

SVSU®

**BOARD OF CONTROL
MINUTES**

MARCH 8, 1999



SAGINAW VALLEY STATE UNIVERSITY
BOARD OF CONTROL
March 8, 1999

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MINUTES
BOARD OF CONTROL
Regular Meeting
1:30 p.m.
Board of Control Room - Wickes Hall

Present: Braun
Escobedo
Gilbertson
Law
Rush
Sims
Vitito
Walpole

Absent: Kelly

Others

Present: R. Awrey
D. Bachand
S. Galloway
C. Graham
C. Jerome
C. Lange
C. Looney
R. Maurovich
E. Minnock
J. Muladore
M. Panhorst
R. Payne
E. Sparapani
J. Stanley
S. Strobel
R. Thompson
N. Whalen
J. Wood
J. Woodcock
R. Yien
J. Zeitz
Press (2)

I. CALL TO ORDER

Chairperson Walpole called the meeting to order at 1:33 p.m.

II. PROCEDURAL ITEMS

A. **Approval of Agenda and Additions to and Deletions from Agenda**

President Gilbertson asked that a resolution to approve a public utilities easement for Freeland Road, and a resolution to approve a leave of absence for Mrs. Elizabeth Roe be added to the agenda. Hearing no objection, Chairperson Walpole declared the agenda approved as revised.

B. **Approval of Minutes of December 18, 1998 Regular Meeting of the Board of Control**

It was moved and supported that the minutes of the December 18, 1998 regular meeting be approved.

The minutes were unanimously APPROVED as written.

C. **Recognition of the Official Representative of the Faculty Association**

Dr. Ervin F. Sparapani, President of the Faculty Association, reviewed the curriculum process at SVSU and the changes that have occurred in the curriculum over the past several years. He also invited the Board members to the April 5th Recognition Luncheon which the Faculty Association will be hosting to honor the Board of Control and the members of the SVSU Foundation Board. Mort Weldy will also be recognized for his contributions to the faculty and the University. Dr. Basil Clark, Professor of English, will do a pre-presentation of the book he wrote on SVSU's formative years.

D. **Communications and Requests to Appear Before the Board**

Dick Thompson, Dean of Student Affairs, introduced Randy Awrey, SVSU's new Head

Football Coach.

III. ACTION ITEMS

- 1) Resolution to Approve Expansion of Highway Easement for Pierce Road

RES-1345 **It was moved and supported that the following resolution be adopted:**

**WHEREAS, Pierce Road forms the southern boundary of the University campus; and
WHEREAS, Pierce Road is utilized by many persons having business with the University, including students and employees; and**

WHEREAS, By resolution adopted by this Board on August 17, 1992, the University expanded the width of the roadway easement on Pierce Road between Bay Road and Davis Road from 33 feet to 50 feet, with such expanded easement being granted in favor of the Saginaw County Road Commission; and

WHEREAS, The Saginaw County Road Commission now plans to improve the condition of Pierce Road between Davis Road and Michigan Road, and in that regard has requested that the University expand the roadway easement by 17 feet; and

WHEREAS, All costs associated with expansion and improvement of the roadway easement will be borne by the Saginaw County Road Commission; and

WHEREAS, This Board determines that it is of substantial benefit to the University that Pierce Road be further improved;

NOW, THEREFORE, BE IT RESOLVED, That the University shall grant to the Saginaw County Road Commission a highway easement over an additional 17 feet of land immediately adjacent to the right of way for Pierce Road as it presently exists with such expanded easement to cover the west 20 acres of Government Lot 2 located in Section 24, Kochville Township, Saginaw County; and

BE IT FURTHER RESOLVED, That the President and/or the Vice President for Administration and Business Affairs acting together or separately, are authorized and directed to execute such documents on behalf of the University, including a highway easement for recordation on the public real estate records, as may be necessary or desirable to accomplish these purposes.

Jerry Woodcock, Vice President for Administration and Business Affairs, told the Board that the Saginaw County Road Commission would like to improve the condition of Pierce Road between Davis Road and Michigan Road, and has requested that the University expand the roadway easement by 17 feet. They plan to widen the ditch and redo the surface.

The motion was APPROVED unanimously.

2) Resolution to Approve Faculty Tenure, July 1, 1999

RES-1346 **It was moved and supported that the following resolution be adopted:**

WHEREAS, Faculty tenure provides continuous employment of a faculty member for at least a basic two-semester appointment during each fiscal year, and

WHEREAS, Tenure status is achieved when a faculty member is recommended by the Professional Practices Committee and by the Administration for continuous appointment henceforth,

NOW, THEREFORE, BE IT RESOLVED, That the following faculty members be granted tenure, as provided by the terms of the SVSU-Faculty Association Agreement, effective July 1, 1999.

Dr. Larry Hatcher	Psychology
Dr. Yousef Jabbari	Mechanical Engineering
Dr. Averetta Lewis	Nursing
Dr. Steven Sepanski	Mathematical Sciences
Dr. David Stanton	Biology

Dr. Robert S.P. Yien, Vice President for Academic Affairs, stated: "It usually takes five years before faculty achieve tenure. They go through a probation period . . . and are eligible for tenure at the end of the fifth year. Tenure means continued employment beyond two semesters. Including the five faculty being recommended for tenure today, we will have a total of 150 faculty who are tenured – out of 207 – representing approximately 72%. In the State of Michigan, this is on the low side. The average is about 76%."

The motion was APPROVED unanimously.

3) Resolution to Approve Renaming of Marshall M. Fredericks Sculpture Gallery

RES-1347 **It was moved and supported that the following resolution be adopted:**

WHEREAS, The Marshall M. Fredericks Sculpture Gallery Advisory Board recommends that the name be changed to properly represent the gallery as part of an

educational unit of the University, and

WHEREAS, The use of museums is more readily acceptable to both artists and visitors for non-profit galleries,

NOW, THEREFORE BE IT RESOLVED, That the name of the Marshall M. Fredericks Sculpture Gallery be changed to the Marshall M. Fredericks Sculpture Museum effective immediately.

Dr. Michael Panhorst, Director of the Marshall M. Fredericks Sculpture Gallery, stated: "The purpose for the renaming is simply to reflect the character of this organization a little more clearly. As most of you know, we are a growing organization. We are in the midst of a capital campaign to raise about \$2.5 million to nearly double the size of the facility. We feel that the name museum is more appropriate, given that imminent growth, and it's also very characteristic of the nature of this non-profit educational venture."

President Gilbertson noted that the Board of Control retained powers include the power to name facilities, and that this resolution comes on the recommendation of the Fredericks Sculpture Gallery Advisory Committee. He added they also feel it would be helpful in their capital campaign to distinguish this from galleries, which are more often thought of as commercial ventures.

The motion was APPROVED unanimously.

4) Resolution to Reappoint Auditors for Fiscal Year 1998-99

RES-1348 **It was moved and supported that the following resolution be adopted:**

WHEREAS, It is a good management practice to have conducted an annual independent financial audit; and

WHEREAS, The Finance and Audit Committee has considered the reappointment of Andrews Hooper & Pavlik, P.L.C. for the 1998-99 fiscal year;

NOW, THEREFORE, BE IT RESOLVED, That the CPA firm of Andrews Hooper & Pavlik P.L.C. be reappointed to conduct the financial audit for the 1998-99 fiscal year.

Trustee Vitito stated that the Finance and Audit Committee . . . "continues to work well with

Andrews Hooper & Pavlik, and feels strongly that they are a good firm, able to do the kinds of work for us that we would expect them to do. Additionally, they have built . . . a niche for themselves in auditing and have become outside auditors for a number of universities around the State. This has become a big portion of their business, so they have gained some speciality in that area, which is important to us.”

The motion was APPROVED unanimously.

5) Resolution to Appoint Nominating Committee for May Board Elections

RES-1349 **It was moved and supported that the following resolution be adopted:**

WHEREAS, Saginaw Valley State University Board of Control bylaws stipulate that a nominating committee shall be appointed by the Board to recommend candidates for each office,

NOW, THEREFORE, BE IT RESOLVED, That Thomas E. Rush, Ruth A. Braun and Linda L. Sims be appointed to serve as the Saginaw Valley State University Board of Control Nominating Committee.

President Gilbertson noted this is an annual action which is taken by the Board over the normal course of events for the selection of officers.

Chairperson Walpole added that, if appointed, Trustees Rush, Braun and Sims had agreed to serve as members of the Nominating Committee.

The motion was APPROVED unanimously.

6) Resolution to Approve Public Utilities Easement for Freeland Road

RES-1350 **It was moved and supported that the following resolution be adopted:**

WHEREAS, The Township of Kochville has indicated a need for an easement for the establishment of public utilities improvements consisting of a meter pit in order to provide a second potable water supply to the campus; and

WHEREAS, The University utilizes the services provided by public utilities so that such

easement and the improvement in the provision of public utilities provided by such easement is beneficial to the operation of the University; and

WHEREAS, The easement would cover the following described property:

Located in the West ½ of the Northwest 1/4 of Section 23, T13N-R4E, Kochville Township, Saginaw County, Michigan, being described as COMMENCING at the North 1/4 Corner of said Section 23; thence East 404.00 feet along the North line of said Section 23; thence South 33.00 feet, perpendicular to said North line to the POINT OF BEGINNING; thence continuing South 50.00 feet; thence West 30.00 feet, parallel with said North line; thence North 50.00 feet, perpendicular to said North line; thence East 30.00 feet to the POINT OF BEGINNING; and

WHEREAS, All costs associated with improvement of the easement will be borne by the University; and

WHEREAS, This Board determines that it is of substantial benefit to the University that the public utilities easement be provided;

NOW, THEREFORE, BE IT RESOLVED, That the University shall grant to the Township of Kochville a public utilities easement over the above described real property; and

BE IT FURTHER RESOLVED, That the President and/or the Vice President for Administration and Business Affairs acting together or separately, are authorized and directed to execute such documents on behalf of the University, including a public utilities easement for recordation on the public real estate records, as may be necessary or desirable to accomplish these purposes.

Mr. Woodcock stated: "Easements are reviewed by and this resolution was written by the University's legal counsel. Over the past two years there have been discussions about the need to have a second major water feed to the University. Currently we have one, which is from the South, on Pierce Road. We have had successful negotiations with Kochville Township, and are now in the process of getting that second major feed to the campus. This . . . will connect us to the City of Saginaw line, which runs along our Northern border on Freeland Road."

President Gilbertson added that the University appreciated the support of the City of Saginaw and Kochville Township for their support in allowing this to happen.

The motion was APPROVED unanimously.

7) Resolution to Approve Leave of Absence for Mrs. Elizabeth Roe

RES-1351 It was moved and supported that the following resolution be adopted:

WHEREAS, The University continues to encourage and promote faculty scholarship and development, and

WHEREAS, Mrs. Elizabeth A. Roe, Assistant Professor of Nursing, has applied for a one-year leave without pay during the academic year of 1999-2000 in order to pursue a doctoral degree in Nursing at Wayne State University, and

WHEREAS, Dean Cheryl Easley and Nursing faculty are in full support of Mrs. Roe's application,

NOW, THEREFORE, BE IT RESOLVED, That Mrs. Elizabeth Roe's application for leave be approved and the leave begin on July 1, 1999 and end on June 30, 2000.

President Gilbertson noted that one of the retained powers of the Board of Control is to approve all leaves of absence. An opportunity has arisen for Professor Elizabeth Roe, Assistant Professor of Nursing, to take an unpaid leave of absence to pursue her doctoral degree in Nursing. The Dean of the College of Nursing and Allied Health Sciences and the College faculty are in full support of this resolution.

The motion was APPROVED unanimously.

IV. INFORMATION AND DISCUSSION ITEMS

8) **Staff Members of the Month**

Nancy Whalen, Staff Member of the Month for January; and Judy Zietz, Staff Member of the Month for March, were presented to the Board. (See Appendix One: Whalen, and Appendix Two: Zietz)

9) **Report on Continuing Education**

President Gilbertson noted that when the West Complex was being planned, it was decided

that SVSU ought to become a cultural and intellectual hub for this region, beyond its basic mission of for-credit instruction and degree programs – that other educational needs and other kinds of cultural opportunities should also be provided.

Ed Minnock, Executive Director of Continuing Education, told the Board the West Complex had been opened in January of 1997. At that time his office started to develop a professional development program and to expand opportunities under the umbrella of the Office of Continuing Education. Last year some 150,000 people came to events within the facility. Slightly over 93% of those programs and activities were developed by the University for the University. The West Complex is already booked every weekend through 1999. Reservations are being taken for the year 2001.

In addition to the conferencing activities, professional development programs – including the Center for Manufacturing Improvement and the Center for Corporate Professional Development – were created under the umbrella of the Office of Continuing Education. Last year more than 5,000 people went through professional development programs conducted by the Center for Corporate Professional Development. Almost another 1,000 attended programs at the Center for Manufacturing Improvement. This year, just in the months of January and February, over 1,000 people have gone through professional development programs.

Dr. Minnock distributed materials pertaining to upcoming events, and discussed the newly created International Business Institute and the establishment of a Mediation Institute at SVSU.

V. REMARKS BY THE PRESIDENT

President Gilbertson told the Board that it has been a good semester. Enrollments were up

approximately 4% over a year ago. Faculty hiring for next fall is progressing. Curriculum matters are also absorbing a great deal of time on campus as preparations for the year ahead are completed.

President Gilbertson stated: "We have received notification from the H.R. Wickes Foundation that they will fund an endowed chair, which will now be our sixth endowed chair. For a University of our size and character, six endowed chairs is really quite remarkable. This will be the James V. Finkbeiner Chair in Ethics. We are deeply honored by the Wickes Foundation's continuing support and by having the Chair named after this very distinguished Saginawian, whom we awarded an honorary degree two years ago.

"Finally, as you know, we are in the middle of the legislative season. The Legislature is considering the Executive Budget and other recommendations for appropriations. . . . We remain hopeful there will be a reasonable appropriation increase which will help us to continue moderating our tuition increases. . . . Obviously it's much too soon to make any kind of definitive statement, except to say that in the past year we were ranked 14th out of the 15 public universities in the State in tuition levels. . . . We don't want to change that rank. We want to remain at the bottom and to find the best value we can for our students. We are reasonably confident we will be able to restrain our tuition increases and remain in that kind of rank among our sister institutions. We'll be hearing more about the budget, obviously, as we move into the spring."

President Gilbertson updated the Board on the progress of the construction of the new student residence and the plans for Instructional Facility #3. He noted that he would like to resume his remarks after the completion of the Closed Session.

VI. OTHER ITEMS FOR CONSIDERATION OR ACTION

10) Motion to Move to Executive Session to Discuss Personnel Evaluations

BM-916 It was moved and supported that the Board move to Executive Session to discuss Personnel Evaluations

Trustee Braun	yes
Trustee Escobedo	yes
Trustee Law	yes
Trustee Rush	yes
Trustee Sims	yes
Trustee Vitito	yes
Trustee Walpole	yes

The motion was APPROVED unanimously.

The Board moved to Executive Session at 2:30 p.m. and reconvened in Public Session at 4:08 p.m.

11) Resolution to Approve Administrative Staff Compensation

RES-1352 It was moved and supported that the following resolution be adopted:

WHEREAS, The Board of Control retains unto itself the authority to establish compensation levels for the University's President and Vice Presidents; and

WHEREAS, The Board has received and accepted favorable performance evaluations from the President for Jerry A. Woodcock, Vice President for Administration and Business Affairs, Robert S.P. Yien, Vice President for Academic Affairs, and for Robert Maurovich, Vice President for Student Services and Enrollment Management;

NOW, THEREFORE, BE IT RESOLVED, That the President's and Vice Presidents' base salaries for the 1999 calendar year be set as follows:

Jerry Woodcock	\$118,000
Robert Yien	118,000
Robert Maurovich	102,000
Eric Gilbertson	140,000

BE IT FURTHER RESOLVED, That the Board expresses its appreciation to the President and the Vice Presidents for their able and dedicated service.

The motion was APPROVED unanimously.

12) Resolution to Authorize the Chairman of the Board of Control to Amend the Deferred Provisions of the President's Contract

RES-1353 **It was moved and supported that the Chairman of the Board of Control be authorized to amend the Deferred Provisions of the President's Contract.**

The motion was APPROVED unanimously.

13) **Continuation of President's Remarks**

President Gilbertson asked the Board members whether they would be willing to support the offer of an honorary degree to Connie Binsfeld, former Lieutenant Governor of the State of Michigan. He also asked if there were any other candidates the Board would want to suggest for consideration. It was the Board's consensus that they would be proud to offer an honorary degree to Mrs. Binsfeld.

* * *

President Gilbertson reviewed the Attorney General's opinion regarding the Open Meetings Act. He noted: "There has been a lot of discussion and litigation over the Open Meetings Act and the Freedom of Information Act relative to presidential searches and other similar matters. We have always taken the position that our committees are (a) subquorum and (b) not decision-making – and therefore exempt. This would seem to be accepted by the Attorney General's opinion. It does point out, though, that if the committees make any decisions at all – even screening people in the case of presidential candidates – if they exclude some, they have made a decision by excluding some candidates – that then becomes a decision, and they're subject to the Open Meetings Act. What it seems to recommend to us is that if we wish to maintain the way we're doing things now, which I find helpful, we need to ensure that the committees do not take on decision-making roles. They are

discussion sessions only – they advise, but they do not make decisions. There is no reason to change the way the committees are presently working.”

Trustee Vitito added: “We need to make certain also that we never recommend – just have discussion at the broadest level – we don’t narrow it down. The way I read this, a recommendation is tantamount to making a decision and to reducing the amount of deliberation that might otherwise take place.”

President Gilbertson noted: “The committees’ job is to advise the administration. They don’t set items to the agenda, and they don’t make formal recommendations. . . . The agenda for the full Board meeting is then set by the President and the Board Chair. I think this affirms what our historic practice has been.”

* * *

President Gilbertson told the Board the next item he would like to discuss was a personnel matter. An employee in the Human Resources Office “basically came apart at some point last spring, mishandling a number of benefits programs.” Some financial exposure is involved, possibly as much as \$200,000. The principal source of exposure was continuing people on benefits programs after they had left the University. The internal control system discovered the problem after about six months.

Jim Wood, Contract Negotiator and Director of Human Resources, stated: “Basically what happened is that over last spring and summer, she didn’t take terminated employees off from benefit programs, and some new employees weren’t correctly signed up into the appropriate benefit programs. There are also some COBRA benefit issues and some Workers Comp issues. So

basically what happened is she wasn't doing her job. We knew we had a problem, but we didn't know what the extent of that problem was until the Controller's Office assisted us in discovering the magnitude of the issue. There's not really any impact on individuals, other than some individuals were left on the benefit programs longer than they should have been, so some claims were paid that shouldn't have been paid. We have been reviewing the benefit programs and making sure that people have the coverage they need – that's the process we're going into now. We will make sure that no one is negatively impacted."

Mr. Muladore told the Board that based on discussions he and Mr. Wood had been having, and looking at the details and the individuals involved, there might be a minimum of 50% recovery of the funds involved.

Trustee Rush noted: "It sounds like these are all sins of omission, rather than sins of commission. It sounds like people came in as new employees and didn't get recorded properly to get into the benefits program, and people left and didn't get discontinued like they should have been. So basically, the employee here just stopped doing her job. There was nothing malicious that we know about, no positive commission – it's all basically omissions. I'm curious to know how many specific instances we're talking about. Do we know yet?"

Mr. Muladore replied there were probably more than 50 individuals.

Mr. Woodcock noted that President Gilbertson has approved the funding for an automated benefit management software system.

Trustee Escobedo asked whether the benefits carriers would provide assistance with respect to assessing the impact of the situation.

Mr. Wood replied: "We partner very closely with our providers, and they have been very helpful so far over the last week or two. . . . In fact, they're the ones who basically verified the claim filing by people who should not have filed claims. . . . The vendors have been very helpful, and they're being supportive. They don't understand how this happened, but they're working with us to resolve all the problems."

Trustee Escobedo stated: "As long as you fix it, that's all that counts."

* * *

President Gilbertson gave a brief mid-year update on the General Fund Operating Budget.

* * *

Mr. Woodcock and Mr. Muladore reviewed the progress on the remodeling of Residence Halls A, B, and C, as well as boiler/heater replacements in Residence Halls A-G. They also discussed the need for resurfacing the original Parking Lot B and the construction of a new lot with 230 spaces across from K Lot, just south of the Ryder Center. This lot will provide replacement spaces for Lot K during the construction of Instructional Facility #3.

VII. ADJOURNMENT

14) Motion to Adjourn

BM-917 **It was moved and supported that the meeting be adjourned.**

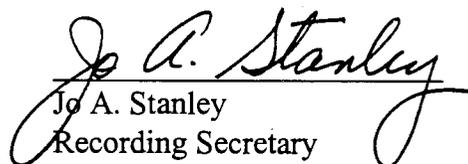
The motion was APPROVED unanimously.

The meeting was adjourned at 4:40 p.m.

Respectfully submitted:

Robert H. Walpole
Chairman

D. Brian Law
Secretary



Jo A. Stanley
Recording Secretary

Staff Members

OF THE MONTH

Nancy Whalen

Senior Faculty
Secretary,
Music and Art
Department

January 1999

When SVSU added Curtiss Hall, Groening Commons and the Performing Arts Center to its campus, Nancy Whalen also welcomed a couple of additions to her household.

While clearing land near Arbury Fine Arts Center, work crews discovered a litter of newborn kittens hidden deep inside the shrubs. Before long, the displaced little felines found themselves huddling in a cardboard box in Whalen's office.

Whalen, senior faculty secretary for the music and art departments, found homes for the cuddly critters, keeping two for herself.

"We tried to find the mother, but she never turned up," Whalen said, noting that the kittens were only a few weeks old and had to be bottle fed.

This would not be the first time that Whalen could be called a "life saver." Her position often requires her to respond to a variety of crisis situations, from assisting with fund raisers and checking out instruments to locating lost pianos and staffing the ticket tables at concerts.

"The Music Department presents about 14 concerts every year, which is a lot," Whalen said. "And there are eight to 10 art exhibits

during the year, also. People would not believe all the work that goes on behind the scenes to make these events successful."

For example, for each performance Whalen assists with scheduling rehearsal dates and reserving facilities. She schedules seating for area elementary school events. She also manages all aspects of the printing and distribution of programs, flyers, tickets and bulk mailings.

"I also am involved in selling tickets and handling money from ticket sales, and I arrange to have students working at each of the events," Whalen said.

In addition, Whalen responds to numerous requests during Valley Fest and the Latent Image Photo Competition, including accepting works for exhibition, making exhibit labels, helping with set-up and supervising the return of art work after the events.

Whalen is one of SVSU's earliest employees, joining the clerical staff in October 1976. Her first assignment was in the Polish Institute, where she earned \$2.50 an hour.

"I didn't know how to speak or read Polish or any other foreign language," Whalen confessed. "And many of the letters that I had to type were written in Polish — instead of reading the words, I had to type and proofread each letter of every word."

After three years, Whalen transferred to a faculty secretary position in the '66-'68 Building. In 1988, her office relocated to the Fine Arts Center, although conditions in her new work space were less than ideal.

"This end of the building wasn't even finished," she said. "I had no computer, the windows weren't installed, and the office was lit with a single bulb hanging on an extension cord from the ceiling."

Away from the office, Whalen said she enjoys traveling, attending concerts at SVSU, golfing and downhill skiing. She has two adult children, Bill and Diane.



Staff Members

OF THE MONTH

Judy Zietz

**Certification
Assistant,
Registrar's
Office**

March 1999

“**T**HUMBING the starter of a Harley does a lot more than fire the engine. It fires the imagination.”

That sentiment, found on the web page of a legendary motorcycle company, often applies to those who explore the open road on the back of their hog.

For Judy Zietz, touring the state on two wheels offers her the opportunity to spend time with her husband, Steve, and his parents.

“My father-in-law is the one with all the Harleys,” Zietz said. “We got a bike last summer from a friend, and we use it to take trips up north to places like Tawas City.”

A certification assistant in the Office of the Registrar, Zietz remembers reporting for her first day on the job at SVSU on April 24, 1985 — the day of the infamous Wickes Annex fire.

“I remember my second day of work was spent in the Registrar’s Office with flashlights, trying to do business,” she said.

Her responsibilities center around processing data for SVSU students who receive veterans benefits.

“I’m considered the ‘Vet Rep.’” Zietz said. “Anything to do with veterans. I try to help and

provide answers. Right now, I have about 180 active veterans who are students.

“Everyday is totally different — veterans have so many different questions. A lot of them rely on the monthly checks they receive, so I have to make sure everything is accurate and sent in on time.

“I remember during Desert Storm, veterans were dismissed from classes to go into action. That was a lot of work.”

Zietz explained that she enjoys working with veterans of all ages and helping them sort through a variety of assistance programs.

“My job is both challenging and rewarding,” she said. Zietz is looking forward to the installation of an electronic certification system that will expedite information submitted to the Regional Office in St. Louis, Mo., which, she said, means receiving a quicker response.

In addition to coordinating programs for veterans, Zietz also assists with registration and other over-the-counter duties.

“I handle a lot of different calls and applications every day that need verification of all varieties (universities, credit card, banks, employers, lenders, health care, housing, child care and civil services), which requires me to follow guidelines by FERPA (Family Educational Rights and Privacy Act).

“I have a list of students who do not want any information released, and I have to check everything before I release accurate information. I’m glad we have fax machines because students often need information sent immediately,” she said. “We have a Clearinghouse where we report student enrollment, which helps eliminate some paperwork.”

In addition to cycling, Zietz enjoys participating in sports-related activities with her two children, Kristi, 11, and Cody, 6.

