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The Troubadour, Issue 45 (December 6, 2005)

Cardinal Stritch University

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THE TROUBADOUR

DECEMBER 6, 2005

ISSUE 45

UPGRADED TELEPHONE SYSTEM DESIGNED TO IMPROVE SERVICE

The Technology Services department has announced a major upgrade to Stritch's telephone system that will increase the University's capacity to serve its constituents by linking callers to those best able to help them.

"The upgrade is being made to provide us with added capabilities to route and distribute calls to real people," Ralph Brown, director of telecommunications. "We believe that it will greatly increase our capacity to serve the campus community."

While the primary reason for the upgrade is to improve outdated technology, an added benefit is how this new technology relates to the one-stop service model being implemented by Enrollment Services.

"We want to make sure that when people call, they get a live person who knows how to answer their question," said John Mueller, associate vice president for Enrollment Services. "This new technology will really help improve our customer service."

With the new system, callers will be able to select from a wider variety of options that will put them in touch with whoever can best assist them. One of the main advantages of the new system is that Stritch employees in various areas will be available to callers based on their areas of expertise.

"For instance, if my skills are listed as financial aid and admissions, I'm on the list of those to whom calls related to those areas of expertise can be routed," Mueller said. "In addition, the new system will allow us to generate better, more detailed reports on call traffic so that we

can make adjustments and continue to improve our service." More detailed information on how the new system will integrate with the one-stop model will be available in the future.

No changes to the current telephone system, such as moving lines to new locations, will be allowed from Dec. 9 through Feb. 6. Phone lines for new employees will be added with the approval of Human Resources.

Emergency changes will be made as needed and with the approval of departmental heads. All desk phone sets will remain with no changes, but employees will have to reset their outgoing voice mail messages after Jan. 17, when the new system will be up and running.

Brown stressed that all precautions are being taken to ensure that telephone service will not be disrupted during the conversion process, other than for scheduled interruptions. All faculty and staff will be notified prior to such work, which Brown said usually takes place late at night or on a weekend.

Several other changes to Stritch's telecommunications infrastructure unrelated to the system upgrade also are being made. All pay phones on campus are being removed before the end of the year, while all campus courtesy phones will now feature on-campus, free local calling to area codes 414, 262, and 920, including 911 calls.

Further details on scheduled service interruptions will be made available as the project moves forward. Any offices with special concerns or questions are encouraged to contact Brown at Ext. 4501 or rhbrown@stritch.edu.



THE HOLIDAYS ARRIVE IN THE GREAT HALL

With the theme of “Gathering Amidst the Lights of Assisi,” the annual Tree Lighting ceremony was held Dec. 2 in the Great Hall. Several events marked the afternoon, including the Assisi Pilgrim’s Chronicle, the tree lighting itself, and the president’s reception, which took place in the Student Union.



This year’s Assisi pilgrims, Father Bob Lotz, Dave Wegener, Linda Plagman, Ruth Waite, and Margaret Pofahl, shared their reflections on Assisi through a series of questions examining the significance of place, event, and meaning at various locations in and around Assisi.

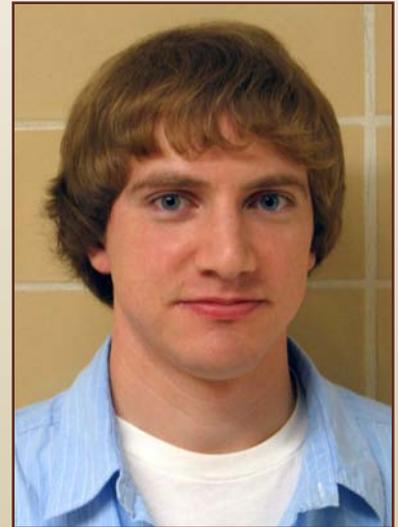
The pilgrims presented Sr. Mary Lea with a ceramic oil lamp engraved with the Tau cross, the symbol of

Franciscans, and a wall hanging depicting Assisi. Sr. Mary Lea also was given a fishing cap and a T-shirt emblazoned with Father Sun and Sister Moon.

After Sr. Mary’s Lea’s annual Christmas address and preceding the lighting of the tree, students from the Stritch Orchestra, led by instructor and cellist Laura Deming, performed “Silent Night” and other seasonal carols, including a duet by Deming and student vocalist Meaghan Morrissey.

Faculty and staff gathered in the Student Union after the tree lighting for refreshments and to socialize with colleagues.

*New
Stritch
staff*



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THE TROUBADOUR

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