

SES CONNECTION



This newsletter is a bimonthly publication of UAF Student & Enrollment Services.

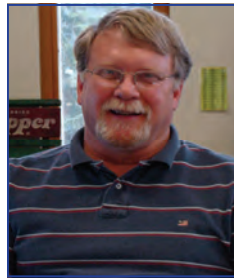
Please direct comments and contributions to the following:

Email: fyses@uaf.edu
Phone: 907 474 7317
Fax: 907 474 7900
Mailing: PO Box 756340
Web: www.uaf.edu/ses/

Student & Enrollment Services is located on the 5th floor of Gruening Building.



A MESSAGE FROM THE VICE CHANCELLOR



Student and Enrollment Services is all about service and helping students succeed in their college goals. One of the division's shining examples of service is the Office of Disability Services (ODS). ODS provides essential services to students who would otherwise have a difficult time attending and

completing classes. The Director of Disability Services, Mary Matthews, has been in her current position since 2001 and has been at UAF since 1993. ODS works with over 170 students each year providing them with a variety of services including note taking, transcription, testing supervision and equipment. Students seek assistance for a variety of disabilities including health, vision, hearing, temporary injury, physical mobility, psychological and ADHD/LD. Assisted by Marcy Phillips, Nick Sanders and Brianna McNall, the students' needs and concerns are addressed. Mary compiled a list of some of the exceptional support programs ODS has provided:

1. ODS made it possible for a blind student in Bethel to graduate with an associate's degree and go on to pursue a B.A. ODS provided a brailled Yupik dictionary to the student, which was probably the first one ever created.
2. ODS made it possible for a deaf student in a remote village to take the two-year distance delivered AUDIO Vet Tech program by using a system of transcription services operating out of the Assistive Technology Center for her evening classes. When she came to Fairbanks for internships and practical experiences we provided 25-40 hours of service weekly and all our providers and resources coordinated efforts.

3. ODS was the first in Alaska to train individuals to provide TypeWell, a word for word transcription service used by deaf and hard of hearing (HOH) students. UAA has followed suit.
4. ODS works closely with several local organizations including the public library, DVR, Access Alaska, FRA and ALPA. Our technology lab is open to the community, and throughout the year individuals are welcome to try the technologies before purchasing them. We also assist the school district and provide alternative test services when needed.
5. ODS has participated with the DO-IT program of Washington University which provides our students with disabilities multiple resources, including Internet forums. For three years DO-IT has also provided funding for students with disabilities to participate in internships. Several students have obtained jobs from the experiences gained through the paid internships.

Mary states that the students working with ODS are talented and participate throughout campus as any other student. The ODS non-traditional students are committed life long learners. Classes supplement their lives and they find meaning, purpose and much pleasure in the process of learning for learning's sake rather than the hope of future dollars.

Again, the key to our role and success as a division is service. It is about taking care of the students' needs in an appropriate and professional manner.

"A customer is the most important visitor on our premises; he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so." Mahatma Gandhi

UPCOMING DATES

- January 19: Holiday
- January 20 - 8 am: Residence halls open (Res Life)
- January 20 - 21: Nanook Express (Res Life)
- January 28 - 29: Student Job Fair (Career Services)
- January 30: Last day to register for classes and fee payment
- February: FAFSA Frenzy (all month)

- February 3: SES Directors Retreat
- February 4: Visitor Industry & Summer Jobs Fair (Career Services)
- February 16 - 20: Business Center Career Week (Career Services)
- February 16: UAF Scholarship Applications Due (Financial Aid)
- March 30: Inside Out & Major Mania (Admissions)

STUDENT AND ENROLLMENT SERVICES

514 GRUENING 474-7317
www.uaf.edu/ses

Dr. Tim Barnett, Vice Chancellor

Kevin Huddy, Associate Vice Chancellor of Student Services

Don Foley, Associate Vice Chancellor of Student Life

Ali Knabe, Executive Officer
Sally Skrip, Executive Assistant

Jennifer Fontes, Office Manager

Beth Barrett, Fiscal Technician

ASUAF

119 WOOD CENTER
474-7355

www.asuaf.org

Sabra Phillips, Executive Officer

—Student Services—

DISABILITY SERVICES

208 WHITAKER BUILDING
474-5655

www.uaf.edu/chc/disability.html

Mary Matthews, Director
Marcy Phillips, Admin Assistant

HEALTH & COUNSELING

203 WHITAKER BUILDING
474-7043

www.uaf.edu/chc/

BJ Aldrich, Director
Cristen Harrison, Admin Assistant

RESIDENCE LIFE

MAIN FL MBS COMPLEX
474-7247

www.uaf.edu/reslife/

Kevin Huddy, Director
Jody Toll, Personnel/Payroll Assistant

WOOD CENTER

It happens all of the time. You have just arrived at work and you suddenly realize you totally forgot that it is your admin assistant's birthday, or maybe it is your student employee's last day, and you have nothing to give them to show your appreciation for all they do for you. Do not fret! The Wood Center Information Desk is only a phone call away (474-7034)! Did you know that you can call up and order a wonderful balloon bouquet with a nice little bag of candy attached and have it delivered in a matter of minutes? And if that isn't enough why not reserve the bowling alley for a fun-filled team builder for your entire staff? Maybe it's Friday night and you decide to head to the movie theater to see that new movie you have been dying to see – stop by the front desk and you, too, can have discounted movie tickets. Any "starred" movie can be seen for only \$7.25, providing you get your tickets from the front desk! Not only do we sell the Fairbanks Daily News-Miner, but we also sell the Anchorage Daily News as well. Did I hear you say that you forgot your camera and you wanted to take pictures of your staff bowling? Guess what, we also sell disposable cameras too!

As you can see, the Wood Center Front Desk doesn't exist to just answer the phones for the university and sell candy bars. The list goes on and on for what they have to offer. You can purchase batteries, medicine for that killer headache you have from working on budgets, or maybe it's that horrible cold you have that you need relief from? How about directions for that new student or staff? Maybe you have someone wanting to know about an upcoming event or you need tickets to a concert on campus? The staff can even help you plan your kid's birthday party in the games area! Maybe you are working on a Sunday and find yourself in desperate need of some "White Out" – guess what? We have that too! And, by the way, why not stop by and put some laundry in the washers while you are here on the weekend!

So . . . what are you waiting for? Take a break from your busy day and stop on by the Wood Center Front Desk for your shopping pleasure!

Contact: Jeri Maxwell, 474-1936,
fnjm@uaf.edu.

NATIONAL STUDENT EXCHANGE (NSE)

NSE Group Information Sessions will be held **promptly** at 1:05 p.m. every Tuesday from November 4, 2008 through February 10, 2009. Interested students should check in with the Admissions Receptionist on the 2nd floor of Signers' Hall. Attendance is mandatory for exchange. There will be **no exceptions** to the

attendance requirement or meeting time so please make arrangements to leave a couple minutes early from class or work to attend.

Details can be found at www.nse.org. Contact Megan Allen at 474-5809 or fnmla@uaf.edu if you have any questions.

CUSTOMER SERVICE INCENTIVE PROGRAM

To participate in the Customer Incentive Program SES employees may complete one, 5-hour customer service course on SkillSoft by May 1, 2009. You may choose from the following courses: The Customer's Voice; Customers, Confrontation and Conflict; The EXCEL Acronym: Instilling Service Excellence; or Service Teams and Service Stars. Once you have completed the course with a 75% or greater score, print out the completion sheet and have your supervisor

sign it. Forward the signed sheet to the VC SES office and will receive a \$25 gift card. SES employees who participate in the Customer Service Incentive Program may receive only one \$25 gift card, regardless of how many courses you take. However, if you take and pass three or more of the above courses, you will be entered into a drawing for one of three \$100 gift cards.

For more information, please contact Ali Knabe, 474-5497, ali.knabe@uaf.edu.

SES RETREAT

On November 20 and 21, SES employees participated in a staff retreat. Charlie Adams, author of "Stoke the Fire Within: A Guide to Igniting Your Life," was the guest speaker. On the first day, Charlie Adams spoke about getting and maintaining motivation, and on the



second day, he spoke about customer service. Contact: Ashley Munro, 474-1934, fnakm@uaf.edu.

Photos by Andy Angaiak.

HEALTH AND COUNSELING

The Center for Health & Counseling staff have been busy encouraging students to receive flu shots. We have been around campus at various sites (Wood Center, MBS, Lola Tilly) administering free flu shots to students, for a total of 231 shots, in addition to those given in our clinic.

Nancy Bayer, ANP, has been continuing her Food Bites informational tables at Lola Tilly and Wood Center and recently distributed healthy snack bags to hungry students. Donna Patrick continues her well-received article in the Sun Star - "Say Ah." Our counseling staff participated in the Secrets program at Hess Rec recently. All of our staff are preparing for the implementation of our electronic records system - we plan to "go live" during the week of January 26. Wish us luck! Contact: BJ Aldrich, 474-7043, fnbja@uaf.edu.

FINANCIAL AID

February FAFSA Frenzy

Each year, February is designated as Financial Aid Month by the Governor of Alaska. UAF will participate in February FAFSA Frenzy to encourage students to complete all financial aid applications early. The Financial Aid Office will be hosting several workshops in February:

- Tuesdays (1 - 2 p.m. in Rasmuson 301): Financial Aid 101 & Scholarship Information
- Wednesdays (6 p.m. at TVCC): Financial Aid 101 & FAFSA Completion
- Thursdays (1 - 2 p.m. in Rasmuson 301): Complete Your FAFSA (bring tax information)

Please visit our table every weekday in February from 2-4 p.m. at the Wood Center.

Welcome!

The Financial Aid Office would like to welcome

Sherrie Ralfs, our newest staff member. Sherrie moved to Fairbanks from Oregon in 1991 with her husband, Terry and their three boys. She has two miniature dachshunds. You may have seen her in one of many drama productions. She was most recently in a production of the Fairbanks light Opera Theater. Welcome Sherrie!

Financial Sense

The Financial Aid Office is introducing a financial literacy program on campus. The Financial Sense program will debut this spring semester with workshops on budgeting, student loans and money saving tips. Weekly workshops will be held starting in March and are open to staff and faculty, as well as students. (Visit www.uaf.edu/financialaid/workshops for a listing of topics.) We will end the year with a financial aid workshop geared to graduating high school seniors in May. Please call Ashley Munro at 474-1934 or fnakm@uaf.edu for more information.

—Enrollment Services—

ADMISSIONS

215 SIGNER'S HALL
474-7500

www.uaf.edu/admissions/
Lael Oldmixon, Acting Director
Valerie Rickards, Office Manager

FINANCIAL AID

101 EIELSON BUILDING
474-7256

www.uaf.edu/financialaid/
Deanna Dieringer, Director
Angela Jones, Office Manager

FRESHMAN & TRANSFER SERVICES

Megan Allen, Coordinator

REGISTRAR'S OFFICE

102 SIGNERS' HALL
474-6300

www.uaf.edu/reg/
Tim Stickel, Registrar
Vacant, Office Manager

—Student Life—

CAREER SERVICES

110 EIELSON BUILDING
474-7596

www.uaf.edu/career/
Patti Picha, Director
MarySue Dates, Office Manager

UPWARD BOUND

218 EIELSON
474-5685

www.ub.uaf.edu
Andy Angaiak, Director
Rita Harris, Admin Assistant

WOOD CENTER

101 WOOD CENTER
474-7037

www.uaf.edu/woodctr/
Lydia Anderson, Director
Vacant, Admin Assistant



RESIDENCE LIFE NEWS



CCTV update

Much progress has been made on our CCTV (closed circuit television) project. Work continues on the cameras for the upper MBS lot. McIntosh, Stevens and Lathrop halls now each have a camera at the entrance of the building, and Lathrop hall has a camera in the elevator. Nathan Platt and our student tech, Paul Martz, have done an amazing job with this project. Their hard work is much appreciated!

Guest housing available in the winter

Guest rooms on campus are ideal for visitors wanting a clean, secure, comfortable and affordable place to stay in Fairbanks. Single and double-occupancy rooms offer comfortable living steps from University facilities. All units are fully furnished and include fresh linens. Rates and reservation information is available on our website at <http://www.uaf.edu/reslife/guest> or by calling 474-6769. Individuals who are UA students, faculty and staff, university guests, conference attendees, potential students of the university, state and federal employees, and youth organizations are all eligible to stay on campus. Not sure if you qualify? Contact us and we will help make that determination.

Residents in action

This year the residents have been participating in some great outreach programs. In October, residents in the MBS complex hosted community outreach programs for Halloween, including a carnival, trick-or-treating and a haunted house. In December, resident volunteers worked with Santa to ease his work

load by opening children's letters to Santa and responding to them. By December 12, over 1200 letters had been written.

Need a lift?

Students returning to UAF for the spring semester will have a ride available from the airport on January 20 and 21 through the Nanook express. This service, offered by Residence Life, will meet every flight landing on January 20 and 21 – even late night/early morning flights.

Student employment opportunities

Conference Services Assistants – Hiring for 2009 summer positions with Conference Services will begin in January. We need painters, housekeepers, housekeeping supervisors, and guest service agents. All positions are full time and include a housing scholarship. This is a great job for international students who are staying for the summer as well as for students interested in taking a class, but wanting to work during the summer as well. Anyone interested can contact Amber Cagwin at 474-5846 or check out the posting at www.uakjobs.com.

Resident Assistants – In January, we will begin the application process for Resident Assistants for the 2009-2010 academic year. If you know any students interested in working with other students who live in the residence halls, please encourage them to apply! Questions can be directed to Laura McCollough at 474-1976.

Contact: Amber Cagwin, 474-5846, fnacc@uaf.edu.

Registrar's Office

As of January 4, 2009, Tim Stickel has returned to his position as Registrar.

We welcome Tim back to the Registrar's Office on a full time basis!

SUPERVISOR TRAINING PROGRAM

UAF has a supervisor training program which has been sponsored by Interim Chancellor Brian Rogers. All current SES supervisors are to complete the core courses of the supervisory training program by May 31, 2009. Newly hired supervisors are to complete the core courses within the first six months of their employment. All core and general body of knowledge courses must be completed within two years. Supervisors will be required to attend a minimum of one new or refresher course each year after completion of the core and general courses.

Detailed information concerning the supervisor training program is listed on the UAF HR web site at: <http://www.uaf.edu/uafhr/training/index.html>. Contact: Jennifer Fontes, 474-7317, fnjlf@uaf.edu.

CAREER SERVICES

Career Services performs rural outreach to campuses that do not have local access to the UAF campus office. Our staff continually travels to each of UAF's rural campuses to ensure students know and understand they are part of the UAF family. It is Career Services' goal to see *all* UAF students achieve their dreams of a career in a field that is of interest to them.

Rural students often feel they do not have the experience required because they have worked

for their parents or have held odd jobs. The staff is able to show students the transferable skills they possess and possibly skill-sets they were unaware of or did not consider.

Career Services staff maintains a positive and effective relationship with the rural campuses throughout the year to provide any support or information those campuses may need for the success of the students.

Contact: MarySue Dates, 474-7596,
marysue@alaska.edu.



DISABILITY SERVICES

We will host a workshop entitled "Tools and Strategies to Adapt to Changes in Support During Overseas Study" by Olivia Emilia from Mobility International USA. Increasing numbers of students with disabilities are participating in overseas programs, and while abroad these students may encounter changes in how disability is viewed and accommodated. This session presents tools students can use to prepare for study abroad experiences, and discusses strategies professionals can use for advising both students going abroad and colleagues in the overseas study office. The workshop will be held on January 22, 2009, from 11 a.m. - 12:30 p.m. in the Whitaker Building Conference Room.

Contact: Mary Matthews, 474-5655, fnmkm@uaf.edu.

ASUAF

ASUAF will hold an election in February for the nomination of the Board of Regents student seat and for the student commissioner seat for the Alaska Commission on Post-Secondary Education. UAF, UAA and UAS are each allowed to forward a maximum of two nominees for each seat to the Board of Regents. They will forward the names to the office of the Governor, who will make her selection. The appointment is then confirmed by the Legislature.

Petitions are now available at the ASUAF office located in the Wood Center. The deadline to submit petitions is January 30. Elections will be held February 9 - 16. Students who are taking 3 or more credits are eligible to vote. Voting will be available electronically using the Internet or by in-person paper ballots.

Both of these positions are very demanding and carry with them considerable responsibility, but will also bring great rewards and provide the student with skills that are very attractive to future employers. The students will be exposed to a wide range of current Alaskan leaders, who can provide

support for future opportunities.

The minimum requirements are:

- current enrollment and remain enrolled as a full-time student (12 credits undergraduate, 9 credits graduate)
- carry a cumulative 2.5 GPA (if a freshman, proof on high school transcript of 2.5 cumulative GPA)
- be a student at the particular nominating campus
- be a United States citizen
- be a resident of Alaska
- if 18 years of age or older prior to the last general election, be a registered voter in the State of Alaska

Please recommend these positions to any student you feel would best represent UAF, UA and most importantly themselves. ASUAF is located in room 119 Wood Center, first level, next door to Polar Alley Bowling. Contact Sabra Phillips at 474-7355 or fnspd@uaf.edu for questions or further information.

New Hours

The following departments have changed their window hours:

Business Office:

Cashiers available from
8:30 a.m. - 4:30 p.m.

Financial Aid:

8:00 a.m. - 5:00 p.m.

Registrar's Office:

8:00 a.m. - 5:00 p.m.

Notice!

Textbooks can no longer be purchased at the UAF Bookstore. Textbooks are now available for purchase online.

Please visit www.uaftext2u.com for ordering information.

Spring Schedules

The Spring Schedules arrived on November 14. If you need one, please give Enola a call at 474-6046.

The artwork of Mary Matthews, Director of Disability Services, is featured on the 2009 Staff Council Calendar and which will be distributed in January.

ADMISSIONS OFFICE

Inside Out & Major Mania

Students and families have the opportunity to ask questions, get answers and experience life at UAF during UAF Inside Out - a preview event designed to let students see what the University of Alaska Fairbanks is all about - from the inside out. This event for high school juniors and seniors will be held Monday, March 30, along with Major Mania. We turn the university inside out so students can get the real story on financial aid, the admission process, classes, professors, extracurricular fun, and our outstanding academic programs. For more information please contact the Admissions Office at 474-7500.

Academic Orientation and Registration Events

Anchorage - Saturday, April 18, 10 a.m. - 5 p.m. & Sunday, April 19, 10 a.m. - 2 p.m., University Center Building

Fairbanks - Monday, April 20, 2 p.m. - 7 p.m. & Tuesday, April 21, 2 p.m. - 7 p.m., UAF Wood Center

These events provide newly admitted students with the opportunity to make an appointment to meet with an academic advisor and plan out their schedule. These sessions are a great opportunity for new students to learn their way

around the registration process and build a relationship with their academic advisor. For more information, please contact the Academic Advising Center at 474-6396.

Career & High School Counselor Preview Event April 30 - May 2

For this event the Admissions Office will be hosting a group of high school guidance and career counselors from Anchorage, the MatSu Valley, Juneau, and the Kenai Peninsula. It is clear that high school counselors can play an enormous role in helping students select a college or university - especially here in Alaska. Therefore, it is a great benefit to our recruitment efforts to have these counselors spend a few days on campus touring our facilities, learning about UAF's superior programs, and meeting with faculty, students and staff. For more information on this event, please contact the Admissions Office at 474-7500.

Staff Changes

Sandy Ocampos and David Puterbaugh have new positions in the Office of Admissions as Reviewers. Caty Oehring has been hired as the new Associate Director of Admissions. Congratulations!!

Contact: Jessica Bennett, 474-5142, fjnlr3@uaf.edu.

MAJOR MANIA 2009

UAF's Division of General Studies and Academic Advising Center presents the fourth annual Major Mania on March 30! Major Mania will take place in the Wood Center Ballroom from 11 a.m. - 3 p.m. This fair will give students and community members an opportunity to speak to departmental representatives about a variety of majors offered at the University of Alaska Fairbanks. Find out all there is to know about UAF's majors and academic offerings in one place and at one time!

For more information contact the Academic Advising Center at 474-6396 or visit their website at www.uaf.edu/advising/majormania.

Contact: Ginny Tschanz, 474-6396, ginny@alaska.edu.

UAF STAFF COUNCIL

Mary Sue Dates from Career Services is an active member of UAF Staff Council. She has created a blog site to post information regarding issues that are important to you. The blog will not only be informative, but it will provide a communication for anyone with concerns. Please contact your Staff Council representative for more information. Your 2009 Student and Enrollment Services Staff Council members are Mary Sue Dates (rep), Ashley Munro (rep), Elissa Bratcher (alt), and Cody Rogers (alt). Please visit the blog site at: <http://www.uafstaffcouncilinfo.blogspot.com/>.

Contact: MarySue Dates, 474-7596, marysue@alaska.edu.

SES STAFF SPOTLIGHT

Brigitte Mayes is the Matriarch of the Registrar's Office, going on her 43rd year at UAF. She has much experience and many stories to share.

Brigitte was born in Nurnberg, Germany and arrived in the US as a young girl with her military family in 1954, speaking German and French and little English. She became a US citizen in the late 1950s. She arrived at Ft. Wainwright in May of 1964, ready to start her senior year at Lathrop High School that August. They had presumed that they would go to Germany due the earthquake that hit Alaska in March of that year, but that did not deter the military! She remembers thinking that Main School was the local jail. Brigitte remembers HUGE snow piles at the end of May when they arrived, and they wondered what they were in for.

Brigitte began working at the university in 1965 as a student for Cooperative Extension. She started work in the Office of Admissions and Records, in the Bunnell Building, on May 16, 1966, working at the front counter, which also housed the PBX switchboard (the main information telephone line for the university). She has worked her way up through every position, except Graduation, to her current position as Associate Registrar and is still going strong!

Some interesting university facts Brigitte shared:

- ◆ The Bunnell Building rolling and swaying during the June 1967 earthquake just before the flood.
- ◆ Summer Sessions having to close the last two weeks because the university was inundated with flood victims.
- ◆ Her boss at that time was Ann Tremarello. Ann's family and Whistle Jordan's family stayed in the Registrar's Office for about a week during the flood.
- ◆ Registrar staff teaming up with an Admissions staff member to do cross training while in the Bunnell Building, and then later on in Signers' Hall, the two departments separated and staff deciding "who should get what."
- ◆ Witnessed the addition of the upper dorms, Wood Center, the SRC, along with many other buildings.
- ◆ The "joining" of Eielson and Signers' Hall for additional office space and helping make Eielson ADA compliant

with the addition of the Signers' Hall elevator.

- ◆ Having President William R. Wood right around the corner when the Registrar's Office was in Bunnell.
- ◆ "Course cards" were used and issued by staff that lined the walls of the Wood Center Ballroom. These cards were passed out to students for registration. If there were 20 seats in Biology, 20 cards were made up and distributed. The cards then had to be manually keypunched.
- ◆ Fee payment lines that went down the hall in Eielson and curled back up again which enclosed the whole hallway; some students waited hours, particularly on the last day.
- ◆ "Arena Registration" occurred every semester, in Bunnell, later in Wood Center and the Great Hall. For many years, staff packed up and carried their computers over to the Great Hall, even in extreme cold for January registration. Fee payment was done there and the Business Office hired a security guard to accompany them (and the money) to their office. One particular time, the security guard dropped his gun and the bullets went flying all over the ground . . . they all wondered just how "secure" they were!
- ◆ The Biology and Chemistry departments were above them in Bunnell, which led to lots of interesting smells and at one point, a loose snake and the flooding of the vault which housed the permanent student transcripts in fireproof cabinets.
- ◆ The first "online" system, which Richard Machida personally wrote for the Registrar's Office (and Business Office), alleviated staff having to carry their computers back and forth from the Great Hall.

What a marvelous fountain of information and wondrous "young lady" we have in our midst!

Contact: Enola Bowers, 474-6046,

fnegb@uaf.edu.



America's Arctic University

Newsletter Committee

*Ashley Munro, Chair
Enola Bowers
Geri Wilda*

*UAF is an affirmative action/
equal opportunity employer
and educational institution.*