

10-28-2003

## The Troubadour, Issue 3 (October 28, 2003)

Cardinal Stritch University

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### Recommended Citation

Cardinal Stritch University, "The Troubadour, Issue 3 (October 28, 2003)" (2003). *Troubadour*. 8.  
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# THE TROUBADOUR

Oct. 28, 2003

Issue 3

## Input for visioning continues

Input-gathering sessions are continuing in advance of the University's visioning process; attendance at the noon-hour gatherings has been sparse.

The sessions aim to capture ideas from around campus that can be provided to a Visioning Committee, which will draft statements expressing Stritch's vision for the future. Strategic planning will grow from the vision.

Stritch President Sister Mary Lea Schneider encouraged people to attend future sessions.

"Get your ideas in, don't leave this to the visioning committee," she said. "We believe everyone on this campus has a pretty clear view of their 'piece of the elephant,' and we need different perspectives to allow us to create a viable and valuable vision. We really want our vision for the future of Cardinal Stritch University to be something we can all own, something that grew from widespread interest and participation."

Additional sessions will be held, in the Board Room from noon to

1:30 p.m., today and tomorrow (Oct. 28 and 29) and on Nov. 3, 5, 6 and 7. Attendees are asked to consider and come prepared to discuss the following questions:

As an institution of higher education,

- "What do we do best at Stritch?"
- "What should/could Stritch be doing more of than it is doing now?"
- "What should/could Stritch be doing less of than what it is doing now?"
- "What should/could Stritch be doing new that it is not doing now?"

## Stritch project for vets serves as statewide model

A number of Stritch staff are proud of their involvement in a recent project that created an online survey to track alumni who are veterans. The survey received much acclaim and served as a model for statewide use.

J.R. Brey, director of Institutional Research and Assessment; Judy Rodgers, Stritch's veterans coordinator; and Steve Tracy and Sue Ingles, of the computer network staff; have been working with the Wisconsin Department of Veterans Affairs on the project.

In 2000, the state VA office piloted a new way to collect data on veterans' use of Montgomery GI Bill benefits and how successful those benefits were in helping the vets get jobs after graduation. Veteran students who have used federal benefits to attend college used to complete a survey on paper within months of graduating to track this information.

The new process, making use of the Web, was developed to better support the vets and enhance the relationship between the VA and the schools it serves.

It all started in the spring of 2001, when Stritch hosted an annual meeting for the Department of Veterans Affairs that was attended by several local colleges and universities, to review updated reporting and assessment standards. At the meeting, Brey approached VA liaison Maurice Spencer

and suggested that all schools use the Web to obtain and report veteran assessment data.

"Then in the fall of 2001, our office went Web," Brey said.

Vets graduating from Stritch were asked to complete the survey online. "Our first survey project was this VA survey, and we ended up with the highest response rate among our local peers."

At a follow-up VA meeting, the success of Stritch's online survey was discussed and spurred interest among other state schools. Planning ensued, and the next spring, six local area schools directed their alumni veterans to the Stritch Web site to take the survey. Again, the response rate was high.

"The VA presented the overall pilot project and the use of the Web at a national meeting in (Washington) D.C. in the summer of 2002, and the response was great, with other state VA representatives wanting to collaborate," she said. "The survey was

then moved to the VA Web site to avoid confusion by listing a Stritch URL, and the project then expanded to include all Wisconsin schools, with plans in the works for three other states to participate."

The potential for opening the survey to schools nationwide is being considered, and Brey said it is possible by late 2004.

**"The VA presented the overall pilot project and the use of the Web at a national meeting in D.C. in the summer of 2002 and the response was great, with other state VA representatives wanting to collaborate."**

—J.R. Brey

## Array of audio-visual equipment available

Faculty and staff, as well as students, are reminded that they may check out a variety of equipment from Audio-Visual Media Services, which is in Room 209 of the Library.

VHS camcorders, tripods, digital cameras, laptop computers, video projectors, CD players, record players, wireless microphones, film projectors, easels and a variety of other equipment are available. Rob Wick, Media Services coordinator, said not many people know about the array of equipment they may use.

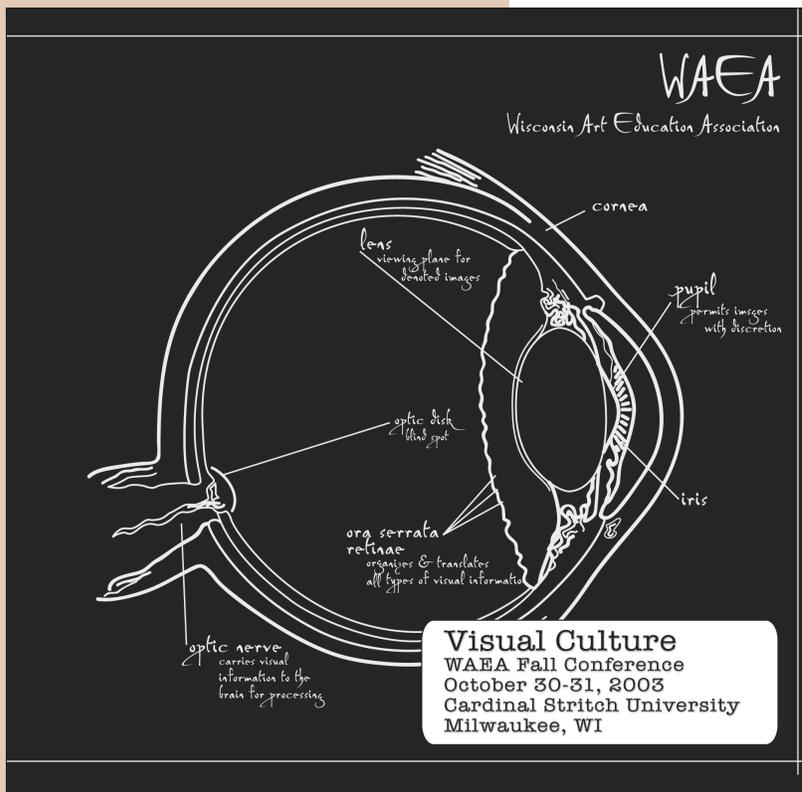
"They don't realize they are able to check it out," he said. "And if they do, some people are afraid to use it because they don't know how. I'm here to help them and train them."

Equipment request forms, which should be turned in at least 48 hours in advance, are available at the Library Circulation Desk. Requests are accepted Monday through Thursday only. However, Wick encourages people fill out the forms online.

The online form, along with a list of available equipment, is accessible through the Stritch Web site. Go to the Library home page at <http://library.stritch.edu/> and click Audiovisual Department. The equipment request form is on the left side of the page, along with an audiovisual survey, which Wick said he would like people to fill out.

"It will help us serve faculty, staff and students better," he said.

For more information, call Ext. 4267.



Design by Melissa Toussas, '03

## Wisconsin art teachers to attend conference hosted at Stritch

Stritch's Art Department is hosting this year's Wisconsin Art Education Association conference, which takes place Thursday and Friday on campus.

About 250 to 300 high school art teachers from around the state are expected to attend the conference, which will provide workshops and presentations that address various art education and visual culture issues.

"This is an opportunity for art teachers to come together to share techniques and ideas about teaching art," said Tim Abler, assistant professor of art at Stritch and conference co-chair.

"It's also a great opportunity for us to be the host of this conference," he added. "It's a very effective way of getting teachers here on campus to let them know who we are as a university. And hopefully they'll then encourage their students to come here."

During their two-day stay, teachers will have the opportunity

to experience Stritch, tour the Bradley Sculpture Gardens, attend a panel discussion focusing on cutting-edge developments in visual culture and visit the home of artist Mary Nohl, whose Fox Point cottage on Lake Michigan is cared for by the Kohler Foundation.

Conference keynote speakers include arts education specialist Laura H. Chapman and electronic artist and painter Ed Paschke. Chapman, author of 32 books and numerous articles, is known nationally and internationally for her work on basic policy issues, curriculum design, professional development and assessment in visual art education. Paschke, whose work is on display in the Northwestern Mutual Art Gallery at Stritch, has been exhibited across the globe and received dozens of awards.

Although helping organize the conference required plenty of work, Abler said it's a great opportunity for Stritch and "it's good for networking."

## New associate dean named for COB Region 1

**K**athleen Radionoff is the new associate dean for Region 1 of Stritch's College of Business. She started Sept. 22.

"I'm very excited to be here," she said. "I think the University has a great future in the community. I'm excited about the Capital Campaign and the quality, reputation and mission of Cardinal Stritch University."



Radionoff

Radionoff received her bachelor's degree in business from Michigan State University, an MBA from the University of Minnesota and a master's of science degree in e-business from the University of Wisconsin-Milwaukee.

Before joining the COB management team, Radionoff was the chair for Graduate Business Programs at the University of Phoenix Wisconsin Campuses. She is a certified fund raising executive and has worked as the regional director of philanthropy for Aurora Health Care, the executive director of Kindcare and the director of marketing and strategic planning for Goodwill Industries of Southeastern Wisconsin.

In her new position, Radionoff oversees Region 1 part-time faculty and is responsible for the operations and facilities of the Milwaukee region. "She is an integral part of the overall management and leadership of the College of Business," said Dean Gary Ross.

# Financial Aid does a turn-around

**A**n office that was mired in difficulties in recent years has taken a number of steps to turn itself around and better serve students.

Five years ago, Financial Aid's problems centered primarily on technology and staff size.

"The University was growing fast, and Financial Aid had not kept up with the growth," said John Mueller, office director. Major concerns were that service was too slow, information was not being processed quickly enough, and compliance with federal regulations was being jeopardized. Student retention became an issue.

With the help of consultants, operations within the College of Business and the three other colleges were examined as two separate entities. As a result of the study, all College of Business financial aid services were outsourced in December 2001 to Affiliated Computer Services (ACS), which is based in Phoenix. That firm employs 12 to 15 people who are dedicated to processing financial aid exclusively for the College. Before contracting with ACS, the Financial Aid staff in Milwaukee serviced all four colleges, and five years ago that staff numbered five; now, in addition to the ACS staff, 10 people work in Milwaukee and two in Minnesota.

"We now have more than 20 people serving our students, and since spring of 2001, each college has its own financial aid counselor," Mueller said. "So, it's easier to find someone to talk to and to get specific questions answered, we can handle the workload, awards are going out

two to three months earlier than before, and students have access to their funds on time."

In 1999-00, Stritch started using PowerFAIDS software, which has increased the ability to track and communicate with students and vastly improved productivity in fund transfers, reporting and awarding, Mueller said.

As a result of all these efforts, long lines outside Financial Aid's door are gone, and student complaints are at what Mueller calls an acceptable level.

"Students are not coming in and saying, 'You're doing a great job,' but they're also not coming in and saying, 'You're screwing up my life!'" Mueller said with a chuckle.

"The only way we can transform lives is by giving students access to higher education. We wanted to remove financial barriers to attending Stritch. That was the goal, removing barriers and having financial aid as a behind-the-scenes office, not something they're worrying about on a daily basis. That's what we tried to do, and I think we've been successful with it."

"We now have more than 20 people serving our students, and since spring of 2001, each college has its own financial aid counselor."

—John Mueller

## Correction

In a story on new technology in the Oct. 14 issue of *The Troubadour*, incorrect contact persons were listed for faculty interested in working with new technology carts. Rob Wick, Media Services coordinator, at Ext. 4267, is the contact person.

## Tell us what you think

Your feedback is important. Please tell us what you think of *The Troubadour*. If you have story ideas, send them our way. E-mail us at [prdept@stritch.edu](mailto:prdept@stritch.edu).

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*All copy in The Troubadour is written by Linda Steiner and Amanda Freiberg of Public Relations.*