



# the Exclusive

A unique perspective on our campus

Volume 3 :: Number 03  
November 2014

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## INSERT KUPSL Calendar of Events

**SUBMIT\*** for December 2014 Issue by:  
**Nov. 18, 2014 @ 12 noon**

**EARLIER SUBMISSIONS WILL HAVE  
PRIORITY PLACEMENT!**

No guarantee of inclusion is made or implied for entries made after the above date and time.

*If space doesn't allow for an approved submission, due to volume of entries, article length, or another reason, it may be held for a future issue.*

\*The Exclusive runs on a "first submitted, first considered" basis.

**SRatcliff@KeiserUniversity.edu** for all submissions and newsletter inquiries.

### Credits

Editor ..... Samantha Ratcliff  
Proofreader ..... Dawn Taggblom

Photos, graphics, and clipart are from: Samantha Ratcliff, Microsoft Images, Freemages.com, Google Images or are provided by the submitter of the article.



ON OCTOBER 3 AND 4, the National Beach Volleyball tournament was played in Port St. Lucie at the Club Med in Sandpiper Bay. The top 8 men and women's teams in the United States played for a total prize money purse of \$100,000 and national rankings. The circuit is run by Dr. Dominick Scott from Manhattan Beach, California who invited the massage students from Keiser University, Port St. Lucie to work on these elite athletes.

The students worked on approximately 25 athletes each day and enjoyed helping some of the best athletes in the world. The athletes and promoters were so pleased with our work, they have invited us back again for next year's tournament. What an honor this is for our students and for Keiser.

Those participating in the event were: (pictured above) **Juan Torres**, Massage Therapy Coordinator **Carole Riffard**, **Zachary Bass**, (not pictured: **Craig Beesting** and **Heather Fipps**.)



**CREDIT CARDS ACCEPTED** (cash too)

11:00am in the Student Lounge on:

**Nov. 06 ♦ Nov. 13 ♦ Nov. 20**

(NOT Nov. 27—No Classes/KU Closed for Thanksgiving)

*Subway will continue to visit on most **Thursdays** as long as turnout continues to be good.  
(See display in hallway for days planned for 2014.)*

## CYSTIC FIBROSIS FOUNDATION

ALL OF LAST MONTH, the entire Keiser University system strived to raise money for its annual efforts to help the Cystic Fibrosis Foundation (CFF). Cystic Fibrosis (CF) is a hereditary and life-threatening disease that causes the body to produce abnormally thick, sticky mucus that clogs the organs of the respiratory, digestive and reproductive systems causing severe, often medication-resistant infections that lead to organ failure and often death. There is no cure (yet) for this disease.

It is 2014 and someone suffering with CF is expected to live only into their mid 40s. In the 1950s most children diagnosed with CF never made it to their first day of school. Some individuals may live longer or shorter lives. Currently about half of all of people diagnosed are over the age of 18; many have gotten married and have had children. Great strides have been made in helping those with this horrible disease, but the battle is not over yet.

With approximately 90 cents of every dollar donated going directly to research and treatment development, the entire Keiser family throughout all the campuses raise money each year to assist the Foundation in their quest.

During October, Student Services held items for sale on several occasions, provided a bonus set of Spirit Days, 2 raffles, and \$1/Minute Massages from MT Students. The highlight was our Annual Penny Wars event (took place over 5 days). Drum roll please; KUPSL's grand total for CFF was OVER \$800—our goal was \$500. —a big thank you to everyone who participated!

# Is your computer “stuffed” with viruses?

Don't be a turkey!  
Get a check up.  
Come to **TECHDAY!**

The IT Department will be offering **complimentary computer diagnostics and consultation.**

**Room 170**  
**Wednesday November 19<sup>th</sup>**  
**9:00am to 12 noon.**

- **FREE** Virus and Spyware scan
- **FREE** Anti-Spyware/Malware  
(Malwarebytes) installation (\$30 value)
- **FREE** PC cleanup
- **FREE** PC optimization
- Have your IT questions answered **FREE**

**Please NO Macs or tablets.**  
**Brought to you by KU & IT Lyfe.**



## Reminders:

### Student IDs

Must be worn at all times while on campus; please be sure it faces outwards. Clip onto your shirt or scrub top or wear it on a lanyard. If you do not have a Student ID please see Samantha Ratcliff whose office is found beside Student Services, or either Librarian: Justin Rogers or Dawn Taggblom. **There is no charge for reprinting or redoing your photo for your Student ID.**

### Car Decals

Please be sure your car has a KU Parking Decal on it. Get your free decal (first time or replacement) from the Front Desk. The receptionist will register your decal for you.

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and Mr. Walega can help you.**



## Cheddar Goldfish Crackers with Peanut Butter Spread

Our flaky cheddar crackers are delicious, but if you want to save time, make the peanut-butter spread only (step 2). Skip the crackers and serve with chilled celery sticks and store-bought cheese crackers.



1 C all-purpose flour  
4 tbsp cold unsalted butter, cut into small pieces  
8 oz grated extra-sharp Cheddar cheese  
3/4 tsp salt  
1/2 tsp fresh-ground pepper  
1/2 C peanut butter  
1 tbsp honey  
1/8 tsp cayenne pepper, optional

### 1. Make the dough:

Pulse the flour, butter, cheese, 1/2 teaspoon salt, and pepper together using a food processor until the mixture resembles coarse meal. Pulse in 3 to 4 tablespoons of water, 1 tablespoon at a time, and only enough so that the dough forms a ball and rides the blade. Remove, wrap in plastic, and chill for 20 minutes or up to 24 hours.

### 2. Make the spread:

Stir the peanut butter, remaining 1/4 teaspoon salt, and honey together until smooth. If desired, stir in the cayenne pepper for extra heat. Cover with plastic wrap and set aside until ready to serve.

### 3. Bake the crackers:

Heat oven to 350°F. Line 2 baking pans with parchment paper and set aside. Roll the dough out to 1/8th-inch thickness. Cut out as many crackers as possible using a 2-inch fish-shaped cutter. Place them 1 inch apart on the prepared baking pans. Bake until golden and crisp — 15 to 20 minutes. Transfer to a wire rack to cool. Repeat with remaining dough and scraps. Store in an airtight container for up to 1 week. Serve with peanut butter spread.

Source: [countryliving.com/recipefinder/cheddar-goldfish-crackers-peanut-butter-spread-3546](http://countryliving.com/recipefinder/cheddar-goldfish-crackers-peanut-butter-spread-3546)

## Sweet Pumpkin Dip aka: Pumpkin Pie Dip



Don't bore your party guests with the same old greasy, garlicky chips and dip -- serve this Sweet Pumpkin Dip instead. Not only will your guests swoon, they'll discover a sweet new taste!

### What You'll Need:

1 (15-oz) can 100% pure pumpkin (not pie filling)  
2 (8-oz) packages cream cheese, softened  
2 C confectioners' (powdered) sugar  
1 tsp ground cinnamon  
1 tsp ground ginger or pumpkin pie spice

In a large bowl, with an electric beater, beat the pumpkin and cream cheese until smooth. Add the remaining ingredients, beating until well combined.

Chill for at least 2 hours before serving.

Serve with wedges of fresh fruit, like apples and pears, and gingersnap cookies.

Source: <http://www.mrfood.com/Snacks/Sweet-Pumpkin-Dip>



Being on the TV display or receiving a certificate is NOT from your cumulative GPA.

Honors: 3.50-3.74  
High Honors: 3.75-4.0

## Harvest Baked Apples

8 baking apples (2-3/4 lb.)  
1 C apple juice  
1/4 C packed brown sugar  
1/2 tsp. ground cinnamon  
1 C shredded sharp cheddar cheese  
1/4 C raisins  
1/4 C chopped pecans, toasted

HEAT oven to 350°F.

Remove cores from apples to within 1/2 inch of bottoms of apples; pierce peels with small sharp knife. Stand apples in shallow baking dish.

Mix juice, sugar and cinnamon; pour over apples.

Bake 30 to 35 min. or until apples are tender, basting occasionally with juice mixture. Combine remaining ingredients; spoon into centers of apples. Let stand 1 min.



### Note

Prepare using any variety of baking apple, such as Empire, Granny Smith, Braeburn, Cortland, Jonathan or McIntosh.

### How to Toast Nuts

Toasting nuts adds crunch and intensifies their flavor. To toast nuts in the oven, spread nuts in single layer in shallow baking pan. Bake at 350°F for 8 to 10 min. or until golden brown, stirring occasionally. To toast nuts on the stovetop, place nuts in ungreased skillet. Cook on medium heat until golden brown, stirring frequently. To toast nuts in the microwave, place up to 1 cup of nuts in a microwaveable shallow dish. Microwave on HIGH until fragrant and crisp, stirring every 30 sec.

Source: [kraftrecipes.com/recipes/harvest-baked-apples-65840.aspx](http://kraftrecipes.com/recipes/harvest-baked-apples-65840.aspx)



## Cider-Glazed Roots with Cinnamon Walnuts



Make them instead of candied sweet potatoes at your Thanksgiving celebration. If you include red beets, the whole dish will take on a gorgeous ruby hue.

3 lbs assorted root vegetables, peeled (see Tip) and cut into 1-inch pieces

- 1 C apple cider
- 1/4 C dark brown sugar
- 1/2 tsp salt, plus more to taste
- 1/4 tsp freshly ground pepper
- 1/2 C chopped walnuts
- 1 tbsp butter
- 1/8 tsp ground cinnamon

Preheat oven to 400°F.

If using parsnips, quarter lengthwise and remove the woody core before cutting into 1-inch pieces. Whisk cider, brown sugar, 1/2 teaspoon salt and pepper in a 9-by-13-inch baking dish until the sugar is dissolved. Add root vegetables and toss to coat. Cover the baking dish with foil.

Bake for 20 minutes. Uncover and stir the vegetables. Continue cooking, uncovered, stirring every 20 minutes or so, until the vegetables are glazed and tender, about 1 hour more.

Meanwhile, place walnuts in a small skillet and cook over medium-low heat, stirring constantly, until fragrant and lightly browned, 2 to 6 minutes.

Remove from the heat and add butter, cinnamon and a pinch of salt. Stir until the butter

melts and the nuts are coated. Spread out on a plate to cool slightly.

Transfer the vegetables to a serving dish and sprinkle with the cinnamon walnuts.

### Tips & Notes\*

Beets, carrots and parsnips are easily peeled with a vegetable peeler, but for tougher-skinned roots like celeriac, rutabaga and turnips, removing the peel with a knife can be easier. Cut off one end of the root to create a flat surface to keep it steady on the cutting board. Follow the contour of the vegetable with your knife. If you use a vegetable peeler on the tougher roots, peel around each vegetable at least three times to ensure all the fibrous skin has been removed.

\* Be very careful when cutting these vegetables. KU, its employees and affiliates

are not responsible for any resulting injuries of anyone attempting this recipe.

Source: [eatingwell.com/recipes/cider\\_glazed\\_roots\\_with\\_cinnamon\\_walnuts.html](http://eatingwell.com/recipes/cider_glazed_roots_with_cinnamon_walnuts.html)



## Thanksgiving Sudoku

To complete this Sudoku puzzle, fill in the grid below so that each column, row and box contain the letters, MAYFLOWER. A letter can appear only once in each row, column and box.

							A	
	O	R				F		
	E							
			L	O		R	W	
								A
	M			R	Y			
A			E				O	W
	L				O			R
	R	M	W				E	L

For this one: TURKEY

		u			
k			r		u
	e		t	r	k
r				u	
	u		e	k	t
e	k				r

For the top: FAMILY; bottom: THANKS

i			a	l	
	l		f		y
f		y		a	i
			m		a
	a				
l			y		m

	S	A			T
H				A	
T		S	K		N
	N			T	
A			N	S	
	T	H			A

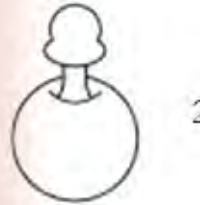




## How to Draw a Turkey



1



2



3



4



5



6



## 3 Quick Ways To Deal With A Difficult Customer

**F**OR THE MOST part being a "Bench Tech" is a lot of fun. You get to solve complex problems, help people that are genuinely thankful & meet some really different types of people. Most of the time, customers are very thankful that you were able to save them from computer catastrophe, but every now and then, you run into a difficult client. I'll be honest: patience isn't exactly one of my virtues, so I constantly have to work on this.



Here are 3 ways to deal.

**#1 EMPATHY:** This is probably the most powerful weapon for defusing a situation. Most of the time, clients become unhappy because their expectation was not met. Either a good or service was over promised to them? Or the original problem was not explained to them in detail, and there was a miscommunication. A customer wants you to "feel their pain" or "sense of urgency". To them this is a huge problem that they need addressed and

they want you to make their issue a priority.

Examples of empathy words can include: "I understand," "I feel the same way," "I'm sorry." All of these examples can be used to show that you empathize with the client and are addressing their needs.

**#2 OWN IT:** If a client or customer is upset, and they are very passionate about the current issue at hand, you should be as well. Owning the situation or the problem like it's yours is a great way to calm an agitated client. This shows them that they are important, and that you value them enough as a client that you will drop everything until their situation is resolved. If your actions created the heated situation, then admit it and apologize. Most people are forgiving, if you are honest.

**#3 MOVE ON:** Once the situation is resolved and all parties are satisfied, be kind and polite.

Let it go; do not dwell or replay the situation in your head. Don't playback the incident in slow motion and think of all the different things that you could have said. (Some of my wittier lines have come after the client has left.) Drop it and move forward. Keeping those types of frustrations and anger inside can affect the rest of your work. You are here to solve problems that most people can't. You need to be on your "A" game. In closing, I leave you with this...



Thanks for stopping by the "Tech Bench." See you next time.

Charles Watson  
ITLyfe - Owner  
itlyfe07@gmail.com  
772-204-4183



## Gratitude Rolls

**A great tradition for the holiday season or any time of the year.**

Create slips of paper on copy paper or parchment paper. Then write on each one something you're grateful for.

If you have kids or the whole family showing up at your house this holiday, have them email you short sentences of their blessings or have them complete "I am thankful for \_\_\_\_." Once you have a complete list you can type them up in Word and print them, then cut them into strips. You can also use this idea of type and print if you just don't like your handwriting!

You can use the store-bought crescent roll dough or ... make your own! To make your own, follow this easy recipe below from [thedatingdivas.com/you-me/show-him-the-love/gratitude-on-a-roll](http://thedatingdivas.com/you-me/show-him-the-love/gratitude-on-a-roll).

Homemade Crescents

Yield: 24 rolls

You'll need:

- 1 C lukewarm water
- 2 tbsp dry yeast
- 3 eggs, slightly beaten
- 1/2 tsp salt
- 1/4 C sugar
- 1/2 C melted margarine
- 4 C flour

To start, pour the water in a large mixing bowl. Add sugar and sprinkle in yeast. Let stand 5-10 minutes, or until yeast is bubbly. Add melted margarine, eggs, salt, and flour. Stir to mix well. Place in a greased bowl. Cover and allow to rise 3-6 hours, or place in the refrigerator for 12-24 hours.



Next, turn out onto a lightly floured board. Knead the dough 3 or 4 times, just to get rid of the stickiness.

Divide the dough in half, and roll each half into a circle about 12" in diameter. Brush liberally with melted margarine, and use a pizza cutter to cut the dough pie-fashion into 12 pieces. (I usually cut the circle



into quarters first, and then cut each quarter into 3 pieces.)

This is where it gets fun! Grab one of your gratitude notes and set it on top of one of your triangles.



Then, just roll the dough starting with the wide end of your triangle. Wrap the tail end of the triangle under the roll and place it on a greased cookie sheet.

Repeat for all 24 crescent rolls, making sure to leave room on the cookie sheet for the rolls to double in size. Let rise 2-4 hours and bake at 350° for about 10 minutes, or until light brown.



When they come out of the oven, brush the tops with butter and pile them in a basket or bowl for everyone.

**\*\*Tips learned from experience\*\***

Printing your notes on typing paper works better than writing them with marker. (The marker can bleed onto the roll ... Ick!) Spreading butter liberally onto the dough and rolling loosely prevents the paper from sticking.

## The Fruit Gobler

[cupcakekidcafe.com/editable-fruit-turkey](http://cupcakekidcafe.com/editable-fruit-turkey)



What you need:

- Bosc Pear (head)
- Melon (body)
- Cheese (beak & tail feathers)
- Red pepper (snood, feet, side feathers)
- Raisins (eyes)
- Grapes (tail feathers)
- Bamboo skewers
- Toothpicks

Instructions:

1. Cut off a shallow slice of the rind of the melon to create a flat base for more stability. Using a bamboo skewer, attach a Bosc pear to the front of the melon to create the turkey head. (Trim skewer if needed)

2) Cut cheese into a triangle for the beak and add a small piece of red pepper for the snood. Use toothpicks to attach these as well as the raisins for the eyes.

3) Cut red pepper as shown to create feet and place them as shown.

4) Cut cheese into cubes and use cheese and grapes alternately on skewers as shown, then place into the melon to create tail feathers.

5) Slice peppers to create side feathers and use toothpicks to attach to the sides of the melon.

Be creative! You can use other things on the tail feathers like pineapple, ham cubes, turkey cubes or whatever your family enjoys.



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## Submission Guidelines and Ideas

See the front cover for next submission deadline. **Earlier submissions will have priority placement. Entries may be made by Students, Faculty and Staff.**

### Just a couple of ideas

- ◆ **Tell an anecdote** about what happened in class/lab or on a field trip; it must be "rated G."
- ◆ **Share your good news!** Expecting a baby? Just had a baby? Just adopted a child? Just got engaged? Just married? Related pix are always welcomed as *attachments*.
- ▶ **Pix may be included, as attachments**, of Students, Faculty and Staff for an article.
- **Ideas are limitless.** Submit what you'd like to share; if approved, it will be included.

### ALL entries ...

- ◆ *need to be attached to an email* at the below email address (.doc or .docx files only) OR as the body of the email.
- ◆ *have a space limit.* Please submit at least a few sentences and **no more than 800 words**. Once approved for an issue, your entry will be a one-, two- or three-column piece.
- ◆ *are subject to approval and editing for space, content, and grammar.*
- ◆ *must have your first and last name AND* include either your **major (students)** or **job title (faculty/staff)**. If more than one person authors it, we need everyone's info as described.
- ◆ *are subject to holding for a future issue.*

~~ **Anyone at KUPSL may submit material from any department.** ~~

Submit articles to Samantha: [SRatcliff@KeiserUniversity.edu](mailto:SRatcliff@KeiserUniversity.edu)



## Scheduled Spirit Days for 2014

### HOW TO PARTICIPATE

- **Wear approved apparel** (see below).
- **Pay \$1\* (cash only) for each day of participation** in Lobby or Student Services.
- **Wear sticker on approved shirt.**\* Sticker places you back in dress code.

### WHAT TO WEAR

- A **Keiser University logo shirt**: shows school spirit, hence "Spirit Day."
- **Jeans or Khaki Pants, or Mid-Calf Length Capris**
  - "Capris" shorter than mid-calf are considered shorts and not permitted.
- **NO SHORTS**
- **NO HOLES or RIPS IN PANTS/CAPRIS**

	TH	FRI
Nov.	20	21
Dec.	18	19

SPIRIT DAYS ARE SUBJECT TO CHANGE OR CANCELLATION, WITH OR WITHOUT NOTICE.

\* Occasionally, Student Services will have an optional "theme" for a specific Spirit Day/s. In this event, wear standard KU shirt or the Option. An example is wearing any non-offensive [color] shirt with jeans (khakis or capris) pay \$1 to help [charity] on [date(s)] only.

\*\*As supplies last.

\*No refund as this is a charitable event; proceeds are for a monthly charity/ities.

**View or download the *Exclusive* and/or our calendar online today!**

[www.KeiserUniversity.edu/Campus-Connection.php](http://www.KeiserUniversity.edu/Campus-Connection.php)

### SUI GENERIS

You may have noticed the Latin in the *Exclusive's* seal. *Sui generis* means "of its own kind, unique." We like to think of our KUPSL family as a cut above the rest; hence the name *Exclusive*. You only need to talk to any of you to discover how truly *unique* each of you are!



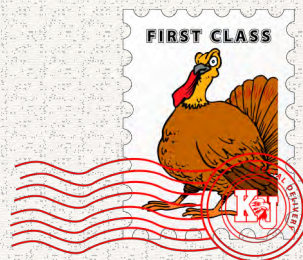
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Email Samantha today to start your subscription. ([SRatcliff@KeiserUniversity.edu](mailto:SRatcliff@KeiserUniversity.edu))

### Tell her if you want it...

- **ELECTRONICALLY:** Email Samantha from the email you want the subscription to go to. *Faculty and Staff are automatically included on this subscription list via their KU email.*
- **...Or in PRINT:** Faculty/Staff will have issues delivered to their mailboxes. Student "print-subscribers" will have their issues placed in their current instructor's box to have the instructor deliver to the student.

Cancel anytime by emailing Samantha and letting her know you want off the list.



A KEISER UNIVERSITY NEWSLETTER  
PORT SAINT LUCIE CAMPUS  
*the Exclusive*  
A unique perspective on our campus

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phone: 772.398.9990



DATE (S)	EVENT	LOCATION	TIME (S)	NOTES
4 TU	Graduate Seminar	Rm. 140	1:00 pm 5:00 pm	Every student is required to attend Graduate Seminar within 4 months before graduating. Questions: See Leslie Haviland in Student Services
5 WE	ALL CLASSES START AT 9:00AM—DO NOT ARRIVE EARLY ADVISORY BOARD MEETINGS TAKING PLACE IN CLASSROOMS, LABS & LIBRARY			
10 MO	SGA Meeting	Student Lounge	1:15 pm	Attend a meeting to join. Membership is FREE. Volunteer opportunities available. Online students and Alumni are always welcome.
10 MO	Student Veterans Association (SVA) Meeting	Auditorium	1:15 pm	SVA meets every second Monday of the month.
11 TU	VETERANS DAY† NO CLASSES — KU OPEN			
13 TH	LDP: Student Networking Event	Auditorium	1:00 pm	Sign up at the Student Services table in the Lobby. Need at least 5 people signed up before today to hold the class.
18 TU	LDP: Resume Writing and Cover Letters	Rm. 140	1:00 pm	Sign up at the Student Services table in the Lobby. Need at least 5 people signed up before today to hold the class.
20-21 TH-FR	Keiser Spirit Day* (\$1 required EACH DAY to participate)	Lobby or Student Services	Approx. Lobby Times: 7:15am-9:00am & 4:45pm-6:00pm	Wear correct Spirit Attire and pay \$1. Proceeds go to current charity/charities. (Unsure about attire? Consult the poster in the Lobby.) THIS IS NOT A FREE DRESS DOWN / JEANS DAY.
ALTERNATIVE PAYMENT OPTION FOR NOVEMBER-ONLY-SPIRIT-DAYS: Bring in minimally 2 cans of food for the food drive for each day of participation.				
27-28 TH-FR	THANKSGIVING WEEKEND! NO CLASSES NOVEMBER 27-28 — KU CLOSED Nov 27 — KU OPEN Nov 28			
<div><div></div><div><div>Operation Homefront: Toy Drive for the Children of our Troops Nov. 10—Dec. 12</div><div>Drop off NEW, unwrapped toys in the box located in the Lobby.</div></div><div></div></div> <p>Although we will try to keep true to the end date, it is subject to change with or without notice, dependent on the needs of the Charity.</p>				

# NOVEMBER 2014

ALL calendar events are subject to change or cancellation with or without notice.

**LDP** = Leadership Distinction Program  
**SGA** = Student Government Association

## ADDITIONAL DATE(S)

**Nov. 19:** New Student Orientation  
**Nov. 21:** End of Term C  
**Nov. 24:** New Start - Day (Term D)

<sup>‡</sup> Veterans Day does not include an apostrophe but does include an "s" at the end of "veterans" because it is not a day that "belongs" to veterans; it is a day for honoring all veterans.

## THIS MONTH'S CHARITY\*

### **Harvest Food and Outreach Center**

Spirit Day helps this food bank purchase much-appreciated food for our needy local community members.

\*Charities are subject to change or cancellation with or without notice.

## Newsletter & calendar online:

keiseruniversity.edu/student-services/campus-connection

This printed calendar is accurate as of: 10/28/2014