

## UTMC's patient experience transformation on cover of leading industry publication

By Jon Strunk

As word of The University of Toledo Medical Center's success has continued to spread, one of the premier industry publications that evaluates and reports on patient satisfaction has taken notice. The Press Ganey magazine Partners features UTMC and iCARE University as the cover story on its January/February issue.

In November, UTMC's push to improve patient satisfaction landed UTMC and iCARE University a mention in The New York Times.

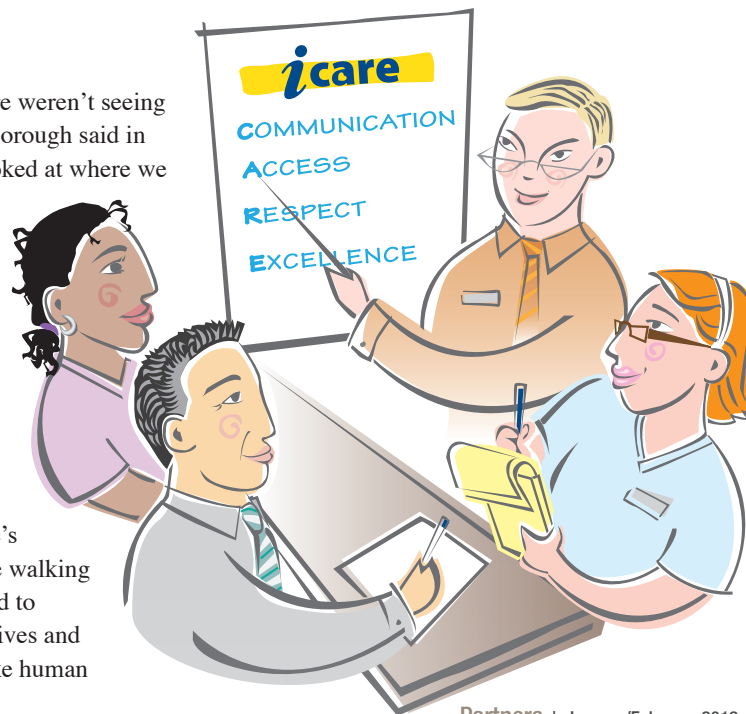
Dr. Scott Scarborough, senior vice president and executive director of UTMC, said the story speaks to the journey the hospital has started, changing a culture that always has provided great care, but not always great patient experiences.

"We have always had great clinical outcomes, and recently we received an honor from U.S. News and World Report, which ranked us No. 1 in the Toledo area,

but our patients sure weren't seeing us that way," Scarborough said in the article. "We looked at where we stood in the state of Ohio, and we were 140th out of 147 hospitals on HCAHPS [Hospital Consumer Assessment of Health Providers and Systems]. We were saving people's lives, yet they were walking away angry. We had to learn how to save lives and still treat people like human beings."

HCAHPS is a government survey tool used to gauge patient satisfaction.

"We were told [changing the culture] is a three-year journey to turn this thing



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around," Scarborough said. "Things really got moving only a year ago when

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## Student-athletes post record 3.167 GPA last semester

By Paul Helgren

UT student-athletes earned a collective grade point average of 3.167 in the 2011 fall semester, the highest mark in school history.

The previous record was 3.166, set in spring 2011. It is the third time in the last four semesters that UT student-athletes have broken the GPA record.

The 3.167 GPA also marked the sixth consecutive semester that UT student-athletes have earned a combined GPA of 3.1 or higher, and the 11th time in the last 13 semesters above a 3.0. Additionally, 11 of UT's 15 sport programs had team GPAs of 3.0 or above, and every program had a team GPA of at least 2.7.

Individually, 24 student-athletes posted perfect 4.0 GPAs, while nearly 38 percent (135 of 357) earned a spot on the dean's list by garnering at least a 3.50 GPA. Additionally, a record 63.9 percent of UT student-athletes achieved a 3.0 grade point average

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Photo by Terry Fell

## Shafir to return to Rockets in 2012-13

By Brian DeBenedictis

Good news for Rocket nation: Senior Naama Shafir has announced that she will apply for a medical hardship and plans to return to the women's basketball team for the 2012-13 season.

"I was in shock at first and didn't know what to do," Shafir said. "I thought there was no chance I was going to come back. After a couple of weeks, though, I started to think that's not how I want to finish here. I still feel like I have a lot to give. I'm excited to come back for another year with amazing fans, an amazing team and coaches."

The three-time All-Mid-American Conference selection was lost for the 2011-12 season after suffering a torn anterior cruciate ligament in her right knee during UT's 69-58 win at Indiana Nov. 25.

Shafir, who had started 106 consecutive games prior to the injury, was averaging 9.3 points, a squad-best 3.5 assists, 2.3 steals and 1.5 rebounds in 25.0 minutes per game this season.

"I'm so proud of Naama because she handled all this with great maturity," Toledo Head Women's Basketball Coach Tricia Cullop said. "I'm glad she took some time so she made the right decision that she's comfortable with instead of rushing into a decision."

Last season, the point guard averaged a team-high 15.3 points, a squad-best 5.1 assists, 3.4 rebounds and 1.3 steals in 30.8 minutes per game. She finished

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**GAME-CHANGER:** Naama Shafir announced last week that she will apply for a medical redshirt and return to the basketball court for the 2012-13 season.



## Research connections promoted through new Nexus program

By Nicolette Jett

A new program at The University of Toledo will provide faculty, staff, students and the public a way to make the connections between different disciplines.

Sponsored by the Office of Research and Sponsored Programs, Nexus will give faculty members an opportunity to showcase their research. The program will occur monthly through April, with plans to pick up again in September for the following academic year.

Brief, timed presentations will be given. Five to six faculty members will present six-minute explanations of their scholarship with the intent to introduce their research to colleagues and students in other departments and colleges.

Nexus was developed by Dr. Elsa G. Nadler, director of grants development, and Dr. James Trempe, vice president for research.

“The importance of introducing a new program like this to UT is that it provides a way for faculty to meet other researchers like themselves,” Nadler said. “All scholarship in any given evening will have at least some tenuous connection.”

The title for the program was chosen after a search of the many synonyms for “connections.”

“Innovations often arise from tenuous connections between disparate disciplines,” Trempe said. “Our hope is that Nexus will lead to connections and innovations at UT.”

The first Nexus event will take place Tuesday, Jan. 31, from 5 to 8 p.m. in Libbey Hall.

For more information on the free, public program, contact Nadler at [elsa.nadler@utoledo.edu](mailto:elsa.nadler@utoledo.edu) or 419.5305302.

## Volunteers needed for arresting assignment Feb. 2

Are you willing to go behind bars to help raise funds for a good cause?

Volunteers are needed for Jail-a-Thon Bail Out a Banned Book, which will take place Thursday, Feb. 2, from 10 a.m. to 3 p.m. in the Student Union.

“We need volunteers to agree to go to ‘jail’ for 15 minutes or so until their friends and colleagues post their \$50 bail,” said Dr. Paulette D. Kilmer, professor of communication.

The funds are being collected to celebrate the 15th anniversary of the UT Banned Books Week Vigil in September. Kilmer would like to hire a Mark Twain impersonator to perform on campus.

“During his lifetime, Mark Twain’s books *Tom Sawyer* and *Huckleberry Finn* were banned in Concord, Mass., Brooklyn, and many libraries North and South,” Kilmer said. “Schools in Arizona and other

places recently have taken action against both books. The New York Times ran a sequence of responses in a national debate among readers about the publication of *Huckleberry Finn* with the objectionable ‘N’ word changed to ‘slave.’

“Mark Twain’s writing has brought laughter and imparted wisdom to millions around the world,” Kilmer said. “Yet a few misguided souls would deny any of us the right to read and learn from one of the greatest authors of all time.”

The “jail” likely will be a table and chairs. “I will be the warden and open to accepting bribes — another way to raise funds,” Kilmer said.

Those interested in helping raise funds during the Jail-a-Thon Bail Out a Banned Book event should contact Kilmer at [paulette.kilmer@utoledo.edu](mailto:paulette.kilmer@utoledo.edu) or 419.530.4672.



Photo by Emily Hardcastle

**PITCHING IN:** Some of the more than two dozen students who volunteered for the Stand Up Against Hunger Food Drive posed for a photo. Students represented several groups, including the Eberly Center Women’s Corps, Culture Ambassadors and the Latino Student Union. They collected, sorted and packed more than 40 boxes of food — enough to fill a truck — to benefit the MLK Kitchen for the Poor in Toledo.

## ‘The Relevant University’ to air Jan. 24

By Meghan Cunningham

Tune in to a special edition of “The Relevant University” Tuesday, Jan. 24, at 7 p.m. on AM 760 WJR recorded from the 2012 North American International Auto Show.

This month, Lawrence J. Burns, UT vice president for external affairs, is joined by WJR radio personality Paul W. Smith to discuss the latest advancements in the auto industry and how college students can get involved in careers to create the cars of the future.

In this month’s episode:

- Scott LaRiche, a committee member of the 2012 North American International Auto Show, discusses the new aspects of the Detroit auto show and the decision to remain downtown at the Cobo Center.
- Audley Brown, an engineer with General Motors, talks about the latest technology under the hoods of today’s cars and how young people can get involved with creating tomorrow’s vehicles.
- And Chrysler’s Georgette Borrego Dulworth shares the company’s efforts to train future auto industry workers through extensive internship and training programs.

The University and Detroit’s WJR Radio produce the monthly, hourlong program that explores the critical role higher education plays in our world.

Listen at [www.utoledo.edu/therelevantuniversity](http://www.utoledo.edu/therelevantuniversity).



# UTMC sets goals designed to increase patient satisfaction

By Meghan Cunningham

The University of Toledo Medical Center has made great strides in its efforts to improve patient satisfaction and continues those efforts to narrow the gap between clinical outcomes and the patient experience.

The center has set a Service Excellence Strategy for 2012 that includes reaching a 50th percentile ranking in a national survey of patients rating their hospital stay. Some of the aspects surveyed include communication with nurses and doctors, quietness of the hospital, and if patients would recommend the hospital to others.

“We have seen positive results from the changes we have implemented to enhance the patient experience to be as high-quality as the clinical care that has always been offered at the UT Medical Center,” said Ioan Duca, UT service excellence officer. “We are going to build upon this success to continue to work together as a team to ensure every patient has a pleasant experience while receiving care at our hospital.”

Last year, the medical center launched an internal iCARE University dedicated to training employees on improving patients’ experiences. The curriculum focused on soft skills such as communication, active listening, personal stress management and empathy. More courses will be added this year related to customer service and for managers to work more effectively with their employees.

A focus of 2012 will be working together as a team and improving communication among physicians, residents, nurses and staff for integrated care delivery, Duca said.

“The culture at UT Medical Center is really becoming all about putting patients first,” Duca said. “We will continue that cultural transformation and engage all of our physicians and employees to work together to serve our patients.”

Service excellence action teams will be tasked with identifying tactics and strategies to improve the patient experience.

# Dana Center construction to close building, tunnel access

Construction crews will begin the project of converting the Dana Conference Center into a new cancer center Monday, Jan. 23.

While contractors work, the Dana Center will be closed, and there will not be access from the building to the tunnel system underneath Health Science Campus. The closure also will impact access into Dana from the tunnels at the Y split to Kobacker Center.

Individuals who park in Lot 46 near the Dana Center and use the tunnel system to reach other buildings will need to take the sidewalk on the east side of Dana to the south entrance of Ruppert Health Center to access the tunnel system.

Signs will be posted at the buildings and doors impacted by the closures.

The Dana Center and tunnel access from the building will be closed through the end of the construction project, which is expected to be three to six months.

# Shafir

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third in the MAC in assists (34th in NCAA), seventh in assist/turnover ratio (1.09) and 10th in scoring, en route to earning first-team all-league honors.

Shafir was a key component in the Rockets capturing the 2011 WNIT and claimed tourney MVP recognition after scoring a career-high 40 points in a victory over

USC in the championship game April 2 in Savage Arena.

The native of Hoshaya, Israel, sits fourth in UT annals in assists (569), fifth in free throws made (441), eighth in scoring average (13.7 points per game) and free-throw percentage (76.8 percent, 441 of 574), ninth in steals (168) and 10th in points (1,452).

# UTMC

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we brought in the best patient experience director we could find in Ioan Duca.”

Duca, who was leading a similar transformation at Oakwood Healthcare System in southeastern Michigan before he came to UTMC, established iCARE University to help teach caregivers how to reduce patients’ anxiety, increase the clarity of their own communication, and to focus on the patient, not on their own stress.

“More than anything,” Duca said in the article, “you just see a difference in how employees look. They used to look down when they walked, now they are looking up.”

Duca said the recognition by Press Ganey proves UTMC is making great strides.

“To have the premier industry publication in patient satisfaction hold you up as an exemplar serves as third-party validation that we’re on the right track,” he said. “But as the article makes clear, we’re only about a third of the way to where we ultimately want to be — where the patient is at the center of every action we take and every decision we make.

“UTMC’s effort is on the map nationally now, and we have to live up to our potential. And with Scott Scarborough’s leadership, I know we will.”

# Student-athletes

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or better for the 2011 fall semester, the 16th consecutive semester in which at least half of Rocket student-athletes earned a 3.0+ GPA.

“Our student-athletes continue to raise the bar when it comes to academic achievement,” said UT Vice President and Athletic Director Mike O’Brien. “To earn a combined 3.1 GPA for six consecutive semesters is truly impressive. Our student-athletes should be commended for their hard work and dedication, as should everyone who plays a part in their academic success — the coaches, our athletic department academic staff and our University faculty members.”

Women’s volleyball had the highest team GPA at 3.613, followed by women’s soccer with 3.584 and women’s golf at 3.496. Tennis had the highest GPA for a men’s team with 3.386

## 2011 Fall Semester GPAs 3.0+

Women’s Volleyball	3.613
Women’s Soccer	3.584
Women’s Golf	3.496
Women’s Swimming & Diving	3.450
Softball	3.406
Men’s Tennis	3.386
Women’s Cross Country	3.378
Baseball	3.280
Women’s Basketball	3.193
Women’s Track & Field	3.163
Men’s Golf	3.099

# In memoriam

**Carolyn Autry**, Perrysburg, died Dec. 12 at age 71. She taught UT art students from 1966 until 2001. The adjunct associate professor of art is survived by her husband, Peter Elloian, retired UT professor of art.

**Herbert W. Jones**, Toledo, a custodial worker at MCO from 1979 until his retirement in 1991, died Jan. 7 at age 88.

**Richard D. Kaszynski**, Brecksville, Ohio, died Jan. 5 at age 85. The former UT employee received a bachelor’s degree in engineering from the University in 1950.



# Higher Learning Commission Criterion 3 focuses on educational effectiveness

By Kim Goodin

After students take that memorable stroll during commencement exercises, they leave their alma maters with degrees in hand, ready to take on the world.

They've been educated, but what have they learned?

According to Dr. Constance Shriner, associate professor and associate dean for faculty development and curriculum evaluation in the College of Medicine and Life Sciences, that pointed question is being asked University-wide by the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools.

"Are our students learning what we set out to teach them?" Shriner asked, paraphrasing the HLC's guidelines for Criterion 3 of UT's continuing accreditation process. "How are we assessing the effectiveness of our teaching? Are we providing the tools our instructors need to ensure their continued development?"

Shriner led a team tasked to evaluate UT's compliance with measures detailed in Criterion 3: Student Learning and Effective Teaching. She said the team found that in

many areas, UT's efforts to foster effective learning relationships have been successful.

"We have so many programs, in terms of our learning communities, student services, learning collaboratives and simply the sheer variety and number of support services," Shriner said. "Our focus isn't just on students trying to find their way, but also on honor students, nontraditional learners and others across the educational spectrum."

She cited the Interprofessional Immersive Simulation Center, Memorial Field House, the Jacobson Center for Clinical and Translational Research, the Savage & Associates Complex for Business Learning and Engagement, and the Lake Erie Center as examples of how UT has blended technology and teaching to create optimal learning environments.

"Our investment in newer technologies is good evidence that the University is investing in the development of learners and teachers," Shriner said. "That seems to be the direction that learning is taking, and using that technology goes toward our goal of being a forward-thinking institution."

Learning Ventures, she said, serves as a comprehensive resource for teachers to keep them abreast of technological developments, support their continued education, and stimulate discussion.

As with all facets of the HLC continuing accreditation process, Criterion 3 has encouraged a critical look into processes to define opportunities for improvement. Changes in HLC standards regarding learning evaluation have sparked lively discussions.

"A number of years ago, the HLC required that universities monitor assessment at the individual program level," Shriner explained. "How is the MD program assessing the success of its learners? How is the arts program evaluating learning outcomes?"

"What came with UT's self-study report was a realization that changes were needed in processes surrounding the assessment of student learning in the core experience. The Faculty Senate is leading an effort to reframe the core in terms of competencies and, along with that, a refined

approach to assessment practices. It's a dynamic, ongoing process."

Shriner said her team's evaluations yielded a sense that UT has embraced the student-centered philosophy outlined in its mission as an open enrollment university.

"What the self-study process did was pull the substantial information about how we're meeting our mission into one place," Shriner said. "We have a constellation of programs across campuses that reach all levels of learning. And since some of the changes we've made through the process are self-sustaining, I think we'll see more enhancements in the future."

Criterion 3 team members are Dr. Susan Batten, Dr. Carol Bennett-Clarke, Rob Bruno, Dr. Terribeth Gordon-Moore, Dr. Noela Houghton, Dr. Anthony Koh, Dr. Patsy Komuniecki, Michele Martinez, Dr. Ron Opp, Dr. Bruce Poling and Dr. Barbara Schneider.

UT's self-study report can be viewed at [utoledo.edu/accreditation/pdf/selfstudy.pdf](http://utoledo.edu/accreditation/pdf/selfstudy.pdf). An executive summary is available at [utoledo.edu/accreditation/pdf/execsummary.pdf](http://utoledo.edu/accreditation/pdf/execsummary.pdf).



UT is **seeking feedback** for its upcoming HLC continuing accreditation site visit Feb. 27–29.

Please submit third-party comments to:  
Public Comment on The University of Toledo  
The Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604-1411

Online comments: [bit.ly/UTHLC3RDPARTY](http://bit.ly/UTHLC3RDPARTY)

Comments must be submitted by  
Friday, Jan. 27, for consideration.

## Focus on Criterion 3

### Student Learning and Effective Teaching:

The organization provides evidence of student learning and teaching effectiveness that demonstrates it is fulfilling its educational mission.

For more information about the Higher Learning Commission continuing accreditation process, go to [utoledo.edu/accreditation/index.html](http://utoledo.edu/accreditation/index.html).



## Benefit concert for Toledo jazz pianist to take place Jan. 31

By Angela Riddell

Jazz legend Jon Hendricks is one of several musicians slated to perform a benefit concert to raise funds for friend and fellow UT jazz faculty member Claude Black.

The UT jazz faculty and several community members, including Jeff Halsey, Ron Brooks and George Davidson, have put together a fundraiser for Black to be held Tuesday, Jan. 31, at 8 p.m. in the Center for Performing Arts Recital Hall.

Black teaches jazz voice at the University and is an active, sought-after musician, performing in a number of local and regional venues. Recently, health issues have curtailed his ability to play, which is a major source of his income.

"He was admitted to The University of Toledo Medical Center just before Christmas with failing kidneys, high blood pressure and the return of cancer," said Gunnar Mossblad, director of the UT Jazz Studies Program and professor of music. "Fortunately, we did not lose him, but he has a long way to go, to say the least.

"Claude, our jazz pianist and friend, has for decades given all of us in the greater Toledo area, and the world, beautiful music and so much of his generous spirit, and I can say without hesitation that he is one of the most caring individuals and wonderful musicians I have ever met and had the honor to make music with," Mossblad said. "And now it's time for us to step up and give something back to him because Claude is very sick."

Circumstances like Black's are all too common, according to Mossblad.

"Like so many of our aging jazz masters, Claude simply does not have the financial means to cover these sudden expenses," he said, adding that many musicians rely heavily on performances to pay the bills.

Tickets are \$3 for students and seniors and \$5 for the public; 100 percent of the admission proceeds will go to Black. Additional donations also will be accepted.

If you cannot attend the show, the UT Department of Music will accept donations on Black's behalf. Donations can be made in the department office, Center for Performing Arts Room 1002, or by mail to:

Claude Black  
c/o Gunnar Mossblad & UT Jazz Studies Program  
UT Department of Music MS605  
The University of Toledo  
2801 W. Bancroft Street  
Toledo, OH 43606

Checks should be made payable to Claude Black.

Mossblad said he is grateful to the musicians and to The University of Toledo for helping to make the concert possible: "I'm so proud of this community and what we are, more and more, coming to stand for and embody in these difficult times."

For more information, contact Mossblad at [gunnar.mossblad@utoledo.edu](mailto:gunnar.mossblad@utoledo.edu) or 419.530.4555.



Photo by Daniel Miller

**JAZZMEN:** Pianist Claude Black and bass player Clifford Murphy performed at a Black History Month event at the University in 2007.

## Exhibit spotlights artistic talents of health science professionals

By Feliza Casano

The seventh annual Health Science Campus Artist Showcase is on display on the fourth floor of Mulford Library through Tuesday, Feb. 21.

The exhibit features more than 50 pieces, including photography, paintings and multimedia work, contributed by more than 20 artists.

"It's interesting for attendees because all of the artists are students, staff and faculty in the health sciences fields," said Jodi Jameson, an instructor in the College of Nursing and librarian at Mulford Library, who is a member of the artist showcase committee. "The showcase is a nice way to highlight the creative and artistic talents of our campus."

An opening reception for the Health Science Campus Artist Showcase will take place from 4 to 6 p.m. Friday, Jan. 27. Roy Schneider, manager of medical illustration at the UT Center for Creative Instruction, will be the featured speaker.

"The reception is for the artists and their friends and family as well as the rest of the UT community," Jameson said. "All are welcome to join us for the reception in recognition of the artists."

Visitors can view the works during regular library hours: Monday through Thursday from 7:30 a.m. to midnight; Friday from 7:30 a.m. to 7 p.m.; Saturday from 9 a.m. to 9 p.m.; and Sunday from 9 a.m. to midnight.

For more information on the free, public exhibition, go to <http://libguides.utoledo.edu/hscart>.



"On River Road in Waterville," watercolor, by Dr. Paul Brand, associate professor of physiology and pharmacology, is one of more than 50 works on display in the Health Science Campus Artist Showcase.



# Glacity Theatre Collective to perform provost's new play, 'Exhibition'

The Glacity Theatre Collective has a number of dedicated audience members. One of them recently decided to give something back to the company — a new play.



McMillen

Not everyone knows that Dr. William McMillen, UT provost and executive vice president for academic affairs, has a creative writing background.

When he announced a year ago to Glacity Executive Director Holly Monsos that he was writing a play for the company, she was pleased and surprised.

"I know how busy he is, and I didn't expect to see a draft soon, if ever," she said.

Last February, the first act of "Exhibition" arrived in her email, followed by the remainder of the play a month later. Members of the collective then gathered at her home to read through it with the playwright.

"It didn't need any work at all," recalled Dr. Ed Lingan, UT assistant professor of theatre and Glacity dramaturg. "Most playwrights hear things they want to change after a new work is read aloud, but this script was ready to go. It's the sort of play that any theatre company would kill for — intriguing premise, compelling characters, and though written to be done in a gallery, it could be easily produced in any kind of space, theatrical or not."

The collective members agreed that a gallery setting would be ideal. The production is part of "CVA Project Space 2012," which features a photography exhibit and later will showcase drawings.

The play is composed of three scenes that focus on a couple, Sharon and Raymond, at key points in their married

life: their engagement, in the midst of raising children, and after the children have grown and gone. Each couple is played by a different pair of actors and though the characters at the focus of each scene are not aware of it, their older and younger selves also are onstage, providing depth and nuance to each story as it unfolds in real time under the disinterested eye of a security guard.

The cast features UT theatre students Brian Purdue and Chellsea Cutino as the newly engaged couple; Dr. Ben Pryor, UT dean of the College of Innovative Learning and assistant provost, and UT theatre alumna Jennifer Lake as the couple in mid-life; and Dave DeChristopher, UT assistant professor of theatre, and Pamela Tomassetti as the couple late in their marriage. James Ham, UT student services counselor in Learning Ventures, plays the security guard.

Cornel Gabara, UT assistant professor of theatre, is directing the production; Dr.

Lee Heritage, UT associate professor of music, composed the music, which will be performed by Dr. Denise Ritter Bernardini, UT assistant professor of music; James S. Hill, UT professor and chair of theatre and film, designed the set and lighting; and Monsos, UT associate dean of the College of Visual and Performing Arts, designed the costumes.

"Exhibition" will open Friday, Jan. 27, at 8 p.m. in the Center for the Visual Arts Gallery on UT's Toledo Museum of Art Campus. Performances will continue Saturday and Sunday, Jan. 28 and 29, and Friday through Sunday, Feb. 3-5. Friday and Saturday performances will be at 8 p.m., and Sunday performances will be at 2 p.m. Doors open one half hour prior to curtain.

Tickets for the play are \$20 and are available at [glacity.tix.com](http://glacity.tix.com) or at the door. Seating is very limited. For the "pay what you can" matinee Sunday, Jan. 29, tickets will be available at the door only and payable by cash or check.

For more information, go to [glacity.org](http://glacity.org).



Photo by Cornel Gabara

CONTEMPLATING ART OF LOVE: Sharon, played by Chellsea Cutino, leans on Raymond, played by Brian Purdue, in this scene from "Exhibition."



**ON THE BEACH:** "oikos: timeline," an ephemeral installation with pit-fired clay pieces on a wall painting by Barbara Miner, UT associate professor of art, is part of the "Maumee Bay" exhibition on display in the Center for Fine and Performing Arts Walter E. Terhune Gallery at Owens Community College. The free, public exhibit explores Maumee Bay's ecosystem through fibers, photography, ceramics and mixed media, and uses information gathered by Owens students for the Ohio Scenic River Project and from the UT Lake Erie Center to examine the impact of industry, agriculture, climate and non-native species on the watershed. Dr. Carol Stepien, director of the Lake Erie Center, will give a talk, "Biology, Problems and Solutions for Maumee Bay: A View From the Lake Erie Center," Wednesday, Jan. 25, at 3:30 p.m. in the Terhune Gallery. "Maumee Bay" can be seen through Friday, Feb. 10; gallery hours are Monday, Tuesday, Friday and Saturday from 10 a.m. to 4 p.m., and Wednesday and Thursday from 10 a.m. to 7 p.m.



## Researcher travels to China to study gentrification

By Josh Martin

The marks of any academic worth her or his scholastic salt may be said to be the ingenuity and adaptability to reshape a research program in response to a changing world. Take as an example Dr. Dan Hammel, UT associate professor of geography and planning, who researches gentrification — the transformation of poor or working class neighborhoods to middle or upper-middle class professional areas.

With the U.S. economy in a weakened state and the upward social mobility of American neighborhoods thus limited, Hammel shifted the focus of his research instead to China, a country undergoing rapid economic growth and social transformation.

Last fall, Hammel traveled to Nanjing Normal University at the invitation of Dr. Qiyuan Wu, professor of urban and regional studies, to pursue his research and study gentrification in Chinese cities.

“I completed quite a lot of work on gentrification in American cities throughout the 1990s, and the census data now exists to use the techniques I applied in American cities to Chinese cities, albeit with some significant alterations due to the differences in the data and in the cities themselves,” Hammel said.

The goal of the project is to measure the gentrification process and better understand how it is realized in China. Hammel said there already seems “to be some unusual and unexpected aspects to

the gentrification process in Chinese cities based on what we know about it in other cities around the world.”

“Early indications suggest that gentrification is moving at a rapid pace in Chinese cities, but up to this point there has been little reliable quantitative data available to investigate the process,” Hammel said. “Dr. Wu has been able to gain access to some very detailed census data that will allow us to apply some of the techniques I developed in a setting where gentrification is expanding dramatically.”

The research is expected to include more fieldwork and a number of other case studies in Beijing, Shanghai and Kunming.

During his recent trip, Hammel presented his research on gentrification and mortgage lending at Nanjing Normal University. He also met with graduate students from that institution and Nanjing University to discuss how research works in American graduate programs and the publication process in English-language journals.

Hammel spent most of his time, however, analyzing “small area” Chinese census data and exploring Nanjing to get a firsthand look at the areas of the city he was studying.

He plans to return to Nanjing Normal University this year to continue this work.

## Center for International Studies and Programs to hold open house Jan. 24

By Cathy Zimmer

The UT community is invited to attend the Center for International Studies and Programs open house and ribbon-cutting ceremony Tuesday, Jan. 24, from 3:30 to 5 p.m. in Snyder Memorial Suite 1000.

“The creation of the new Center for International Studies and Programs demonstrates The University of Toledo’s commitment to providing international opportunities to all UT students,” said Dr. Sammy Spann, executive director of the center. “We are also committed to ensuring our international students have an enriching domestic experience as well.”

Spann added, “The Center for International Studies and Programs is committed to the belief that effective cross-cultural interaction leads to global understanding and ultimately to a more rewarding human experience and to a better, more peaceful world. The new space brings together programs and services that will help build our students’ global competencies.”

The Center for International Studies and Programs will house the

Confucius Institute, Global Health, Office of International Student and Scholar Services, American Language Institute, and the student experiences programs that were housed in the Office of Academic Engagement, which includes Study Abroad, Camp Adventure, Service Learning and Community Outreach opportunities, National Student Exchange, and Washington Center Internships.

“In 2011, more than 200 students took part in an international experience. Now that we are under one roof, we hope to see that number grow,” Spann said. “We look forward to showing off our new space to the UT campus community.”

The center supports internationalization efforts at The University of Toledo by creating links among students, faculty, staff, visiting scholars and the community that foster cross-cultural understanding and appreciation. Established in September 2011, the center encourages global citizenship through innovative educational, cultural and service learning programming and through student and scholar exchanges.

## UT NEWS

UT News is published for faculty, staff and students by the University Communications Office weekly during the academic year and periodically during the summer. Copies are mailed to employees and placed in newsstands on the Main, Health Science, Scott Park and Toledo Museum of Art campuses. UT News strives to present accurate, fair and timely communication of interest to employees. Story ideas and comments from the UT community are welcome. Send information by campus mail to #949, University Communications Office, Vicki Kroll. E-mail: [vicki.kroll@utoledo.edu](mailto:vicki.kroll@utoledo.edu). Fax: 419.530.4618. Phone: 419.530.2248. Mailing address: University Communications Office, The University of Toledo, Toledo, OH 43606-3390.

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Dr. Dan Hammel posed for a photo with Nanjing Normal University graduate students Wen Zeng, left, and Xiaohu Wu on the Nanjing city wall. Zeng and Wu, students of Dr. Qiyuan Wu, are completing theses on gentrification.



# 'Tie One On' basketball game Feb. 4

By Steve Easton

The Toledo men's basketball program will hold its second annual "Tie One On" event Saturday, Feb. 4, vs. Buffalo in Savage Arena.

All proceeds from the event will benefit The University of Toledo's Dana Cancer Center in support of prostate cancer care.

Head Coach Tod Kowalczyk and his staff will sport bow ties during the game.

Rocket fans are invited to join the fun, too. For \$100, individuals will receive a ticket to the game, a UT basketball bow tie, a commemorative photo, and the opportunity to take part in a post-game reception. Donations can be made at <https://give2ut.utoledo.edu/TieOneOnReg.asp>.

"Our 'Tie One On' game is very important to the University community because cancer is a disease that affects so many people," said Lawrence J. Burns, UT vice president for external affairs. "This is a tremendous opportunity for the northwest Ohio community to support the work that Dana Cancer Center is doing in the area of prostate cancer care."

"We're committed to supporting the fight against cancer and are making the 'Tie One On' game an annual date on our schedule," Kowalczyk said. "Cancer takes the lives of too many people, and we're trying to do our small part to find a cure."

Students can purchase the same package for \$20 with a coupon, which can be obtained by calling 419.530.1273.

**Tie one on to help beat cancer!**

## TIE ONE ON

Saturday, February 4, 2012  
Men's Basketball Game @ 7 pm  
**Toledo vs. Buffalo**

Sign up online at  
[give2ut.utoledo.edu/TieOneOnReg.asp](https://give2ut.utoledo.edu/TieOneOnReg.asp)



THE UNIVERSITY OF TOLEDO  
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Partnering with **BowTie Cause** - [bowtiecause.org](http://bowtiecause.org)

# The Rockets on Ice: UT NIGHT AT THE ARENA



THE UNIVERSITY OF TOLEDO  
1872

## Toledo Walleye vs. Chicago Express

Friday, Jan. 27

7 p.m. (gates open at 6 p.m.)

All UT students, faculty, staff, alumni and their families are invited to catch a ride on the UT shuttle and watch the game.

The UT bus will leave the transportation bus loop promptly at 5:15 p.m. and return to UT after the game.

Tickets are \$13, pre-sale only, at Rocket Copy in the Student Union or online using promotion code: **ROCKETS**

SCAN TO ORDER NOW!



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