

The Daily Tar Heel

ACC shots
Pictures from the Atlantic Coast Conference tournament are on page 5.

Wet back

Periods of rain today. High, upper 50s. Low, near 50.

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ARA Services looking for improvements

Editor's note: This is the first of three articles analyzing problems facing the food service at Carolina.

By CHIP WILSON
Staff Writer

For Pine Room cashier Evelyn Faise, the gripping customer was typical. On a recent Saturday night at the ARA-operated facility, the complaint centered on a pint of milk.

"This is 10 cents more than they sell it for downtown," the customer said. "It's just too much."
"Well, ours tastes better," Faise answered, without losing her smile.

Recent surveys indicate that student dissatisfaction with ARA Services, the firm operating the Pine Room, Chase and the Fast Break food facilities, has spread beyond disputes over milk prices. Only 15 percent of students enrolled at UNC-CH eat at the three ARA facilities on a regular basis, resulting in extensive financial losses for the food service. Howard Southerland, who directs ARA operations at the University, refused to give the exact amount the food service lost in 1980-81, its first year of operation, saying only it was "over \$50,000."

But *The Daily Tar Heel* later learned that ARA lost about \$250,000 in the 1980-81 academic year. For 1981-82, however, ARA regional supervisor Hoyt Taylor said losses should be "roughly half of that."

Taylor said the first-year deficit stemmed from cost associated with beginning a new operation, such as installation of a meal card validation system and personnel changes. But he said he and

other ARA officials didn't expect the \$250,000 loss.

During the first year, ARA lost money at all three of its facilities. But Southerland said Chase and the Pine Room now show a slight profit, with Chase Cafeteria on South Campus sustaining losses averaging \$1,500 a week.

'We've offered specials for breakfast and lunch. I think if we cut the prices by 70 percent and provided transportation down there, we still wouldn't get enough business.'

Howard Southerland
UNC ARA services director

"If it wasn't for Chase, we'd be operating in the black," said Southerland, who pointed out location as the biggest hindrance to success. "Residents of South Campus usually sleep through breakfast and get lunch on North Campus."

"We've run out of ideas for Chase," Southerland said. "We've blitzed *The Daily Tar Heel* with coupons. We've offered specials for breakfast and lunch. I think if we cut the prices by 70 percent and provided transportation down there, we still wouldn't get enough business."

Southerland said ARA has no plans to close Chase, however. "That idea has come up quite a bit recently. But it's the feeling of all concerned that Chase remain open."

Among the concerned is UNC-CH Chancellor Christopher C. Fordham III. He and his admini-

strative council, composed of his vice chancellors and several deans, will meet Tuesday to discuss the financial losses plaguing the food service. The chancellor and his advisers will consider the findings of a team of three consultants who visited the University in the fall of 1981 to review ARA's food service operations.

At the request of the business and finance office, Norman Hill of the University of Tennessee, Ronald Inlow of the University of Richmond and Donald Jacobs of the University of Pennsylvania — all food service coordinators at their respective institutions — reviewed production methods and equipment at the three facilities. Some of the problem areas cited included poor decor at Chase, an unacceptable sanitation level in the Pine Room and slippery and dirty floors in the Fast Break food preparation area.

Brent Clark, a student representative on the University Food Service Advisory Committee, called the consultants' report useful. But he discounted some of their findings and suggestions concerning ARA.

"We kept in mind that all of the consultants were coming from universities where there is some kind of mandatory meal plan," Clark said. "ARA has been helpful in its response to some of their suggestions."

In the 10-page study, the consultants wrote that the University should either enact a mandatory meal plan or take other steps to provide a solid financial base. Other suggestions included a phase-out of cooking in dorm rooms and further utilization of student employees in ARA facilities.

The consultants also pointed out that the on-campus competition ARA faces from snack bars

and vending machines limits its profitability.

"They suggested that we hire a full-time food service consultant to coordinate all of our different operations," said Charles Antle, an associate vice chancellor of business and finance who supervises ARA and other firms contracting with the University for auxiliary services. "Right now, ARA competes against the snack bars operated by Student Stores. It's possible that the sale of food through the Student Stores facilities could stop, because most of their sales comes from textbooks and clothing."

The enactment of any of the consultants' suggestions won't come without the approval of the chancellor and the vice chancellors for business and student affairs. Clark said the Food Service Advisory Committee gave no specific suggestions as to the final action the chancellor should take.

"What can I, as a student, tell the chancellor or Board of Trustees about the food service?" Clark said. "They've been dealing with it for the longest time and can make the best decisions."

'Sending a brochure to students stating "A Commitment to Excellence" and serving a poor product will not, however, gain student support; rather, it will merit student antipathy.'

Food services consultants

But Antle said the advisory committee, as well as other concerned student groups, would have the opportunity to share its feelings on any decision about the food service before it is carried out.

In addition to pointing out problems with food production, the three consultants also criticized ARA's marketing. "Sending a brochure to students stating 'A Commitment to Excellence' and serving a poor product will not, however, gain student support; rather, it will merit student antipathy," they wrote.

Clark disagreed with the comment about a "poor product." "The problem isn't the product. It's ARA's image. Students are always throwing cheap shots at ARA and Howard Southerland without realizing how hard they are working. If there is a way to solve the food service's problem, Howard Southerland will find it."

According to terms of its three-year contract with the University, ARA could cancel its agreement to operate the food service 60 days before the end of the academic year. The final date is March 15 — today.

"We won't cancel because we are very happy to be at UNC," said ARA's Taylor. "We think we can turn it around next year."

The decision to remain at UNC-CH will also keep staff members like Evelyn Faise on the job, contending with those patrons who continue to question the finer points of ARA's pricing and production policies.

"I just try not to be obnoxious. If we made a mistake, I'll give him a refund," she said. "If the customer is still dissatisfied, what else can I do?"

Tomorrow, the pros and cons of potential options for food service will be examined.



Sam Perkins comes down after a dunk in Saturday's game ... the center scored 17 of UNC's 52 points

Tar Heels win 52-50 against talented Dukes

By CLIFTON BARNES
Staff Writer

CHARLOTTE N.C.—It was the first time North Carolina and James Madison University had ever met on a basketball court and the Tar Heels probably hope it was the last as the underdog Dukes gave them all they could handle.

But the nation's No. 1 team and the East's No. 1 seed pulled out a 52-50 win here in the second round of the NCAA East Regional. The James Madison fans, down from Harrisonburg, Va., clapped just as loud as the UNC fans did at the game's close. And well they should.

"There is no coach any more proud than I am right now," JMU coach Lou Campanelli said just after the nationally televised game. "We shouldn't be this good after only six years in Division I. But we are."

"I am delighted the country saw us play a great basketball game against a great team. The whole country ought to take their hats off to this team."

The Dukes had only one day to prepare for the Tar Heels after beating Ohio State 55-48 Thursday in the first round.

"It was one of the toughest games we've had all year," said All-America James Worthy, who scored 15 points, including a crucial bucket near the end. "They are one of the best teams in college basketball. They are so disciplined, it's unreal, and that's harder than playing a team with a lot of talent."

Campanelli admitted that UNC had superior talent but JMU's Linton Townes, Dan Ruland and Charles Fisher looked like they could play for anybody Saturday.

The three scored 12 points each and sank 61 percent of their shots to keep the Dukes in the game the whole way.

Midway through the first half James Madison held a five-point lead largely behind the six points and two steals of guard Fisher. But a Worthy steal and dunk which received three 10s and two 9s from the judges in the UNC pep band helped the Tar Heels get back the momentum.

Jimmy Black and Sam Perkins took over from there. Black hit from the corner, Perkins long-armed one in and Black sank a 17-footer off the break to give the Tar Heels a 16-15 lead—an advantage they never lost.

Carolina opened up the biggest lead of the game at 37-30 in the second half after holding a 31-28 halftime lead.

Black and Perkins picked up where they left off. Black scored on the first possession, then came back and tossed an alley-oop to Perkins who slammed it. The seven-point margin came when Perkins hit a turnaround jumper three minutes into the half.

But UNC couldn't put the game away as Ruland went to work for JMU. Ruland, a 6-foot-8 junior center, scored eight of the Dukes' next 12 points to bring his team to within four at 46-42.

After Matt Doherty hit one of two free throws to tie the lead to 47-42, the Tar Heels held patiently for a shot and then went to the 4C offense.

Perkins missed a hook with 3:30 to go and Fisher hit from outside with 2:45 left to cut the UNC edge to three.

UNC coach Dean Smith ordered his squad back to the 4C but Worthy missed

See BASKETBALL on page 3

News Briefs

Khadafy does not rule out U.S. trip

TRIPOLI, Libya (AP)—Libyan leader Col. Moammar Khadafy, after his first official visit to a Western nation, said he hopes to make more such trips—even to the United States, the official JANA news agency reported Sunday.

The news agency said Khadafy made the remarks after arriving home Saturday from a four-day visit to Austria and a brief stopover at Malta.

"We have hopes that meetings similar to the one held in Austria will be also held with all Western countries," Khadafy said. "This is the best method for mutual understandings and avoiding misunderstandings and hostile propaganda."

Wayne Williams' appeal expected

ATLANTA (AP)—The lengthy appeals process for convicted murderer Wayne B. Williams could begin as early as Monday after a vacationing judge returns to work to review a motion for a new trial.

Williams' lawyer Lynn Whatley said Superior Court Judge Clarence Cooper has agreed to interrupt his vacation to review motions in the case, possibly on Monday. Cooper's signature is needed before the motions can be filed, Whatley said.

In addition to the new trial motion, the routine first step in the appeal, Whatley said he plans to ask Cooper to declare Williams an indigent, to overturn the jury's guilty verdicts and to return all property taken from Williams' home that was not used as evidence in the trial.

Brazil enters the nuclear age

RIO DE JANEIRO, Brazil (AP)—Brazil officially joined the ranks for the world's nuclear-powered during the weekend.

The nation's first nuclear power station, Angra I, began generating small amounts of energy Saturday night. The start-up came after five years of delays and cost overruns and amid new questions about potential radiation hazards.

Brazil, which is the 19th nation to use nuclear power, has trimmed its initial plans for construction of eight German-designed reactors, and the American-built reactor will move toward full capacity slowly.

CIA restrictions proposed

WASHINGTON (AP)—The chairman of a House foreign affairs subcommittee said Sunday he will introduce a bill to prohibit the CIA and other U.S. agencies from assisting any convert paramilitary action in or against Nicaragua.

At the same time, Rep. Robert K. Dornan, a Republican member of the same panel, said U.S. intelligence officials have evidence that Cuba has received a third squadron of Soviet-built fighter jets capable of dropping nuclear weapons on the United States.

Rep. Michael Barnes, chairman of the inter-American affairs subcommittee of the House Foreign Affairs Committee, said he will ask Congress on Monday to amend the 1961 Foreign Assistance Act.

Many unaware of CGC's functions

By ALISON DAVIS
Staff Writer

Editor's note: This is the first in a five-part series about the Campus Governing Council.

Although most students know that the Campus Governing Council is part of Student Government, many do not know how the CGC functions.

Composed of 27 elected members and the student body president, the CGC handles the legislative duties of Student Government. Its major job is allocating money to campus organizations.

"They (the students) don't see it (CGC) as having any great impact," said Vice Chancellor and Dean for Student Affairs Donald Boulton.

Because the money the CGC does out comes from student activities fees, the average student may very well be affected by what the CGC does with that money.

Beginning this week, the CGC will review campus organizations' applications for student activities funds. The council will decide which groups may receive money and how much money will be allocated.

Campus organizations such as the Student Consumer Action Union, the Carolina Athletic Association and the Black Student Movement currently receive funding from student activities fees. While the activities of these groups do not affect the entire student body, many students are involved in one or more campus

organizations. Such organizations are able to do more because of CGC allocations.

Students not belonging to a campus organization may also be affected by the actions of the CGC. Residence halls also may request CGC funding, as has Henderson Residence College. HRC is asking the CGC for an appropriation of \$1,000 to finance Springfest, its annual concert held on the lawn of Connor Residence Hall.

But many students do not know what the CGC actually does. "CGC? Something to do with government," said Cindy Oakley, a junior International Studies major from Charlotte. "Mainly you read about them fighting about money."

"Most people don't even know what it is," said CGC member Phil Painter (District 19). Painter serves as chairman of CGC's Rules and Judiciary Committee. "A majority of the people off-campus don't know and they really don't care," he said.

Graduate students tend to be less interested in CGC than undergraduates, said Chris Bishop (District 4).

"It's hard (being involved in Student Government) after you've gone through four years of college," he said. "I think it's important that graduate students have input."

Whenever an organization feels it is not being understood or known about, that organization is responsible for re-evaluating itself, Boulton said.

"I think the CGC needs to do some of that," he said.

"There's a role that CGC has to play in getting people in it. It has to take pride in itself."

Acts scheduled to fill Chapel Thrill concert

By DEAN FOUST
Staff Writer

Joan Jett and the Blackhearts, and Donnie Iris and the Cruisers will join Daryl Hall and John Oates in the Chapel Thrill concert scheduled for April 24, Chapel Thrill Chairman Wes Wright confirmed Sunday night.

Wright said he was pleased with the selection of the final two acts, calling the lineup "one of the strongest concerts in recent Chapel Thrill history."

Jett's appearance was confirmed last Wednesday. The group will receive \$22,000 for the concert, Wright said. The fee has been rising parallel with her rise on the pop charts and was considerably more than when the Chapel Thrill Committee had considered the band several weeks ago.

Once a member of the all-female group The Runaways, Joan Jett has risen in popularity with the title song from her recent solo album, *I Love Rock 'n Roll*.

Iris first gained attention in the early 1970s with a hit single, "The Rapper." He has recently been successful with "Love is like a Rock" and "Sweet Merilee," two singles from his latest album *King Cool*.

Iris, who will open the concert, will receive \$4,000 for his appearance. After the confirmation of Iris as the final act last Friday with Beach Club Promotions, the promoters for the concert, the Chapel Thrill Committee began publicizing the bands with area radio stations, Wright said.

Hall and Oates, who will perform last, will be contracted at \$50,000, Wright said. Limited advance tickets go on sale this



Donnie Iris

Wednesday priced at \$8.50 each. Students can purchase a maximum of four tickets with a valid student ID and athletic pass.

General public tickets go on sale two weeks later at \$10.50, and day-of-show tickets will be \$12.50. Twenty-two thousand tickets will be sold for the Kenan Stadium concert, Wright said.