Dear Fellow Staff Members,

Happy New Year!

As we move forward to new challenges and greater accomplishments, I hope that you are rejuvenated, refreshed and ready to reaffirm our stance of “WE ARE SC STATE”!

I encourage each of you to find ways that you can become more involved and a more engaged member of the SC State University family.

I ask that you all focus on the vision and mission, believe in the value of your input and ideas, and become Ambassadors for SC State University. It is our time to spread the good news of SCSU, tell the success stories, and show the world that we are everything we claim to be and more.

It is time for us to be the brick masons of our institution and lay good foundation and walk on good productive ground.

“If not us, then who? If not now, then when?” ~John Lewis

For SCSU,
Kenita
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dearsusstaffsenate@gmail.com
FEBRUARY IS BLACK HISTORY MONTH

Black History Month is a month set aside to learn, honor, and celebrate the achievements of black men and women throughout history. Since its inception, Black History Month has always been celebrated in February.

Origins of Black History Month
The origins of Black History Month can be traced back to a man named Carter G. Woodson (1875-1950). Woodson, the son of former slaves, was an amazing man in his own right. Since his family was too poor to send him to school as a child, he taught himself the basics of a school education. At age 20, Woodson was finally able to attend high school, which he completed in just two years.

He then went on to earn a bachelor's and master's degree from the University of Chicago. In 1912, Woodson became only the second African American to earn a doctorate from Harvard University (W.E.B. Du Bois was the first). Woodson used his hard-earned education to teach. He taught both in public schools and at Howard University.

Three years after earning his doctorate, Woodson made a trip that had a great impact on him. In 1915, he traveled to Chicago to participate in a three-week celebration of the 50th anniversary of the end of slavery. The excitement and enthusiasm generated by the events inspired Woodson to continue the study of black history year-round. Before leaving Chicago, Woodson and four others created the Association for the Study of Negro Life and History (ASNLH) on September 9, 1915. The following year, the ASNLH began publication of the Journal of Negro History.

Woodson realized that most textbooks at the time ignored the history and achievements of blacks. Thus, in addition to the journal, he wanted to find a way to encourage interest and study of black history. In 1926, Woodson promoted the idea of a "Negro History Week," which was to be held during the second week of February. The idea caught on quickly and Negro History Week was soon celebrated around the United States. With a high demand for study materials, the ASNLH began to produce pictures, posters, and lesson plans to help teachers bring Negro History Week into schools. In 1937, the ASNLH also began producing the Negro History Bulletin, which focused on an annual theme for Negro History Week.

In 1976, the 50th anniversary of the beginning of Negro History Week and the bicentennial of the United States' independence, Black History Week was expanded to Black History Month. Ever since then, Black History Month has been celebrated in February around the country.

Woodson chose the second week of February to celebrate Negro History Week because that week included the birthdays of two important men: President Abraham Lincoln (February 12) and Frederick Douglass (February 14). When Negro History Week turned into Black History Month in 1976, the celebrations during the second week of February expanded to the entire month of February.

http://history1900s.about.com/od/1920s/p/blackhistorymonth.htm
TAKE ACTION TO PROTECT YOUR HEART

Heart disease is the #1 killer of women in the United States but the good news is, you have the power to protect your heart and lower your risk for heart disease.

WHAT IS HEART DISEASE?
Coronary heart disease (CHD) is the most common form of heart disease. Usually referred to simply as “heart disease,” it is a disorder of the blood vessels of the heart that can lead to a heart attack. A heart attack usually happens when an artery becomes blocked, preventing oxygen and nutrients from getting to the heart. If blood flow isn’t restored quickly, the section of heart muscle begins to die.

Another type of heart disease is coronary microvascular disease (MVD), which affects the tiny coronary (heart) arteries. In coronary MVD, the walls of the heart’s tiny arteries are damaged or diseased. Studies have shown that women are more likely than men to have coronary MVD. Many researchers think the disease is caused by a drop in estrogen levels during menopause combined with traditional heart disease risk factors.

It is important to know that heart disease is a lifelong condition—once you get it, you’ll always have it. What’s more, the condition of your blood vessels will steadily worsen unless you make changes in your daily habits. That’s why it is so vital to take action now to protect your heart.

DO YOU HAVE RISK FACTORS FOR HEART DISEASE?
Risk factors are conditions or habits that increase the chances of developing a disease or having it worsen. There are two types of heart disease risk factors—those you can’t change and those you can control. Two risk factors that cannot be changed are a family history of early heart disease and age (for women, age becomes a risk factor at 55). Also, preeclampsia, a condition that can occur during pregnancy, is linked to an increased lifetime risk for heart disease, including CHD, heart attack, heart failure, and high blood pressure.

Following a healthy lifestyle can help you prevent or control many CHD risk factors. Why does your lifestyle matter? Because many heart disease risk factors can be controlled by making changes in your lifestyle and, in some cases, by taking medication. Major risk factors that you can do something about include (check all of your risk factors):

- Smoking
- High blood cholesterol
- Physical inactivity
- Diabetes and prediabetes
- Preeclampsia
- Stress
- High blood pressure
- Overweight/Obesity
- Unhealthy diet
- Metabolic syndrome
- Sleep apnea
- Alcohol-heavy drinking

To protect your heart health, it is important to find out your personal risk for heart disease. Be aware that every risk factor counts. If you have even one risk factor, you are much more likely to develop heart disease, with its many serious consequences. Having more than one risk factor is especially serious because risk factors tend to “gang up” and worsen each other’s effects. Fortunately, you have tremendous power to prevent heart disease, and you can start today.

The first step is to see your health care provider for a thorough checkup. Tell your health care provider you want help in achieving your goal of heart health. And don’t hesitate to ask questions.

https://www.goredforwomen.org
“SCSU GOES RED”
FEBRUARY 5, 2015

Join the SCSU STAFF SENATE as we celebrate American Heart Health Month & “Go RED for Women”.

Show your support by participating in the following activities:

◊ “Red Dress & Red Tie Day” Thursday, February 5, 2015. Women are asked to wear a red dress and men a red tie. Take a picture of participants in your area and email it to staffsenate@scsu.edu.

(Faculty, Staff, and Students)

◊ Door, Office, and Building/Dorm Decorating Showcase the entire month of February. Participants are asked to decorate your area in red, take a picture and email it to staffsenate@scsu.edu.

*Photos will be included in the February edition of the Staff Senate Newsletter and the Staff Senate Facebook page.

*If you will be posting pictures on Facebook, Instagram, and/or Twitter, please use hashtag-#SCSUGOESRED.
Brooks Health Center Presents the

Red Dress & Tie Luncheon

Saturday, February 21, 2015
11 a.m. - 2 p.m.
Bulldog Lounge,
K.W. Green Student Center

Tickets $20.00
For more information, contact
Pinkey Carter at (803) 536-7053 or
Taisha Jefferson at (803) 290-0394

National Wear Red Day
Fight Heart Disease in Women

Sponsored by the Alpha Xi Chapter, Gamma Chi Chapter, Orangeburg Alumnae Chapter of Delta Sigma Theta Sorority, Inc. and the Regional Medical Center.
### Upcoming Events

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<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Bulldogs vs Norfolk State University (SHM-Double Header)</td>
<td>January 24, 2015</td>
<td>4:00 pm</td>
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<tr>
<td>Bulldogs vs Hampton University (SHM-Double Header)</td>
<td>January 26, 2015</td>
<td>5:30 pm</td>
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<tr>
<td>Bulldogs vs Delaware State University (SHM Double Header)</td>
<td>January 31, 2015</td>
<td>4:00 pm</td>
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<tr>
<td>BLACK HISTORY MONTH</td>
<td>FEBRUARY 2015</td>
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<td>AMERICAN HEART MONTH</td>
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<td>DISTINGUISHED ALUMNI SPOTLIGHTS</td>
<td>FEBRUARY 2015</td>
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<td>WOMEN’S HEART WEEK</td>
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<td>STAFF SENATE MEETING (Belcher Hall RM 206)</td>
<td>February 3, 2015</td>
<td>3:00 pm</td>
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<tr>
<td>Bulldogs vs St. Andrews University (SHM-MEN)</td>
<td>February 4, 2015</td>
<td>7:00 pm</td>
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<tr>
<td>“SCSU GOES RED” ~RED DRESS &amp; RED TIE DAY</td>
<td>February 5, 2015</td>
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<td>Tom Joyner Foundation Kick-Off Event (SHM)</td>
<td>February 5, 2015</td>
<td>4:00 pm</td>
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<tr>
<td>Bulldog Jeopardy</td>
<td>February 6-28, 2015</td>
<td>Every Friday</td>
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<tr>
<td>Orangeburg Massacre Ceremony</td>
<td>February 8, 2015</td>
<td>3:00 pm</td>
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<tr>
<td>SCSU Board Committee Meetings</td>
<td>February 12, 2015</td>
<td>9:00 am</td>
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<td>Valentine’s Day</td>
<td>February 14, 2015</td>
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<td>Montford Point Marines Documentary (Fine Arts Center)</td>
<td>February 19, 2015</td>
<td>3:30-5:00 pm</td>
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<tr>
<td>“Red Dress &amp; Red Tie” Luncheon (Student Center)</td>
<td>February 21, 2015</td>
<td>11:00 am</td>
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<tr>
<td>SCSU BOT MEETING (Lowman Hall)</td>
<td>February 26, 2015</td>
<td>9:00 am</td>
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### Your Input is Important To Us!

We would appreciate any suggestions you might have as projects that Staff Senate can initiate, promote or support that would also promote a positive atmosphere on campus. I also invite you to email me with news, questions, accomplishments, promotions, family member accomplishments and ideas for future publications -whether you want to write them yourself or not! We encourage you to assist us with spreading the good news of SC State University. Submissions can be made via email or by visiting Lowman Hall Room 219.

Contact us:
staffsenate@scsu.edu
dearscsustaffsenate@gmail.com
Handling Customer Complaints

It has probably happened to you. A customer, possibly a student, is unhappy about something and complains to you about it. If you do not treat the concern as legitimate, you could not only lose a customer, but also miss out on valuable insights into the feelings of many others. Customer complaints are actually blessings. Here’s why:

- Complaining customers often identify problem areas and other glitches in our processes.
- The complaining customer represents others who won’t say a word. As a rule of thumb, for every customer who complains, there are 26 others who remain silent.
- A complaint is often a wake-up call for what our customers really need.
- When customers are finished complaining, they will talk to others. We want them to share how satisfied they are with the way their complaints were handled.
- Fixing complaints removes excuses to complain. Sometimes our response to complaints can educate customers about our requirements and procedures.

The way we handle complaints shapes our customers’ perception of service and responsiveness. Albert Barneto, a customer service practitioner, suggests using the B.L.A.S.T. method:

- **Believe.** Even if the customer is wrong, he or she believes they are right. Don’t be dismissive. Acknowledge their feelings.
- **Listen.** Instead of instantly thinking of excuses or solutions, take a second to relax and really listen. Repeat the issue back to the customer after he or she has finished venting.
- **Apologize.** A sincere apology will usually diffuse much of the customer’s frustration. Apologize even if it’s not your fault.
- **Satisfy.** Take on the responsibility of making things right. Sometimes it is necessary to clarify the process to adjust customers’ expectations. Explain what you can do, preferably providing the customer with options.
- **Thank.** Tell the customer you appreciate the input. We would rather have our customers complain to us than to others, especially potential customers.

Source: Kevin Wirth; Albert Barneto
Appreciate * Educate * Advocate  

Benefits of Participation

* Meet and work alongside other staff employees from diverse areas of the University
* Achieve personal growth and fulfillment through leadership roles and awareness of new opportunities
* Enjoy professional development opportunities
* Provide useful services to the university community while creating a satisfying place to work
* Communicate in a common voice on behalf of all staff employees
* Promote effective change
* Attend forums to address mutual staff concerns and designated problems
* Experience first-hand opportunities to participate in the governance and policy-making structure of the University
* Have a voice and a vote on university committees
* Participate in Staff Senate as a voting member representing your work area
* Bring diverse entities together for the common good of staff employees
* Communicate news on meetings and activities of interest to staff
* Enjoy a feeling of accomplishment as a result of making a difference

Dues

Each full-time staff member is encouraged to pay dues to the Staff Senate. Dues are collected for the purpose of:

♦ Providing memorial tributes (card) for the death of a South Carolina State University Staff Senate Member
♦ Staff Appreciation Recognition
♦ Staff Spotlight Certificate
♦ Brochures
♦ Supplies (paper, certificates, etc.)
♦ Monthly Workshop & Staff Meeting Materials

Dues are to be paid to the Staff Senate Treasurer.

The Staff Senate Treasurer will keep an accurate record of the dues collected from members. Dues will be deposited by the Treasurer, Juanita H. Strait in the official Staff Senate account, and will be administered according to foundation cash handling procedures.