriedly taking the van safety classes so we can have this available for the start of the spring semester.

We arranged for a couple of safety related classes this past semester and will continue with that practice in the future. These classes are open to faculty and staff as well as the student population. Dave Taylor was kind enough to volunteer his time to teach a personal safety class and then Monte Renzelman from the Lewiston Police Department gave a presentation on "How Not to Be a Victim".

Most of the Security Officers are also students and are approached by their classmates and told things "off the record". To be able to use this information we have incorporated two anonymous reporting systems. The first was a brain child of Lucy Loewen and with the help of Doug Combs we were able to start a new Tip Line (ext 2929) for anyone to call and report things they might not feel comfortable discussing with a uniformed officer. The second system Officer Patti Dobyms suggested and Julie Crea built on-line for us. It is our new Secret Witness form that can be found on the Security website. (www.lcsc.edu/security) Not only can this form be used to leave an anonymous tip but we can also use it for a volunteer statement form for those who have been a witness to an incident or a victim of one and it is inconvenient for them to come to the office and fill out one of our regular hard copies. Both of these tools were completed the past two months and we are trying to

make everyone aware of them so they may be fully utilized.

Our Security Department also hosted our first Security Academy in October. All of the IH employees attended the class which was held in the new Activity Center West classrooms. The classes were held from 6:00 PM until 10:00 PM Monday through Friday for two weeks. On the last day the class was moved over to the Gem State Security office where the instructors John and Debbie Singleton hosted the Pepper Spray Certification that all of us endured.

Although these past six months have been a challenge and full of lots of changes and growth we all feel they have made us all closer as a group and look at everything we have been through as great training experiences. We are proud to be part of the LCSC family and look forward to meeting all of the new faces and keeping all of the campus a safe and secure place to learn and work.

Barbara Pierce

Interim Security Director



My cousin and I were born on the same day thus the unusual spelling, who am I?

Making Decisions

William McKinley, the 25th U.S. President, once had to choose between two equally qualified men for a key job. He puzzled over the choice until he remembered a long-ago incident.

On a rainy night, McKinley had boarded a crowded streetcar. One of the men he was now considering had also been aboard, though he didn't see McKinley. Then an old woman carrying a basket of laundry struggled into the car, looking in vain for a seat. The job candidate pretended not to see her and kept his seat. McKinley gave up his seat to help her.

Remembering the episode, which he called "this little omission of kindness," McKinley decided against the man on the streetcar. Our decisions—even the small, fleeting ones—tell a lot about us.

Adapted from *Presidential Anecdotes*—Paul F. Boller, Jr.—Penguin Books

