

Interview with graduate with successful business

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We're going into medium and small-sized companies, and we're going to take their employees that are onsite and lease them back to the client company, because the client's expertise is whatever they went into business for. They are not the human resource experts: we are.

The young man I recently hired is a labor lawyer. We must have a lawyer on staff to be able to understand liabilities, to make sure that we're on top of all the new benefits and everything like that. We will be the experts.

We will be the human resource arm in these companies. That's what will be happening even more so than staffing. I see that this type of

operation will be in place 10 to 15 years from now. Thereafter, the workforce will change again. Now, the number for that: I project that within the next 3 years we will have 7000 employees.

RB: Are you ready for that?

SC: I don't know whether I am or not, but I'm preparing for it. We're doing all the things that we need to do. In fact, this file right here on my desk has started the new PEO division.

RB: PEO?

SC: PEO stands for Professional Employer Organization. We will be the employer more so than we've ever been before. Those numbers are phenomenal. The revenues that come along with them will be . . . well, I mean, I can say \$50 million plus.

RB: That's an impressive figure.

SC: It is.

RB: What are the three most important qualities you seek in a full-time staffer?

SC: That they are motivated, they're creative, and they are directed and caring. I have to have someone who is motivated and who can affect the bottom line.

Remember what I said about core employees equaling 50 percent of a company's workforce? Those people are the ones who companies are going to look at to affect the bottom line. We redirect all of our core staff to affect the bottom line in many ways.

They have goals they have to meet, things they have to do, a process by which they handle a client company, a process by which they handle a staffing employee. I've had to restructure all this.

No longer can a person be hired, come in, do a job, and go home. That is no longer the case for a company, a college, a university, a church or whatever.

RB: To what factors do you attribute the success of your business? And I realize these questions may overlap a bit.

SC: The way that we handle our temporary staffers as far as letting them know that we care about them. The way that we're not just sending a person in. We make sure that we pre-screen temporary staffers. We pre-train them, if need be, so that they are proficient in what they do and can do a good job for the client company.

We are taking into consideration all the attributes to make that triangle with the staffing employee, Executive Staffing, and the client company a success. We are not just groping in the dark, because temporary agencies have the reputation, still, of having second-class individuals. I've shown that makes no sense, and that we're not doing that.

Client companies say, "Gee, that person is wonderful. Can we hire her?" We're delighted that the individual who came to us can be not only our core staffing employee—that they follow the guidelines that we put in place—but they eventually can be the core employee of the client company that they go to. But, the decision is left up to that person. We put all factors in place to make the relationship successful.

RB: What is the outlook for temporary staffing services in the immediate future? And you've mentioned the new trend in leasing employees.

SC: Temporary agencies that have been in business since the mid-1970s . . . they're going to have to change their paradigms. They're going to have to care more about their client companies. The figures are there.

For instance, the leasing industry today does \$13 billion in revenue. By the year 2005, we're looking at \$185 billion. So, the projections are there. We know what's coming, and

we've got to be ready to put it in place.

If you can't change, your temporary agency is going to fall by the wayside. It has been 3 years now that we have been in the process of moving into staffing and out of just temporary agencies and moving into leasing also.

RB: Okay. From your perspective as a corporate executive, what advice would you give a new Chowan College graduate seeking his or her first job?

SC: They've got to know, first of all, and have prepared for what it is that they're going to look for as a first job, that's the first thing. They've got to know what that degree—whether the major is business, psychology or whatever—means for them in the next 10 years, and that they not just go to college.

A student should work in a co-op job in her field, so that she can have an edge when someone like me or someone like my staff looks at her resume. A student should not just go to college but also gain practical experience in a career field. It makes a difference.

I mean, I don't like picking up a resume and seeing that you were a lifeguard, or that you worked as a bartender, or you were a baby-sitter, or that you went to camp and did whatever. Sure, students need to do some of those things, yet put them in perspective of how they're going to affect a career.

RB: That's good to hear considering the fact that Chowan's emphasizing internships now more than ever before.

SC: Oh yes.

RB: I think internships will be a big part of Chowan's curriculum going forward.

SC: They have to be.

RB: Our students will appreciate hearing that. How did you learn about Jefferson-Pilot Life Insurance Company's charitable gift policy?

SC: I had a neighbor who was at my beach house, and he had talked to me about charitable giving, and I had told him that at some point in time I would like to start something for Chowan. He talked to me about several avenues to take, and then he approached me—I guess over a year ago—about this particular avenue.

From what I understand, Jefferson-Pilot is the pioneer in this area. I like the policy. I can give a life insurance policy, but the college has the option to take money out of it after two years. That can also give Chowan some immediate assistance in some ways.

If we have a number of people who participate in this, the policies would benefit Chowan in a couple of years.

RB: What prompted you to make the substantial gift of a \$500,000 life insurance policy to Chowan College at this particular point in time?

SC: My company has afforded me the opportunity to do that. I'm not the kind of person who wants to keep it all in one place or use it myself. I have certainly done that, as far as utilizing it myself.

But there again, it comes back to my line of what I say: I want to make a difference. I want to affect someone else and not just myself.

RB: That eastern Carolina upbringing.

SC: Well, I sure hope there are a lot of people in eastern North Carolina who will listen to this, who have means by which they can do this now instead of holding onto it thinking, "Well, one day I may need this." The more you give, the more you'll receive back.

RB: That's very true.

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In the Department of Fine Arts . . .

Warren named artist-in-residence

Fan Warren of Chicago, Illinois, is the artist-in-residence in the department of visual arts. She received the B.F.A. in printmaking and painting from Illinois State University and the M.F.A. in painting and sculpture from the Chicago School of the Art Institute. "The visiting artist residency is how artists get jobs and become known," Warren stated. She believes that the "small, intimate environment" at Chowan is beneficial to students. "I went to a big university so I can see that intimacy is very important," explained Warren.

When questioned about her first impression of Chowan, Warren responded, "The campus was really large and beautiful for a small college." While at Chowan, Warren will be teaching a sculpture class. She hopes to "introduce students to a variety of ideas about art; with art, there is more ways than one." Warren enjoys foreign films and growing herbs and cacti.



Fan Warren

McCullough to teach design courses

"My job as an educator is to get these kids prepared for the real world," explained Harriet McCullough, new assistant fine arts professor. McCullough believes that technology is a great means to manipulate designs, but "it's the mind that creates the art." When asked about her first impression of Chowan, McCullough said, "It was a long way from Norfolk."

She and her husband, Robert, who also teaches, reside in Norfolk with their two children, Karen, 13, and Rachel, 13 months.

For seven years, McCullough worked as a dental assistant but decided to return to school to fulfill her first love, art. She earned a B.F.A. from Old Dominion University in 1991 and an M.F.A. from Norfolk State University and ODU in 1994. She has worked part-time for ODU, Tidewater Community College and Virginia Governor's School for the Arts. Aside from art, McCullough enjoys gardening, working in her yard and photography.



Harriet McCullough

Jones appointed language professor

Haydn Tiago Jones will serve as the new foreign language professor in the department of language and literature. He, and his wife, Karen, with their two children, Josefina, 3, and Tristan, 1, lived in Portugal, where Jones taught before coming to Chowan.

Jones received the B.A. at Indiana University, the M.A. at UNC at Chapel Hill, and is within a year of defending his dissertation in romantic languages. Jones was impressed with the facilities and the atmosphere of Chowan. "It reminds me of a small Chapel Hill," Jones stated. He first visited campus with his father-in-law, a professor at Louisiana State University. They both were impressed with the college, the historic district, and the charm of the Old South.

"I like the fact that teaching is emphasized here and research is not as important," Jones added. He finds the environment pleasant and students more intimate with professors. Outside of work, he enjoys soccer, walking, swimming and spending time with his family.



Haydn Jones

Dr. Justice adjunct professor in science

"As a professor, my greatest responsibility is to give students a realistic impression of how science is conducted and how science progresses," says Dr. Michael Justice, who will serve as a part-time professor in the Department of Science. A native of Boston, MA, he received his B.A. from the University of Massachusetts in 1990 and his M.A. from the University of North Carolina at Greensboro in 1993 and his Ph.D., also from UNC-G, in 1996. He and his wife, Theresa Justice, professor of psychology, enjoy bird watching and psychology. Dr. Justice states that he also collects coins. The couple enjoys the small town atmosphere and the low cost of living.



Dr. Michael Justice