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Expert on ancient ice to discuss global climate change

Dr. Lonnie G. Thompson, whose studies of ancient ice worldwide have advanced the understanding of global climate change, will discuss his work at BGSU next week.

He will speak on "Rapid Climate Change in the Earth System: Past, Present and Future" at 4 p.m. Oct. 18 in 308 Bowen-Thompson Student Union. His talk is free and open to the public and will be followed by a reception.

Thompson, a Distinguished University Professor of Geological Sciences at Ohio State University and a research scientist at OSU's Byrd Polar Research Center, has moved the study of ice core paleoclimatology from the polar ice fields to the highest tropical and sub-tropical ice fields. His research provides an insight into natural climate change, ultimately making it possible to assess the effects of human beings on the earth's climate, something which has been a source of heated debate among researchers for many years.

He and his team, the "Ice Group," have developed solar-powered drilling equipment that enables them to take deep samples from ice fields from the South American Andes to Africa's Mount Kilimanjaro. He has taken core samples from the rapidly melting glaciers located on the equators, preserving important histories unavailable elsewhere. The histories of those paleoclimates have been published in more than 175 articles and have added another dimension to the study of how climate has changed over time.

His work has resulted in major revisions in the field of paleoclimatology, in particular showing that tropical regions have undergone significant climate changes, countering a previous view that the higher latitudes dominate climate change.

He recovered the first tropical ice core in 1983 from the Quelccaya ice cap in Peru, and in 1987 obtained an ice core from the world's oldest ice, in Tibet, dating back 700,000 years. The ice contains a clear record of phenomena such as El Niño and the Asian Monsoon, for example, in a similar way to tree rings, except that the ice history goes much further back in time and contains much more information.

His research over the past 20 years has shown that the famous snows of Mount Kilimanjaro, in existence for over 11,000 years, are melting so quickly that they could disappear by 2015. He and his team are racing to obtain samples from that and other ice fields before it is too late to gather the important information they have to share.

He has placed special emphasis on the El Niño and monsoon systems that dominate the climate of the tropical Pacific and affect global-scale oceanic and atmospheric circulation patterns.

Thompson has received many accolades from numerous national and international organizations. Among them are the 2005 Tyler Prize for Environmental Achievement and the 2002 Dr. A. H. Heineken Prize for Environmental Sciences, given by the Royal Netherlands Academy of Arts and Sciences.

Thompson was born in Huntington, W.Va., in 1948 and graduated from Ohio State in geology in 1973. He has remained at OSU since then, earning his doctorate in 1976 (based on research into micro-particles in ice and the climate) and becoming a professor of geological sciences in 1994.

The results of his research regularly appear in the journals Nature and Science and have appeared in National Geographic and National Geographic Adventure. In 2001, Time magazine and CNN added his name to the list of "America's Best in Science and Medicine." Thompson also sits on a number of advisory bodies in his field, is a member of the editorial team of sev-

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eral journals and of a number of international partnerships, and leads one or more research expeditions every year.

The guest speaker is the University's second McMaster Visiting Scientist, in a program underwritten by a \$250,000 endowment funded by Helen and the late Harold McMaster. The longtime BGSU benefactors, from Perrysburg, funded the interdisciplinary program to bring eminent scholars or practitioners from the fields of chemistry, biology, geology, physics or astronomy to the University.

His visit is also sponsored by the College of Arts and Sciences.

Services marketing is focus of Dwayne Gremler Fulbright award

Dr. Dwayne Gremler will be sharing his expertise in services marketing with faculty and students at the University of Maastricht in the Netherlands next spring as the recipient of a lecturing award from the Fulbright Scholar Program.

He applied specifically to the University of Maastricht because, he said, his specialization in services marketing dovetails with its Academic Center for Research in Services' focus. He also has ties to the Dutch university, having spent six weeks there as an invited visiting scholar and senior research fellow in 1998.

"The University of Maastricht is one of the leading centers of services marketing and management research in the world," Gremler said.

Services marketing differs from traditional marketing in that the primary benefit being offered to the consumer does not include a tangible product, he explained. Yet the service economy, which includes such businesses as accounting, health care, even house painting, makes up more than 80 percent of the United States' gross national product.

"When the product offering does not include a tangible output as its primary focus, there are significant implications from a marketing point of view," said Gremler, who came to BGSU in 2000 to help strengthen the University's program in that area.

In return for sharing his marketing knowledge at Maastricht, Gremler said he wishes to gain experience in problem-based learning, which he hopes to do more of in his Bowling Green classes.

"Maastricht is a pioneer in problem-based learning. All of their classes are set up that way, from freshman year on. They were one of the first universities to do this," Gremler said.

He will supervise eight to 10 classes of about 14 students each, in which the students will work as teams to solve real-world problems. He will also consult with doctoral students on their projects.

While in Europe, Gremler plans to "be an ambassador for BGSU," he said. He has scheduled several speaking engagements and will conduct seminars at universities in France, Sweden, Switzerland and Germany, hoping to recruit students to Bowling Green and make additional faculty connections in the process.

Gremler is the co-author of one of the foremost textbooks on services marketing. Now in its fourth edition, *Services Marketing: Integrating Customer Focus Across the Firm* is published by McGraw Hill. It stresses the importance of developing strong customer relationships through quality services.

His being named a Fulbright lecturer is a continuation of a series of events aimed at strengthening BGSU's position as a leader in services marketing education, he said. The last two

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faculty members hired by the department focused on services marketing while receiving their doctoral degrees, and the department has added classes in that area so students “will have additional opportunities to learn and to position themselves in the marketplace,” Gremler said.

In addition, BGSU held a symposium last spring on services marketing that drew 320 area businesspeople. Titled “Managing the Customer Experience: Winning Strategies and Tactics of Industry Leaders,” the event featured executive speakers from the Ritz-Carlton and the Mayo Clinic, both known for their exemplary customer service, along with BGSU faculty experts.

Gremler received his bachelor’s, master’s and doctoral degrees from Arizona State University. Before coming to Bowling Green, he taught at the University of Idaho and has conducted a number of undergraduate and graduate seminars at European universities, some of which he will be revisiting in the spring.

He has published numerous award-winning papers and journal articles, frequently gives conference presentations on services marketing and regularly helps organize academic conferences in that field.

Verify your name and address in BGSU system

What’s in a name? A lot, when it comes to employee records, says Donna Wittwer, associate director of Human Resources. With the University’s recent changeover to the integrated PeopleSoft data system, it has become vital for Human Resources to have employees’ correct names and addresses on file for updating internal records and for submitting correct employee addresses to the companies administering BGSU’s benefits such as medical insurance and prescription and dental coverage.

Employees who have also been students here often are registered under different names as employee and as student, she said, and that will create confusion as the system becomes integrated. If you were registered differently as a student than as an employee, you need to visit the Office of Registration and Records to make sure your name is the same both there and at Human Resources. Then contact the benefits office to update your forms and beneficiary information.

Also, if you have been married or divorced, begun using your middle name as your first name or have taken a different name for any reason, alert Human Resources to the change as soon as possible.

The goal is to have one consistent name across University records for each employee, Wittwer said.

Another important piece of information is addresses, she added. If you have moved and have not updated your address with BGSU, you can either call Human Resources or simply go to the Change My Address link under My Faculty/Staff Services in My BGSU to make that change.

If your home address and your mailing address are the same, complete only the home address portion and select the box under Mailing Address that states they are the same.

If you have a home address that is not local and a mailing address that is local, complete both the home and mailing address sections.

Select “Submit” near the bottom of the screen to save any changes you have made. Changes will be effective the next day.

The information is only used when absolutely necessary, Wittwer assures, but will be most

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helpful in administering employees' benefits.

Human Resources would like to have all information current in time for the upcoming Open Enrollment period for health care benefits. All full-time employees are required to complete a form this year even if they choose to waive benefits. Information packages will be mailed to the address the University has on file for employees.

Nurses are focus of incivility study by BGSU doctoral student

With enrollments lagging, nursing schools are producing fewer graduates at a time when more are needed to care for an aging population.

But the supply of nursing-school graduates isn't the only factor contributing to an ongoing shortage. Nurses are also being driven from the profession by burnout and dissatisfaction, as a BGSU study of incivility among nurses shows.

Ashley Guidroz, a Ph.D. candidate in industrial-organizational psychology, says many nurses drop out because the shortage has left them feeling overworked. Some hospital-based nurses don't feel supported by their hospitals, which are trying to work through the situation but can't please everyone, she says. For instance, she adds, financial incentives offered by hospitals to attract new nurses leave more experienced caregivers feeling slighted.

Nurses also feel they aren't paid enough to deal with difficult doctors—the group with which nurses have generally reported the most problems in the incivility survey conducted by Guidroz.

She started with a general measure of workplace incivility developed by Bowling Green graduates Jennifer Burnfield and Olga Clark, and “modified the measure for a health-care setting,” explains Dr. Steve Jex, psychology.

She went on to receive a small grant for her research from the University of Cincinnati's Education and Research Center, becoming the first Bowling Green student to get grant funding for an incivility study.

Among the other three groups with which they interact, nurses generally have the fewest problems with supervisors, while peers and patients are in the middle of the rankings, Guidroz found.

But it's easier for nurses to overlook the incivility that comes their way from patients, she points out. “They're able to empathize with the patients more,” she says. “They understand it more from them than from any other source.”

Patients, however, are the ones who can ultimately suffer from their caregivers' conflicts, which can greatly affect the quality of health care. A hospital stay entails more contact with nurses than doctors, but if, for example, a nurse doesn't believe a difficult doctor can be approached about possibly having prescribed the wrong medicine for a patient, health care can be compromised, Guidroz contends.

The New Orleans native, who earned a bachelor's degree in psychology and English from Tulane University in 2001, received access to University Hospital in Cincinnati in addition to the Education and Research Center grant for her study.

Her connection with the University of Cincinnati began nearly two years ago, when Dr. Donna Gates, a registered nurse and UC professor of nursing who researches violence in nursing homes, made a presentation at BGSU. After Guidroz spoke to Gates about her and other Bowling Green students' work on incivility, she, Jex and three other students were invited to make a presentation at Cincinnati's College of Nursing.

Guidroz and colleague Heather Schwetschenau will be at UC Oct. 20 to present the study's

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findings at the Education and Research Center's sixth annual Pilot Research Project Symposium. The day before, also in Cincinnati, they will make a similar presentation for the Nurse-Physician Collaborative, a partnership of nurses and doctors who focus on improving nurse-physician relationships in the workplace.

BGSU has now applied for an intervention study as part of UC's application for a larger grant from the Centers for Disease Control and Prevention, which is creating centers of excellence focused on health promotion.

The study would include an incivility component, looking at the predominant sources of conflict for nurses and working with them on quality of interpersonal relations. More specifically, Guidroz says, BGSU researchers would work on standards of respect—even as basic as saying hello—within a culture of civility. The other facet of the study would be well-being—helping nurses set goals for eating better and getting more exercise to cope with stress.

It's all geared toward promoting "that civil culture we sometimes take for granted," adds Guidroz, who received her master's degree in I-O psychology from Minnesota State University-Mankato, where her adviser was Bowling Green alumna Lisa Perez. Guidroz expects to graduate from BGSU in May 2007.

'Color of Water' author speaks at Firelands' All-College book celebration

James McBride, an award-winning writer, composer and saxophonist, will speak at two keynote events on Oct. 19 during the BGSU Firelands All-College Book series.

He will discuss his memoir, *The Color of Water: A Black Man's Tribute to his White Mother* at 12:30 p.m. in McBride Auditorium. *The Color of Water* is Firelands' 2005 All-College Book.

McBride will also present "Color of Water: Search for Identity" and talk about his New York Times best-selling book at 7 p.m. in the Cedar Point Center. A book sale and signing will follow. Proceeds from the book sale will benefit the BGSU Firelands Faculty and Staff Scholarship Fund.

McBride's book is the story of his mother, a Jewish woman from Poland who raised 12 black children in New York City and sent each to college.

He is a former staff writer for the Boston Globe, Washington Post and People. He was selected by President Bush to serve on the National Council on the Arts in 2003 and is the recipient of the American Arts and Letters Richard Rodgers Award, the ASCAP Richard Rodgers Award and the American Music Theatre Festival's Stephen Sondheim Award.

McBride studied composition at the Oberlin Conservatory of Music, holds a master's degree in journalism from Columbia University and an honorary doctorate in human letters from Whitman College and the College of New Jersey.

His visit is sponsored by the Dean's Lecture Series, the Department of Humanities, and Student and Campus Activities at Firelands. The events are free and open to the public.

For more information, contact Lesley Ruszkowski, assistant director of college relations, at 2-0613 or email lesleyr@bgsu.edu.

Trustees greenlight plan to buy Poe Road property

The BGSU Board of Trustees held a special meeting Oct. 8 in which they gave permission for the University to purchase property at 400 E. Poe Road from the Ohio Department of Job and

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Family Services.

The 1.48-acre plot includes an 11,600-square-foot office building and a 60-vehicle parking lot. BGSU administrators have discussed moving offices that do not need to be on main campus to the Poe Road site in order to free up space.

The purchase is contingent on the price not exceeding \$900,000 and completion of a feasibility study. The money for the purchase must come from the 2004 bond issued for property acquisitions, the trustees stipulated.

IN BRIEF

Two weeks left in BG Gives Back charitable campaign

Pledge online at <http://bgcharity.bgsu.edu> or return your paper pledge. Your pledge will also enter you in drawings for prizes.

Content Management System training for Web to be offered

The Office of Web Development is offering training sessions on the Content Management System (CMS) for the Web for campus areas that will be creating or maintaining their Web pages using the Rhythmyx CMS system.

Sessions will be customized to the needs of the department and the knowledge level of those being trained. The hands-on sessions are an introduction to the CMS system and include instruction on how to navigate through CMS, how to create new Web pages and how to maintain existing CMS Web pages. Additionally, for new CMS Web sites, discussion will be held regarding the next steps required to move Web sites to production.

A request for training may be completed by contacting the Technology Support Center at 2-0999, tsc@bgsu.edu. Any specific questions regarding CMS may be directed to the Office of Web Development at webdev@bgsu.edu.

Firelands brings back the Big Band era for scholarship fund-raiser

The BGSU Firelands advisory and development boards and Dean James M. Smith will host a Big Band Scholarship Ball to raise \$50,000 for student scholarships.

The event, at 7 p.m. Oct. 29, will include music by North Coast Big Band, dancing and specialty auctions.

The auction will include prizes such as trips to Mackinac and Rattlesnake islands; an overnight stay at Rockwell Spring Trout Club; a one-week stay in Snowmass, Colo.; a one-week stay on Sanibel Island, Fla.; a "Roaring Twenties" gourmet dinner for 12 with limo service, and BGSU and Ohio State University football tickets.

Tickets are \$75 per person or \$125 per couple, and are partly tax deductible. For more information, contact the Office of College Relations at 2-0817.

Local citizens invited to join national dialogue on health care

As part of a national dialogue, citizens throughout northwest Ohio are invited to participate in a series of public summits late this month to discuss the topic of health care. WBGU-PBS and BGSU's Center for Regional Development (CRD) are partnering to organize and docu-

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ment local summits in five northwest Ohio cities, culminating in a regional summit.

Deliberation Week 2005, Oct. 24-29, is designed to energize and enhance the national conversation on America's role in the world and to make global concerns locally relevant. More than 1,000 Americans in communities around the country will join together in a common deliberation about one of two critically important issues before the nation: health care and education.

The local summits on health care will be held at various times in Bowling Green, Defiance, Findlay, Fremont and Lima to allow participants to choose the most convenient venue. All are invited to discuss health-care issues with peers and experts to help shape local, state and federal policy. The summits are non-partisan.

These deliberations, covered by WBGU-PBS and 15 other selected Public Broadcasting Service stations around the country, as well as other media, will be complemented by a national PBS broadcast produced by MacNeil-Lehrer Productions, with station contributions. WBGU will feature the events in local programming and provide footage for the national "By the People" program to air on PBS at 10 p.m. Nov. 10.

In addition to randomly selected participants, who have been contacted by letter and phone, the general public is encouraged to participate. Interested people can register or receive more information by emailing btp@wbgu.org or calling Robin Weirauch at the CRD, toll-free at 866-562-7277.

These events are funded in part by grants from the William and Flora Hewlett Foundation, the Rockefeller Brothers Foundation, the Corporation for Public Broadcasting and MacNeil-Lehrer Productions.

Other partnering organizations include the Health Policy Institute of Ohio, BGSU's College of Health and Human Services, Institute for Psychological Research Application and Statistical Consulting Center, the University of Toledo's Urban Affairs Center and the League of Women Voters.

CALENDAR

Monday, Oct. 10

Fall Break, Classes canceled, offices open.
Support Group, "Caring for Yourself while Caring for Others," noon-1 p.m., Women's Center, 108A Hanna Hall.

Women's Center, 107 Hanna Hall. In recognition of Domestic Violence Awareness Month.

Volleyball vs. IPFW, 7 p.m., Anderson Arena.

Tuesday, Oct. 11

Fall Break, Classes canceled, offices open.

Thursday, Oct. 13

Dissertation Defense, "Resisting Neoliberal Globalization: Coalition-Building Between Anti-Globalization Activists in Northwest Ohio," by Kendel A. Kissinger, American culture studies, 1 p.m., 208 Williams Hall.

International Film Series, "Lucie Aubrac," directed by Claude Berri, 1997, France, 7:30 p.m., Gish Film Theater, Hanna Hall.

Concert, with the BGSU Brass Ensemble, Trumpet Ensemble, Horn Choir, Trombone Choir and Tuba/Euphonium Ensemble, 8 p.m., Kobacker Hall, Moore Musical Arts Center.

Wednesday, Oct. 12

Arts and Sciences Forum, "Values: Why They Matter," with Dr. George Agich, new director of BGeXperience, 12:30 p.m., 101B Olscamp Hall. Free. A noon luncheon of lasagna, salad and garlic bread is \$7.95 plus tax. RSVP by today (Monday, Oct. 10).

Brown Bag Luncheon, "The Cocoon Shelter: A Bowling Green Response," by Michelle Clossick, Cocoon Shelter, 1 p.m.,

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Friday, Oct. 14

Women's Professional Development Series, "How to Grade Less and Have a Life," by Dr. Cynthia Mahaffey, general studies writing, 12:30-2 p.m., 107 Hanna Hall.

Presentation, by Dr. Gayla Morris, BGSU alumna and professor of economics, Edinboro (Pa.) University, on her studies abroad and work throughout Latin America and Africa, 3 p.m., 308 Bowen-Thompson Student Union. For more information, email mbarry@bgsu.edu.

Women's Soccer vs. Kent State, 3 p.m. Cochrane Field.

Volleyball vs. Central Michigan, 7 p.m., Anderson Arena.

Hockey vs. Merrimack, 7 p.m., Ice Arena.

Film Festival, Next Frame Student Film and Video Festival, 7:30 p.m. and 10 p.m., Gish Film Theater. Touring showcase of student films and videos, featuring the 2005 award winners of the animation, experimental, narrative and documentary competitions.

Saturday, Oct. 15

Conference, Teaching Music History, 9 a.m.-5:15 p.m., Bryan Recital Hall, Moore Musical Arts Center. For more information, call Dr. Mary Natvig at 2-7351.

Cross Country, Falcon Invitational, women at 10:45 a.m., men at 11:30 a.m.

Film Festival, Workshop on Experimental Cinema, by Christopher May, founder and director of the International Experimental Cinema Exposition, 2:30-4:30 p.m., Gish Film Theater.

Hispanic Heritage Month Event, "Latino-palooza," 5 p.m.-midnight, Lenhart Grand Ballroom, Union.

Volleyball vs. Eastern Michigan, 7 p.m., Anderson Arena.

Hockey vs. Boston College, 7:05 p.m., Ice Arena.

Film Festival, "The International Experimental Cinema Exposition," 7:30 p.m., Gish Film Theater. Featuring avant-garde films from around the world, with works by film makers Stan Brakhage, Peter Kubelka, Standish Lawder, and Thad Povey and Kate McCabe.

Sunday, Oct. 16

Women's Soccer vs. Buffalo, 1 p.m., Cochrane Field.

Sunday Matinees, "The Wind," starring Lillian Gish and Lars Hanson, directed by Victor Seastrom, 1928, 3 p.m. In remembrance of Lillian Gish's birth in Springfield, Ohio, on Oct. 14, 1893. And "The Ruse," starring William S. Hart, directed by Thomas H. Ince, 1915, 4:15 p.m., Gish Film Theater.

Monday, Oct. 17

Support Group, "Caring for Yourself while Caring for Others," noon-1 p.m., 108A Hanna Hall.

ARTalks, by Dr. Amy Gilman, associate curator of modern and contemporary art, Toledo Museum of Art, 5 p.m., 1101 Fine Arts Center.

Continuing Events Through Oct. 29

Art Exhibition, "Architecture: Design Studios: Selected Works." Gallery hours are 8 a.m.-6 p.m. Monday-Saturday and 10 a.m.-6 p.m. Sundays, Bowen-Thompson Student Union Art Gallery.

Through Nov. 8

Art Exhibition, "Randy Simmons Drawing," Little Gallery, BGSU Firelands. Gallery hours are 9 a.m.-5 p.m.

Through Nov. 10

Art Exhibition, Peter Gourfain, ceramics, sculpture and prints, Willard Wankelman Gallery, Fine Arts Center. Gallery hours are 10 a.m. to 4 p.m. Tuesday-Saturday and 1-4 p.m. Sundays.

Oct. 14-Nov. 11

Planetarium Show, "Hubble Vision: The Best from the Space Telescope," 8 p.m. Tuesdays and Fridays and 7:30 p.m. Sundays, 112 Physical Sciences Lab Building. \$1 donation suggested. The planetarium show is followed by stargazing in the observatory, if weather permits, on Friday and Sunday evenings.

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FACULTY

General Studies Writing. Instructor (11 positions). Call Donna Nelson-Beene, 2-7885. Deadline: Oct. 30.

Ethnic Studies. Associate/Full Professor/Chair. Call Gary Lee, 2-2292. Deadline: Nov. 21.

German, Russian and East Asian Languages. Assistant Professor. Call the department, 2-2268. Deadline: Dec. 1.

School of Art. Assistant Professor/2D Studies with Digital; Associate Professor/Graphic Design. Call Dennis Wojtkiewicz, 2-2609. Deadline: Jan. 20, 2006.

School of Art. Assistant Professor/Art History. Call Rebecca Green, 2-8514. Deadline: Jan. 20.

Contact the Office of Human Resources at 419-372-8421 for information regarding classified and administrative positions. Position vacancy announcements may be viewed by visiting the HR Web site at www.bgsu.edu/offices/ohr.

Employees wishing to apply for these positions must sign a "Request for Transfer" form and attach an updated resume or data sheet. This information must be turned in to Human Resources by the job deadline.

CLASSIFIED

View job descriptions at: www.bgsu.edu/offices/ohr/employment/BGSU_only/

The deadline to apply for the following position, which is open to BGSU employees only, is 1 p.m. Friday, Oct. 14.

Secretary 1 (R-000132)—School of Family and Consumer Sciences. Pay grade 6. Twelve-month, full-time position.

The following positions are offered on and off campus.

Accountant 2 (R-000024)—Grants Accounting Office. Pay grade 10. Twelve-month, full-time position. Deadline: 1 p.m. Oct. 14.

Cashier 1 (R-000131)—University Dining Services. Pay grade 3. Nine-month, part-time position. Deadline: 1 p.m. Oct. 14.

Food Service Worker (R-000147)—University Dining Services. Pay grade 1. Nine-month, part-time position. Deadline: Oct. 21.

Food Service Worker (R-000146)—University Dining Services. Pay grade 1. Nine-month, full-time position. Deadline: Oct. 21.

ADMINISTRATIVE

View job descriptions at: www.bgsu.edu/offices/ohr/employment/adm_staff/

Assistant Director of the Career Center (J-000110)—Career Center. Administrative grade 15. Deadline: Oct. 14.

Capital Planning Assistant (R-000119)—Finance and Administration. Administrative grade 14. Deadline: Oct. 14.

Associate Director of Residence Life for Business Affairs (J-000099)—Office of Residence Life (search extended). Administrative grade 16. Review of applications will continue until the position is filled.

Video Coordinator/Football Operations (R-000012)—Intercollegiate Athletics. Salary is commensurate with experience. Review of applications began Aug. 12 and will continue until the position is filled.

OBITUARY

There were no obituaries this week.