Crisis Communication Affects All Employees

We all experience times of "crises" throughout our personal and professional lives. While our manner of handling such incidents in our personal life may differ somewhat from another individual's reaction, dealing with critical situations in a business operation often requires us to coordinate and communicate with a greater number of people in order to bring about a resolution to the incident and restore a business operation to normal routine.

"In a growing and increasingly complex organization such as Cal State, the need for a clear procedure for internal communication during critical incidents is crucial," notes Cynthia Pringle (Public Affairs.)

That's where you come in. You should be aware of a procedure statement that has been written by Public Affairs to provide some direction for internal communication during the management of a critical incident. A "crisis" is defined as an event or series of events that could affect the health or well-being of individuals associated with the university—or the university itself—beyond the everyday problems of living and working.

The procedure statement defines three broad areas of critical incidents, ranking them from the most severe to the bothersome, and outlines the communication procedure that should be employed within each category. The essence of timeliness in reporting the details of the incident to university personnel who need to know is what differentiates each of the "levels" for the procedure on communication.

Developed by Public Affairs with the help of Art Butler (Administrative Services), Dr. Juan Gonzalez (Student Services), Ed Harrison (Campus Police), Dale West (Personnel) and Dr. J.C. Robinson (Academic Personnel), the statement was endorsed by the Administrative Council on Feb. 11. At that time, council members echoed the need to use this document as a starting point for discussions within each division about the type of information that should be reported within this process. Gonzalez reported that he already has used the statement as a focus for discussion with members of his staff and will continue to do so in the future.

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Popular American Opera
"Susannah"
Staged in Dual Departmental Venture

A young women's innocent bathing in a creek near her Tennessee hills home turns to scandal in the opera "Susannah," which opened last night in the Recital Hall.

Tagged in 1956 as the best American opera since "Porgy and Bess," the play is a joint venture between the Music and Theatre Arts departments. While searching for a baptismal spot, elders from the local church in New Hope Valley later blame Susannah for the lust they felt after seeing her "naked as a jaybird in the baptism creek," says one of the play's characters.

The play points to a "tremendous contradiction in our society," says Dr. Amanda Sue Rudisill (Theatre Arts), who directs the production. "We constantly blame other people for our own shortcomings."

Susannah will be played by soprano Susan Roe, an adjunct professor in voice at both U.C., Riverside and Loma Linda University. Roe has performed with the Long Beach Opera, with the Inland Opera Company in Redlands and at the Cabrillo Opera Festival in Aptos, CA.

An itinerant preacher, Olin Blitch, leads New Hope in the town's condemnation of Susannah. Blitch confronts her, solicits a confession and eventually seduces her. "I don't want him to come across as the stereootypical televangelist," Rudisill says, "but as a good man who really believes in what he's preaching" and who is "just caught in a weak moment."

When "Susannah" was first staged, Rudisill herself was growing up in Hanover, PA, a small town similar to New Hope in its philosophies. Her mother, who was separated at age 32 and "never went out" for fear of what others might think of her, was one of maybe two or three single parents in town, recalls Rudisill.

Curtain time is 8:15 p.m. for all evening performances of "Susannah," which will be held March 2, 6 and 8. The March 10 performance is a 2 p.m., Sunday matinee. Tickets are $8 for general admission, $5 for seniors and $3 for students. Call Ext. 5876 for ticket availability.

Construction Update

The Classroom/Student Services/Faculty Office Building (CSSFOB) and the 802-space parking lot projects are both on schedule and progressing well, reports William Shum (Physical Planning & Development). Starting this week, exterior concrete panels are being installed on the new building. This process is scheduled to be completed by late April. Interior partitions and mechanical systems also are being installed on this new building. To date, this project is about 50 percent complete.

Encouraging progress also is reported for the 802-parking space parking lot. The general contractor has completed the asphalt paving and concrete curbs for the planters. Work yet to be completed include landscaping, painting and lighting. The university currently is negotiating with the contractor for a possible early occupancy of this new parking lot. The lot is expected to relieve parking congestion and to provide ample parking closer to the 130,000 sq. ft. CSSFOB.

For the Record . . .

Due to a reporting error, employment background information on Nancy Rouse (Business & Public Administration) was incorrectly published in the last issue of the Friday Bulletin. Rouse joined the CSU system in 1969 and was employed at CSU, Los Angeles in the Department of Mathematics and Computer Science since 1976.

Another inaccuracy published in the Feb. 15 Bulletin stated that "all" television scripts for "Father Dowling Mysteries," "Twilight Zone" and "Smurfs" were authored by Cal State alum Michael Reaves. However, only select episodes of these shows were actually written by this graduate.

And due to a production error in the last Bulletin, a safety tip for female motorists appearing in the "Freeway Attacker" story was not printed in its entirety. The complete quote is: "Do not stop under any circumstances if you are involved in this type of an incident. Keep your windows shut and doors locked. Proceed with caution to your destination and immediately report the incident to your local law enforcement agency." -- Ed Harrison (Public Safety)
Coyote Winter Wrap-up
by Dave Beyer, sports information director

The winter sports' seasons may have given CSUSB teams the "cold shoulder" in the won-lost column, but the Coyotes provided fans with some outstanding individual and team efforts in preparing for the upcoming move to NCAA Division II status next season. The following is a brief synopsis of basketball and swimming, for both men and women.

MEN'S BASKETBALL
Male "hoopers" found themselves often just a few points away from changing the entire complexion of a 6-20 season. The Coyotes lost a total of nine games by five points or less which, if turned around, could have made a world of difference for a team with only one senior.

"We took on some of the best teams from Division II, Division III and NAIA," said former head coach Jim Ducey. "And I felt we did a pretty good job for most of the season. This team has matured and come along way over the course of the year. You can't ask much more of your players."

WOMEN'S BASKETBALL
CSUSB women's basketball coach Gary Schwartz went through some growing pains this season. The Coyotes played 10 of their 26 games this season against NCAA Division II teams, winning twice en route to a 10-16 record. CSUSB never even saw a team from within its own Division until January 5--over two months into the season.

"Teams sometimes have to endure these types of years if you want to accomplish an even greater goal for the future," says Schwartz. "It is easy for teams to 'pad' a schedule. But that doesn't help you at all...except for the temporary, immediate thrill of a winning record. I'm more concerned with gaining respect for the CSUSB women's basketball program and establishing a reputation to coincide with our move up to Division II."

MEN'S & WOMEN'S SWIMMING
Head Swimming Coach John Christie continued his efforts to raise the university's swim programs a notch in preparation for the California Collegiate Athletic Association (CCAA) and Division II next winter. The Coyote men were 3-5 in dual meets, while the women were 3-6.

"Swimming is one of those unique sports where you can't look, wholly, at a team's record to measure success in competition," explains Christie. "What I consider to be a 'winning' season is when an athlete works hard enough to see a marked improvement in his or her times in the pool over the course of the year. The fact that the majority of our swimmers showed this type of improvement, and a good work ethic, makes me view the year as a success."

Where's My W-2?

With tax time right around the corner, many of us are dusting off the ole calculator and gathering our personal papers in preparation for an annual April 15 date with Uncle Sam. But wait, where did I put that W-2 form?

Don't panic, help is only $5.29 away. Duplicate copies of W-2 forms are available from the State Controller's Office, reports Don Sappronetti (Accounting). Simply send a $5 money order, cashiers check or personal check to the address provided below. Be sure to include your social security number and the words "Dup W-2" on the check or money order. Only written requests will be acknowledged.

Here's that address: State Controller's Office, Personnel/Payroll Services Division, Attention: Program Support Section, P.O. Box 942850, Sacramento, CA 94250-5878.
Eligibility for Military Leave and Reinstatement Rights...

All California State University (CSU) employees who are members of the Reserve Corps of the Armed Forces of the United States or of the National Guard are entitled to a military leave if they are ordered to active duty.

Due to the Middle East crisis, please note that there are three types of leave: emergency, temporary and indefinite.

Emergency Leave.
A National Guard member ordered to active duty during a proclaimed state or national emergency is entitled to receive normal salary for up to 30 days, regardless of the number of proclamations of emergency that may be issued and in addition to salary paid under the other types of military leave. There is no service requirement for emergency military pay, but the leave may not exceed the duration of the emergency.

Following an emergency military leave, an employee has the right to return to the position held at the time the leave began.

Temporary Leave.
A reservist or National Guard member ordered to temporary active duty is entitled to a leave for the duration of active duty, up to 180 calendar days. If the employee has at least one year of state service immediately prior to the date on which the leave begins, the employee is entitled to receive normal salary for up to 30 calendar days. Temporary and indefinite military pay may not exceed a total of 30 calendar days in any one fiscal year.

Following a temporary military leave, an employee has the right to return to the position held at the time the leave was granted. If the position no longer exists, the employee must be reinstated to a position of comparable seniority, status and pay. If such a position does not exist, the employee shall have the same rights and privileges that would have existed if the employee occupied the position when it ceased to exist.

Indefinite Leave.
Indefinite military leave may be granted if the President or Congress declares a condition of war or national emergency, or when U.S. armed forces are serving outside the U.S. at the request of the United Nations, or when there is a national conscription act in effect. If the employee has at least one year of state service immediately prior to the date on which the leave begins, the employee is entitled to receive normal salary for up to 30 calendar days. Temporary and indefinite military pay may not exceed a total of 30 calendar days in any one fiscal year.

Following an indefinite military leave, the employee has the right to return to the same position within six months of termination of active service with the armed forces. However, termination of active service must be not later than six months following the end of the war or national emergency. An employee whose position has ceased to exist during the leave must be reinstated in a comparable position if one exists, or in a comparable vacancy for which the employee is qualified.

Moreover, all CSU employees who are on active duty on or after January 1, 1991, as a result of the Iraq-Kuwait crisis, shall receive the difference between their military pay and their CSU pay for up to 180 calendar days. The 180 days are in addition to the 30 calendar days of full pay provided under the existing statute. In addition, employees' state-provided benefits will be continued at the current rates. Any eligible employees whose benefits have lapsed due to Iraq-Kuwait military duty shall have benefits reinstated effective January 1, 1991.

Employees who are ordered to active duty must notify their supervisor and the Personnel Office by providing a copy of their military active duty orders and an estimate of their military base pay by completing the military leave work sheet. The military leave work sheet can be obtained from the Personnel Office. Employees may make prior arrangements with Personnel if call-up is anticipated or have someone with a designated power of attorney provide this information to the Personnel Office.

More information may be obtained by contacting the Personnel Office at Ext. 5138.

Accounting Office Recognized for Support of Troops in Gulf

A special Scroll of Thanks recently was given to the Cal State Accounting Office by Troop #582 of the San Gorgonio Girl Scout Council, reports Don Sampsonetti (Accounting). Employee Johnnie Page (Payroll) says she learned of the scouts' "Troops for Troops" project through co-worker Tricia Gallagher (Accounting) who was selling cookies for a friend's daughter. Page got her colleagues involved and her efforts resulted in sales of 32 boxes of cookies for our troops in the Gulf.

If your division, department, office or co-workers are making special efforts to support our troops in the gulf and would like to share the details with the campus community, please contact the Bulletin staff with this timely news.
Volunteers Needed for Academic Decathlon

Members of the campus community are invited to participate in the California Statewide Academic Decathlon, scheduled for Friday, March 15, and Saturday, March 16, at U.C., Riverside, reports Dr. Dennis Hefner (Academic Affairs).

"I would like to encourage you to participate as a volunteer judge for this academic competition. Your participation will provide an excellent opportunity to meet some of the finest high school students in our state, and to contribute to a program that truly recognizes and rewards academic talent," states Hefner in a recently circulated campuswide memo. "This campus will host the 1992 Statewide Academic Decathlon, and the 1991 competition will be an excellent introduction to this outstanding event." Individuals wishing to participate or seeking more details, may contact Joel Nossoff (Undergraduate Studies) at Ext. 5032.

On a related issue, Nossoff reports that twenty-eight members of the Cal State community volunteered their time and talents by assisting with last November's San Bernardino County Academic Decathlon held on our campus. In addition to Anita Rivers (Relations With High Schools), who served as campus coordinator and a judge for the event, a special note of thanks also is extended to the following participants:

NAME  
Sylvia Baez  
Dr. Elliot Barkan  
Dr. Gabriel Bassary  
Yvette Butler  
Dr. Susan Cooper-Shoup  
Dr. Lynne Diaz-Rico  
Dr. Charles Funkhouser  
Dr. Beverly Hendricks  
Dr. Joseph Jesunathadas  
Dr. Patricia Kelly  
Dr. Glen Kraig  
Pamela Langford  
Tammy Lybrand  
Tara McDonald  
Dr. Kenneth Miller  
Dr. Kelly Morton  
Dr. Richard Moss  
Cheryl Osborne  
Dr. Tom Pierce  
Sylvester Robertson  
Diana Rodriguez  
Dr. Rowena Santiago  
Dr. Geraldine Slaght  
Dr. Mary Smith  
Kathy Snell  
Dr. Phillip Taylor  
Dr. Joseph Turpin

DEPARTMENT  
Student  
History  
Management  
Student  
Secondary/Vocational Education  
Elementary/Bilingual Education  
Elementary/Bilingual Education  
Elementary/Bilingual Education  
Elementary/Bilingual Education  
Secondary/Vocational Education  
Development  
Student  
Student  
Advanced Studies  
Psychology  
Economics  
Student  
Economics  
Elementary/Bilingual Education  
University Relations  
Elementary/Bilingual Education  
Secondary/Vocational Education  
Marketing  
Student  
Academic Resources  
Advanced Studies

Campus Welcomes Guest Pianist and Presents Three March Concerts

Campus musicians are tuning their instruments for three free March concerts as they prepare to welcome internationally acclaimed guest pianist, Max Lifchitz, for a special presentation.

Jazz lovers can enjoy the sounds of the Jazz Ensemble on Tuesday, March 12, at 8:15 p.m. in the Recital Hall of the Creative Arts Building. Under the direction of Dr. Richard Barnet (Humanities), this group is jazzed to perform Russell Ferrante's "Room With a View," Jay Daversa's "Bossa De Ada Potato" and Miles Davis' "All Blues." Other selections will include "Cablevision" by George Shutack and Dave Brishin, "Lead Me Into Love" by Steve Love and Larry Preatiss and "720 on the Books" by Harold Adamson, Jan Savit and Johnny Watson.

Leading American composers will be saluted when the Wind Ensemble presents another free concert on Wednesday, March 13, at 8:15 p.m. in the Recital Hall. Under the direction of Dr. Carolyn Neff (Music), such classics as Andrew Lloyd Webber's "Phantom of the Opera" and William Schuman's "Chester" will be featured. Other classical selections, such as "Punchinello" by Alfred Reed, "Pageant" by Vincent Persichetti and "Fantasies on a Theme by Haydn" by Norman Del Joio, will be included in the evening's program.

Pianist/composer/conductor Max Lifchitz will share his musical talents through a free lecture/demonstration performance at noon, Thursday, March 14, in the Recital Hall. The San Francisco Chronicle hails this musician as "A young composer of brilliant imagination and a stunning, ultra-sensitive pianist." Recognized internationally for his versatility as a composer, performer and educator, Lifchitz is the founder and director of the New York City-based chamber ensemble North/South Consonance.

Educational Leader to Be Honored

Dr. Mildred Dalton Henry (Advanced Studies) will be recognized as the recipient of the "1990 Woman of the Year" award honoring her for her many community service activities during an upcoming dinner event sponsored by the Provisional Accelerated Learning (PAL) Center.

"I was especially honored to receive the award because there were other women who had outstanding achievements," said Henry who was one of nine nominees. She attributes the selection to her role in developing a network between higher education and the community, and notes that she believes that the honor signals a greater emphasis on education.

"I have a problem in accepting this award because of my cultural background," adds Henry, who shares that she had learned, as a child, to downplay compliments. "I accepted it so that hopefully it will generate more avenues of support."

Last March, she received the "1990 Woman of the Year" award from the 66th Assembly District of the California State Legislature. In announcing this honor, Assemblyman Jerry Eaves (D-Rialto) said, "Dr. Henry richly deserves this distinction. She has made many outstanding contributions and has inspired others to become actively involved in working toward the betterment of their communities."

In 1984, Henry founded the PAL Center and continues to serve as its director. PAL provides numerous community-based education and preparation programs to Inland Empire residents, including an annual summer "Earn and Learn" program, geared to youngsters ages 14-21 who hail from local low-income families. Last summer, over 70 "Earn and Learn" youngsters attended math, computer science and reading classes on the Cal State campus.

Henry joined the School of Education in 1983 and received tenure as an associate professor in 1987. The recipient of numerous honors, including the Distinguished Alumna Award from the National Association for Equal Opportunity in Higher Education, Henry is listed in "Personalities in America," "Who's Who Among Black Americans," "International Directory of Distinguished Leadership" and the "World Who's Who of Women." She holds a Ph.D. in counselor education from Southern Illinois University.

Members of the campus community are invited to attend the PAL fundraising event scheduled for March 8 at the National Orange Show. For information, call the PAL Center at (714) 887-7002.

Critical Incidents Definitions

Level 1: ACUTE
(Excludes major natural disasters that evoke the functioning of the Emergency Operations Center.)

Situations involving serious physical injury or death of an employee, student or campus visitor; criminal assault; events having the potential to generate more harm to life, limb or property (such as a faulty building or power outage); events having widespread impact that require multilevel management decisions.

Level 2: CHRONIC
Events and incidents having the potential for controversy, such as personnel dismissals; sexual harassment complaints; racial discrimination charges; handicapped access issues; occurrences with public image implications; situations generating limited individual impact on employees, students and normal business operations that require a coordinated approach to incident management.

Level 3: LATENT
Single-issue incidents involving sole individuals who may precipitate public inquiry by their bizarre or unusual behavior or illegal activity (i.e. possession of drugs or alcohol); routine annoyances and nuisance cases, as defined by campus police.

Employees knowledgeable of or witnessing events or incidents similar to those mentioned above are encouraged to share this information with their immediate supervisor; he or she is aware of the proper internal communication management procedure.

Rockwell Supports Cal State

Inagural Event Spotlights Educational Careers

Elementary, secondary and student teachers, as well as counselors, are invited to Cal State's first Career in Education Job Fair on Saturday, March 23, from 10 a.m.-2 p.m. in the Upper Commons. Workshop topics will cover interviewing skills, resume writing, the job search and opportunities in education. Sessions will be facilitated by representatives of several local school districts. More details on this event are available from the Career Development Center at Ext. 5250.
COMMUNITY SERVICE

Dr. Robert Blackey (History) spoke on “Robots and People” at the meeting of the Greater Los Angeles Area Mensa on Feb. 15.

Dean Aubrey Bonnett (Social & Behavioral Sciences) addressed “African-American Role Models” to over 300 students at Curtis Intermediate School on Feb. 15 in observance of Black History Month.

Dr. Derk Bruins (National Security Studies) presented “U.S. National Security to the Year 2000” at the Feb. 27 meeting of the Kiwanis Club of Hemet.

Editors Note: Also see page 5 for a listing of Academic Decathlon volunteers.

Dr. Leo Connolly (Physics) presented “Modern Astronomy and the Space Program” at the Jan. 29 meeting of the Kiwanis Club of East San Bernardino.

Dr. Sandra Cross (Health Science) spoke on “Nutrition, Exercise and Weight Control” at the Feb. 26 meeting of the East San Bernardino Kiwanis Club and at the Feb. 28 meeting of the Crestline Rotary Club.

Dr. G. Keith Dolan (Advanced Studies) addressed “Sports Oddities” at the Feb. 19 meeting of the East San Bernardino Kiwanis Club and to members of the Palm Desert Kiwanis Club on Feb. 20.

Dr. Morley Glicken (Social Work) attended the California Conference of Mental Health Advisory Boards in Long Beach on Feb. 7-8. Glicken represents the Fifth District of the San Bernardino County Mental Health Advisory Board and specializes in concerns relating to severely emotionally disturbed children.

Ed Harrison (Public Safety) presented “Bridging the Gap Between Law Enforcement and the Black Community” on Feb. 10 at New Hope Baptist Church as a participant of Law Enforcement Appreciation Day.

Dr. Karen Kolehmainen (Physics) addressed “Stars, Galaxies and Their Evolution” at the meeting of the Greater Los Angeles Area Mensa on Feb. 17.

Dr. David Sline (Advanced Studies) spoke on “Time Management” to members of the Riverside Visitors & Convention Bureau on Feb. 26.

Dr. Thomas Timmreck (Health Science) spoke on “Stress & Aging” to seniors residing at Leisure Point, a retirement facility, on Feb. 19.

EMPLOYMENT OPPORTUNITIES

Current job vacancies can be seen on Channel 3, the community access station in San Bernardino. Information also is available on a 24-hour hotline which is updated at 2 p.m. Fridays. Due to ongoing recruitment activities and the Bulletin production schedule, some vacancies may not be listed here. For a complete listing of positions, call the hotline. Applications will be accepted until the dates listed below:

Admissions:
Clerical Assistant I
(2 positions)
$786.50-$926/mo.; part-time, temporary through June 30, 1991.
Apply by March 15.

Campuswide Clerical Positions:
(current & future openings)
Clerical Assistant II
$1,692-$1,995/mo.; full-time, permanent and full-time, temporary through June 30, 1991.

Clerical Assistant II-
$9.76-$11.51/hr.; temporary.
Open continuously.

Foundation:
Food Service Worker II-
$5.75-$6.99/hr.; up to full-time, temporary.
Apply by March 15.
(not a state position)

Project Secretary I-
$10.06-$11.35/hr.; approximately 20 hours/week, from March 25-July 12, 1991.
Apply by March 15.
(not a state position)

Services to Students With Disabilities:
Interpreter/Transliterator I-
$6.79-$15.65/hr.

Interpreter/Transliterator II-
Open until filled.

Personnel
New Employees,
Full-time, temporary until June 30, 1991
Keri Maijala
Clerical Assistant I
Extended Education
Ext. 5975, PL-560

Part-time, temporary until June 30, 1991
Alinda King
Buyer I
Purchasing
Ext. 5142, AD-116
C·A·L·E·N·D·A·R

Saturday, March 2

Men's Tennis.
Claremont-Mudd College.
9 a.m.

Baseball.
U.S., San Diego.
Noon. (Doubleheader)

Play.
"Susannah," a popular American opera produced jointly by the Music and Theatre Arts departments.
8:15 p.m., Recital Hall, Creative Arts Building.
Other evening performances on March 6 & 8. On March 10, a 2 p.m. matinee is scheduled. Call Ext. 5876 for ticket prices & availability.

Monday, March 4

Baseball.
Elizabethtown (PA) College.
3 p.m.

Tuesday, March 5

Baseball.
Juniata (PA) College.
3 p.m.

Wed., March 6

Women's Studies Lunchtime Speaker Series.
"Abortion Issues in the Works of Black Female Playwrights," by Dr. Kathryn Ervin (Theatre Arts).
Noon-1 p.m., Sycamore Room, Lower Commons.
Free.

Friday, March 8

Baseball.
Southern Utah State University.
3 p.m.

Lecture.
Faculty response by Dr. Eldon Lewis (Accounting & Finance).
7 p.m., Sycamore Room, Lower Commons.
Free.

Wednesday, March 9

Women's Tennis.
Mount St. Mary's College.
11 a.m.

Baseball.
Southern Utah State University.
Noon. (Doubleheader)

Softball.
Christ College, Irvine.
Noon. (Doubleheader)

Tuesday, March 12

Lecture.
"Environmental Policy Making in Western Europe," by Dr. Kenneth Hanf, Erasmus University, Rotterdam, Netherlands.
Noon, Sycamore Room. Call Ext. 5762 for details.

Men's Tennis.
Mesa (CO) College.
1 p.m.

Women's Tennis.
Mesa (CO) College.
2 p.m.

Baseball.
Biola University.
3 p.m.

Concert.
The Wind Ensemble performs under the direction of Dr. Carolyn Neff (Music), performs classical works of famous American composers.
8:15 p.m., Recital Hall, Creative Arts Building.
Free.

Thursday, March 14

Guest Pianist.
Max Lifchitz, internationally acclaimed pianist/composer/conductor, presents a special lecture/demonstration.
Noon, Recital Hall, Creative Arts Building.
Free.

Friday, March 15

Men's Tennis.
California Baptist College.
2 p.m.

Athletic events listed here are home contests. All baseball games are held at Fiscalini Field, 1007 E. Highland Ave., San Bernardino.