



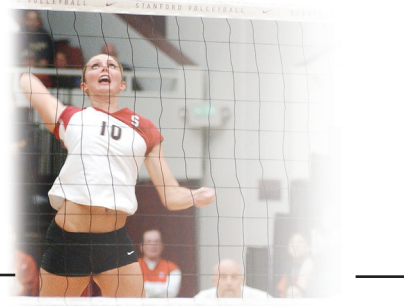
## WORLD & NATION/2 NYPD BLUE

Protesters call for answers in police shooting outside strip club.

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## ANOTHER TITLE

Stanford takes sole possession of Pac-10 championship with WSU win.



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## STANFORD OUT- SOURCED?

Students express dismay with new Stanford Fund management firm

By DIANNA BAI  
STAFF WRITER

Gathered in a back room of the Frances C. Arrillaga Alumni Center, students at the Stanford Student Calling Center spend weeknights on the phone persuading alumni to open their purse strings for the University, a job former employees praised as fun and laid back.

But that all changed this summer, they say, when the University outsourced management of the calling program to RuffaloCODY, a national telemarketing firm based in Cedar Rapids, Iowa. Student callers decried the move and the fact that they were not consulted before the change, leaving most unwilling to return to their old jobs this fall.

### WHAT HAPPENED

According to Stanford Fund Director Damon Cates, the decision this summer to invite RuffaloCODY to manage the call center was a practical business decision made to meet the requirements of long overdue software and technology upgrades. The company manages calling programs for non-profits and universities across the country, and even before the shift, Stanford had been using RuffaloCODY software for calls. Now, Cates explained, the call center has simply increased its relationship with the company.

"The integrity of the program has not changed," Cates said. "It is still Stanford students calling Stanford alumni."

The decision to bring in new management, however, sent shockwaves through the ranks of call center employees. This summer, students discovered they would need to reapply for their jobs through the new company, and that getting rehired was no guarantee.

Worse still, they said, the switch to RuffaloCODY came without any input from student callers or Greg Larson, the program manager at the time and a 2005 graduate.

"I thought that I would have been consulted seeing that I was manager of the program," Larson said in an interview with The Daily. "But it had already been decided at the end

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### THE BAND

## Vandalism charges dropped

While D.A. won't file charges, Band still banned from Big Game field show

By JENNY ALLEN  
SENIOR STAFF WRITER

Several former Stanford Band members had at least one thing to be thankful for this Thanksgiving.

On Friday, Nov. 17, Jay Boyarsky, the supervising deputy district attorney for Santa Clara County, confirmed that no criminal charges will be filed against the Band members who allegedly vandalized the Band Shak at Serra Street and Arguello Way in late July.

According to University officials, however, the Band is still on indefinite provisional status and will not perform a field show at Big Game this Saturday.

"After a thorough review of the excellent police report submitted in this matter, which included extensive follow-up investigation," Boyarsky said in an official statement to The Daily, "the Office of the District Attorney will not file criminal charges in the matter of the damage to the Stanford Band Shak."

Boyarsky said he anticipated that the University would take appropriate action against the students.

"We believe that there is insufficient evidence for us to prove the case beyond a reasonable doubt unanimously to a

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Courtesy of ALLEN SPENCER/The Stanford Daily

The women's cross-country team and head coach Peter Tegen pose with their third NCAA championship trophy in four years. Junior Arianna Lambie paced the team while Katy Trotter's finish helped wrap up the title.

## BACK-TO-BACK CHAMPS

Women's cross-country picks up second straight national title behind fourth-place finish by Arianna Lambie

By SCOTT BLAND  
CONTRIBUTING WRITER

In the final event of the 2006 season, the No. 1 Stanford women's cross-country team lived up to its top billing by capturing its second straight national title at the NCAA Championships in Terre Haute, Ind. The men's team finished fourth, a two-place improvement from last year's title meet.

The victory was the third NCAA championship in four years for the women's squad, the favorite throughout the season that was able to brush off the pressures of either history or expectations.

"We've treated this season as it's own, not thinking about pressure from last year's win or our position as favorites," junior Arianna Lambie said. "So this championship is exhilarating in its own right."

Lambie paced the women with a fourth-place finish in the 6,000-meter race with a time of 20 minutes, 43.8 seconds last Monday morning. Lambie's time counted for third place in the team standings because an individual runner from Yale, whose team did not qualify as a whole, finished just ahead of her.

The next Stanford runner to cross the line was junior Teresa McWalters, who claimed 27th place in the team competition (31st overall) in 21:18.2. Sophomore Lindsey Flacks followed in 45th (56th overall) in 21:43.1. Seniors Amanda and Katy Trotter rounded out the Cardinal's top five. Amanda claimed 58th place (70th overall) in 21:52.0, and Katy finished in 62nd (78th overall) in 21:55.0.

Katy Trotter's 62nd-place finish was key for the Cardinal's posting at the top of the team standings. Each of the top four runners from No. 6 Colorado, the runner-up, finished ahead of the corresponding runner on Stanford's roster. However, Trotter's finish well outstripped Colorado's fifth runner, Erin Marston, who claimed 131st

place. That margin gave Stanford 195 points to Colorado's 223, securing another championship for the Cardinal.

Trotter finished 23 places ahead of the next-closest fifth runner on the other contending teams.

"Several teams had the potential to challenge us," Lambie said. "But none had the crucial fifth runner that Stanford had. . . Katy [Trotter] is the most dependable runner I know, and Amanda is as committed as anyone. They are truly irreplaceable."

The race was also a success for the men's team, which claimed fourth place in the team competition. The squad had finished sixth at each of the past two NCAA Championships.

Junior Neftalem Araia played the major role in boosting the men's squad to its high finish by claiming second place in the individual standings of the 10,000-meter race in 30:44.9. Only senior Josh Rohatinsky of Brigham Young beat Araia to the finish line.

Araia was soon joined by sophomore Garrett Heath, who finished 41st (64th overall) in 32:11.4 and by junior Forrest Tahdoohrippah in 45th (68th overall) in 32:12.6. Sophomore Hakon DeVries arrived in 52nd place (78th overall) in 32:21.2, and senior Brett Gotcher rounded out Stanford's top five with a 55th-place finish (81st overall) at 32:22.2.

The close group of Cardinal runners finishing after Araia propelled Stanford to a 195-point total in the team standings, one point ahead of both No. 5 Arkansas and No. 6 Oregon, allowing the Cardinal to claim fourth place and a trophy for their efforts.

The result was also a measure of revenge against Oregon, which foiled Stanford at both the Pacific-10 Championships and the NCAA West Regional this season. Those disappointments fuelled the runners' drive and focus heading into the NCAA Championships last week.

### ACADEMICS

## Four tapped for Rhodes Scholarships

Students intend to study development, biochemistry

By JENNY ALLEN  
SENIOR STAFF WRITER

Two former and two current Stanford students will attend Oxford University next fall on the world's oldest international fellowship.

Ginger Turner, class of 2005, and seniors Jacob Lemieux and Julie Veroff were selected on Nov. 18 as three of the 32 American Rhodes Scholars, joining 2004 graduate Nadiyah Figueroa, the Jamaican Rhodes Scholar, at Oxford next year.

About 85 Rhodes Scholars are selected worldwide, and the 32 American Rhodes Scholars are each eligible for two to three years of study at Oxford. The scholarship covers educational fees, travel costs to and from

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### TECHNOLOGY

## Video game console wars intensify

Students attracted to Nintendo's Wii over Sony's PS3

By ADA YEE  
CONTRIBUTING WRITER

Hundreds of people are hitting the streets. Long lines are snaking through our nation's cities. We sit on the brink of economic warfare.

The battle of video game consoles has begun, and Stanford's sizeable gamer demographic has been closely following the action. Thousands of eager gamers began camping out in front of retailers for a chance to score a PlayStation 3 — more commonly dubbed the PS3. On Nov. 19, Nintendo officially released its new console Wii, sparking a scramble among gamers for the latest hardware, which for now are about as hard to find as Iraqi WMDs.

"We're sold out," said Ken Ng, an employee at the San Antonio Shopping Center Gamestop, a video game specialty retailer that has been taking preorders for more than a month.

"We had 16 available PS3s, and 36 Wii's," Ng said. "People lined up for them outside hours before the store opened."

The PS3, Sony's next generation of video game consoles, has promised cutting-edge graphics and unprecedented, powerful hardware. It also is the more expensive of the two, at a price-tag of around \$600.

"Sony's PS3 looks to win based on sheer power," said Greg Marecek, a junior. "If you need the Sony-exclusive games of the best eye candy, and price is no object, then the PS3 is the way to go."

And for some, cost has not been an issue. "Sony is good at building brand loyalty and a lot of people love Sony," said junior Chris Chen. "Even though it's pricey, I think people are going to swallow it."

Small and slender, the TV-remote-like Wii, meanwhile, emphasizes play over horsepower. Unlike the traditional, thumb-driven controller, it detects body movement: in a sports game, you might swing it like an imag-

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## Turning a new leaf

# CALLING

Continued from front page

of May. They'd been negotiating for three months and I'd heard nothing about it. Damon Cates assured me things would stay the same and there was no mention of RuffaloCODY at all."

Under Larson's direction, the call center raised record-breaking funds last year — more than \$2.4 million.

Larson said he quickly realized, however, that his position was being outsourced, along with all jobs at the calling center.

"I was being laid off," he said. "If I wanted to continue working with the calling center, I would have to apply through RuffaloCODY for a RuffaloCODY position."

In mid-August, RuffaloCODY sent out an email detailing employment processes for the fall to the student callers. Since Larson had been told by his superiors to keep news of the overhaul under wraps, the August email was the first time students heard about the change.

When the employees — who had expected jobs to return to in the fall — realized they would need to reapply and re-interview, as well as answer to an outside company instead of Stanford, many grew apprehensive. The students, like Larson, feared the dynamics of the calling program would change. And many said they wanted to work for the University, not RuffaloCODY.

Junior John Maas and other angry students asked to meet with Stanford Fund administrators and RuffaloCODY representatives.

"The real issue was that we had to reapply and retrain for our jobs," said Maas, who had worked at the calling center all last year. "We had all put in a lot of time at the calling center and we were all trained. It was really an insult to us."

But the meetings achieved little. While Cates said he tried hard to explain to students that this "wasn't going to be much of a change at all," Maas and the other employees only grew more frustrated after the conferences. In a series of emails forwarded to the 80 or so student callers, Maas and several other students who had attended the meetings expressed their disgust with what they perceived to be unresponsiveness on the

part of the University and RuffaloCODY to their concerns.

"It seemed like the administration and the new RuffaloCODY people assumed this job was something we'd do regardless and we were just kind of passive employees," Maas told The Daily. "I think they made a big mistake."

In the end, many students opted not to return to the call center because of the management change. Larson, after initially deciding to stay on, said he felt repeatedly disappointed by his dealings with the new company. Dejected, Larson eventually quit — leaving RuffaloCODY to appoint a new manager with no Stanford connections.

### A FAMILY AFFAIR

Former employees say the fun, informal atmosphere was what drew them to call center jobs — an environment they feel has been threatened by the overhaul.

For Larson, who started as a caller his sophomore year and worked his way up to program director, the call center was a second home.

"It was like a family," he said. "I was worried that family feeling, camaraderie, and team spirit would be lost by bringing in the corporate element and outsourcing our student callers."

But did the students overreact?

Peter Ragias, the new program manager and a graduate of Iowa State University, rejected the notion that he is a "corporate element." While his work philosophy deviates from his predecessor's, he said he has been working to keep the call center fun and vibrant.

Ragias said he believes the former callers have a misconception about the new management, which he hopes to amend.

"Very few of those who have been concerned about the changes have come to talk to me personally," he said. "As soon as they come talk to me, they can see I'm not a 50 year-old man."

Before the transition, students could read magazines, do homework and eat snacks at the phone while they waited for the computer to dial the calls — activities not permitted by RuffaloCODY's policies. According to Larson, these allowances had contributed to the laid back environment that made the call center such an attractive place to work.

"These are students who have a

lot going on in their lives and they're working at a job that's really hard," he said. "They're calling night after night, hour after hour. I understood it was my role to make it a family feel. It shows in our results. We raised an enormous amount of money. The transition was not in response to that performance. Maybe restricting magazines is a good idea, but personally I think it's an irrelevant role."

Ragias, however, said he does not believe that the new rules are unreasonable. Students can still read during breaks and keep the fridge stocked full of food. He even keeps a box of candy on the table. But on the phone, Ragias said he wants callers to be all business.

"The alumni deserve the respect of our undivided attention," he said. "If you're chewing gum or eating food, you're not showing that respect."

He has no problem letting callers take flexible shifts during Dead Week and finals, but expects them to concentrate on calling when they are scheduled to work.

"You guys are students first and I understand that," Ragias said.

But, he added, students are paid \$13 an hour to work at the call center.

### THE FUTURE OF THE PROGRAM

While the calling center posted an impressive 86 percent employee retention rate in the past under Larson's direction, only a handful of former employees have applied with RuffaloCODY this fall.

Of the two who returned, one has already quit.

Senior Tiffany Alvarez, a former student manager at the call center and also director of alumni relations for The Daily, said she found the new management under RuffaloCODY "lacking in knowledge of Stanford students and culture and completely

unwilling to learn."

"While Mr. Ragias says that the energy and atmosphere of the calling center is the same now as it was before, I did not find this to be the case. Alvarez wrote in an email. "It is not as fun — perhaps not fun at all. Also, I did not find the new management to be inviting or energetic. For example, in my interview, Mr. Ragias said, 'We will have a professional relationship. We will not be friends, but we can certainly be friendly.' I did not find that statement reminiscent in any way of the old program. I felt the new management style was condescending and, at times, inappropriate. I felt uncomfortable there, which is why I left."

After deciding to give RuffaloCODY a chance, Alvarez, a three-year veteran of the calling center, resigned her job there this quarter.

Ragias, meanwhile, said he has been working 12 hour days to recruit new callers and study up on Stanford. He maintains that the calling center is still one of the best places on campus to work, build your resume and give back to the Stanford community at the same time.

"Obviously, Stanford's the best in the world, so this should be the best call center in the world," he said. "I like to just make it exceed, constantly do better than the year before, to continue and grow that excellence."

On this point, Larson agreed with his replacement, but still disagreed with the University's decision to outsource the center, and the unsympathetic way it was communicated to the student callers. These moves, he said, will leave a lasting stigma on the program.

"It saddens me to see most of our staff quitting, when as far as I know they were so happy to work there last year," Larson said. "I think that sends a bad message. I think Stanford has lost many talented fundraisers."

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