

Warped by Scott McCullar



Waldo by Kevin Thomas



Student Locator employees have the Aggies' numbers

By Angie Matocha  
Reporter

What four people receive an average of 600 telephone calls an hour, 24 hours a day, seven days a week, 365 days a year?

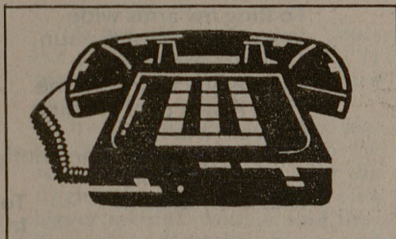
a) Sports Illustrated's toll free subscription line.  
b) Four operators on call for the Dr. Ruth Westheimer Show.  
c) Four operators on duty for the Texas A&M Student Locator.

The correct answer is "c."  
"The beginning of each semester is real, real busy," says Geneva Brewer, administrative assistant for telecommunications and key control at A&M.

The fall semester is especially busy, with operators laboriously answering phones, sometimes until 5 a.m., Brewer says.

"During football games, it's really hectic around here," she says.

For example, Aggie relatives will want to find out phone numbers for students, Brewer explains.



Student Locator employs 13 operators and two student workers. It also serves as the campus operator.

"All telephone information for the University goes through here," Brewer says.

The Student Locator service originally was handled through the Housing Office. In 1968, the Centrex operation began performing long-distance dialing for faculty and staff, and the official Student Locator service began in 1980.

"The Housing Office felt it could no longer handle the Student Locator service," she says. "So they asked

the Physical Plant to handle it since they were here 24 hours a day and seven days a week already."

The Housing Office supplies on-campus student information, while Admissions and Records supplies off-campus information.

"We are only as good (for information) as the student provides to these two agencies," Brewer says.

our directories for each semester. We will eventually be on computers — that is our aspiration."

Rosters are not produced until about the 12th day of class, she says.

"We're in a jam at the beginning of each semester," she says. "It's bad on the operators because they are not able to help customers. They have to answer calls even though the old book is no good."

The busiest hours for the operators are between 2 p.m. and 11:30 p.m. or midnight.

Brewer says the operators constantly are answering calls.

"They (the operators) know some students by name without looking them up," she says.

Sometimes, the operators receive prank calls, Brewer says.

"We get a lot of ugly calls from students who are fed up waiting," Brewer says. "We don't have to listen to it (the griping) so we just push the position release button."

The operators are reminded to be calm and pleasant with the students.

"The students are the reason why we are here," she says.

The Student Locator releases telephone information but no addresses.

"We don't have the manpower, equipment or time," Brewer says. "Addresses are very time-consuming."

Charlene Smith, a Student Locator operator, says the operators are not allowed to give out more than two names at a time.

"Oh I love it!" Smith says of her job. "The kids are pretty good."

MSC Council scheduled to get 7% hike from student service fees

By Carolyn Garcia  
Staff Writer

The MSC Council will receive a 7 percent increase in student service fees over last year's allotment, pending the Legislature's action on funding for Texas A&M.

Kristin Allen, vice president for finance, told the Council that the paperwork is in the Office of Student Services awaiting the state's budgeting decisions.

Sandra Goeking, chairman of the 32nd Memorial Student Center Student Conference on National Affairs, told the Council that the organization will end the year with a \$1,000 surplus. The money will go

into the organization's budget for next year. The budget for SCONA is raised by donations and fund-raisers.

"It (SCONA) was a big success," Goeking said. "We had a lot of foreign exchange students participate this year. At each round table there were at least three or four foreign participants."

Goeking said the only problem SCONA encountered was the loss of a speaker.

It seems that the speaker got confused about the arrangements and took a bus from Houston to College Station rather than meet his ride at the airport, Goeking said.

In other business, the Council: Approved Howard K. Smith, former ABC news anchor, to serve as moderator for the this year's Wiley Lecture Series.

Approved the MSC Political Forum program "The Race for '88" featuring the Rev. Pat Robertson. No date has been set.

Approved 22 of 25 MSC committee chairman positions.

Announced the Political Forum program on Nicaragua featuring Carl Grossman, to be presented Wednesday.

Announced the Great Issues program on "McCarthyism" featuring John Henry Faulk, to be held on Thursday.

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