

11-2001

Inside UNLV

Betty Blodgett

University of Nevada, Las Vegas

Tom Flagg

University of Nevada, Las Vegas

Diane Russell

University of Nevada, Las Vegas, diane.russell@unlv.edu

Follow this and additional works at: https://digitalscholarship.unlv.edu/inside_unlv



Part of the [Communication Technology and New Media Commons](#), [Critical and Cultural Studies Commons](#), [Curriculum and Instruction Commons](#), [Curriculum and Social Inquiry Commons](#), [Higher Education and Teaching Commons](#), [Other Education Commons](#), [Other Environmental Sciences Commons](#), and the [Sustainability Commons](#)

Repository Citation

Blodgett, B., Flagg, T., Russell, D. (2001). Inside UNLV. *Inside UNLV*

Available at: https://digitalscholarship.unlv.edu/inside_unlv/51

This Newsletter is protected by copyright and/or related rights. It has been brought to you by Digital Scholarship@UNLV with permission from the rights-holder(s). You are free to use this Newsletter in any way that is permitted by the copyright and related rights legislation that applies to your use. For other uses you need to obtain permission from the rights-holder(s) directly, unless additional rights are indicated by a Creative Commons license in the record and/or on the work itself.

This Newsletter has been accepted for inclusion in Inside UNLV by an authorized administrator of Digital Scholarship@UNLV. For more information, please contact digitalscholarship@unlv.edu.

Inside UNLV

Faculty and Staff Publication

November 2001

UNLV Remembers

by Diane Russell

The UNLV campus community reacted to the terrorist attacks against the nation on Sept. 11 as did many communities across the country – first with disbelief, then with shock. What followed next for many was a combination of anger and dread, and then, for some, a surge of patriotism.

The university remained open that day, students going to classes, professors teaching and discussing, and staff members tending to their daily duties. But while some things remained outwardly the same, in reality, so much had changed.

"I am proud of how our campus community reacted that day – and in the days following – to this unprecedented national tragedy," said UNLV President Carol C. Harter. "How we react in times of crisis says much about who we are, and we at UNLV reacted with sensitivity and purpose. We moved quickly to respond to the needs of students, faculty, and staff, while at the same time assisting the broader Southern Nevada community in meeting its needs."

Within a few hours of the attacks, psychologists from the office of student counseling and psychological services set up a "triage" area in the Moyer Student Union where so many students were gathered around a television set, mesmerized by the unfolding drama. Students were reminded that student psychological services had trained personnel ready to



MEMBERS of the campus community gathered at the Alumni Amphitheatre on Sept. 14 to remember those killed in the terrorist attacks earlier that week. Hundreds of students, faculty, and staff members attended the service. Seen above holding the flag are Marlene McFall of the provost's office, left, and Jennifer Shadley of the Jean Nidetch Women's Center.

help them with any feelings of anxiety or depression they were feeling related to the attacks. Professors from the psychology department volunteered to assist in counsel-

ing efforts should additional counselors become necessary.

Throughout the day, reporters from local newspapers and television stations arrived on campus to talk with professors knowledgeable about terrorism, to interview students about their reactions to the tragedy, and to drop in on classes where events of the day were being discussed.

The UNLV Interfaith Center and the office of multicultural student affairs scrambled to put together an interfaith candlelight service that evening at the Alumni Amphitheatre. Nearly 200 people attended, and representatives of several religious faiths spoke.

President Harter issued a campuswide message that afternoon that stated, in part, "As we draw to the end of this sad day for the entire nation, I want to

continued on page 8

DELIVERING the State of the University address to an audience of nearly 500 people at the Cox Pavilion on Oct. 11, UNLV President Carol C. Harter discussed the achievements of the past year, as well as the challenges facing the university in the months ahead. Among the achievements noted was the upward move of UNLV into the category of "National Doctoral Universities" in the annual college guidebook published by U.S. News & World Report. For more highlights of the speech, see the president's column on page 2.



Contents

Professor's Film Wins Award
Page 2



Classified Employees Honored
Page 3

\$2 Million Donated To Law School
Page 7

Points of Policy: Insurance Changes Discussed
Page 7



About the State of the University

by UNLV President
Carol C. Harter

For many of you who were not able to attend my State of the University address, I would like to take this opportunity to touch on some of the highlights of that presentation. The annual address offers me the chance to report on some of our notable recent successes – a subject I never tire of discussing – as well as, I regretfully acknowledge, a few of the disappointments. However, I am quite pleased to say that the former far outweigh the latter in our case; in any event, the campus community needs to know how the university is faring. Thus, in this month's column I will discuss some of the year's most significant developments.

First, I am pleased to announce that UNLV is now ranked within the National Doctoral Universities category of the U.S. News & World Report annual *America's Best Colleges* guidebook. UNLV moved up from the classification of "Regional Public Universities" to the classification of "National Doctoral Universities" and is now ranked along with 249 other doctoral degree-granting universities, many of which strongly emphasize research. This is wonderful news for us, and we are committed to continuing to move up within that classification.

Another item of good news is that we are witnessing a healthy enrollment jump this year. The figures for full-time enrollment indicate a 7.06 percent increase, or about 1,252 additional students. Also, it appears we have 1,644 new Millennium Scholars. How we will accommodate this large number of newcomers to the campus is a subject I will revisit a bit later in this piece.

On another positive note, several of our programs have received either their provisional or regular accreditations, including some that are quite difficult to achieve, such as those for the Law School, the physical therapy program, and the School of Social Work. The accreditations serve as clear validation of the academic quality of these programs – all of which, by the way, are quite community-minded in their mission. It is a pleasure to see programs that diligently work to serve the community receive such resounding academic endorsement.

Also, we remain immersed in surely one of the most aggressive capital construction programs ever undertaken by a university, having built 13 new structures over the course of the past six years. As was described in the September issue of this publication, more construction projects are scheduled for this year and the years to come. These new facilities will help us accommodate the needs of our students, faculty, and staff, and will stand as enduring proof of the growth we have experienced in recent years.

While I consider all of the above developments quite pleasing, I am more ambivalent about matters related to funding. On one hand there is, of course, good news: Private fund-raising efforts have produced \$21 million this year, and our external grant funding figures have topped the \$36 million mark. And, naturally of major importance to most of you, was our success in obtaining a well-deserved 4 percent cost-of-living increase for faculty and staff for each year of the biennium.

There is, however, some unfortunate news as well. The university as a whole faces some serious funding challenges in the coming year that are the result of budget shortfalls experienced by the state. Remember all of those new students? We face the somewhat daunting task of teaching and serving them with

continued on page 3

UNLV Professor Wins Latino Filmmaker Showcase Award

by Betty Blodgett

Could Las Vegas be the next Hollywood? It could if Francisco Menendez and the UNLV College of Fine Arts have any say in the matter. While it is not unusual to see a film that features Las Vegas, it is unusual to see one written, directed, and produced entirely in Las Vegas by UNLV College of Fine Arts faculty and students.

And that is exactly what happened recently when Showtime screened the winners of the Second Annual Latino Filmmaker Showcase short film competition. *Medio Tiempo*, a 45-minute film written and directed by Menendez, associate professor and chair of the film department, was one of the four films that received the showcase award and was aired on the cable network.

The plot revolves around a Salvadoran immigrant, Carlos Bonilla, who is determined to make an honest living in Las Vegas. Carlos hopes to get his adopted younger brother out of the gang culture by securing him a part-time job — in Spanish, "medio tiempo." But a robbery shows Carlos that he is unable to control his brother's destiny. In the end, Carlos realizes that he only has control over his own life, and that his brother will have to choose the right path for himself.

While *Medio Tiempo* has been receiving a lot of positive attention on the film-festival circuit, Menendez says the real success of the film is that it marks the first time that UNLV's film department has created a co-curricular project.

"Ever since my arrival at UNLV in 1990, I've had this idea that it would be great to create a film project that would bring together the department's faculty members and students," Menendez says. "You see it in the theater, where faculty members direct and design productions and the students do everything else. This model intrigued me, and I thought, 'Why not take everything we offer in the film curriculum and put it into an actual hands-on project involving the students and faculty?'"

Menendez's idea became reality in 1999 when he applied for and received a \$30,000 Planning Initiative Award grant. Soon after, he received a donation of camera equipment from Panavision, more than \$40,000 of in-kind donations from local providers, and a \$90,000 federal grant for post-production equipment.

With Menendez as director, film production instructor Warren D. Cobb as producer, and cinematography professors Deron Albright and Michele Hugo handling the camerawork, *Medio Tiempo* was shot in 17 days in April 2000 at locations both on and off campus. A final cut of the film was completed in January. The crew included more than 30 UNLV film students — who worked no more than six-hour shifts so they could attend classes — and participants from the professional film crew training program, which trains non-students for movie production jobs. The movie's cast consisted primarily of professional actors working under the Screen Actors Guild — Experimental Contract.

"It was just amazing how well it all came together," Menendez says. "Through their direct involvement in the making of this film, the students came to understand the intricacies involved in the production process and how the screen director is entirely dependent on the talents of the producers, the actors, the department heads, and the crew. Everything that we said that we would do in that PIA grant



AWARD-WINNING filmmaker and UNLV professor Francisco Menendez, standing at left, talks with a group of UNLV students. The poster at top right promotes his film, *Medio Tiempo*, which recently won a Latino Filmmaker Showcase Award.



Inside UNLV

STAFF BOX

Editor	Diane Russell
Writers	Betty Blodgett
	Tom Flagg
Photography	Dave Phillips
	John Litty
Production	Publications/Reprographics

Inside UNLV welcomes comments and suggestions from readers. Please send an E-mail to inside.unlv@ccmail.nevada.edu or drop a note to Inside UNLV at mail code 1012.

© Inside UNLV is a monthly publication published by the office of UNLV News and Public Information

continued on page 7

Three Honored as Classified Employees of the Year

by Diane Russell

Kristene Fisher, Sybil Strano-Perry, and Katrina Switalski represent the best that UNLV has to offer.

All three have spent years working diligently on behalf of the university, its students, and its employees, and all three have received recognition for their efforts.

At a luncheon last semester, Fisher, executive assistant to the dean of the College of Sciences, was selected the President's Classified Employee of the Year. Strano-Perry, an administrative assistant III with the department of nursing, was the second-place recipient, while Switalski, an administrative assistant I in the dean's office of the College of Education, was the third-place recipient. As part of the honor, Fisher received \$1,000 and free parking for one year. Strano-Perry received \$750, while Switalski was awarded \$500.

"Clearly, all three of these employees have made and continue to make valuable contributions to our university," said UNLV President Carol C. Harter. "It is impossible to overstate how important a role classified employees play in the success of our various programs. It is only when all employees — whether they be classified staff, faculty, or professional staff — work together that we as a university can achieve our goals."

Fisher began her UNLV career in 1989 in the dean's office for the College of Arts and Letters. She then worked for the department of mechanical engineering for four years before moving to the dean's office in the College of Sciences seven years ago.

Her duties are varied and include processing contracts for all college employees, supporting the numerous committees of the college, and working with the college's budgetary information.

"I really love the people contact," said Fisher, who will receive an associate of arts degree in communication from the Community College of Southern Nevada next year and then plans to pursue a bachelor's degree at UNLV. "One of the greatest rewards for me is to help people solve their problems."

As for receiving the award, Fisher said, "I felt honored and humbled. I don't think I do anything that extraordinary. I just do what needs to be done. What makes me successful at doing what I do is that the cast of hundreds of employees here on campus do their jobs well."

In nominating Fisher for the award, Peter Starkweather, who then was serving as dean of the College of Sciences, said, "Kristene Fisher has shown a devotion to her job, her coworkers, her unit, and her colleagues, that is nothing short of uniformly outstanding. She is a person of high intelligence, great judgment, hard work, and exceptional good humor. She displays these attributes every day and in all her efforts, no matter how small."

"In short, Kristene Fisher is an unmatched asset to UNLV, just as she is to all of us who are members of that community," he said.

Strano-Perry came to UNLV in 1982 and has worked

in the department of nursing the entire time. She serves as an office manager, overseeing the clerical staff for the departments of nursing and clinical laboratory science.

"I love the people I work with," Strano-Perry said. "I love working with the students."

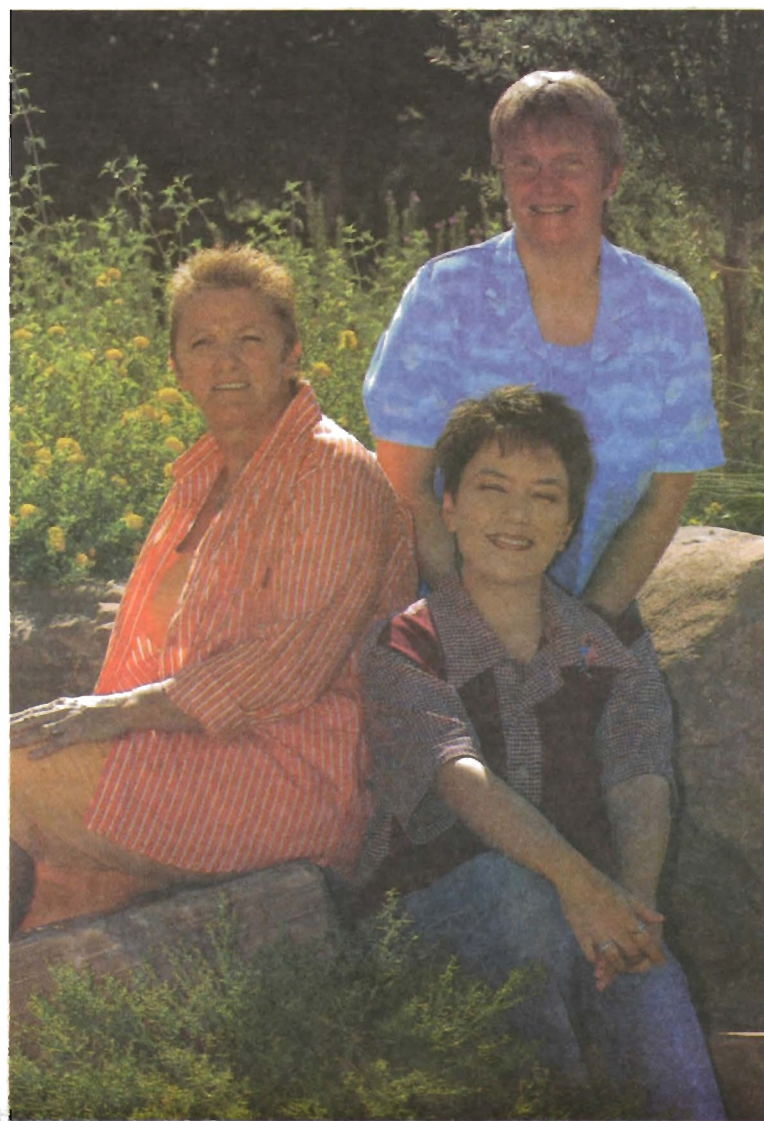
Strano-Perry not only loves working with students; she is one herself, working toward a business administration degree here at UNLV. She previously earned an associate of science degree in accounting from the community college. And, when she's not working, attending class, or studying, she spearheads the UNLV Rebel Rouser Bowling League.

"Sybil may be described as the backbone of the department. Everyone — students, departmental faculty, and personnel from other areas of campus — seeks her advice and counsel," recently retired associate professor of nursing Myrlene LaMancusa said in a nominating letter. "She is always available for faculty and students and goes out of her way to do the little extras that are necessary for the department to run in an efficient and productive manner."

Switalski has been at UNLV for 11 years, working the entire time in the dean's office of the College of Education. She serves as receptionist and her duties involve a little bit of everything — from keeping the dean's calendar, to room scheduling, to working with students' scholarship applications.

"I like the people I work with; I like the college and what it is trying to achieve," she said.

"Katrina's job performance exceeds all standards," education professor Porter Troutman Jr. said in a nominating letter. "Whenever faculty or students are confronted with problems or issues, Katrina's sound judgment, initiative, and leadership are engaged to solve the problems. She is always willing to go the extra mile."



RECOGNIZED for their outstanding work on behalf of the university are, clockwise from left, Sybil Strano-Perry of the department of nursing, Kristene Fisher of the College of Sciences, and Katrina Switalski of the College of Education.

State of the University

continued from page 2

virtually no additional operating resources. Yet, as we have so often done in the past under similar circumstances, we are rising to the occasion, thinking creatively, and working hard to make the best of a difficult situation.

One other disappointment we faced this year was the decision to abandon our plans to develop a regional campus in Summerlin. The prohibitively high cost of the land, combined with a lack of funding from the state for development of that property, forced us to move in other directions that may be, in the end, just as attractive. We are examining opportunities for expansion of the campus in downtown Las Vegas, in various locations in the northern part of the city, also in the city of North Las Vegas, and, of course, on property contiguous to the campus.

The possibility of land acquisition in these urban areas — or areas that will soon be urban — has given us a new vision for the campus, one that I believe will prove to make a great deal of sense over time. We are, after all, striving to become one of the finest urban teaching and research universities in the country. What better place to do so than in locations that reinforce the urban aspects of that goal? Regional campuses located in the urban core of the valley would give us the opportunity to strengthen our role as a major player in the economic growth and cultural development of Southern Nevada; they would give us the chance to help build and rebuild our surroundings areas, while sup-

porting our city and developing our metropolitan character. I am excited by this opportunity, which we plan to explore more fully this year.

So, as you can see, we have made a great many strides recently, and, out of whatever setbacks we have faced, we have emerged to move in new directions that I believe will help us to refocus and recenter our energies. I stand firmly committed to the belief that we are indeed progressing steadily toward our goal of becoming one of the finest urban research universities in the country. And I look forward to continuing to pursue that goal as we embark on a new academic year.

On a final note, I would like to take a moment to say that I appreciate the campus's understanding of my decision to reschedule the State of the University address. As you will recall, the original date of the address was Sept. 11, the day of the devastating terrorist attack on our nation. While I regretted the last-minute cancellation of the address, I am sure we all would agree that it would have been inappropriate to hold the event as planned. I do want to express my thanks to all of those on campus who were willing to rise to the occasion that day — and in the days following — to help the university community cope with the tragedy. I know that all of you were shaken, as was I, by the events of that day, and that all of you continued to do your jobs to the best of your abilities despite an overwhelming sense of shock and loss. I appreciate your dedication; it demonstrates the best of what a university community is all about.

Nominate A Deserving Coworker

The Classified Staff Council would like to encourage members of the university community to nominate classified employees for the Classified Staff Employee of the Month Award.

Any UNLV employee may nominate a classified staff member from any department. Nomination forms are available from Cheryl Giordano in the mechanical engineering department at ext. 1331.



From the Dean's Desk

by Jeffrey Koep
Dean, College of
Fine Arts

Founded in spring 1989, the College of Fine Arts consisted of the departments of art, dance, music, and theatre. 1996 saw the addition of the School of Architecture, department of film, and Performing Arts Center (PAC). The substantial number of students at the graduate and undergraduate levels pursuing a wide range of degrees — including numerous bachelor's and master's degrees, the master of architecture degree, the bachelor and master of fine arts degrees, and the doctorate of musical arts — makes our college one of the largest fine arts colleges in the United States.

I like to point out that we are a very performance-oriented college. All of our programs emphasize hands-on participation, which helps develop our students' talents and skills. To that end, the college presents more than four different arts events each week during the academic year, including recitals, dance or music concerts, plays, film screenings, and student and faculty art exhibits in the Donna Beam Gallery and the Ham Hall Gallery. The college also offers the International Film Series, the Klai-Juba Lecture Series, Nevada Conservatory Theatre productions, and Performing Arts Center presentations ranging (this year) from Mandy Patinkin to the Philadelphia Orchestra. More than 350,000 patrons attend our events each year!

In addition to our busy performance schedule, we also try to offer innovative programs. The Senior Adult Theatre Program, which was designed to serve the senior adult population in Southern Nevada, has been a wonderful success with participation by more than 1,000 local seniors since its inception. So keep in mind that the 70-plus-year-old actor you might see in a department production is, very likely, a student!

The Edinburgh Project, now three years old, sends students to the famous Edinburgh, Scotland Arts Festival where they reside and perform for the entire month of August. This year, 55 students and faculty presented music concerts, a theatrical production, dance concerts, and the department of film's award-winning film *Medio Tiempo* (see the story on page 2 of this issue).

The department of music has developed an international reputation as one of the very finest, and fastest growing, departments in the Southwest. The Sierra Winds, one of our faculty ensembles, was named "Nevada's Official Music Ensemble"; it was invited to play at the Kennedy Center in 1998. The UNLV Wind Symphony has been invited to tour Japan in the spring of 2002.

As with arts organizations everywhere, we depend on our friends and supporters. One of our best friends has been Las Vegas' own Phyllis McGuire, a member of the famous McGuire Sisters, who founded the college's "Celebrity Speakers Series." Ms. McGuire has invited many of her famous friends to lecture regularly in or teach the classes offered in the various departments.

The School of Architecture Advisory Board, chaired by architect Ray Lucchese, has also actively supported the college. In more than 20 years of work in arts administration, I can honestly state that I have never witnessed support of the magnitude supplied by this body. While the fund raising

continued on page 7

News FROM THE COLLEGES

College of Business

In the spring of 1999, the college was placed on a three-year continuing review by its accrediting body, AACSB International — the Association for the Advancement of Collegiate Schools of Business. To achieve reaffirmation of accreditation, the college was asked to address three issues successfully during the continuing review period: (1) hiring and retaining a permanent dean who would provide strong leadership and stability for the college; (2) clearly articulating the research expectation of the college within the context of the university's mission; and (3) adopting and implementing outcome assessment processes related to an effective strategic planning process.

In September, slightly more than two years after being placed on continuing review, the college was notified by AACSB International that its accreditation has been reaffirmed. This successful outcome is the result of the efforts of many faculty, staff, and administrators in the college and across campus. The UNLV College of Business continues to be the only AACSB-accredited business program in Southern Nevada. Only about one-fourth of the business schools nationwide are AACSB accredited.

Dental School

The school recently met a major accreditation deadline, sending an accreditation report to the Commission on Dental Accreditation. For the past year, several task forces have been working on the curriculum for the new dental school. In May, there was a successful curriculum retreat in the Lied Library. Since then school personnel have been putting together the accreditation eligible document for the commission. Unlike many other programs, dental schools are required to be accredited before students can be admitted. On Sept. 26, the large document was flown out of Las Vegas to Chicago. In January, commission reviewers will review the accreditation document. After that, site visitors are expected to arrive on campus in March or April.

Already, more than 400 students have applied for admission to the inaugural class. Approximately 75 students are expected to be part of that class, which will begin its studies in August. For dental schools, all applications are submitted to a national service called AADSAS; there also is a UNLV School of Dentistry supplemental application. Anyone interested in applying to the dental school, should contact the school's admissions officer, Dr. Christine Ancajas, at ext. 2453 or send an E-mail to her at Christine.Ancajas@ccmail.nevada.edu.

In other news, the school soon will be moving to new quarters. Recently, some of the offices have been housed in Bigelow Health Sciences, but will be relocating to the Facilities Management Administration building just west of the Lied Library. The change will allow the school to expand the start-up team and continue to build the program for the inaugural class.

College of Education

In the present standards-based environment for educational settings, the college must provide proof of its ability to graduate competent teacher candidates. Such proof is required by the October 1998 Higher Education Reauthorization Act mandate (Title II) that all Title IV-funded colleges with teacher preparation programs and states that approve such programs develop and publish an annual report on those programs. In order to comply with this mandate, the college prepared and filed a report with the state Department of Education in April. Last month, states were required to file their first annual

report with the U.S. Department of Education, and in April 2002, the U.S. Secretary of Education must file a report with Congress on the states' efforts to improve teacher quality. At that time the college will file its second annual report with the state and repeat the cycle.

The state report is based on the number of initial licensure program completers — individuals who have met all the requirements of a state-approved teacher preparation program. Success rates are reported based on tests beginning with the Pre-Professional Skills Test (PPST) and subsequent tests of professional knowledge, academic content, and teaching special populations. In October 2000, the college submitted to the Educational Testing Service its report of 611 program completers out of a total of 862 completers statewide. Of the 611, 528 were matched with test results, and this information serves as the basis of the college's Title II "Report Card," which will be distributed throughout the community and the state.

Engineering College

This semester engineering students will begin to benefit from another innovative addition to the college — a satellite writing center. Since last fall, Dean Ron Sack has been working closely with the directors of the main UNLV Writing Center to establish a satellite center dedicated to the specific needs of engineering students. The mission of the center will be "... to help students become better writers and communicators, not only in their careers but also in their daily lives."

The Engineering Satellite Writing Center, under the direction of Patrice Hollrah, director of the UNLV Writing Center, will further the college in achieving one of its four educational objectives — that "graduates will be able to work within a team and communicate effectively." The satellite location will be staffed by two consultants trained to assist individuals and groups with all aspects of their writing assignments, from organization and development of ideas to proper grammar and usage. The center will have the ability to address the specific needs of engineering students, such as the specialized knowledge of subject, vocabulary, and form particular to the discipline. It is believed that the students will tend to use the center more frequently since it will be conveniently located within the Engineering Student Resource Lounge.

Thanks in part to contributions from members of the College of Engineering Advisory Board, engineering students will now have a new and unique resource available to assist them in becoming better communicators in both their college careers and their daily lives.

College of Extended Studies

Continuing Education continues to collaborate with offices across campus to produce programs benefiting Nevada. Coordinators continually seek opportunities to highlight faculty expertise in the community.

A partnership with the department of music promotes community participation in programs such as University Chorus, Chamber Chorale, Community Concert Band, Women's Chorus, Men's Glee Club, and the Flute Choir. Responding to a speech pathologist shortage, the division collaborated with the department of special education and the Clark County School District on 10 courses in speech pathology and an eight-credit practicum. Five persons completed the first cohort and 10 completed a second prior to the College of Health Sciences absorbing the courses into a bachelor's program.

With the Division of Continuing Education, the Harry Reid Center for Environmental Studies presented seminars

on air quality, the anthropology department presented a program on the Chinchorro mummies of ancient Chile, and the geoscience and sociology departments presented a program about feminism in science and science education.

The School of Architecture and Design and the division conduct decorating courses, and the division conducts 20 collaborative certificate programs, including hotel management and hospitality leadership with the College of Hotel Management.

The College of Engineering and the division conduct important seminars on stormwater, floodplain analysis, and finite element analysis. Continuing Education also serves as liaison between the College of Engineering and the University of Alabama-Birmingham in offering courses in steel design, timber design, and masonry design. The division also hosted several townhall meetings on nuclear waste featuring faculty from across the campus.

Collaboration is key to Continuing Education's mission.

Graduate College

"Celebrating Excellence in Graduate Education" is an annual series of events sponsored by the college. Begun in 1999, it includes a number of informational seminars and activities for current and prospective UNLV graduate students. This year's activities took place in October, and centered on two major themes: (1) Preparing for Graduate College and (2) Developing, Publishing, and Presenting Research.

The "Preparing for Graduate College" series included seminars enabling potential graduate students to become familiar with the graduate school application process. Paul Ferguson, senior vice provost and dean of the Graduate College, facilitated the first of these seminars. Titled "Applying to the Graduate College," it included a panel discussion with current graduate students. Additional seminars in this series included "Financial Assistance Opportunities for Graduate Students," which was conducted by Christopher Kypuros from the office of student financial services. The final graduate school preparation seminar, titled "The Tests of Time: Taking the GRE, GMAT, & Other Exams," was coordinated by Amy Hyams from the College of Extended Studies and Jennifer McNamée of the Princeton Review.

The "Preparing, Publishing, and Presenting Research" series included two workshops facilitated by Brian Anzalone from systems computing services that were specifically designed for graduate students electing to use Microsoft Word to format their theses or dissertations. In addition, the "Thesis and Dissertation Preparation Seminar" facilitated by Harriet Barlow, director of graduate student services, provided assistance to master's and doctoral degree students in the process of writing their thesis or dissertation. Lastly, Brenda Durosini from the office for the protection of research subjects, discussed the policies and procedures involved with "Protecting Human Subjects in Research."

College of Health Sciences

The college continues to be active in efforts to educate students to be leaders in the professional disciplines associated with health care, wellness, and environmental/medical health physics. In working to meet the needs of Nevadans, students are also involved in providing care to clients in medically underserved and rural areas throughout the state.

Congratulations are due to members of the first graduating class from the department of physical therapy; they

completed their licensure examinations with a 100 percent pass rate and an average test score well above the national average.

The department of nursing continues to work closely with representatives from area hospitals, Clark County Health District nurses, and Clark County school nurses to increase the capacity for pre-nursing and nursing students, while increasing awareness of the benefits of entering the nursing profession among high school students. Students from various health sciences disciplines, in association with the Southern Nevada Area Health Education Center, participated in the first annual Primary Care Health Fair held in support of "National Primary Care Week 2001: Healthy People 2010 - Mobilizing Interdisciplinary Teams." This national event recognizes primary care's tremendous impact on basic human health and educates students about the need to incorporate prevention strategies into their future health careers.

Honors College

The college will be including its application in the university application packet from admissions. The intent is to encourage more applicants and increase awareness of the college and what it has to offer top graduating high school students. The college also is in the process of its annual fall recruiting efforts with local high schools.

The college staff and four of the students will be attending the National Collegiate Honors Council (NCHC) in Chicago at the beginning of November. The students will be presenting "Endless Possibilities," the Collegiate Honors Council community service project during the conference poster session. Len Zang, founder and former dean of the college and past president of NCHC, will be leading a workshop on "Beginning in Honors," which is designed for people at schools starting an honors program or new administrators taking over an existing honors program.

Currently, 10 students are working on their senior theses projects for the college. They showcased their research in progress at the college's annual poster session last month. Some of the theses projects include "Manipulated Earnings," "Psychomanteum Modality in the Use of Grief Resolution," "Human Capital and Economic Growth: Moving Toward a Refined Indicator of Education," "Yield Management," "Inhibition of Apoptosis," and "Ballroom Dance: A Therapy for Depression in Older Adults."

The college now is busy planning its winter medalion graduation ceremony, which is set for Nov. 30.

College of Hotel Administration

The college is pleased to announce publication of *The UNLV Journal of Hospitality, Tourism and Leisure Science (HTL Science)*. Professor Zheng Gu is the editor. This journal is published initially in electronic format (<http://www.unlv.edu/Tourism/HTLScience.html>) and then annually in hardcopy. The journal is dedicated to the advancement of comprehensive research in the science of hospitality, tourism, and leisure and their applications. It serves as a vehicle for dialogue to promote knowledge, interaction, and the exchange of ideas as related to hospitality management, tourism, and leisure.

The main fields covered by the journal are lodging, food and beverage management, leisure, recreation and sports, tourism, conventions, meetings, expositions and events, hospitality tourism, and leisure education. HTL Science seeks articles in a wide variety of disciplines that will enhance the field as a social science. These disciplines

cover the functional areas of accounting, finance, marketing, management, strategic planning, human resources, law, and technology. Areas of application of these disciplines include, for example, club management, culinary studies and cuisine, catering, entertainment, cruise ship management, vacation ownership, sports management, sports event marketing, hospitality real estate, tourism retail and marketing, labor issues, facility maintenance, and restaurant operations.

Articles covering casino management and gaming-related subjects are published in another journal of the college. This journal, published twice annually in hardcopy only, is *The UNLV Gaming Research and Review Journal*. The editor of this journal is professor John Bowen. It is a publication of the International Gaming Institute and the William F. Harrah College of Hotel Administration.

Law School

On the heels of its provisional accreditation by the American Bar Association, the law school's applicant pool has become significantly more competitive, yielding what may be, overall, the strongest entering class yet. Applications for the first-year class increased more than 45 percent compared to last year, jumping from 530 to 770 applications. The entering class of 142 consists of 81 full-time day, 50 evening, and 11 part-time day students (a new option this year). They are a well-credentialed group, with the highest median LSAT and the highest median undergraduate grade point average of any class admitted thus far. Many of them hold advanced degrees, and many have already had successful careers in other professions, including medicine, engineering, nursing, teaching, business, and the performing arts. In celebrating the school's success in recruiting this impressive group, a debt of thanks is owed to the generosity of the scholarship donors.

Our new matriculants began their first year of law school with a week-long "Introduction to Law," learning the importance of maintaining high standards of professional conduct, the fundamental structure of the American legal system, different approaches to dispute resolution, and contrasting jurisprudential perspectives on the nature of law itself. The school was honored and greatly assisted by the presence of distinguished guest speakers, including state Assembly Majority Leader Barbara Buckley; U.S. District Judge Philip Pro; Nevada Supreme Court Judge Nancy Becker; Federal Public Defender Franny Forsman; First Assistant U.S. Attorney Howard Zlotnick; and Nevada Bar President John Mowbray, who offered their own words of advice and encouragement to the entering class.

College of Liberal Arts

The college and the department of political science sponsored a "teach-in" on Sept. 20 on the topic of "Terrorism and the U.S.: Problems and Prospects." Dean Jim Frey introduced and moderated a panel of UNLV faculty from the departments of political science, sociology, history, and psychology. Professor Mehran Tamadonfar and political science department chair Ted Jelen organized the event, which was attended by more than 200 students, staff, and community residents. Several media outlets were also present.

The seven panelists shared their views and analyses on the causes and context of the recent terrorist attacks on the World Trade Center and the Pentagon. The audience was confronted with a wide range of perspectives, some consistent with their views and others more controversial. The purpose of the panel was to enhance the information

continued on page 6

Spotlight ON ACCOMPLISHMENTS

Stephen Caplan (Music) was a featured recitalist at the International Double Reed Society Conference held at the University of West Virginia in August. His recital was sponsored by Rigoutat, Paris, one of the world's most prestigious oboe manufacturers. He was also an invited panelist for a seminar about teaching oboe at the college level.

Vicky Albert (Social Work) was invited by the Columbia University School of Public Health to visit the East Coast to discuss issues related to her project titled, "Welfare Reform and Foster Care Placements." This is the second year of her study, which is funded by Nevada's Division of Child and Family Services.



Harp

Richard Harp (English) gave the keynote address at the first annual "Wooden O" conference at the Utah Shakespearean Festival in Cedar City. A longer version of his address, titled, "The Consolation of Romance: Providence in Shakespeare's Late Plays," will be published this year by

Rowman and Littlefield in *Shakespeare's Last Plays: New Readings in Literature and Politics*.

Martha C. Knack (Anthropology) recently had her new book, *Boundaries Between: The Southern Paiutes, 1775-1995*, released by the University of Nebraska Press. It is an ethnohistorical study of the changing social mechanisms used by Native Americans in Southern Nevada and southern Utah to deal with other peoples, both Indian and non-Indian, while at the same time maintaining their own ethnic identity. It is her fourth book.



Knack

John Massengale (Kinesiology), **Sarah Young** (Leisure Studies), and **Dianne O'Brien** of O'Brien Consulting pre-

sented a paper titled, "The Past, Present, and Future of Sport Law Courses," at the annual conference of the Southwest District of the American Alliance for Health, Physical Education, Recreation and Dance in Park City, Utah.



Sharpe

Tom Sharpe (Educational Leadership) provided multiple workshops, invited presentations, and guest lectures to education faculty at the University of Tsukuba in Japan; Chung Ang University, Kyunggi University, and Seoul National University, all in South Korea; and the University of Hawaii while on an invited speaking tour throughout the Asian Pacific. His invited keynote address — given at the 2001 Annual Invitational Symposium of International Scholar for Sport Science and titled "Research Paradigm and Technology in Physical Education: Recommendations from a Behavioral Technologist" — was published in a special monograph devoted to "Emergent Trends in Sport-Based Research and Training."

Richard Hoyt (Finance) has been notified he will receive the American Real Estate Society (ARES) Manuscript Prize for the best paper in the real estate education category presented at the 2001 ARES annual conference. The paper is titled "A Self-Directed Real Estate Field Trip." The manuscript prize carries a monetary award. The paper will be published in one of ARES's journals.



Hoyt

Conce Spano (Jean Nidetch Women's Center), **Deane Peacock Cardinalli** (formerly of Social Work), and education student **Esther Jones** were co-presenters at the Eighth Annual Nevada Network Against Domestic Violence Conference, which was held in Reno in September. The topic of their workshop was prevention

education efforts at UNLV that address the issues of sexual and domestic violence. The presentation also included information on the university's compliance with regulations stemming from the Jeanne Clery Act.

Craig Walton (Ethics and Policy Studies) gave a seminar on ethics in the workplace for the Cypress Companies' annual meeting, which was held in Las Vegas in September. That month he also gave a presentation on current issues in professional ethics to the Las Vegas chapter of the Project Managers' Institute.

Claudia Keelan (English) has received the Silver Pen University Award for 2001. The award is presented annually by the Friends of the Library at UNR to a Nevada writer who is in mid-career. The purpose is to honor past accomplishments and motivate future works of quality. She will give a reading at the Getchell Library at UNR this month.



Keelan

Bill Thompson (Public Administration) made a presentation titled "Keys for a Successful Casino in Buffalo, N.Y." to the Downtown Buffalo 2002 "Gambling on Gambling" Forum in September.

James Douglas Orton (Management) used the stipend from the UNLV Distinguished Teaching Award he received in May to finance a data-collection research trip to Washington, D.C. He spent the summer at the National Security Archive studying 15,000 pages of recently declassified documents on the Cuban Missile Crisis. He also presented a research paper, "From Strategy to Strategizing: Toward a More Detailed Portrayal of Micro-strategies" to the Executive Leadership Doctoral Program at George Washington University in June.

News From the Colleges

continued from page 5

available and to broaden the perspectives of those attending. The purpose was not to advocate but to inform and to challenge, which is the heart of university instruction. It was appropriate that this event was held on campus — the logical setting for the expression of diverse views and for challenging students and others to think critically and to form opinions based on the best information available.

The event organizers would like to thank the Sigma Alpha Mu fraternity for sharing the amphitheatre space while they were in the midst of a fund-raising effort for the victims of the disaster. They were gracious hosts and their assistance was appreciated.

University Libraries

The Las Vegas Strip's first casino resort, the Hotel El Rancho Vegas, is returning to life in an online exhibit, courtesy of the special collections section of the University Libraries. The casino, which opened in 1941, was a pioneering destination resort until a catastrophic fire forced its closure in 1960. The innovative online exhibit, accessible through the Gaming Studies Research Center's main page (<http://gaming.unlv.edu>), combines features of current casino websites such as descriptions of the casino's gaming, dining, entertainment, and accommodations, with historical pages that include literary and physical artifacts of the El Rancho

Vegas, a sampling of its advertising, and a guestbook where visitors can share their own El Rancho stories. The online exhibit, created entirely from materials deposited in special collections, allows for the preservation of unique archival materials while permitting their viewing and use by both scholars and the general community, and is accompanied by a traditional display of artifacts and archival materials in the special collections reception area.

College of Sciences

The department of biological sciences will be the focus of this month's article.

The broad array of fields represented within the department brings together an extraordinary range of interests. At one extreme, faculty explore molecular mechanisms of growth and development, and the remarkable evolution of nature: the ability to learn and remember. At the other, faculty study the interplay between climate and the delicate desert environment. More than 500 students (graduate and undergraduate) study in traditional biological, as well as in specialized, nationally recognized programs.

Members of the faculty currently are developing instructional areas in biotechnology as well as considering integrated undergraduate/graduate degree programs.

Dedicated to research and education, the department is bringing new and exciting enterprises to campus. On the research front, an NSF-EPSCoR cluster

proposal, Integrative Approaches to Abiotic Stress, authored by professors Carl Reiber and Steve Roberts, has been recommended for funding. This proposal will bring more than \$1.5 million to the department in support of infrastructure and research.

College of Urban Affairs

The department of criminal justice is now offering a newly approved professional master's degree designed for professionals in criminal justice agencies who seek advanced training and career development. The program focuses on the application of knowledge and theory in "real-life" situations and provides those already in the field with the skills necessary to improve the administration and planning components of the criminal justice system.

The professional master's degree in criminal justice requires 36 credit hours. Courses include: proseminar on the administration of justice, which provides a comprehensive overview of the structure, operation, and problems in law enforcement, the courts, and corrections; proseminar on research methods, designed to help professionals become informed consumers of criminal justice research and evaluation studies; and applied research in criminal justice, in which students learn advanced techniques in research methods and statistics, with an emphasis on developing research design relevant to justice data and issues.



Points of Policy

by Carla Henson
Director of
Human Resources

Editor's Note: The following column is designed to provide information about issues, policies, and procedures of interest to campus employees. Throughout the year, it will be written by various UNLV administrators who have pertinent information to share on these matters. In this month's column Carla Henson, director of human resources, offers an explanation of the recent changes to the State of Nevada Self-Funded Insurance Program.

As the representative of UCCSN to the Public Employees Benefit Program Board — and as director of human resources here at UNLV — I want to make sure the campus community is aware of some of the recent changes in rates and coverage in the self-funded health insurance program for state employees. Some information on this has already been distributed; the media covered some of the early meetings at which these changes were discussed, and my office has sent out some follow-up E-mails. However, given the importance of this information to the campus, I wanted to reach as many people as possible.

By way of background, I would like to point out that all of the PEBP board members, myself included, were very concerned when we were first told several weeks ago of the need for changes in the insurance coverage and rate increases. However, we were informed that with the rising cost of health care, changes of some kind were required to ensure the financial security of the insurance fund. A great deal of discussion ensued in the next two meetings of the board before a suitable compromise was reached. While there will be some differences in benefits and increases in rates, I'm pleased to say that the PEBP staff was able to find several ways to diminish the negative impact of these changes. I would like to share with you some of the most important developments now.

First, there was discussion at one point of lowering the amount of life insurance coverage for employees; the good news is that it will remain at \$40,000. I argued vehemently against reducing this benefit, as it was a hard-fought battle many years ago to get it to its current level. Also, travel accident, accidental death and dismemberment (AD&D), and long-term disability will remain at current levels of coverage.

Additionally, health insurance rates for dependent coverage, which were predicted to increase by as much as 22 percent, will be raised only approximately 7.23 percent. However, in order to bring this figure down to 7.23 percent, various other changes had to be made in the following areas:

- **Pharmacy.** Effective Jan. 1, Catalyst will be the new pharmacy provider for the self-funded program, and a new three-tiered pharmacy plan will be implemented. Regarding changes to the retail purchase plan, you currently pay whichever is higher: 20% of the price of prescriptions, or \$9 for generic brands, or \$18 for name brands. Under the new plan, the 20 percent coinsurance provision will be eliminated. The new co-pays will be as follows: \$5 for generics, \$22 for name brands, and \$40 for what will be referred to as "third-tier medications." Third-tier medications are those identified through utilization

continued on page 8

Thomas and Mack Families Donate \$2 Million to Boyd Law School Clinic

by Tom Flagg

A \$2 million gift from Joyce Mack and the Thomas family will provide funds to support the legal clinic in UNLV's William S. Boyd School of Law, President Carol C. Harter announced recently.

"The Thomas and Mack families, for whom our campus sports and events facility is named, have continued to be among the most generous donors to, and visionary supporters of, UNLV," Harter said. "Indeed, it was the vision of Jerry Mack and Parry Thomas that led to the acquisition of the land our campus now occupies. Today's example of generosity by Joyce Mack and the Thomas family will enable us to enhance our legal clinic, which provides superb educational opportunities for our law students. We are most grateful to the donors for providing us the resources to undertake this crucial project, and we will be asking the UCCSN Board of Regents for approval to name the clinic in the donors' honor."

Harter said this gift, coupled with the funds provided by the Nevada Legislature, is a wonderful example of public and private collaboration.

Dick Morgan, dean of the William S. Boyd School of Law, said, "The legal clinic is an essential part of the aca-

demic program at the William S. Boyd School of Law. In this program students, under faculty supervision, represent real clients who otherwise could not afford legal representation, so the clinic serves both educational and community-service purposes while teaching students to become professional attorneys."

The clinic will focus primarily on issues of importance to Nevada's families and children, specializing in cases of abused or neglected children and juvenile delinquency.

"It is our hope that the clinic will provide a much-needed service," Morgan said, adding that associating the Thomas and Mack names with the Boyd School of Law is a great honor for the school.

"Furthermore, Jerry Mack, certainly a leader in building the Las Vegas community, was a champion of the establishment of a law school at UNLV. He worked on that project over the course of several years and offered to provide financial support to such a law school," Morgan said. "It is fitting, therefore, that following Mr. Mack's death Joyce Mack and the Thomas family would honor his memory with this gift to the Thomas and Mack Legal Clinic."

The gift was made to the university through the UNLV Foundation.

Film Award

continued from page 2

came to pass — with even more success than we expected."

The script itself was an important component to this success.

Menendez began writing it in 1989 while still a graduate student at the California Institute of the Arts.

"From the beginning, the character of Carlos spoke to me deeply," Menendez says. "I am a native of El Salvador — a country that went through a bloody 12-year civil war that ended in 1992. During the war, about one-third of the population fled their homeland, with many settling illegally in the American Southwest where they found jobs and sent the money they made back to their families in El Salvador. It was important for me to tell the story of these unsung heroes who worked to keep my country alive economically for the past 20 years."

After finishing graduate school in 1989, Menendez set the script aside until 1992 when he picked it up again and began refining the story. He presented his 40-page script at the University Film Video Association Media Writing Session in Philadelphia in 1993 and was a runner-up for

both the Hispanic Film Project and the American Film Institute Minority Filmmakers Program. But without the financial backing to put his story on film, Menendez again set his script aside. When the UNLV grant materialized in 1999, Menendez blew the dust off his script and asked colleague Sean Clark, who directs UNLV's graduate screenwriting program, to serve as the film's story consultant.

"*Medio Tiempo* tells the story of a segment of the Latino population in Nevada seldom witnessed in narrative film," Menendez says.

Before its official film festival debut, *Medio Tiempo* was shown to teen-agers at a Latino Youth Conference held at UNLV in June.

"The kids were moved to tears," Menendez recalls. "That's why you make films — to make that human connection."

Ultimately, Menendez hopes the success of this co-curricular film project will create opportunities for more local film production to take place in Nevada.

And just maybe, in the near future, it will be a commonplace occurrence to see award-winning movies created by UNLV faculty and students being showcased on the movie channels.

From the Dean's Desk

continued from page 4

conducted by the Advisory Board is important, it is the board's involvement in the school's pedagogical development — supplying adjunct faculty, providing internship opportunities, and working on our accreditations — that begs comparison.

In closing, I would like to invite you to attend one of our marvelous events. If you already attend, for example, the Klai-Juba Lecture Series in architecture, why not try a presentation by our first-rate dance department (listed as one of the top 25 undergraduate dance programs in the country)? Please feel free to contact my office at any time for a complete listing of our entertaining and educational "seasons." My phone is 895-4210 or e-mail me at koep@ccmail.nevada.edu.

WINTER COMMENCEMENT

Winter Commencement will take place at 9 a.m. Saturday, Dec. 1, in the Thomas & Mack Center.

Participating faculty and staff members are asked to enter through the West Tunnel (old tunnel) and proceed to the robing areas.

Faculty and staff participants should arrive at 8 a.m., while faculty marshals are asked to arrive by 7:45 a.m.

For additional information, call professor Jane McCarthy, chair of the Commencement Committee, at ext. 1208.

UNLV Remembers

continued from page 1

convey to each of you our continued concern for the welfare of the campus community and our extended community of families, friends, and colleagues who have been affected by today's tragedy. We are all stunned by the attack on the United States, and the enormity of what has occurred is only beginning to be fully understood."

The next night, a candlelight memorial service that had been heavily promoted by several local radio stations drew about 1,000 people to the parking lot of the Thomas & Mack Center.

And in the days and weeks following Sept. 11, the campus continued to respond to the national tragedy in a number of ways. Several athletic events were postponed or canceled. The College of Liberal Arts hosted a "teach-in," during which a variety of views — some quite controversial — were discussed. The Division of Student Life sponsored events such as "Let's Talk Terrorism, Current Events, and Our Future" and "International Reflection for World Unity." Various student organizations raised funds to help those directly affected by the disaster.

But the single most unifying event on campus occurred just days after the terrorist strike. That Friday, three days after the attack, hundreds of students, faculty, and staff heeded President George W. Bush's call for a day of "national prayer and remembrance" by gathering at a noon-time campus-wide service at the Alumni Amphitheatre.

An honor guard from UNLV's department of public safety presented the flag. Music department chair Paul Kreider led those gathered in singing "America the Beautiful."

Speakers included Harter, student government President Paul Moradkhan, and the Rev. Bartholomew Hutcherson, director of the Catholic Newman Center at the UNLV Interfaith Center.

"It is important that we remember those who died, were injured, or are still missing in the horrible events earlier this week. Our thoughts and prayers go out to the family members and friends of those affected by these tragic events," Harter said to those assembled.

"I know that all of you have been moved by the images you have seen on television and in the newspapers. Many of us will remember those images forever, and this week will become a defining point in many of your lives.

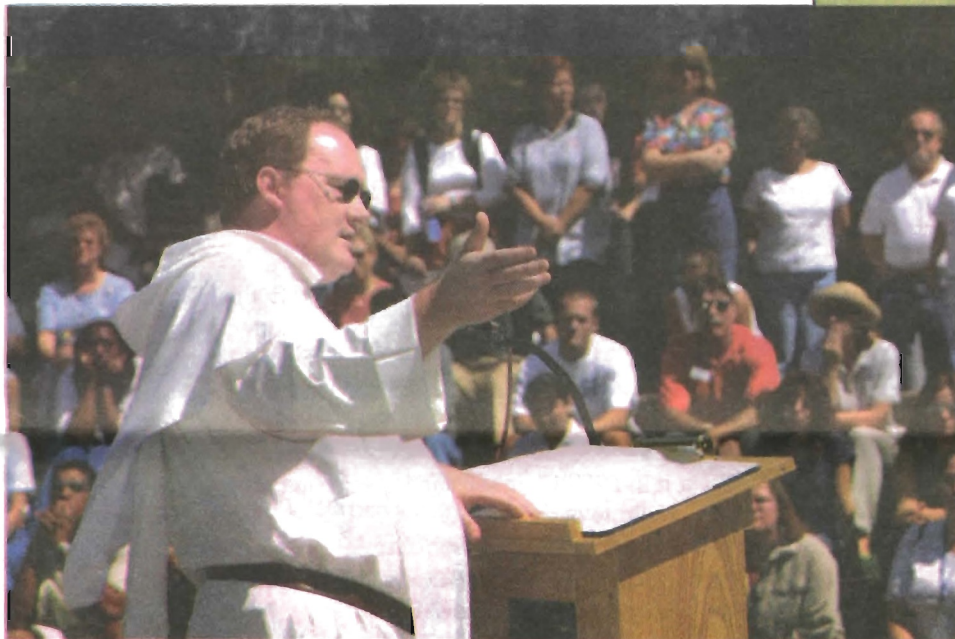


MEMBERS of the UNLV police department honor guard participated in the ceremony. Visible, from left, are Officer Soila McKay, Officer Richard Dohme, and Sgt. Jeff Green. Standing behind the flag is Officer Dustin Olson.

"Each generation has an event that shapes their perspective on the past. For my generation that event was the assassination of John F. Kennedy. Most people of my generation vividly remember where we were when we first heard that President Kennedy had been shot. In memory, our lives seem divided into two periods — one before the Kennedy assassination and one after.

"You all have heard many commentators state that the world will be different after the events of this week. I predict that many of you will come to see your lives as two periods — one before September 11, 2001, and one after September 11, 2001."

After the comments concluded, the service drew to a close with piper Edgar St. John, dressed in a red kilt and regalia, walking across the verdant lawn toward the amphitheatre stage, the mournful sounds of "Amazing Grace" flowing from his bagpipes.



PROVIDING a message of hope at the UNLV service following the terrorist attacks was the Rev. Bartholomew Hutcherson, director of the Catholic Newman Center at the UNLV Interfaith Center, left. Piper Edgar St. John, above, brought the service to a close with his rendition of "Amazing Grace."

Points of Policy

continued from page 7

review to be less cost effective than other lower-priced, clinically effective brands. For example, in the category of "cardiovascular lipids medications" (cholesterol-lowering drugs), Zocor will move to the third tier, while Pravachol, Lipitor, and Lescol will remain in the name-brand category.

Costs for mail-order prescriptions will also change. Now, for a 90-day supply of a medication, generic brands will cost \$15, names brands will cost \$55, and third-tier medications will cost \$100. Previously, mail-order prescriptions for generic brands cost \$25 and name brands cost \$50. Hence, this change will result in a \$10 decrease in charges for generics, a \$5 increase for name brands, and the creation of the new category of third-tier medications.

I should note that the mail-order plan is to be used only for maintenance medications. Maintenance medications are defined as those that a doctor indicates you need to be on for life. Examples of conditions that may require a maintenance medication would be diabetes, heart conditions, seizures, hormone replacement therapy, and cholesterol-lowering drugs.

Non-maintenance medications are those used for a shorter duration. They include such medications as antibiotics, antihistamines, narcotics, ulcer medications, and anti-inflammatory drugs. These must be filled at a retail pharmacy.

One side note: When Catalyst replaces Merck Medco as of Jan. 1, Walgreens Drugstores will return to the list of covered pharmacies under the self-funded plan. However, Vons, Safeway, and Riteaid will not.

— **Dental Plan.** Also effective Jan. 1, an annual \$50-per-person deductible (\$150 family maximum) will replace the \$100 once-in-a-lifetime deductible. The new annual deductible applies to the basic and major services. Preventative services will continue to be covered at 100 percent of the usual and customary care level. However, the amount allowed for usual and customary care was reduced by 10 percent.

Many of you may have already received details on the above changes in the information packet distributed to state employees recently for open enrollment (which will run through Nov. 21). I would encourage those dissatisfied with the recent changes — or with their current health insurance situation in general — to take the opportunity provided through open enrollment to review the options and consider changing coverage. There are several alternatives available, including HMOs and different preferred-provider plans. I suggest you read through the information provided in the packet carefully. As most of you know, this is the only time this calendar year when a change in health insurance plans is allowed, so please use this time to weigh your options.

If you have questions about any matter relating to your health insurance, please don't hesitate to call the benefits office in Human Resources at ext. 3504. We will do our best to help you understand your coverage, as well as your options.