



# A&F NEWS

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# A MESSAGE FROM THE VICE PRESIDENT

By Cornelius Wooten, Ph.D.

## ***Quality Today – Quality Tomorrow – Quality Forever***



As your servant leader, I have always stressed that service excellence within the Administration and Finance (A&F) Division should be a priority. I believe QUALITY constitutes a major component of service excellence. That is why I have included quality as one of my thirteen vice presidential tenets.

We all have heard much about the term, quality. Even Ford Motor Company has a slogan: "Quality is Job One". Just what does the term actually mean and how can each of us apply the term to our individual work experience at IUP? I venture to say the term, quality, means different things to different people. The following are some ways of thinking about quality:

1. "Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives." - William A. Foster
2. "Quality is not an act, it is a habit." - Aristotle
3. "Quality means doing it right when no one is looking." - Henry Ford

Webster defines quality as "an essential and distinguishing attribute of something or someone". I have always felt and I subscribe to this adage: "If a job is worth doing, it is worth doing right the first time".

Service quality is a must for IUP. And yes, it must be an integral part of how you and I conduct business in the A&F Division. Over the past several years, the landscape for IUP and other higher education institutions has changed. To say the least, a fundamental transformation has occurred and expectations among stakeholders and the general public continue to evolve. Students and parents have become more demanding, discriminating, and even more savvy relative to selecting and matriculating from colleges and universities. Various states, including the Commonwealth of Pennsylvania, have begun to tie funding strategies, among other things, to student retention and graduation rates.

As a professional service organization, it is imperative that each of us embrace the principle of service quality. It is important that the A&F Division enable the University to maintain a reputation of excellence among all of those we serve by providing consistently high quality experiences and interactions. Failure to provide service quality will negatively impact our reputation and affect enrollment retention, fundraising, and the general goodwill we receive. And if the overall health and viability of IUP were to decline, those of us who are non-instructional staff would face loss of funding and yes, even loss of job security. Service quality is that important.

As colleagues, I raise the question to you, if not quality, then what? Would your service be inferior or superior? Would you strive to do your best for the institution and the people you serve through your work?

It is my position that quality defines who you are and what you are. When everything else fails, quality should prevail.

As it relates to you and I in the A&F Division, quality has to manifest itself in our work efforts, our attitude, and our overall daily work performance. I trust that each of you will develop your own personal definitions of quality, but I hope they will include:

- High performance
- Superior work effort
- High and consistent achievements
- Superior work performance
- Positive attitude
- Positive outlook

And once you have come up with your definition, I challenge you to embrace those principles in your service to the university each and every day.

Thank you for the service quality you provide IUP! Your *efforts* do not go unnoticed or unappreciated.

## ESS Helps Employees Manage Benefits and Deductions

By Kathleen Manion, Human Resources Manager

No longer is it necessary to contact Payroll to find out how much personal leave you have left, or to call Human Resources to find out whether you enrolled your spouse in the voluntary group life insurance plan. With Employee Self-Service (ESS), you can answer such questions quickly and easily. In fact, you may view, and in some cases, update, your personnel, payroll, leave, and benefits information 24/7, from anywhere where internet access is available. Specifically, you can review your:

- Personal data
- Address
- Emergency contact information
- Pay statements
- Benefit plans
- Leave balances
- Absences
- W-4 information (user may change withholding)
- Bank information
- Ethnicity/race (user may change codes)
- Savings bonds

In order to introduce IUP employees to ESS, the Office of Human Resources and IT Services teamed up to provide eight training sessions during the 2009 fall semester. The training covered how to log on to ESS, the trickiest part of the whole process, and walked participants through the ESS site to show them the available data.

### Spring Training Schedule

Four more training sessions are planned for the 2010 spring semester. These sessions are scheduled as follows:

Monday, March 8, 2010  
10:00 to 11:30  
HUB Allegheny Room

Tuesday, April 20, 2010  
2:00 to 3:00  
HUB Susquehanna Room

Tuesday, May 18, 2010  
9:00 to 10:30  
HUB Monongahela Room

Wednesday, June 9, 2010  
2:00 to 3:30  
HUB Monongahela Room

**To register**, send an e-mail to [kmanion@iup.edu](mailto:kmanion@iup.edu).

### Want to Skip the Training?

Those who prefer to skip the training can still begin using ESS by following a step-by-step guide that helps you through the initial log-on process. This guide, entitled *How to Access Employee Self-Service (ESS)*, is available at [www.iup.edu/humanresources](http://www.iup.edu/humanresources). Once you are at the HR website, simply go to the "Employee Self-Service (ESS) Portal," click on "full user guide," print the guide, and follow the directions carefully.

Getting into ESS for the first time can be a bit of a challenge; however, here are two things you can do ahead of time to make the process easier:

**Have your I-card handy.** You'll need your Banner ID. That's the 8-digit number printed above your photograph on your I-card. This number should be preceded by the "@" sign when you enter it in the logon process, i.e., @00001234.

**Know your Banner PIN.** Your Banner PIN was initially set for your date of birth, in the form of six digits. For example, if your birth date is April 30, 1970, the initial PIN would have been 043070. You may have changed your PIN, however, perhaps when you requested a parking permit. If you changed your PIN and cannot remember it, call Human Resources at 7-2431 and ask to have it reset. It can be reset while you are on the phone, and you can use the reset PIN immediately to log on to ESS.

### Help Is Available

If you encounter difficulties in completing the log-in process, please contact your IT support provider, or call the Office of Human Resources at 7-2431. If you experience technical difficulties, call the IT Services Help Desk at 7-4000. Help is as close as the nearest phone, so if you feel lost or have questions, don't hesitate to use the resources available to assist you.



**A Day in the Life of the Office of the Bursar**  
By Susie Sink, Associate Vice President for Finance

Bursar, as defined by the *American Heritage Dictionary*, is "an official in charge of funds, as at a college or university; treasurer".

The Office of the Bursar at IUP is composed of 16 staff members dedicated to serving IUP students and parents with all billing and payment-related issues. We ensure that our clients are billed on a timely and accurate basis, and that all revenues are properly recorded. We also serve other constituencies through loan processing, agency invoicing, and revenue collections. We use automated systems to assess tuition and fees, apply financial aid, provide student refunds, reconcile daily postings, process credit card payments, manage installment payment plans, and perform various other functions. Most important, though, is our commitment to provide excellent customer service -- in person, by phone, or through e-mail communications, while maintaining compliance with privacy assurances, internal control policies, and federal and state regulations. A day in the life of the Bursar's staff can be briefly described by the flurry, no pun intended, of activity surrounding the return of students to campus to begin the spring semester. The first day of the spring semester included 885 phone calls and continuous service to students through the Clark Hall Service Center, while daily functions of reconciliations, banking, and continuous assessment occurred quietly behind the scenes. We managed over 2,000 calls throughout the first week of classes, processed 12,078 billing statements, downloaded more than \$38 million in loans, and processed over \$12 million in student refunds. Whew! Are you tired yet?

After the semester start-up activities diminish, we continue to process loans, scholarships, grants, and personal payments. We assist veterans in the processing of their paperwork and in receiving their benefits. Accounts are reviewed continuously to ensure accuracy in preparing for the next billing cycle. We also work hard to recoup funds owed to the university by students who have been remiss in making tuition payments. Each member of the office staff handles a specific part of the work, and together, we make sure all of these processes are completed. However, it's not just about the processing. Customer service is our number one priority. Our staff takes pride in being able to assist customers by providing information or resolving account issues to their satisfaction. We could not do this without depending on each other to get through these busy times. Of course, a sense of humor always helps. When the day is done, and we know that we've done our best, we can anticipate returning for another day's work with a positive outlook, ready to do it all again.



Office of the Bursar Staff

Seated from left:  
Mandy Stein, Brandi Buchleitner, Chris Stiles,  
and Windy Bartlebaugh

Standing from left:  
Linda Fleming, Autumn Shannon, Carly Nicholson,  
Sherri Yachup, Joy Vig, Diane Parks, Evie Carnahan,  
Laura Buterbaugh, and Sis Moorhead.

Missing from photo: Marcella Capitosti and  
Donna Detwiler

**Positive Changes at the University  
Print Center for 2010**  
By Fred Owens, Director,  
University Printing/Postal Services

Neither time nor technology stands still, and in providing additional resources for the IUP community, University Printing, with the assistance of Procurement Services, will be upgrading printing technologies in 2010. Planned equipment upgrades, mentioned below, will reduce related department leasing expenses by approximately 25 percent.

The digital press which has served the university well in providing full-color printed material was upgraded in January, increasing production, enhancing color functionality and reducing annual operating expenses by \$20,118 while enhancing present service. This unit will continue to provide variable data personalized printing for the university community and offer outstanding image quality with a low-gloss toner for a more traditional offset look and feel on all types of paper.

The department's remote or convenience copiers, located in Sutton and Clark halls, will also undergo changes in 2010 and further reduce operational costs by \$13,920 annually. With new technological advances, aged units will be replaced with modern multifunctional devices providing print/copy and print/copy/scan capability dependent upon location. The department will contact users for training, if required, and setup procedures, if networked.

In keeping with a "green footprint", the department began testing an online work order form that will provide users with the ability to submit an electronic work order for printing to the department rather than filling out and submitting a paper work order.

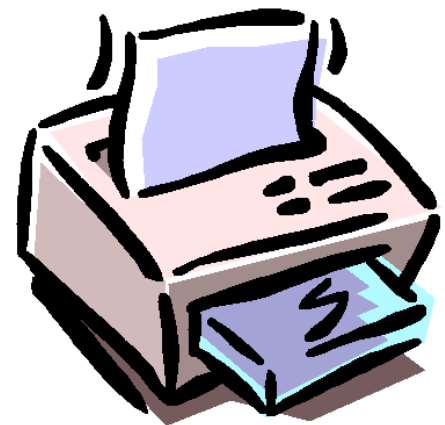
The online form can never replace visual samples of more complex work that clients may need, and it is good policy to provide samples to the department to ensure that the project is finished as per client intent. Some restrictions exist for electronic file transfers of projects due to server capacity issues, so file transfers will continue to remain as a network drive transfer to the X:\public\printcenter folder. Visit our website, <http://www.iup.edu/printing> under "forms" for the online work order.

Another initiative new to the department is the Broker Fund. Printing that exceeds current department technology or time restrictions, or that cannot be produced in-house by current resources, can now be "brokered" through the University Printing Broker Fund.

The simple 14-step process eliminates the need for client involvement with off-campus vendors and the tedious, time-consuming effort many university departments face when attempting to navigate their project through the system. The Broker fund provides the client with a number of quotations from various off-campus vendors for their project. Brokering will provide cost reductions not previously attained through independent effort. Upon choosing the vendor, University Printing will handle all paperwork, submit appropriate requisitions, and make vendor contacts on behalf of the client. All the client must do is provide the file and specifications for the project.

University Printing continues to provide the university with quality printing and services that make clients' work easier. To learn more about our new printing capabilities, or any of the other services we offer, please contact us at: 724-357-2583.

We look forward to serving your needs.



**Get Ready for Relay for Life 2010**  
By Susie Sink, Associate Vice President for Finance

The Administration and Finance Division will once again participate in the Indiana County Relay for Life. The IUP Trackers team is gearing up to "Score against Cancer" at this year's sports-themed event that will be held Friday, May 14, and Saturday, May 15. The Relay for Life is a 24-hour event, where each team must have at least one walker on the course at all times. Each team member is asked to seek pledges, as well as participate in other fundraising events. Team members currently prepare and provide weekly lunch events in the lobby of Clark Hall and will be looking for other fundraising ideas in the coming weeks.

I am pleased to serve as the team captain again this year and will be asking for your support and participation as we join forces to raise funds for cancer research and cancer resource networking and to help educate Americans about cancer prevention and early detection. All of us have been touched by this terrible disease either ourselves or through a family member or friend, and this event gives us each an opportunity to honor those friends and loved ones who suffered with or died from the disease and to do something meaningful so that someday others will not have to suffer in the way they did.

We will forward more information as soon as it is available, so please mark your calendars for May 14 and 15 and consider how you might participate in this event. You can be a team walker, staff the IUP tent, donate items needed for the relay, or assist with fundraising. With your help and support, we look forward to another successful Relay for Life event for the IUP Trackers team.



**A Busy Time for the Office of  
Conference Services**  
By Kathy Evanko, Director of Conference Services

**Upcoming State Conference**

The twelfth annual Pennsylvania Chapter of the National Association of Multicultural Education Conference (PA-NAME) will be hosted by IUP March 26 and 27. It is being coordinated by the local planning committee of the Pennsylvania chapter, chaired by Dr. Monte Tidwell of the Department of Professional Studies in Education and by the Office of Conference Services. The NAME conference is the premier and most inclusive conference in the Mid-Atlantic Region, focusing on multiculturalism and diversity. The guest keynote speaker will be Bill Strickland, author of the Freshman Common Reader, *Make the Impossible Possible*.

**A First for IUP**

Through the combined efforts of the Office of Conference Services and the Athletic Department, IUP's Miller Stadium was selected for the first time as the host site for a PIAA quarterfinal AA high school football play-off game. The game was played on December 4, 2009, between Forest Hills (13-0) from District 6 and Wilmington (12-1) from District 10. The Office of Conference Services is looking forward to hosting PIAA games again this year.

**Kennedy Center American College Theater  
Festival a Success**

The Office of Conference Services was proud to assist the College of Fine Arts with the coordination of the regional Kennedy Center American College Theater Festival (KCACTF), which was held on campus in January 2010. At both the regional and national festivals, KCACTF participants are able to celebrate the creative process, see one another's work, and share experiences and insights within the community of theater artists. The KCACTF honors excellence in overall production and gives student artists individual recognition through awards and scholarships in playwriting, acting, criticism, directing, and design. The conference, which welcomed approximately 1,200 attendees, made use of a number of campus buildings, and the services of the Maintenance Department were invaluable in making the program a huge success. The Keynote speaker was actor Bill Pullman, best known for his roles in *Casper*, *Sleepless in Seattle*, *While You Were Sleeping*, *Lost Highway*, and *Independence Day*. Many positive comments were made by participants and committee members

alike about the friendliness and helpfulness of the IUP staff and the beauty of the IUP campus. We look forward to welcoming back the KCACTF in 2012.

### **News from the Crimson Event Center**

The Crimson Event Center is proud to offer new state-of-the-art technology to accommodate meetings, small gatherings, luncheons, and dinners. The new technology includes four oversized motorized screens, ceiling mounted projectors, DVD, CD, Blue Ray, and Internet through state-of-the-art Smart podiums, and Surround Sound. Each side of the Crimson Event Center has its own podium with access to all of this technology.

To reserve the Crimson Event Center, please contact Kathy Evanko in the Office of Conference Services, 425 Sutton Hall, via e-mail at [kathye@iup.edu](mailto:kathye@iup.edu) or by phone at 724-357-2227.

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### **Moving Forward with Technology at Your Desk** By Dave Strong, Sr. Administrative Analyst, Budget Office

IUP's Information Technology Services (IT Services) is working on advancing the computing power of your desktop. This is a "good thing."

In the fall of 2008, IT Services installed MS Office 2007, giving users the most current version of the software. This provided more efficient processing and additional functionality to the staff. Although IUP is using the most current MS Office version available, the software is on a PC using a Windows XP operating system that is two versions old.

This year, IT Services will be replacing the Windows XP operating system with Microsoft's current operating system, Windows 7. Windows 7 provides faster processing, better document searching, and enhancements that allow MS Office 2007 additional functionality.

With the upgrade to Windows 7, you will find some differences. Using the standard Windows 7 desktop screen, MS Office will work more efficiently and will, hopefully, correct some problematic issues. For

example, when you customized the Quick Access Toolbar in MS Word and MS Excel, you would see it disappear the next day. With Windows 7's standard desktop, the toolbar will stay as you previously personalized it.

IT Services plans to begin installing MS Windows 7 in the late summer, but to accomplish this, the minimum standards for PC connections to the IUP network had to be increased. The minimum standards for connecting to the IUP network are as follows:

- Processor speed must be at least 1,200 Megahertz (1.2 Gigahertz)
- RAM (Memory) must be at least 1,000 Megabytes (1.0 Gigabytes)
- Hard drive "C" must be at least 40,000 Gigabytes (40.0 Gigabytes)

The Administration and Finance Division is well-positioned for this changeover, with all the desktop PCs exceeding the minimum requirements. In September 2009, multiple departments combined their orders and purchased 50 new PCs. The installation of the new PCs and the subsequent hand-down resulted in 113 desks getting a PC upgrade. Currently there are 232 desktop PCs and 11 laptops in the Administration and Finance Division.

IT Services is very excited to be offering the new Microsoft operating system and will be doing everything possible to make this transition as seamless as possible. The new operating system will allow for additional functionality and will hopefully make every PC user more efficient!

In the months ahead, IT Services will be providing employees with information regarding Windows 7 and its upcoming installation.





Members of the Department of Public Safety and Police have been very busy over the last few months. Below are a few of the initiatives that they have been instrumental in bringing to fruition:

**Police Awarded Grant for Portable Breath Tester.** The IUP Police Department was recently awarded a grant for a Portable Breath Tester. This instrument is used to determine a person's Blood Alcohol Content (BAC). When higher levels of BAC are seen, this, along with other observations, alerts police officers that there may be a need for medical attention. The department would like to thank Lindsey Sullivan, with the Research Institute, for her assistance in applying for the grant.

**New Campus Fire Alarm System Installed.** On January 27, 2010, a new campus fire alarm system went into operation. When a fire alarm is activated in a campus building, a signal is immediately sent to the University Police Dispatch Center, where this monitoring equipment is located. The new computerized fire alarm system immediately identifies the building, the type of alarm that has been activated, and its location, and a police officer is immediately dispatched to the site. The new system includes a back-up system, which we did not have in the past. With this back-up protection, if something were to happen to the receiving computers, and the alarm could not be received on these units, the alarm would go to a back-up panel, also located in the Dispatch Center. This back-up system ensures that every alarm is received and monitored. The department would like to thank Ron Succheralli and his Maintenance team for their assistance during the installation of the equipment. A special thanks is also in order for Todd Cunningham and the technicians from IT Services who assisted with the project.

**Outdoor Emergency Public Address System Planned.** Planning has been ongoing over the last year to install an Outdoor Emergency Public Address System designed to alert the campus community to emergencies which could occur on campus. This system is yet another layer that would be incorporated into our emergency alert system, which currently includes both text and telephone message alert systems. While there is no single way to alert every single person in the community to an emergency, the more layers of public notification we

have, the greater the number of people who would be aware of the situation. Plans at this time call for having this system installed, tested, and activated during the first part of this summer. Many people have been working on this project to bring it to fruition, including Todd Cunningham, Paul Grieggs, and the technicians in IT Services, Ray Wygonik and Rich Manslow of Facilities Engineering and Construction and Ron Succheralli and his staff in Facilities Operations.

**PODS Testing a Success.** In 2008, IUP was selected by the Pennsylvania Emergency Management Agency (PEMA) and the Pennsylvania Department of Health to become a Point of Dispensing Site (PODS) for vaccine distribution in emergency situations. The site would be made operational, for example, if a pandemic were to occur such as the recent Swine Flu (H1N1) pandemic. As the overall PODS manager for the site, I, Bill Montgomery, brought together a committee of various departments throughout the university to work out the details of how the PODS site would open and operate under an emergency situation. This committee worked in conjunction with the Indiana County Health and Human Services Subcommittee. Once the work of the committees was completed, a plan was put in place to operate a PODS on the IUP campus to administer medication to persons living in Indiana County and the surrounding area.

In December 2009, the plan was tested. The Memorial Field House was set up as a PODS center. University community members in the targeted at-risk group were invited to come to the MFH to receive a free H1N1 vaccination. Although the turnout was not as great as expected, the plan and site were tested, and the results were very positive. The plan worked well, with only minor changes needed. The IUP PODS team managers now feel very confident that if a PODS had to be set up with a twenty-four-hour notice, it could be done. The following PODS team managers and support groups are to be commended for their work in ensuring the success of this test:

- Amy Labant, Assistant Professor, Nursing/Allied Health Professions, and her volunteer staff and students
- Scott Gibson, Director, Health Services, Center for Health and Well-Being, and his staff



- Peter Shoop, Assistant Director, Recreation and Fitness, Athletics Department, and his student
- Malinda Cowles, Interim Executive Director, Center for Health and Well-Being
- Frank Carrozza, Industrial Hygienist, Environmental Health and Safety
- Leroy King, Manager, Custodial Services and his staff
- Indiana County Health and Human Services Subcommittee
- Indiana County Emergency Management

**IUP Hosts H1N1 Flu Clinic.** In January of this year the Public Safety and Police Department and the Custodial Services staff worked with the Pennsylvania Department of Health to set up a PODS clinic on the IUP campus to provide H1N1 vaccine to students as well as residents of Indiana and surrounding counties. A considerable amount of planning went into preparing for this two-day event, and the result was quite gratifying -- the clinic was a success! Thanks are due, again, to Leroy King and his staff for their assistance throughout the two-day program.

**New Signage in Place on Campus.** As you drive around campus this semester you will see a few additional green signs centered in the crosswalks. These signs have been placed in an effort to improve the safety of pedestrians as well as motorists. One sign has been placed on 11th Street at the crosswalk between Memorial Field House and the Eberly College of Business and Information Technology; another is at the 11th street crosswalk at the entrance to the stadium parking lot; and a third is on Pratt Drive at the crosswalk between the Eberly College of Business and the Suites on Pratt parking lot. A stop sign also has been added on 11th street at the entrance to the stadium parking lot. Many thanks to Building Maintenance Foreman Tony Neese and his team for seeing that these signs are distributed each day.

**Officer Tami Cramer Represents IUP's Police Department.** Officer Tami Cramer represented the Indiana University Public Safety and Police Department at the Indiana County Chamber of Commerce Expo held on Saturday, January 16th at the Indiana Mall. A big thank-you to Tami for the representation.

**Police Officers Attend Training Programs.** The following officers participated in training programs during the months of December 2009 and January 2010:

- Officer John Bence participated in update classes for Standard Field Sobriety Testing at Clarion University.
- Officer Melvin Cornell attended a three-day, grant-funded training program in Orlando, Florida, in January. The training was provided by the IUP Haven Project and focused on violence against women.
- Lt. Leonard Jendreski, and Officers Douglas Campbell, John Bence, and Frank Mehalko attended Tactical First Aid Training at the Indiana Borough Police Department.
- Frank Carrozza provided the annual update First Aid, CPR, and AED training to all officers in the department in January. Frank has provided this training each year for the past nineteen years.

**Campus Crime Rate at All-time Low.** The total number of crimes on campus and the crime rate reported for the year 2009 are both at the lowest they have been in the 19 years during which these records have been published. The number of crimes per year on campus and the crime rate were both at their highest in 1995, the first year in which campus crime statistics were published. Below are statistics that compare IUP's crime statistics in 2009 with those in 1995.

1995	2009
Part I* crimes: 293	Part I crimes: 124
Crime rate: .0217	Crime rate: .0090
Part II** Crimes: 401	Part II Crimes: 306
Crime rate: .0297	Crime rate: .0226

\* Part I crimes are crimes against persons.

\*\* Part II crimes are all minor types of crimes.

## Parrots - Demanding, Yet Endearing

By Pam Stefanik, Facilities Operations

Hello, readers. My name is Pam Stefanik, and I work as a secretary for the director of Facilities Operations in the Robertshaw Building.

Ever since I was a small child, I've had a love and compassion for animals. Although I grew up with dogs and cats, gerbils, guinea pigs, turtles, etc., I never had a bird! However, I always had been fascinated with birds and their nests that held tiny treasures. Many times I would investigate the wooded area above our family's home looking for birds' nests in hopes that I would get to see beautiful little eggs or baby birds.

In 1981, I was introduced to a place that raised small parrots known as cockatiels. I had just been reading a *National Geographic* article that featured cockatiels and their native habitat. Of course, I had to go and see the cockatiels! Well, I came home with my first bird that day, a bird I called Pete! I was bitten by the bird bug on that fateful day and have had the bug ever since. I've had as many as ten parrots of various sizes and species in my home. Some of them were rescued birds that became pets; some were birds that were later adopted by new parents – sometimes many years after they had been part of my family. I become attached to these beautiful and intelligent creatures and came to care very much about their well-being. Some parrots spent their last days or years with me until they passed away.

Every parrot is different – they each have a unique personality and their own special needs. I had an elderly Amazon parrot with crippled, arthritic feet and cataracts. She also didn't like men! Miss Polly required a special set-up in her cage to accommodate her disabilities! Polly spent seventeen years with me, and I have many happy memories of the time we spent together until she was adopted by a woman who could be home with her all day and spend much quality time with her. Polly chose this woman – she instantly took to this woman, which made my decision to let Polly go with her much easier. Parrots should choose their owners, not vice versa. Polly was nearing 60 years old when she left my home, although the average life span for an Amazon parrot is approximately 50 years. Today, there are many known Amazons living 80 to 100 years!

Sugar, the Umbrella Cockatoo, spent twenty-two years with me before he went to a retired couple's home where he can be out of his cage all day, sitting on either of two play pens, and getting plenty of toys and attention! He is a very active and noisy bird, although very affectionate. He loved to play "throw the toy and you go fetch" game or the "kill the toe" game where he would get on the floor and chase my feet. If he got the *big scary toe* (*he always went for the big toe*), I would experience 2,000 lbs. of pressure per square inch on my toe -- so it's important not to let him win that game! Sugar was 27 years old when he went to his new family. The average lifespan for an Umbrella Cockatoo is 40+ years with proper care, but some have been known to live more than 80 years!

McCrorry's parrot, Mac, came to live with me in 1984 and passed away shortly after *The Indiana Gazette* featured a story about him in 1994. Mac was a Double Yellow Headed Amazon. Many people in the Indiana area remembered the parrot that was in the basement of McCrorry's five-and-dime store in downtown Indiana. I received calls and letters after the article ran, telling me how much they appreciated knowing he was still around and where he was. I later changed Mac's name to Wally. Wally just loved to eat dinner with his human family. His favorite treats were spaghetti, pizza, and tapioca pudding. When his beak was covered with sauce, I knew he was enjoying himself! The downside – my shirt may just become his napkin! Wally was approximately 65 years old when he passed away in my arms on November 1, 1994.

I currently have two parrots that live with me – both rescued from different situations. Mork, the Orange-Winged Amazon, is in his thirties. I don't know the age of Mandy, the Moluccan Cockatoo. Mork's species is quite clever and makes a great companion bird that bonds strongly with their owners. These two parrots are as different as night and day in every way. They are different in size, species, and personality. Mork is a playful entertainer who loves to talk, laugh, and go through his gamut of noises to show off for visitors. He loves to be the center of attention. Mork watches television and interacts with whatever he's watching by laughing, screaming, etc. He particularly likes his Saturday cartoons. Parrots have the intelligence of a

## **Orienteering Is Fun and Challenging** By Ray Wygonik, Director, Facilities Engineering

six-year-old child, but they act like two-year-olds. Mandy, on the other hand, is very shy, and afraid of her own shadow! She freezes into a statue whenever visitors arrive. She is afraid of being away from the safety of her cage. Her favorite thing is food, food, food! She can watch me in the kitchen while sitting atop her cage and demands samples with a sound that even the neighbors can hear a quarter-mile away! Moluccan cockatoos are one of the noisiest of all the cockatoos, with a deafening screech that can go on for hours! Not the sort of pet you want if you have close neighbors. The Moluccans are also one of the most affectionate cockatoos. Their need for attention causes them to scream, and they dislike being left alone. Mandy's species is also one of the dustiest of all cockatoos, which requires her to be bathed daily! Mork and Mandy were hatched and raised in captivity. However, the native habitat of an Orange Winged Amazon is the central and north-eastern areas of South America. The native habitat for Moluccan Cockatoos, which are very endangered, is Indonesia and the Southern Moluccan Islands in Indonesia, a nation comprising 17,508 islands!



**Mork and Mandy and Me**

Parrots can be endearing, noisy, messy, overbearing, and demanding! They are not for the casual pet owner. Parrots require an appropriate and safe space with pleasant surroundings. They also need an avian veterinarian for their health care. Parrots require constant care, mental stimulation, and a varied diet of healthy foods. If one has time and a lot of patience, the companionship of a parrot can result in a rewarding friendship that can last for a lifetime.

Looking for an excuse to walk through the woods? Try orienteering. Orienteering is an activity, or for the more adventure-minded, a sport that involves locating markers, or controls, placed in the woods by use of a detailed topographic map and a compass -- a throwback to the days before voice-guided GPS systems!

From 1972 to 2003, IUP had a student orienteering club. In 2003, the university club evolved into an off-campus group that exists today as the Western Pennsylvania Orienteering Club (WPOC), with members from all over the Western Pennsylvania region.

Each year the club holds eight to twelve meets, usually on Sunday afternoons, at various locations around the western part of the state. Local meets scheduled for this year will be at the University Farm, Blue Spruce Park, near Ernest, and Pine Ridge Park, near Blairsville. The Blue Spruce meet is a rare night meet for the truly adventurous. There is no need to be a member of the club to attend a meet, as meets are open to all. I, Ray Wygonik, will be acting as the director for the June 6, 2010, meet at the University Farm and would welcome an enthusiastic turnout!

Orienteering is for everyone, with multiple courses set up at each event to cover all skill levels. At a typical meet you will have a family with young children navigating a beginner's course, couples on a leisurely walk through the woods on an intermediate course, and serious adventure racers attacking the most difficult courses. It is truly an activity all can enjoy.

The most common orienteering courses are cross country courses. They require the participant to locate, in order, a sequence of controls. Cross country courses are identified using a standard color coded system. The courses, in order of increasing difficulty, are White, Yellow, Orange, Green, Brown, Red, and Blue. There are also a number of other specialty courses (i.e., Score, Line, Rogaine) for advanced orienteering. White courses are designed to introduce beginners to the sport, and would be typically 1 km to 2.5 km long (.6 to 1.5 miles), with five to nine controls to locate. They take 30-60 minutes to navigate. An advanced Green course is 4.5 km to 6.5 km long (2.7 to 3.9 miles), with eight

## From Diapers to Dirt Bikes By Jamie Carnahan, Procurement Services

to fourteen controls to locate. A Green course takes 50 to 90 minutes to navigate.

Most meets run by the WPOC use a staggered start. Participants can show up and start anytime, usually between 11:00 a.m. and 1:30 p.m., with all participants to be off the courses by 3:30 p.m. Your time is logged in when you start, and again when you finish, with penalty time for missing controls. Often participants will do multiple courses at a meet, starting out with an easy course and then moving up to a more challenging course. Lessons are always available at the meets for anyone new to the sport.

Costs are very reasonable, \$5 at most meets, which covers the detailed colored map and the supplies used by the club in running the meets (always some cookies at the finish!). The only equipment you need is a compass and a good pair of walking or running shoes. If you don't have a compass, not a problem, as loaners are available from the club at each meet. For safety, a whistle is also encouraged. Orienteering is an all-weather sport -- and short of extreme weather conditions like tornados or floods, the meets go on as scheduled.

At the start of the meet you receive a map corresponding to the course you have chosen. The map shows the location of the controls you need to find. You are also issued a clue sheet with descriptions of the control features, (i.e., spring, rocky outcrop, fence gate, tree root stock, etc.) to help you find the controls. The maps are specially prepared topographic maps that, in addition to topographic information, note all the landmark features of the terrain. Navigating entails a combination of reading the compass and recognizing land features.

What is a control? A control is an orange and white, three-sided flag that marks each location shown on the map. At each control site, there is a unique punch, with which you punch your score card, in order to verify that you located the control.



A three-sided orienteering control flag. For additional information, along with the full schedule for the 2010 season, please visit the WPOC web site at <http://www.wpoc.org/>. Hope to see you wandering the woods soon!

Chase Carnahan, third-generation racer, is the son of Jamie Carnahan, Procurement Services, and Jason Carnahan, Grounds Department. Chase has made many accomplishments in the few short years of racing motocross.

Chase took an interest in bikes at the age of two, constantly watching and modeling the actions of dirt bike riders on television. He learned to ride his dirt bike even before learning to ride a pedal bike. At two years old, Chase was riding his dirt bike with training wheels around our yard and learning to balance the bike. After lots of practicing, we decided to take Chase to his first race at the age of five. Chase's first race was at a local Arenacross track in Westmoreland County in the 50cc class. To our surprise, Chase took to the track like it was something that he was always meant to do. Nervously watching him run every lap and cheering him on, his father and I were so excited to see Chase finish third that evening. By the end of the first racing season, Chase progressed to well-known Motocross tracks such as Steel City Raceway, High Point Raceway, and Pleasure Valley Raceway.

Motocross has become one of the most popular sports in racing among individuals of all ages. The action-packed excitement is what appeals most to children and adults alike. Motocross has classes for bikes from 50cc to over 450cc, and riders, ages four to fifty plus. It's a sport for the whole family and extremely competitive.

Chase is following in the footsteps of his grandfather and father in his interest in racing. His grandfather, Dan Butler, retired painter from IUP, raced dirt late models and modifieds. His father, Jason Carnahan, started out racing go-karts at a young age and went on to race dirt late models, modifieds, and motocross. You could say that racing is in Chase's blood.

Chase has received numerous trophies, won a championship, and qualified for many state championship races in the short time he has been racing. His greatest accomplishment so far was winning the 50cc, Class 3, Arenacross championship in his first year of racing. With many top three finishes and wins, Chase impressed all of us with his racing talents. His ability to race competitively has provided him learning experiences that are so important to his growth and development. His sister, Camryn, is his



**Rob Lute Active in Third Career**  
By Bob Marx, Special Assistant to Vice President for  
Administration and Finance

biggest fan and is next in line to join in the family sport of racing. Along with Jason and I, Camryn attends the races every weekend to watch and support her big brother. Racing is a family sport and a very important part of our lives.

This year, Chase will again be racing motocross as well as experimenting with go-kart racing. We hope that Chase will continue to be successful and enjoy his experiences. As a parent, it is so rewarding to watch your children do well in what they love to do.



As told by Rob Lute, Veteran, IUP retiree, and Missionary

In 2006 Rob Lute retired from the university after approximately thirty-six years of service. Rob had spent his career at IUP in the maintenance shops area of the Facilities Operations Department of the Administration and Finance Division. Rob joined the university family in October of 1970 only after he started his first career.

Prior to coming to IUP, Lute had joined the U.S. Navy. When Rob entered the Navy it was during the height of the Vietnam War. Rob was assigned to the aircraft carrier USS *Bon Homme Richard* (CVA-31). The *Bon Homme Richard* had a long history of naval service. The ship was commissioned in 1944 and saw action against the Japanese in 1945. In 1951 and 1952 the carrier was in the waters off Korea. After the Korean conflict the carrier was refitted with an angled and straight flight deck to accommodate jet aircraft and served in the Pacific. In 1965 CVA-31 was called into service during the Vietnam Conflict. Of the five Southeast Asia combat tours of the *Bon Homme Richard*, Lute served as a Pipe fitter (Shipboard plumber) for three of the tours.

Lute used his Navy training and experience as a springboard to qualify for a position with IUP and started his second profession. Even though he began working for the university, Rob continued his first career. He joined the 23<sup>rd</sup> Battalion of the Seabees located in Ebensburg, from which he retired as a Utility Man First Class with approximately 29 years of military service.

Even before retiring from the university in 2006, Rob began his third career, as he used his military and university skills to support the work of his church in the mission field. Rob and his wife, Jane, are members of Penns Manor Church of the Nazarene. Through their church's Work and Witness Program, designed to utilize people's time, talents, and resources for the Kingdom of God, Lute embarked on his third calling.

In the Sunday, March 5, 2000, article titled *Making a Difference in Southern Africa*, appearing on the front page of *The Indiana Gazette*, John Sinclair wrote of

Lute's first mission trip: "Lute...traveled to a mountainous region of Lesotho with nine other team members on a Work and Witness Mission January 16 to 31. The church spearheaded the trip. Its purpose was to complete a church building for the villagers and to show them the love of Jesus Christ...During the two weeks, the team members lived in the village of Mariarnaning. The chief of the village allowed them to preach and teach the people. Nothing is done in the village unless the chief gives his permission. Lute said, in fact, 'It was the chief who gave the land to missionaries Dale and Pat Stotler to construct the church.' The Stotlers, who originally were members of the Penns Manor church, began working as missionaries in Lesotho seven years ago. Lesotho is located at the southern tip of Africa and is completely surrounded by the nation of South Africa. At the time of the team's visit, it was summer in Africa, and temperatures reached the 90-degree mark." Sinclair's complete article including photos about Lute's first mission trip can be found by doing a search for the article at: <http://access.newspaperarchive.com/Browse.aspx>. Just search for *The Indiana Gazette*, and the title of the article, *Making a Difference in Southern Africa*.

Rob's first mission trip to Lesotho, Africa, in January 2000 was the catalyst that set him on a new path during his retirement. After Rob's first trip, both he and his wife, Jane, have traveled together to the mission field on numerous Work and Witness trips. Rob has been to southern Africa three times, Panama once, Thailand once, El Salvador once, Mexico twice, and Brazil twice.

In February 2009, Jane and Rob traveled to Paso Blanco, Panama, as a part of a Work and Witness team that was building a church. While on the trip, Rob and Jane also taught a bible school. Paso Blanco is located approximately 20 miles east of Panama City, not too far off Highway 1, which runs between North and South America and passes through Central America.



Rob Lute carries a bucket of gravel from a pile in the street of rural Paso Blanco, Panama. All the sand and gravel had to be hand-carried to the construction project for hand-mixing into mortar or concrete.



Jane Lute, center, wearing blue shorts, was part of the block line getting materials into the new church building. Moving building materials from the street to the construction site is a major effort in less developed countries. The cement blocks were brought up from the street by passing them hand to hand up the hill to the new building.



The Work and Witness team worked together on the new church building, using their individual skills and talents to improve the community by providing a place of worship.



Jane poses with a group of children from Vacation Bible School in Paso Blanco, Panama.



The most recent trip for the Lute family began on January 23, 2010, when they flew out of Pittsburgh and traveled to just south of the equator and landed in the international airport in Natal, Brazil, located near the east coast of Brazil. From Natal they traveled by van to Lagoa Nova, an arid area known as the northeast backlands. The elevation is approximately 2,000 feet above sea level. This region of Brazil is one of the poorest in the entire county. Those on the mission trip to Brazil undertook masonry and concrete block work to construct a church sanctuary building as a part of the Work and Witness Program.

The Lute family always takes lots of pictures and some video while on a Work and Witness Mission trips. Once they return, they put together a presentation that they share with their local church and with others. Rob says of he and his wife, "We're glad to be able to share it and the goodness of God to peoples around the world."

Rob Lute's past experiences and service as a twenty-nine year veteran in the Navy Seabees and as a thirty-six year employee craftsman at IUP prepared him for his third calling, as a missionary in the Work and Witness Mission program of the Church of the Nazarene.



The Arc is a friendly, happy place for parents and kids alike.

The Arc of Indiana County was established in 1973. "Arc" stands for advocacy and resources for citizens with intellectual and developmental disabilities and their families. The Arc is a non-profit agency that provides information, education, and support for people with developmental disabilities and their

people with developmental disabilities and their families. The organization believes that the earlier a child receives appropriate education and services within the community, the greater the opportunity for the child to grow up happy and become a successful adult.

The Arc assists parents and children in several ways:

- Providing information and resources
- Assisting in getting answers to questions and concerns
- Assisting in preparing for meetings
- Helping with the transition into adult living

For adults with disabilities, The Arc provides information about programs and support services. They use this information to help create the life they want by making better personal decisions regarding the programs and services they need in order to reach their goals.

Quality education and appropriate services require a collaborative effort. The Arc of Indiana County encourages and supports positive communication between parents, students, educators, and social service agencies. The Arc also works at the national, state, and local levels to monitor laws and regulations that affect people with disabilities. Arc members discuss disability issues with local legislators and sponsor seminars, workshops, and fairs to increase public awareness to various disability issues.

I have been on the board of The Arc of Indiana County for about a year, helping with fundraisers. And, speaking of fundraisers, The Arc is now accepting donations of items that are clean and in good working condition for our upcoming "Spring Garage Sale." Examples of acceptable items include furniture, toys, clothing, kitchen items, etc. Donations may be dropped off at The Arc office inside the Regency Mall, Monday through Friday, between 8:30 a.m. and 4:00 p.m., until March 31.

And should you feel the urge to help out, The Arc heartily welcomes volunteers to support our activities and to serve on our legislative, education, community outreach, and public awareness committees. For more information on the services we provide, or on how you can help, please contact The Arc at 724-349-8230.

**Article submitted by Mary Williams, Facilities Operations**

## Congratulations to...

- Congratulations to Luke Hamilton, son of Bill and Tammy Hamilton, on qualifying for and participating in the Pennsylvania Music Educators Association District Orchestra Festival held at Warren Area High School on January 16, 2010, and the District Band Festival held at Allegheny Clarion Valley High School on February 13, 2010. These festivals bring together promising young instrumentalists from throughout western Pennsylvania to share their musical talents with one another and with the local community. Luke is a sophomore at Penns Manor High School and plays the bassoon.



### Management Team Administration and Finance

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## UPCOMING EVENTS

Spring Break	March 8 - March 14
Daylight Savings Time Begins	Sunday, March 14
St. Patrick's Day	Wednesday, March 17
Spring Begins	Saturday, March 20
Administrative Professionals Day	Wednesday, April 21
Final Exams	May 4 - May 7
Commencement	Sunday, May 9
Mother's Day	Sunday, May 9