The 411  From Darryl

My thanks to each of you for making 2002 - 2003 a successful year for the TeleServices Center. Our collective effort has resulted in numerous achievements. I am most proud of our service delivery and ability to constantly exceed client expectations. I am also appreciative of the individual efforts of various staff members throughout the year.

I would like to recognize and congratulate Ashley Howard, who will be graduating in June. Ashley has played a critical role in the success of the TeleServices Center. She has functioned well in several roles since joining our staff including caller, administrative assistant, editor, trainer and evaluator. She takes pride in her work and has done an outstanding job through the years. Thank you Ashley for your dedication and personal contributions.

It would be great but unrealistic to think that all of you will return next year. I wish all of the non-returnees the best of luck. As for the rest of you, enjoy the summer and come back ready to continue building upon our successes!

Darryl

Inside this issue:

Floor Managers’ Note 2
New Caller Introduction 3
Caller Spotlight 3
Elisa’s Horoscopes 3
Caller Statistics and Pass it to Steve! 4

Special points of interest:

- Saturday, June 7th is National Chocolate Ice Cream Day.
- TSC Director, Darryl Arrington, is a DePaul alum himself.
- You can view copies of TSC News online at condor.depaul.edu/~tcenter.
Summer is just around the corner

It’s that time of year again for finals, projects, and end of the year preparations for the upcoming summer. It’s the time when all of us callers and floor managers hang up the phones, turn off the computers, and call it a night for the last time (at least until July, when the summer session starts)! As much as the callers and the supervisors will undoubtedly miss the TSC, summer is definitely on everyone's minds, especially since those friends who chose to live out their college years elsewhere have been out of school for almost a month (just wait, we’ll get our revenge in the fall when they're hitting the books and we’re still sitting by the pool). Now is the time when many DePaul students start to worry about summer jobs, or the lack thereof since high school students as well as other college co-eds already snatched them up. It is also the time when the TeleServices community disperses for awhile. Some of us are going back home and leaving this wonderful city of Chicago for several months while others are staying in the windy city to indulge in some of the marvelous things this city really has to offer. We will be lucky to have several callers remain with us for the summer calling session. Regardless of where you are, enjoy the time you have with your family and friends because in three short months the homework and stress will surely return. Soon you’ll be back at DePaul eating cafeteria food, so savor the home cookin’ while it lasts!

Summer is a time to kick back and enjoy the nice weather while still trying to save some money for that inevitable return back to DePaul; those late night burrito attacks can get pretty expensive! So until we meet again, be safe, use sunscreen, eat lots of barbeque, relax by the pool, and remember that Laura, Christina and Lisa will miss each of you and we hope you have a great summer!

See you in the fall!

Meet Mauricio and Josh

This quarter we welcomed five new callers into the TeleServices community. Erin Macauley, Mike Flak and Keena Strong were featured in the last issue of the newsletter. Now it is Josh Grode and Mauricio Portugal’s turn to be thrust into the limelight. So take a minute to find out more about these callers and maybe you’ll find a little something more to talk to each other at break than how much food Dave can consume in less than 15 minutes.

Although their differences certainly are great these two newbies have more in common than one might have thought, once you get to know them. Josh hails from Sioux Falls, South Dakota, and likes to hike in the mountains more than he likes to chill on a beach. Mauricio is a born and raised Chicagoan, which could explain why he is also pro-mountain (it doesn’t take many of those bacteria scares to make a person a little wary about Chicago beaches), though he says it’s because there is more to see when you’re mountain top. Both of these guys have been working at the TSC since the first of May; Josh’s favorite part of the job is the people and the bulletin boards (I’m glad someone appreciates them!) while Mauricio likes talking to interesting people.

It’s possible these two future teachers may find themselves sitting next to each other in an education class someday. Josh is majoring in music education and Mauricio is planning to be an elementary school teacher. Maybe after class they can join each other for a lunch at Potbelly’s, where Josh is all about “The Wreck,” before they head off to their respective sports practices. Mauricio kicks it in intramural soccer and Josh plays intramural volleyball and belongs to the DePaul Ultimate Frisbee club (not to mention being President of Corcoran Hall, participating in the Music Educators National Convention, and being the Co-coordinator of DePaul Students A Cappella group).

Unfortunately it looks like these two will be splitting ways for the summer. Josh owns an ice cream truck and will be peddling the sweet stuff to the kiddies all summer. Mauricio, on the other hand, will be peddling the hardcore stuff to the kiddies with his band, The Inside. Hey, maybe Mauricio could lend Josh some tunes for the truck; I know its not traditional kid fare, but it’s better than “Pop Goes the...”
Taurus (Apr 20-May 19): Relish in small victories this week. There will be little to celebrate the rest of the month, although many will be surprised that you awake from your post-finals comatose state.

Gemini (May 20-June 20): Kirk Cameron never got away with cheating on "Growing Pains," so neither will you. Writing notes on black shoes with black pen might work, though, if you can catch the light just right.

Cancer (June 21-July 21): Going home for the summer may prove treacherous; watch out for pitch forks and don’t eat too many hush puppies (unless your stomach has undergone the rigorous training required). Other kids may make jokes about some people’s eating habits, but their laughter stems from jealousy. Really.

Leo (July 22-Aug 22): Don’t worry about getting a job and earning money until after finals. If you bomb your tests, your parents might disown you and then you won’t have to worry about their ridiculous standards. It pays to expect the worst. Now about that food and shelter...


Libra (Sept 22-Oct 22): You may seriously injure yourself helping an attractive person move something heavy out of a dorm. Develop a keen awareness of exactly how attractive this person really is and let your sense of self-preservation be your guide.

Scorpio (Oct 23-Nov 21): Start planning your summer road trip now and be one step ahead of the cops before you finally lose them in downstate Texas. 19 states in 3 days makes for a leisurely trip, no?

Sagittarius (Nov 22-Dec 20): Your parents are proud of you because you’re a good student and a hard worker OR because your siblings are failures. Three cheers for favoritism.

Capricorn (Dec 21-Jan 19): When the weather gets warm, more people get hurt doing stupid things. You need not be concerned; you’ve had lots of practice doing stupid stuff all year round.

Aquarius (Jan 20-Feb 17): Don’t be sad if you end up distancing yourself from friends when the term is over. No matter where you are, you’ll always have fantasy baseball to entertain you.

Pisces (Feb 18-Mar 20): The night before your biggest, most important final, you’ll dream that you find: your long-separated Siamese twin, evidence that your family is a team of federal agents and your life as you know it is a sham. As if you weren’t feeling vulnerable enough.

Aries (Mar 21-Apr 19): When school is out, Sherill will be at the Club, Laura will be at Shwagstock. Where will you be? Have fun, but be safe. Apply SPF 30 every few hours, at least. Aries have lots of fun, but ultimately tend to get burned.

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Top Callers
May 19: Mary & Katie
May 26: Gracie & Elisa

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Callers Statistics

<table>
<thead>
<tr>
<th>Accuracy Rates</th>
<th>Monitor Report</th>
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</thead>
<tbody>
<tr>
<td>May 5 - May 8</td>
<td>May 12-May22</td>
</tr>
<tr>
<td>Gracie 100%</td>
<td>Gracie 100%</td>
</tr>
<tr>
<td>Elisa 100%</td>
<td>Mary 99.57%</td>
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<tr>
<td>Erin 100%</td>
<td>Katie 98.53%</td>
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<tr>
<td>Mary 100%</td>
<td>Mauricio 98.33%</td>
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<tr>
<td>Josh 99.19%</td>
<td>Steven 97.87%</td>
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<td>Keena 99.18%</td>
<td>Dave 97.07%</td>
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<td>Elisa 96.60%</td>
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<td>Mike 98.46%</td>
<td>Erin 96.40%</td>
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<td>Katie 94.74%</td>
<td>Kristina 96.13%</td>
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<tr>
<td>Mauricio 93.97%</td>
<td>Keena 92.30%</td>
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<td>Steve 92.17%</td>
<td>Josh 91.70%</td>
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<td></td>
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Spotlight on Dave Bodinet

By the Floor Managers

For this edition we have decided to put the spotlight on our longest standing caller, Dave Bodinet. Originally Dave is from Highland, IL, although he is seen many nights wearing his St. Louis Cardinals hat. Dave has been with us for “1 year, 7 months, 1 week, and 6 days (as of 4/30)” according to his own calculations (we trust him); it’s the camaraderie of the TSC that has kept him here so long. Dave will be a big bad Junior next fall, furthering his major in Secondary Education with a concentration in English. What a great major for our boy Dave because he sure knows his stuff when it comes to crossword puzzles! Dave is a proud member of the DePaul Ambassadors, which is quite helpful since he always seems to know the exact days and times of all the events we call. Dave has been enlightening us all with his knowledge of movie and musical trivia and supposedly has “never been beaten at the Kevin Bacon Game.” In five years Dave sees himself “teaching...somewhere” and hopefully driving around in his 1967 Shelby GT 500 Mustang. We wish him the best of luck. When asked to describe himself, Dave responded “happy, helpful, and honest.” We definitely can’t argue with that!

Here are a few interesting facts about Dave:

- He was born on May 9, 1983 (Happy Belated Birthday!)
- He likes Halloween over New Year’s Eve because of the free candy
- His biggest role model is William Shakespeare because of his contribution to the theatre.
- His favorite standard comment is Disconnect because “it’s an interesting break”
- His favorite movie is Braveheart

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Elisa’s TSC Horoscopes

*Final Exams Premonitions*

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Hi. This is our not-so-clever but offensive, tacky and unoriginal outgoing message.

Now we are going to make our dog bark.

Now our kids are going to mumble something even though they are not that cute.

Oh, sorry. We’re not home but leave a message... BEEP!!

Hello... What’d you say?

Here’s the part where we have our oldest son pretend like he picked up so you start talking and then we tell you it’s actually just a message.

Now Elisa makes up a hero’s one for a made up sign—hamburger.

Then Kristina does some basic algebra:

\[
5x - 6 = 54
\]

\[
5x = 60
\]

\[
x = 12
\]

Sherill

This is not a good time to be butting into other people’s business. As a deranged, unreasonable (but probably wise) man once said—“Don’t rub another man’s rhubarb.”

Elisa makes up (Hamburger break fast)[yesterday] a horoscope and a fake sign...