

Festival brings stars to Austin scene



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Lady Raiders bow out of tournament



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Tech baseball wins over Texas-PanAm



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Today High 77, Low 45

Tuesday High 73, Low 42



MONDAY

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THE UNIVERSITY DAILY

Serving Texas Tech University since 1925

Mann gives 30-day notice, resigns

By Melody Ragland
Staff Writer

On March 12, Doug Mann, vice chancellor of Facilities Planning and Construction, gave his 30-day resignation to Texas Tech administrators.

Mann said he is resigning due to the strain the time commitment has put on his family and commitment to other things.

"I'm looking at other things for balance in my life," he said.

He said Tech has asked him to stay the 30 days to help move in the right direction for the transition. He said he may stay longer if asked.

Cindy Rugeley, associate vice chancellor of news and information, said Tech does not have a formal statement.

She said individuals employed with Facilities Planning and Construction will oversee current projects in Tech's construction.

"I don't anticipate a bump in the road," Rugeley said.

Mann has been at Tech since November 1997. He worked on the Master Plan three years prior to joining Tech.

Rugeley said she did not know when Tech will begin searching for someone to fill Mann's position.

Theresa Drexell, vice chancellor of Facilities Planning and Construction, said James Crowson, the current deputy chancellor, will take over Mann's day-to-day operations.

"He will be missed," she said. "He's a great landscape architect and great facilities planner."

Mann said he will pursue interest in the private sector, which is what he did before being employed by Tech.

During Mann's tenure, he directed the construction of the Carpenter/Wells Complex, the English/Philosophy/Education Complex and the United Spirit Arena.

Chancellor John Montford, President Donald Haragan and Crowson could not be reached for comment.

Regent Profiles

Carin Barth, resident of Houston, president of LB Capital, member of the Board of Directors of Unipure Corporation, treasurer for Board of Directors of Ronald McDonald House, member of the Zoological Society of Houston's Advisory Board

Dick Brooks, Texas Tech alumnus, resident of Dallas, chairman and CEO of Central and South West Corporation, co-chairman of the Electric Transportation Coalition, past chairman of the Edison Electric Institute, trustee of the National Council on Economic Education

Brian Newby, Texas Tech alumnus, resident of Austin, partner in Roan & Autry law firm, director of the Tarrant Regional Water District, member of Board of Directors of The Child Study Center and the Day Care Association

Regents appointed Bush selects three members to serve

By Gretchen Verry
Staff Writer

Gov. George Bush appointed three new members to Texas Tech's Board of Regents Friday.

New Regents Carin Barth, Dick Brooks and Brian Newby will serve terms ending January 31, 2005.

"We're pleased with these appointments," said Cindy Rugeley, assistant director of news and publications. "Right now, we have a very diverse board representing all areas of the state. These new members will bring a lot of expertise with them."

Barth, a resident of Houston, will replace Bernard Harris, whose term expired this year.

Barth is president of LB Capital and also is a member of the Board of Directors of Unipure Corporation.

Barth is treasurer of the Board of Directors of the Ronald McDonald House and a member of the Zoological Society of Houston Advisory Board.

Brooks is chairman and chief executive officer of Central and South West Corporation. He is co-chairman of the Electric Transportation Coalition, past chairman of the Edison Electric Institute and trustee of the National Council on Economic Education. A resident of Dallas, Brooks earned a bachelor's degree in electrical engineering from Tech.

Brooks will replace Carl Edward Noe, whose term expired.

Newby is a partner in the law firm of Roan & Autry of Austin and is of counsel to Cante and Hanger in Fort Worth. He is a director of the Tarrant Regional Water District and a member of the Board of Directors of the Child Study Center and the Day Care Association. He also is involved in the Tech Ex-Students Association. Newby received a bachelor's degree from Tech and a law degree from the University of Texas at Austin.

Newby will replace former Regent Edward Whitacre Jr., whose term also expired.

These appointments are subject to Senate confirmation before they become final.

Chancellor John Montford and Regent Chairman James Sowell could not be reached for comment

Up in the Air

Tech professors take to the skies

By Laura Hensley
Staff Writer

It is a brisk and windy March afternoon with the sun making occasional appearances from behind the flat clouds.

Thomas Pressley, a Texas Tech physiology professor, smiles widely and promises the weather is not that bad. He looks up to the sky and sees the familiar sight of a hawk soaring gracefully overhead.

"If he can do it, we can too."
For more than 10 years, Pressley has flown with the birds. But instead of using the traditional aid of an engine or fuel, he relies solely on the power of wind to take him up to his playground in the sky. A hobby does not quite classify his love for flying in his beloved sailplane. To him, this sport is a passion.

"Soaring allows you to rise above your earth-bound problems and to see the world from an entirely new perspective," Pressley said. "It's an entirely different experience than an engine plane."

Pressley is not alone in his endeavors as a sailplane pilot. As the president of the 20-year-old Caprock Soaring Club, he and about 20 other members soar on the weekends out of the Littlefield Municipal Airport in Littlefield. The club attracts a wide variety of people and has members ranging from Tech professors and students to local doctors and lawyers.

Walt Oler, Tech mechanical engineering professor, has been soaring for seven years. He said he enjoys the challenge of the sport.

"Without an engine, no flight is guaranteed," Oler said. Oler uses his experiences as a sailplane pilot in his classes. He said it gives him and his students a real-life example during his teaching.

Much like hawks or eagles, the sailplane pilots float effortlessly in the sky for hours with help from rising air currents.

"We are basically pilots who fly planes without engines," Pressley said. "Everyone who soars enjoys the magnificence of the clouds, the landscape

see Sailplanes, page 3



ABOVE: A glider soars over the South Plains during a recent flying. The 20-year-old Caprock Soaring Club comprises about 20 members and flies out of Littlefield Municipal Airport in Littlefield. The club attracts Tech professors and students and many people from around the South Plains area.



RIGHT: A member of the Caprock Soaring Club prepares his glider for flight. The craft is towed to 18,000 feet by an engine plane and then released.

photos by Greg Kreller/The University Daily

La Ventana, UD garner recognition

Texas Tech's *La Ventana* and *The University Daily* received 25 awards at the College Media Advisers/Columbia Scholastic Press Association Convention in New York on Thursday.

La Ventana won a Silver Crown Award from the association, which is comprised of university publications from around the country. The award is the second highest honor the group gives.

La Ventana staff members Tyson Seibly, Aimee Sanders, Lacey Palmieri and former editor Matthew Dillingham won 13 Gold Circle Awards from writing and page design.

Student publication photographers Wade Kennedy and Wes Underwood won five awards for pictures in the yearbook and *The UD*.

Alex Wells won a certificate of merit for ad design in *The UD*. Staff Writers Brent Dirks, Gretchen Verry, Sebastian Kitchen and John Davis placed in writing categories. *UD* editor Laura Hipp also received an award for opinion page design.

Capital campaign efforts expanded

By Ginger Pope
Staff Writer

Texas Tech officials have begun efforts to involve parents and grandparents in campus activity and fundraising.

As Tech nears the end of the Horizon Campaign, the Development Office hopes to continue fundraising with help from parents and grandparents.

Deborah Finlayson, director of Annual Giving Programs, said efforts like this have been successful at other Big 12 universities.

"I've learned that parents associations are a strong source of funding," Finlayson said.

This is especially true for more specific projects. They want to jump on the bandwagon that might really affect their students."

Parents and grandparents can get really interested in special fundraising initiatives, such as safety or housing issues, Finlayson said.

"We want to get parents involved so that they don't just come to orientation and then just come back at graduation," Finlayson said.

The task force also will help combine New Student Relations, Housing and Dining, Dads and Moms Association and other entities so that parents and grandparents will not be

contacted redundantly, she said.

"Our main purpose is way beyond any fundraising but also to improve coordination between Tech entities because as it is now, Tech almost competes against itself in some areas," said Rick Day, associate vice chancellor for development.

A big part of the Tech environment is parents, he said. It is a big step to let children go off to college, so Tech wants to involve parents more and develop a relationship with families.

"We want to get parents and grandparents involved first ... fundraising falls out over time," Day said.

The task force coordination began in January, and there is no timetable yet for when programs will begin, he said.

"We're still introducing ourselves to one another. This came as a directive from Crowson," Day said.

Jim Crowson, Tech deputy chancellor, said his position is to help facilitate the administration's interest in a parent and grandparent task force.

"This is an effort to determine parents' and grandparents' interests. I don't imagine most parents know what is going on at Tech or are aware of the capital campaign," Crowson said.

Officials request funding for Vietnam Center

By Jonathan Biles
Staff Writer

Before the end of May, decisions will be made by the state legislature on the chancellor's office request for funding. One of these requests is \$3.4 million for the Vietnam Research Center.

The money is requested so new programs could be implemented and to pay operational costs, but the request is high, said Douglas Pike, assistant director of research at the

Vietnam Center.

"There is a tendency to ask for more than we expect," Pike said.

The Legislature must decide on the amount of money to be given to Texas Tech by the end of their session, but the Vietnam Center will not be given the money until September, Pike said.

"Next September is D-day," Pike said. "It is then we will know for sure what we will be able to do."

The main focus is operational costs and

the remaining will go to fund projects on the sketch-board for the center, Pike said.

"Operational costs comes first, but there are a couple of thousand projects we would like to do," Pike said.

One project would be to translate American History text books into Vietnamese, said James Reckner, director of the Vietnam Center.

"We simply want to provide them with the textbooks," Reckner said. "It is up to them how to teach the true history."

The preliminary plans will be revealed dur-

ing the 10th anniversary symposium April 14, with special guest Gen. William Westmoreland.

"This is a remarkable step forward," Reckner said. "Tech is the only one (Vietnam Center) where historic figures come to the students."

The odds of the center receiving a considerable amount of money is high, Pike said.

"Sometimes there is not enough money to go around, but that is not the case here," he said.

The center is located in the basement of the math building.

Final Touches

UC expands TV opportunities in time for March Madness

With March Madness upon us, the University Center has a number of new options to enhance the television viewing capabilities for our patrons. There are now three new televisions connected to Cox Cable so basketball fans will have no excuse for missing a single game in the Big Dance or your favorite soap for that matter.

The UC has placed two 32-inch televisions in the Games Room for the enjoyment of the Texas Tech students patronizing the area. After completing the Games Room remodeling, the UC staff brainstormed ideas for ways to make the area even more appealing to the students who use the space. The televisions with cable service seemed to be one change that would provide additional entertainment options. The additional sets will provide an alternative television viewing location for students not interested in the programming that is showing on the large-screen TV in the first floor television lounge. The televisions have been connected to the Cox Cable Expanded Basic service including ESPN, Fox Sports Southwest and numerous other programming options. The UC Games Room is located in the basement on the west side of the UC and is accessed through the UC West Lobby. It is open from 9 a.m. to 9 p.m. Monday through Friday, 10 a.m. until 7 p.m. Saturday, and 2 p.m. to 7 p.m. Sunday. The remodeling

that was completed last fall included removal of the suspended ceiling; carpeting the floor and walls; specific areas for pool, snooker, billiards, table tennis and electronic games; new tournament-grade table tennis tables; and an expanded checkout counter.

In addition to the new Games Room's televisions, the UC has installed a new 60-inch projection television in the first floor television lounge. That set also is connected to Cox Cable, giving access to the same expanded selection of channels that is available in the Games Room. In addition to the television and cable access, the previous seating units have been replaced with new, more comfortable and attractive units. That addition completes an upgrading of the television viewing area that has been in progress throughout the past six months. The television lounge is accessible all hours that the University Center is open.

Watch for postings in the UC announcing viewing of the tournaments in the Allen Theatre. We are attempting to get all of the necessary resources available to show basketball playoffs on the giant screen in the theatre through our new state-of-the-art video projection system and the ultimate technology sound system that was installed early this month. We will post times and games in the UC as soon as all the resources are in place.



A peek into the Games Room

Mascot to be introduced

On Friday at 3 p.m., Jones Stadium will host the induction of the 38th Masked Rider.

The Transfer of Reins ceremony will be on the north end of the field and all Texas Tech students, fans and alumni are invited.

Travis Thorne, a junior agriculture business major from Stanley, N.M., has passed through the rigorous Masked Rider tryout process that ended Feb. 22.

After a thorough written exam and a challenging riding simulation, Thorne proved to be very capable.

Thorne attributes his equestrian abilities to his childhood environment.

"Seems like I have been around horses my whole life doing things like rodeos, judging horses or showing them," Thorne said.

Thorne will be replacing the Michael "Dusty" Abney. During the past year, Abney, a senior animal science major from Athens, has truly had the ride of his life.

"Looking back on this past year, the hundreds of appearances, the thousands of miles traveled and the people that I have had the opportunity to meet, I feel that this whole experience has rewarded me beyond measure," Abney said.

The Transfer of Reins ceremony is a Texas Tech tradition that acknowledges the service and hard work of the outgoing Masked Rider, while congratulating the new rider who is beginning his ride as Masked Rider.

This year's ceremony will include the appearance of Director of Athletics, Gerald Myers, Blythe Clayton, the Student Government Association president, with local celebrity Alvin Davis as the master of ceremonies.

UC Programs announces new executive members

University Center Programs has elected their new Program Council for 1999-2000 school year.

The Program Council is made up of five chairpeople from each committee, president and vice president.

The following are the students elected for those positions: Cultural Exchange: Michael Perkola; Fine Arts: Joey Taylor; Films: Jen Rishel

and Concerts: Brian Harris. President is Chere Gipson and vice president is Amy Wells. The position for the Ideas and Issues committee is vacant.

Look for an exciting line-up of programs for next year from University Center Programs.

Mark your calendar

- March 24**
Tech Unplugged - Matt Holtzman, noon, UC Courtyard
Women's Changing Roles in Society Discussion, noon, UC Senate Room
- March 25-26**
Women's History Month Display, all day, UC Courtyard
- March 25**
Women's Leadership Forum, 5 p.m.-7 p.m., UC Lubbock Room
- March 26**
Masked Rider Transfer of the Reins, 3 p.m., Jones Stadium
Film - "Swingers," 8 p.m., UC Red Raider Ballroom
- March 31**
Breakout! - Improvisational Acting, noon, UC Courtyard
- April 1**
Annual Student Organization Registration Seminar, 5 p.m.-7 p.m., UC Ballroom
- April 7**
Tech-Lubbock Community Day Orientation, 7 p.m., UC Allen Theatre

UC briefly

Donate blood
The Office of Community Service-Learning is sponsoring a blood drive from 10 a.m. to 2 p.m. Wednesday, April 7 in the University Center Bell Tower Room. It is more important than ever to donate blood today. The need for blood has accelerated due to numerous advances in medicine, a rapidly aging population and a reduction in the eligible donor base from testing and more strict requirements. It is estimated that one out of every 20 Americans will require a blood transfusion at some point in their life. The only way to keep an adequate supply of blood is for people like you to donate. Sign up in the Activities office or call 742-3621.

Organizations register
Student Organization Registration takes place annually during the

month of April. All student organizations must renew their registration to continue receiving the benefits of being a registered student organization at Texas Tech. One officer from each student organization should attend a registration seminar to receive a registration application, instructions on how to register, and an explanation of the benefits and expectations of a registered student organization. All registration seminars will be in the UC Ballroom on April 1, 6, 12, 14, 19 and 22. For more information, contact Student Organizations Services, UC 210 or call 742-3621.

'Swingers' comes to Tech
University Center Programs Film's Committee is presenting "Swingers" on at 8 p.m. Friday in the UC Ballroom. The film is free. Free food and

non-alcoholic beverages will be served in a nightclub atmosphere. The lives and times of "Generations Xers" are front and center in this comic drama about a group of clean-cut, serious minded guys who are trying to cope with work and women troubles amongst the backdrop of a metropolis. Rated R.

Tech Unplugged plays
Tech Unplugged, sponsored by University Center Programs, presents Matt Holtzman at noon Wednesday in the UC Courtyard. Holtzman has performed mostly in Austin and Lubbock as a solo entertainer but was also a part of the Buddy Simmons Band. He has two CD's of original music, *Silver Linings* and *Pure Reflections*. His long-term goals include a winning Grammy nomination and pursuing a deal with a record label.

Tech cares!
Deadline has been extended for Tech-Lubbock Community Day. Register now.

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Hollywood goes South to Austin

By Sebastian Kitchen
Staff Writer

REVIEW

Every year during the middle of March, thousands of people from all around the world assault the streets of Austin. People come in search of entertainment, to be noticed or to see the next big thing.

South by Southwest gets bigger and better every year with more fans and more celebrities attending each year. This year, the festival brought in more than 800 bands from all around the world.

and actors Matthew McConaughey, Woody Harrelson, Elizabeth Hurley, Ellen Degeneres, Anne Heche, Martin Landau, Lauren Holly, Sally Kirkland and Viveca Davis were all in attendance.

People gathered around the Paramount Theatre and across the street to see the stars as they pulled up in limos to walk down the red carpet.

Many other actors and directors were on hand for screenings and discussions including Billy Bob Thornton of "Sling Blade"; director Robert Rodriguez of "The Faculty," "El Mariachi" and "Desperado"; director Guillermo del Toro of "Chronos" and "Mimic"; director Richard Linklater of "The Newton Boys," "Dazed and Confused" and "Slackers"; Nick Broomfield of "Kurt and Courtney" and actors Mary

Stuart Masterson, Jason Priestley, Casey Affleck, Brendon Sexton and Christina Ricci.

Veterans like Thornton, Rodriguez and del Toro tried to let upcoming actors, directors and writers know not to give up and that they could be successful doing what they want to do and how they want to do it.

"Nobody told Picasso 'hey you might want to straighten those eyes out'" Thornton said in a conference.

He also said to the aspiring crowd there is no reason the little guys in the industry cannot do what the big guys do. The conferences were very well received by the diverse audiences.

Like the line outside the premier of "EDtv", hundreds of people lined up outside of clubs and other music venues to watch bands from all around the world. The lines and the nonstop line-ups of music at more than 40 venues made it impossible for people to see all the music, but there was plenty for

the thousands walking the streets of downtown Austin.

Some of the highlights of the music festival included performances by Grammy winner Lucinda Williams, Jeff Beck, Leon Russell and Willie Nelson, Fastball, the Toadies, Ben Lee, Cibo Matto, Lo Fidelity All-Stars, Dial-7 and the Asian Dub Foundation.

Some bands were looking to be signed to a record label, while others just wanted to showcase their music to a new audience. Some of the bands had nothing to prove or gain but hundreds of new fans.

Bands like Dial-7 and the Asian Dub Foundation went on stage before better known bands but would prove they could play, even performing to the standards of their better-known peers.

No matter what the taste in movies or music, South by Southwest served up some great entertainment Austin style.

Police seize men with 831 kilograms of cocaine

FOGELSVILLE, Pa. (AP) — Millions of dollars worth of cocaine stuffed neatly in six crates were seized early Saturday morning from two men driving a tractor-trailer in Lehigh county.

Police said the two men from Texas were carrying 831 kilograms of cocaine, which is worth about \$40 million to \$50 million by a conservative estimate.

"We believe that this is the most significant seizure by Pennsylvania State Police on an interstate highway system in the commonwealth," State police Capt. Theodore Kohuth said.

The cocaine was seized on Interstate 78, about a mile from the Fogelsville exit.

The men driving the truck were stopped for changing lanes with-

out signaling, *The Express-Times* of Easton reported in Sunday's issue. That's when police discovered the crates, which were covered with a tarp and secured to the flatbed trailer.

Kohuth said he does not believe the drugs were destined for the Lehigh Valley or originated there.

Arrested were the driver, William Dale Ener, 59, of Pasadena, and his passenger, Clyde Lavon Smith, 55, of Houston, police said. Both men are charged with possession of a controlled substance and possession with intent to deliver a controlled substance.

Ener and Smith were arraigned and committed to Lehigh County prison on \$600,000 cash bail each.

A preliminary arraignment should take place within 10 days.

Lubbock said to be ideal for high-flying sailplanes

Sailplanes from page 1

below and the joy of flying like a bird."

The process of getting a sailplane in the air requires an engine tow plane to take the sailplane up in the air to a desired height with a rope. Then when the sailplane reaches that height, it is released to sail.

Pressley said West Texas is known around the world for the ideal soaring conditions. Because of the low humidity and warmth, hot air rises from the ground creating a convective lift or a thermal that allows not only birds but also planes to soar effortlessly for hours. Sailplanes soar at an average 18,000 feet and can reach speeds up to 150 mph. Flights also can last up to four hours, purely

on the power of wind.

"If your goal is to get somewhere, a sail plane is a pretty sorry way to do it," Pressley said. "But if your goal is to enjoy flying or to challenge yourself, sailplanes are great."

Each summer, the club has a national race. Hundreds of sailplane pilots gather in Littlefield to race for prize money.

"They (the pilots) are here for a week of sailplane racing and with its hot, dry air, the South Plains of Texas are about as close as one can get to soaring paradise," Pressley said.

The club gives introductory rides for \$25 for anyone who is interested. More information about joining the club can be found at www.avdigest.com/caprock/caprock.html.

Refugees flee new fighting, mediators plan for peace

LIKOVAC, Yugoslavia (AP) — Thousands of Kosovo Albanians, some clutching no more than a blanket, fled a Yugoslav army offensive Sunday that has spurred a last-ditch U.S. mission to convince President Slobodan Milosevic that NATO attack threats are serious.

On the second straight day of army attacks on Kosovo rebel strongholds, Washington dispatched senior envoy Richard Holbrooke to meet with the Yugoslav leader.

With NATO moving closer to long-threatened airstrikes, U.S. national security adviser Sandy Berger said the Holbrooke mission would be a "final effort for peace."

Holbrooke will be accompanied to the Yugoslav capital by U.S., European and Russian mediators who participated in last week's failed Paris peace talks. Before arriving in Belgrade, Holbrooke was to stop in Brussels, Belgium, to confer with NATO Secretary-General Javier Solana.

Holbrooke hopes to meet Monday

night with Milosevic. Airstrikes are likely to follow if the talks end with Milosevic defiant on two counts: still refusing a Kosovo peace plan and persisting in pressing an offensive against outgunned Kosovo rebels.

Solana consulted with allies on airstrike plans Sunday, and an alliance official said military action could be launched "in the very near future."

The official, speaking on condition of anonymity, said the warning time for NATO military forces to attack has been reduced from 48 hours to just a few hours.

European leaders united Sunday in their call for Milosevic to stop the violence and accept the Kosovo peace agreement or face a NATO air attack.

"We are ready to do it and President Milosevic should not misunderstand that," British Foreign Secretary Robin Cook told the British Broadcasting Corp. on Sunday.

A top Yugoslav Army general said Sunday the country's troops are fully

prepared for any attack, the state news agency Tanjug reported.

Gen. Nebojsa Pavkovic, in charge of an army corps responsible for Kosovo, visited a garrison in southern Serbia and said the units have been prepared "to repel any aggression against our country."

Holbrooke's trip to Belgrade comes with Kosovo's violence spreading. In the provincial capital, Pristina, which has remained relatively peaceful during the war, four Serb policemen were killed and one was wounded in a drive-by shooting Sunday in a residential area.

It was the worst violence involving Serbian police in the capital and was likely to raise tensions dangerously.

Danica Marinkovic, a Serb offi-

"We are ready to do it and President Milosevic should not misunderstand that."

Robin Cook
British Foreign Secretary

cial investigating the shooting, said the gunmen used automatic weapons with Chinese-made bullets typically used by the rebels.

Recent attacks against the insurgents have again sent refugee totals spiraling into the hundreds of thousands.

In northern and central Kosovo, smoke rose Sunday from burning villages and in the background the thump of artillery was heard.

Hundreds of refugees were seen in a space of several hours near Glogovac, 10 miles west of Pristina, heading from northern villages besieged by the Serb-run Yugoslav army and police.

Some Democrats backing Bush presidential bid

AUSTIN (AP) — Despite partisan differences, many Democrats in the state capital say they won't block Gov. George W. Bush's legislative initiatives just to deprive him of achievements he can parlay into a run for the White House.

"Democrats don't feel that we need to throw stumbling blocks in his way," said state Rep. Pete Gallego of Alpine, chairman of the House Democratic Caucus. "We

want to be cooperative in all efforts," Sen. Gonzalo Barrientos, D-Austin, chairman of the Senate Democratic Caucus, told the Austin American-Statesman.

To the occasional surprise of outsiders, the Legislature is usually dominated by political realists.

"In the Texas Legislature, there is a strong need to get along," said former Democratic Land Commissioner Garry Mauro, who ran and

lost to Bush last year.

Mindy Tucker, spokeswoman for Bush's presidential exploratory committee, said the governor also earned points among leaders of both parties for staying in Austin during the legislative session instead of campaigning around the country.

Political outsiders, however, expect things won't always go smoothly for Bush.

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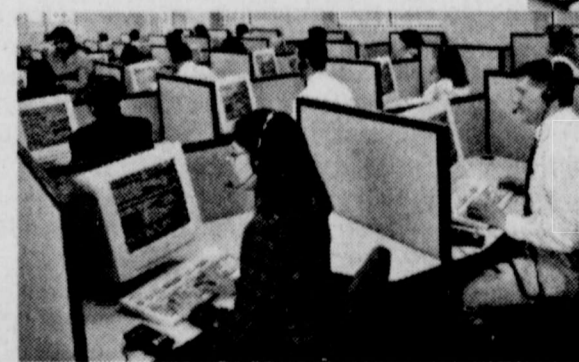
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VIEWPOINTS

Monday, March 22, 1999

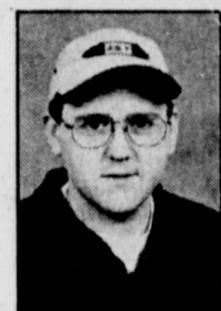


Store's policies uncaring

I would like to applaud Hastings for sticking by their rules and policies, regardless of a customer's dissatisfaction.

Rules are there for a reason. They protect companies from needless, uncontrolled, profit loss and if a customer gets the short end of the stick every now and then well, that's just the hazards of doing business.

If every customer with a defective product were allowed to exchange it for one that worked, profits would drop. I can't say how much it would drop since I don't know exactly how much defective merchandise Hastings sells.



David Turner
Columnist

In a world where most companies have changed to a "customer first" approach to doing business, it takes a lot of guts to stand up and tell a dissatisfied customer "no."

For example, I bought a computer joystick around the end of January. It worked fine for about a month, then it just stopped. Nothing, nada, no zip, no bang, just a \$45

paper weight. I called Hastings and told them the problem. I said I had no receipt and no box, but asked if I could exchange the broken joystick for one that worked.

On the phone, I was told no problem. If it's an exchange for the exact same thing, bring it in whenever.

A couple of weeks later, I finally had the chance to go to Hastings, and not only did I get a different answer but also a really nice run around.

I arrived at Hastings a little after 1 p.m. on a Saturday; the person behind the customer service desk said the only person who can make the decision is the software person, but she is on break, and can I come back later.

Well, my experience is that a "break" is only 15-20 minutes long, so I tell them I just look around the store for a while since I would rather not make two trips.

Thirty minutes later, I walked back up to the service desk and ask if the software person is back.

The Customer Service Manager tells me that the software person only works Monday through Friday, and I will have to come back then.

After explaining to the manager that I was just told she was here, the manager double checked the schedule and discovered I was right, but the software person was at lunch, not break.

So I left.

I thought that if she went to lunch at 1 p.m. she should be back at 2 p.m., so I called to talk to her (the only person that can help me) and was told she won't be back till 2:30 p.m. (how long of a lunch do they get?)

At 3 p.m., I called back and was put on hold.

Five minutes later someone asks whom I am holding for and puts me back on hold.

Another five minutes or so passes, another person picks up and tells me he doesn't know if she is here but to hold on.

A few minutes later, I hung up and drove to the store. When I arrived the software person doesn't even bother to come to the desk, she calls and says "no."

I know this because she was on the speakerphone.

Usually a "no" answer would not have bothered me but not only was I told "yes" at an earlier date, but I spent three hours running around in circles.

When I asked why I couldn't exchange the joystick, I was told three had been stolen last month and (though they aren't accusing me) their loss prevention people could think I stole the products.

I was then told to try taking it to another popular store, because they have looser return policies.

Since I didn't buy that joystick at the nameless store, exchanging it there would be stealing. I decided not to.

I thought maybe I will get satisfaction from the Hastings 1-800 number, but I only got a machine asking me to leave a message, and they would get back to me as so as possible because they care.

That was almost two weeks ago and still no word from the people who care.

It is nice to think that in this day of competing markets that some companies are willing to employ the old-fashion beliefs of customer service (buyer beware).

David Turner is a senior public relations major from Dallas.

There's only more than a month remaining in the school year.
So don't let the opinions cease.
Write a letter to the editor.
Drop it by 211 journalism or e-mail it to TheUniversityDaily@ttu.edu.

LETTERS TO THE EDITOR

Nurse defends hospital action in emergency room

To the editor: In response to the scathing letter written in regards to the care that was given at UMC ER, I would like to make several remarks. The point of which will be to let students know that there is much about life and professional reputations that you may know little about. I am writing this letter as a nurse who works in UMC ER and more importantly as a Tech student.

First, I am truly sorry for your, shall we say, dissatisfaction with the care that you received from our facility. The so stated "misdiagnosis" of the ACL tear of the knee was totally unfounded. This injury requires minimal swelling to be present and most often a MRI to be properly diagnosed along with evaluation by an orthopedic surgeon. All services are available at UMC but are best utilized in a non-emergent setting, like your family doctor's office.

Second, I am curious to know if your ill friend asked for assistance to walk to the bathroom if he was feeling faint, and were you there to help him? We request that any patient feeling faint or has had a history of a fall ask for assistance before ambulating alone. I am sorry that he chipped his tooth, and the assistance he received after he fell was not what was expected.

Third, I would like to address the advice that was given to our fellow students to seek health care elsewhere for non-penetrating injuries or illness. I have been a nurse for eight years. I've worked in Medical ICU, Trauma ICU at Harris Methodist Fort Worth, and now at UMC ER for the past two years, and this is the hardest working staff I have had the pleasure to work with. In a 24-hour period, we see sometimes in excess of 180 patients and on a "slow" day 120, I'll let you do the math. The patient complaints vary from runny noses, sore throats and vomiting to, as you so aptly stated, "drive-by-shooting," diabetic crisis, hypertensive crisis, cardiopulmonary crisis, heart attacks, miscarriages... shall I go on? We, through all of this chaos, deliver excellent emergency care, attempt to keep a good attitude, and not go completely crazy with stress. One question, have you ever volunteered at a hospital or spent any length of time other than two separate occasions in a hospital? I invite you to do so, even in our ER, and then once again pass judgement on a system of care delivery that you currently know little to nothing about. We are human beings that work here, not trained robots, and we must behave in alignment with our nature. We do things like read or talk to one another to maintain our humanity, not to give the impression that we are lazy or don't care. This is the one thing above all

that patients, their friends and families forget. Once in a while, I invite you to step back from your hard lives and think about what it is that we do in an ER. We provide care to the sick of our community with pride and professionalism and once in a while, we save someone's life. Do you have that type of opportunity in your job/profession? If not, please think and give us the respect and courtesy we so richly deserve, even if it is just once.

Audra Day
senior
microbiology

Many reasons exist for Tech's SGA election voter apathy

To the editor: After reading the letters and editorials over the last few days, I have been prompted to add in my two florins.

First of all, don't say students don't vote in the SGA elections because we don't care. Many of us do care very deeply for the university and what happens to it. It's just that the issues we tend to focus on the most are those that the SGA can't help us with, like golf courses, the rangeland and putting new, unneeded sports complexes ahead of new academic facilities.

Secondly, a lot of people don't vote because they feel that the SGA doesn't listen. Sure, the candidates go to the frat lodges first thing, but in my experience, they really don't make that much of an effort to visit the hundred or so other student organizations. I'm a member of a few of those "other" organizations and president of one, and rarely have I had the pleasure of voicing my opinions to a candidate in any venue, let alone something as formal as a meeting.

Fellow student organization presidents, you know the drill. Every year, we get a call from one or more of the candidates, asking when we meet and if they could come by and speak to the members for a few minutes about their platform. We always accept and pass the word along to our fellow members. The meeting occurs, the members assemble, but where's the candidate? I haven't seen a candidate at an organization meeting since The Mad Hatter ran back in 1993.

Not only do many students feel they aren't being listened to, it seems as though the candidates don't even care to hear what we have to say.

Granted, it might be because of a vicious circle: we don't vote because they don't come by; they don't come by because we don't vote. Still, you think one of them would make an effort. Who knows, they might awaken

the proverbial "sleeping giant."

On the other hand, appealing to the Greeks is easy; the candidates get to be "real" politicians. They can smile, wave, dress up, deliver some cute sound bytes, then walk off with the vote without exerting any real effort. They'd probably get to cut ribbons verbally if they tried that with some of the organizations we've got around here.

David Scott
senior
English

Minister should think about Christian faith

To the editor: Mr. Akins said, "Decide also whether those who have spoken so harshly about us are displaying a Christ-like spirit or a spirit that is more like the religious leaders who criticized and, ultimately, crucified our Lord?" That is a simple decision. I have decided our community's religious leaders have given a great example of a Christ-like spirit.

When Christ came to this Earth and taught His Father's ways, He pointed out the Pharisees were not living and teaching the way God had intended for them. They had distorted God's words and twisted them to mean something other than the truth. When Christ approached them on this issue, they cursed and nailed Him on a cross. Mr. Akins, you are not teaching the word of God. Jesus said, "You will know the truth, and the truth will set you free. (John 8:32)" You have distorted the truth, Mr. Akins, and it has put you in chains. Christ told his people to "beware of false prophets who come to you in sheep's clothing, but inwardly they are ravenous wolves. (Matthew 7:15)"

Followers of Christ in our community will not stand for the perversion of truth. Paul told Christians to "warn a divisive person once, and then warn him a second time. After that, have nothing to do with him. You may be sure that such a man is warped and sinful; he is self-condemned. (Titus 2:10-11)" Mr. Akins, you have been warned. I urge you to repent and meet God for who He really is. When you stand before Christ someday and plead, "Lord... have I not done wonders in your name? (Matthew 7:22)" I pray you do not hear the words, "Depart from me, I knew you not. (Matthew 7:23)"

Damon Kersh
freshmen
management information systems

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Bitter-Sweet 16

Lady Raiders jousted by Scarlet Knight defense

By Brent Dirks
Staff Writer

NORMAL, Ill. — Nothing went normal offensively for the Texas Tech Lady Raiders Saturday. The problem was everything went right for Rutgers. Behind a strangling defensive effort, the Scarlet Knights rolled over the Lady Raiders 53-42 to end Tech's season Saturday night at the NCAA Midwest Regional Tournament semifinal contest at Redbird Arena.

"We're just crushed about the way we played," Tech coach Marsha Sharp said after the contest. "On the defensive end, we played very well. But, we never could get anything to happen offensively. I'm really disappointed for our players because they played so well up to this point. I hated for them to finish it on a night like this."

From the first minutes, the Scarlet Knights, who came in with one of the nation's best defenses, suffocated the Lady Raiders with their defense. Behind four points apiece from



needed to have the ball in their hand for us and made it very difficult for us to find them very good shots. And when we did, I think we were a little frustrated and rushed shots and didn't get anything to happen."

With Tech All-America post Angie Braziel sitting on the bench after two fouls early in the first half, Gibbs seemed to be the only Lady Raider doing anything offensively. The senior finished her final contest with a team-high 12 points while Braziel finished with six points.

Tech only could score six more points from the field and finished behind 25-11 at the end of the first stanza off 4-of-19 shooting from the field.

The 11 points in the half tied an NCAA Tournament record for lowest points in a half set by Southwest Missouri State in a second-round contest against Colorado in 1995.

"I think they were getting out there and denying some passes and really overplaying," Braziel said. "Their defenders were pretty big, so our guards had a hard time getting

the ball into the post. Passing it around the perimeter, they got in there and really ran through some passes and really made it hard to get a shot off."

In the second half, the Scarlet Knights cruised their way to the Midwest Regional final game against No. 1 Purdue today, and the chance to make it to the school's first Final Four. To start the stanza, Tech did try to muster a comeback.

With six points from Gibbs and buckets from Braziel and guard Rene Hanebutt that marked the first points from the field for any starter, the Lady Raiders cut the lead down to 32-21 with 14:34 left in the contest.

"We just stuck to our game plan and tried to get more offense going," Gibbs said. "Our defense was pretty good. Our offense was just lacking."

With seven turnovers in the next eight minutes, the Scarlet Knights went on a 12-2 run to take a 44-23 lead with 6:31 left.

The Lady Raiders once again went cold after the Rutgers run, scoring just nine points in 11 minutes.

seven points.

"It's really frustrating for me," Braziel said.

"I feel that we worked hard to get to this point. We feel like we didn't give 110 percent out on the court. For us to leave in this situation is hard for us. I'm assuming it's hard for everyone knowing how hard we worked to get here and how we performed."

Gibbs said the finish was disappointing.

"Our performance wasn't exactly great," Gibbs said. "I think we were a better team than we were tonight. That's why it's so frustrating."

"I'm really disappointed for our players because they played so well up to this point. I hated for them to finish it on a night like this."

Marsha Sharp
Lady Raider coach

Only two three-pointers by Lady Raider point guard Melinda Schmucker helped Tech surpass the all-time tournament low scoring output of 34 points by Southwest Missouri State in the same 1995 contest.

The 42 points by Tech is tied for the seventh-worst output by a team in tournament history.

Along with Gibbs, Braziel and Hanebutt, senior guard Julie Lake finished their careers with the loss.

Hanebutt, who came in averaging 15 points per game, was stopped cold with two points, shooting 1-of-10 from the field. Lake finished with

two of hurting a little bit, we will realize that this was a positive. We almost took down a team that is undefeated, and I am proud of the way we fought."

"You win some, you lose some," Shupe said.

"That's just the way it goes. We'll be on the other end other times. You know, we'll win like that too. These guys are ranked No. 7 in the nation, and we had them. We were up 3-0. The win definitely would have been huge for us. But, this just shows that we can play with anybody. We can't let this one discourage us."

Tim Siegel, Tech director of tennis, said he was proud of the way his team battled.

"These are usually the most painful losses for the kids," Siegel said of the loss to Baylor.

"They fought so hard, and this obviously would have put us in the top 20. But, the main thing is I was proud of the way we fought. After a day or

Men's tennis nearly stuns undefeated Baylor

By Jeff Keller
Staff Writer

The No. 7 Baylor men's tennis squad escaped Lubbock with a 4-3 win over the Red Raiders on Saturday.

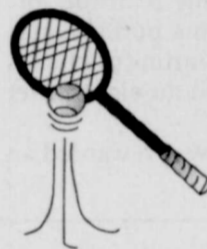
After defeating the Red Raiders (9-5 overall, 2-2 Big 12) earlier in the season 4-0, the Bears struggled with Texas Tech Saturday, but in the end were able to improve their record to 13-0 on the year.

The Red Raiders got out to a quick start in the match by picking up the doubles point, taking two of the three matches in doubles action.

Sophomore Ryan Shupe picked up Tech's first point in singles action when he defeated No. 24-ranked Pawel Gajdzik in straight sets 6-3, 6-3.

Senior Dustin Hawks scored Tech's next point in singles play when he defeated Mark Williams in three sets 6-1, 2-6, 6-4.

Tech was ahead 3-0 and was up a set in three of the four singles



matches after Hawk's victory.

The Red Raiders needed only one more point to pull off the upset, but the last point proved to be an illusive one.

Freshman Jevgenij Cariov dropped his first set with David Hodge, 6-2.

Cariov battled back to take the second set 7-5 but could not complete the comeback as Hodge took the third set 6-1.

Junior Adam Baranowski took his first set against Jorge Aldrete, 6-4.

But, Aldrete took the next two sets 6-3, 6-2 to cut Tech's lead to 3-2.

At the No. 1 position, sophomore Borut Martincevic took a one-set lead over Johann Jooste and led 4-3 in the second set.

But, Jooste battled back to defeat Martincevic in three tough sets 4-6,

6-4, 6-3.

Tech's early 3-0 lead was history, and the match was tied at three with only one match in progress.

Senior Petar Danolic was battling Joey Michalsky, and the match was tied at a set each.

Danolic seemed to have the edge as he broke Michalsky's serve to take a 6-5 lead and was serving for the match.

But, Michalsky broke back to tie the set at 6-6 and force a third set tie-breaker.

Danolic took a 5-4 lead and had two serves to close out the match.

But, Michalsky took the two points from Danolic to lead 6-5 in the

tie-breaker.

Michalsky closed out the match on his next serve to clinch a dramatic come-from-behind win for the Bears.

Baylor coach Matt Knoll said Tech was more prepared for this match than his Bear squad.

"I think anytime you win 4-3, 7-6 in third last match on, I don't know how it could be much of a harder test than that," Knoll said. "We lost five first sets today after losing the doubles point, and that is about as close to losing as you can get. I've got to

take my hat off to Tim Siegel and the Texas Tech team. They came out here better prepared than we were. They

were more together than we were, and they really deserved to win. We just got lucky."

Shupe said the loss was disappointing, but Tech will not be discouraged by it.

"You win some, you lose some," Shupe said.

"That's just the way it goes. We'll be on the other end other times. You know, we'll win like that too. These guys are ranked No. 7 in the nation, and we had them. We were up 3-0. The win definitely would have been huge for us. But, this just shows that we can play with anybody. We can't let this one discourage us."

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Tim Siegel
Tech director of tennis

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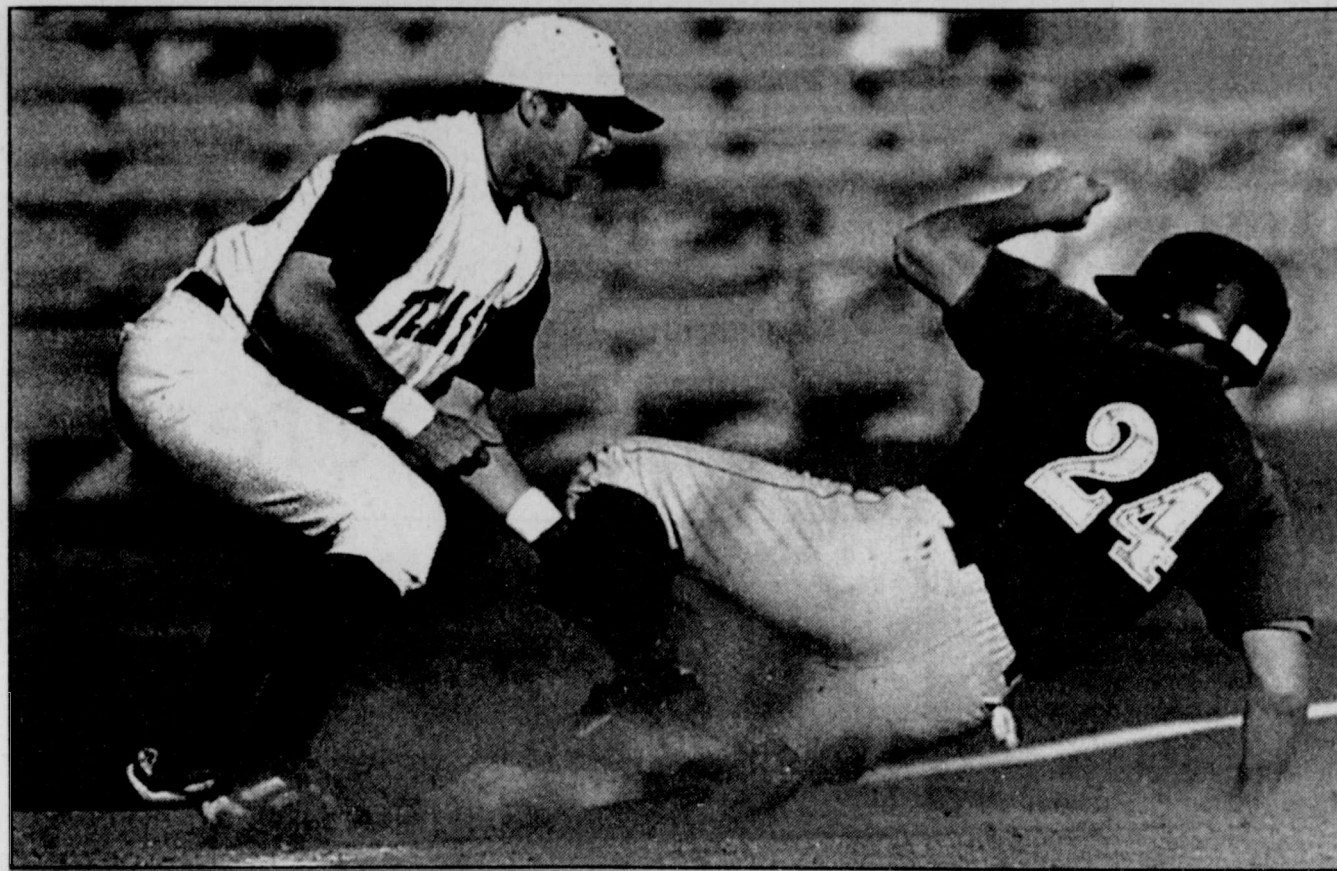
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MALE ROOMMATE wanted. \$225 plus half utilities. Two bedroom duplex. 62nd and University. Smoker, drinker okay. Paul. 791-4657.

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Red Raiders remain perfect at 'the Law'



Wade Kennedy/The University Daily

Winning Ways: The Red Raiders went 7-0 during Spring Break and improved to 23-5 overall, 7-1 in Big 12 play.

By Jason Bernstein
Sports Editor

With wins against four different opponents during Spring Break, the Texas Tech baseball team became the first Big 12 baseball squad to reach the 20-win mark.

Tech (23-5 overall, 7-1 Big 12) swept a three-game series from Texas-Pan American (21-12 overall) over the weekend, culminating with a 16-2 victory Sunday at Dan Law Field.

Starting pitcher Brad Ralston (6-0) tossed 5-2/3 innings of six-hit baseball en route to his sixth win of the season.

Ralston gave up two earned runs while striking out eight Bronco batters.

The Red Raiders provided plenty of offense for Ralston as Tech put a single run on the board in the third inning before plating six runs in the fifth, five in the sixth and two more in the seventh and eighth innings to come away with the win.

Broncos pitcher Scott Green (3-3) gave up seven earned runs in five innings of work while taking the loss against Tech.

Outfielder Jon Weber had six RBIs in the series, including two Sunday to up his team-leading total to 53 on the year.

Weber and the Red Raiders are a perfect 16-0 at Dan Law Field this season and are riding a 22-game

home-winning streak dating back to April of last season.

"We're going to come out here positive and not get too cocky," Weber said.

"It's going to be tough to come in here and beat us at home. You're going to have to be able to play to beat us at 'the Law.'"

The win also gives the Red Raiders 17 wins in their last 18 outings as they are in the midst of a nine-game winning streak.

Tech coach Larry Hays said winning streaks, however, are not the primary issue, considering the constant pressures of winning each ball game one game at a time.

"Really, we don't ever talk about winning streaks," he said.

"We just talk about the game we've got to play. There's enough pressure in baseball that we don't need guys thinking about things like that. We just need to focus on the game. I hope these guys don't start talking about stuff like that."

Included in the winning streak was a two-game sweep against No. 3-ranked Texas A&M on March 14 at Dan Law Field.

Tech downed the Aggies 5-4 in the first game behind a complete game from Shane Wright. He yielded five hits and four runs while walking one and striking out 11 for his fifth win of the season.

Tech scored four runs in the second inning and added another in the seventh to hold on for the one-run victory.

The second game featured another complete game performance from a Red Raider starting pitcher as Kevin Tracey tossed an eight-hitter for the win.

Tracey's efforts were rewarded on

the offensive end as Tech scored three runs in the first inning and never looked back in the 9-1 win over the Aggies.

Aggie All-America hurler Casey Fossum was saddled with the loss and dropped to 4-3 on the season.

With the sweep, Tech moves ahead of the Aggies for second place in the Big 12 Conference, 1/2 game behind Texas.

"It's going to be tough to come in here and beat us at home."

Jon Weber
Tech outfielder

"We've just got to keep us in position to play well," Hays said after Sunday's win against Texas-Pan American. "We've still got to get better and make some improvements. We need to hit better and get it going."

In Sunday's win, designated hitter Miles Durham connected for his fifth home run of the season and his second in as many days.

Durham's fifth-inning grand slam helped propel the Red Raiders to another home victory.

"This is a good win for us," Durham said.

"It doesn't matter who it is against. They (Texas-Pan American) are a good team. It's good to stay on track at home. We have a thing that no one comes in at 'the Law' and that has to be our mentality. This is our home field, and our fans are here. If we get the reputation of letting teams come in here and beat us, that's a big negative."

Durham and the Red Raiders will gear up for the final game of the homestand at 7 p.m. Tuesday against West Texas A&M.

Tech downed the Buffaloes 5-1 on March 16 at Dan Law Field.

The Red Raiders resume conference play next weekend with a three-game set at Baylor starting at 2 p.m. on Friday.

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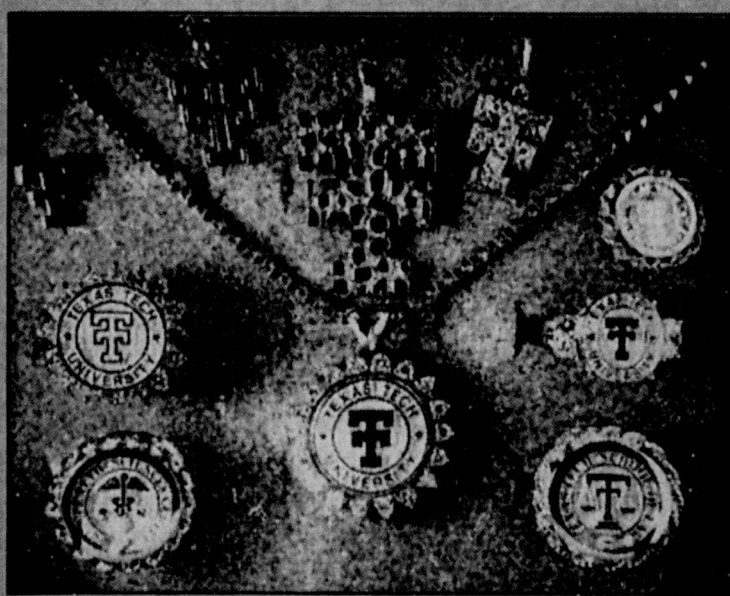
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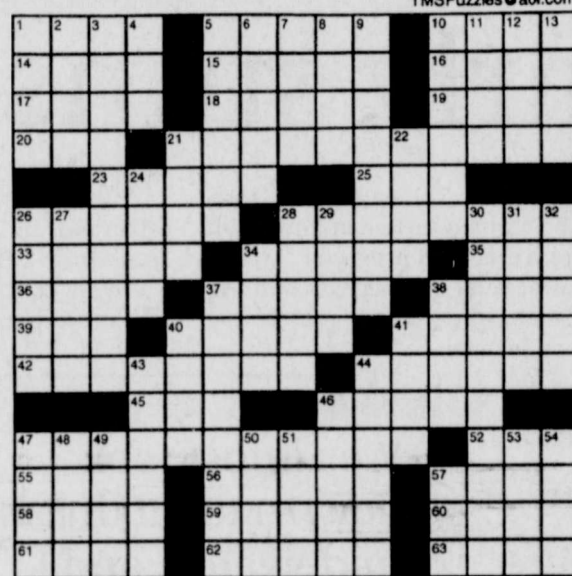
Layaway or in store financing

The annual Red-Black spring football game kicks off at 10 a.m. Saturday at Jones Stadium.

The Red Raiders open the regular season on the road at Arizona State on Sept. 4.

THE Daily Crossword Edited by Wayne Robert Williams

- ACROSS**
- Tennis zero
 - Banjo beat
 - Scheme
 - OPEC member
 - Jungle vine
 - Change the decor
 - Author Ayn
 - Dine at home
 - Garden of
 - Mr. Baba
 - Inn in the East
 - Vase on a pedestal
 - Gain a lap?
 - Ambush
 - Invent
 - Guaranteed to get
 - Stiff bristles
 - Chopping tool
 - Game played with 32 cards
 - Burrowing animals
 - Machu Picchu honcho
 - Whitney known for his gin
 - West Coast capital
 - Sample house
 - Out of one's mind
 - Spur wheels
 - Danish
 - Power option
 - Of the Gospels
 - Night flyer
 - Sewer segment
 - Tex-Mex order
 - Foch or Simone
 - At any time
 - Unmoving
 - Israeli carrier
 - Listening devices
 - Surrenders by treaty
 - Diminutive ending



By Florence C. Adler
Chelmsford, MA

Friday's Puzzle Solved



- DOWN**
- Bologna money
 - Spoken
 - Thackeray novel
 - Final one
 - Disreputable
 - Crownlet
 - Pro (in proportion)
 - Part of UNLV
 - Bull Run by another name
 - Magic word
 - Castor and Pollux's mother
 - River to the Baltic
 - Curtis or Danza
 - Russian ruler
 - Riviera city
 - Oodles
 - up (got informed)
 - Leg joint
 - Removed text
 - Object
 - Nashville sch.
 - Surpass
 - Brazilian money
 - One-and-only
 - Attractive?
 - Heart of the Corn Belt
 - Close-fitting

- Defoe's
- Flanders
- Doubleday and others
- Cooks with dry heat
- Twenty
- Alternative to a saber
- "... Zapatal"
- Impersonator
- Lois of the "Daily Planet"
- Frosted
- Art school subj.
- Piece of gossip
- Born in Bordeaux

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STAT.	KTXT	KCBD	KLBK	KUPT	KAMC	KJTV
CHAN.	5	11	13	22	23	24
AFFIL.	PBS	NBC	CBS	UPN	ABC	FOX
CITY	Lubbock	Lubbock	Lubbock	Lubbock	Lubbock	Lubbock
7:00	Bloomberg Body Elec.	Today Show	News	Shop @ Home	Good Morning	Magic Bus
8:00	Sesame Street				America	Doug Ducktales
9:00	Mr. Rogers Barney	Martha Stewart	Sally Jessy Raphael	K. Copeland Match Game	Regis & Kathie Lee	Howie Mandel
10:00	Teletubbies	Sunset Beach	Price is Right	Dating Game	View	Donny & Marie
11:00	Zoboomafoo	Leeza	Young & the Restless	Forgive Or Forget	All My Children	People Court
12:00	Shortcut	News	News	Ricki Lake	ABC News	Mills Lane
1:00	Comp. Chron.	Lives Another	As the World Turns	Paid Program	One Life to Live	Matlock
2:00	T. Tigboat	World Hynd Square	Guiding Light	Mr. Cooper	General Hospital	Nanny
3:00	Arthur	Rosie O'Donnell	Roseanne	Marlin LAPD	Maury Povich	Spiderman Hercules
4:00	Zoom	Oprah Winfrey	Jeopardy Seinfeld	E.T. Real TV	Montel Williams	P.R. Space Myst. Knight
5:00	R. Rainbow	NBC News	NBC News	Jerry Springer	News MASH	Sis/Sister Grace/Fire
6:00	NewsHour	News Extra	W/fortune	Judge Judy	News ABC News	Home Impr. Simpsons
7:00	Antiques Roadshow	Sud/Susan Caroline PG	Cosby PG	Dilbert Redhanded	20/20	Road to Fame
8:00	American Experience	Law & Order TV14	Raymond Becker	Sentinel	ABC Movie "Mind Prey"	Aly McBeal
9:00	Exodus 1947	Dalaine	L.A. Doctors	Ricki Lake		Cops
10:00	Nightly Bus.	News Tonight Show	News David	Mills Lane Joe Brown	News MASH	Fraser Cheers
11:00	Conan	Letterman Tom Snyder	Hard Copy Real TV	Nightline MadYou		Jerry Springer
12:00	O'Brien Later		Paid Program	Shop @ Home	Incorrect Access	Newsradio Paid Program

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