

CAMPUS NEWS

OBSERVER

A new look and attitude at Blumenthal

By Cheryl Marie Moore
Editorial Editor

Rutgers-Newark students, faculty, and administration recently had a ribbon-cutting ceremony to celebrate the grand opening of the renovated third floor at Blumenthal Hall, after completing 14 months of construction and spending \$600,000.

Among the food, Caribbean music, and balloons, the mood of the third floor crowd was one of excitement and anticipation for the prospects of the new Financial Aid, Business, and Registrar's offices.

Chris Caracino, director of Business Services, who has worked 16 years at Rutgers University (two years at R-N) said he feels that the new construction is "a vast improvement of what they had before."

Associate Provost Gene Vincenti feels the overall objective of the third floor design was to "encourage communication between students and staff."

"For many years, I have been hearing students and staff complain about the third floor and the different views of what people wanted, said Provost Norman Samuels.

Samuels said that he would hear mu-

tual complaints of how students and staff were rude to each other or that students were not prepared with the right information when they came to the Blumenthal offices for help. Samuels said he felt that a "mall-type" atmosphere for the third floor was appropriate for allowing students and staff to

Mel Brown, director of Financial Aid, said he believes, "This will dramatically improve personnel morale and service to students and others."

Since June, Associate Provost Carol Martancik said she has focused on implementing staff groups that are dedicated to working on customer service programs also known as Quality and Communication Improvement (QCI).

"There are five teams working on different parts of the student services program: service expectations, inter-departmental communications, traffic management flow, rewarding and recognizing staff and marketing," Martancik said.

According to Martancik, a person who deserves special notice is Sherrie

Tromp, who "contributed a level of energy and ideas on how to make the integration of the five teams of QCI successful with regard to their original goal."

Tromp said she believes that the objective of the project is a "rededication to the kind of commitment that each office had. To create better service together than individually."

Raymond Smith, associate provost for Student Affairs, agreed with Tromp that the new third floor design was created to "enhance the environment for students and staff by providing a higher overall quality of service."



The newly-renovated 3rd floor

work together perfectly.

Samuels said he felt that not only was a "physical change necessary, but also a behavioral change, in order for a mutually acceptable working environment."

"Research on other schools was done to see what they did and what worked for them. Thus, this is how the open-space for a "mall-type" atmosphere came about," Samuels said.

According to Ron Lombardi, supervisor of Grants for the Newark Campus, the new design and mall-like environment "allows us the opportunity to work on many things at the same time."

"This will give students an opportunity to be on a more personal level with the staff," said Flor Baez, accounting clerk for the Business office.

R-N student Alex Arencibia said that the new design "provides a more soothing atmosphere perceptually."

After the ceremonial ribbon was cut, Samuels announced the third floor mission statement to the crowd of over 50 people.

"We are committed to providing quality service in an environment that promotes mutual courtesy, respect and responsibility," said Samuels.

Because certain information was accidentally omitted from the original article which ran in the last edition, The Observer is reprinting this article. We apologize to all parties who were affected by the omission.

ADVISORY

Two NJIT students were robbed at gunpoint on the night of November 10 on Dr. MLK Jr. Blvd. near St. Michael's parking lot. The students gave the gunman, who fled in a late model gray car, a total of \$95 in cash, an ATM, and valuable papers.

The suspect may be responsible for a second hold up on November 14.

The suspect is described as a black male in his 20s, 5'7", stocky build with a short beard and mustache.

Rutgers Police advise members of the campus community to make use of the Police escort service by calling (973) 353-5681.

Campus Crime Update

11/14

A 1998 red Jeep Cherokee that belonged to an R-N student was stolen from 169 Washington Street.

11/15

An unattended bag was stolen from Hill Hall in Room 301 and later found in the men's bathroom with several items reported stolen.

11/15

An unattended bag was stolen from Hill Hall. Value \$59.

A computer printer valued at \$1,400 was stolen from a locked office in Conklin Hall.

11/16

A video tripod valued at \$150 was reported stolen from Ackerson Hall.

\$50 in petty cash was stolen from a locked drawer on the 13th floor of the Law School.

11/17

An R-N student was arrested in Woodward Hall for possession and drug paraphernalia.

An R-N student's unattended pocketbook was stolen from Hill Hall. Value \$15.

RU Talkin'

By Joy Dennis

As I'm sure we all know, time flies. But consider the span of time that has passed within the decade of the nineties. It seems that as a generation we made that transition from the wild style of the eighties to the cool, sophisticated style that has served as the signature trademark of the nineties.

Music underwent a drastic change. Family structures, which are becoming increasingly more and more independent, have also changed. Single parent families were the norm this past decade consisting of 49% of all families. These and many other changes affected all of us, in some way or another.

What lies ahead, many of us have speculations about. And the old words of wisdom from long ago still hold true, "in order to know where you're going, you need to remember where you came from." It is fitting then to reflect on: what has been the most memorable event of this past decade to you?

Chris Harding
Junior

Computer Information Systems

The Clinton issue with Monica Lewinsky. It should've been kept personal between him and his wife, but it wasn't. I'm glad it's over with.

Ryan Dionisio
Junior

Computer Science Major

The death of Kurt Cobain.

Monique Baptiste

Junior

Political Science Major

Bill Clinton's inauguration. He was the first Democrat to be elected since Carter. He completely changed the entire international political structure gearing it away from physical and war threats of the Cold War through-out the Reagan era and took the military aspect of American government and turned it more towards economics. The only reason the economy is doing so well is because of Bill Clinton.

Rasool Wright

Sophomore

Criminal Justice Major

I think the World Trade Center bombing simply because it was so close to home. It affected all of us, even in Jersey because TV stations were out and you know, we couldn't go anywhere until everything was solved.

Harold Dean

Junior

Computer Science Major

For a whole month, you couldn't see anything except something about Princess Di's death.

Michael Guthrie

Junior

Business Management

The death of Biggie Smalls the greatest rapper of all time. When someone like that dies, we remember.