



CSO Newsletter

Don't forget to give a \$1.00 donation to the CSO through payroll deduction!

CSO News

Come join and help with the following fund raisers:

Book and media sale is on October 10, 2006 from 9:00 a.m. to 2:00 p.m., in the SUB Solarium.

Donated items for the book and media sale will be accepted until October 9th. You can drop items at the following locations: SGC 60, LIB 125, ADM 102, and RCH 110.

Off-Beat Holiday basket raffle i.e.: Columbus Day, Groundhog Day, Boss's Day, etc. We will fill a basket with items appropriate for the holiday raffle. **Your donations are much appreciated!** Please con-

tact Amanda Schacher x2830 for a list of items needed.

If you would like to join in on the fun or if you have questions please contact Amanda Schacher at extension 2830.

COMING SOON:

- "Secret CSO Person", We will have a basket available at the next CSO Meeting and in other locations for people to submit their names and draw someone else's name so they can send a small gift or token of appreciation to that person each month or how ever

often they choose, never to exceed a value of \$5.00. Just a way to make another CSO Person's day!

- The next CSO Meeting will be held soon. Please check the intranet often for the date. We hope to see everyone there!



Nadine Walters—CSO Employee of the Year

How long have you worked at LC? 21 years

What departments have you worked in? Kinder-College 15 years, Physical Plant 6 years and Resident Life 1 1/2 months. (So now I can say I have worked with all various ages of "kids" here on campus)

Besides working at LC, what do you do for fun? Camp, ride 4-wheelers,

hang out with my husband, daughter, and son-in-law. Pretty much anything to do with being outdoors/in the mountains.

We asked Scott Brown what qualities did Nadine possess to deserve the CSO Employee of the year? Pleasant disposition and patience. Pleasant disposition to deal tactfully with customers and productively with me and other

truculent Physical Plant staff members; Patience to explain to a customer why their burnt out light bulb will have to wait until the Fire Department can get the fire in the SUB under control.



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Special points of interest:

- Don't forget to give a \$1.00 donation to the CSO through Payroll deduction! Contact HR for details
- Congratulations to Tess Hendricks—For being the winner of the puzzle from our last newsletter—she receives a free latte!

CSO Employee Spotlight

NAME: Carolyn Copeland

DEPARTMENT: Physical Plant

POSITION: Administrative Assistant

WHAT I DO HERE: Every day is different at the Physical Plant. I handle all telephone calls that come in and distribute them accordingly to whom ever handles the job that the call pertains to. I also take care of Motor Pool. This includes reserving cars or vans for who ever needs them, making sure the cars are maintained accordingly, and doing the billing. I also do Payroll for our full-time employees

and summer helpers. There are many other tasks that my job consists of along with the general office duties.

HOBBIES/ITEMS OF INTEREST: I'm a big NASCAR fan. Tony Stewart is my preferred driver. I have a 73' Ford Mustang Convertible that I enjoy driving for Hot August Nights. My dream is to one day restore the car before it is passed on to my daughter.



LCSC Security—New Parking Regulations

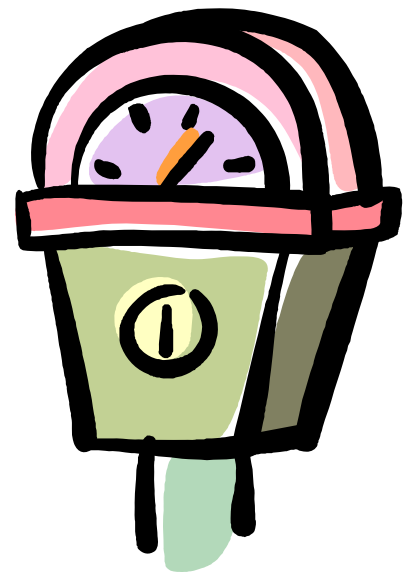
This summer the Normal Hill Parking (NHP) was passed which opened the rights for each residential block to vote whether it will be open for parking or reserved exclusively for the residents of the block. Each block that votes for the 'resident parking only' will have signs posted and anyone who parks there without a permit will receive a \$50 fine payable to the City of Lewiston. Student will have to park in the campus parking lots, park outside of the NHP zone or ride the bus to access campus. In addition there is a new parking lot in front of the residence hall, College Place on 4th Street. That lot is for College Place Residents ONLY. They too will have their own distinct parking permit.

We have made a few changes in the parking regulations this year and the new booklets are available at the Cashier's window and the SUB ID desk where you can also purchase your parking permit. The regulations are also online at www.lcsc.edu/security. We only have two Blue Parking Lots left which are Parking Lot #5 which is the 11th Avenue 4th Street lot and the park-

ing around the Music Building on 11th Avenue 7th Street. The cost of the parking permits is the same this year. \$45 for red and \$25 for blue for the year and a second vehicle permit can be purchased for \$5 with proof of residence. One semester permits are also available. The fines have increased though and include a new fine of improper display which will be enforced even if a permit has been issued for the vehicle but the permit is not in the proper lower left interior corner of the windshield. We have gone to static permits that will be in the same corner as the permits as U of I as we recognize each other's permits. Owners are encouraged to lock your vehicles to protect your permit and if you have an open vehicle such as a Jeep or motorcycle please contact the Security Office for instructions to secure your permits. The permits are NOT interchangeable between vehicles and parking privileges can be revoked for doing so.

Collections have started in earnest for past due parking tickets so please take care of any past fines if you haven't already done so.

Please don't hesitate to call the Security Office at x2226 if you have any questions or concerns.



Proofreading 101 by Tanja Rosteck

While proofreading isn't the most enjoyable part of writing, it's the most important. A document full of typos, grammatical glitches, and glaring errors reflects badly on your business and can create more problems than it solves.

Don't rely on the spell-checker, as it can't catch certain types of errors. It's best to proofread the document with your own eyes-and the eyes of a friend or professional editor too, if possible.

***Wait 12 to 24 hours before proofreading.**

Don't proofread immediately after writing. Put some distance between you and your words before checking them over. Otherwise, you'll unconsciously be proofreading your ideas rather than what's actually written on the page.

***Proofread from a printout, not the screen.**

You want to focus on the text, not the page design or a fancy layout, so it's a good idea to proofread from printout. This is extra-important when the document uses text effects or different fonts that may distract you from noticing details. Just circle the errors on the printout as you go then use it as a guide afterwards to make any necessary corrections.

***Keep your calculator handy.**

It may seem redundant and tedious to recalculate the math in a document, especially if you use automatic formulas, but imagine if your proposal for a client was missing a zero or two in the cost estimate! Take time to double-check all numbers, especially within tables. And don't forget dates-programs such as Microsoft Word might be updating the dates automatically without you noticing.

***Scan for one thing at a time.**

There are so many different types of errors to look for that scanning for all of them at once just isn't effective. Professional proofreaders will do several passes through a document, each for a specific problem. Try scanning the document first for spelling typos, then go over it again to check numbers and dates, then once more to find grammatical errors and incorrect sentence structure.

***Proofread in a quiet space.**

Noisy offices and constant interruptions will distract you from the task at hand. Remember, proofreading is detail-intensive work! The less focused you are, the greater your chances of missing errors. Save proofreading for early in the workday or at the very end, when noise and other distractions are at a minimum.

Ensure you're relaxed and able to dedicate enough time to the task.

***Go slowly and trust your instincts.**

This is where proofreading becomes a Zen activity! Don't zoom through the text like you already know what it says-pretend you are reading it for the first time. Read each sentence slowly. If your eye is suddenly drawn to something on the page, there's a good chance there's something amiss but your brain hasn't zeroed in to it yet, so take the time to double-check the sentence or paragraph.

Enlisting the help of a professional is a good idea--a fresh perspective is always useful, especially if the document has gone through several edits and/or re-writes. Professional editors can proofread efficiently, and can even suggest ways to improve readability and style. At the very least, have a colleague or friend proofread your work to catch things you may have missed.

The document may be the only link a customer has to your business-so make that impression count!

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<http://www.adminprof.com/executive-assistants-tell-howto/Proofreading101.htm>

12 Qualities (continuation from last newsletter)

There are:

12 Qualities

PART TWO

of an Outstanding Customer Service Representative.

Efficiency: Keep your work area organized and your resources handy.

Focus: Give your full attention to customers.

Patience: Be patient even when dealing with tough customers. Take a deep breath if needed.

Reliability: Set an example by maintaining a great attendance record.



Halloween!!

P W I T C S S U B U S S U S O S
H I E R I P M A V F F W O P O H
N T X G R E O R E A L D S W D A
I C L I C C E L P U O I E X N D
L H T E E T W P T N W R M V E E
M E X I P E A G T E E R F A I L
E I N W O R B C H E R U B B F L
R E H S I P E T U H E G M O E O
G W T T B G O C C S W O E G F G
G H I E M L H U H N Z H N I F R
T O A G L O D O S A O A M E S E
N S R I O I N C U B U S O F L T
T I W G A A K S G L U N T F E D
Y O L M O O O O T T F G N O M E
L R R B O N B K R E L E A B E M
I E I P O L O O Y P R A H B L O
M L S A I G L B T I R I P S O N
P W I N F L D T S O H G M I G O

Below are 37 otherworldly beings, some good, some bad, and some just mischievous, are here to grant your wishes, eat you, or just say “Boo!”

ANGEL	GENIE	PIXIE
APPARITION	GHOST	POLTERGEIST
BANSHEE	GHOUL	SIREN
BEAST	GNOME	SPECTER
BOGIE	GOBLIN	SPIRIT
BUGABOO	GORGON	SPOOK
CHERUB	GREMLIN	TROLL
DEMON	HOBGOBLIN	VAMPIRE
DEVIL	LEPRE- CHAUN	WEREWOLF
ELF	MERMAID	WITCH
FAIRY	MONSTER	ZOMBIE
FAUN	OGRE	
FIEND	PHANTOM	

Hurry and complete this puzzle and get it to Ellen Thompson in Grants and Contracts and you could be the winner of a very exciting prize—A Latte!!

FUN GAME

1. *What word looks the same upside down and backwards?*
2. *If you were to spell out numbers, how far would you need to count to find the first letter A?*
3. *What is black when you buy it, red when you use it, and white when you are done with it?*
4. *Can you think of a crime that is punishable if attempted but not punishable if actually committed?*
5. *Take away the whole and some still remains. What am I?*

If you have any new and exciting information that you would like in the next newsletter please contact Lucy Loewen at lkloewen@lsc.edu or at extension 2240.



1. SWIMS; 2. One Thousand; 3. Charcoal; 4. Suicide; 5. The word Wholesome.