Calendar of Events

5  CCC&TI Chorus Concert, 12:15 p.m., Foothills Performing Arts Theater
6  Basketball Intramurals, Noon, Gym, Tournament Championship
    Faculty Senate Meeting, Noon
7  Circle K Club, Noon, E-120
8-9 Final Exams
10 Barry Manilow’s Copacabana,
    7:30 p.m., JE Brohill Civic Center
12 Last Day of Exams/End of Spring Semester
    Book Buy Back, 9 a.m. - 2 p.m. & 4 p.m. to 7 p.m., Bookstore

Happy Birthday

Celebrating birthdays from May 5 to 11:
  Donna Church,
  Gina Mobley, Cheryl Reeves

What’s Happening?

Distance Learning Students: Don’t forget to return your tapes to the Marketing Department (Caldwell) or LRC (Watauga) before you take your exams. You cannot take exams until you return the tapes. Failure to return the tapes will also place you on provisional status with the college. This means you cannot register or obtain transcripts.

Book Buy Backs on both campuses are May 12 and 13 from 9 a.m. to 2 p.m. and 4 p.m. to 7 p.m.

Don’t miss the CCC&TI Greenhouse Opening and Plant Sale on Thursday, May 8, from 2 to 5 p.m. Purchase hanging baskets for Mother's Day and more! Information on the college's new landscape gardening program will also be available. The event is free and open to the public. Contact Debbie Mitchell at 726-2330 for more information.

When registering for classes next week, please note: The Business office no longer accepts Discover Card. However, Mastercard and Visa are still accepted.

CCC&TI’s Financial Aid Department is pleased to announce a new scholarship. The Drum-Wilkinson Educational Foundation is awarding two scholarships in 2003 to two students who will be attending college in 2003-2004. The Scholarships are for $250 each and will be awarded on or before August 15, 2003. The deadline for accepting the application from the student is June 30, 2003. All applicants will be considered. Applications can be obtained from the Financial Aid Office in Room F-119.

This week on The College Connection, Tony Lingle discusses new E-Commerce classes; Dave Briggs talks about Copacabana (see next page), next year’s season and upcoming Civic Center Renovations; and student artists Jan Martin and Marty Kardol discuss art and education at the opening of their exhibit Joint Ventures. The College Connection airs daily on Caldwell County cable channel 3 at 7 a.m. and 7 p.m. Your ideas for features or guest spots are welcome.

The Caldwell Chronicle is a weekly, electronic publication for CCC&TI friends and family. Items for inclusion should be submitted to the Marketing and Communications Department by noon Thursday. Call 726-2264 or e-mail your news to mchristie@cccti.edu or dwagner@cccti.edu. We welcome your suggestions and contributions. CCC&TI is an equal opportunity educator and employer.
Barry Manilow’s ‘Copacabana’ Comes to Lenoir

“Her name was Lola…” the unforgettable opening lyric of Barry Manilow’s Grammy Award winning song, *Copacabana*, is the inspiration for an exciting and passionate new musical. Windwood Productions will present “Copacabana,” at the J.E. Broyhill Civic Center, on Saturday, May 10, at 7:30 p.m.

*Copacabana* is a tale of love and romance set at the heart of the swinging nightclub scene of the 1940s. Stephen, an aspiring songwriter, is taken back to an era where “music and passion were always the fashion” at the world famous Copacabana nightclub in New York City.

In his dream, Lola Lamar, a hopeful showgirl, is launched on the path to stardom as a Copa Girl with the help of bartender/songwriter, Tony Starr. Lola and Tony fall in love but Rico, a gangster, has his eyes on Lola as well. Rico kidnaps Lola and takes her to Tropicana, his nightclub in Havana, Cuba. From the exotic, distant new world, the story unfolds revealing love, jealousy and murder in the entangled lives of Lola, Tony and Rico.

Franc D’Ambrosio (Tony) has performed on Broadway and starred in San Francisco’s production of The Phantom of the Opera. Philip Hernandez (Rico) is the only actor in Broadway history to play both Jean Valjean and Inspector Javert in Les Misérables. Darcie Roberts (Lola) has appeared on Broadway and in other regional theatres across the country. Other actors include Terry Burrell (Conchita), Beth McVey (Gladys) and Dale Radunz (Sam).

The familiar story is brought to life through the amazing cast, sensational choreography, dazzling costumes and a spectacular set. With music by Barry Manilow and lyrics by Bruce Sussaman and Jack Feldman, the show continues to grow in popularity. The cast is currently on a coast-to-coast tour, scheduled to visit 100 cities.

*Copacabana*, the song, was written in 1978 for Manilow’s “Even Now” album and earned Manilow his first Grammy. The song was adapted into a musical film for television starring Annette O’Toole, Barry Manilow, Estelle Getty and Joseph Bologna. The movie won an Emmy Award. After the success of the film, *Copacabana* was turned into a live show at Caesar’s Resorts in Atlantic City. Presently, *Copacabana* is a full-length, two-act musical, with additional characters, subplots and a double-sized score.

Showtime is 7:30 p.m., May 10. Tickets are $35.50 for platinum seating and $32.50 for gold seating. Visa, MasterCard and Discover cards are accepted. For reservations contact the box office at (828) 726-2407. The Broyhill Family Foundation sponsors the event.

Customer Service: It’s not what you say; it’s how you say it

Attention and communication are the two keys to quality customer service, according to Laura Hamilton, leader of last week’s employee seminar at CCC&TI. Hamilton’s humor and enthusiasm fueled insight from nearly 70 employees who took advantage of the opportunity to learn how to put their best foot forward.

Hamilton, a Certified Speaking Professional, has been president of her own speaking, training and consulting business for over 18 years. A graduate of the University of North Carolina at Greensboro, she is an active member of the National Speakers Association and serves on the board of directors of the Carolinas Speakers Association. She has conducted seminars nationwide for companies such as IBM, Chevrolet, GMC, Home Depot, Lowe’s Foods, Carolinas Healthcare System and more.

Hamilton stressed that whether you’re serving a student, employee or campus visitor, you need to make them feel valued. You can have a conversation but not communicate at all, she said. In fact, studies show that only seven percent of true communication is in the words we use. The way we say the words is 38 percent of what the average person recalls while nonverbal communication, including appearance, skills and desire, accounts for 55 percent. A customer doesn’t care about problems, only results.

How do you make customers feel special? Hamilton’s tips included careful attention to the following:

- good internal communication

Continued on last page
Kim Watts receives Excellence Award for Education

Kim Watts, an instructor at Caldwell Community College and Technical Institute (CCC&TI), recently received the North Carolina Ultrasound Society’s Sonographer Excellence Award for an Educator. Watts serves as director of the Medical and Cardiovascular Sonography programs at CCC&TI.

“I was surprised and pleased,” said Watts. “It is an honor to be recognized by the society and I am very grateful.”

The award is sponsored by the North Carolina Ultrasound Society, which was founded in 1983. North Carolina’s society is the largest state ultrasound society in the United States.

Before receiving the award, Watts had to be nominated. Once nominated, she supplied the society with letters of reference from current students and graduates. Watts also had to supply letters from professionals in the field with whom she was currently working, such as doctors and practicing sonographers.

Watts, originally from California, graduated from Mars Hill College and received a baccalaureate degree in allied health. She began her career as a radiography technician at Broughton Hospital in Morganton. Watts became certified in nuclear medicine just as ultrasound technology was being introduced. Broughton Hospital discussed the benefits of getting an ultrasound machine and requested Watts go back to school.

Watts attended Bowman Gray School of Medicine and became certified in abdominal, obstetrics and gynecology (OBGYN) sonography. After graduating, Watts continued to work at Broughton and was capable of working in many different areas of the medical field due to her diverse background, education and experience.

In the early 1980s, Jimmy Hemphill, former CCC&TI vice president, was interested in starting a sonography program and approached Watts concerning the idea. She worked hard to develop the program and began teaching in 1984. Watts worked full-time at Broughton and taught the medical sonography program part-time for five years.

In November 1989, Watts began teaching full-time at CCC&TI because of the program’s growth. Watts has been teaching over 13 years and she has witnessed many changes, both in the field and at CCC&TI. She developed CCC&TI’s cardiovascular sonography program several years ago and is proud of its success.

“The medical field continues to change as technology improves,” said Watts, “I look for 3 Dimensional (3-D) sonography to take off within the next few years.”

“As an instructor, I enjoy watching students begin the programs not knowing anything about sonography,” said Watts. “Then 21 months later they graduate competent sonographers, excited to begin their careers.”

For more information on the Medical and Cardiovascular Sonography programs, contact Carolyn Woodard, director of allied health admissions, at 726-2710.

Becky Bales, a former CCC&TI student and owner of the Mind Body Connection in Granite Falls, demonstrates the Tribal Fusion style of bellydancing to members of the Fine Arts Club. Tribal Fusion is one of three primary forms of bellydancing performed in the United States. Bales explained that the Cabaret bellydancing style, with its belly-baring costumes, is an American creation that has been adopted by Turkish nightclub, or casbah, owners to draw tourists. A third style, called Folkloric, is the closest to the middle eastern style of dance from which bellydancing evolved.
The Foundation Office gratefully acknowledges the following tributes received April 9 through May 3, 2003:

In Honor of Robert Abernethy, son of Joan, to the TV Studio Fund:
- Mrs. Joan Abernethy

In Honor of their children, Jerry T. and Patricia D. Church:
- Mr. and Mrs. Dwight Church

In Honor of Olene B. Prestwood, mother of David, to the Carl B. Prestwood Memorial Scholarship:
- Pampco, Inc.
- David and Elizabeth Prestwood
- Ms. Anne Aultman
- Bryce and Brenda Burris
- Dr. and Mrs. Ron Kiziah

In Memory of Louis Cloer, father of Dr. Shelda Aultman:
- Thomas and Phyllis High

In Memory of T. C. and Annie M. High, parents of Thomas, to the T. C. and Annie M. High Memorial Scholarship:
- Mrs. Ute Huckabee

In Memory of Raymond M. Huckabee, husband of Ute, to the Raymond Huckabee History Scholarship:
- Ms. Amberlin Rose Wilcox

In Memory of Carl B. Prestwood, father of David and husband of Olene, to the Carl B. Prestwood Memorial Scholarship:
- Pampco, Inc.
- David and Elizabeth Prestwood
- Mrs. Olene B. Prestwood

In Memory of Samuel William Orlando, Watauga Campus Instructor, to the Samuel William Orlando Memorial Scholarship:
- Ms. Gladys W. Anderson
- Mr. and Mrs. Mark Balawejder
- J. W. and Nancy Brooks
- Ms. Margaret H. Clevenger
- Ms. Alberta G. Evans
- Raymond and Angela Harding
- Mr. and Mrs. Douglas O. Hart
- Ms. Leslie Hatamiya
- Mr. Melvin Leo Heiman
- Mr. Earl W. Jenkins
- Ronald and Carolyn Kanoy
- Andrew and Theresa Orlando
- Ms. June H. Orlando
- Glenn and Patricia Potts
- Mr. Randall Schieber

In Memory of Carl B. Prestwood, father of David and husband of Olene, to the Carl B. Prestwood Memorial Scholarship:
- Pampco, Inc.
- David and Elizabeth Prestwood
- Mrs. Olene B. Prestwood

Customer Service

Continued from second page

• eye contact
• patience
• telephone etiquette
• accessibility of staff
• professional image - appearance/dress
• care to avoid grumblings and negative remarks about others
• enthusiasm for the job
• assisting the customer in their own language
• asking excellent questions

As education continues to be more global, it will become increasingly important not to judge those different from us, Hamilton concluded. It is the uniqueness of customers that makes the community college system what it is.