

Laker Lines e-zine

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New In This Issue...

Release Party Planned for DePoy's Historical Whodunit, May 26

Print Request Deadline, June 15



TEAM GEORGIA
GeorgiaCustomerService.com

FASTER. FRIENDLIER. EASIER.

The BEST Service is HELPFUL Service!

Great customer service starts by always being Helpful! And we're on our way to making Georgia synonymous with outstanding customer service by identifying and exploring new opportunities to be even more helpful.

Here are some quick tips on how you can exceed expectations and be recognized as providing outstanding customer service:

- Always strive to give beyond the expected
- Take ownership of the customer's need and/or problem
- Lead by example and contribute in a team setting

Look for more helpful tips and success stories featuring employees statewide. If you know someone who has exhibited Georgia-style helpfulness, visit GeorgiaCustomerService.com and share your story!

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This Week at Clayton State

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.

Library Closed During Week of May 18

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.

Upcoming Events

Release Party Planned for DePoy's Historical Whodunit, May 26

The second coming of "The Name of the Rose?"

Possibly, at least according to *Booklist*. Readers will have a chance to find out on Tuesday, May 26 when the Eagle Eye Book Shop, 2076 N. Decatur Rd., Decatur, holds a 6:30 p.m. release party for Clayton State Theater Director Philips DePoy's 11th novel, "The King James Conspiracy." (St. Martin's Press, \$25.95)

Since DePoy's latest work is an historical novel/murder mystery set in 17th Century England and centered on a group of scholars assigned by King James I to create a definitive English translation of the Bible, there are clearly similarities to Umberto Eco's classic 1983 historical novel/detective story, set in a northern Italian abbey in 1327. And while Eco's novel is justly famous, there are few authors who can top DePoy for creativity.

For more information on the release party, call the Eagle Eye Book Shop's George Scott at (404) 486-0307.

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
 - o 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.

Athletic Department FANraiser Golf Tournament Set for June 3

The 2009 “FANraiser” Golf Tournament is fast approaching, and we would certainly like for you to participate in this year’s event.

If you have not received your registration in the mail and need one, please contact Pat Keane at ext. 4678 and she will get you one. If you have received your registration in the mail, please get it in to the Athletic Department by Tuesday, May 26 to insure we can accommodate your participation. You can either register a team, or you can register as an individual and we will match you up with a team.

We understand the economy has challenged all of us, therefore we lowered our registration fee for this year’s tournament from \$95 to \$75 per person. We certainly need your support, and hope you will participate as either a playing participant, or a hole sponsor at \$75 if you can’t attend. Your contribution will be greatly appreciated by the student-athletes who represent our University so well.

Thanks to all who have supported our efforts in the past, and for those that will support us this year. Hope to see you on the course.

Wednesday, June 3 -- Lake Spivey Golf Club -- Lunch will be provided at 11:30 a.m. and tee time is 12:30 p.m.

Spivey Hall Summer Music Camp, June 8 to June 12

The Spivey Hall Summer Music Camp is a fun, week-long day camp for students entering fourth through sixth grades. Craig Hurley, director of the Spivey Hall Young Artists, will engage

students in singing, sight-reading and music theory, playing Orff instruments and tone chimes, folk dancing, and performing in Spivey Hall.

For complete information, including the registration materials, please download the Summer Music Camp Packet at www.spiveyhall.org/education/summercamp. Please call (678) 466-4491 or email EducationManager@SpiveyHall.org with questions.

Print Request Deadline, June 15

Monday, June 15 is the deadline for Media & Printing Services print requests for fiscal year 2008/2009. Print requests submitted after this date will be charged to the new fiscal year's budget.

Please visit Media & Printing Services website at: <http://adminsivices.clayton.edu/media/> to view our current policies and procedures and basic pricing lists.

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.

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.