

May 16, 2005

Members of the University Community

I am pleased, Dear Colleagues . . .

. . . to forward for your information a summary of actions approved by The University of Akron's Board of Trustees on April 27, 2005.

Presentation to the Board

1. Stanley Silverman, dean of Summit College, discussed the latest news from the college and its plans for the fall.

Educational Policy/Student Affairs Committee

1. Changes to Summit College

Trustees approved a resolution that arranges for provisional students to be admitted into Summit College rather than University College. Attendant with that change, Developmental Programs will move to Summit College from University College, as will orientation advising for provisional admits. Selected sections of general education courses for provisional admits will be assigned by the home departments to Summit College (similar to sections assigned to the learning communities). Sections will be offered in The Polsky Building and elsewhere across campus. Design and content of the curriculum will rest with the home departments. Assessment, learning outcomes, staffing and course implementation will be coordinated by the home departments and Summit College. The moves are expected to increase the retention rate for provisional students and provide greater opportunities for student success.

2. Academic Program Changes

Trustees approved the following changes in the academic program, all of which were approved by the Provost and recommended by the Curriculum Review Committee and the Faculty Senate:

- Certificates in Racial and Gender Conflict in the Buchtel College of Arts and Sciences, Center of Conflict Management.

In response to student interest and faculty expertise in the areas of racial and gender conflict, the Center for Conflict Management has developed graduate and undergraduate certificates in racial conflict and an undergraduate certificate program in gender conflict.

- Adolescent to Young Adult (AYA) Licensure Programs in the College of Education

These programs lead to a master in secondary science education degree with licensure in one subject area to teach grades 7-12. The action also improves the College of Education's offerings in the AYA science area.

- Associate's Degree in Emergency Medical Services

A new program option enables fire service professionals and those seeking employment in fire service to attain the associate of applied science in emergency medical service technology degree while maintaining their status as nationally certified firefighters.

- Joint J.D./Master of Applied Politics in the Buchtel College of Arts and Sciences and the School of Law

This joint degree builds on the success of other joint J.D. programs and the growing reputation of the University's master of applied politics degree. To be accepted, a student must meet the admission requirements of the School of Law, the Graduate School, and the Department of Political Science.

3. New Research Center in the College of Engineering and the Department of Electrical and Computer Engineering

The Center for Advanced Vehicles and Energy Systems will allow participating faculty a means to increase federal, state and industrial support for their research. The center will require no extra personnel, funding, or space allocation from the University; it will be staffed by existing personnel and supported by income from research projects. The changes have been recommended by the Faculty Senate.

4. Graduation List and Statistics for Spring 2005

Trustees approved a tentative list of candidates eligible to participate in spring commencement. It is expected that 2,207 degrees will be conferred (42 doctoral, 177 Juris Doctor, 483 master's, 1,233 bachelor's and 272 associate).

5. Honorary Degree

The Board approved the awarding of an honorary degree to Donald E. Demkee, D.D.S. Demkee, a 1960 graduate of the University, was appointed to the Board of Trustees in 1998 and now serves as its chairman. He has served on several other University boards and numerous professional boards, including past president of the Ohio State Dental Board, former chairman of the American Dental Association's Council on Dental Education and Licensure, and member of the Northeast Regional Board of Dental Examiners. He has been elected into dentistry's highest honoraries, the American College of Dentists and the International College of Dentists. In 1985 he was awarded an Alumni Honor Award from The University of Akron and the Mershon Alumni Award from The Ohio State University in 1988.

5. Naming of the Student Center Theatre

Trustees approved the naming of the student center theatre after Donfred H. Gardner, who is remembered for his work in developing the University's student services program and for shaping the practice of student services nationwide. Gardner served as professor of history and dean of students during his 35 years at UA. The action was recommended by Dr. Sharon Johnson, vice president for student affairs.

6. Naming of the Student Center

Trustees approved a recommendation by Johnson that the student center be named "The Student Union," a title that would allow for a naming gift opportunity in the future.

7. Nine-month Report from the Office of Research – March 2005

For July 2004-March 2005, externally funded research and other sponsored programs totaled \$20,578,791 for support of 309 projects, including \$10.3 million in federal research. In the same period last year, \$23,376,828 was committed to support 311 projects. Eleven patents have been issued to the University this fiscal year, and UA has filed 28 new patent applications. In addition, 36 disclosures have been submitted, and eight license and option agreements have been signed.

External Affairs Committee

1. Nine-month Cumulative Gift and Grant Income Report – March 2005

For July 2004-March 2005, total giving was \$12.2 million, as compared with \$11.9 million received between July 2003-March 2004. For July-March 2005, about 12,100 gifts were accepted, compared to 13,300 received during the same period last fiscal year.

Facilities Planning & Oversight

1. Contracts for Elevator Hydraulic Cylinder Replacement

Trustees approved the awarding of two contracts to Schindler Elevator for \$223,817 and \$247,974. In both cases Schindler was the low bidder.

2. Construction Contract for Guzzetta Hall Addition, Phase I

Trustees approved the awarding of a contract to Cavanaugh Building Corp., the low bidder, for \$683,000. This is a state and locally funded project administered by the State of Ohio Department of Administrative Services.

3. Construction Contract for the Health Services Facility in the Student Recreation and Wellness Center

Trustees approved the awarding of contracts to Meridian Construction Services for \$218,900, Montecalvo Electric for \$119,263, Mecon Inc. for \$155,900, and Warren Chaney Office Furniture for \$44,440. Each was the low bidder.

Finance, Fiscal Policy, and Investment Committee

1. Eight-month Financial and Investment Reports – February 2005 (approved subject to audit)

Akron campus – Tuition and fee revenue for the period was \$158.3 million, or about \$1.37 million less than budgeted year to date. These revenues reflect summer, fall, and preliminary spring collections; they are a function of generated student credit hours. Earnings from investments, endowments, and other sources exceeded budget estimates by \$551,622. Expenses were \$161.8 million in the functional categories for the period, less than budgeted by \$9.5 million.

Wayne College – Tuition and fee receipts, reflecting summer, fall, and preliminary spring collections, were \$6.8 million, or \$535,083 less than budgeted. Receipts from continuing education department sales, and other sources exceeded budget estimates by \$182,751. Total educational and general expenditures in the functional categories were \$5.8 million, which was less than budgeted by \$1.5 million.

2. Proposed Banking Services

The master banking resolution has been updated with three bond funds and a short-term investment account. The resolution designates investment-transaction authority for the University.

3. Purchases More Than \$150,000

Trustees approved an agreement with Software House International for a license to use various Microsoft software on University computers and student-owned computers from July 1, 2005 to June 30, 2006. The license will cost \$282,086. The purchase is covered by the current Inter-University Council price agreement with Microsoft. The IUC purchasing group, on behalf of the council, solicited proposals from distributors that sell the licenses.

4. Holiday Schedule for 2005-06 and Summer Hours for 2005

Trustees approved the holiday schedule for FY2006. The holidays are Independence Day (July 4, 2005), Labor Day (September 5), Veterans Day (November 11 – staff holiday only, classes held), Thanksgiving Day (November 24), Columbus Day (observed November 25), Presidents Day (observed December 23), Christmas Day (December 26), New Year's Day (December 30), Martin Luther King Jr. Day (January 16) and Memorial Day (May 29).

Summer hours are scheduled for May 9 to August 28, 2005. This schedule includes a workday from 8 a.m. to 4:30 p.m. with a 30-minute lunch.

5. Personnel Actions (attached)

Committee on Rules

1. Committees of the Board

Trustees approved a rule change that establishes a Personnel and Compensation Committee of the Board of Trustees. This standing committee will oversee the employment and compensation practices of the University, and make recommendations to the Board on matters of employment involving University officers.

2. Tuition, Fees and Refunds

Trustees approved a rule change to avoid a conflict between two University rules and to conform to an Ohio Board of Regents' rule on residency status determinations.

3. Policies and Procedure for Student Records

Trustees approved a rule change that reflects changed position titles, office titles, and changes in the buildings where some records are located. The changes also allow the University and its students greater flexibility in their designation of directory information that must be released to the public.

4. Guidelines for Initial Appointment, Reappointment, Tenure, and Promotion of Regular Faculty

Trustees approved a rule change that provides further clarity to the criteria and process connected with the appointment of Distinguished Professors. The changes, which were recommended by the Faculty Senate, describe the process by which external letters of recommendation will be obtained.

5. Contract Professional Information

Trustees approved a rule change that modifies the starting and ending dates of coaching contracts for winter sports. The contracts had expired May 31; now they will expire June 30. The athletic director requested the change because some winter sports do not end until the second week of March, and three months' notice is required for nonrenewals.

6. Contract Professional Position and Salary Administration Program

Trustees rescinded a rule without a replacement because it was superseded by two other rules. The rescinded rule defines the position and salary administration program.

7. General Staff Personnel Policies and Procedures

Trustees approved a rule change that clarifies the language used to describe the grievance procedure for staff employees.

8. Residency Requirements

Trustees approved a rule change to resolve conflicts between two other rules and to assure conformance with revised Ohio Board of Regents' Rule 333-1-10 on residency status determinations.

New Business

1. Donation by Roadway Express Inc. of Building and Property

Trustees accepted a gift of real property at 73 College Street from Roadway. The planned use of the facility is additional classrooms, meeting and conference facilities, space for future expansion, and for storage, staging and museum areas for the Archives of the History of American Psychology.

2. Property Purchases

Trustees approved the purchase of real estate at 448 Brown Street, 383 Kathryn Place, 496 Nash Street, 500 Nash Street, 504 Nash Street, and 332 Spicer Street.

Notes

1. President's Report

I began my remarks by chronicling our progress in the area of operational excellence, one of the two themes (along with academic primacy) that the Provost and I presented as priorities at the onset of the academic year. These themes are rooted in the belief that only by challenging ourselves to continuously improve will we achieve our rightful destiny of being recognized as the public research university for northern Ohio.

Our progress toward academic primacy has been apparent through the Academic Plan and other initiatives of which the Provost informs us in the weekly communication from her office and in so many other ways.

Likewise, much is occurring with operational excellence, and the first phase is well under way. Fundamentally, we have identified three overarching goals: first, to improve communication; second, to expand the framework for shared leadership at The University of Akron; and third, to enhance both the business and customer service processes that are critical to our day-to-day operations.

To date, the University has created the Operations Advisory Committee, with representation from various groups (department chairs, deans, current and former members of the Faculty Senate, as well as representatives of student government, contract professionals, and staff).

We also have hired a director of internal communication and a director of institutional research, and we created a Position Review Committee to unify the review of administrative and academic vacancies to permit us to prioritize and determine our needs strategically.

In addition, we have established the Shared Leadership Awards that recognize those units that demonstrate excellence, and we continue to implement policy changes recommended by the state auditor. I also acknowledged faculty, staff, contract professionals, and students for their hard work in these areas.

On a personal note, I reported that I was privileged to represent the University at two significant events. I was a plenary speaker April 22 at the National Summit on Regional Innovation in Washington, where I received many fine comments on the work that is being done in Northeast Ohio, and for the University's role in advancing regional economic development. On my return from the Association of Governing Boards meeting, I stood in for Erich Bloch, the former director of the National Science Foundation, as the keynote speaker at a symposium on Technology and the Shapes of Things to Come at the University of Nebraska, sponsored by the Woodrow Wilson International Center for Scholars and The Peter Kiewit Institute. I was pleased to meet a number of people there with whom we are building relationships.

Several highlights were shared with the Board:

- Our College of Business Administration was ranked as a top-tier entrepreneurship program among regional universities in the third annual ranking by Entrepreneurship magazine. In all three issues, we have figured prominently as an institution.
- Our graduate industrial/organizational psychology program, which has been traditionally ranked in the top 10, typically seventh or eighth, is now in sixth place in the latest U.S. News & World Report rankings. Further, our law school moved from the fourth to the third tier.
- Our drug-eluting polymer is having a great impact in coronary and vascular surgery, where stents coated with these polymers have had a great rate of success.
- We have received significant financial support from the Margaret Clark Morgan Foundation for the Archives of the History of American Psychology.
- Summit College celebrated its 40th anniversary and many great achievements at a reception last month. Provost Stroble and I joined both our colleagues at the University and many community members in that celebration, which was a great success.
- Ted Curtis, vice president for capital planning and facilities management, and his team were commended for their work on the academic wing of the Honors Complex. The wing includes a large classroom, three seminar rooms, a computer room, and a two-story common room.
- A new post clock located just north of the Student Union has been erected in memory of the men of Ohio Epsilon chapter of the Phi Delta Theta fraternity who died in World War II. It is a tremendous addition to the campus, and another sign of the enhancement and beauty that Mr. Curtis and his team continue to bring to our grounds.

2. Corrections to the Memo on March 16, 2005, Board Actions

The April 6 memorandum on the Board actions for the March 16 meeting contained two errors. The corrected items follow:

- Under Educational Policy/Student Affairs Committee, (5) Approval of Honorary Doctor of Humane Letters to be conferred upon the Honorable Judge James R. Williams:

Board members approved the awarding of an honorary degree to Judge James R. Williams at the recommendation of Trustee Dr. William Demas. Williams earned a bachelor of arts degree and a Juris Doctor degree from The University of Akron. He was the principal founder of both the Alpha Phi Alpha Homes, Inc., providing housing for moderate and low-income families and senior citizens; and the Alpha Phi Alpha Education Foundation, which supports many worthy projects in the Akron area. Williams has been honored by Ebony magazine as one of the 100 most influential Black Americans. In 1978, he was appointed by President Jimmy Carter as the United States Attorney for the Northern District of Ohio. He received the Outstanding Alumnus Award from The University of Akron in 1978 and the President's Social Responsibility Award from Kent State University in 1999. He was awarded the distinguished St. Thomas More Award in 2001 by the Catholic Diocese, Saint Bernard Church and the Akron Bar Association. He also taught in the Akron Public Schools, served as a member of Akron City Council and was appointed judge of the Akron Municipal Court in 1985 and was re-elected twice. He was named to the Summit County Court of Common Pleas in 1989 and was re-elected twice.

- Under Finance, Fiscal Policy, and Investment Committee, (2) Use of Facilities Agreement – University of Akron Wayne College:

Trustees approved an agreement with Glenn Burkholder and Davel Farms Inc. that allows them to lease University property adjacent to Wayne College at no charge for the sole purpose of farming. As part of the one-year agreement, Burkholder and Davel agree to indemnify and to hold the University harmless. The agreement covers two parcels that total 36 acres.

3. Schedule of 2005-06 Board and Committee Meetings

The Board set its meeting schedule for the coming academic year. The public session of each meeting will begin at 10 a.m. Dates and locations are as follows:

- August 10, Student Union Board Room
- September 7, Student Union Board Room
- October 19, Wayne College
- December 14, Student Union Board Room
- January 25, Student Union Board Room
- March 22, Student Union Board Room
- April 26, Student Union Board Room
- June 21, Student Union Board Room

4. Next regular meeting

June 22, 2005, 10 a.m., Board Room, Student Union, Third Floor

With every good wish,

Sincerely,

A handwritten signature in black ink, appearing to read "Luis Proenza". The signature is written in a cursive, flowing style with a large initial "L" and "P".

Luis Proenza

**Personnel Transactions Approved by the Board of Trustees
April 27, 2005**

Appointments

Jianfang Chai, research associate, Institute of Polymer Science, 04/04/05; **Stephen R. Cook**, assistant director, Legal Clinic, director, Trial Litigation, 03/21/05; **Theodore Curtis**, vice president, Capital Planning and Facilities Management (rehire per renewal reemployment agreement), 07/01/05; **Robert Eley**, assistant dean-student affairs, associate professor, Education (rehire per renewal reemployment agreement), 07/01/05; **William Francis**, associate dean, Arts and Sciences, professor, English (rehire per renewal reemployment agreement), 07/01/05; **Marlene R. Glennon**, library associate senior, University Libraries Systems, 02/16/05; **Frank Harris**, director, Maurice Morton Institute of Polymer Science, distinguished professor, Polymer Science, distinguished professor, Biomedical Engineering, research associate, Institute of Polymer Science (rehire per renewal reemployment agreement), 08/29/05; **Lesla Holford**, chef, Dining Services, 01/10/05; **Karl C. Kaltenthaler**, assistant professor, Political Science, 08/29/05; **Frank Kelley**, dean, College of Polymer Science and Polymer Engineering, professor, Polymer Science (rehire per renewal reemployment agreement), 07/01/05; **Ted Mallo**, vice president and general counsel, secretary, Board of Trustees, adjunct associate professor, Education, inspector general liaison, member, General Faculty (rehire per renewal reemployment agreement), 07/01/05; **Nashieli Marcano**, assistant professor, Bibliography, 06/01/05; **Laura M. Miller-Francis**, administrative assistant senior, Office of the President, 04/04/05; **Kristina K. Nakoneczny**, secretary, Residence Life and Housing, 02/28/05; **Jean J. Pan**, assistant professor, Biology, 08/29/05; **Roy Ray**, vice president, Business and Finance and chief financial officer (rehire per renewal reemployment agreement), 07/01/05; **Dennis D. Siegle**, assistant building services worker, Gardner Student Center, 03/07/05; **Richard Stephens**, professor emeritus, Sociology, senior research associate, Center for Health and Social Policy (rehire per renewal reemployment agreement), 08/29/05; and **James D. Youngdahl**, National Guard recruiter, Military Science, 03/01/05.

Changes

Donald Appleby, library specialist, University Libraries Circulation, reclassification via job audit and title change from library associate senior, 01/10/05; **James W. Barnett**, dean, College of Business Administration, global business executive in residence, relinquish title of director, Institute for Global Business, 07/01/05; **William Brandy**, associate professor emeritus, Speech-Language Pathology and Audiology, title change from associate professor, 05/31/05; **Charles Campbell**, master mover, Physical Facilities, title change from mover, 02/21/05; **Michael Carley**, professor, History, relinquish title of director, University Press, 07/01/05; **Jacqueline A. Clark**, administrative secretary, Institute of Polymer Science, promotion and title change from research associate and status change from part time to full time, 03/21/05; **Suzanne Cole**, office assistant, Parking Services, title change from field service worker and status change from part time to full time, 03/02/05; **Edward J. Conrad**, associate professor, Accounting, relinquish title of department chair, Accounting and basis change from 12 month to 9 month, 07/01/05;

Roger B. Creel, dean emeritus, Buchtel College of Arts and Sciences, professor emeritus, Physics, professor emeritus, Chemistry, title change from dean, Buchtel College of Arts and Sciences, professor, Physics, professor, Chemistry, 06/30/05; **Robert Crowley**, instructor, Communication, title change from visiting instructor, 08/29/05; **Isiah Daniels III**, contract compliance officer emeritus, title change from contract compliance officer, member, General Faculty, 12/31/04; **Marguerite Dimarco**, assistant professor, Nursing, title change from instructor, 08/29/05; **Michael P. Dowdell**, departmental systems administrator, University Libraries Systems, departmental reorganization and change from University Libraries Dean's Office, 02/01/05; **Bonnie Eaver**, instructor, Communication, title change from visiting instructor, 08/29/05; **Arthur V. George**, associate professor emeritus, Transportation, associate professor emeritus, Business Management Technology, title change from associate professor, Transportation, associate professor, Business Management Technology, 05/31/05; **Lloyd Goettler**, director, Institute of Polymer Engineering, professor, Polymer Engineering, relinquish title of department chair, Polymer Engineering, 11/01/04; **Don Grubb**, assistant director, PFOC Business Operations, reclassification via job audit and title change from manager budgets and inventory, 11/01/04; **Jess W. Hays**, director emeritus, Academic Advisement, title change from director, Academic Advisement, 03/31/05; **Avis Johnson**, associate professor emeritus, Management, title change from associate professor, Management, 12/31/04; **Scott S. Joseph**, senior enrollment services associate, Registrar, promotion and title change from enrollment services associate, 02/21/05; **Sarah Kelley**, benefits administrator senior, Human Resources, reclassification via job audit and title change from coordinator benefits, 02/21/05; **Sharon Kruse**, professor, Education, title change from associate dean, Education and basis change from 12 month to 9 month, 06/30/05; **Dale Lewison**, professor, Marketing, department chair, Marketing, additional title of interim director, Taylor Institute for Direct Marketing, 07/01/05; **Roger Mayer**, professor, Management, relinquish title of department chair, Management and basis change from 12 month to 9 month, 07/01/05; **Theresa Morrison**, administrative assistant, Office of Accessibility, reclassification via job audit and title change from secretary, 01/10/05; **Jonnie J. Phipps**, curriculum designer, Information Technology Services, title change from computer support assistant and transfer from Wayne College, 04/01/05; **Rose Resler**, instructor, Communication, title change from visiting instructor, 08/29/05; **Catherine Ridenour**, assistant building services worker, Physical Facilities, start date change from 03/07/05 to 03/21/05; **Scott S. Roberts**, academic adviser II, Academic Advisement, promotion and title change from academic adviser and status change from part time to full time, 03/01/05; **Jarrod R. Schnell**, computer specialist, Information Technology Services, appointment status change from part time to full time, 02/28/05; **Linda Shanks**, assistant professor, Nursing, title change from instructor, 08/29/05; **Virginia Smerglia**, instructor, Sociology, title change from visiting instructor, 08/29/05; **Gail A. Tankersley**, academic adviser II, Academic Advisement, promotion and title change from academic adviser I and status change from part time to full time, 03/01/05; **Stephen Washington**, instructor, Finance, title change from visiting instructor, 08/29/05; **Mark Welfley**, instructor, Accounting, title change from visiting instructor, 08/29/05; **Deborah White**, project management and continuous quality improvement officer, additional title of interim information security officer, 01/01/05; **Lisa K. Wray**, residence life and housing specialist, reclassification via job audit and title change from administrative assistant, 12/01/04; and **Walter Yoder**, professor, Education, relinquish title interim department chair, Curricular and Instructional Studies, 08/29/05.

Separations

Terri Benedum, administrative assistant, Business Administration Dean’s Office, 03/05/05; **Scott A Boettger**, computer support assistant, Wayne College Dean’s Office, 03/05/05; **Patricia M. Butcher**, interim clinical instructor, associate director, Center for Child Development, 04/08/05; **Louise H. Clites**, custodial superintendent, Physical Facilities, 04/30/05; **Paul A. Daum**, professor, Theatre Arts, Dance, Theatre and Arts Administration (deceased), 03/04/05; **Donna Davisson**, instructor, International Business, Marketing, 05/15/05; **Shaanette Fowler**, academic adviser II, Business Administration Dean’s Office, 06/30/05; **Patricia A. Fricker**, assistant director, Hower House (deceased), 03/12/05; **Karen Gerhling**, associate professor, Nursing, 05/14/05; **Ron Girard**, instructor, Accounting, 12/31/05; **Brian C. Gray**, library associate senior, University Libraries Science and Technology, 02/25/05; **April M. Hansen**, personnel records processor, Physical Facilities, 02/21/05; **James Hansen**, instructor, International Business, Marketing, 05/15/05; **Jacqueline Hart**, office assistant, Wayne College, 03/10/05; **Beverly L. Haws**, student services counselor, Admissions, 02/28/05; **George Hodowanec**, professor, Bibliography, 06/30/05; **Barbara Hubal**, science and technology librarian, University Libraries Science and Technology, 05/31/05; **Laura Johnson**, professor emeritus, Social Science, Associate Studies, title change from professor at retirement, 05/31/05; **Debora Kucharski**, academic adviser-international, Business Administration Dean’s Office, 06/30/05; **Ethel L. Lentz**, administrative assistant, Environmental and Occupational Health and Safety, 06/30/05; **Jane Kate Leonard**, professor emeritus, History, title change from professor, at retirement, 06/30/05; **Todd Lonzrick**, retail manager, Dining Services, 02/03/05; **Devinder Malhotra**, professor emeritus, Economics, title change from associate dean, Arts and Sciences, professor, Economics at retirement, 06/30/05; **Penny Mitchell**, food services manager, Dining Services, 03/18/05; **Carol Mrak**, academic adviser II, Academic Advisement, 04/29/05; **Charles Nikic**, National Guard recruiter, Military Science, 03/01/05; **William H. Nunn**, associate vice president, Student Affairs, 06/30/05; **Tim Petric**, instructor, Accounting, 05/15/05; **Victoria Schirm**, professor, Nursing, senior fellow, Institute for Lifespan Development and Gerontology, director, Center for Gerontological Health Nursing and Advocacy, 06/30/05; **David A. Schrader**, director of development, 03/11/05; **Karen Webb**, communications coordinator, Office of the President, 03/11/05; **Carol R. Werhan**, assistant professor, Family and Consumer Sciences, 06/18/05; **Kimberly A. West**, assistant building services worker, Residence Life and Housing, 03/10/05; **Matthew L. West**, supervisor recreation facility, recreation program specialist, Student Recreation and Wellness Services, 03/24/05; and **Scott Widmier**, associate professor, Marketing and International Business, associate director, Fisher Institute for Professional Selling, 05/15/05.