Four times a year, at the beginning of each semester when students (and parents) come to buy their text books and again when they come back at the end of the term hoping to resell them, the Bookstore becomes the hub of activity at Monmouth University. Operating under the Division of Finance, eight dedicated full-time and two part-time employees, plus added student workers and temporary hires, work hard to service the needs of the campus community. Beyond texts, the Bookstore is a source for school and art supplies, greeting cards, the afternoon candy bar, health and beauty aids, and the ever popular Monmouth giftware and apparel. In short, as one student put it, this is the “Macy’s of Monmouth!”

Bill Rainey, Manager of the Bookstore, started his career at Monmouth University in November 1982, almost 22 years ago. He was previously the manager of Livingston College Bookstore at Rutgers University.

Bill was born and raised in New Jersey and has lived throughout the state his entire life. He attended Rutgers University in New Brunswick where he received his B.A. in Sociology. After graduation, he continued taking night classes at Rutgers. There he met his wife. “She was majoring in French and we met in a music history class,” he offered. “We got married and had four children.” The eldest two are students at Monmouth. “My daughter Erika is an Honors student in Fine Arts,” he boasts. She will be a senior next year. He continues, “My son Shawn is a freshman this year, majoring in Computer Science.” His youngest children are in high school and middle school in the Lacey school district. They live in Forked River.

Bill’s favorite pastime is lounging in front of his big screen television. His 15-year-old basset hound, Sam, can be found relaxing by his side. “What’s playing? “Anything with sports,” Bill says. He also enjoys reading. “I like no particular kind of book,” he admits, “novels, history, biographies - anything that’s interesting.” He chuckles, “I do enjoy books ... that's why I’m working in a book store.”

Bill says his most memorable trip was his honeymoon. He recalls, “We went to Bermuda, stayed on the eastern island and watched the sunrise every morning ... they shot a cannon off for every ocean liner going out ... it was very beautiful and relaxing.” These days he and his family prefer to stay local. “It’s hard to travel with four kids,” he admits. However, they have been to Disneyland in California and vacationed in San Diego and Los Angeles. Bill shares his longing to visit Scotland and Ireland. “Both my wife and I are of Irish and Scottish descent,” he explains. “I want to get there before I pass... it would be nice to see the old country and ancestral homes.”

Bill is a proud husband and father who describes his children as “pretty decently behaved and well-mannered.” He believes that is a big accomplishment these days. As for his work, Bill says that seeing the Monmouth University bookstore progress during the past 20 years is very satisfying. “We’ve had different changes ... seven or eight years into the job, I was looking at the decline in enrollment. We went from one extreme to the other. It’s much easier dealing with more students than less.” Bill sounds as though he still loves his job and is committed to moving Monmouth University forward.

Kathy Booth, Assistant Bookstore Manager, has been at MU since February of 1985, over 19 years. “This is the second job I’ve ever had,” she says. In high school she worked at Bamberger’s-Macy’s...
WELCOME ABOARD!
04/01/2004 - 06/30/2004

Stacey Brewer
Denise Calderon
Kim Carpenter
Edward Carson
Margaret Cate
Fred Del Guercio
Linda Fenter
Michael Ferraro
Herman Garced
Kyle Harris
Noah Hart
Nicole Kirschenbaum
Josephine Miller
Michael Stewart
Leslie Sweet
Catherine Taintor
Michelle West

PROMOTIONS
Congratulations!
04/01/2004 - 06/30/2004

Joseph Bembry
Manager of Academic Lab Support
Roy Holly
Corporal III
Sarah Murphy
Director of Enrollment Publications and Communications
Linda Principe
Assistant Coordinator of Field Placement
Lauren Vento
Director of Undergraduate Admission
Aretha Watson
Assistant Director of Undergraduate Admission

TRANSFERS
04/01/2004 - 06/30/2004

Lorraine Arluck
Office Coordinator
Sandra Brown
Office Coordinator
Olga Davis
Secretary
Patricia Dodd
Assistant to the Dean
Carine Golden
Assistant to the Office of Undergraduate Admission

Stacey Brewer Development
Denise Calderon Facilities Management
Kim Carpenter Facilities Management
Edward Carson Network Computing Services
Margaret Cate Provost
Fred Del Guercio Music and Theatre Arts
Linda Fenter Development
Michael Ferraro Facilities Management
Herman Garced Facilities Management
Kyle Harris Facilities Management
Noah Hart School of Business Administration
Nicole Kirschenbaum University Police
Josephine Miller Biology
Michael Stewart University Police
Leslie Sweet Facilities Management
Catherine Taintor Guggenheim Library
Michelle West Human Resources

flowers.” Kathy paints at least once a week at a nearby art studio. She says she mostly gives her artwork as gifts, but reports that last November her work was featured at “Harry’s Roadhouse”, a restaurant in Asbury Park, alongside four other artists.

Kathy, who is California-born, grew up an Air Force brat and has lived in California, Wyoming, Pakistan, Germany and of course - New Jersey. She has fond memories of the Mediterranean where she spent her kindergarten, first grade and second grade years. “I was very young, but my memories are so vivid – the turquoise water and the beaches were just beautiful.”

Family is also very important to Kathy. Every year, she and her loved ones gather for a large family reunion. “My mother is from a family with eight children and my father from a family of nine children, so the reunions get pretty large,” she explains. “The turnout ranges from 30 to 80 or 90 people.” This year the annual get-together is scheduled to happen sometime in August in Gettysburg.

Kathy says that she gets the most satisfaction out of trying to anticipate the customer’s needs and providing the best possible service. “It’s always amazing to me how people will thank you profusely for just looking for an item for them,” she adds with pride.

Megan McCluskey, Assistant Manager of Course Materials, has worked at Monmouth for four months. Prior to joining us, she worked for Follett at Livingston College Bookstore at Rutgers University as the book store manager.

This bubbly personality is a lifelong resident of New Jersey. She grew up in Ocean Park and now lives in Ocean Grove. Her father affectionately refers to her as “the original Jersey girl”. Family is extremely important to Megan. She has an 11-year-old son named Alexander Hugh. “He was named after his Grandpa Hugh,” she explains, “and is without a doubt the greatest kid!”

Megan is preparing to return to school this fall to pursue a B.A. in Political Science. “I’m working on an eight-year plan,” she smiles. “I hope to have my degree before my son does.”

She enjoys golfing, although she claims she’s horrible, and spending time with her son who is currently teaching her how to skateboard. She is also extremely close to her father and sisters. Every Friday she and her family gather at “Rest”, a restaurant in Ocean Grove, for a salmon dinner and on Sundays they meet for morning Mass and brunch.

Last summer, Megan took her son Alexander to Philadelphia. He loves history, so they visited the Betsy Ross House. “It may sound strange, but we had a great time,” she says. She is planning a surprise trip to Ireland for her son’s 13th birthday.

She shares that if she won $100 million she would buy everyone that she loves a house near hers, so that she could see them all of the time.
The Employee Activity Committee, along with the department of Athletics, was very pleased to sponsor the 1st Annual “President’s Cup” Tournament on Friday, April 23rd. We had a great response from the campus community… 27 teams participated and many employees came to cheer on their department. The University Police department was the overall winner with 44 points, close behind in second place with 42 points was the department of Chemistry, Medical Technology and Physics and securing third place with 37 points was the department of Athletics. A special “thank you” to Tom Manzo and University Subs & Deli for the great subs and soda… everyone really enjoyed them.

Monmouth University’s employees went out to the old ball game! On May 2nd, forty-seven Monmouth University employees, family and friends went to see the Lakewood Blue Claws (minor league team of the Philadelphia Phillies) take on the Kannapolis Intimidators (minor league team of the Chicago White Sox). It was an exciting game as the Blue Claws came from behind in the ninth inning to win 5-4. Despite the threat of rain, the day was warm and sunny and a great time was had by all. Thanks to everyone who participated and for those of you did not, we hope to see you next time!

“Relay for Life” at Freehold Raceway on Saturday, June 12th. Our team consisted of employees: Karen Bentley, Sharon Miggins, June Darby, Kathy Lionetti, Sari Mundie and Sharon Smith, along with relatives and friends. Through hard work and determination the MU team raised $2,150.00 and they would like to thank everyone who was kind enough to donate. Please know you do make a big difference and your generosity is greatly appreciated.
SUCCESS AS BOTH AN EMPLOYEE AND A STUDENT

Hanging on the refrigerator at the Powers house is a card announcing that Terry Powers had made the Dean’s List at Monmouth University. Mom is very proud of that card. She should be. She earned it. Terry is a wife, mother of four, full-time secretary in Special Events and a freshman. A non-traditional student, she combines all her roles with an intensity that foreshadows her academic success. But what motivates someone with no free time to return to school? As Terry points out, all desires are not totally noble. “I went back to school because the tuition remission was a perk for working at Monmouth. Once class began, I became motivated to continue because the lack of a degree is such a handicap no matter what experience is on your resume.”

It is hard enough to get back into the academic swing of things without the pressure to attain straight A’s, but Terry doesn’t know any other way to work. “I have always gotten good grades in school and have a need to read all, do all and know all. I guess the old adage applies: A job worth doing is worth doing well or not at all.” Terry has worked with figures all her life, first as a bookkeeper and then as a tax consultant. She loves the structure of accounting and has chosen it as a major. Just to make sure she challenges herself, her minor is information technology.

Her grades are not just personal validation, but motivation for her children. “My children are extremely proud of my efforts in college. The week after I put up the Dean’s List certificate, my daughter made the Honor Roll and put her certificate next to mine. My oldest son will attend Monmouth in September, and he assures me his grades will be better then mine.” This competition could get intense, since Terry plans to retake English 102 to remove that one dreaded B+ from an otherwise totally “A” GPA.

Terry’s husband Steve is definitely on her side. He not only handles things at home during classes, but makes sure her study time is hassle-free. The entire Powers family is pointed toward one goal: one Dean’s List certificate every semester. The black Mercedes convertible Steve promised Terry for graduation is simply icing on the cake. – Sharon Miggins

A GROWING FAMILY

Cathy Duriske (Controller’s Office) and husband Rich welcome their son Aleksander Michael (Alek), who was born on July 4, 2003 in Samara, Russia and joined their family on April 27, 2004. Alek joins big sister Julia, almost 6, who also hails from Russia. – Betsy Lunney

A PROUD MOM

My daughter, Christina Marie DiIorio, graduated with Monmouth University’s class of 2002 with a degree in Business Administration with a concentration in Marketing and a minor in Graphic Design. Upon finishing her undergraduate work, she realized that she wanted to learn more. So, Christina worked with Professor Bright and Professor Veit to put together a curriculum that would give her the tools and knowledge she needed to complete her education. On May 19, 2004, Christina graduated with a Master’s of Arts in Liberal Arts degree.

At 23 years old, Christina has earned her Bachelor’s and Master’s degrees from Monmouth University. She completed her credit requirements with a perfect 4.0 grade point average and is very anxious to go out into the real world and use what she has learned here at Monmouth. I couldn’t be more proud! – Marie Nigrelli-DiIorio

Save-the-Date

Sunday, September 26, 2004

American Heart Association

“Heart Walk”

Monmouth University will be participating in the annual “Heart Walk” sponsored by the American Heart Association on Sunday, September 26, 2004 on the Boardwalk at Ocean and Fifth Avenues in Belmar, NJ starting at 10:00 am.

Please look for further details in campus-wide announcements.
Awards and Recognition Luncheon

Commencement
Recently, Marie celebrated her 25th wedding anniversary and she and her family took a trip to Punta Cana, Dominican Republic. "The resorts are absolutely beautiful and everything was so clean. We played tennis, went kayaking and enjoyed the tropical breeze," she says. For her next vacation, she hopes to take a cruise to Alaska.

Marie says she feels very accomplished now that she is back in school to pursue her degree, but what makes her most proud is watching her kids graduate and seeing them grow into responsible and caring adults.

Lidshma Montedoro, Cashier, has worked for MU for five years. Before joining us she was employed by Acme Market in Oakhurst. Lidshma has four pets: one dog, a German Shepherd, and 3 cats. She laughs, "They get along just fine, but sometimes the cats gang up on the dog."

Lidshma enjoys reading, anything and everything. She also loves to garden: vegetables and flowers. She would really like to take some classes at the Rutgers extension site. "They teach a master's gardening course there," she explains. She also enjoys traveling and says that her most memorable vacation is one she took to Virginia Beach. "It is so beautiful there; the hotels are right on the water," she remembers. Soon, she and her husband will be taking a trip to Maine to visit some friends in Portsmouth. She shares that she is Buddhist and she loves gathering with her friends and family for the holidays to eat traditional foods and catch up.

Lidshma says that raising her three children and watching them graduate from school is what makes her most proud.

Jason Crespo, Head Stock Clerk, has been employed by MU for five years. He started his career at Monmouth as a temporary hire in 1999, but has been a part of the Bookstore team full-time for four years. Prior to coming to MU, he worked in the distribution center for Amersham Pharmacy BioTech in Piscataway. Jason is currently pursuing a degree in Finance.

Jason says that he and his family moved to New Jersey when he was only three years old and have been here for 20 years. This long-time Jersey resident shares that he is an avid dog-lover. He has a pit bull named Ozzie who he spends a lot of time with. "Exercising my dog is my biggest hobby," he says. "I run with him everyday."

During the interview, Jason explains that it is his first day back from a one-week vacation in Puerto Rico. "I saw the inner-part of Puerto Rico, the countryside, the out-of-the-way places and the hidden waterfalls," he remembers. "It is amazing there!" He shares that he has a lot of family there and that he had a chance to visit his aunts and uncles. For his next trip, he hopes to travel to Hawaii.

When asked what he would do if he ever won $100 million, he answered, "My grandmother always made me promise that if I ever won a lottery that ten-percent of it would go to her church." With the rest, he says that he would travel around the world and invest in more real estate. He purchased his first house at the age of 21. "That is my most important accomplishment," he says proudly. "I had planned that since I was 16 years old."

Jason left the interview with a saying that he and his brother have shared since they were young. He describes it as the one thing that gets him through the day... "Take it out of your mind and put it in your heart."
Nikki Richardson, Secretary, has been employed at MU for four years. She began her career at Monmouth as a cashier before moving on to her secretary position. Before that, she worked in retail at Monmouth and Freehold Malls. She is currently working towards a degree in Psychology and Education.

Nikki is a lifelong New Jersey resident and shares that she grew up in Eatontown and now lives in the Tinton Falls area. She is recently engaged and is looking forward to her wedding which is scheduled for next summer. She is the proud mother of one son, Marley, who keeps her really busy. She beams, “Marley is a great kid. He’s really funny and his smile gets everyone.” She smiles and continues, “It is fun being a mom.” She admits, though, that she doesn’t have much free time.

In addition to spending time with her fiancé and son, she enjoys going out with her friends, working out at the gym and get-togethers with her family. Nikki also has a five year old German Shepherd/Rottweiler mix named Jade. When asked her most memorable vacation she playfully replies, “I hope I haven’t had it yet.” She says however that she is planning a trip to Jamaica or St. Thomas for next summer.

She is very pleased to report that she has lost 19 pounds and it took her only four months with ‘Weight Watchers’ to lose her baby weight. Keep up the good work!

Brianne Goldsmith, Cashier, has been at MU since December of 2003. Prior to coming to Monmouth, she worked as a cashier for Macy’s Kids in Monmouth Mall. This Jersey native says that her favorite pastime is reading. “I read a lot – romance, science fiction, mythology … anything I can get lost in.” She shares that she has always wanted to open her own bookstore. “I don’t have the capital or experience for it, so working at the Bookstore is the closest I can get to my dream,” she explains. Brianne says that ideally, she would own and operate a store on the beach in Belmar or Avon-by-the-Sea. She also enjoys spending time with her pets, two cats, Tom and Buddy.

Family is important to Brianne, but she admits that she has broken away from some of the traditions she and her family followed during her childhood. She recalls fondly, “We use to go to Virginia every Thanksgiving and Palm Beach for New Year’s. Florida was the spot for Christmases.”

She says that she is most proud of her college degree. “I’m the first in my family!” she says with a smile. Good luck with opening your bookstore by the beach!
Do you have a question about benefits?

Just...

Ask Angela.

What is the process for filing an appeal when a claim has been denied for payment?

A covered person can file a First Level Appeal by calling or writing Horizon BCBSNJ at the telephone number and address on their ID card. All First Level Appeals must be made within 12 months from the date the covered person was notified by Horizon of the original denial.

First Level Appeal: To submit the appeal, you must include the following information: your name, address, name of provider, your ID number, the date of service, the nature and reason behind the appeal, and the documentation to support the appeal. Horizon will provide you and/or your provider written notification of the outcome along with the reasons for the determination and instructions for filing a Second Level Appeal.

Second Level Appeal: If you are not satisfied with Horizon's decision, you or your provider may file an appeal before a panel of physicians and/or other health care professionals selected by Horizon. Within 20 business days of receipt of the second level appeal, you will receive written notification of the final determination. If denied, Horizon will include specific instructions as to how you and/or your provider may arrange for an external appeal.

External Appeal: If you are dissatisfied with the results from Horizon's internal appeal process, you can pursue an External Appeal with an Independent Utilization Review Organization assigned by the Department of Health and Senior Services. Your appeal is contingent upon your full compliance with both stages of Horizon's internal appeal process. The person who filed the appeal must submit a written request within 60 business days from receipt of the written action from the second level appeal. You must submit your request on the required forms along with a $25 check made payable to "New Jersey Department of Health and Senior Services" and an executed release to obtain all medical records pertinent to the appeal to: Office of Managed Care, NJ Department of Health and Senior Services, P.O. Box 360, Trenton, NJ 08625-0360. If the appeal is accepted, the IURO will complete its review and issue its recommendations within 30 business days from receipt of all required documentation.

Continued from page 7

she says. "I did the Avon Breast Cancer walk last year. Everyone at the University was very nice to support me. I raised $3,400." Keep up the good work, Bea!

Bea shares that she really likes to travel. Her most memorable trip was the first time she visited Israel. "I walked where Christ walked and saw where Joseph lived. It's unbelievable!" she remembers. For her next vacation, she would love to visit Asia. She says, "After reading all the Pearl Buck novels, I really want to go to China." Bea confesses that she longs to travel all over the world on senior tours. 😊

This feisty senior says that being self-reliant and independent is what she is most proud of. She finishes by stating, "I feel wonderful that the Bookstore has me working." Bea says she loves that they still appreciate her work after all these years.

Monmouth Review Call for Submissions

The Monmouth Review is the University community's literary and art magazine, published twice a year. All employees are invited to submit for consideration poems, short stories, essays, fiction, drama, interviews, photography, drawings, computer-generated art, and other forms of two-dimensional art.

To submit literary works, please send each work as an e-mail attachment to Professor Stanley Blair in the Department of English, at sblair@monmouth.edu. To submit artwork, please contact Professor Karen Bright in the Department of Art and Design at x3523. Please include information about how you may be contacted, as well as a brief biographical note of up to fifty words.

If you have any questions about the Monmouth Review, please contact Dr. Blair at his office, Wilson Annex Room 505, or phone x3619.