

Jeane Robinson retires after 32 years of service

As accounts receivable, firms billing and purchasing agent for the University

Jeane Robinson, former accounts receivable, firms billing and purchasing employee at the Office of Financial Records at Andrews University, has retired after a total of 32 years of dedicated service.

Starting at Andrews in 1981, Robinson's responsibility was to hand-type every financial statement each month. She was later one of the first ones to be trained to use a word processor and ever since has been involved in student accounts, firms and purchasing.

Besides working at Andrews, she taught for five years, worked at a hospital, established a public relations firm and worked for REACH International. She also did contract work for FOCUS magazine, which included editing, alumni news and proofreading.

"I never intended to stay so long, but circumstances in life sometimes don't treat you the way you think they should," says Robinson. "Life doesn't always turn out the way you think it's going to. But, in the long run, it turns out the way it's supposed to."

Although her job did not allow her to work with students very often, the times when she was able to were always a highlight. As she reminisced on her time at the University, Robinson recalled when the Rec Center was opened in the Campus Center and says it was one of her favorite memories.

"Many years ago when the school set up the Rec Center under the cafeteria, I worked on the project all summer with one of the nicest Student Association presidents," says Robinson. "When they had the grand opening, the students presented me with a dozen red roses. That was really special because I'd never had anybody do something like that for me. That's something I've thought of many times."

One aspect of Jeane's job that gave her a lot of challenges and fun was working with clients on redoing their office space, the space in new buildings, etc. She had to try and please everyone, yet stay within the budget given. The first new building she was in charge of furnishings for was the Seminary renovation. Sometimes smaller remodel projects could be much more work than the larger ones. First she had to work with designers to design the furniture for the spaces needed, then everything would have to be run by the proper

people for approvals. Once the design was chosen, they would pick the fabrics, colors, paints, etc. Sometimes there were designers to help, at other times Jeane worked with the departments involved. Once all decisions were made and approved, then schedules were set up to implement the project. Big projects could take three to six months depending on the scope of the project. Jeane wasn't alone in implementing everything, but coordinated many of the projects as well as ordered the items necessary.

Jeane says, "Once an office or project was completed, it was nice to see a better working environment for the people using the area. I hope the projects I have worked on will add to the comfort of many areas on campus for years to come. I have worked on major projects in most every building on campus in the last 20 plus years."

Humble in sharing her stories, Robinson never admitted to the number of lives she has touched throughout her many years of service. Her positive attitude and strong work ethic demonstrate her extreme value to the University and how much respect her coworkers and peers have for her.

"I pulled out my retirement scrapbook from the reception they had for me and I was just amazed at how many people came," Robinson exclaimed. "I thought maybe 20 or 30 people would come, but there were probably well over 200! I was just amazed, I couldn't believe it! I felt really humble that people would think of me and come and spend a little of their time at the reception."

As she looks forward to retirement, Robinson plans to focus on the projects she has set aside over the years.

"I like to scrapbook and I just returned from a trip to China that I went on right before I retired," says Robinson. "I like to travel. I went with the students a couple years ago when they went on the Peru trip and I've been to South Africa as well. Before that, I went to Australia, New Zealand and Fiji, and I went to



Jeane Robinson with four of her grandchildren who attended her retirement reception.

Europe when I was in college. So I've touched most parts of the world. My grandson said to me this weekend, 'Grandma, you haven't been to Antarctica yet!' and I told him, 'I don't think I'm going there! That's too cold!' But I'd like to go back to Hawaii and parts of the U.S. that I haven't seen."

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The people and environment of Andrews have strongly impacted Robinson and she is very grateful for the friendships God has given her throughout her career.

"The Lord puts people in your life for a reason and He's put many good people in my life," says Robinson. "The people who I have worked closely with remain my very good friends. I've developed close friends and in fact, one of my best friends, whom I worked with for 12 years, went through all my trials and tribulations with me. It's been a good experience, a good place to be. People ask if I'm going to stay here and I tell them that this is where my friends are. Why move away? I have two daughters and six grandchildren and they are the highlights of my life."

Robinson looks forward to getting involved in the holiday season even now that she's retired.

"I'm known to make candies for Christmas," says Robinson with a smile. "I keep saying every year that I'm not going to do it, but I've done it for maybe 20, 25 years. Everyone in the office tells me, 'Oh, you can still bring some candy to work if you want!'"

Castelbuono and Keough receive CFRE credentials

Professional certification for fundraisers was a challenging hurdle

Audrey Castelbouno, associate vice president for development, and T. Ryan Keough, senior development officer at Andrews University, received the prestigious credential of Certified Fund Raising Executive (CFRE) from CFRE International this fall.

Founded in 2001, CFRE International is a nonprofit organization that provides a reliable certification process for fundraising professionals. This program is the only professional certification for fundraisers and is known for being a difficult test that the majority of applicants fail multiple times before passing. Both Keough and Castelbouno, however, passed on the first go.

“With two certified fundraisers on this campus, it is a confirmation that we have a solid program in place at Andrews,” says Keough. “CFRE is an ethical fundraising program. When you are working with people and their finances, ethics must be held to the highest standard. We want Andrews donors to



Audrey Castelbouno



T. Ryan Keough

know they can trust us to do exactly what we say we are going to do with their donations. The ethics of fundraising are probably not as well known outside the fundraising world, but we’re trying to change that.”

Starting at Andrews in 2008, both Keough and Castelbouno were required to gain five

years of experience before taking the exam, meaning the earliest they could attempt the certification exam was in 2013. Applicants must also complete a required amount of academic and professional performance and volunteer service experience to qualify. Test-takers are expected to have a thorough knowledge of a variety of fundraising techniques and practices.

“I never thought God’s plan for me was in fundraising,” says Keough, “but I find that there are correlations between fundraising and my prior experience in the automotive industry as a quality control engineer: I can figure out where a donor’s goals match the goals at Andrews University and start a productive relationship. And really, the relationship is what fundraising is all about.”

Michaud publishes web design textbook

Focusing on fundamental skills necessary for using HTML and CSS coding

Thomas Michaud, assistant professor of web design, published his first textbook, *Foundations of Web Design: Introduction to HTML and CSS*, in August 2013 through Pearson Education. The textbook focuses on the fundamental skills necessary for writing, or coding, a website using the core languages of HTML and CSS for any student pursuing a career in web design, front-end developing or any other design-related job.

“A friend of mine, who has also coauthored a book for Pearson Education, recommended they talk to me and see if I was interested in writing,” Michaud says. “I told them of previous plans of self-publishing my own book for my introductory course in web design that I teach and was asked to submit a proposal and draft of a chapter.”

Completing the book within three months out of his allowed five, Michaud would write a chapter at a time and submit each one separately for editing. Jonathan Wolfer, a design student at Andrews, contributed by

making the cover along with the interior design and layout. To make it more user-friendly, the book’s slender design and ability to lay flat enables it to easily fit between the student and the computer.

“There was certainly enjoyment knowing I was finally writing a book that I felt best fit my course curriculum,” Michaud continues. “There are many great books on HTML and CSS, but they didn’t fit how I felt the course worked best in a classroom.”

Michaud’s textbook is currently being used this semester in his Web I class, an eight-week intensive course that specifically focuses on HTML and CSS, and it is also a reference tool



Tom Michaud

for the remaining three courses in the web design program.

A number of other schools are considering introducing this textbook into their curricula for similar programs. Michaud plans to release materials including assignments, projects, grading rubrics, quizzes and video lectures based on his textbook. Additionally, he will be writing articles on the importance of students, as well as people of any age, learning the basics of coding and is hoping to present at South-by-Southwest Education (SXSW Edu).

“My editors were top notch in helping me find my voice and they helped me to critically think about why something either needed to be included or removed,” says Michaud. “We all came away believing this book would really be different.”

Reid travels to Germany for opera roles

While serving as coordinator of vocal studies for the Department of Music

New to the Andrews University faculty, Charles Reid, classical performer of opera and oratorio, has already demonstrated his immense talent by currently singing Don José in Georges Bizet’s opera *Carmen* at Theaterhagen in Hagen, Germany. Commuting between performances and the Andrews campus, Reid serves as associate professor and artist-in-residence as well as coordinator of vocal studies for the Department of Music. His roles include

According to Matthew,” this Easter at the Howard Performing Arts Center, produced by Reid and featuring the University Symphony Orchestra, University Singers, and solo performers from the Department of Music.

Reid has had more than 50 roles in opera and been involved with 40 oratorio works in venues around the world, the most famous being the Metropolitan Opera, San Francisco Opera, Carnegie Hall, Bayreuth Festival, Theater an der Wien in Vienna, Austria,



Charles Reid performing in Mannheim, Germany, in the rococo opera *Catone in Utica* by Piccini. The opera is about the political struggle between Cato and Julius Caesar.

voice instruction, leading theatrical and opera productions, and teaching classes in vocal pedagogy, singer’s diction and vocal repertoire.

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With a Bachelor of Music in vocal performance from Houston Baptist University and a Master of Music in opera performance from the University of Maryland at College Park, Reid has traveled across the United States and Europe performing opera and oratorio. Oratorio differs from opera in the sense that opera is musical theatre and oratorio is generally a concert piece centered on Biblical characters. Andrews plans on presenting J.S. Bach’s oratorio, “The Passion

Salzburg Festival, Frankfurt Opera and Nationaltheater Mannheim in Germany.

“Every big plan I ever made for my career failed to come to fruition,” he recalls, “God always had bigger and better things in mind. A life in the theater or concert hall is intensely fun. The hardships of being on the road are less so, but singing as a job seldom feels like work, even though we work very hard. There is something about the act of using these artistic gifts, of creating, of playing, and most importantly, sharing with those for whom we sing. It is a tremendous blessing.”

To discover more about Reid and his career, visit charles-reid.com, or listen to the podcast he produces, “This Opera Life,” available on his website.

Mitchell receives award

As outstanding music educator

Alan Mitchell, assistant professor of music, has been awarded the 2013 Michiana Outstanding Music Educator Award by Quinlan & Fabish Music Company. The award recognizes excellence in the field of music education in the Michiana area.

Mitchell’s name was placed in nomination by a peer and selected by a committee made up of previous award winners and the company’s Blue Ribbon Selection committee.



Alan Mitchell

“I feel especially honored to be recognized by my fellow public school music teachers in Southwest Michigan,” says Mitchell.

Mitchell was the only recipient who teaches in higher education; the other six 2013 award winners were high school and middle school educators. A special awards presentation was held in Plymouth, Ind., and included a luncheon and special guest speaker.

The Quinlan & Fabish awards have been presented annually since 1989 in the Chicago area and the Michiana awards began in 2010.