

The Luna Light



*“The People’s College”
Becoming The Premier Rural Community College in America*

Volume 3 Issue 44

Oct. 25-Oct. 31, 2010

LCC Student Senate Elections to be held this Thursday, Friday

By Mike Adams

I would first like to thank all the Luna Community College staff and faculty for all the help I have received for the student government elections. During the process of the elections it was decided to move the voting forward a week to give all the high schools an opportunity to also have time for representation.

The LCC Dual Credit/Concurrent Orientation was just last weekend so the elections



Mike Adams, advisor

were moved to the following days—Thursday, Oct. 28 and Friday, Oct. 29.

Voting can be done online with a valid student log on password and ID. We will also have a voting booth in the administration building reception area.

Applications and more information can be found at the following link: <http://www.luna.edu/event/132/>

Every student has a voice!



Luna Community College nursing student Melissa Trujillo (in yellow) gets interviewed by Chris Schueler of Christopher Productions. Christopher Productions was at the college last Thursday working on a statewide image video for community colleges. While they were here, they took clips of students, staff, faculty and the administration. For more photos, see page 10.

LCC Customer Service Seminar on Thursday

Greg Barbee, an instructional designer/trainer for Los Alamos National Labs, will be conducting a customer service seminar for Luna Community College



Greg Barbee

employees on Thursday, Oct. 28. He will have three sessions: 8 a.m.; 10:30 a.m. and 1:30 p.m. Each session is scheduled for two hours.

Barbee has an extensive background in managerial organizational development/human performance training, broadcast journalism and video production.

The seminar is co-sponsored by the LCC Small Business Development Center.

LCC: “The People’s College”



CRITERIA FOR ACCREDITATION

CRITERION ONE: MISSION & INTEGRITY

The organization operates with integrity to ensure the fulfillment of its mission through structures and processes that involve the board, administration, faculty, staff and students.

CRITERION TWO: PREPARING FOR THE FUTURE

The organization's allocation of resources and its processes for evaluation and planning demonstrate its capacity to fulfill its mission, improve the quality of its education, and respond to future challenges and opportunities.

CRITERION THREE: STUDENT LEARNING & EFFECTIVE TEACHING

The organization provides evidence of student learning and teaching effectiveness that demonstrates it is fulfilling its educational mission.

CRITERION FOUR: ACQUISITION, DISCOVERY, & APPLICATION OF KNOWLEDGE

The organization promotes a life of learning for its faculty, administration, staff, and students by fostering and supporting inquiry, creativity, practice, and social responsibility in ways consistent with its mission.

CRITERION FIVE: ENGAGEMENT & SERVICE

As called for by its mission, the organization identifies its constituencies and serves them in ways both value.

GO Bond B

2010 GO Bond B Distribution Estimates

If passed, San Miguel, Mora, and Harding libraries would receive a total of **\$176, 045.89**

NMHU Main	\$59, 369.58	Pecos Independent Schools	\$ 6,672.56
Luna CC	\$19, 651.68	Roy Municipal Schools	\$ 4, 057.33
Carnegie Public Library	\$28, 589.93	Wagon Mound Public Schools	\$ 4, 131.03
Las Vegas City Public Schools	\$18,040.19	West Las Vegas Public Schools	\$19, 783.24
Mora Independent Schools	\$ 8,553.81	Rio Gallinas School	\$3, 159.69
Mosquero Municipal Schools	\$ 4, 036.85		

GO BOND "B" is for Libraries November 2, 2010

Luna CC speaks out

If you could vacation anywhere in the world, where would you go?



Carlos Salvidar
Auto Mechanics

“Hawaii. I like islands and I’ve never been to an island before. It would be cool place to visit.”



Gabriel Aldana
Auto Mechanics

“Mexico City. Most of my family lives over there and it’s a pretty cool place.”



Michelle Davis
Nursing

“Albuquerque. This is where my family is and I don’t get to see them that often anymore.”



Pete Olivas
Building Technologies

“California. I have a lot of family over there and of course, the beaches. There’s a lot of beautiful people and weather in California.”



Luna Community College Title V Director Lorraine Martinez gives a presentation during a Leadership Team Meeting last Monday. Pictured clockwise are: Patricia Romero, Gene Trujillo, Lawrence Quintana, Ron Gonzales, Martinez, Don Bustos, Freddie Carrillo, Donna Flores-Medina and Nazario Maestas. The president will continue to invite individuals from various departments to these meetings.

Good customer service pays off

By Melissa Gold

Customer service pays off in higher profits. Your entire staff should be aware that it is the customer who provides the money to meet payroll and pay for future salary increases. Remember, there is no way that the quality of customer service can exceed the quality of the people who provide it. Think you can get by paying the lowest wage, giving the fewest of benefits, doing the least training for your employees? It will show. Companies don't help customers... people do.

Good customer service is the lifeblood of any business. The essence of good customer service is forming a relationship with customers – a relationship that individual customer feels he would like to pursue. It is about bringing customers back and about sending them away happy enough to send positive feedback to others.

How do you go about forming such a relationship? By remembering the one true secret of good customer service and acting accordingly; “You will be judged by what you do, not what you say.”

5 Things Customers Want

1. To know how your service can make their life better. What problems can be solved, dissolved, or removed by working with you.
2. To be able to learn more about your service and what it takes to work with you without jumping through lots of hoops.
3. To know you and your services are a good fit.
4. To take a test drive without fearing the hard sells.

To compensate you for the services you deliver so they needn't feel obliged and they can feel good about asking for more.

5 Things You Should Always Do

1) Answer your phone.

Make sure that the phone is answered by the second ring and that they are speaking to a live person. Get call forwarding, or an answering service. Hire staff if you need to. But make sure that someone is picking up the phone when someone calls your business. (Notice I say “someone.” People who call want to talk to a live person, not a “fake recorded robot”.)

2) Always Keep Your Promises

If your advertising next day delivery, you need to make sure that is exactly what the customer is getting. Think before you give any promise – because nothing annoys customers more than a broken one.

3) Listen to your customers.

Is there anything more exasperating than telling someone what you want or what your problem is and then discovering that that person hasn't been paying attention and needs to have it explained again? From a customer's point of view, I doubt it. (We have enough of that from our teens at home right?) Let your customer talk and show him that you are listening by making the appropriate responses, such as suggesting how to solve the problem.

4) Deal with complaints.

No one likes hearing complaints, and many of us have developed a reflex shrug, saying, “You can't please all the people all the time.” Maybe not, but if you give the complaint your attention, you may be able to

please this one person this one time - and position your business to reap the benefits of good customer service.

5) Train your staff to be ALWAYS helpful, courteous, and knowledgeable.

Do it yourself or hire someone to train them. Talk to them about good customer service and what it is (and isn't) regularly. Being helpful will mean taking that extra step. For instance if a student comes into your office asking for directions to a class, go that extra mile and walk them to that class. Most importantly, give every member of your staff enough information and power to make those small customer-pleasing decisions, so he never has to say, “I don't know, but so-and-so will be back at...”

The recession has forced most of us to rethink our business strategy and especially when it comes to customer service. There's nothing like a recession to drive companies to new heights of customer service. After all, when every customer becomes precious, it becomes more important than ever to keep the ones you have happy. But why stop when the recession is over? Good customer service just makes good business sense.

For **FREE** business assistance please call the Luna Community College Small Business Development Center at 454-2582 or 1-800-588-7232 ext. 1759. The LCC SBDC offers free counseling, workshops for little to no cost and also can be used as a resource link for existing and potential small businesses. For an up to date listing of all SBDC training events visit the NMSBDC web page @ www.nmsbdc.org/lasvegas

Weekly activities

Monday, Oct. 25, 2010

8:00 a.m. – 5:00 p.m. NAR Code of Ethics/ Rules of Real Estate Commission/Spons: LV Board of Realtors (Student Services/Conf. Room)

5:00 p.m. – 9:00 p.m. Drug & Alcohol Prevention Class (General Studies/Rm. 108)

Tuesday, Oct. 26, 2010

8:00 a.m. – 5:00 p.m. NMLTAP Training – The Basics Good Gravel Road/Spons: NMDOT-NMLTAP (Student Services/Conf. Room)

9:30 a.m. – 4:30 p.m. NM State Mandated Training/Spons: Citizens Dev.Disabled (LRC/Lecture Hall)

5:00 p.m. – 9:00 p.m. Drug & Alcohol Prevention Class (General Studies/Rm. 108)

Wednesday, Oct. 27, 2010

8:00 a.m. – 5:00 p.m. NMLTAP Training – The Basics Good Gravel Road/Spons:NMDOT-NMLTAP (Student Services/Conf. Room)

5:00 p.m. – 9:00 p.m. Drug & Alcohol Prevention Class (General Studies/Rm. 108)

Thursday, Oct. 28, 2010

8:00 a.m. – 3:30 p.m. Customer Service Training/ Spons: SBDC (LRC/Lect. Hall)

5:00 p.m. – 9:00 p.m. Drug & Alcohol Prevention Class (General Studies/Rm. 108)

Friday, Oct. 29, 2010

5:00 p.m. – 9:00 p.m. Drug & Alcohol Prevention Class (General Studies/Rm. 108)

6:00 p.m. – 8:30 p.m. Noches de Familia Activity (IPC/Cafeteria)

Saturday, Oct. 30, 2010

12:30 p.m. – 3:00 p.m. Tri-County Farmers Market General Meeting (IPC/Café)

Luna CC never ceases to surprise me

By Jesse Gallegos
*A Different
Perspective*

Most people probably don't know who Ky Baeza is. But after reading this most people may want to get to know him.

No Baeza did not save a life. He did not visit the elderly in the hospital or pay someone's heating bill for the winter. Surprisingly, it's something to do with two of the simplest foods known to us—bologna and bread.

People have often said that nice guys sometimes finish last. Although that may be true in theory, Baeza, a nice guy, did something small in the eyes of the world, but large in the eyes of his former baseball teammates at Luna Community College.

Baeza, a sophomore from Deming, because of unforeseen circumstances, left the team recently because he will have to transfer out of LCC to be closer to home. He will be attending New Mexico State University in the spring.

Instead of feeling bitter and jealous toward leaving his college baseball dream behind, just like when he was playing for the rough Riders, Baeza lifted the spirits of the team.

On Sunday, Oct. 17 while the Rough Riders were playing NMMI, Baeza went to Wal-Mart bought two loaves of wheat bread, two jumbo packets of bologna and some single slices of cheese and took it the dugout



Ky Baeza
Did something nice for ex-teammates

where the guys enjoyed a simple meal in the ninth inning of a scheduled 18-inning game.

"It surprised us. We didn't expect to eat lunch that day and all of a sudden there is bologna and bread in our dugout. Everybody ate. Everybody liked it," said Michael Ormseth a pitcher from Las Cruces.

On a side note, the Rough Riders went on to beat NMMI.

"Even if I can't be there, I still want to support them. I left before the game ended but I think the guys finished all the food. I saw a couple of guys with a double stack of bologna. A lot of the guys thanked me. They all had smiles on their faces," recalls Baeza.

Baeza was looking forward to playing his last year for the Rough Riders. But it's not going to be.

"I like Luna Community College. I got comfortable here, but I'm really going to miss my teammates," said Baeza. "I'm not an angel or anything, I've been blessed."

At LCC, Baeza is majoring in criminal justice and is a member of LCC's Phi Theta Kappa organization.

When asked for a final comment Baeza said he has always lived by this quote: "When your body is tired exercise your mind."

"This can go any way," says Baeza. "It doesn't necessary mean physically. Your mind is a very powerful component."

Another quote Baeza goes by is, "God will never give you more than you can't handle."

Baeza said that this is self explanatory.

"I have to go back home now. I could have stayed on the team for the fall season, but I have my mind focused on other things. I hope someone else benefits from my scholarship," said Baeza.

Bologna and bread—one small step for man. Perhaps it was one giant leap for mankind.

Girl Scouts need you.....

Girl Scouts is a volunteer driven organization that provides pro-

grams and activities that help girls develop the courage, confidence and character to become future community leaders. The Girl Scouts of New Mexico Trails is constantly looking for volunteers willing to make a difference in girls' lives. Volunteer opportunities from being a troop leader, to assisting in troop activities to providing Spanish translation are available. To learn more or become a volunteer please contact Loretta Armijo at: 505-983-6339 ext. 12 or larmijo@gs-nmtrails.org

LCC: "The People's College"

What is a role model?

Above all, a person should be a great human being



Henry Sanchez

Growing up most athletes have their heroes or role models. My role model and hero was Toby Roybal from Santa Fe. Toby Roybal died from lymphatic cancer on July 11, 1962 at the young age of 30.

Let me tell you a few things about my role model. Toby's father Celestino died when he was 13, leaving his wife Ruth and seven children on earth. This made Toby, as his brother Lenny recalls, the father of the family.

Toby was a great athlete at Santa Fe High from 1948-50 where he played football (he was a great place kicker and receiver), basketball, track and field (he high jumped 6-4) and baseball (he played pitcher and outfielder). In his senior year he was an all-state basketball player and made the North/South All-Star game.

In 1950 he was recruited to the University of New Mexico by Coach Woodrow Clements to play basketball. (We must remember that he played in an era of no shot clock, no 3-point shot and no bonus free throws which make his records that much more outstanding).

He was a guard in a 6-2 muscular body with great jumping ability. The terms often used to describe his style of play were smooth, slick high-wire moves and just plain awesome.

He is the first player in UNM history to average 20 points per game for a season (he averaged 20.4).

In 1956 he scored a school-record 45 points against Montana in the old Carlisle Gym. (I count this as one of my highlights, because I was there that night in the stands). It took until 1977 when Marvin Johnson scored 46 points against Kentucky State for the record to be broken. The irony was that Toby's daughter Laura was in the stands at The Pit because she was a student and tennis player at UNM. In 1978 against Colorado State, Marvin Johnson scored 50 points which is the record.

Following graduation from UNM, in 1956 Toby was drafted by the New York Knicks from the NBA in the third round. He followed his heart and ambition which had always been to come back and coach/teach the children in Santa Fe so he didn't accept the opportunity to play for the Knicks. Instead he accepted a position to teach and coach at Young Junior High in the field of physical education and math.

He married the love of his life Dixie Lee whom he met at UNM. They had three children, Laura, Larry and Leslie.

Toby Roybal is one if not the best of New Mexico's greatest Hispanic sports heroes.

I feel my role model was truly a great one. He was a great athlete, family man, teacher/coach and above all a great human being who never stopped giving. Toby Roybal is gone, but not forgotten.

The following is a brief history of some of his athletic accomplishments and honors.

- 1948-50 A great student-athlete at Santa Fe High School

- 1950 Chosen to play in North/South All-Star Game

(recruited by coach Woodrow Clements).

- 1952-53 Played for UNM (averaged 12.6 points per game)

- 1953-54 Played for UNM (averaged 16.7 points per game)

Chosen to the All-Skyline Conference Team

- 1954 Joined the service—received an honorable discharge to come home and take care of his family

- 1955-56 Returned to UNM (averaged 20.4 points per game) Selected to All-Skyline Team and All-American Team.

- 1956 Drafted by NBA—New York Knicks (First UNM player ever drafted)

- 1958 Played pro ball for a team in Vera Cruz, Mexico

- 1959 Helped get the Santa Fe Fall staffers to the National AAU Tourney

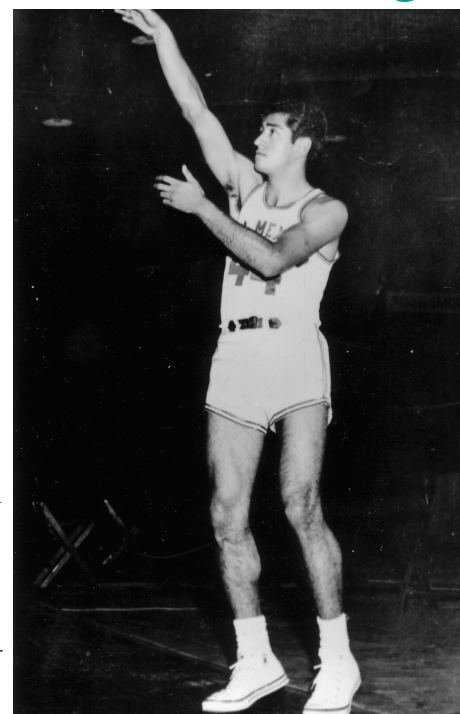
- 1962 Died on July 11, 1962 at the age of 30

- 1977 Santa Fe High named their new gym after Toby Roybal

- 1984 Inducted into Albuquerque Hall of Fame

- 1995 Inducted into UNM Hall of Honor

- 2006 On an online fan poll Toby Roybal voted greatest Lobo.



Toby Roybal

Sanchez is former National High School Basketball Coach of the Year and has over 700 wins. He coached at Our Lady of Sorrows High, Bernalillo High, Highlands University and Robertson High. He also served three terms as the mayor of Las Vegas. He currently teaches sports performance at Luna Community College.



TO RECEIVE \$5,000,000.00 FROM EDUCATION BOND D

Voters Can Support Education and Improve the Aging Infrastructure of New Mexico's Colleges and Universities on November 2

Las Vegas, N.M. – During this year's general election on November 2, New Mexican voters will have an opportunity to positively impact education and the economy of our state by supporting **Education Bond D**. Under this bond, **Luna Community College** is slated to receive **\$5,000,000.00** for much needed capital improvements.

The General Obligation Bond for Education also known as Bond D is placed on the ballot by the New Mexico State Legislature every two years. The 2010 cycle proposes allocating \$155.2 million in funding for capital improvements at the institutions of higher education and constitutional special schools throughout New Mexico if passed.

With the passage of Bond D, capital improvements slated for **Luna Community College** will include: renovations of the Vocational Programs Complex which include the following buildings on the main campus in Las Vegas, New Mexico.



For more information about Education Bond D visit

www.EducationinNewMexico.com

A closer look at your Rough Riders

This is the second in a series of taking a closer look at your Luna Community College softball and baseball players.

Name: Michael Ormseth

Nickname: Ormy

Position: Pitcher

Major: Business Administration

Classification: Sophomore

Hometown: Las Cruces

High School: Mayfield High

Previous college (if applicable): Luna CC

Parents and family: Mickey, Cindy, Chelsie, Amanda

Favorite movie, why? Happy Gilmore, because Adam Sandler is one of the funniest guys ever,

And the movie is hilarious. I know almost every word in it.

If you could trade places for a day with someone who would it be and why? I would trade places with the president because I want to see how it feels to run the country.



Michael Ormseth

How important is academics to you? Academics are important to me because in order to succeed in life you must get good grades. Also bad grades can stop you from going to the next level.

Plans after graduation: I'm going to New Mexico State University on a baseball scholarship.

What is on your bucket list? One of the things on my bucket list is to go hunting and fishing in Alaska.

Favorite food, why? Pizza, because it never gets old. I could live off of it if I had to.

Favorite pro athlete: Roy Holladay

What would you like to contribute to society? I would like to contribute my time to helping the little ones learn how to play baseball. I think I would be making a huge impact on their life.

Whom do you admire the most and why?

I admire both my mom and dad because with out them I would not have been able to come play baseball up here. They have always been there for me when I needed them most. Without them I who knows where I could have ended up.



Luna Community College students Ralph Gallegos (right) and Joseph Quintana began site layout procedures for new teaching module home to be built at the Trades Department. Instructor Joseph Montoya is teaching students correct procedures for this type of work.

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LCC hoping to work closely with BHI



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New Mexico Gov. Bill Richardson, pictured eighth from the left, is shown here with other officials breaking ground for the New Mexico Behavioral Health Care Institute Long Term Care Facility. Pictured at left is Gov. Richardson with BHI Executive Administrator Dr. Troy Jones. The bottom photo shows the many people who took part in the ceremony. Luna Community College is looking at providing classes in several areas for BHI employees.

LCC and the statewide image video



Pictured clockwise are: Christopher Production's Dave Renner, Randy McComas and Chris Schueler interviewing LCC President Dr. Pete Campos; Schuler and Renner share a light moment with LCC Business and Professional Studies Director Renee Garcia; LCC student Karla Garcia gets ready for an interview and media arts students get taped at the LCC Recording Studio.