

# Almanac

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Julie Jensen/Photography

**New Ombudsman:** Nursing School's Dr. Barbara J. Lowery takes office July 1 as the University's fifth Ombudsman. For this story and one on the new Student Life leader arriving soon from Rosemont, see page 7.

## For SSW: Nominations for Dean

The Search Committee for a Dean of the School of Social Work invites nominations for the deanship from the University community. A statement describing the School's mission and the attributes sought in a Dean is available in the Office of the Secretary. It is anticipated that the new Dean will assume office on July 1, 1985.

Nominations should be sent to: *Dr. Alexander Hersh, Chairperson, Search Committee for a Dean of the School of Social Work, c/o Robert G. Lorndale, Office of the Secretary, 121 College Hall/CO.* The other members of the Search Committee are:

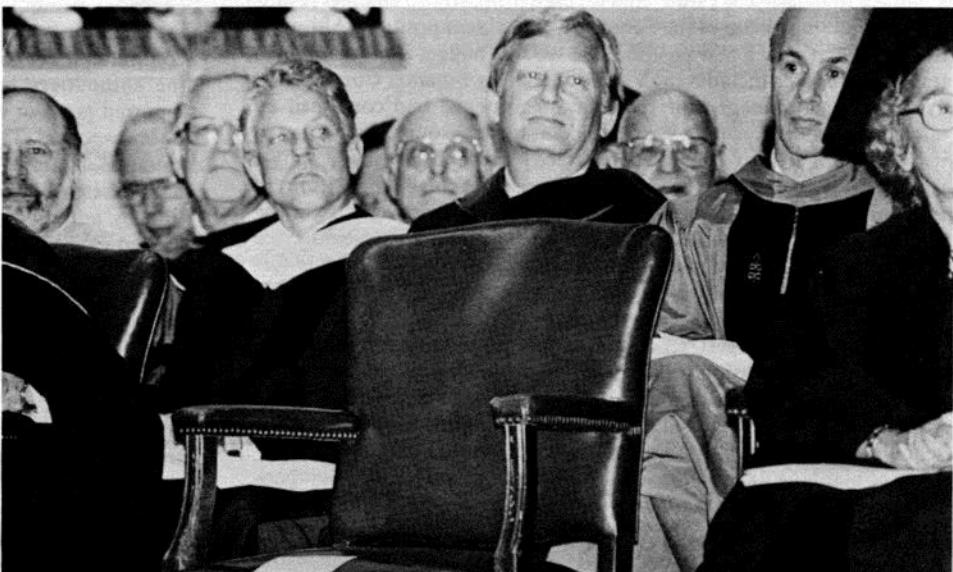
*Howard Arnold (social work)  
Richard Estes (social work)  
George Gerbner (communications)  
Ralph B. Ginsberg (regional science)  
Carol Hicks (D.S.W. student)  
Howard E. Mitchell (human resources and management)  
John Morrison (social work)  
Janice A. Radway (American civilization)  
Steven Welch (M.S.W. student)  
Harold Lewis (alumni representative)  
Jamie Quackenbush (alternate student representative)*

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**Celebration:** As the Annenberg School of Communications marked the 25th anniversary of its founding, 660 of its alumni, students, faculty, staff, trustees and friends were President Hackney's dinner guests May 16 in a Gimbel Hall turned flower-garden for the occasion. During the first half of the evening, speakers present and absent—including President Ronald Reagan by telegram—saluted the creation of a new academic discipline over these 25 years under two deans, the late Gilbert Seldes and today's Dr. George Gerbner. Later, the party moved across the street and down the block to Zellerbach Theater, where the Annenberg Center took centerstage to give its Award of Merit to Pennsylvania-born actor James Stewart (left, with his wife Gloria)—and then, in a surprise tribute, added Awards of Merit for both of the Ambassadors Annenberg: Lenore Annenberg, a trustee of the University, and Walter H. Annenberg, alumnus and emeritus trustee.



**Commencement:** In a moving ceremony for this year's 3000-member graduating class, Penn symbolized by an empty chair the absence of Soviet Scientist Andrei Sakharov, and awarded him an unprecedented honorary degree *in absentia*, as his government continued his detention despite his illness and that of his wife. Dr. Sakharov's stepdaughter-in-law, Lisa Semenov, accepted for him, as President Sheldon Hackney said, "Hoping my voice could carry to the Soviet Union, I say to Chairman Chernenko: *Let Andrei Sakharov go.*"



## Joint Statement of Ruth Wells and the University

We are happy to announce that we have settled our lawsuit. Agreement has been reached out of court and in a spirit of cooperation.

We believe that the agreement we have reached is mutually beneficial and will enhance the effective operation of the Department of Public Safety.

Under the direction of Ruth Wells, the Department of Public Safety has developed an impressive network of victim support services and has improved the quality of its education of the campus community concerning security matters. In addition she developed an in-service training program for police in the Department of Public Safety; she also arranged for them to be trained at the Philadelphia Police Academy. In recognition of the importance of these achievements, Ruth Wells has been appointed to the newly created position of Director of Victim Support and Security Services. We anticipate in this new position Ruth Wells will play an even greater role within the Department of Public Safety and in the University community at large.

When a case is settled, neither side can or should claim victory. Settlements are made—and this one particularly was made—in a spirit of harmony and resolution.

We do not intend to comment further on the settlement and have agreed not to. Our joint hope now is to restore our sense of common purpose and to continue providing the most effective service to the University community.



## SENATE

### Report of the Committee on Administration, 1983-84

The Senate Committee on Administration was charged this year with examining three areas related to administrative costs, budget planning and information retrieval. The first concerned the impact on central administration cost of creating a new Senior Vice President. A second was to review administrative costs within schools. A third was an examination of our ability to retrieve budgetary data and other information from administrative offices.

Our review of central administration costs this year was much less extensive than last year's study and focused primarily on changes resulting from establishment of the Senior Vice President position. Although this was technically a new position, the 1982-83 budget for this administrative unit (which includes the Vice President for Finance, Comptroller, Treasurer and Management Information Systems) had contained an allocation for an Executive Vice President. It was a source of concern to us that the departure of the Executive Vice President early in the budget year had not resulted in a significant decrease in actual expenditures in this unit last year. We were therefore relieved to discover that in the 1983-84 budget projected costs for this unit, including the Senior Vice President position, were lower than had been expended in 1982-83.

Our review of administrative costs within schools was less successful. We held lengthy meetings with the chief nonacademic administrative officers from our largest schools in which we attempted to examine administrative expansion within each school, the degree to which school administrative activities overlapped with, duplicated or replaced central administrative activities, and comparative administrative costs among schools of the University. We concluded that, because of the incompatibility of planning data across schools, it was not worthwhile to embark on a detailed examination of these questions at this time.

The problem, as we perceived it, is that there are not currently in place centralized procedures for identifying staff and budgets associated with various administrative functions carried out in the schools. While several schools appear to have developed systems for rapid retrieval of this type of information, these systems are not in use in all schools, nor are they uniform among the schools using them. We therefore are persuaded that there is at present no systematic way of addressing questions related to administrative effort and cost in the schools and that the anecdotal reports we have do not permit us to draw significant conclusions. We cannot help but question how accurate university-wide planning can be under these conditions. We recommend that, when the University has

## DEATHS

**Morton Lustig**, former administrator of the Government Study Center from 1970 until his retirement in 1981, died on May 13 at the age of 64. "A pioneer in scientific and academic approaches to city management issues," Mr. Lustig was among the earliest graduates of the Fels Institute, established in 1937, earning his MBA in government in 1942.

A veteran of the WWII Army Air Corps, he worked on strategic planning at the Pentagon with the group that became known as the "whiz kids." In 1947 he joined the Fels Institute as a staff member and later assumed several administrative roles during the evolution of the Institute to its successor, the Fels Center of Government; he also worked in the School of Public and Urban Policy.

Surviving are his wife, Irma Spritz Lustig; a daughter, Judy Scully; his mother and a brother. Contributions in his memory may be made to the trustees of the University for the Morton Lustig Student Loan Program.

### Memorial Service

Memorial services for **Frank Harrell**, a senior greenhouse man who was employed by the Biology Department for almost 30 years, will be held on May 31 at 3:30 p.m. in the biology gardens behind Goddard Labs. Mr. Harrell died February 26 at the age of 72 (*Almanac* 3/20).

established uniform accounting systems and uniform information management systems, the Senate Committee on Administration should carry out an analysis of administration in the schools.

The question of information retrieval arose from the difficulty experienced by last year's Committee on Administration in obtaining budgetary data. Last year's Committee expressed concern with "the quality, quantity, storage and ability to retrieve the budgetary data needed for rational resource allocation decisions." In order to explore whether this concern was unique to last year's Committee and/or requests for budget information, we sent questionnaires to chairs of Council and Senate committees. We received replies from 27 committees. Forty percent of the committees had not requested any information, thirty percent reported good or excellent responses and thirty percent reported very poor responses. The nature of the problem varied; some involved difficulties in obtaining data which were not readily retrievable from existing data bases, while others appeared related more to the level of cooperation by administrators in responding to Committee requests. As we looked over the committees which had favorable vs. unfavorable reactions, one categorization was clear—Council committees (which, of course, have administrators on them) had good experiences; Senate committees (all faculty) did not.

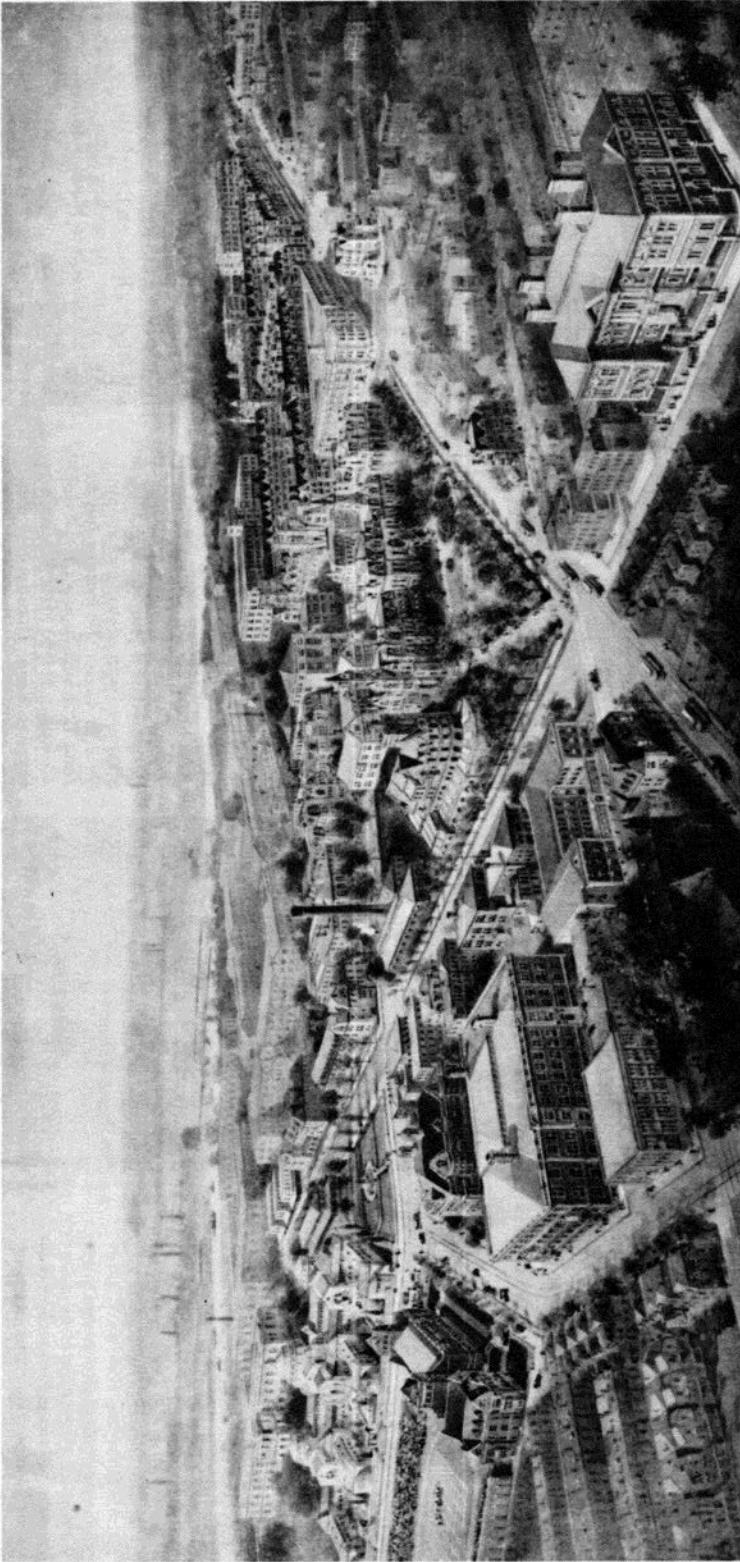
We have communicated this information to President Hackney, reiterating the concern of last year's Committee that efforts be made to improve management information systems and requesting improved cooperation on the part of administrators receiving information requests from faculty committees. We are persuaded that President Hackney is aware of these problems. We recommend that next year's Senate Committee on Administration be charged with monitoring both the uniformity, completeness and quality of University planning data and the ability to retrieve this information.

*Jacob M. Abel (mechanical engineering), ex officio*  
*June Axinn (social work), ex officio*  
*Elizabeth Flower (philosophy)*  
*Frank Furstenburg (sociology)*  
*David K. Hildebrand (statistics)*  
*Phoebe S. Leboy (biochemistry/dental), chair*  
*Anita Summers (public policy & management)*

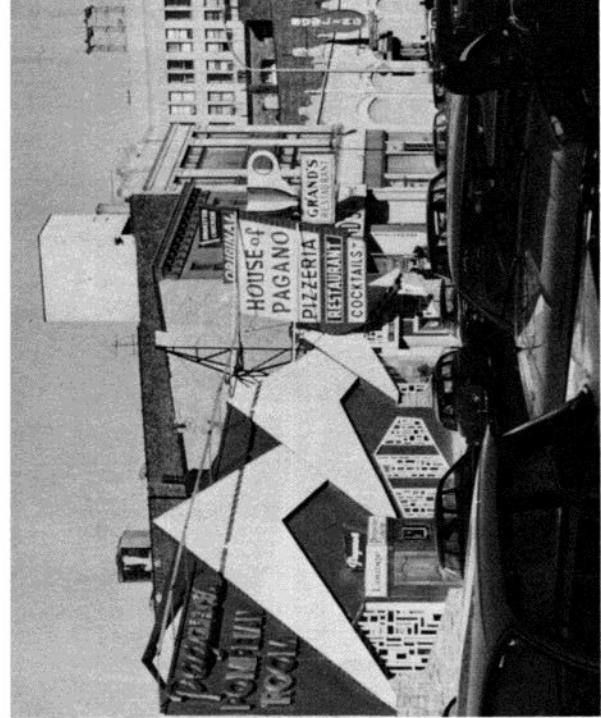
## Then and Now ... and What Next?

Van Pelt Library's new tinted mural of Penn's campus, left, draws lunchtime browsers to reminisce over what was, and was dreamt, of circa 1910 (and can be had, 16"x20", from the Alumni Relations Relations Office). Some can fill in from recent memory a later Walnut Street, with Cy's "dirty drug" and other hangouts in the 3400 block that is now a vacant lot ... and can recall a 3600 block dominated by Pagano's, (across the street from the Annenberg School) instead of by parked cars.

Now the Community Relations Committee is asking faculty, staff and students to say what they want next along Walnut Street—in what the chair, Dr. Peter Dodson, calls "the last significant stretch of space in which to create the amenities that make a college neighborhood." Will there be townhouses with stores below in the 3400 block—and if so, what shall they sell? Opposite the Annenberg School and the Center—where once a graduate student center with computing facilities was proposed, and later a Buckminster Fuller geodesic dome envisioned as an art gallery—what would be best for the urban workplace as well as the living/learning place that Penn is? What should be the look, the feel, the ambiance there and at 38th and Walnut? The views of staff and faculty are invited especially because Penn is a permanent, year-round workplace for them, in addition to being a round-the-clock living place for students during the academic year. He hopes to hear from all sectors as his committee prepares a report for the administration. Dr. Dodson can be addressed at the Vet School, H1.



UNIVERSITY OF PENNSYLVANIA



# Summer on Campus

# Summer on Campus

# Summer on Campus

# Summer on Campus

# Ombudsman: Barbara Lowery of Nursing

A 1979 Lindback Award winner who first joined Penn as a graduate student in 1966 has been named Ombudsman by President Sheldon Hackney.

Dr. Barbara J. Lowery, associate professor of nursing and chair of the Psychiatric Mental Health Nursing section at her School, will succeed Professor John Keene as he returns to full-time teaching and research in law and city planning July 1.

Dr. Lowery, one of the founding members of the Faculty Grievance Commission in 1974, has served on numerous University committees involved in issues of fairness and individual rights. Starting in 1970, as a member of the President's Task Force on Women, she later headed the AAUP and the Women's Faculty Club, and has been on the Committee on Open Expression since 1980. Other committee service for Senate and Council has been in educational policy, academic planning, administration, student affairs, and undergraduate admissions and financial aid.

A magna cum laude graduate of Villanova, Dr. Lowery took her MSN at Penn in 1968 and became director of nursing education at Eastern Pennsylvania Psychiatric Institute that year. In 1970 she rejoined Penn as an assistant professor, and after completion of her doctorate in educational psychology at Temple she was promoted to associate professor here in 1974. In addition, she became associate editor of the national journal, *Nursing Research*, headed the search committee that brought Dean Claire Fagin to the University, and served on the one that chose Dental School's Dean Walter Cohen.

Her own research has revolved around community health, the physical health of mental patients, and patients' attributions of their

illnesses and the effect of these on controlling diabetes, arthritis and other chronic illness—mostly under NIH grants and on awards from national associations seeking cure and/or control of major health problems in the U.S. Dr. Lowery also served on the Philadelphia Mayor's Commission on Mental Health.

## First Woman

"Barbara Lowery is not only a dedicated teacher and builder of her profession," said Dr. Hackney in announcing her appointment, "but she is a judicious University citizen who has steadily worked to humanize the institution. Her volunteer service over the years has helped to develop and uphold policies that ensure individual rights and operate to resolve conflict. She is the ideal choice for Ombudsman."

Dr. Lowery is the fifth faculty member—and first woman—to hold the post, established in 1971. It is modeled on the Scandinavian tradition in which a single, trusted civil servant investigates citizens' complaints of government or its functionaries.

At Penn, the Ombudsman serves students both undergraduate and graduate, and faculty and staff of all ranks and job levels. As published reports\* of Dr. Lowery's four predecessors show, the range may be from staff/supervisor disputes over job duties, to the most serious issues of termination, sexual harassment and the like. The Office is an informal stage in some University grievance processes and acts on its own to resolve other conflicts informally. The Ombudsman, and Assistant Ombudsman Waltrud Gossman, can be found at 113 Duhring Wing, Ext. 8261.

\*Almanac has the complete file, starting with Dr. Joel Conarroe's "Olive or Lemon Peel?" (1971) and continuing with the reports of Professors James Freedman, Jacob Abel, and John Keene through 1983.

# Offline

The Computer Shack is in full operation, and now has a phone number: Ext. 3282. In addition, it has added new items to its stock.

## DEC Rainbow Software Price List

Select-86 Word Processing .....	\$ 152
Multiplan-86 Spread Sheet .....	\$ 106
M BASIC-86 Programming Language .....	\$ 95
MWC-86 Mark Williams C Compiler .....	\$ 192
Condor I File Manager .....	\$ 113
Condor 3 Database Manager .....	\$ 250
Target Financial Modeling .....	\$ 124
List Manager List Processing .....	\$ 95
d Base II-86 Database Management System .....	\$ 267
Microplan .....	\$ 261
TK Solver-86 .....	\$ 115
Infostar .....	\$ 190
Word Star .....	\$ 190
Spell Star (Requires Word Star) .....	\$ 95
Mail Merge (Requires Word Star) .....	\$ 95
Lotus 1-2-3 .....	\$ 190
Supercalc 2 .....	\$ 113

Other DEC Rainbow and Apple Macintosh prices were listed in the May 1 issue.

## Right-handed Adults Needed

The Department of Psychiatry is conducting regional cerebral blood flow studies and other studies of brain and behavior. Right-handed males and females over age 22 are needed for these research studies and should call Elizabeth Fielder at 227-6559 for an initial screening. Suitable volunteers can earn \$25-\$35 for studies scheduled at your convenience.

## Summer Issue

This is the last weekly issue of *Almanac* for the spring semester. After the start of the new fiscal year we will publish a summer issue in July. Contributors are urged to submit information by mid-June, and advise by phone of major needs for space.—Ed.

**Corrections to May 8 Issue:** Dr. Edward Pugh's citation from the National Academy of Sciences read in full "for his distinguished quantitative psychophysical work on mechanisms of color adaptation, and to encourage his physiological work on mechanisms of receptor transduction and sensitivity control."

Dr. Gregory Farrington and Dr. Laurence Beck were incorrectly listed as associate professors; both have joined the ranks of *full professors* this academic year.—Ed.

# Almanac

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## Student Life: Charlotte Jacobsen of Rosemont

Dr. Charlotte Hamlin Jacobsen, dean of students at Rosemont College since 1979, will join Penn late in June as Director of the Office of Student Life.

"It's been a long search," said VPUL James Bishop. "I'm pleased it has ended with such an outstanding appointment." Dr. Jacobsen, an educational psychologist and counselor who also teaches at Immaculata College and does research in cognitive style and personality, won "the enthusiastic endorsement of the entire search committee and of the students, faculty and staff who met her," he added. The Student Life post has been vacant since March 1982.

Dr. Jacobsen, a Phi Beta Kappa at Duke—where she took her B.A. in English in 1971—earned a master's in counseling at Villanova, 1977, and Ph.D. at Bryn Mawr, 1982. Between degree enrollments in this country she completed teacher training at the University of London, and taught in England as well as in rural and inner city schools in the U.S. More

recently she has also been a college consultant in leadership development and personal style.

"She's going to be an excellent leader, a fine student advocate, and a warm and supportive colleague and friend," Dr. Bishop ended.



# Results of the Houston Hall Food Service Questionnaire

April, 1984

## (1) Multiple Food Vendor Format

People find Houston Hall a convenient place to eat, but many consider the major deficiencies to be the lack of appealing food service and the lack of variety. Most people surveyed would be willing to eat at Houston Hall more often if the food service was more appealing. We believe that multiple vendors will provide the variety people want and increase traffic to maintain profitability for the vendors.

## (2) Vendor

Variety, quality, and price should be the driving factors in vendor selection. Based on the ranking of the preferred food service establishments, we recommend the following:

- (1) Salad/Health Food
- (2) Deli
- (3) Fast Food (Wendy's, Roy Rogers, Burger King)
- (4) Ethnic Food (Italian or Chinese)

## (3) More Small Tables

The heaviest traffic occurs during lunchtime. People eat lunch alone as often as with others. The seating area needs more small tables than it currently has to accommodate the single customers.

## (4) Preferred Fast Food Restaurant

The following is the ranking of preferred fast food restaurants:

- (1) Wendy's
- (2) Roy Rogers
- (3) Burger King
- (4) Kentucky Fried Chicken
- (5) McDonald's
- (6) Arby's
- (7) Church's Fried Chicken
- (8) Hardee's

## (5) Demographics of Respondents

Age		Adjusted %
Under 23		39.9%
23-30		29.8%
31-40		15.4%
Over 40		14.8%

Sex		Adjusted %
Male	14.8%	32.3%
Female	30.9%	67.7%
Missing	54.3%	

Marital Status		Adjusted %
Married		30.9%
Single		69.1%

Residence		Adjusted %
Campus Housing		27.8%
West Philadelphia		33.4%
Other		38.8%

Relationship to Penn		Adjusted %
Undergraduate Student		35.8%
Graduate Professional Student		18.8%
Evening School Student		1.7%
Faculty		5.1%
Staff		36.9%
Other		1.7%

## (6) Competing Food Service in Area

Food Services	% of Respondents who use service for Lunch	Mean % of Lunches Eaten at:		
			University Dining	Food Trucks
University Dining	20.2	11.9		
Food Trucks	68.5	19.1		
Vending Machines	16.0	1.9		
At Home	25.7	7.8		
Bring Food	48.6	18.9		
From Home				
Houston Hall	62.3	14.4		
Area Restaurants	68.8	19.7		
Skip Lunch	27.6	5.4		

## (7) Current and Expected Spending

	Weighted Averages	Willing to Spend if Houston Hall Provides Food Services Preferred
Meal		
Breakfast	NA	\$2.17
Lunch	\$2.61	\$3.23
Dinner	NA	\$4.03
Between Meal Snack	NA	\$1.46
Late Night Snack	NA	\$1.58

## (8) Potential Frequency Increase

Days & Meals	% Respondents who "Never" or "Rarely" eat at Houston Hall now, but will eat there if an appealing food service is provided.
Weekdays	82.0%
Weekends	28.8%
Breakfast	27.5%
Lunch	84.6%
Dinner	40.6%
Between Meal Snack	48.4%
Late Night Snack	25.0%

Note: From crosstabs of Q9 and Q13.

— Thomas J. Hauber  
Associate Director of Student Life

"The goal is to open the Houston Hall food service area up with four different kinds of food by September 1 with a varied menu," Mr. Hauber said.

## University Council

### Synopsis of Minutes, May 2 Meeting

A draft of revised student judicial procedures, developed from discussions in the previous three minutes, was considered. Amendments to some sections were offered and acted upon, but there was insufficient time for full treatment of the document. President Hackney invited members to send written suggestions on the procedures to him and stated that he would produce a second draft and have it published for comment.

Because of time constraints, the report of the Committee on Communications on *Penn Paper* and *Almanac* (*Almanac* 5/1/84) was only treated briefly. President

Hackney commented that, in seeking to improve communications, it had never been his intention to change or limit *Almanac* and that the report lends support to that position. The Council adopted a resolution, originating in the Senate Executive Committee, that endorsed the analysis and general recommendations of the report and urged that *Almanac* "be allocated the additional resources necessary to meet the goals outlined in the committee's report."

Elections to the 1984-85 Steering Committee were held.

— Robert G. Lorndale, Secretary

## FOR COMMENT

### Penn-Leuven Cooperative Agreement

With the support this year of the Fulbright Commission for Belgium, Luxembourg and the Netherlands, faculty exchange in numerous disciplines has been flourishing between the University of Pennsylvania and the Katholieke Universiteit Leuven in Belgium.

To ensure continuation of the exchange program, the two institutions are preparing a written agreement for cooperation. As Pennsylvania's deans and Leuven's Academic Council now review the latest (and, it is hoped, final) draft, all members of the University community are invited to review the document and submit comments to the Office of International Programs within two weeks. For a copy of the draft and further information, please contact Dr. Joyce M. Randolph, director, Office of International Programs, 133 Bennett Hall, Ext. 4661.