

ADMINISTRATIVE SUPPORT
SERVICE CENTER

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ASSC NEWSLETTER

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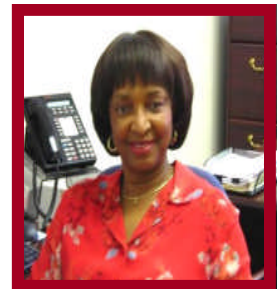
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FROM THE DIRECTOR

The staff members of the Clark Atlanta University Administrative Support Service Center (ASSC) are continuing in our mission to provide support services to CAU administrators, deans, faculty, and staff. The service requests that we receive require that we provide a wide range of administrative services and we are happy to do so.



HIGHLIGHTS WITHIN THE DEPARTMENT

MITCHELL STILL A DRIVING FORCE IN DIVISION

By: *Dominique Jackson*

Although she has been relocated, Lois Mitchell continues to be a significant figure in the Division of Communication Arts. Mitchell, the administrative specialist, has guided the Division in many ways.

She helped put together the Division's recent annual Career and Internship, where 25 plus companies came to interact and provide opportunities to students.

Mitchell is also aiding in Clark Atlanta University's partnership with the National Collegiate Athletic Association for an upcoming project. On Nov. 10, the NCAA is teaming up with the Department of Athletics for its Community Engagement Project.



"CAU will be the first Historically Black College or University and the only division to host an event with the NCAA," Mitchell said.

As a coordinator for the event, Mitchell plans to utilize the student body to conduct a successful project. One of her ideal intentions is to have the CAU Players perform as a means for entertainment.

Recently, Mitchell, (2nd left), also coordinated the division's annual book fair and luncheon. The event was sponsored by Cengage Learning to provide the Division with various editions of textbooks used in the curriculums.

ASSC staff members are not a "secretarial pool." They are a highly qualified group of individuals who perform specific administrative services and are consistently engaged in the practice of aligning those services with campus academic priorities and improving services to meet the needs of campus customers.

Once again, I remind you that there is an ASSC link on the CAU Web site that will allow you to retrieve the ASSC Service Request Form. This form can be faxed to us at ext. 8648, or you may call our office at ext. 8697 and speak with your assigned liaison. Also, those of you who were the recipients of our services during the fall semester of 2007 have received a survey form that is a part of our evaluation. Please complete this short survey and return it to us by March 28, 2008, if you have not already done so. As you prepare to complete another academic year, do not hesitate to call on us. We can help you to successfully meet your responsibilities with less stress.

Again, we look forward to hearing from each of you!!

ASSC NEWSLETTER

MID-YEAR EVALUATIONS

The Administrative Support Service Center staff invites you to add your voice to that of your colleagues all across the University. Those that we serve can provide feedback to us in several ways. One way is to add comments to the Service Request Form after a service request is completed. Another is to complete the annual Survey Form that was recently circulated. Staff members very often receive personal letters and cards from their clients. We are grateful to all of you who have given us opportunities to provide services to you and ask that you continue to make use of this invaluable resource. We will continue to provide "Quality Service" with a "Quality Staff."

ASSC CLIENTS SPEAK!!

"I am writing to express appreciation for the work done by your unit. The Administrative Support Service Center provided much needed support and 'took a virtual load' off this office at a time when we were being tested to complete a myriad of projects and products" ...;

"Your response to our requests was professional, efficient, confidential, creative, and timely. You are to be commended for a job well-done!" ...;

"Thank you soooo much. I got it finished and to the post office. As you know, I was pretty lost with the format. You saved the day on that one" ...;

"You did a great job, and as a result we actually finished faster than expected. Thank you!" ...;

"Thank you for a job well done" ...;

"As usual, service was excellent and professional. Thanks so much!!" ...;

"Great job! We greatly appreciate your assistance in our department" ...;

"We thank you for assisting us" ...;

"Always a great job!" ...;

"*Staff member* has been a great help to us; she is very professional and pleasant with office staff and greeting our students...;

"Provided excellent service. Thanks" ...;

"Great Job!" ...;

"The service was excellent. I appreciate your prompt professional service" ...;

"All of the arrangements were handled in an excellent manner with great attention to detail and Professionalism."