Sacred Heart University's Nursing and Physical Therapy programs were jointly recognized this fall as an educational model of excellence. The University received an honorable mention for Exceptional Baccalaureate Curriculum in Gerontologic Nursing from the John A. Hartford Foundation Institute for Geriatric Nursing at New York University in collaboration with the American Association of Colleges of Nursing (AACN). The presentation was made Oct. 22 at the AACN's semi-annual meeting in Washington, D.C.

Doni Taylor Sullivan, Ph.D., RNC, director of Nursing Programs, and Linda Strong, Ed.D., RN, assistant professor of nursing, accepted the award on behalf of the University. The curriculum was developed by Dr. Strong and Michelle Lusardi, Ph.D., PT, assistant professor of physical therapy.

"The Sacred Heart nursing faculty have created an innovative curriculum in partnership with our physical therapy colleagues," Dr. Sullivan said. "We are proud to be the recipient of this prestigious award, which reflects a commitment to enhancing care of patients as demographics and needs change."

The Pennsylvania State University School of Nursing won first prize in the content, while second place went to the University of Nebraska Medical Center College of Nursing. Also receiving an honorable mention was the Department of Nursing at Winston-Salem State University School of Health Sciences.

Don Cook marveled at Fleming's successes this year, and it's going to be a sudden there's a level of expectation. "He took kids that could be and made believers out of them," Cook said. "Our football program had experienced little success since its first season, and to reverse things so dramatically in the space of one year makes these honors all the more spectacular."

"When I listened to him I knew he was the real deal. He's our leader," Dr. Cook said. "If you look at it as a football coach, I did the stupidest thing possible — winning right away," Fleming said. "Now all of a sudden there's a level of expectation."

"But I've got the same team coming back next year, and it's going to be a job for us to be focused and not get complacent and keep going after it. If we do that, we've got a good chance to do it again."

Like other observers, Director of Athletics Don Cook marveled at Fleming's successes this fall. "He took kids that had no idea how good they could be and made believers out of them," Cook said. "Our football program had experienced little success since its first season, and to reverse things so dramatically in the space of one year makes these honors all the more spectacular."

Sophomore linebacker Kayode Mayowa offered this succinct summation of Fleming: "When I listened to him I knew he was the real deal. He's our leader."
Jocelyn Novella and Karen Flanagan, daily basis.

"I know that by my presence here and through the work I do here, I enable students to see goodness in themselves and in the world around them," she said.

Sister Anne-Louise has been sharing her many gifts with the Sacred Heart University community since 1979, first as a member of Campus Ministry and for the past 11 years with the Counseling Center (she has served as director since 1992).

From her second-floor office in the Park Avenue House, she provides a listening ear, useful advice and a kind heart to a steady stream of students each day. During the past year alone, she and her associates, Jocelyn Novella and Karen Flanagan, counseled 115 students (594 women, 361 men) who sought their services.

"For some, it means helping them increase their self-esteem. For others, it's giving support to get out of an unhealthy relationship," Sister Anne-Louise said. "If someone has made poor decisions, they know they can find an accepting and judgmental attitude here. We tend to be more pro-active than responding to crises. We try to avert a situation before it escalates.

In recent years, she is pleased to observe "more and more students come back to drop off a note to say thank you."

Sister Anne-Louise's life as a religious is divided into two distinct phases. In 1964, shortly after graduating from Cathedral High School in Springfield, Mass., she entered the Sisters of the Assumption. "I was 15 or 16 from Cathedral High School in Norwalk, Conn., where her final vows in 1981.

During the interim, Sister Anne-Louise taught social psychology and religion for three years at the now-defunct Central Catholic High School in Norwalk, obtained a master's degree in pastoral ministry and counseling from Emmanuel College in Boston, and filled the opening in the Campus Ministry staff at a Bridgeport line. She took her final vows in 1981.

While she has witnessed discernable changes in the student body — from the slightly older commuter of yesteryear who also held down a job to the more traditional 18-to-22-year-old residential student of today — there has been one constant. The majority are hard-working sons and daughters of hard-working parents.

What's kept me here is the kind of student who comes here," Sister Anne-Louise said. "I am at my best with students who are hard workers, who want to grow personally and academically."

Which is not to suggest there are no emotional brushfires to extinguish. An ongoing problem, she said, is the education of parents "who have done everything for their child, spoken for their children — called their teachers, yelled at their coaches — from the very beginning. At times, this attitude makes it very difficult for us to help young people become advocates for themselves, which they must learn to do if they are to succeed in life."

"Her years at the University, she said, "continue to be a gift and a source of life, both professionally and personally."
Mad Dog Puts Bite Into Celebrity Breakfast

Chris “Mad Dog” Russo, the colorful and opinionated WFAN sports talk show host, was an animated, entertaining speaker at the University’s third annual Celebrity Breakfast on Nov. 21. Three hundred seventy people filled the Pitt Center to hear the feisty half of the “Mike and the Mad Dog Show” and provide support for the Pioneers’ intercollegiate athletic program. “Tips” to a wait staff composed of coaches and student-athletes generated more than $23,000.

Russo was typically candid during his 45-minute talk, and an accommodating signer of autographs afterward. “I’m not a journalist,” he declared. “My job is to entertain. I’ve got to get advertisers to buy (air time).”

No other sports talk show comes close. Since their debut on the FAN in September of 1989, Mike Francesa and Chris Russo have been at or near the top of the ratings. Their outspoken views and spare-no-feelings commentaries are enjoyed — or, in some quarters, tolerated — by a legion of listeners whose ranks include athletes and coaches. This fall, they shared the Marconi Award for Major Market Personality of the Year.

Off the air, they share little more than their common passion for sports. “I’ve had lots of major altercations with Mike. I absolutely mean it — it’s true,” Russo admitted. “I can’t tell you how many shows I’ve done with him where not one word is said between us off the air.”

Russo talked about his rise through the broadcasting ranks, beginning with a “dawn-to-dusk” station in Jacksonville, Fla. “The day I start the sports guys leave,” he said. “My first lesson in radio: be in the right place at the right time.” He soon moved on to WINS in Orlando, where he honed his on-air persona as a nightly sports talk show host.

In the mid-1980s, Russo was able to make the quantum leap to New York City’s WMCA, where he served as morning sports anchor and weekend sports talk host. And then none other than Don Imus, who had become a Russo fan, provided the entree for his move to WFAN in the spring of 1989. He was all of 30 years old.

The station’s decision to pair Russo with Francesa, which they did in September, he said, “changed the way you do talk radio.” It’s been non-stop Mike and the Mad Dog ever since.

Russo enjoys a reunion with Mariel Clemente of Institutional Advancement, a former WFAN colleague, at the Celebrity Breakfast. Clemente was an account executive at the New York station for five years prior to joining the University. She is now the director of corporate relations.

Welcome, New Hires

BRENDA AGOSTO, officer, Public Safety
ROLANDO FERREIRA, set-up crew, Buildings & Grounds
ADAM GREENE, shuttle driver, Residential Hall/Life
JOSEPHINE KOPEC, accounts payable clerk, Business Office
KIMBERLY MACMOMER, interim head reference librarian, Ryan-Matura Library
ROSEANNE MOGRE, administrative secretary, Admissions
OSCAR PEREZ, cleaner, Buildings & Grounds
SASCHA RAJIN, news reporter, WSHU

Promotions

MARIOS CLEMENTE, to director of corporate relations
ANTONIO FERREIRA, to superintendent of roads & grounds
MARY ELLEN HOLTGREWE, to executive secretary, Institutional Advancement

Transfers

KEITH TUCKER, from credis/collections manager, Business Office, to assistant director, student loans, Student Financial Assistance

Births

JEAN SCHRODER, Institutional Advancement, and her husband, Chip, their first child, Madelyn Jane, on Dec. 6, 2000.

GREG WATKINS-COWELL, Biology faculty, and his wife, Kelly, a daughter, Abigail, on Dec. 3, 2000.
The speed of transformational change is always overstated in the short run, but the magnitude of change is always underestimated in the long run," Michael J. Critelli told an audience of 200 on Oct. 26. Critelli's lecture kicked off the University's series of Corporate Strategies and Insights Forums. According to the Pitney Bowes chief executive, experts had overstated the rate of change in three important areas:

1. People would communicate by email rather than paper-based mail.
2. Transaction documents such as bills and statements would be hosted on web pages and payments would be made over the Internet rather than paper-based bills and payments by check.
3. Postage would be downloaded over the Internet and printed on desktop printers, thus rendering postage meters obsolete.

"None of these three concerns has come to pass," Critelli said. "Direct marketing and advertising mail is actually growing faster because of the Internet." According to Critelli, experts predict that direct mail will continue to grow between 3 and 6 percent per year over the next decade.

"Some existing transactional mail over time will move to electronic form," he conceded, "but it is not moving as quickly as the experts expected."

E-business transformation is having a profound effect on Pitney Bowes, but also on its competitors, customers and suppliers, he said. "For commoditizing products, it gives more power to the customer. It forces businesses to differentiate products and services more than ever before."

The second consequence is that "customers have come to expect price reductions over time instead of price increases even in the absence of competition."

The third consequence, Critelli stated, is that "customers expect the Internet to be a supplemental method of communication with their vendors, not a substitution for more traditional face-to-face, telephone and mail communications."