

Laker Lines e-zine

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Announcing... the Chancellor's Annual Customer Service Awards

The University System of Georgia is now soliciting nominations for the 2009 Chancellor's Customer Service Awards. These prestigious awards are presented to single individuals, teams, institutions, and outstanding process improvement projects that have exemplified customer service attributes.

The nomination process for all six categories (Individual, Team, Service Leadership, Call Center/Service Desk/Help Desk, Improvement Initiative, Institution) is quick, easy, and can be done online through the USG's customer service website. Anyone at Clayton State can nominate any individual or organization for any appropriate award. Go to www.customerfocus.usg.edu/ and click on the "Recognition Programs" button on the left side of the page.

The May 22 issue of Campus Review will provide more details on this program. Here's your chance to recognize great customer service on the Clayton State campus.

Change is Coming -- Shared Services Strategy

The first step in improving efficiency and effectiveness for the University System of Georgia is to consolidate HR/Payroll information processes through a shared services strategy. The shared services model will enable the University System to increase timeliness, quality and consistency of information, and to increase functionality and service to customers. The next step in that transition is to help the system achieve goal six of the Board of Regents strategic plan which calls for attaining best-in-class efficiencies for our administrative support functions in the University System of Georgia. Currently, this model is targeted to be in place for the July 17, 2009 bi-weekly payroll.

Over the next several weeks you will start to see the implementation of shared services at Clayton State University. We will provide specific details for all faculty and staff at informational meetings.

Things to come:

- New and Improved Employee Self Service
 - View/update direct deposit
 - View benefit information
 - Update dependent information
 - View pay checks
- Manager Self Service
- Workflow Processes/Approvals
- Online Time and Attendance/Leave Approvals
- Online Benefits System
 - Open enrollment
 - View/update benefits information
 - New hire enrollment
- Online W-2's
- Full-service COBRA provided by ADP starting July 1, 2009
- Manage Faculty Events for tracking faculty rank and tenure

Look for further communications and training opportunities coming soon.

This Week at Clayton State

Staff Appreciation Days, May 13 and May 14

Mark your calendars now for Staff Appreciation Days, May 13 and May 14.

On May 13 look forward to hearing motivational speaker Earl Suttle and light refreshments. You will not want to miss this. He will be speaking from 10:45 a.m. to noon in the Atrium of the Downs Center. The first 20 people to arrive will receive Suttle's most popular CD "Enjoying Excellence." Please check out his website and see for yourself... <http://earlsuttle.com/video.html>.

On Thursday, May 14 we will have a "Picnic in the Park" from 11 a.m. to 2 p.m. This will be located in the area behind the Student Center and the Library in the grassy area by Swan Lake. There will be fried chicken and all the fixin's to go with it. There will be music, popcorn and door prizes too. You won't want to miss either of these events.

Our Staff employees are very much appreciated and we want to give them some time just to enjoy each other's company and relax for a little while. After all, they deserve it.

Spivey Hall to Conclude 2008/2009 Season with Young Artists

Youth will be served at Clayton State University's Spivey Hall next weekend, as the 2008/2009 season comes to a close with three performances by outstanding young singers.

On Friday, May 15, the Spivey Hall Young Artists and the Spivey Hall Children's Choir, conducted by Craig Hurley and Dr. Martha Shaw, and accompanied by Steven Wooddell and Judy Mason on the piano, will perform at 7 p.m.

This spring concert showcases the achievements of the Spivey Hall Young Artists, who sing with spirit and beauty under the direction of Hurley and accompanied by Wooddell. To cap off their year, the Young Artists give a program that includes performances with the Spivey Hall Children's Choir under the direction of Shaw, marking another successful season of extraordinary music making for all 170 students - the finest young singers in Georgia.

Tickets to this performance are \$10 (50 percent off for Clayton State faculty and staff).

On Saturday, May 16 and Sunday May 17, the Children's Choir and the Spivey Hall Tour Choir, conducted by Shaw with Mason at the piano, will bring its year and the 2008/2009 Spivey Series to a close with two wonderful concerts - demonstrating once again why the Spivey Hall Children's Choir Program enjoys an international reputation for artistic excellence. Both concerts will start at 3 p.m. The advanced singers of the Tour Choir, Spivey Hall's marvelous musical ambassadors, give a preview of selections to be performed on their annual summer concert tour.

Tickets to these performances are \$20 (50 percent off for Clayton State faculty and staff).

Auxiliary Services Operating Hours During Semester Break

Auxiliary Services will have modified hours during the semester break, May 13 – 22, 2009:

Dining Services

- Lakeside Dining Hall: CLOSED
- Jazzman's:
 - o Monday – Thursday: 8:00 am – 4:00 pm
 - o Friday: 8:00 am – 3:00 pm
 - o Saturday and Sunday: CLOSED
- SubConnection:
 - o Monday – Friday: 11:00 am – 2:30 pm
- Pizza Hut: CLOSED
- Laker Hall Lounge: CLOSED

University Bookstore and LakerCard Center

- Monday – Thursday: 8:00 am – 5:00 pm
- Friday: 8:00 am – 3:30 pm

Reminder: Financial Aid Book Money is available May 20 – 27

All Auxiliary Operations are closed May 23 – 25 in observance of Memorial Day.

StartSmart New Student Conference – Calling for Program Presenters, May 15

The Fourth Annual StartSmart Student Conference is scheduled for Friday, Aug. 14 at Clayton State University. The StartSmart program is a fun and interactive student conference for students that involve various workshops and activities to assist students in becoming more acclimated with the campus while helping to prepare them for their educational career at Clayton State. This year, all students living in Laker Hall will participate in StartSmart as part of the required move-in weekend activities, so we expect attendance to be at an all time high with approximately 400 students.

We need your help. The StartSmart Committee is currently seeking presentation proposals for this year's program workshops. The conference committee is looking for workshops that are interactive and allow for participation from the students attending your session. Each workshop will last 40 minutes. If you are interested in participating as a presenter, please go to the following to submit your proposal by answering a few short questions about your proposed program/workshop... <http://adminservices.clayton.edu/orientation/StartSmart/workshop.htm>.

The deadline for program submission is Friday, May 15 by 5 p.m.

For additional information about the program, please contact Barbre Skwira at BarbreSkwira@clayton.edu; Kathy Garrison at KathyGarrison@clayton.edu; or Sherry Richardson at sking@clayton.edu.

Cheerleader and Laker Girl Tryouts, May 17

Tryouts will be held on Sunday, May 17 from 2 p.m. to 4 p.m. in the Athletics & Fitness Center Gym for the Clayton State University Cheerleaders and Laker Girls dance team. For more information, contact Darryl Lyons at darryllyons@clayton.edu.

Upcoming Events

Library to be Closed During the Week of May 18 to May 22

The Clayton State University Library will be closed to the public during the week of Monday May, 18 to Friday, May 22.

According to Clayton State Director of Libraries Dr. Gordon Baker, the carpet tiles in the main portion of the Library are being repaired, refitted and reglued to prevent them from possibly becoming loose. Clayton State students will not be inconvenienced by the closing, since May 18 to May 22 coincides with the University's semester break between the spring and summer semesters.

The Library is expected to reopen to the public on Tuesday, May 26 (Monday, May 25 being Memorial Day.)

LaJuan Simpson to Speak at Fayette County Library, May 19

Dr. LaJuan Simpson has been invited to serve as a speaker at the Fayette County Library on Tuesday, May 19.

The Library is preparing to begin several months' worth of activities in conjunction with its second annual "Fayette on the Page," a countywide "One Book, One Community" initiative, in partnership with Clayton State -- Fayette. The book the Library wants to get everybody in Fayette County reading and talking about this year is "A Lesson Before Dying," by Ernest J. Gaines.

Simpson is a recognized expert on Gaines's work, and thus is the first choice for speaker at our "Fayette on the Page" kickoff event on the evening of Tuesday, May 19. That date is also the first screening in the Library's Ernest Gaines Film Festival. Showing will be "The Autobiography of Miss Jane Pittman" in May; "The Sky is Gray" in June; "A Gathering of Old Men" in July; and "A Lesson Before Dying" in August.

The culminating event for "Fayette on the Page" will be a virtual appearance by Gaines at the Fayette County Library via live video teleconference, free and open to the public, on Thursday, Sept. 10, 2009.

Auxiliary Services Operating Hours for Summer 2009, Beginning May 26

Auxiliary Services will have modified hours during the summer 2009 semester beginning Tuesday, May 26:

Dining Services

- Lakeside Dining Hall:
 - o Breakfast: 7:30am – 9:00am
 - o Lunch: 11:30am – 1:30pm
 - o Dinner: 5:00pm – 6:30pm Sunday – Thursday evenings only (no dinner on Friday or Saturday)
- Jazzman's:
 - o Monday – Thursday: 8:00am – 4:00pm
 - o Friday: 8:00am – 3:00pm
 - o Saturday and Sunday: CLOSED
- SubConnection: CLOSED
- Pizza Hut: CLOSED
- Laker Hall Lounge: CLOSED

University Bookstore and LakerCard Center

- May 26 – 27
 - o 8:00am – 8:00pm
- Resume normal Summer operating hours on Thursday, May 28
 - o Monday – Thursday: 8:00am – 6:00pm

- Friday: 8:00am – 3:30pm

Reminder: Financial Aid Book Money is available May 20-27, 2009

Travel & Expenses Reimbursement Module Training, May 28

Faculty and Staff: If you have not attended one the Travel & Expenses training sessions offered since September, please plan to last **one** offered until the fall semester **on** Thursday, May 28, 10 a.m. to noon in STC-277. Contact sonyaholtzclaw@clayton.edu to register.

University Relations Publication Dates

The next issue of Campus Review will be out on Friday, May 22.

Laker Lines will continue to publish on Monday, Wednesday and Friday mornings throughout the summer. The student edition, News and Events for Clayton State Students, will continue to be published on Mondays.

Clayton State Observes Swine Flu Precautions

Like officials at colleges, universities, and health centers and millions of others in all 50 states, Clayton State leaders are keeping a watchful eye on the latest news from the Centers for Disease Control regarding the H1N1 or Swine Flu. The news media and others are staying on top of the latest developments concerning the H1N1 influenza virus infection in Mexico, and the US. Clayton State has a plan in place that reflects American College Health Association guidelines should an emergency arise.

With a few confirmed cases of the H1N1 Virus in the metro Atlanta area, it's now even more important to recognize the symptoms of the flu and to take precautions to prevent the spread of the virus.

The symptoms of the H1N1 virus in people are similar to the symptoms of regular human seasonal influenza and include:

- Fever
- Lethargy
- Lack of appetite
- Coughing.

Some people with the H1N1 virus also have also reported:

- Runny nose
- Sore throat

- Nausea
- Vomiting
- Diarrhea

Remember these everyday actions to stay healthy.

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it and wash your hands.
- If you don't have a tissue available, cough or sneeze into your upper sleeve or elbow, not your hands.
- Wash your hands often with soap and water. Alcohol-based hands cleaners are also effective.
- Avoid touching your eyes, nose or mouth at any time. Germs spread that way.

Try to avoid close contact with sick people.

- Influenza is thought to spread mainly person-to-person through coughing or sneezing of infected people.
- If you get sick, stay home from work or school and limit contact with others to keep from infecting them.

For more information, please refer to the CDC website:

http://www.cdc.gov/swineflu/key_facts.htm.

Library Services Relocating

Attention faculty, staff and students, beginning May 7, the following library services will be intermittent: Interlibrary Loan, GIL Express, and Course Reserves. These services are relocating to the Circulation Department and full-time staff will be involved with moving preparations. Full services will resume on June 1. Please plan accordingly if you need to request materials from other libraries or place materials on reserve for your Summer Semester courses.

Reserve requests for Summer classes need to be in by May 18. ILL materials need to be submitted by May 7. GIL Express materials need to be submitted by May 18.

If you have any questions, please contact Gordon Baker, director of Libraries at gordonbaker@clayton.edu or (678) 466-4325.

Kevin Young Visiting Writer Reading Now Online

The Kevin Young event is now posted. It can be found under the CSU listing in the Browse by Partners list, by using the Search field or by clicking:
<http://www.pba.org/afn/event.php?forumEventId=2615>.

Fiscal Year End 2009 Deadlines

Check Request and Travel Reimbursement Deadlines:

- ◆ June 19, 2009- Last day for all travel related requests for FY 2009 submitted to Procurement Services.
- ◆ June 19, 2009- Last day for all check requests for FY 2009 submitted to Procurement Services.
- ◆ June 26, 2009- All checks to be processed for FY 2009.

Due to the database consolidation project, no checks for FY10 will be processed until July 13, 2009. FY10 purchase orders may be submitted beginning July 1, 2009.

Individuals requiring disability related accommodations for participation in any Clayton State University sponsored event or to obtain print materials in an alternative format for such events, please contact the Disability Resource Center at (678) 466-5445 or DisabilityResourceCenter@clayton.edu.