

Benefits at work: saving your savings

by Nancy T. Hantman

If you considered stashing your money in a sock under the mattress after receiving your first-quarter 401(k) statement, you weren't alone. Many investors experienced "statement shock" when they saw minus signs or small returns on their financial summaries. Today, even the most knowledgeable investors are asking themselves how to minimize personal financial loss.

The important thing is not to panic, financial advisors say. They warn that excessive trading by investors may impair a fund manager's ability to manage a portfolio effectively and can affect all shareholders adversely. Instead, investors should continue to focus on their basic savings goals. Although some risk is associated with all investments, it need not be overwhelming.

Stick with a long-term strategy

Despite economic uncertainty, the basic premise has not changed — keep a balanced and diversified portfolio of investments designed to meet your specific needs. With the variety of investment options available today, participants don't have to put all their eggs into one basket.

"It's really the long-term pattern of compounding savings and diversification — all the truisms that somehow got thrown out the window over the last few years — that actually produce the results investors are after, and they need to keep that in mind," David Testa, T. Rowe Price's chief financial officer, said in an interview on the Baltimore-based company's Web site.

Long-term investors will always face both

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Achieving quality: the QNJ process

by JoAnn Kilyk

On 29 June, a team of 48 Business Administration staffers will hand over something they've spent countless hours and several months perfecting: their application for the

Quality New Jersey (QNJ) Governor's Award in Excellence.

As detailed in the first-quarter 2001 Network News, the QNJ award is given to organizations that demonstrate excellence in quality of leadership, strategic planning, customer and market focus, information analysis, human resource focus, process management and business results — the same criteria evaluated for the annual Malcolm Baldrige National Quality Award.

With this in mind, the Business Administration team initially began last December by breaking out into seven groups. Each group tackled a different category within the application, all of which required responses to several specific questions. The questions ranged from "How do senior leaders establish and reinforce an environment for empowerment and innovation, and encourage and support organizational and employee learning?" to "How do you ensure ethical business practices in all stakeholder transactions and interactions?"

The groups spent several months meticulously examining every word of each answer to ensure that the final application would be just right. To do this, some of the groups regularly met twice each week. The entire team also held a series of meetings, including two all-day meetings, during which they scrutinized each other's work and offered suggestions where improvement was needed.



Members of the QNJ team review their application during a breakout session at the Doubletree Hotel in Somerset, N.J. From left: Barbara Soifer, Kim Carroccia Peggy Kelly, Terry Burns, Terri Simonetti, Michele Stanziola and Mario Ripatranzone. Partially hidden are Marianne Schmidt and Mike Spada.

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Achieving quality

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Refining each group's effort was no easy task. With each sentence, team members raised such questions as "Is this clear enough? Does it say everything it needs to say? Is everything focused specifically on Business Administration and not on the IEEE?"

"With only 50 pages to answer 88 questions, there isn't a lot of room for fluff," Suzanne Stiles, Financial Services, says.

"This has involved basic training, fact gathering and a lot of detail," Bill Cook,

Member & Customer Service, adds. "But, it's also been a great opportunity to examine how what we all do fits into the big picture."

The process marks the first time all departments within Business Administration — the largest group within the IEEE with 227 employees — worked together toward a common goal. Terry Burns, Sales & Marketing, admits that participating in the process has been challenging in addition to her regular responsibilities.

"The teams' talent, dedication and generosity has been outstanding," Terry says. "Everyone has gone above and

beyond to accomplish this task."

Once the application is submitted, the team will have until September to prepare for the next step — a visit from QNJ representatives who will interview various Operations Center staff members, based on the contents of the application. Business Administration will learn its award status in November.

And if it's bad news?

"We can't lose," Bill says. "Whatever the outcome, this process will have helped us understand what our customers see and expect, and how we can improve the quality of our organization." ♦

Benefits at work

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bull markets (periods of time when stock prices continue to rise) and bear markets (periods of time when stock prices continually fall), according to T. Rowe Price. However, the stock market has historically trended upward over time.

"It's very, very hard to dance around between sectors and try to get ahead of the market, and that's proven time and time again by investors' experience," David says. "So diversification does make sense, and always has."

Advice for the investor

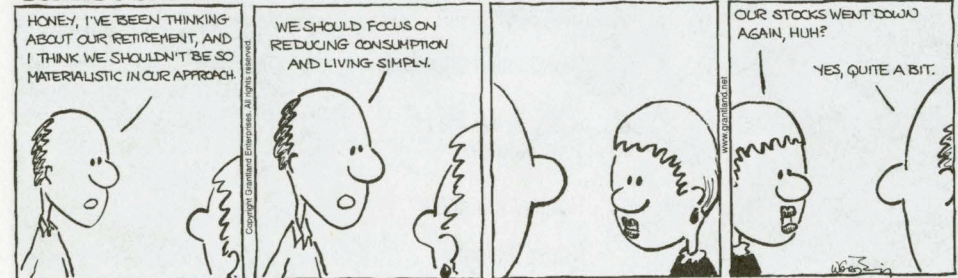
The IEEE encourages staff to participate in its 401(k) plan through T. Rowe Price. Under the plan, the IEEE will match 100 percent of an employee's pretax contribution, up to 4 percent. Numerous investment options are available and individuals may invest in one or more funds, each

with a different rate of return and risk. Employees also can change their contribution percentage quarterly and investment allocation daily.

T. Rowe Price now offers a free online service to help participants determine if their portfolios are diverse enough. Portfolio Spotlight provides an overview of each investor's portfolio and allows them to see how buying or selling a particular stock or mutual fund will affect their diversification. This service can be accessed at <http://www.troweprice.com/spotlight>.

Stock market updates, commentary by advisors and explanations of various T. Rowe Price funds are available online at <http://www.troweprice.com>. T. Rowe Price representatives can be reached by phone at +1 800 638 5660. For more information about the IEEE 401(k) plan, contact Human Resources' Judith Babeu at j.babeu@ieee.org or +1 732 562 5318 or Victor Siuzdak at vsuzdak@ieee.org or +1 732 562 5317. ♦

GRANTLAND®



Overcoming obstacles spurs IEEE Xplore™ success

by James Foglio

Since its inception in May 2000, IEEE Xplore™ has generated more than US\$21 million in revenue — 60 percent of the total IEEE revenue gain in 2000. And it's expected that IEEE Xplore, which delivers the online products IEL, ASPP Online, IEEE Spectrum, Proceedings of the IEEE and many other publications, will surpass that figure this year and produce as much as US\$31 million.

But, as with any popular online service, IEEE Xplore's success is contingent upon its ability to overcome common Web site problems, regulate access to its content and repress copyright violators.

Barbara Lange, Publications Business Development, says users are so eager to access IEEE content that they push creative buttons in order to do so. "We disallow robots or intelligent agents," Barbara explains. "These enable a user to open multiple sessions, thus limiting the number of available sessions for other users. They also can seriously impact site performance."

Barbara says that users are not automatically shut down if robot use is suspected. Instead, they are contacted and informed about the proper conduct expected on the site before any disciplinary action is taken.

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New sales force tackles challenging marketplace

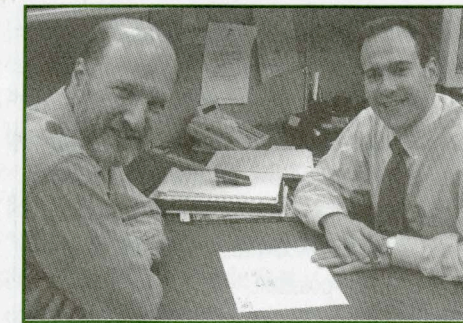
by Maureen Honecker

"We already sell IEEE products to many of the most exciting organizations in the world, such as NASA and MIT," says Fran Staples, director of the first IEEE sales force. "Now, we want to sell more IEEE literature to more organizations."

The new four-person sales and customer account management team is responsible for U.S. and Canadian sales of the IEEE major journals and magazines package, known as the All-Society Periodicals Package (ASPP), as well as the IEEE conference proceedings packages, Proceedings Order Plan (POP), POP Plus and POP All.

ASPP and POP sales were previously handled by outside subscription agents who received a 5 percent discount — or commission — to process the orders.

"We saw that the subscription agents who were selling ASPP and POP had the most contact with our customers, but weren't representing us at all," Jonathan Dahl, Sales & Marketing, says. "Sales of our products are vital because they produce the revenue the IEEE needs to survive. So, we cut the subscription agent discount by 3 percent, shifted our



From left: Mike Petro and Fran Staples meet to review year-to-date East Coast sales figures.

resources and came up with US\$600,000 to fund the first sales team."

Meet the team

Fran joined the IEEE staff in February, from the Philadelphia-based Institute of Scientific Information, with nearly a decade of experience selling technical information to customers. He describes his new sales team — rounded out by Mike Petro, Sheryl Jenkins and Debra Park — as one with "integrity, diligence, resiliency and intelligence."

Although Mike is new to his role as Eastern customer account manager, he's been with the IEEE for five years as manager of reseller sales, dealing primarily with bookstores. Sheryl, who came on board in April as the team's Western customer account manager, previously worked for Concord, Mass.-based Onesource Information, where she sold Web-based company and industry information. And Debra, who

IEEE Xplore™

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The IEEE also has been forced to deal with misunderstandings over copyright issues in a global market where all of its users are not familiar with such regulations.

"We are learning how users interpret copyrights," Barbara said. "We believe the majority of users don't misuse content to infringe on copyrights, but to make their lives easier with regard to research. We are mindful of the potential misuse and are looking for ways to educate users across global barriers in order to protect IEEE intellectual property."

Despite these issues and some early instabilities, use of IEEE Xplore has flourished. During first quarter, page views

increased 19.6 percent, from 5.6 million in January to 6.7 million in March.

Much of this success is due to solutions put in place by staff. In the fall of 2000, new software and a backend customer database system better suited to recognize authorized users were installed. "Through new policies and better authentication routines, we are able to handle problems more effectively than in the early stages of IEEE Xplore's release," Barbara notes.

And a team, composed of staff members from Technical Activities, Sales & Marketing, Publications, IT, Regional Activities, Educational Activities and Member & Customer Service, is already working toward a schedule for product growth and enhancement.

joined the IEEE staff in March 2000 as the manager of customer relations, now trains IEEE online customers and promotes the use of IEEE products.

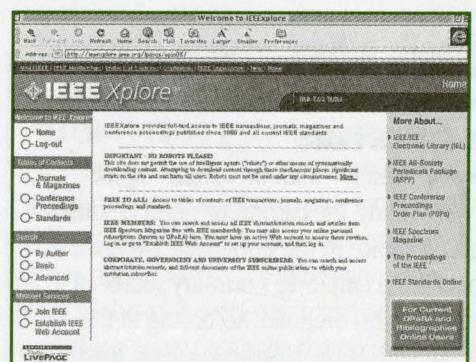
A new marketplace

Fran's top priority for the sales team this year is to "make the numbers" he and his team have established as a sales goal, he says. They know they face challenges.

The emergence of online journals has changed the business of selling to libraries, according to Fran. "Online journals are not easy to manage. There are new price models. You have to deal with online access issues, usage statistics, contracts, site-based pricing and larger competitors," he notes.

He also says that although electrical engineering programs at universities provide the IEEE with a natural audience for its products, the market has broadened with the growth of technology.

"The new marketplace is not as open to the IEEE as our target audience has been," Fran says. "Today, many schools offering a computer science program may not have an active electrical engineering program. But the right sales force, coupled with the right support, can outline for all our clients — whether academic, corporate, or those in government — just how appropriate our high-quality materials are for them." ♦



"The team is set to help prioritize the extensive number of requests for feature and functional enhancements," Barbara says. "I'm confident that this will help make a difference in our ability to overcome many of the obstacles we've encountered." ♦

Staff speaks out on employee satisfaction

by Mark A. Vasquez

Consistent directions from supervisors and volunteers? Up. Staff training? Down. Salaries based on performance? Up. Benefits package? Down.

Although we didn't experience wild fluctuations, the IEEE did encounter some changes with regard to staff satisfaction last year. Even so, results of the annual 2000 IEEE Employee Satisfaction Survey say we're definitely on target in several categories.

Leadership issues, in particular, have shown the most consistent improvement since 1999. These include salary increases that are more closely tied to performance goals, effective leadership from senior-level management staff, recognition from volunteers and timely explanations of important departmental issues by supervisors.

The results are based on satisfaction scores, ranging from 0 to 100. A score of 100 indicates that staff strongly agrees with the given statement, a score of 75 says they agree, 50 is neutral, 25 indicates disagreement and 0 means they strongly disagree.

The item with the most dramatic improvement over the last two years is "directions received from supervisors and volunteer

leaders rarely conflict." In 2000, this received a score of 61.7 — 5.2 points higher than in 1999 and 11 points higher than in 1998. Why the steady upswing? "The lines of communication between staff and volunteers have been much more open in recent years," says Dan Toland, Regional Activities. "This has made a common focus possible."

Paula Dunne, Technical Activities, agrees. "The consistency among the staff who support volunteer committees has helped create a proactive and trusting environment," she adds.

The survey also highlighted some areas that have room for improvement. Staff rated the IEEE's employee benefits package two points lower than in 1999. However, despite the downturn, this item continues to have the highest overall satisfaction rating with a score of 81.2.

"This is the first time we've seen a reduced rating, which may be due to the fact that we experienced a change in our major medical benefits provider last year," Vic Siuzdak,

Human Resources, says. "We will continue to monitor the situation to ensure that this decrease does not become a trend."

The Staff Learning Center also saw a decrease in staff satisfaction with a score of 58.4 — four points lower than the previous year. What steps are being taken toward improvement?

"The Learning Center is currently working with each department, as well as senior management, to identify and prioritize training requirements for staff," Patrice Ventura, Human Resources, says. "We've found that many employees feel as though they have already taken the courses that directly apply to their jobs, so they find themselves enrolling in courses simply to meet a credit requirement."

"We're going to continue working with each department so we can ensure that employees truly develop in their positions," she adds.

Overall, the average score for all 25 core questions was 67.6. The table below shows additional highlights. ♦

Employee Satisfaction Survey Highlights	2000	1999	1998	99-00 Change
My work gives me a sense of accomplishment.	74.3	73.8	76	0.5
I feel that I have developed good working relationships.	80.5	78.8	79	1.7
The IEEE is a good place to work.	78.8	78.2	79	0.6
I personally feel secure in my position at the IEEE.	70.2	71.4	71	-1.2
Overall, I would rate my morale as an employee of the IEEE as (ranging from very high to very low):	67.2	65.9	67	1.4

Email: a time-saving illusion?

by Charlotte McCue

Electronic Mail or "email" is, for many, the communication channel of choice in the workplace. However, it also is the employee's primary source of information overload. According to the Wakefield, Mass.-based consulting firm IceGroup Inc., the daily volume of employee email has tripled since 1996, with the average user receiving between 25 and 50 emails each day. The IEEE alone sent 48 million email messages last year.

David Ferris, president of San Francisco-based Ferris Research, says there has been

an astounding 50 percent rise in corporate email messages over the past year, with another 35 to 50 percent increase expected by the end of this year. "On average, people spend more than five minutes to process each message," Ferris says. "Do the math. By 2002, corporate staff will spend over four hours each day just on email."

Nonetheless, many IEEE employees still view email as a time-saving resource. "Email helps me spend less time sorting through folders in filing cabinets," says John Day, Standards. "The value-added features of email, such as search capabilities and folders, allow me to quickly find past correspondence for reference and follow-up."

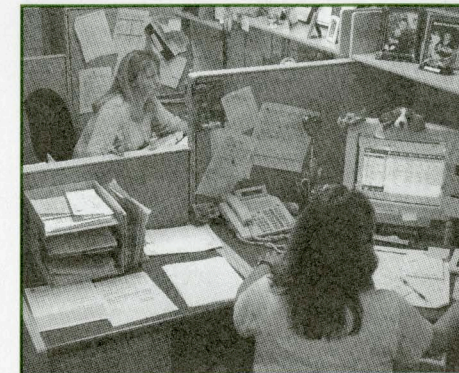
Customer Service is one department that depends heavily on email. An informal poll among its staff reveals that employees regard email as a very effective communication tool for handling high volumes of customer inquiries and correspondence.

Department employees also see email as a time-saver, because they no longer have to mail letters to international customers and wait weeks for responses. Some staffers say they spend 40 percent of their workday using email.

Yet, the potential for problems still remains. "Personal writing styles do not always translate well in email text and may be misunderstood. And, people sometimes tend to

communicate unnecessarily in email," says Bud O'Connor, Customer Service. "It often takes the place of face-to-face meetings and allows for too many opinions and issues to circulate without anyone taking charge."

One way to prevent these problems is through education. The IEEE Staff Learning



(From left) Jodi Merizalde and Linda Trosky, Customer Service, spend their entire workday answering written inquiries from customers, a good portion of which arrive via email.

Center currently offers a course on the proper use of email called "Effective Emails." Anne Bolton, Human Resources, says it has been extremely popular with staff.

"Email is emerging as the mainstream form of communication," Anne explains. "It has its own unique conventions and demands a writing style that is clear and concise without sacrificing speed. An understanding of this style is essential in the workplace today."

As email use becomes more pervasive, employees should be aware of one simple fact: although the technology of email allows users to save time and reach larger audiences, it can never permanently replace the spoken word. "Energy, emotion, facial expression and voice tone are missing with email," Dallas-based Management Consultant Hattie Hill told the *Dallas Morning News*. "The value of simple conversation will never be replaced by technology." ♦

Need help using email effectively? Take a look at Red Earth Software's "Ten Email Commandments:"

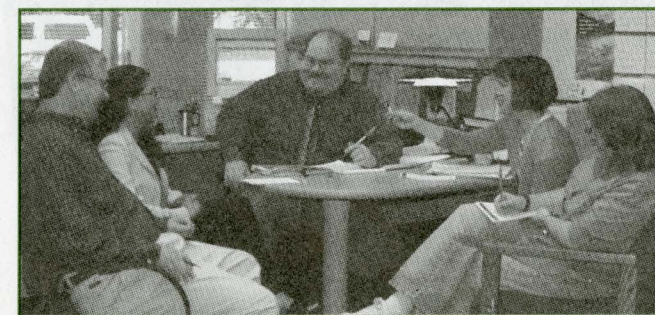
1. Be concise and to the point.
2. Answer all questions and pre-empt further questions.
3. Use proper spelling, grammar and punctuation.
4. Make it personal.
5. Answer swiftly.
6. Do not attach unnecessary files.
7. Follow proper structure and lay-out.
8. Do not overuse high-priority options.
9. Do not write in CAPITALS
10. Limit signature to five or six lines.



A day in the life of the IEEE Computer Society's Tom Baldwin

by Mary-Louise Piner

The IEEE Computer Society's (CS's) Press staff is accustomed to the many offers they receive from conference organizers. After all, their primary responsibility is the production of books and conference proceedings that will bear the IEEE CS Press imprint. Last year, this nimble department of 10 turned out 164 volumes totaling close to 67,000 pages of conference proceedings — a new record.



Tom and the IEEE CS Press staff update one another on current projects. From left: Bob Werner, Danielle Young, Tom, Anne Jacobs and Denise Williams.

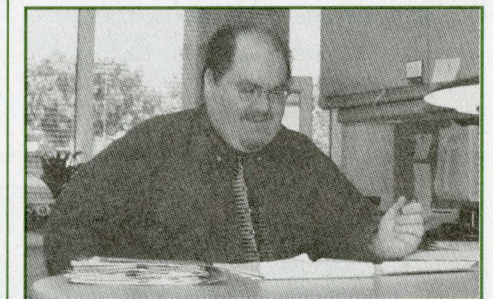
For some insight about how new conference proceedings projects are shepherded from bid to book, *Network News* caught up with IEEE CS Press Proceedings Manager Tom Baldwin for a good look at one of his typical days.

8:30 – 9 a.m. Tom begins the workday in his office, where he reviews and responds to email messages.

9 – 9:30 a.m. Next, Tom meets with the IEEE CS Press editorial staff to discuss the status of current proceedings projects.

9:30 – 10 a.m. Tom spends the next half-hour performing one of his main responsibilities — processing contracts between IEEE CS Press and conference organizers. Today, he generates and sends out two formal proceedings publication agreements.

10 – 11 a.m. Several preliminary email inquiries regarding the publishing of proceedings have found their way into Tom's inbox. He now responds and begins contract negotiations.



Tom conducts the necessary research to generate price quotes for conference organizers.

11 – 11:30 a.m. A glance at the calendar reveals upcoming out-of-town meetings. Tom makes his travel arrangements.

11:30 – 12:30 p.m. The drafting of appropriate proceedings contracts requires a good deal of research. Tom spends some time creating project folders for four new publishing requests, reviewing the information submitted by the conference organizers and establishing pricing estimate sheets. To do this, he scans project summary sheets from the conferences' previously published proceedings to determine resource allocation requirements. Once he has finished collecting this information, Tom can generate price quotes.

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12:30 – 1 p.m. Tom decides to have lunch in his office, where he continues working with the new requests. He reviews the conference organizer's Web sites to look for any pertinent information that might influence pricing.

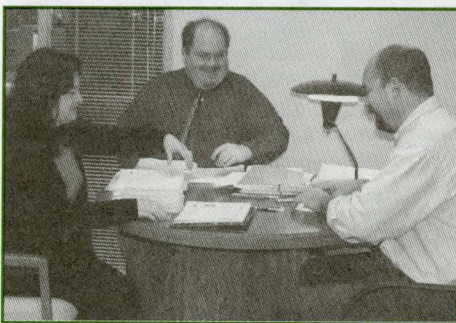
1 – 1:15 p.m. Tom checks in with the editorial staff, who are all doing great, he comments — as expected!

1:15 – 3 p.m. Back to those new requests... Tom generates price quotes and production schedules and sends them out.

3 – 4 p.m. Tom sits down with IEEE CS Press's Frances Titsworth, who is heading a project to begin in-house production of CD-ROM proceedings. The two meet to discuss the status of a production CD-ROM prototype.

4 – 4:45 p.m. Now that he has two signed publication agreements from conference organizers in hand, Tom starts the production process by assigning each project to a production editor.

4:45 – 5 p.m. Tom reviews and approves vendor invoices that need to be forwarded to accounting.



Tom (center) meets with Deborah Plummer and Tom Fink.

5 – 6 p.m. At a late-day meeting with IEEE CS Press's Deborah Plummer and Tom Fink, Tom and his colleagues discuss budgets and the upcoming publications and products catalog.

6 p.m. After one last stop at his office to check voice and email messages, Tom is ready to head for home — and to do it all again tomorrow. ♦

Not just a number

by Marsha Sacks

With members in more than 150 countries and offices in three different continents, the IEEE is clearly a diverse organization. But just how diverse is the IEEE staff?

The IEEE has 886 regular full-time and part-time employees who speak a total of 27 different languages. They work at nine locations around the world.

Number of employees	Location
669	Operations Center, Piscataway, N.J.
87	IEEE Computer Society, Los Alamitos, Calif.
37	Corporate Headquarters, New York
34	IEEE Computer Society, Washington, D.C.
25	IEEE-USA, Washington, D.C.
24	IEEE Communications Society, New York
7	History Center, New Brunswick, N.J.
2	European Operations Centre, Brussels
2	Asia Pacific Operations Centre, Singapore
2	IEEE Computer Society, Tokyo
2	IEEE Central New England Council, Boston
1	IEEE San Francisco Council

- 65.5 percent are female
34.5 percent are male
- 12.7 percent are African-American
0.1 percent are American-Indian
6.8 percent are Asian-American
4.5 percent are Hispanic
75.7 percent are white

The IEEE staff comprises **seven** organizational groups and **35** departments.

- **Business Administration** is the largest organizational group with **eight** departments and **227** employees.
- The **Executive Office** is the smallest organizational group in the IEEE. It has just **one** department, **Executive Support**, which has only **two** employees: Dan Senese and Geni Smith.
- **Publishing Operations** is the largest IEEE department, with **88** employees.
- **Book & Information Services** is the newest IEEE department. It was officially launched this past January following the co-branding agreement between IEEE Press and John Wiley & Sons Inc. The department incorporates book acquisitions, intellectual property rights and the IEEE library.

(The percentages regarding the ethnicity of staff represent 2000 figures. All other numbers are accurate as of the end of first quarter 2001.) ♦

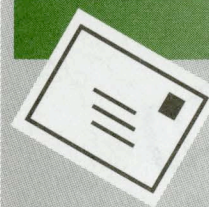
You must have been a beautiful baby!

Who did this cuddly tot grow up to be? (Clue: This Operations Center employee really doctors the text.)

Email your answer to Stephanie Ernst at s.ernst@ieee.org and win a prize if you're the first to guess correctly. Prior contest winners are ineligible. The employee's identity and the winner will be announced in *Circuit Board*. ♦



MAILBAG



In this column, your questions about IEEE policies, procedures, projects and products will be answered. Submit questions to Stephanie Ernst at s.ernst@ieee.org and *Network News* will take it to the appropriate person for an answer. Your identity will remain anonymous unless otherwise specified. Here are this quarter's questions and answers:

Q: "How does the IEEE service customers around the world after hours, considering the Operations Center closes at 4:30 p.m. EDT?"

A: By Bud O'Connor, Customer Service

"The IEEE actually offers telephone coverage 24 hours a day, seven days a week so that IEEE members and customers can place orders for IEEE products (books, conference proceedings, standards, merchandise, etc.). When the Customer Service department closes at 6 p.m., calls are routed to an outsourced telemarketing firm, Interactive Marketing Services, located in New Castle, Del.

However, less than 7 percent of all calls made to IEEE Customer Service come in after normal business hours (and that is expected to drop even more with the recent transition of IEEE Press books to John Wiley & Sons Inc.). It appears that many customers, particularly international ones,

prefer to do business via electronic mediums, such as email and the Online Catalog & Store."

Q: "Why does the IEEE need a new Electronic Information Systems Security Policy? What is its significance?"

A: By Rob Jones, IT

"The new Electronic Information Systems Security Policy was created to raise staff awareness of each individual's responsibility in maintaining the security of IEEE information systems resources. People often assume that this job belongs to someone else or to some other segment within the organization. In reality, it's imperative that every staff member, as well as anyone with access to IEEE information systems resources, take an active role in sustaining a secure environment at the IEEE."

This new policy was designed as a proactive measure with input from IEEE legal counsel and leading systems security consultants. The high volume of information that is now kept in electronic formats makes it more important than ever before for us to take steps to protect our organization from the potential misuse of information.

It's important to understand that possible information systems threats involve more than just hackers. A threat can be as subtle as someone without proper access seeing sensitive information on an employee's unattended computer. By adhering to the detailed components of this policy, potential mishaps can be avoided before they occur. Any individual authorized to use IEEE information systems resources should make it a priority to fully understand this policy. Doing so will protect the interests of each staff member, as well as that of the IEEE overall." ♦

IEEE DAY TRIPPER

Visiting Historic Speedwell
by Mary Ann Hoffman

Who would have guessed that two very different, yet monumental, moments in history occurred at the very same location, just a short trip from the Operations Center? It was at Historic Speedwell where the engine for the first Trans-Atlantic steamship, the "S.S. Savannah," was produced in 1818 and the electromagnetic telegraph was perfected in 1838.

Historic Speedwell is spread over seven-and-a-half acres in the hills of Morristown, N.J. It was named for the Speedwell flower, which once grew in abundance on the property. The land was the estate of Judge

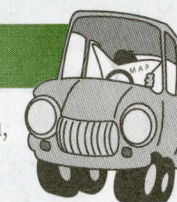


The restored factory where Alfred Vail and Samuel F.B. Morse first demonstrated the electromagnetic telegraph.

Stephen Vail (1780-1864), whose son, Alfred, provided Samuel F.B. Morse with invaluable assistance in perfecting his telegraph.

The Speedwell complex houses nine buildings, seven of which are open to the public. Vail and Morse first publicly demonstrated the electromagnetic telegraph on the second floor of the restored factory. The building's beams still contain the nails that held the two miles of wire strung around the room for the demonstration. There also is a special exhibit of documents, models and instruments that illustrate the invention and its early development.

Other buildings on the complex include the L'Hommedieu-Gwinnup House, which serves as Historic Speedwell's education



center. It also houses the Women of Speedwell Exhibit and the Vail Mansion Museum. A 20th century restoration of the mansion, which was in the Vail family from the 1820s through the 1950s, revealed an old central-heating system Vail had installed, as well as plaster cornices, grained woodwork and painted floors.

Historic Speedwell is open to the public from May through October, on Thursdays and Sundays from 1 - 5 p.m. Admission is US\$5 for adults, US\$4 for seniors and US\$3 for children. Children's workshops, entitled "Summer at Speedwell," include activities such as arts and crafts, science and technology, cooking, games and history.

From the Operations Center, Historic Speedwell is approximately a 35 - 40 minute drive. For more information, call +1 973 540 0211 or visit <http://www.speedwell.org>. Web site visitors can obtain free admission. ♦

ROVING REPORTER

What was the strangest, funniest or most unusual thing you ever experienced during a job interview?

Bill Hagen, IEEE Intellectual



Property Rights:

“The strangest interview I’ve ever conducted was with an applicant who was really more interested in getting back into the funeral home business.

Apparently, there had been a downturn in the typical call for mortuary services in the area, and Morticia (not her real name) needed to find another way to make a ‘living.’ Sadly, her heart was not in it. Nearly every attempt I made to elicit more information about her qualifications resulted in replies that were filled with increasingly excruciating details about her career with cadavers. I must have looked like one myself by the end of the interview.”

John Hunt, Facilities:



“Before coming to the IEEE, I worked in the hospitality industry as a hotel manager. When I asked one job candidate why he was applying for a part-time position, he said, ‘I’m a recovering alcoholic

and have recently enrolled in a ministry program. Considering the hours I need to spend on my studies and my volunteer work at the rehab center, I feel this part-time position would provide the flexible scheduling and wages that I am seeking.’ In response to my question, ‘Do you realize this is a bartender position?’ he said, ‘Yes, I do. I feel it would be the perfect job for warning people about the negative effects of alcohol. I would offer them some of my special non-alcoholic drinks instead.’”

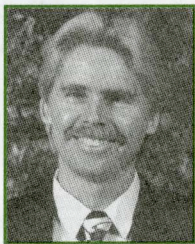
Kathy Jackson, IEEE Signal



Processing Society:

“After I finished travel school, I was so excited about working in the industry that it did not take long before I had my first interview. The gentleman who interviewed me was not only the owner of the agency, but also the only employee. He answered the telephone and took all the reservations — all at about 80 years old. I was amazed that he did all of these things with no extra help. When I asked him why he had no employees working for him, he said that he was young enough to handle the workload. What I learned later was that he actually preferred handling the entire workload himself. I got the job, but worked there for only six months.”

Chris McManes, IEEE-USA: “I can’t think of anything unusual that’s hap-



pened to me in a job interview, but I once played a strange role in a job recommendation. My wife, Cindy, and I were both working at a restaurant in Louisville, Ky. — she as a

waitress, me as a bartender. Cindy had applied for a part-time job at another restaurant in town, and when they called and asked to speak with a manager about her, I answered the phone. After I told the gentleman that no managers were on the premises, he asked me if I knew anything about Cindy. I realize that I should have informed him that she was my wife, but instead I answered all his questions. And, of course, I gave her a glowing recommendation — which she deserved anyway.” ♦

Need help polishing your interview skills?

Ask the Staff Learning Center about the following courses: “Conduct Successful Interviews” and “Career Management ‘Mock’ Interview.”



Write in & win!

Name five IEEE departments mentioned in different articles in this issue of *Network News*, and you could win a special prize!

Email your answer to Stephanie Ernst at s.ernst@ieee.org.

But do it fast! Only correct entries received within one week of this issue’s distribution will be placed in a drawing. The first five selected will be winners.

Good luck!

Network News

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Network News is published quarterly for IEEE employees, their families and friends. Comments, questions or story suggestions may be sent to Stephanie Ernst at s.ernst@ieee.org or P.O. Box 1331, Piscataway, NJ 08855-1331.