

“Hello, hello, hello...”

by Barb Byers
Collegian Staff Writer

Susan Black-Keim, Director of University Relations and Development, and Linda Cornwell, Associate Director of the same department, are offering telephone answering training sessions. Essentially, Cornwell said, the training is meant for people who work in the division offices and answer the phones frequently, but students may participate if they are

interested. Cornwell, whose background is in Telecommunications and Telemarketing, was Project Director for Telefund, a fundraising project at University Park that raises one million dollars per year. She and Black-Keim initiated these training sessions to help promote consistency during external as well as internal phone transaction. Often, Cornwell said, first impressions people may get of Behrend are based on one phone call. Therefore, telephone etiquette

is essential to help make that first impression a positive one. The first training session was given to the secretaries within the University Relations and Development offices, and through word of mouth has sparked interest in other divisions. The sessions, which are scheduled on demand, will teach participants how to answer the phone and place callers on hold correctly, and how to take proper messages, among other things.



Susan Black-Keim teaches 'telephone etiquette'

New members inducted into ODK honor society

by Holly Lew
Collegian Staff

Eighteen people were inducted into the Omicron Delta Kappa (ODK) National Leadership Honor Society at 1:00, April 12 in the

Reed lecture hall. Joining the 42 members of the Behrend circle of ODK were: Dr. Dean Baldwin, assistant professor of English; Barbara Byers; Patricia Causgrove; Richard Donner; Dr. Diana Hume-George, professor of English; Deanna Goodenow; Dr.

Zachery Irwin, assistant professor of political science; Holly Lew; Barbara Pastwa; Daniel Schell; Natalie Shields; Paul Shirey; Sheryl Simpson; Mary Stewart; Victor Susol; Mark Valentino; Jan Wilson, instructor of health and physical education; and Timothy

Wilson. Following the induction ceremony a brunch was held for the new inductees and their guests. Students, faculty, and administration members are invited

to join the honorary society that recognizes "leadership of exceptional quality and versatility in college," according to the ODK 1986-1988 manual. Founded Dec. 3, 1914 at

Washington and Lee University, ODK strives to combine scholarship and leadership in five areas: athletics, government, service or religious organizations, the arts, and publications.



'Honest, ossifer, I got lost. . .'

PSU officer Roger Kowal arrests James M. Sementilli of Erie on April 14 after he disabled his vehicle behind the 600 apartment building. He does not attend Behrend.

Markle newest member in Council of Fellows

University Relations--Roger Markle, the president and chief operating officer of the Quaker State Oil Refining Corporation, has become the latest member of the Council of Fellows for the Pennsylvania State University at Erie, The Behrend College.

A resident of Oil City, Pa., Mr. Markle received his Masters of Business Administration degree from the University of Chicago and his masters degree from Stanford University. He completed his undergraduate studies at the University of Alaska.

Mr. Markle has been a leader in the Quaker State corporation since 1981. His other administrative experiences include his role as presi-

dent, chairman of the board and chief executive officer of the Valley Camp Coal Company, his Presidential appointment as director of the U.S. Bureau of Mines, and various management positions with the Standard Oil Company.

In his acceptance of the Council of Fellows appointment, Mr. Markle joined the college's other 58 council members in expressing hope for the continued growth of Penn State-Behrend.

"(Provost and Dean) John Lilley's plans and his vision for the future of Behrend College are exciting," he said. "It is an honor to work with him and the others involved in this project."

Financial Aid application deadlines set

House of Representatives--Rep. Harry E. Bowser is reminding students and parents of approaching student aid application deadlines for the 1987-88 school year.

Bowser said that Friday, May 1, is the 1987-88 filing deadline for all students seeking to renew their aid from the Pennsylvania Higher Education Assistance Agency (PHEAA) state grant program. The deadline applies to all renewal applications, regardless of the student's program of study.

The May 1 deadline also applies to all first-time applicants who plan to enroll in bachelor degree programs, including those enrolling in

transfer programs at community or junior colleges.

The Erie County lawmaker said those seeking aid for the first time who plan to enroll in business or trade schools, hospital schools of nursing or two-year vocational (non-transferable) programs at community and junior colleges have until Aug. 1 to file their state grant applications.

Applications are available at Bowser's district offices located at 2200 North Brickyard Road, North East (phone 725-9163), 410 West Church Street, Corry (phone 665-5144) and 33 North Main Street, Union City (phone 438-7429).

Summer schedule changes

University Relations--Here is the list of schedule changes that have been made in the summer session schedule:

1. Theatre 100 has been cancelled.
2. Math 251 has been added.
3. Two new labs have been added for COMPBD 100.
4. Session III begins May 14.

Putting our B.E.S.T. foot forward

by Holly Lew
Collegian Staff Writer

Nearly 200 Crawford, Warren and Erie County high school students, their teachers and parents visited Behrend, Saturday, April 10 for a Science, Engineering and

Technology open house. They registered at 9 a.m. and then were toured through Behrend's

specialized laboratories, including the Computer Graphics, the Mossbauer Spectroscopy, the Fluid Mechanics and Heat Transfer, and the Macrocyclic Chemistry labs.

Faculty gave 15 minute presentations to groups of 10 about everything from the herpetology of Presque Isle to computer graphics. The how-to's of planning for a college curriculum at P.S.U.'s B.E.S.T. (Behrend's Engineering, Science, and Technology program) was featured, stressing the impor-

ance of high school preparatory studies in algebra, calculus, biology, physics...

The students, teachers, and parents were offered lunch in Dobbins where Dean Lilley spoke on Behrend's future admissions. It was followed by a questions-and-answers session at 2:15.

S.G.A. Minutes

*The Student Government Association passed a budget proposal for the Senior Banquet. The proposal included costs for 350 dinners, security, hall and van rental, a DJ and door prizes. Tickets for the banquet, which is planned for May 15, will cost \$5.00 apiece.

*The Joint Residence Council and the Inter-Club Council both had nothing to report.

*The Student Government Association's new constitution was presented at the meeting and will be voted upon at the next session.

*The last meeting of the SGA was cancelled. The next meeting will be held on April 29 in the Reed seminar room.

the Penn State-Behrend Collegian

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