



Dean to retire

Dean of Students Joseph Webber will be retiring after 30 years of dedicated service to the university and its students.

A native of Richmond, Va., the dean earned a bachelor's degree in sociology from Virginia Commonwealth University, master's in counseling and guidance from the University of Wisconsin at Oshkosh, and doctor of education degree in counseling and guidance with an emphasis in college student personnel services from A&M-Commerce.

He has worked in student personnel for 38 years at Virginia Commonwealth University, Wheeling Jesuit College in West Virginia, University of Wisconsin at Oshkosh, and University of Tennessee.

Webber joined A&M-Commerce in June 1976 as director of housing. He served in this post until August 1983 until he was named associate dean of students. Webber became dean of students in August 1988.

Children's show

Public shows for the "King of Ice Cream Mountain" are slated at 3 and 7 p.m. Saturday, Dec. 9, in the Performing Arts Center.

The annual children's show will be fun for the entire family, said graduate student Chris Martinez who is directing the production.

Zeno, a treacherous sorcerer, is determined to gain control over the Kingdom of Frozenbrrr so that he may rule over the ice cream mines and put an enchantment on the ice cream.

Cast members are Mike Davis as King Bumpygruff, LaJasley Ray as Princess Happy, Holly Stone as Muffles, Matt Plummer as Zeno, and Patrick Lynwood Henry, Janelle Young, and Colby Lewis as the People of Frozenbrrr. Tickets are \$2 for children and adults.



DEATH OF A PRESIDENT — Former Dallas newsman Eddie Barker (seated in middle of table) and John Mark Dempsey of the radio-television faculty autograph copies of the book, "Eddie Barker's Notebook." Standing at left is Fred Tarpley, A&M-Commerce Professor Emeritus of Literature and Languages, talking to Dempsey. Barker, a longtime newsman for the CBS affiliate in Dallas who was the first to report on network news that President Kennedy had died in the assassination, and Dempsey co-authored the book on Barker's career. Now living in Cooper with a talk show on KPLT radio in Paris, Barker gave a presentation in the A&M-Commerce Gee Library on Nov. 15 on reporting on the assassination of Kennedy, the death of the believed assassin Lee Harvey Oswald, and his later interview with Oswald's widow, Marina. When reporting important news like the death of a national leader, Barker said a reporter needs to remain calm. "You've got to deliver the story, deliver the news. It's not easy. It's tough to do." The book was released earlier this year by John M. Harding Publishing Company of Houston.

Art students win medals

A&M-Commerce art students have won medals in the competition sponsored by the Art Directors Club of Houston this fall.

Commerce students swept the electronic category, winning every medal. Greeley, Colo. senior Luke Olson won a gold; Plano senior Melinda Schlottman, gold and silver medals; and Dallas senior Lauren Davis, bronze.

Winning in the design category were Houston senior Alicia Pohl, bronze; Houston senior Connor Hill, bronze; Dallas senior Debby

Chiang, two bronze medals; and Houston senior Matt Brinker, bronze.

In the illustration category, Dallas senior Lauren Davis won a bronze with Plano senior Monica Kruse receiving two bronze medals.

Greeley, Colo., senior Seth Olson took a gold in photography and Luke Olson won a silver in this category.

The art department has a good reputation for quality and continues to attract talented students.

Difficult Clients

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Customers are the heart of a business — without them, you have no company. So what do you do when faced with a customer who shouts, is abusive, and creates an unpleasant situation?

According to Ken Crutchfield, A&M-Commerce director of Human Resources, the key is staying calm.

“Be extremely professional and courteous,” says Crutchfield. “Listen to what they are saying without interruption.”

“Apologize for the inconvenience and then repeat the problem in your own words. This forces the customer to listen and helps to calm the situation. Work with the customer and try to reach an agreement.”

Crutchfield advises showing empathy by using phrases like “I understand your frustration” and asking, “Can you tell me more?” Keep messages simple, this is not the time to use jargon.

State the rules and policies convincingly and clearly without feeling the need to explain. “Define the conflict as an opportunity for problem-solving,” says Crutchfield.

However, if the situation escalates, call a supervisor.

“If you cannot resolve the issue immediately locate someone who can,” says Crutchfield.

He suggests maintaining good eye contact and facing the other person squarely rather than looking down, or turning away at an angle.

It is also a good idea to anticipate the kind of problems likely to be faced, and to plan responses to those situations carefully.

Remember, the criticism is not personal so try not to be upset — the customer is expressing anger about something to a representative of the company.

Winter Weather

Winter weather can disrupt the university's operating schedule. Listen to KETR-FM 88.9 on the dial starting at 6 a.m. Go to the university web home page at www.tamu-commerce.edu. Call the university bad weather line at 903-886-5005. Watch the major Dallas television stations. The Metroplex Center in Mesquite coordinates with Eastfield College, and if Eastfield is closed, so is the Mesquite facility. If the Universities Center at Dallas closes, the notice will be on the main number 214-744-6600 and the major Dallas television stations.

Publications

Sandy Kimbrough, health and human performance, and **Jamon Copeland**, graduate student, “The Latest on Collegiate Recruiting: What Qualities Are Important to Coaches?” *PowerBasketball.com*, October 2006.

Bill McCarron, literature and languages, “The Fox and the Snake,” *Arizona English Bulletin*, Spring 2006.

Jiaming Sun, sociology and criminal justice, “Sociological Perspectives on Urban China,” *A Journal on Contemporary China Studies*, November 2006.

Serge P. von Duvillard, human performance laboratory, “Nine Months Aerobic Fitness Induced Changes on Blood Lipids and Lipoproteins in Untrained Subjects Vs. Controls,” *European Journal of Applied Physiology*.

Presentations

Ken Alford, health and human performance, “Research in Equine Assisted Activities: Quantifying the Effects and Identifying the Causes,” round-table discussion moderated by Alford, national convention of North American Riding for the Handicapped Association, Indianapolis, Ind., Nov. 9.

Participants were **Tara Tietjen-Smith**, health and human performance; **Brian Garner**, Baylor University; **Beth Lanning**, Baylor University; and **Nancy H. McGibbon**, Therapeutic Riding of Tucson.

Don English, **Ed Manton** and **Jan Walker**, business administration and MIS, “Communication Competencies: Human Resource Managers Perception,” National Association for Business Communication Conference, San Antonio, October 2006.

Maria Fernandez-Babineaux, literature and languages, “Distopia en La hora de la estrella,” International Conference of the Association of Feminine Hispanic Literature, Ogden, Utah, Oct. 5-7.

Also “La inversion de las imagines biblicas en Primera memoria,” Southern Central Modern Language Association, Dallas, Oct. 26-28.

Also “Rosinha Lituana y Rosa: Dos caras

de una misma moneda,” Spanish and Portuguese Conference, Georgetown University, Washington, D.C., Sept. 30-Oct. 1.

John Hill, morris recreation center, “Stages of Group Development for Outdoor Leaders,” Association of Outdoor Recreation and Education, Boise, Idaho, Nov. 1.

Inma Lyons, literature and languages, “Intertextuality and the Construction of Masculinity in Rosa Regas’ ‘Azul,’” South Central Modern Language Association.

Philippe Seminet, literature and languages, “Utopian Visions: A Reading of Diderot’s Supplement au voyage de Bougainville and Sade’s Aline et Valcour,” South Central Modern Language Association.

Maryann Whitaker, literature and languages graduate student, “Sex and Conflict: Screwball Comedy as Prologue to Feminism,” Pop Culture Association in South/American Culture Association in the South, Oct. 6.

Also “Life Is a Story: The Omnipresence of Narrative in Human Interaction,” English Graduates for Academic Development, Oct. 20.

Leah E. Wickersham and **Sharon M. Chambers**, educational leadership and curriculum instruction, “Designing ePortfolios for Learning Outcomes Assessment: Course to Program,” Association for Educational Communications and Technology Annual International Convention, Dallas.

English, business administration and MIS, won the Outstanding Educator Award at the International Allied Academies Conference in Reno. This award recognizes a faculty member of a university or college for teaching.

English received an engraved plaque during the awards ceremony and his name will be added to the roll of outstanding educators, which the academy maintains on its web page.

Concert

The university community is invited to attend the Department of Music’s free Christmas concert on Friday, Dec. 8. The University Singers, Chorale, and Bluebonnet Chorus will be performing at 7:30 p.m. in the Concert Hall of the Music Building.

Fast facts

Graduation Dec. 16

Fall graduation ceremonies will be on Saturday, Dec. 16, in the Field House.

Students in the College of Arts and Sciences and undergraduates in Business and Technology will receive diplomas in 9 a.m. ceremonies.

At 11 a.m., students in the College of Education and Human Services will graduate.

Master's and doctoral students will graduate in 2:30 p.m. ceremonies.

Speaking at the two morning ceremonies will be Raymond A. Paredes, commissioner of higher education at the Texas Higher Education Coordinating Board.

Alton L. Biggs a 2003 Distinguished Alumnus of A&M-Commerce, will speak at the afternoon ceremony for the Graduate School.

Biggs, who earned a B.S. from A&M-Commerce in May 1974, is a former science teacher who now serves as president of Biggs Educational Consulting.

Recognize long service

'Tis the season to be merry and the President's Holiday Reception will be Tuesday, Dec. 12, in the Founder's Lounge.

Refreshments will be served at this event from 3 to 5 p.m. There will also be door prizes given away and staff members will be recognized for 25 and 30 years of service.

Thirty-year employees are Joe Webber, dean of Students, and Frank Perez, director of Disability Resources and Services.

Ronnie Books, director of Trio Programs, will be honored for 28 years of service.

Twenty-five year employees are Alicia Currin, assistant vice president for Business and Administration/director of Budgets and Reporting; and Susan Andrews, head serials librarian.

Long-serving faculty will be honored separately at a dinner reception at a future date.

Approve foreign travel ahead

A&M-Commerce employees are reminded that foreign travel must be approved 30 days prior to the trip.

For information on the procedures and forms to follow for traveling out of the country, refer to the following link.

<http://www.tamu-commerce.edu/financialServices/foreignTravel.html>.



PASSIONATE ABOUT WRITING — A&M-Commerce senior Jacob "Jake" Pichnarcik (left) and A&M-Commerce Writing Center tutor Pamela Millar work on a composition. Pichnarcik of Commerce is also a Gee Library staff member and a volunteer in Texas Hope Literacy, a literacy program that works with jail inmates. While in Hutchins State Jail and working as an inmate peer educator in Texas Hope Literacy, he found a purpose in life and an avocation - teaching composition. Millar is a Commerce undergraduate student. A&M-Commerce is looking at forming a relationship with Texas Hope Literacy. Shannon Carter, literature and languages faculty, plans to research literacy at Dawson State Jail for a book she wants to write.



PROJECT MANAGER — Architect Jim Patton will be managing campus construction projects like the construction of the new student center, alumni building and music building at A&M-Commerce as the university's new project manager in Facilities Management. The Commerce resident, who commuted to Dallas for 18 years, was part of the architectural team that worked with A&M-Commerce to build the Morris Recreation Center. The firm he worked for worked extensively with universities throughout Texas.



REAL WORLD MATH — Laurene Fausett's career in applied mathematics has led to research in areas she did not conceive of as a student. The A&M-Commerce professor helped analyze the deformation of the Space Shuttle Challenger's solid fuel cylinder, helping to eliminate deformation as a possible cause of the disaster. Fausett has also taught short courses for NASA on artificial and neural intelligence. Fausett works in numerical analysis on "the overlapping edges of math and computer science" and is currently editing the second edition of one of her four books. She enjoys how applied math fits the real world. She is a Sulphur Springs resident.



THANKSGIVING GIFT — Kappa Alpha Psi Fraternity handed out turkeys to local families on Nov. 21 at the Lions' basketball game. The turkeys came in handy for Thanksgiving on Nov. 23.

Delivering best practices

The Regional Best Practices Symposium organized by A&M-Commerce delivered innovative new ideas to educators in Northeast Texas.

More than 100 teachers attended the two-day symposium where leaders in their fields offered strategies geared toward helping educators implement effective teaching practices to promote linguistic and academic success for English language learners.

The symposium taught methods to make the material that the students are studying more comprehensible.

"The symposium is aimed at teachers who are working with learners whose home language is not English," says Peggy Gray, director of the P16 Education Consortium. "In addition to updating teachers on researched,

best practice strategies, we provided materials that teachers can use in the classroom.

The symposium was made possible thanks to a grant from the Texas Education Agency administered through Texas A&M University-Corpus Christi."

The symposium offered general and breakout sessions, with 20 different leaders presenting a slew of workshops.

"We were pleased to receive very positive evaluations of the symposium from teachers from 23 school districts, ranging from Athens to Garland to Sulphur Springs.

"The teachers were able to focus on where their needs were by selecting which session they wanted to attend and commented that they would be able to immediately use what they had learned in the classroom."

Mystery of Christmas Star

A holiday show, "Mystery of the Christmas Star," is being shown at the A&M-Commerce Planetarium.

Get into the spirit of the season by attending this new show that continues through Saturday, Dec. 23. Show times are Fridays at 7 and 8 p.m. and on Saturdays at 7 p.m. only.

The historical significance of the Biblical story of this brilliant star that led the Wise Men in their journey to worship the baby Jesus will be discussed.

The show will offer a scientific view of what

the star of Bethlehem may have been. "The planetarium is a perfect place to study this because of its ability to exactly reproduce the skies as seen from Bethlehem over 2,000 years ago," said Kent Montgomery, planetarium director.

Since opening in February of this year, about 25,000 people have visited the planetarium, Montgomery said. "We had thought we would reach about 20,000 visitors for this year and we passed that months ago," he said.

December

- 1 Last day to drop a class or withdraw from school, 5 p.m.
- 2 Women's basketball, Abilene Christian, LSC Crossover game, Abilene, 2 p.m.
Men's basketball, Abilene Christian, LSC Crossover game, 4 p.m.
Feast of Carols, American Ballroom, Sam Rayburn Memorial Student Center, 7 p.m.
- 4 Annual Art Christmas Sale, University Gallery, Main Art Building, 5 to 7 p.m.
5. Art Christmas Sale, University Gallery, noon to 5:30 p.m. Continues Dec. 6, noon to 5:30 p.m.
- 7 Women's basketball, West Texas A&M, LSC Crossover game, Commerce, 6 p.m.
Men's basketball, West Texas A&M, LSC Crossover game, Commerce, 8 p.m.
- 8 Last class day for Fall 2006, student teaching ends.
- 9 Final Exams begin.
Children's play public performances, "King of Ice Cream Mountain," Main Stage in Performing Arts Center, 3 and 7 p.m.
Women's basketball, Eastern New Mexico, LSC Crossover game, Commerce, 2 p.m.
Men's basketball, Eastern New Mexico, LSC Crossover game, 4 p.m.
- 15 Payment deadline for Winter Mini 2007, 5 p.m.
Residence halls close, 5 p.m.
- 16 Fall Commencement, Field House.
- 18 First class day for Winter Mini 2007.
- 25-29 University closed for holidays.
- 19 Women's basketball, Texas-Tyler, Commerce, 6 p.m.
- 29 Men's basketball, Metro State, Metro State Classic, Denver, Colo., 8 p.m.
- 30 Men's basketball, Colorado School of Mines, Metro State Classic, 8 p.m.
- 31 Women's basketball, East Texas Baptist, Commerce, 3 p.m.

NEXT ISSUE

The next issue of *A&M-Commerce Today* is Wednesday, Jan. 17. Copy deadline for the issue is Wednesday, Jan. 10. Please send your news to mary_hazal@tamuc-commerce.edu or by fax to 5522.

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