



Queens holds 144th Commencement Ceremonies

On a Saturday May 3, 2003, approximately 200 undergraduate and Masters of Nursing students crossed the stage on the lawn of Burwell to receive their diploma. They formed the 144th graduating class, the first to graduate under a new institutional name and under new presidential leadership. Paul Leonard, chairman of the Habitat for Humanity International Board of Directors, addressed the Class of 2003 with a speech entitled "Time and Place." He encouraged the graduates to expand their service beyond just the communities in which they live.

The conferring of graduate degrees to 140 students occurred in a separate ceremony held the evening of May 2nd in Dana Auditorium. "Serving Customers – Not Just for Retail" was

the topic of the commencement speech delivered by Robert L. Tillman, chairman and CEO of Lowe's Companies, Inc.

Special recognitions went to Cari Star Borresen, Valedictorian, College of Arts and Science; Anne Cherry Phillips, Salutatorian, College of Arts and Sciences; and Colleen McCarey, Highest GPA, Pauline Lewis Hayworth College. Gladys Chi, a 2003 graduate and a nursing major, was the student recipient of the Algernon Sydney Sullivan Award, which recognizes "those who move beyond the narrow circle of their self-interest and spend themselves in the interest of humanity." Nancy Dorrier '66 was the community recipient of the Algernon Sydney Sullivan Award. She graduated with a degree in psychology and is the mother of Alice-Lyle Hazel Hickson '94. Commencement speaker Paul Leonard received an honorary degree for his work with Habitat for Humanity. Mr. Leonard is married to Queens Trustee Judy Moore Leonard '67.

Envisioning the Future at Queens

by Dr. Brian Ralph, Vice President for Enrollment Management

"Enrollment management is a systematic, holistic, and integrated approach to achieving enrollment goals by exerting more control over those institutional factors that shape the size and characteristics of the student body. It includes activities associated with attracting and retaining students..." Noel-Levitz, Inc.

I have the privilege of filling the newly created position of vice president for enrollment management here at Queens University of Charlotte. We are building a new organizational structure to allow us to focus on the student from the first point of contact with the University through graduation. The new enrollment management team consists of the offices of admission, campus police, health and wellness services, residence life, student activities and student financial services. The integration and coordination of the various offices listed above will provide students with a seamless experience and enable us to maximize our resources and efforts in order to attract and retain the students Queens University of Charlotte desires.

Our vision is to be a dynamic, fun, professional and student-centered team that attracts and retains students who will thrive throughout and after their Queens experience. We have important goals and objectives to fulfill:

- Focus 445. You probably have heard this term dozens of times, but let me assure you it is not growing old on campus. The University is making every effort to focus our talents, energy and resources on open enrolling 400 first-year students, 40% of them being male, by 2005! This year's goal is 240 and we are confident it is within reach. (note: our five-year average is 175 first-year students).
- Retention. Significant progress has been made in the area of student retention. We have improved by eight percentage points over the

last four years...but believe we have room to improve.

- We will also be addressing other important areas, including net tuition revenue, student involvement and leadership, the idea of a first-year experience and service to Charlotte.

We also are experiencing a season of organizational change. Prior to my arrival, Eric Baldwin, dean of student life, was selected to head up our Professional Golf Management Program (PGM). We are in the process of searching for a new dean of student life who will also serve as the director of student activities. Vanessa Infanzon, our current director of student activities, is expecting her first child later this summer and will be returning to Queens in a part-time capacity after her leave. Other changes include the elimination of graduate student positions as residence coordinators, as well as the area coordinator position, and the creation of two assistant directors of residence life professional staff positions. We have also combined two graduate student positions in the student activities area and created a new assistant director of student activities position that was recently filled by Tim Loftus.

We are very excited about the direction in which we are headed and believe we are positioned to be successful in both the immediate and long-term future. Thanks in advance for your support as we work to help Queens University of Charlotte thrive!

Nursing Part of International Exchange Program

by Joan McGill, Professor of Nursing

The Vail Program of Nursing has just completed the second year of a 3-year grant "Developing Intercultural Competence in Multicultural Health Care Workers" funded by the Fund for the Improvement of Postsecondary Education (FIPSE). With a global shortage of nurses and the recruitment of



(L-R): Anu Raatikainen, Joana Vuollet-Puurunen, Joanne Stimpson, Heidi Tiitinen, Lori Van Horn, Candace Cooper and Laura Green are the first students to participate in Queens nursing exchange program. Anu, Joana and Heidi are from Kuopio, Finland, and came here to Queens, while Joanne, Lori, Candace and Laura went to Finland.

nurses from other countries, it has become increasingly important for nurses to learn the role of nursing and the health care delivery systems of other countries. The goal of this project is to prepare both graduates and undergraduates for working in multicultural workforces. Vanderbilt is the lead institution for the United States, and Bournemouth University in the United Kingdom is the lead institution in Europe. The other consortium sites include Queens University of Charlotte and Western Kentucky University in the United States, Uppsala University in Sweden and Pohjos-Savo Polytechnic in Finland.

During the spring semester three students from Finland spent 12 weeks living in Belk Dorm and working with preceptors at Carolinas Medical Center completing their clinical requirements for graduation. They registered for the nursing internship as well as the senior nursing perspectives course. These students liked the unit-dose medication system in our country but thought nurses had far too much paper work to complete. In addition to being guests for meals in several homes and riding their borrowed bikes all over south Charlotte, they also went to Disney World over spring break and two spent a weekend in New York City. One student's husband came over for a month, and they took time to visit a relative in Houston and then stopped by New Orleans on the way home. They enjoyed

shopping and took home twice as much as they had when they came.

During the month of March, two undergraduates, Candace Cooper and Laura Green, and two graduate students, Joanne Stimpson and Lori Van Horn, in the Vail Program of Nursing went to Finland and met objectives for the courses they were taking here. They spent time in the hospital and community agencies. They learned that all expectant mothers receive prenatal care, and all students receive regular physicals in the schools. While in Finland, two of the students went to Stockholm and two went to Lapland above the Arctic Circle. They all learned to dress warmly and be thankful for a high of 32 degrees. They walked almost everywhere they needed to go and participated in a favorite pastime, the sauna.

Before and after the exchange, all senior nursing students participated in experiences designed to increase cultural awareness, knowledge and competence. By working with nurses from another country, the exchange students had the opportunity to increase their intercultural competence.

During the last year of the program, Queens will exchange students from Bournemouth University in the UK and Uppsala University in Sweden.



Student Body President Stephen Baldwin (Right) is pictured here with new V.P. for Enrollment Management Brian Ralph (Left) during a reception held at the new home of Queens President Dr. Lewis.

Stephen Baldwin Chosen as Charlotte Observer Special Columnist

Flipped through *The Charlotte Observer* lately? A special community columnist for the *Observer* shares a striking resemblance to a Queens rising senior. In fact, he is political science major and second-term Student Body President Stephen Baldwin. Baldwin was chosen as part of the *Observer's* eight annual Columnist Search. Approximately 250 entered; eight, including Baldwin, were selected to write a monthly column for the Viewpoint page. The February dedication of the Billy O. Wireman Fountain inspired Baldwin's second article. It is reprinted below by permission of *The Charlotte Observer* (www.charlotte.com).

Wireman's Service Inspires Queens

by Stephen Baldwin

On Feb. 7 the board of trustees at Queens University of Charlotte dedicated the Billy O. Wireman Fountain, saying it would forever serve as a symbol of his commitment to the Queens community.

As I stood there at the dedication, I admired the beauty of the new fountain and appreciated the kindness of those who funded its construction. But I could

not help but think that the real symbol of Wireman's service is Queens itself.

When "Billy O." took the reins at Queens, higher education had written the institution off the map. Yet today we improve our academic ranking every year. Today more than 90 percent of our students go on international trips, while only 9 percent of students nationwide have such a chance. Today we have an internship program that is one of the top 10 in the nation, as rated by U.S. News and World Report. Today we have one of the most distinguished faculties in the state. And why? We are what we are because of Wireman.

Just before the ceremony concluded, he shared some thoughts with those in attendance. Wireman said that life is about stewardship: "It's about leaving this world better than you found it." Success is not important; neither is wealth. But people are, and if you listen to and work with them, then you will have done your duty. This life is about service, not being served, he said.

Few have the vision, moral compass and courage to say things like that today. So as I listened to Wireman outline what he considered the important things in life, I absolutely could not contain my joy. I could not stop smiling.

Billy Wireman is one of the good guys. He lets his light shine bright in the curriculum and culture at Queens. He has set the standard by living a noble life, having a productive career and exemplifying global citizenship.

As Jerrold Footlick details in his new book, "The Awakening," Wireman rescued Queens. Without his leadership, the school might not be open today.

But he almost didn't come. After rescuing Florida Presbyterian College from near extinction, he wasn't sure he was ready for another big project at such a young age, 45.

Fortunately, he accepted the invitation. Wireman, the board of trustees, faculty, staff, students and friends of Queens have built an exceptional institution.

But don't take my word for it. The president of the Carnegie Foundation for the Advancement of Teaching said the following about Queens:

"I know of no college that has combined the four elements as successfully as you have in a core curriculum that has coherence, in an international program that has great vision, in a blending of the liberal arts and useful arts through the enriched major, and through an internship that tries to relate the classroom to the realities of life."

With help from numerous people, Wireman built an exceptional institution. He crafted a culture that encourages stewardship and promotes service.

If you are not connected with the Queens community, you are missing out on one of Charlotte's greatest opportunities. Please join us for student-run educational events, special faculty presentations or a tennis match, or attend one of Wireman's frequent Charlotte World Affairs Council lectures.

You can even join us for a basketball game. Our men's team is currently ranked eighth in the nation (NCAA Division II). And you better believe Wireman had his hands in our basketball program, as well. At age 25, he took a job as an assistant coach to legendary University of Kentucky coach Adolph Rupp. He even won a national championship, as our men hope to do this year.

I adore the new Wireman Fountain. But I need only think of Queens to think of Wireman. This past weekend, 250 prospective students and their families (600 people total) visited campus to discover Queens and interview for scholarships. They were here because of Wireman; they came because of the institution he built.

We thank you for all you have done, are doing and will do, "Billy O." Your civic virtue and moral integrity are an inspiration. To keep pace with the example you set, we in this community will have to work hard. But we pledge to work until our work is done, just as you have always done.

To read Stephen Baldwin's other published columns, visit www.queens.edu/odyssey.

Graduate Organizational Communication Student Helps to Bring National Recognition to Charlotte

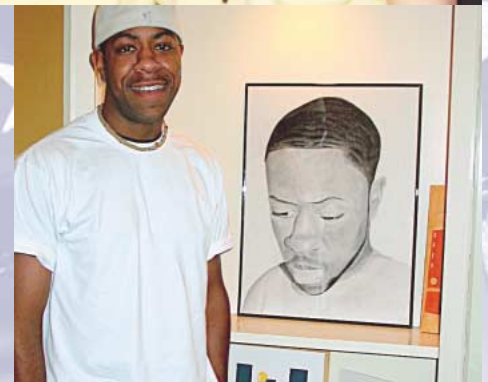
Erin Mandell, a recent graduate organizational communications student, shared the stage with Mayor Pat McCrory when he received an award from the American Foundation for the Blind. The award recognized Charlotte as the nation's most livable city for the blind and visually impaired. Mandell, who is herself visually impaired and unable to drive, nominated the city for the award based on her experience as a resident for the past eight years.

Some of the factors considered among the nominated cities include the bus system, affordable housing and accessible jobs. Charlotte is also notable for having buses with public-address systems to announce landmarks and many intersections with audible pedestrian signals. Charlotte was selected above other cities including Berkeley, California; Kalamazoo, Michigan; New York City; LaCrosse, Wisconsin; and Louisville, Kentucky.

Mandell has attended Queens University of Charlotte to earn both her bachelor of arts and master of arts degrees in organizational communication, which she completed this spring.



Student Jonathan Keitt works with Sports Information Director Meghan Bailey (Left) and Athletics Administrative Assistant Sue Honeycutt (Right). He is an art studio major, and his work is on display in the Trexler Student Center (picture to the right).



Queens Student Called to Serve During War in Iraq

"He always goes beyond the call of duty." Those may be the most appropriate words to describe Jonathan Keitt according to Sue Honeycutt, administrative assistant for the Queens athletics department. A junior art-studio major from Orangeburg, SC, Keitt also serves the United States as a senior airman in the Air National Guard. When war broke out with Iraq in March, Keitt's unit was deployed to a military base in Frankfort, Germany to assist with the processing of troops and cargo, which are going all over the world on both military and commercial aircrafts. "A majority of the aircrafts are only stopping for a layover. Most troops are going to Kuwait and now also Baghdad International," Keitt states.

Honeycutt came to know Keitt when he served as a work-study in the athletics department. "Jonathan helped to keep the stats for basketball and worked with me on initiatives for the Royals Club. He was always extremely conscientious and just a special person to know," says Honeycutt. Keitt is also a member of the Queens cross-country team and a residence assistant for Hayes residence hall.

Honeycutt has kept up with Keitt over the last few months via email. He reports that he misses Queens and was especially disappointed to have missed his international trip to Yap. He is thankful though for the support and good wishes he has received from the entire Queens family. Keitt hopes to return home at the end of July.