

# Campus Review

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Serving the CLAYTON STATE UNIVERSITY Community

May 23, 2008

## Judge Baird Issues a Call to Public Service to Clayton State Graduates

by John Shiffert, University Relations

The Honorable Michael J. Baird, one of Clayton State University's most distinguished graduates and a long-time public servant, issued a call to some 400 graduates of the University on Saturday, May 10... a call to join him in public service and giving back to the community.

Speaking to both ceremonies of the University's 38th Annual Spring Commencement, Baird asked the class of 2008 to take the road less traveled. Noting that surveys have shown that only one in 10 current college graduates think of running for public office, and that just 29 percent of graduates say they would consider a job in the public sector, Baird urged

Clayton State's newest alumni to give back to their community and to play a role in making their city, state or country better by becoming involved.

"There is no better calling than public service, no more noble service than public service," he said. "You represent the best and the brightest. We need you to give back to your community."

Baird knows of which he speaks. A member of the first baccalaureate class of Clayton State University (B.B.A. in Management, 1989), he is also a 1992 graduate of the Georgia State University College of Law where he earned a Juris Doctorate. A native of Clayton County,

Baird worked his way through college as a police officer with the Lake City Police Department.

After graduation, he served as a prosecutor in Clayton County. In

1996, he was elected to serve as the chief judge of the Magistrate Court of Clayton



Photo Credit: Erin Fender

Michael J. Baird

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## Clayton State Nursing and Dental Hygiene Programs Awarded \$326K Grant from HRSA

The Clayton State University School of Nursing, and the Department of Dental Hygiene, part of the University's College of Professional Studies, have been awarded a \$326,730 Student Disadvantaged Scholarship Grant (SDS) from the federal Department of Health and Human Services Health Resources and Services Administration (HRSA).

The grant, for FY2009, will be split almost equally between the two programs and marks the third consecutive year the University has received an SDS grant from HRSA. The School of Nursing will receive \$157,952 for the period from July 1, 2008 through June 30, 2009. The Department of Dental Hygiene will receive \$168,778 for the same period.

The Scholarships for Disadvantaged Students program was created by Congress under the Disadvantaged

Minority Health Improvement Act of 1990 for the purpose of providing financial assistance to disadvantaged health professions and nursing students.

The amount of the individual SDS award was transmitted to Clayton State's Office of Financial Aid for their records and to the Clayton State Bursars Office for disbursement. The SDS is only used for scholarships for minority or disadvantaged students and funds are applied directly to the recipient's tuition/fee bill and any remaining balance distributed to the student for the purpose of paying other fees and incidentals associated with their education.

Clayton State University's student population is roughly two-thirds minorities and has been rated by U.S. News and World Report as the most diverse in the Southeast region of the United States for five out of the last seven years. ■

## Customer Service Concludes First Round of Training

by John Shiffert, University Relations

Clayton State's Customer Service Project Team's newest initiative – student support services customer service training – has concluded its initial efforts and is gearing up for more this summer.

According to Team Chair/Customer Service Champion Carolina Amero, Clayton State's assistant vice president Auxiliary & Administrative Services, this phase in the University's part in Governor Sonny Perdue's statewide "Customer Service Improvement Initiative" includes customer service training sessions for the University's primary student support services – Admissions, Financial Aid, the Registrar's Office, Continuing Education, and "The HUB." Originally planned as a training program for telephone call centers, Amero says the program was expand-

ed from its initial focus to include all customer contacts.

The training is a comprehensive program that emphasizes a common approach to the delivery of exceptional customer service, and is anchored in five key commitments to Clayton State's customers: Helpful – Courteous – Accessible – Responsive – Knowledgeable. The trainees will also focus on identifying ways in which to take advantage of the University's new intranet, the SWAN Luminis Web Portal, to meet students' needs by providing information in a convenient, user-friendly way.

The recently-concluded customer service training class, "The Art of Exceptional Customer Service," was conducted by

Joyce Sandusky from the HUB and Amy Poole from Admissions, both of whom are certified trainers after attending the "train-the-trainer" course offered by the Governor's Office of Customer Service. Sandusky and Poole taught one class apiece, structured in five, two-and-half-hour modules. The next two training sessions, scheduled for June 2008, will be structured differently, as two-day sessions. Session one will be held on June 10 and June 12. Session two will be held June 24 and June 26. Sandusky and Poole will continue to serve as the trainers.

Individuals who have not been contacted by their supervisor, and are interested in

**Training, cont'd., p. 8**

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## School of Nursing Requesting "Props" for Simulation Lab

by Erin Fender, University Relations

The School of Nursing at Clayton State University opened the doors to a state of the art nursing simulation lab in 2007 and is now reaching out to the community for donations to create realistic scenarios.



"This lab is a positive feature for students allowing realistic situations which help make students more confident. This lab provides scenarios that students may not necessarily see while at hospitals,"

says Katrina Barnes, R.N., M.S.N., assistant professor of Nursing and lab coordinator.

The simulation lab is set up with life-like manikins that can be programmed with a variety of physiological problems. The manikins include an infant, men, women, as well as a pregnant manikin that can give birth.



"The manikins are computerized and can be programmed for patients with such problems as a heart attack, a diabetes reaction or an elevated blood pressure (hypertension)," says Barnes. "But, to make the scenarios more realistic, other symptoms of hypertension such as the application of cheek blush to create a

flushed appearance add more of a reality dimension to the simulation."

It is in this capacity that the School of Nursing needs help -- namely creating

**Sim Lab, cont'd., p. 5**

## Staff Council Schedules Staff Appreciation Days

The Clayton State University Staff Council, the organizational body for Clayton State's non-faculty employees, will be holding its Staff Appreciation Days on Tuesday, June 3 and Wednesday, June 4.

The Staff Appreciation Days are a means of showing how the Staff Council supports the staff at Clayton State. Although the events are not open to the public, the media is invited to cover both the Staff Appreciation Days events.

On June 3, Mike Robbins will be the guest motivational speaker in a 10:15 a.m. presentation in Spivey Hall. A left-handed

pitcher in the Kansas City Royals' minor league system from 1995 to 1997, Robbins has been a motivational speaker, author, and coach since an injury ended his playing career at age 24. Since 2000 he has traveled all over the nation, working with many large and small companies. Robbins' website can be found at <http://mike-robbins.com>.

On June 4, Staff Council will hold a Staff Appreciation Carnival from 11 a.m. to 2 p.m. in the Quad area behind the James M. Baker Center on campus. The Carnival will feature games and carnival food like hot dogs, hamburgers, cotton candy, popcorn and funnel cakes. ■

## A Request for Help for Earthquake Victims in China

Dr. Weihong Hong, associate professor of Mathematics in the College of Information and Mathematical Sciences, would like to appeal to the Clayton State University community to help Chinese earthquake victims. Hong notes that the American Red Cross has set up an online tax deductible donation for the China earthquake relief at: <https://american.redcross.org/>. Please click on "China Earthquake."

"The website is a secured website, thus, it is safe," says Hong. "Thank you for your help!" ■

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## Atlanta a National Leader in Higher Education Growth

The Atlanta region is firmly established among the leading U.S. higher education centers in all measures of higher education. And in key rankings, Atlanta's rate of growth leads other top higher ed centers in the nation and outpaces population growth in the region, according to two reports released this week by the Atlanta Regional Council for Higher Education (ARCHE).

The Atlanta region ranks, among America's 50 largest metro areas:

- 7th in college students enrolled (with 176,171 full-time-equivalent students)
- 3rd in African American students (47,548 full-time-equivalent students)
- 7th in degrees earned (35,802 at the bachelor's level or higher)
- In the top 10 for degrees earned across 14 academic fields studied
- 5th in university research (with \$1.01 billion in higher ed research spending)

The reports analyze U.S. Department of Education data to rank the 50 largest metropolitan areas in the country by college students enrolled, degrees earned in 14 fields, and finance data such as higher ed research dollars. "Higher Education in America's Metropolitan Areas" shows growth trends over the 17-year period 1989-2005 and is available online at [www.AtlantaHigherEd.org/MetroAreas](http://www.AtlantaHigherEd.org/MetroAreas). "The Atlanta Region: National Leader in Higher Education" highlights Atlanta's place in the rankings at [www.AtlantaHigherEd.org/MetroAtlanta](http://www.AtlantaHigherEd.org/MetroAtlanta). Full methodology is also posted online.

In an analysis of the top eight "higher ed hubs" — metro areas whose colleges enrolled at least 100,000 students and awarded 15,000 degrees in 1989, the study's benchmark year — ARCHE found:

- student enrollment in the Atlanta region is growing at a faster rate than in any top U.S. higher ed center, up 62 percent since 1989.
- in degrees awarded, the Atlanta region's growth rate was No. 2 among top higher ed centers, up 75 percent since 1989.

Atlanta's leadership is not just a function of growing population: the 62 percent enrollment increase and 75 percent rise in degrees outpace the 55 percent growth in the metropolitan area's population during the same 1989 to 2005 period.

Local colleges and universities also give the region a competitive edge in fields that support business growth. The Atlanta region saw the No. 1 increase among all metro areas in the number of degrees awarded in engineering, the No. 2 increase in bioscience degrees, No. 3 increase in computer science degrees, No. 4 increase in foreign language degrees, and No. 6 increase in business degrees. Atlanta higher ed also is an economic powerhouse, with \$6 billion in direct spending, comparable to a Fortune 500 company.

ARCHE produced the report to give civic and business leaders — in metro Atlanta and around the nation — information they can use to leverage college and university resources in economic and community development.

**Growth, cont'd., p. 4**

## Dr. Bob Welborn... He Put Clayton State on the Map

by Lauren Graves, University Relations



Dr. Bob Welborn

Dr. Robert Welborn can truly be said to have put Clayton State University on the map. The world map, that is.

Through his auspices with the creation of the Office of International Education, the University now offers homegrown international programs and participates in faculty exchange with several foreign countries.

As he prepares for retirement this summer, Clayton State recognizes Welborn for his 35 years of teaching and his commitment to broadening the cultural horizons of Clayton State students and faculty.

Welborn began his tenure at Clayton State in fall 1973. His wife, Kathy, was

expecting their first child and full-time jobs in higher education were hard to come by. The South Carolina native found his niche at then Clayton Junior College where he became friends with some of Clayton State's early faculty: Dr. John Kohler, Dr. Hardy Jackson, Dr. Brad Rice and Dr. Gene Hatfield.

"There was a lot of camaraderie in those early years. None of us had family here and most had young children," recalls Welborn. "We became like extended family."

Welborn initially taught courses in history, Constitutional studies and occasionally political science; but as the University grew, he returned to his first love: teaching history. And from that passion for people, places and culture, he took on another role, becoming the first Clayton State faculty member to lead tour groups abroad through Continuing Education's Travel Abroad program. His first venture abroad was a two and half week trip to England and Scotland in 1980, and he immediately saw how traveling abroad could enrich educational experience and solicited the administration to bring academic credit study abroad opportunities to students and faculty.

Garnering the support of Kohler, then Vice President of Academic Affairs Dr. Elliot McElroy and then president Dr. Richard Skinner, Welborn was appointed Clayton State's representative to the European Council, one of four regional

councils offering study abroad opportunities through the University System of Georgia, in 1997. He led 12 students abroad that first year and has taught abroad every summer since 1998.

Then, in 2004, Provost Dr. Sharon Hoffman approved the creation of the Office of International Education and named Welborn its director. Since that time, he has increased the number of students and faculty who participate in study abroad and has facilitated the creation of several programs offered distinctly through Clayton State. He was also instrumental in the 2004 founding of the Faculty Exchange program. The University currently partners with three foreign institutions, two in India and one in Peru.

After he retires in August, Welborn intends to golf, canoe and reacquaint himself with fishing and hiking. He and Kathy plan to build a home in Beaufort, S.C., and, of course, travel.

Upon leaving Clayton State, the professor who dedicated so much of his life to seeing students and faculty explore beyond their own country and culture; whose commitment resulted in the growing number of study abroad programs; looks back on his 35 year career and offers a goodbye fitting for one so well traveled.

"It's been a trip," he says. ■

### Growth, cont'd. from p. 3

"Only five U.S. metro areas topped \$1 billion in higher education research spending, and Atlanta was one of them," said Sam A. Williams, president of the Metro Atlanta Chamber of Commerce. "And our colleges are booming when it comes to grads in strategic fields like engineering, bioscience and foreign languages. That is a huge advantage for businesses here – and for those who might want to set up shop here."

"Atlanta is known for its spirit of working together to move the region forward," said ARCHE President Michael A. Gerber. "Our colleges and universities are national role models for working with regional leaders in promoting prosperity, educating a skilled workforce and improving quality of life."

The Atlanta Regional Council for Higher Education brings together 19 of the

Atlanta region's public and private colleges and universities, including Clayton State University. Founded in 1938, ARCHE builds awareness of the size, scope, impact and value of higher education and helps its members share strengths through cooperative programs such as cross registration for courses and library sharing. Visit [www.atlantahighered.org](http://www.atlantahighered.org) for information about ARCHE, its members and its research reports. ■



## School of Nursing Revs Up Their Annual Retreat

by Erin Fender, University Relations

The School of Nursing (SoN) at Clayton State University held their annual faculty retreat at Atlanta Motor Speedway (AMS) on May 9, 2008 to plan curricular and policy changes.

"It was a very positive day with great team work developing our plans of action to move forward. We really had proactive discussions with good ideas and strategies," explains Dr. Sue Odom, who serves as the associate dean for the School of Nursing and as an associate professor of Nursing.

The 22 full time faculty members, led by Dean Dr. Lisa Eichelberger, attending the retreat divided into small groups to concentrate on a variety of topics to formulate plans, schedules, and resolutions.

"Our main discussion point was how to work with students who need remediation and to help them become successful nursing students," says Odom.

Other topics of discussion included the recent visit from the Georgia Board of Nursing, research on student grade point averages and test scores as well as how students socialize into the nursing program.

At the retreat the faculty awarded the first annual Outstanding Faculty Award to Dr. Charlene Romer. She was given a commemorative plaque and monetary award.



Dr. Charlene Romer

"It is a great honor to be chosen by my peers since I have only been here for two years," she says.

"She is such a pleasure to work with and be a part of our team," notes Odom.

The SoN faculty was surprised with a special ride around the track during their stay at AMS and was able to view a few race cars up close.

"This was a good opportunity for the SoN to get away and socialize as well as discuss our strategic plan," expresses Odom. ■

## Life's Transitions...

*Gabriel Ezeike, husband of Sandra Ezeike, secretary for the Department of Mathematics, passed away on Friday, May 16. His memorial service will be held on Saturday, May 31, at 2 p.m. at the First Baptist Jonesboro, 147 Church St., Jonesboro. In lieu of flowers, please make donations to Riley Medical Clinic at First Baptist Jonesboro. The Riley Medical Clinic is a nonprofit clinic run in its entirety by volunteers. The goal of the clinic is to minister to both the medical as well as spiritual needs of our community. Every patient is treated with dignity and respect. The clinic is free and ministers to patients in non-emergency situations.*

## Sim Lab, cont'd. from p. 3

reality. Donations of gently used or new wigs of any ethnicity, women and large men's clothing, robes, pajamas, and even make up, such as blush and eye shadow will help with creating realistic scenarios.

"We also need children's clothing in about a size 12, newborn and 12 month clothing for an infant, and baby blankets. In addition to clothing, glasses for men and women, hats, scarves, and jewelry would be greatly appreciated," says Barnes.

To add to the scenarios, the lab is also interested in traditional clothing for different ethnicities, such as saris, burqas, or kaftans.

Anyone wishing to donate gently used or new items to the School of Nursing may drop off items in the Harry S. Downs Continuing Education in suite 220. For further information, please contact Helen Mershon at (678) 466-4907 or by email at HelenMershon@clayton.edu.

# Across the Campus...

## Bursar

In preparation for the end of the fiscal year, the Bursar's Office is asking all cash-receiving departments and locations to have their final deposits in for the year by noon on June 27, 2008. The Bursar's Office will close at 2 p.m. that afternoon and will be closed on Monday, June 30. Banner will also be down on June 30 for all users across campus in order to get all accounts reconciled and balanced as required by the Board of Regents of the University System of Georgia. The Banner system will be back for all users on Tuesday, July 1.

## Campus Life

After seven years, Internet radio is thriving at Clayton State University. During the week of Apr. 21, 2008, the University launched a student-run internet radio station, Clayton State Internet Radio (CSIR). Since the concept of a student-run radio station at Clayton State had been explored many times since the idea was first proposed in late 2000, CSIR is the culmination of many years and many individuals' efforts. With a month of operation behind it, CSIR has challenged Clayton State students, and anyone else interested in listening in, to spend at least one hour each day listening at <http://studentorg.clayton.edu/csir/home.html>. After logging on to the CSIR homepage, there is a link to Live365 -- click on the link, from there click on the yellow icon to listen.

## City of Morrow

Who is the Gerber baby? Some say it is Humphrey Bogart, Elizabeth Taylor and even Bob Dole. It's actually Ann Turner

Cook, and the official Gerber baby will be in Morrow on Saturday, May 31, 2008. Cook will be signing her books and Gerber memorabilia from 11 a.m. until 3 p.m. at the



Morrow Tourist Center, 6475 Jonesboro

Rd in Morrow. Five-month-old Ann Turner Cook became the official Gerber baby when a charcoal drawing of her by Dorothy Hope Smith, a children's artist, was submitted in 1928 when Gerber announced it was looking for a baby's face for their advertising. In 1931, the drawing became Gerber's trademark. Cook is now known as "the world's best-known baby," according to Gerber. Now a retired English teacher, Cook has also become known for her mystery novels, having published three books with a fourth about to be released.

## Continuing Education

Clayton State University's Division of Continuing Education popular Youth University program has scheduled an orientation session for Thursday, May 29 at 6:30 p.m. at the University's Jonesboro facility at 9157 Tara Blvd. The orientation session will be for both parents and students who have registered for either of the two upcoming Youth University sessions. Also invited are any parents and students who have not yet registered, but are interested in attending Youth University. The deadline for registration for this year's Youth University is one week later, Thursday, June 3. Youth University hours are from 9 a.m. to 5 p.m., Monday through Friday with extended morning and evening care available at an additional fee. The two sessions will run from June 9 to June 27 and from July 7 to July 25. Both will be staffed by qualified teachers and counselors with backgrounds in education, recreation, writing, the arts and athletics. The registration fee is \$399 per session.

## Graduate Studies

The Clayton State University School of Graduate Studies will be holding its next monthly informational Open House on Tuesday, June 10 from 5:30 p.m. to 7:30 p.m. The Open House will give prospective graduate students a chance to learn more about the Master of Arts in Liberal Studies, Master of Business Administration, Master of Health Administration, and Master of Science in Nursing. The event will be held in Room 201 of the University's Harry S. Downs Center.

## NARA

The Southeast Region of the National Archives and Records Administration Director of Records Management is developing a regional version of NARA's national Records Administration Conference (RACO), which is held annually in Washington, DC. The Southeast region event will take place at The Fox Theatre in Atlanta on Tuesday, Sept. 9, 2008, and will consist of a keynote address by the Archivist's (of the United States) lawyer on challenges associated with the management of ephemeral electronic records, plus several sessions relating to disaster preparedness and response, collaborative records management tools such as Web 2.0, records management training, and implementation of Records Management Applications. A buffet lunch and docent-conducted tours will round out our event. All interested faculty and students within Atlanta's academic community are invited. More information will be forthcoming in Campus Review and Laker Lines.

## University Relations

Occasional University Relations volunteer staffer Maggie Shiffert won the Principal's Award at Madras Middle School for having the highest grade average in the entire sixth grade. She also won one of the two Superlative Student Awards for scholarship, leadership and cooperation given during the Sixth Grade Honors ceremony held at Madras on May 15. (She doesn't get it from her father...)

**Baird, cont'd. from p. 1**

County and served in that capacity until January of 2005 when he was appointed a senior judge. In addition to his duties in the court room, Baird taught in the School of Business at Clayton State for 13 years. He was recently appointed as a federal immigration judge in Dallas, and expects

to be sworn in for that Texas position by the end of this year. He will, in effect, continue to do his duty.

“We have a duty to one another,” he told the graduates. “We have a duty to improving the lives of our neighbors.

“Consider the benefits that come from a career in public service. We each bear the burden of improving our community. You have a chance to help build that bridge to tomorrow. Answer the call of public service and be the leaders of tomorrow.” ■

## Some Notable Clayton State Graduates, Spring 2008 Edition

by John Shiffert, University Relations

Some 400 individuals took part in the May 10 commencement ceremonies at Clayton State University. And while each graduate had his or her own unique story, some among the 400 were especially notable.

For instance, among those dressed in cap and gown were the grandson of Clayton State’s founding president and the son of a former president of the Board of Trustees of the Clayton State University Foundation. Dr. Harry S. Downs presided over the founding of the University – then Clayton Junior College – in 1969, and served as its first president until retiring on Jan. 1, 1994. On May 10, 2008, the long-time Conyers resident had the opportunity to come onto the platform in the Athletics & Fitness Center and join current President Dr. Thomas K. Harden in presenting grandson Zachary L. Williams (College Park) with his B.A. in Integrative Studies – a degree not even dreamed of when Downs welcomed the first students to campus on Sept. 29, 1969.

Approximately three hours later, one of the most familiar figures on campus, Justin E. Parkerson, received his B.B.A. in General Business from Harden. In addition to being the son of Clayton State University Foundation trustee and Honorary Consul of Hungary John E. Parkerson, Jr., (Jonesboro) Justin



Top: Former Clayton State president Dr. Harry S. Downs celebrates the graduation of his grandson Zachary L. Williams. Bottom: Clayton StateTrustee John Parkerson and family gather with his son, Justin E. Parkerson, following the spring 2008 commencement ceremony.

## Registrar's Office Recognizes Andrea Clark for Customer Service

by Erin Fender, University Relations



As a part of the Customer Service Initiative, the Registrar's Office recognizes one member of their staff that consistently demonstrates exemplary customer service to students, faculty, and staff with the Star Award.

"It boosts moral and recognizes the individual for going above and beyond. It also enforces the Governor and Chancellor's Customer Service Initiative. Because the recognition comes from your peers, I believe it holds a special meaning to the recipient," explains Clayton State University Registrar Rebecca Gmeiner.

Each month a staff member of the Registrar's office is selected based on their customer service and awarded with an engraved paper weight along with a trophy that is passed on to each winner.

"I believe that an employee recognition program is an important element of any customer service initiative. Recognizing an employee for providing outstanding service provides positive reinforcement, and it also sends a clear message that the department places a high priority on customer service" says Director of Auxiliary Services and Chair of the Customer Service team, Carolina Amero.

This month the Registrar's Office selected Andrea Clark in recognition for her proactive support to Clayton State constituents and fellow employees.

"It is an honor to be selected by my peers. I was shocked that I was selected because I feel I am doing my job to the best of my abilities," says Clark. "This award builds office morale and the feeling of making a difference." ■

### Training, cont'd. from p. 2

attending one of the upcoming sessions, should contact Amero via e-mail.

Amero notes that the training course's purpose is to reinforce what the attendees already know about good customer service and to offer new methods for creating a positive customer service experience for every customer.

The course modules include: The Beginning – Understanding the Service Industry; Raising the Bar – Understanding your Customer; From Good to Great – Effective Communication and Creating the Dynamic Customer Service Experience; Exceeding Customer Expectations – The Platinum Rule – "Treat Others as They Want to be Treated"; and The Exceptional Service Provider – Problem Solving and Service Delivery.

Following the conclusion of the first round of training, Poole has already noticed a difference among the student assistants in Admissions who participated in her training session.

"There has been a reduction in the number of customer calls that are escalated to me because the student workers are dealing with upset customers effectively and resolving their problems," she explains.

One of those student assistant trainees was Curtis Williams, who says that the format of the training sessions was very effective. In particular, he says the role playing used in the training helped a lot. As an example, he points to new techniques to use with difficult customers, and how to quickly identify what they really need.

Training, cont'd., p. 12



Photo Credit: Erin Fender

# Clayton State Graduate Student Coaches Mock Trial Team to Second National Championship

by John Shiffert, University Relations

Clayton State graduate student Anna Cox recently helped to coach the Jonesboro High School (JHS) mock trial team to its second consecutive national championship.

In competition held in Wilmington, Del., and hosted by the Delaware Supreme Court (who also served as the presiding judges for the final round), the JHS team defeated a team from Kalamazoo High School (Kalamazoo, Mi.) in what Cox says was, “the most amazing final round I have ever seen. It was perfection!”

“This is an immense feat, because we had two completely different teams each year,” she adds in regard to JHS’s back-to-back national titles. “In the words of our state committee, [we] ‘steamrolled’ the competition.

“We have a fantastic, diverse group of students from a public school who beat out private and charter school students. We have a great support system from our

legal community and the judges and lawyers that help coach the team.”

Cox, a resident of Jonesboro, teaches Latin at the regular and honors levels at JHS. She has been helping to coach the mock trial team for the last three years. Her husband and fellow JHS teacher (chemistry), Andrew Cox, also coaches the team. Anna Cox also credits the Honorable John C. Carbo, state court judge; the Honorable Deborah Benefield, superior court judge; Tasha Mosley, esq., assistant solicitor of Henry County; and Katie Powers for their help.

The winning case for JHS involved Delaware Auto and Marine (DAM), a publicly-traded company with a low stock market price.

“Because they think they are ripe for a hostile take over, they enact a poison pill in order to discourage Mid-East Stevedores Services, Inc., a company held by a fictitious Arab nation,” explains Cox.

“DAM must prove that it is acting in the good faith of its shareholders and that MESS is a company that has material ties to terrorism. MESS must prove that DAM is acting in bad faith and not in the good interest of its shareholders.



“The kids can now say that they have tried a case in front of the Supreme Court.”

Members of the JHS mock trial team included; Laura Parkhouse, Joe Strickland, Dominique Delgado, Jurod James, Brian Bady, Ralph Wilson, Avion Jackson, Miguelande Charlestin, Kayla Daniels, Lindsay Hargis, Braeden Orr,

**Mock Trial, cont’d., p. 13**

## Student Affairs Sets Awards Program

by Erin Fender, University Relations

The Division of Student Affairs at Clayton State University will celebrate the division’s accomplishments with their first Recognition and Awards program to be held on Thursday, May 29 in the Harry S. Downs Center from 8:30 a.m. until 11 a.m. in room 101.

“I am pleased that our division under the leadership of Dr. Brian Haynes has decided to recognize the unique efforts and services that our team members provide everyday to support the overall mission of the university,” says Director for Orientation and New Student Programs Celena Milner, who is serving the Student Affairs Division as chair for the Organizational Learning and Engagement (OLE) Committee in charge of planning this program.

All awards given are professional development awards with a monetary value of approximately \$200 which will be used for workshops, conferences or presentations.

A few of the major recognitions to be awarded are the Unsung Hero Staff Award, the Spirit Award, the Collaboration Award, and the Faculty Partnership Award. Most of the award’s criteria include reliability, attitude, and collaboration abilities.

“Although the Division functions as a team to promote student learning and success as well as the academic mission of the University, we do believe it is important to acknowledge exceptional individuals who have been nominated by their col-

leagues to receive special recognition,” explains Dr. Elaine Manglitz who also serves on the OLE committee as well as assistant vice president for Student Affairs. ■

## Clayton State Archives Wants to Know...

*Yes, there is an Archives for Clayton State University. It is located in the library. The Clayton State Archives is charged with the responsibility of collecting and preserving the history of Clayton State University.*

*Each issue of the Campus Review will feature an item, photo, or event from the collections in the Archives. These items have no or very little accompanying information. The Archives would like to collect data and associated artifacts for these "mystery" items.*

### Campus Landmarks (Sculptures)

There are numerous sculptures around the Clayton State Campus. We have photographs of them but we have no information on these sculptures. At right is one of the sculptures:



*Who was the sculptor/artist?*

*Do we have photographs of this individual(s)?*

*Why did this person do the sculpture for this campus?*

*When was the sculpture added to the campus?*

*What is the title or name of the piece?*

*What is the meaning behind the sculpture?*

*Do we have photographs of the artists working on the sculpture?*

*Why isn't this sculpture (and all the others) identified with the title, the artist, and the date?*

If you can provide answers to these questions or have additional information on this particular item, please email Rosemary Fischer, University Archivist, at [rosemaryfischer@clayton.edu](mailto:rosemaryfischer@clayton.edu).

The Clayton State Archives thanks you for your help.

## Clayton State Offering Non-Credit Continuing Education Courses in Peachtree City

Spanish. Digital photography. And a variety of computer software classes.

Those are just some of the offerings this summer at Clayton State – Fayette. The first summer at Clayton State University's new instructional site, located at 1200 Commerce Dr., Peachtree City, will feature a variety of non-credit, Continuing Education courses, offered once-a-week starting at 9 a.m. throughout the summer.

Starting Monday, June 2 and continuing through Sept. 9, Clayton State – Fayette will be open for business as a Continuing Education site for day classes, and that includes a QuickBooks course that starts June 4. Other offerings throughout the summer will include American Sign Language, Microsoft Excel, Microsoft Office, and Photoshop. The complete list of this summer's courses, along with dates, times and costs, follows...

American Sign Language 1	June 3-July 22	T	9 a.m. - noon	\$179
Spanish Level 1	June 3-July 15	T	9 a.m. - noon	\$165
Microsoft Excel 2003	June 2-June 30	M	9 a.m. - noon	\$249
Excel 2003 Advanced	July 14-Aug. 11	M	9 a.m. - noon	\$249
Microsoft Office Basics	June 3-July 29	T	9 a.m. -noon	\$349
Microsoft Office Advanced	Aug. 5-Sept. 9	T	9 a.m. - noon	\$349
QuickBooks Level 1	June 4- June18	W	9 a.m. -1 p.m.	\$369
QuickBooks Level 2	July 16- July 30	W	9 a.m.- noon	\$369
Photoshop CS2 Basics	June 5- June 26	TR	9 a.m. - noon	\$299
Digital Photography	June 10-July 22	W	9 a.m. - 11:30 a.m.	\$104

Clayton State Assistant Vice President of Academic Outreach Dr. Kevin Demmitt, the director of Clayton State – Fayette, and Janet Winkler, Clayton State's director of Continuing Education, are also asking the Fayette County community for feedback on what other Continuing Education courses might be popular at the Clayton State – Fayette site. Go to the Clayton State Continuing Education website at [www.conted.clayton.edu](http://www.conted.clayton.edu) and click on the "Help us get to know you better!" button under "News."

To register on-line, or for full descriptions of all the Clayton State -- Fayette courses, and to see other course offer-

ings in Jonesboro and on the main campus in Morrow, go to [www.conted.clayton.edu](http://www.conted.clayton.edu) or call (678) 466-5050. ■

**Interested in  
Non-Credit Courses  
in Peachtree City?**

**Register  
online at  
[www.conted.clayton.edu](http://www.conted.clayton.edu)  
or call  
(678) 466-5050**

## Graduates, cont'd. from p. 7

Parkerson has become well-known in his own right, serving as the Clayton State mail room's courier for the past couple of years.

Practically every Clayton State graduation has a few Clayton State staff members in its ranks. Spring 2008 was no exception as Parkerson was joined by, among others, Dennis Groseclose, a network tech in the Office of Information Technology and Services, and a Stockbridge resident who received his Bachelor of Information Technology.

While Groseclose is also known in some circles as being the founder of the Clayton State Table Tennis Club, another racquet sport aficionado of even greater acclaim received her B.B.A. in Accounting... two-time NCAA Division II Tennis All-American and Sofia, Bulgaria native Julia Chergova.

Although Chergova is certainly notable, she wasn't the only NCAA Division II All-American in the crowd. Another two-time All-American (cross country and track), Angela Cobb, from little Abbeville, Ga., received her B.S. in Criminal Justice, and will now be running

down the bad guys instead of other runners. (Although she may well continue her running career in road racing.) However, the fastest graduate in the Class of 2008 wasn't Cobb, but sprinter Eric Simmons (Carrollton, Ga.), another track All-American who will be going for a second such citation on May 24, 2008, when he competes in the 400 meters (his 47.03 is the school record) in NCAA Division II Outdoor Track & Field Championships in California... two weeks after he graduated from Clayton State with a B.A. in English.

In addition to athletics, the arts were also well-represented at graduation, most notably by soccer player/actor Todd Denson, a Lilburn, Ga., native who graduated with a degree in Integrative Studies, but who is better known for his role as the placekicker in the 2006 film, "We Are... Marshall." Not surprisingly, Denson is headed to Hollywood to further his acting career.

Among the more unusual graduates on Saturday where Locust Grove, Ga., native Kristy Justus and fellow Henry Countian Derek Delk. Justus received her B.S. in Psychology and Human Services in her

wheelchair, where she has been only physically confined since November 2002, when she suffered a broken neck and severe spinal cord injury during an intramural flag football game at the State University of West Georgia. Despite her paralysis, Justus was determined to complete her education, and ultimately transferred to Clayton State and changed her major from biology to psychology.

Delk, an equally-talented young man, was, at age 18, the youngest graduate. While younger graduates are not unique, Delk became the first current high school student to earn a degree from Clayton State, prior to receiving his high school diploma. A Union Grove High School senior, Delk received his associates degree in Integrative Studies from Harden almost three weeks before his high school graduation from Union Grove. A Joint Enrollment student at the University, Delk's career goal is to become a college professor. With his early start, it may not be too long before he's sitting with the faculty, instead of the graduates, at a Clayton State graduation. ■



Photo Credit: Erin Fender

### Training, cont'd. from p. 8

"You can't treat everyone the same way – each customer interaction is unique," he says.

Amero and Sandusky both point out that the Customer Service Training does far more than just teach customer service.

"We were surprised that a lot of people wanted and appreciated the tips and tools for saying 'no.'" notes Sandusky. "Customer service training teaches you life skills."

"Sometimes, the training helped create an attitude shift when the participants saw the value of the materials and activities. There are a lot of tips and techniques they could take back to their departments," adds Amero. "It was time well-spent."

Poole also noticed a big difference between the first and last class among several participants who became much more engaged in the class when they began to see the value of the material and activities in terms of how some of the tips and techniques could be applied to their own departments.

In terms of the overall success of the program, Amero says that the support of leaders and/or administrators is an important part in the organization's buy-in to customer service.

"When leaders in an organization support this, it sets a great example," she says. "People follow a leader. They see that leaders value customer service, which starts from the top down. It's important all the way through the line."

Another part of the "big picture" of customer service that both Amero and Sandusky agree on is that it emphasizes that everyone at the University is involved in providing a service... namely, contributing to education.

"All of us contribute to the education of students," says Amero.

The current Customer Service Project Team includes representatives from: Student Affairs, Retention and Student Success, Auxiliary Services; Admissions; Financial Aid; Bursar's Office; Registrar; Client Support Services; Continuing Education; and Telecommunications Services. ■

## Stacey Rivers Named to Clayton State Alumni Association Board of Directors

by Gid E. Rowell, Alumni Relations

The Clayton State University Alumni Association Board of Directors recently announced the appointment of Stacey Rivers to its Board of Directors.



Rivers, from McDonough, Ga., is a 2005 graduate from

Clayton State with a B.A.S. in Technology Management. She currently is employed by Turner Entertainment Networks and was the Network Manager for TBS Broadcast Operations since February 2005. Rivers was named the 2007 Clayton State Outstanding Alumnus from the College of Professional Studies.

"I am extremely excited to have been asked to serve on the Clayton Alumni Association Board of Directors, says Rivers. "Our University is really on the move and to have the opportunity to serve - and to give back -- in this capacity is an honor."

As the Network Manager for TBS, which includes four domestic feeds (TBS East, TBS West, TBS HD, and Peachtree TV), she managed a staff of over 30 people, including eight supervisors in a 24-hour operation.

Earlier this year, Rivers was selected to participate in a new pilot program in the company's Technology, Strategy and Operations division (TS&O). The Pilot TS&O Leadership Rotation program offers a small number of high-

potential employees to step into a new role in a complementary area in order to acquire a deeper knowledge of TBS, Inc.

She began her assignment in February of 2008 as manager of Broadcast Operations for Turner Studios where she will act as a logistical liaison between Turner Studios and Network Operations.

In 2006, Rivers was selected as a "Rising Leader" for the Women in Cable Telecommunications Organization. This is a national program in which only 40 women were selected, representing the up and coming leaders in the cable industry.

In 2007, she was invited to join the Sigma Beta Delta Honor Society – Troy University Chapter. And in February of this year, Rivers, along with six other employees from Turner Broadcasting, was recognized as a "Modern Day Technology Leader" at the 2008 Black Engineer of the Year STEM (Science, Technology, Engineering, and Math) Conference held in Baltimore, Maryland.

The Clayton State Alumni Association is a non-profit, dues-paying membership organization representing the best interests and tradi-

tions of Clayton State University and its alumni. The current board consists of 10 directors, who help lead the Association in planning events, fundraising and remaining connected with alumni and friends. ■

Our University is really on the move and to have the opportunity to serve -- and to give back -- in this capacity is an honor.  
- Stacey Rivers

Submitted to Campus Review...

*Morrow Business & Tourism Association  
and*



Proudly Announce the Arrival of the Original

**"Gerber Baby"**



**Ann Turner Cook**

*Ms. Cook is the sweet baby face etched in the famous Gerber product for 80 years. Ms Cook is now a novelist of murder mysteries, which are set in the rich history of Old Florida.*

***Meet the Gerber Baby!***

**Saturday, May 31, 2008 from 11:00 a.m.-3:00 p.m.**

**at the Morrow Tourist Center, 6475 Jonesboro Road in Morrow, Georgia**

**Event Includes:**

- Famous Gerber Baby Sketch & Book Signing
- Gerber Baby Doll Display
- Vintage Baby Memorabilia
- Gerber Baby Look-a-Like Contest
- Gerber Baby Product Giveaway
- Special appearance by the "Olde Town Heritage Society"

***Be sure to bring camera for photos with the original  
"Gerber Baby!"***

**For more information, call the Morrow Tourist Center at 770-968-1623.**

**Mock Trial, cont'd. from p. 9**

Bridget Harris, Jayda Hazell, Adrienne Marshall, and Tabias Kelly.

Aside from coaching the mock trial team, Cox is an advisor for the Latin club, prom committee, and student council for JHS. She is also a student in Clayton State's Masters of Liberal Arts program and plans to graduate this fall with the first masters degree ever awarded by the University.

Cox is the daughter of Larry Wiley, a Clayton State Communications instructor. Like his daughter, Wiley worked for the

Clayton County School System for many years before retiring. He has taught at Clayton State part-time for more than 25 years.

The Clayton County Board of Commissioners, Clayton County Public Schools, and Jonesboro High School will be hosting a parade this weekend honoring the national champions. The parade through the city of Jonesboro will begin at 10 a.m. on Saturday, May 24 and will depart from the Jonesboro Historical Courthouse at 121 S. McDonough St.;

turn right on South Main Street and conclude at Jonesboro High School, located at 7728 Mt Zion Blvd. ■

# Jobs! Jobs! Jobs!

## ABC'S of Finding an Internship

The job market is very competitive. Find out why internships give you an edge and when you should begin looking for internship opportunities by attending the following workshop:

Tuesday, June 3, 2008  
Lecture Hall - B14  
Noon and 5:00 p.m.

### DEPT OF LABOR EMPLOYMENT JOB FAIR

Saturday, June 21, 2008  
9 a.m. – 2 p.m.  
New Birth South Metropolitan Church,  
2455 Mt. Carmel Road, Hampton, GA.  
30228. Bring Resumes and wear profes-  
sional attire

### LIBERTY MUTUAL

Sales Representative  
Full Time Entry Level

### APEX SYSTEMS, INC.

Recruiter/Sales Mgmt Trainee – GA.  
Full Time Entry Level

### RANDSTAD WORK SOLUTIONS

Receptionist/Front Desk Medical  
Assistant  
Part-time Temporary

### PUBLIC SAFETY AT CLAYTON STATE UNIVERSITY

Student Parking Patroller  
Part-time Permanent

### WELLS FARGO

Credit Manager  
Full Time Entry Level

### ENTERPRISE RENT-A-CAR

Management Training Program – GA.  
Full Time Entry Level

### LANIER PARKING SYSTEMS

Bookkeeper  
Full Time Experienced

## CONNECT STAFFING, INC

Recruiter  
Full Time Entry Level

### ANNOUNCEMENTS (Start early...finish ahead)

### JOBS WITH ATLANTIC SOUTHEAST AIRLINES

See link for details: <http://www.flyasa.com>

### SUMMER INTERNSHIP INFORMATION

Contact Bridgette McDonald  
[bridgettemcdonald@clayton.edu](mailto:bridgettemcdonald@clayton.edu) or call (678)  
466-5454 for details on internships below:

**Boys and Girls Clubs of America** (Human  
Resources, Marketing & Communications,  
Administrative Services and Resource  
Development)

**Henry County Senior Services**  
(Social Work & Psychology)

**Six Flags Over Georgia** (Auditor, Loss  
Prevention)

**Fernbank Museum of Natural History**  
(Marketing & Communications)

**MetroBiz Search**  
(Content Writers)

**Props Design Group**  
(Database Specialist)

**Clayton County Chamber of Commerce**  
(Marketing/IT Intern)

### CAREER AMBASSADOR TEAM

The Office of Career Services is recruiting vol-  
unteers to serve as part of the Career  
Ambassador Team. Career Ambassador Team  
members will serve as peer educators and  
work as an extension of the Career Services  
staff to provide high quality service to Clayton  
State Students. Selected applicants will begin  
in the fall of 2008. There is ONLY (1) POSI-  
TION AVAILABLE.

*Responsibilities:*

Inform students of Career Services  
resources and assist them as necessary;  
assist with career programs to student  
groups; help market Career Services events;  
represent Career Services at various events;  
critique student resumes and cover letters

#### *Requirements/Qualifications:*

Willingness to commit to 3 volunteer hours  
a week; participation in training sessions  
(Resume, Interviewing, Job Search); strong  
communication and interpersonal skills;  
must be reliable and able to remain commit-  
ted to the team for the entire semester  
involved; must be a currently enrolled  
Clayton State University student, sopho-  
more-senior level

#### *Benefits of joining the Career Ambassador Team:*

Gain leadership experience; develop of job  
search skills and a great resume; connect  
with employers; be the first to learn about  
internship opportunities; receive letters of  
recommendation (upon successful comple-  
tion of the semester); make a difference in  
the lives of your peers

#### *To apply:*

Submit a resume and cover letter to [bridgettemcdonald@clayton.edu](mailto:bridgettemcdonald@clayton.edu). Your letter  
should include the following information:

Why you are interested in being a part of  
the Career Ambassador Team

What skills/experiences you would bring to  
the team

Name and contact information of two ref-  
erences

Deadline for submission is: July 15, 2008.

#### *Questions?*

Contact Bridgette McDonald, Associate  
Director of Career Services at [bridgettemcdonald@clayton.edu](mailto:bridgettemcdonald@clayton.edu), 678-466-5400.

Clayton State University password: SUCCESS

Part-Time Jobs: <http://adminsivices.clayton.edu/career/Jobs/JobPostings.aspx>

Internships: <http://adminsivices.clayton.edu/career/LakerTRAK.htm>

Full-Time Jobs: <http://adminsivices.clayton.edu/career/LakerTRAK.htm>

## 11th-Ranked Clayton State Concludes Tennis Season with 5-0 Defeat Against Armstrong Atlantic

by Lee Wright, Sports Information

The Clayton State Laker women's tennis team saw its 2008 season come to a conclusion May 9 as the Lakers dropped a 5-0 decision against second-ranked Armstrong Atlantic in the NCAA Division II Mid-Atlantic Regional championships at Armstrong Atlantic.

Despite the defeat, 11th-ranked Clayton State finishes the season 20-6 overall, setting the school record for victories in a season and winning 20 matches in a season for the first time in program history.

The Lady Pirates won all three doubles matches to start the match, despite enduring a rain delay of more than an hour. When the delay ended, Clayton State's Julia Chergova and Anna Redecsi

dropped an 8-0 decision to Iuliia Stupak and Gabriella Kovacs from Armstrong Atlantic at No. 1, while the Lakers' Katie White and Selma Hidass dropped an 8-2 decision to the Lady Pirates' Martina Beckmann and Alida Mueller-Wehlau at No. 2.

Clayton State's Viktoriya Semyrodenko and Allison Evans then fell 8-4 against Sofia Haggstrom and Alisa Kagukina at No. 3.

Armstrong Atlantic clinched the match in singles play as Mueller-Wehlau knocked off Semyrodenko 6-0, 7-5 at No. 3, and Haggstrom defeated Clayton State's Kristina Jonutyte 6-1, 6-3 at No. 6. ■

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### Wilcox, cont'd. from p. 16

head coach Bob Hill's Laker squad finished seventh in the 1999 NCAA Division II National Championships.

West Florida won the 2008 NCAA Division II National Championship in a playoff over both North Alabama and St. Edward's.

"It cannot be anything but a positive for our program," said Harwell. "Just being here was awesome, and the guys learned a lot from this. They now have something to aim for starting this fall.

"With all we have accomplished this season, we have nothing to complain about. This is a good start for the future, but it has been a fun year."

In addition to Wilcox, freshman Kevin Duncan finished tied for 60th overall with a 292 (70-72-79-71), while junior Neil McBride finished tied for 64th with a 293 (68-74-73-78). Junior Jonathan Visconti

finished tied for 87th with a 298 (69-75-74-80) and sophomore Wade Binfield finished tied for 89th with a 300 (78-77-74-71). ■

### Trivia Time

## Jack and Mick

by John Shiffert, University Relations

With University Relations' Erin Fender declared not eligible, last issue's classic rock questions proved to be harder than most. Indeed, only up-and-coming Trivia Star Kelly Adams from David Heflin's office knew that The Guess Who suggested we "Clap for the Wolfman" (Jack, that is... you saw "American Graffiti, didn't you?) and that Carly Simon had no love lost for Mick Jagger.

Actually, the answer to the second question, as to the identity of the person who walked into a party like he walked onto a yacht (the opening line of Simon's "You're So Vain") is one that the author -- the scion of the Simon & Schuster publishing fortune -- has never publicly specified for the record. However, if you were around when "You're So Vain" was released (longer ago than many of us would like to admit), well, it was pretty common knowledge that only Mick Jagger would have "one eye in the mirror as you watched yourself cavort." (This is also probably the only time that anyone ever dared to try and rhyme "cavort" with "apricot.") That kind of vanity is Mick, not Warren Beatty or James Taylor. Defending Tom Eddins Trophy holder Dina Swearngin also fingered Mick, by the way.

While on the subject of the leader of The Rolling Stones, he wasn't exactly real popular with another singer/songwriter of that exact same era. Who? And, as a special bonus... the first words of "You're So Vain" are not, "you walked in to the party." What does Simon say before she starts singing? The first correct answer to johnshiffert@clayton.edu gets a bowl of Goat's Head Soup.

# Sports

## Lakers Finish 10th in NCAA Championship

# Wilcox Selected First Team Division II Ping All-American

by Lee Wright, Sports Information

Fresh off finishing eighth in the NCAA Division II Men's Golf National Championship on Saturday, Clayton State's Will Wilcox made more history in the history of Laker golf on Sunday.

PING Division II First-Team All-American selections were announced by the Golf Coaches Association of America (GCAA) following the final round of the NCAA Championships in Houston. Wilcox, the 2008 Peach Belt Conference champion, was one of the nine players comprise the first team.

Joining Wilcox on first team All-American include Jude Eustaquio of Florida Southern, Jeff Goff of USC-Aiken, CSU-Stanislaus's Erick Justesen, Tobias Rosendahl and Kyle Scott of West Florida, Sonoma State's Jarin Todd, Valdosta State's Brent Witcher and Chris Wolfe of Armstrong Atlantic.

The junior from Pell City, Al., becomes the first Laker player in Clayton State men's golf history to garner Division II

first team All-American honors. Add last season's honorable mention selection, and Wilcox is also the first player in the history of Clayton State men's golf to earn back-to-back Division II All-American honors.

The seventh-ranked player in Division II, according to Golfstat, Wilcox had arguably the best individual season ever for a men's golfer at Clayton State. His scoring average of 71.1 is the best ever in a season for a player at Clayton State, and he has posted four tournament championships and 11 Top 10 finishes combined in the fall and spring.

In addition to becoming the first ever player from Clayton State to win the Peach Belt Conference individual championship, Wilcox also posted tournament championships at the Orchard Fall Classic, the Alfac/Cougar Invitational and the Southbridge Pirate Invitational. He also became the first Laker to garner All-Peach Belt Conference honors for the first time since 2000.

As a team, the Lakers finished 10th overall in the 20-team field of the 2008 NCAA Division II National Championships.

The 20th-ranked Lakers shot a final-round score of 9-over par 289 to finish with a four-round score of 1,150 (30+). In both of its appearances in the NCAA Division II National Championship, Clayton State has garnered Top 10 finishes. Former

**Wilcox, cont'd., p. 15**

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*Lauren Graves*

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**CLAYTON STATE UNIVERSITY**

Morrow, GA 30260-0285

*Office of University Relations*