



What's New @ the U

Message from the Director

Submitted by Monica Rudzik

Welcome to the New U and our first newsletter. I want to thank our Graduate Assistant, Colleen Ruppert, for taking on the task of producing this monthly update on what's happening in the Student Union. It's a wonderful facility and we hope it is beginning to feel like home to students who visit us each day. Whether you walk in to attend a meeting or program, grab a bite from one of our great choices, watch TV, check your email or take a nap, we are happy you are here.

It's important to us that we hear from you! In a few weeks, you will see suggestion boxes on each floor of the U. Please take a few moments and let us know what you like about the new union and what you'd like to see changed,

added or improved. We also want to invite you to complete our on-line survey as well. Each week we will randomly draw a prize winner from those who take the survey and provide contact information.

We have several exciting projects that we know will enhance the U experience. Union Central Exchange, our convenience store, should be open before spring semester begins. The same is true for Anthony's Hair Salon. Both will be located on the 2nd floor next to the Fairfield Street Entrance.

Thanks to the hard work of the SUBOG Policy Council, the U will start taking on a new appearance inside. The Art Committee is developing a plan to enhance the interior spaces of the building, with a focus on capturing student participation in

clubs and organizations. We think it's going to look great. They are also working on a plan to re-vamp our space reservation process that will help us better manage that precious resource – meeting space.

Finally, please join us on October 21 at 4:00 pm for our grand rededication and ribbon-cutting ceremony. We will also be honoring the individuals who helped make this dream a reality, especially the contributors to the Student Union Enhancement Fund. There will be great music and refreshments so plan to stop by!



Greek Life: A Great New Start

Submitted by Lauren Elliott

The new Office of Fraternity and Sorority Life has gotten off to a great start! Todd Sullivan joined the office as the new Director. Previously, Todd has worked at Tufts University, Florida International University and Indiana Univer-

sity. He also spent two years traveling and consulting for his fraternity, Delta Upsilon. Lauren Elliott is continuing as the Program Advisor. She graduated from UConn in 2005. Jessica Smestad is also continuing as our Graduate Assistant, and this is her second year in the Higher

Education and Student Affairs (HESA) masters program. Both Jessica and Lauren are alumnae of Kappa Alpha Theta. Betty Conklin is also new to the OFSL staff and will be serving as our secretary. Betty has proudly spent over sixteen years within

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Special points of interest:

- October is LGBTQ Awareness month.
- Asian American Heritage Observance starts in October and continues throughout the academic year.
- The Student Union Rededication will be Saturday, October 21.

Office of Fraternity & Sorority Life continued...

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the Division of Student Affairs.

Not only has the full time staff been revamped, but there are also four amazing undergraduate student interns joining the OFSL staff for the fall semester. Victoria Thai is the new Communications Intern. She is a sister of Kappa Phi Lambda Sorority, Inc. and President of the Multicultural Greek Council. Cary Morgan is the Administrative Support Intern. He is the Brotherhood Development Director of the Zeta Beta Tau fraternity. Jenna Tambarro, who joins the staff for her second year as a student intern, and Kate Sullivan are the two Educational Programming Interns. Jenna is currently the Delta



The OFSL Student Interns smile for the camera!

Gamma President, and Kate is an officer of both Kappa Kappa Gamma and Order of Omega.

Since August, the OFSL has been a buzz of activity. The fall community meeting was held on August 27, where approximately 75 students and alumni met with the OFSL staff and several University administrators. On September 12, the Greek informational session, "Meet the Greeks", took place on Fairfield Way. And recruitment for many of the fraternities and sororities is taking place during the last week of September. The OFSL also held officer training sessions in the beginning of September to aid in the transition of new leaders and a new academic year. Two national speakers will be visiting campus this fall; Joel Goldman on October 25, and Marc Katz on November 5.

What You'll See at UCTV

Submitted by Whitney Jefferson

At UCTV there are two major things going on this semester.

First, UCTV is co-sponsoring an event with WHUS called "Fall Fest", which will take place on October 8th. They are bringing renown harpist Joanna Newsom to Von Der Mehnden Recital hall. Tick-

ets can be reserved in advance at whus.org.

Secondly, they are proud to announce their Fall Launch Week, beginning on October 23rd. They will be launching a new schedule of programming, as well as a new website. Look for their promotions on Fairfield Way where they will be giving away free stuff!



Walt Disney World and Customer Service...

Submitted by Mike Bolduk

With many of our manufacturing going overseas, it seems to me that we are becoming a more service oriented country. With that in mind, it makes me nervous for the future of our country since we don't really know how to deliver service at all. I can only think of a few times when I've spoken to someone to purchase something or gotten off the phone with a customer service representative and had a positive experience. And since it is in my nature to indulge myself with my negative experiences, I have all but forgotten the good ones. With that said, I recently

"It makes me nervous for the future of our country since we don't know how to deliver service at all."

took a trip to Disney World and saw their seven guest guidelines, which are posted at every gate where "cast members" or employees of Disney, enter the parks. I want to preface this by saying I have only been to Disney World twice, with the first time being phenomenal, and the second not so good. I have had both ends of the spectrum, but the premise of what Disney is trying to do is what intrigues me.

It goes along with the seven dwarfs and is this;

- Be **Happy**...make eye contact and smile!

- Be like **Sneezy**...greet and welcome each and every guest. Spread the spirit of Hospitality...It's contagious!
- Don't be **Bashful**...seek out Guest contact!
- Be like **Doc**...provide immediate Service recovery!
- Don't be **Grumpy**...always display appropriate body language at all times!
- Be like **Sleepy**...create DREAMS and preserve the "MAGICAL" Guest experience!

The Women's Center Sends a Message

Submitted by Kathleen Holgerson from the Women's Center

This is what a feminist looks like... You have probably seen the T-shirt in your travels around campus. In fact, if you were around this summer, you may have seen the CA's scrambling outside of our storage room to get one, and often asking for another one for their partner, their friend, or another CA.

"Don't mess with me! I'm a feminist!"

This project was initiated last Spring by Estela Lopéz, who is currently a senior, majoring in Women's Studies, and interning at the Women's Center as our Computer Specialist. Estela is also active in the Center's Violence Against Women Prevention Program. Her work is just one of the many examples of the initiative and persistence that students who care about addressing issues of racism, sexism, heterosexism, and other forms of oppression have demonstrated on our campus. If you haven't seen it already – another great example of this is the 2006-2007 Violence Against Women Preven-

tion Program Calendar. For more information, stop by the display case outside of the Women's Center library or visit <http://www.womenscenter.uconn.edu/VAWPP1.htm>

Honestly, we were surprised by the enthusiastic response we received to the T-shirt distribution. "Feminist" didn't seem to be a label that students were clambering to claim for themselves. We heard from students that except for their time at one of the cultural centers or in women's or ethnic studies courses, there wasn't much discussion about feminism or social justice in their day-to-day lives. So why did the T-shirts fly out our door? Obviously one reason – they were FREE!!! But, that didn't guarantee that folks would actually WEAR the T-shirt.

We've heard some interesting stories from folks about the responses they get to wearing the shirt in public...

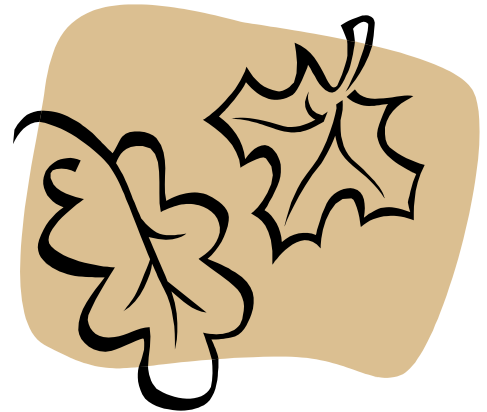
A student was working out at the gym and a man came over and attempted to show her how to use the equipment, *which she was already using*. After she explained that she was all set with it, he looked at her T-shirt, looked at her, and gave her the "Oh, I get it" nod.

And the student who was in her car when she was approached by several strangers, and she cracked her window, showed her

shirt, yelling, "Don't mess with me! I'm a feminist!"

And most recently, Howard Zinn was asked during his presentation "Are you a feminist?" and his response – "Definitely."

So what's your story – we still have a few shirts left and we'd love to add some more interesting tidbits to our collection, so feel free to stop by, get a T-shirt, and find out what happens when our community learns about the diversity of what a feminist looks like.



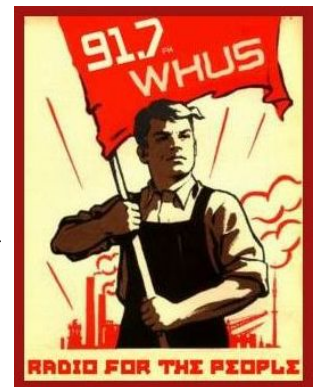
Tune Your Ears into WHUS

Submitted by Dan Warren

The fall 2006 semester brings a lot of exciting things for WHUS Radio. A brand new, state of the art studio is being built, which will increase WHUS's abilities and serve as an excellent experience for anyone wishing to go into the broadcast radio field. By the end of the semester three new studios will be functional in room 412 of the Student Union. Over the next year WHUS will add a Pro Tools advanced production studio as well. In conjunction with the purchase and instal-

lation of an HD Radio transmitter, those who own digital radios can now enjoy WHUS at CD quality sound. WHUS is one of the first college radio stations in the country to convert to a digital transmitter. However, what is even more exciting is that when WHUS utilizes this new technology to its fullest extent they will be able to broadcast two completely different streams of programming simultaneously. All of these technological investments have thrust WHUS to the forefront of college radio in the US today. As a symbol of this, WHUS has been chosen as the only radio station in the

world to broadcast a worldwide digital event in late October coordinated by the International Space Station, the Smithsonian, and Yahoo.





UNIVERSITY OF CONNECTICUT

STUDENT UNION OFFICE

Submissions for the next Newsletter are due Friday,
October 20 by 5pm.

See you at the U!

If you have any questions, comments, or
suggestions please contact Colleen Ruppert at
student0514@ad.uconn.edu

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Chatting with a Building Manager

Written by Colleen Ruppert

Vinny Cataudella is always full of excitement! He is a Senior HDFS major

who is in his second year as a building manager and third in the building. In his spare time, Vinny is extremely passionate about participating in drum corps competitions! He has been involved with the drum corps since 2002.

I asked Vinny a few questions about his thoughts and experiences as a building manager:

What do you like best about working here in the Union?

It's never the same thing twice. Day to day, the building provides so many different experiences.

What is the Union to you?

It's the center of campus, where all the cool events happen. It's the best place to study and hang out.

Favorite part of the building?

Room 324. There are comfy chairs, a nice TV and an awesome view

What is something that most people don't know about you?

I like to write in cursive.

What do you want to do after graduation?

I'm not sure maybe go into Student Affairs?

It Tastes Great at the Market

Written by Colleen Ruppert

After sitting down with Sarah Gittere, the Manager of Union Street Market, I'm reminded just how much every member of a team matters. This is the largest opening that Sarah has participated in, and there have been challenges and successes for her and her staff. It is obvious to me, though, that the folks at Union Street Market have something good going on. Ironically the staff was both a challenge and success. The number of employees Sarah thought they would need, which was initially determined in February, was actually never met, and after the opening she quickly realized that even more would be needed. Currently there are 55 full-time staff members, but a full staff would be best at around 63. The full-time staff began their intensive training in June, and since the opening student staff has really helped to fill in gaps.

With the challenge of being short staffed, Sarah also has the joy of having a great team to work with. She says, "The staff is awesome, [she] can't say enough about them, from the full-time to the wage em-

ployees." The benefit of great resources in the area, culinary schools and more competitive wages, made Sarah's job easier. She spoke highly of her phenomenal chefs and their wonderful creative abilities. In retrospect, Sarah was confident in saying that they made great hiring decisions. Though they interviewed inside and outside applicants, most of the current management staff come from other areas within the UConn retail community. Two of the managers are even UConn grads.

The mix of what is served on each menu has also been really successful. Each area, Tostado, Fireside, Good Earth, Pompeii, the Café, and Market Express were each created from the ground up. Sarah and her team were very intentional about what was included in all aspects of each area, from the branding and logos to the ingredients and paper products. They wanted each to be unique and have its own individual identity. For example, Fireside has grilled vegetables that are different from the roasted ones available at Good Earth. They really wanted to create items that varied and fresh. The

type of food and the frequency of business both require that they are constantly cooking. There is a carefully orchestrated process to keep up with that amount of cooking needed throughout any given day for each area.

In the future Sarah hopes they will be able to package popular items, such as the salads with dressing on the side from Good Earth and chicken and the infamous macaroni and cheese from Fireside, to be available from the Market Express sections. This would allow customers to avoid the lines yet still have the meals they want. Similarly, she is considering setting up family-sized meal combos that include a main dish and sides. And another idea, that may take more time to work out, is a "make your own" pizza that would allow customers to choose all their favorite toppings.

From the great staff to the variety of food, Union Street Market is working hard to keep us full. So if you haven't tried everything yet, you really should check out all the great tastes they offer!