

MICHIGAN STATE  
UNIVERSITY



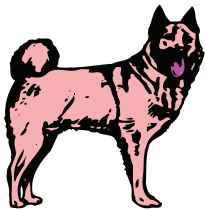
# SPARTAN SENIOR

A Newsletter for Michigan State University Retirees

LANSING AREA LOCAL EDITION November 2009

## Old Newsboys Sale – December 3, 2009

Did you ever think that you would have an impact on 2,200 families in the mid-Michigan area? Well, you did!!! That is if you donated to the 2008 Old Newsboys campaign. 2,234 families representing 5,286 children were assisted this past year by the Old Newsboys Association. This totaled more than \$163,000. Wow. Isn't that amazing!!! Just through their one-day sale and their rainy day fund, the association was able to help that many children this past year. However, the rainy-day fund is slowly being depleted. For instance, the goal for this year's sale is \$140,000 and the association has already had requests for boots or shoes and socks for 3,275 children this year up 650 from the same time last year. This totals \$163,750. The Old Newsboys don't like to turn any request down. Won't you please consider buying a paper on December 3. If you can't get out, just send a note, along with a contribution, to them requesting a paper. Their address is Old Newsboys Association, P.O. Box 14058, Lansing, MI 48901-4058. Thanks for helping those in our area.



8888888888888888

### *FULL HOUSE DOES THE IDITEROD SALLY HARWOOD DOGS IT IN ALASKA*



Seventy-Five retirees gathered at the old Credit Union building at 2 on October 12, where we enjoyed a power point presentation by our U's former General Counsel as she described the organization, fun and work that goes on behind the scene of the famed Alaskan dogsled race from Willow to Nome, a grueling nine-day march of 1100 miles. Usually 60-70 teams begin, with sixteen dogs, and most end with eight to ten still in harness. (No, the ones limping are not left behind for polar bear consumption!)

Her nephew Ed Stielstra and wife Tasha own Nature's Kennel in the Eastern UP, and Ed has finished Iditerod five times. It costs him about \$32,000 to put a team on the trail—think 1400 pounds of dog food, 1672 paw booties and 52 pairs of gloves distributed at nineteen checkpoints before the race begins. In the summer they train their teams on the Mendenhall Glacier near Juneau, and in the winter they are back in Michigan mushing over the snow. (They give rides at the glacier, and at Boyne Highlands Resort, so you can catch them summer or winter!) March 1 finds them at the race course with a tailgate party of about 100,000. Next day, off they go, two minutes separating the eager teams. And eager they are, for the dogs are well cared for and love to run. **(Sharon DeBar)**

As usual, the donuts were fresh, the coffee (brewed by our gracious Credit Union) hot, and the fellowship warm. NEXT MEETING: MONDAY, DECEMBER 14, ANNETTE RUMMEL TAKES YOU ON A "VIRTUAL TRIP OF SAGINAW VALLEY." Followed on January 11, 2010 with Don Nugent, former chair of the MSU Board of Trustees.

## MSU RETIREES ASSOCIATION

### Officers and Board for 2009-2010

President	Gale Arent	517-669-8985
Vice Pres	Patrick Scheetz	517-351-7538
Secretary	Sara Stid	517-676-1702
Treasurer	Bob Wenner	517-339-1685
Past Pres	Kay Butcher	517-882-3534
At-Large	Stephanie Barch	517-332-8523
At-Large	Gloria Kielbaso	517-349-2095

### Committee Chairs

Office Mgr	Rosemary Pavlik	517-882-2030
Office Asst	Brenda Spackman	517-651-9101
Office Asst	John Roetman	517-349-1090
Budget	Ron Smith	517-482-3801
Historian	Milton Powell	517-351-1032
Health Info	Marilyn Rothert	517-393-4364
Police Info	Virginia Stewart	517-371-5504
Membership	Nancy Craig	517-351-1391
Membership	Velmer Oakley	989-224-2015
Computer Mgr	John Forsyth	517-332-6683
United Way	Darlene Wenner	517-339-1685

### Spartan Senior Citizen Newsletter Editors

Internat/Local	W. Fred Graham	517-332-6184
MSU Reporter	Charles Downs	517-337-2778

**Website:** <http://www.msu.edu/~msura/>

Webmasters:	Patrick Scheetz	517-351-7538
	John Forsyth	517-332-6683

## Noticing Customer Service

*By Gale L. Arent, MSURA President*

The holiday season offers increased opportunity to observe and experience customer service. Many feel that quality customer service is on the decline. For example, a friend who needed an appliance repaired reported expecting the repair person would be late, impolite, and overpriced. This pessimistic view is not always fair or accurate, but it has its roots in real world experience.

An MSU retiree told me she shopped at three stores looking for a TV. At the first store, she couldn't find a sales person; at the second, the clerk lacked product knowledge; but at the third she experienced friendly competent assistance and made her purchase.

We also experience customer service in the public sector. For example, last year, my spouse, Fame, left her MSU Alumni Association life member card at the MSU Book Store while purchasing Spartan gifts for our alumni son and daughter. I agreed to request a replacement card at the MSU Alumni Association office. That's where I met Linda Trimble, who was

the receptionist and member services staff person. (Linda is currently a Data Integrity Assistant for University Advancement.)

Linda greeted me professionally, offered a cup of coffee, and quickly replaced Fame's Life Member card. She then asked if I needed any other alumni association information or service. This was clearly an outstanding example of quality customer service at MSU.

Finally, the MSU Retiree Association office is managed by a competent and dedicated group of volunteers. Office Manager, Rosemary Pavlik, is exceptional. She is fully engaged and volunteers many hours to assure that we have an outstanding office. She is assisted by others who are also dedicated and competent: past president Kay Butcher, and office assistants, Brenda Spackman and John Roetman. Many volunteers also staff our telephone and help the office management team on weekday mornings. If you have question or need information from our association, I encourage you to give our "customer service" a try. I think that you will like it!



**Gale receiving a replacement MSU Alumni card from Linda Trimble.**



## Everything Gets Better with Age

Senior Class at MSU Federal Credit Union is a unique membership for those 55 and older. Enjoy these benefits and more!

- Free Checks and Money Orders
- Free Traveler's Cheques
- Free Cashier's Checks
- Free Telephone Transfers

Senior Class at MSUFCU is made for you. Join today.

800-MSU-4-YOU

(517) 333-2424

or visit [www.msufcu.org](http://www.msufcu.org)



HEADQUARTERS - 3777 West Rd.  
 CRESCENT - 600 E. Crescent Rd.  
 MERIDIAN - 1775 Central Park Dr.  
 UNION - MSU Campus  
 SOUTH LANSING - 200 E. Jolly Rd.  
 EAST LANSING - 523 E. Grand River  
 WESTSIDE - 653 Migaldi Ln.



**NCUA**  
 Federally insured  
 by the NCUA

## A "Thank You" from Darlene

*(Your production editor erred. So with apologies to Darlene Wenner and all the hard-working envelope stuffers, I am inserting the correct list of helpers. Stephanie Barch.)*

I would like to thank the following volunteers for all of their help in preparing the MSU Community Charitable Campaign mailings: Pat Jeffries, Cherie Blonde, Sue Byers, Ron Smith, Stephanie Barch, Joan Gilliland, Joan Smith, Patrick Scheetz, Jeanne Collins, Virginia Stewart, Nancy Craig, Jim Spackman, Rebecca Baughan, Brenda Spackman, and Bob & Darlene Wenner. **Also, please mail your pledge forms as soon as possible so the Retiree campaign can be brought to a conclusion.**

## VENERABLE LEADERS LEAVE US

Word has reached us of the death of Walter Mill, D.O., our first Health Benefits Chair, and local folk know that Noel "Pat" Ralston died on November 7. Walter was 89 and Pat 93. Walter's wife Jeanne out in Denver phoned in the message of his death. But Pat's wife, Virginia, passed away about a week before her husband.

Your editor remembers when he recruited Dr. Mill to be our first observer/reporter on the health benefits scene, and he held the post for several years before turning it over to Mary MacCartney for a decade; Marilyn Rothert is our present leader in this area. And I remember getting good counsel from Pat when I became president of this "club," as it was first called, probably in the 90s. He had served as president at least two times.

Both will be missed. The wonder is that we find capable people to replace folks who seem almost irreplaceable. But we do, and we'll pass on some time as well! (The Editor.)

## CHARITABLE CONTRIBUTION FORM

I \_\_\_\_\_ wish to make a charitable contribution to support the educational programs & services of MSURA. Enclosed is payment to: "MSU—Retiree Association Programs." Mail this to: University Development Office, 300 Spartan Way, East Lansing, MI 48824-1005.

**NOTE WELL:** You won't get IRS Credit unless you send your check to the Development Office. Please don't send Your gifts to our treasurer. Send Bob Wenner only newsletter subscriptions.

We know it is tempting to write one check to cover both the newsletter and a charitable gift, but it complicates things badly!

**MSU RETIREES ASSOCIATION  
MICHIGAN STATE UNIVERSITY  
22 NISBET BUILDING  
EAST LANSING, MI 48823**

NON-PROFIT ORGANIZATION  
U.S. POSTAGE  
**PAID**  
East Lansing, Michigan  
PERMIT NO. 21

FORWARDING SERVICE REQUESTED

**LAST CHANCE: SPARTAN SENIOR Subscription Rate to Rise**

Friends and faithful readers: It really is going to happen. On January 1, 2010, the subscription cost will go up from \$5 per year to \$10. Please note that all subscriptions for a year or more that we receive prior to December 31, 2009, will be at the old rate of \$5. And if you have already pre-paid for future years at \$5 per year, we will still honor this commitment. Check the mailing label of this newsletter for your subscription expiration date above your address. **(Ron Smith, chair of Budget Committee)**

**NEWSLETTER SUBSCRIPTION FORM**

I wish to renew/start my subscription for the MSURA newsletter at \$5 per year with the enclosed payment to "The MSU Retirees Association." (before Jan.1, 2010)

NAME \_\_\_\_\_ SPOUSE \_\_\_\_\_

ADDRESS/

PICK-UP \_\_\_\_\_ PHONE \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

SECOND ADDRESS \_\_\_\_\_ DATES FROM \_\_\_\_\_ TO \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

YEAR RETIRED \_\_\_\_\_ DEPARTMENT AT RETIREMENT \_\_\_\_\_

e-mail ADDRESS \_\_\_\_\_

Make check payable to MSURA. Mail to Bob Wenner, MSURA Treasurer, PO Box 203, Okemos, MI 48805

Would you prefer receiving the Newsletter by e-mail? Yes \_\_\_\_\_ No \_\_\_\_\_.