$7.5 Million NCI Grant for Annenberg-led Center of Excellence in Cancer Communication Research

Recognizing the value of research into the connection between communication and cancer prevention, treatment, and survival, the US National Institutes of Health’s National Cancer Institute (NCI) has awarded a five-year, $7.5 million research grant to Penn’s Annenberg School for Communication’s Center of Excellence in Cancer Communication Research (CECCR). The grant is a renewal of funding from NCI, which first funded Penn’s CECCR in 2003. The Penn CECCR is one of only five such research centers in the country. The others are at the University of Michigan, Washington University in Saint Louis, the University of Wisconsin-Madison, and Kaiser Permanente in Colorado.

“We are excited about the continued funding of the CECCR by the NCI,” said Dr. Robert Hornik, the Wilbur Schramm Professor of Communication and director of CECCR.

“This will enable us to continue our work and expand our knowledge of how messages from a range of sources in the complex communication environment affect choices related to cancer.”

For five years the University of Pennsylvania has been a leader in the field of cancer communication,” said Bradford W. Hesse, chief, Health Communication and Informatics Research Branch, National Cancer Institute. “Penn’s CECCR project has contributed substantively to our understanding of how the public interacts with information about cancer, and has given us insight into how people can and actively look for information about this disease. It also has helped us understand how the public may respond to specific health messages regarding smoking cessation or genetic risk.”

Dr. Hesse noted that cancer may take 565,650 lives this year alone, adding that “half of those deaths could be avoided altogether if we were just to put into effect what we know about prevention, early detection, and adherence to treatment. Under the leadership of Dr. Hornik, this Center is helping the public and clinical health communities garner the intelligence they need to launch more effective public awareness campaigns toward that end.”

The CECCR’s accomplishments from its 2003-2008 grant include research about how use of public media sources affects decisions people make about cancer prevention and screening as well as post-diagnosis responses to colon, breast, and prostate cancer; research into how messages in the media about genetic risk affect decisions to engage in or avoid certain behaviors; and determining the effectiveness of anti-smoking advertisements that vary in their message sensitivity value and argument quality. The CECCR also provided training opportunities to 56 doctoral students and post-doctoral young scholars and also led to 11 additional research grants.

CECCR conducts much of its work within an interdisciplinary environment; five schools within the University of Pennsylvania are involved, to varying degrees, in CECCR research. In addition to Annenberg, they include the School of Medicine, the Wharton School, School of Nursing, and the School of Arts and Sciences.

Research by the CECCR for the next five years reflects this interdisciplinary approach. For example, a longitudinal observational study to explore whether patient-physician information exchange is associated with differences in cancer patient health behaviors, health care utilization and health outcomes will be led by Dr. Hornik from Annenberg and Dr. Katrina Armstrong, division chief of General Internal Medicine at the School of Medicine. Another project designed to understand how smoking cues with anti-tobacco public service announcements may undermine their effectiveness in motivating treatment-seeking will be led by Dr. Joseph N. Cappella, the Gerald R. Miller Professor of Communication at Annenberg, and Dr. Caryn Lerman, the Mary Calkins Professor of Psychiatry and deputy director of Penn’s Abramson Cancer Center, and a secondary faculty member at Annenberg. Dr. Cappella and Dr. J. Sanford Schwartz, of the School of Medicine, will co-direct the training core of the CECCR. The Message Design Core led by Dr. Cappella will assist researchers in the selection, design, testing and evaluation of cancer-related messages.

Founded in 1958 through the generosity of and vision of diplomat and philanthropist Walter Annenberg, the Annenberg School for Communication at Penn is devoted to furthering understanding of the role of communication in public life through research, education, and service.

Symposium on Government and Business National Security Risks

Convergent National Security Risks to Government and Business: A Symposium—sponsored by Penn’s International Relations Program and Penn’s Institute for Strategic Threat Analysis and Response (ISTAR)—will take place—on Wednesday, April 15 at the Inn at Penn.

The symposium begins at 9 a.m., with a public panel beginning at 9:45 a.m. on Political Risk and Enterprise Risk: Stephen Flynn, Council on Foreign Relations senior fellow; Brandon Wales, Department of Homeland Security, Infrastructure Threat and Risk Analysis Center director; Rob Strayer, US Senate Homeland Security and Governmental Affairs, Committee’s Republican director of homeland security policy; Michael Cullen, Global Services Control Risks Group vice president; Noah Rosenkrantz, Greenline Systems president & CEO.

The keynote address, which is also open to the public, will begin at 11:30 a.m. by US Representative Joseph Sestak of Pennsylvania. From 1:45 p.m., a Public Forum on Cybersecurity will be led by Roger Cressy, Good Harbor Consulting president, NBC News analyst; Andrew Singer, Booz Allen Hamilton principal; Elad Yoran, Security Growth Partners CEO; Joseph McGrath, Unisys Corporation former CEO; Joel Brenner, Office of the National Counterintelligence Executive, National Counterintelligence Executive and Mission Manager for Counterintelligence. Security/risk management professionals from the federal government, corporate sector, investment community, academia, law enforcement and emergency response agencies will come together for the Convergent National Security Risks to Government and Business Symposium. Reservations are required and can be made via telephone or e-mail to Jack Jarmon at (215) 898-0452 or jarmon@sas.upenn.edu.

Dr. Pritchett: Rutgers Chancellor

Dr. Wendell E. Pritchett, professor of law at Penn Law, has been appointed as the Chancellor of Rutgers University-Camden, New Jersey Campus. He has taught at Penn since 2001 and served as associate dean from 2006-2008.

His research examines the development of post-war urban policy, especially urban renewal, housing finance, and housing discrimination. He has represented non-profit organizations in the development of affordable housing and economic development. Dr. Pritchett currently serves as the president of the Philadelphia Housing Development Corporation and vice-chair of the Redevelopment Authority of Philadelphia. He previously served as director of the Office of Research Planning and Policy for the City of Philadelphia.

Dr. Pritchett received his bachelor’s degree from Brown in 1986, his juris doctor from Yale Law School in 1991, and his PhD in history from the University of Pennsylvania in 1997.

As chancellor, he will serve as the CEO of the Rutgers-Camden campus, reporting directly to Rutgers President Richard L. McCormick. The campus is the southernmost of three for Rutgers, which is the state university of New Jersey and has its main campus in New Brunswick. It occupies 40 acres and has 5,600 students in 34 undergraduate programs and 16 graduate programs, 1,000 employees and an annual budget of more than $50 million. Dr. Pritchett will begin his new post June 30.

IN THIS ISSUE

2. Senate: SEC Agenda; Rules Governing Final Exams; Guest Chair Series; Easter Pet Safety Tips
3. Deaths; RecycleMania; DPS Walk-Back Program
6. HR: Upcoming Programs; EHRS Training; Pennin Touch; Security & Privacy Tip; Skin Cancer Screening
7. Update: Rudy Fuller Jr. Quaker Soccer Camp; Penn Dental’s Oral Cancer Walk; CrimeStats
8. Painted Metaphors: Pottery and Politics of the Ancient Maya
The following agenda is published in accordance with the Faculty Senate Rules. Any member of the standing faculty may attend SEC meetings and observe. Questions may be directed to Sue White, executive assistant to the Senate Office either by telephone at (215) 898-6943, or by e-mail at senate@pobox.upenn.edu.

Faculty Senate Executive Committee Agenda
College Hall, Room 205
Wednesday, April 15, 2009
3:00–5:00 p.m.

1. Approval of the Minutes of March 4, 2009 (2 minutes)
2. Chair’s Report (10 minutes)
3. Past-Chair’s Report on Academic Planning and Budget & Capital Council (3 minutes)
4. Update on the University (45 minutes)
   President Amy Gutmann
5. Senate Committee on Committees Ballot (5 minutes)
6. Update on the Budget (45 minutes)
   Bonnie Gibson, Vice President for Budget and Management Analysis
7. New Business

Rules Governing Final Examinations

1. No instructor may hold a final examination nor require the submission of a take-home final exam except during the period in which final examinations are scheduled; when necessary, exceptions to this policy may be granted for postponed examinations (see 3 and 4 below). No final examinations may be scheduled during the last week of classes or on reading days.

2. No student may be required to take more than two final examinations on any calendar day during the period in which final examinations are scheduled. If more than two are scheduled, the student may postpone the middle exam. If a take-home final exam is due on a day when two final examinations are scheduled, the take-home exam shall be postponed by one day.

3. Examinations that are postponed because of conflicts with other examinations, or because more than two examinations are scheduled in the same day, may be taken at another time during the final examinations period if the faculty member and student can agree on that time. Otherwise, they must be taken during the official period for postponed examinations.

4. Examinations that are postponed because of illness, a death in the family, for religious observance or some other unusual event, may be taken only during the official periods: the first week of the spring and fall semesters. Students must obtain permission from their Dean’s office to take a postponed exam. Instructors in all courses must be willing to offer a make-up examination to all students who are excused from the final examination.

5. No instructor may change the time or date of a final exam without permission from the appropriate dean.

6. No instructor may increase the time allowed for a final exam beyond the scheduled two hours without permission from the appropriate dean.

7. No classes or required class activities may be held during the reading period.

8. The first examination of the day begins at 9 a.m. and the last examination concludes by 8 p.m. There will be one hour between exam time blocks.

9. All students must be allowed to see their final examination. Exams should be available as soon as possible after being graded with access guaranteed for a period of at least one regular semester after the exam has been given. To help protect student privacy, a student should have access only to his or her own exam and not the exams of other students. Therefore, for example, it is not permissible to leave student exams (or grades or papers) in publicly accessible areas.

10. Students may not be asked for their Social Security Numbers. Instructors may not publicly display a student’s Penn ID or any portion of the Social Security Number, nor use name, initials, or any personally identifiable information to post grades. Even when an identifier is masked or absent, grades may not be posted in alphabetical order, to protect student privacy.

11. Final exams for the College of Liberal and Professional Studies (LPS) courses must be given on the regular class meeting night during the week of final examinations. No change in scheduling is permitted without unanimous consent of all students in the class and the director of LPS. A LPS final exam may not be administered during the last week of class or on a reading day.

In all matters relating to final exams, students with questions should first consult with their Dean’s offices. Faculty wishing to seek exceptions to the rules also should consult with their Dean’s offices. Finally, the Council of Undergraduate Deans and SCUE urge instructors to see that all examinations are actively proctored.

—Vincent Price, Interim Provost

Penn Dining Guest Chef Series: April 7 & 8

The University of Pennsylvania’s Guest Chef Series welcomes celebrity experts on Singaporean cuisine K.F. Seetoh and Chef Yong Kuat on April 7 and 8 at Hill College House, 3333 Walnut St.

Chef Seetoh is the editor and founder of the Singaporean street food guide, Makanstrata; the author of many culinary guidebooks and the host of the popular television show “Makanstrata” on the Asian Food Channel. Chef Seetoh has also been featured on Anthony Bourdain’s “No Reservations” show on the Travel Channel.

Chef Kuat trained at Shatec, the Singapore Hotel and Tourism Education Centre, and has prepared both local and western cuisine for such Singaporean restaurants such as Billy Bombers, SoulFood and Fabulous Fizz.

On Tuesday, April 7, at 11 a.m., Chefs Seetoh and Kuat will discuss the popularity of street food in Singapore, demonstrate how to cook some popular Asian dishes and offer tastings.

On Wednesday, April 8, between 11 a.m. and 2 p.m., Chef Kuat will serve a Singaporean lunch of bak kut teh soup, fried banana pillow with kaya fondue, hakken prawn noodles and laksa risotto at Hill College House.

For each Guest Chef Event, Penn Dining’s executive chefs work with the guest chef to develop a menu that can be prepared for at least 500 people. This is open to all PennCard holders.

To learn more about Penn Dining, visit www.upenn.edu/dining or call (215) 898-7585.

Easter Pet-Safety Tips

Easter is coming up, so remember to take these simple precautions to ensure that your pets stay safe and healthy.

Don’t Let Your Pets Eat Chocolate

Chocolate is very popular this time of year but is potentially lethal to pets. Dogs can experience vomiting or diarrhea, hyperactivity, seizures and an abnormally elevated heart rate from eating chocolate. Cats can experience gastrointestinal upset if they ingest chocolate. In severe cases, animals can die from eating even a small amount of chocolate.

Put Alcoholic Beverages Safely Away

Be sure alcoholic beverages are not in reach of your pet. If your pet ingests alcohol, this could cause vomiting or diarrhea, lack of coordination, central nervous system depression, tremors, difficulty breathing, metabolic disturbances and coma. Alcohol can even cause death from respiratory failure if a large enough amount is consumed.

Don’t Let Your Pets Eat Sugar Substitutes

Another potential hazard is gum or candy sweetened with artificial sweeteners, which, if ingested, can cause a rapid drop in blood sugar. This can result in depression, loss of coordination and seizures.

Keep Flowers Out of Reach

Flowers are another favorite choice to celebrate this special day. Many types of lilies are highly toxic to cats, so make sure they are completely out of cats’ reach. Other potentially poisonous flowers may include tulips, amaryllis, calla lily, daisies, chrysanthemums and baby’s breath. Safer alternatives include African violet, asters, camellia, jasmine and orchids.

—School of Veterinary Medicine
Deaths

Dr. Johnson, Medicine
At press time Almanac was informed of the death of Dr. Bernett L. Johnson, professor of dermatology & pathology, senior medical officer at HUP and senior associate dean of diversity and community outreach in the School of Medicine. He died on April 2; he was 76. Additional information will be published next week.

Dr. Manson, Microbiology
Dr. Lionel A. Manson, a retired professor in the department of microbiology in the School of Medicine and former faculty member at the Wistar Institute, passed away April 1. He was 85 years old.

Beginning his tenure at Penn in 1954 as a research assistant professor, Dr. Manson’s research interests included immunological responses during progressive tumor. He also served on the faculty at the Wistar Institute from 1965 to 1989.

Dr. Manson earned both his bachelor’s and master’s degrees in biological chemistry from the University of Toronto in 1945 and 1947, respectively. He earned his PhD in the same discipline from Western Reserve University in 1949.

Dr. Manson is survived by his wife, Rosalie; children, Florence, Aaron and David; grandchildren, Joseph and Sarah Nye, Daniel, Joshua, Adam, Hannah and Rachel Manson.

Contributions may be made to any charity that supports Cancer Research.

Upcoming Sustainability Event: April 10
Penn’s Green Campus Partnership needs you to play your part in helping us meet this year’s goal of 30% recycling. Join the Penn community in focusing on recycling as much as possible and reducing the waste we generate.

Upcoming Sustainability Event: Greenfest Celebration, sponsored by Penn Environmental Group (PEG) and RecycleMania will be held on Friday, April 10, 11 a.m.-4 p.m. on College Green.

A semi-annual event held on College Green by PEG, Greenfest promotes environmentally friendly initiatives and educates the Penn community about sustainability. The festivities will include activities such as a bake sale, free food from local resources, tie-dying, t-shirt and canvas bag sales, ink cartridge collection, and trivia with a green spin. The celebration will host a diverse set of community-at-large and Penn-friendly initiatives and educates the Penn community about sustainability.

The RecycleMania Competition
As the RecycleMania competition draws to a close, results from January 18 to March 21 show Penn running better than last year when our recycling rate was 18%. A full wrap-up with final statistics will be available mid-April. Our efforts are ongoing after the competition ends, and you can make a difference.

How Does RecycleMania Work? The recycling rate is calculated by the National Recycling Coalition based on weights submitted from each school during a given week of the competition:

Total weight of cans, bottles, plastics, paper, cardboard is divided by the Total weight of trash plus cans, bottles, plastics, paper and cardboard. For more information, check out www.recyclemania.org.

How can you participate and help Penn reach its goal of 30% recycling rate? When you recycle, you help the Penn environment. If you would like help improving the recycling effort for your dorm or solving recycling problems.

See www.recyclemania.org for more information on what you can do to help Penn recycle!

—RecycleMania Planning Committee

To Report A Death
Almanac appreciates being informed of the deaths of current and former faculty and staff members, students, and other members of the Penn community. Call (215) 898-5274 or e-mail almanac@upenn.edu.

RecycleMania
Stop. Think. Recycle.

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Every year, the University Ombudsman reports to the University on the office’s activities during the prior year, giving summary data on the types of complainants who consulted the office and a general idea of the variety of problems that concerned them. The report has two purposes: first, it is intended to inform those who are not familiar with the mission and modus operandi of the office, either because they are new to the University community or because they have been here for a while but have not had an occasion to learn much about how the office works; second, it seeks to summarize some of the major types of issues that have come before us.

We are fortunate to have Michele Goldfarb as the new Associate Ombudsman. In July 2008, she succeeded Gulbun O’Connor who retired after more than 20 years of dedicated and able service to the University community. After serving as an Assistant U.S. attorney in Washington, D.C., and an assistant district attorney in the Philadelphia District Attorney’s office, Ms. Goldfarb clerked for Judge Phyllis Beck, a member of the Pennsylvania Superior Court. She came to Penn in 1995 where she served for 11 years as the Office of Student Conduct. In 2007, she became Director of the Women’s Center, a position she held until her appointment as Associate Ombudsman. She is a member of the adjunct clinical faculty at the Law School, teaching and supervising Penn law students in two comprehensive clinical courses, Civil Practice Clinic and Mediation Clinic, subjects that reflect her long interest in methods of conflict avoidance and resolution. She has served on a number of University committees concerned with developing policy in areas such as academic integrity, substance abuse, and confidentiality of student records.

An Historical Note

The word, “Ombudsman” is Swedish and means “representative.” It is not gender specific. In 1809, the Swedish government created the first modern Ombudsman’s office, although the idea for the office goes back at least as far as the Ottoman Empire in the 18th century. The Ombudsman is an “official appointed to safeguard citizens’ rights by investigating complaints of injustice made against the government or its employees,” (Philip’s Millennium Encyclopedia). Several European countries have appointed national ombudsmen, relatively senior and respected officials who have access to all levels of government, from the prime minister, through the heads of ministries, to directors of lower level administrative agencies, and can cut through red tape and work out resolution of problems relatively expeditiously. Since the 1950s, many states, universities, and businesses have created ombudsman offices.

Penn’s Office of University Ombudsman

The University of Pennsylvania established the Office of University Ombudsman in 1971. It is staffed by the University Ombudsman (part-time), a tenured faculty member, and the Associate Ombudsman (full-time). The administration sought to create an innovative way of addressing the complaints of faculty, staff, and students of unfairness or failure to follow university policies and procedures. Penn’s Ombudsman has direct access to all levels of the University administration from the President and the Provost through the Deans, Vice Presidents, chair, professors, department heads, and directors, to all the other people on campus with responsibility for the work, educational, residential, and recreational environments of faculty, staff and students.

The driving concept of the office is that, if an individual believes that he or she has not been treated fairly and the regular procedures do not appear to be leading to an acceptable resolution, he or she can come to the Ombudsman and lay out the facts underlying the complaint. The Ombudsman can help the complainant clarify his or her goals, discuss possible avenues that might be available for resolving the issue, and map out appropriate strategies. With the complainant’s authorization, the Ombudsman will undertake an independent investigation of the matter in order to develop an objective, impartial understanding of exactly what had happened, and then to propose some method of resolving the dispute. The Ombudsman has no power to order any individual to take a given action: He or she relies on a clear summary of the facts and an exposition of the competing considerations underlying each side’s position as the basis for working out a satisfactory solution.

Who May Consult the Ombudsman?

All members—faculty, staff, graduate and undergraduate students and alumni—of the University community may avail themselves of the services of the Ombudsman, except for employees of the Hospital of the University of Pennsylvania and members of a labor union, who have their own grievance procedures. The office is located in the Duhring Wing of the Fisher Fine Arts Library on 34th Street, just north of the Irvine Auditorium.

How the Office Operates

During the first meeting with the prospective complainant, we explain the purpose of the office and the procedures we follow, emphasizing that the discussion will remain confidential if the complaint so wishes (unless the discussions reveal possible criminal conduct, actions that might be the basis for legal liability on the part of the University, or a threat of imminent danger to an individual). We then seek to understand the nature of the dispute as fully as possible. The discussion may end there with a consideration of what remedies may be available to the complainant or what strategies he or she may wish to follow to try to resolve the conflict. However, if the complainant wishes to proceed with an investigation, we will meet with the other people involved in the controversy to get as complete an understanding as possible of the facts underlying the problem and the University policies that govern it. We then meet with the complainant to decide on the next steps to be taken.

Most Frequently Raised Issues; Types of Complainants

The data summarizing the types of cases and classes of complaints for the last three years appear in the tables accompanying this report. The distributions of both the types of complaints and the classes of complainants have held fairly stable over the last three years.

<table>
<thead>
<tr>
<th>Issues Raised: Approximate Percentage of Total</th>
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<tr>
<td>Employment Procedures</td>
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<td>Improper Procedures</td>
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<td>Academic Procedures</td>
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<td>Academic Integrity</td>
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<td>Academic Issues</td>
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<tr>
<td>Collections</td>
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<td>Benefits</td>
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<tr>
<td>Discrimination</td>
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<td>Promotion</td>
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<td>Student Services</td>
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<tr>
<td>Miscellaneous</td>
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<tr>
<th>Complainants: Approximate Percentage of Total</th>
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<tbody>
<tr>
<td>A-1 Employees</td>
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<tr>
<td>Graduate Students</td>
</tr>
<tr>
<td>A-2 Employees</td>
</tr>
<tr>
<td>Undergraduates</td>
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<tr>
<td>A-3 Employees</td>
</tr>
<tr>
<td>Post-docs</td>
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<tr>
<td>Other</td>
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A few comments are in order. These general distributions and the broad categories in the tables that accompany this report mask the variety and degrees of complexity that characterize individual cases. Each case is, of course, unique, and yet it is desirable to look for trends that may indicate some systemic malfunction, or a particular area within the university that is not being well-managed. When we seek to identify trends, however, we encounter a problem. The fact that the Ombudsman’s Office observes a detectable trend in the types of complaints that are brought to it does not mean that there is a similar trend across the University as a whole. There are many offices across the University that deal with similar kinds of cases so that the variation might be attributable to the fact that complainants have consulted other persons or offices at different rates.

A review of the data over the last decade indicates that there have been no significant changes in the broad distribution of types of cases during that period. I think it is worth mentioning that discrimination cases have constituted only about 1% of the total caseload in the last three years, probably because other offices, such as the Office of Affirmative Action and Equal Opportunity, are the primary actors in the area. Also, fewer students have come to the Ombudsman’s office than was the case more than ten years ago. The University has instituted more effective advising procedures.

John C. Keene, University Ombudsman

Report of the Ombudsman

Academic Year 2007-2008
over the years so that there are fewer conflicts between students and their professors, and the word has gotten out that the Office does not handle grade disputes, only complaints about unfair or unannounced procedures.

I continue to be impressed with the importance of supervisors’ making careful annual performance evaluations (following the procedures set out in Human Resources Division Policy #619) and observing both the letter and the spirit of the University’s progressive disciplinary procedures (set out in Human Resources Division Policy #621). It is inevitable, in a University as large and complex as Penn, that there are either supervisors who are not good managers or employees who are not adequately qualified for the position for which they were hired. Personalities may be incompatible. The evaluations allow the supervisor and employee to interact with each other and both encourage better performance and forestall inappropriate terminations. In the case of faculty members, these experiences demonstrate the importance of thoughtful mentoring of junior faculty by senior faculty and department heads.

Several of the cases the office dealt with in 2007-2008 revealed the complexity and multiplicity of the policies and practices the University has adopted, as well as the complicated set of statutory and regulatory norms that govern its operations. The University administration has published Principles of Responsible Conduct (available on the website of the Office of Audit, Compliance, and Privacy). This document seeks to synthesize dozens of policies and legal obligations, into ten overarching principles covering concerns such as Ethical and Responsible Conduct, Respect for Others in the Workplace, Avoidance of Conflict of Interest, Responsible Conduct in Research, Environmental Health and Policy, Respect for Privacy and Confidentiality, and Responsible Reporting of Suspected Violations and Institutional Response. The statement warrants study. It also confirms that the administration must pay continuing and careful attention to keeping its policies up to date, ensuring that they are clearly organized and accessible to those who must consult them. The U.S. Government’s Code of Federal Regulations performs a similar function, as it draws together in one accessible publication all the administrative regulations of federal agencies and keeps them current as changes are made. It may serve as a useful model that could be adapted to the particular circumstances and needs of the University.

Several of the cases that our office dealt with last year raised the specter of retaliation against the person making the complaint or against a member of his or her family who was also an employee at the University. Recently the Administration re-promulgated its policy against retaliation (Almanac March 3, 2009). Recognizing the importance of internal reporting of possible violations of legal and University norms, the policy reaffirms that the University prohibits retaliation against those who make bona fide reports of possible non-compliance. It also prohibits knowingly making a false report. The policy spells out clearly the types of reports it covers, the types of retaliation it prohibits, and the classes of individuals it protects.

**Formal and Informal Dispute Resolution Procedures**

Over the years, the University has developed a complex system of informal methods of resolving disputes, procedures that are designed first to determine the facts underlying a particular dispute and, second, to apply University norms and policies to these facts to resolve the dispute. The University Ombudsman’s Office is one of the places where, as we have said above, people who believe they are not receiving fair or proper treatment can go to get advice as to what options are available to them and to learn about what strategies they may pursue to deal with the issues that confront them. The other major offices where informal resolution of disputes may occur include the Office of Affirmative Action and Equal Opportunity Programs, the Division of Human Resources’ Workplace Issue Resolution Program, the Office of Student Disabilities Services, the University Mediation Program for violations of the Code of Student Conduct, the University Life Division in the Vice Provost for University Life’s Office, the Counseling and Psychological Services, the Office of the University Chaplain, the Division of Public Safety’s Office of Special Services, and the administrators of the various dispute resolution procedures available in schools and academic departments.

Taked together with more formal quasi-judicial procedures, such as those for imposing sanctions on faculty, the Faculty Grievance Procedure, the Staff Grievance Procedure, and the formal procedures specified by the Charter of the University’s Student Disciplinary System, these methods and the administrative divisions, committees, and commissions that administer them constitute the judicial function of the University.

### Three Years of Experience in the Ombudsman’s Office 2005-2008

#### Types of Complaints

<table>
<thead>
<tr>
<th>Issue</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
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<tbody>
<tr>
<td>Employment Problems</td>
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<td>77</td>
<td>75</td>
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<tr>
<td>Academic Procedures</td>
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<td>25</td>
<td>39</td>
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<tr>
<td>Miscellaneous/Personal</td>
<td>21</td>
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<td>33</td>
</tr>
<tr>
<td>Other Procedures</td>
<td>39</td>
<td>36</td>
<td>32</td>
</tr>
<tr>
<td>Academic Integrity</td>
<td>8</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>Collections/Financial Services</td>
<td>6</td>
<td>5</td>
<td>8</td>
</tr>
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#### Types of Complainants

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*ALMANAC April 7, 2009*
Human Resources: Upcoming Programs

Benefits Open Enrollment Has Begun
As of yesterday, Open Enrollment for the 2009–2010 benefits plan year has begun. This means that from now through Friday, April 17, you can make any changes you’d like to your benefits package. Enroll in a new healthcare plan, change your pre-tax expense account contribution amount, increase or decrease your life insurance coverage—the choice is yours.

By now, you should have received Open Enrollment materials at your home address. Be sure to examine those and visit the HR website at www.hr.upenn.edu to learn about your healthcare coverage options, as well as the changes being made to existing plans in the coming plan year. To make changes to your benefits coverage at any time during Open Enrollment, visit www.pen nbenefits.upenn.edu. If you don’t have internet access, or are having problems enrolling online, contact the Penn Benefits Center at 1-888-PENN-BEN (1-888-736-6236), Monday–Friday, 8 a.m.–6 p.m.

—Division of Human Resources

EHRS Training: April 21
The next live training program is: Introduction to Laboratory and Biological Safety at Penn, April 21, 9:15 a.m.–noon, BRB II/III Auditorium.

(Please arrive early. Sign-in from 9–9:15 a.m. No admittance to the course after 9:15 a.m. Penn ID is required for sign-in. A Certificate of Completion will be granted at the end of the training session. Only those individuals who sign-in and receive the Certificate will be given credit for the course.)

This combined training program provides a comprehensive overview of safe work practices in the biomedical laboratory and meets the US Department of Labor’s Occupational Safety and Health Administration (OSHA) requirements for employers who work with hazardous substances including chemicals, human blood, blood products, fluids and human tissue specimens. All faculty, staff and students at the University who work in a laboratory and have not previously attended a live training presentation must attend this training.

The Office of Environmental Health & Radiation Safety (EHRS) develops and presents a variety of required training programs in live presentations or online formats. To determine which training programs you are required to take, review the section “Training Requirements” on the EHRS website www.ehrs.upenn.edu/training/dates/

PennInTouch

InTouch “Refresh” Project Update
Rollout: June 13-14, 2009
The project to revamp the University’s online student self-service system, PennInTouch, has been progressing as planned and is expected to roll out in mid-June. Parallel changes are also being made to the Advisor InTouch system for faculty and staff, since the two applications are tightly integrated. The first phase of this initiative included development of the “Course Search,” which was successfully implemented in Muras in February 2008 (Almanac: February 5, 2008). Planning is currently underway for a rollout over the weekend of June 13-14. Users should expect to experience a brief outage during the transition.

Design of the refreshed systems has relied heavily on the project’s Student Executive Advisory Committee. This group was instrumental in numerous design reviews and facilitation of student focus groups this past winter. School representatives on the Student Record System/ PennInTouch committee helped insure that associated upgrades to Advisor InTouch were thorough. The current phase aims to enhance their mission of excellence in academic planning and support.

The project has been sponsored by Student Registration & Financial Services (SRFS) in conjunction with Information Services & Computing (ISC), with the goal of modernizing the web-based interfaces, updating the underlying technology, improving the user experience and streamlining the registration process.

—Student Registration & Financial Services

Free Skin Cancer Screening: Saturday, May 16
To increase awareness of the importance of early detection, the Abramson Cancer Center and Penn Dermatology are sponsoring a free skin cancer screening by a dermatologist. The screening will be held on Saturday, May 16 from 8 a.m. to noon at the Perelman Center for Advanced Medicine, 1st floor, suite 1-330S. Space is limited and registration is required. Please call (215) 662-2737 for more information or to register.

CLASSIFIEDS

UNIVERSITY RESEARCH

Interested in losing weight? A research study at the Penn Sleep Center aims to understand how the size of airway structures affects your chance of having sleep apnea, a breathing disorder. Participants attend a 24-week weight loss program, and undergo several non-invasive tests before and after the program. For each test, you will receive $100. The weight loss treatment is free of charge. For more information, please call 215-682-3189.

For information call (215) 898-5274 or visit www.upenn.edu/almanac/faq.html?id=2208.

Almanac is not responsible for contents of classified ad material.

One Step Ahead

Security & Privacy
Made Simple

Another tip in a series provided by the Offices of Information Systems & Computing and Audit, Compliance & Privacy.

I want to use Facebook safely but the privacy settings are confusing
Today, 175 million users subscribe to Facebook. Stated differently, if Facebook were a country, it would be the 7th most populous in the world.

And yet, many on Facebook, or considering going on Facebook, are worried about how to use it safely.

Sophos, an Internet security company, has produced a Facebook Best Practices Guide, recommending how to navigate and set Facebook privacy settings to minimize one’s risk of identity theft while using the site. The Guide can be found at www.sophos.com/security/best-practices/facebook-profile.html.

The Guide focuses on the approximately 25 privacy-related settings and, for each one, includes a safe setting recommendation and explains the rationale for that recommendation.

One example from the Sophos Best Practices Guide is:

Profile (edit)
Option: Profile
Sophos recommends: “Only my friends”
Why? By default, Facebook allows all of your networks and all of your friends to be able to view your profile. As networks can contain hundreds of thousands of people (and you have no control over who else joins the network), you are instantly revealing personal information to potential identity thieves if you leave this option at its default setting. Sophos advises that it is sensible only to allow your profile to be viewed by your friends, so you should set this option to be: “Only my friends”.

The Sophos model is one helpful educational tool for those who wish to harness a popular service while considering how to responsibly address privacy-related risks. Another helpful resource on these issues is www.techforlullabies.com/2009/03/privacy-controls-in-face book-pt-1.html.

For additional tips, see the One Step Ahead link on the Information Security website: www.upenn.edu/computing/security/.

To receive weekly OneStepAhead tips via e-mail, send an e-mail to listserv@lists.upenn.edu with the following text in the body of the message: sub one-step-ahead <your name>.

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Sign up to receive e-mail notification when we post breaking news between issues. Send an e-mail to listserv@lists.upenn.edu with “subscribe almanac <your full-name>” in the body of the message. —Ed.
The University of Pennsylvania Police Department
Community Crime Report

About the Crime Report: Below are all crimes Against Persons and Crimes Against Society from the campus report for March 23-29, 2009. Also reported were 14 crimes against property (including 11 thefts, 2 acts of vandalism and 1 case of fraud). Full reports are available at: www.upenn.edu/almanac/volumes/v55/n28/creport.html. Prior weeks’ reports are also online. — Ed.

This summary is prepared by the Division of Public Safety and includes all criminal incidents reported and made known to the University Police Department between the dates of March 22-29, 2009. The University Police Department actively patrol from Market Street to Baltimore Avenue and from the Schuylkill River to 43rd Street in conjunction with the Philadelphia Police. In this effort to provide you with a thorough and accurate report on public safety concerns, we hope that your increased awareness will lessen the opportunity for crime. For any concerns or suggestions regarding this report, please call the Division of Public Safety at (215) 898-4482.

18th District Report
9 incidents with 3 arrests (including 6 robberies, 2 aggravated assaults and 1 rape) were reported between March 23-29, 2009 by the 18th District covering the Schuylkill River to 49th Street & Market Street to Woodland Avenue.

03/23/09
2:09 AM 4700 Warring Ave
Complainant assaulted/bike taken

03/23/09
2:30 AM 3800 Locust St
Male cited for public urination

03/23/09
3:18 AM 4000 Baltimore Ave
Female robbed by unknown male

03/25/09
1:27 AM 4000 Spruce St
Complainant reported unknown male exposed himself

03/25/09
9:00 AM 3400 Walnut St
Major cited for public urination

03/26/09
2:06 PM 4100 Ludlow St
Complainant assaulted/robbery

03/27/09
3:10 PM 300 49th Street
Rape

03/28/09
1:37 AM 318 40th St
Aggravated Assault

03/29/09
5:16 AM 3800 Woodland Ave
Aggravated Assault


Penn Dental Medicine Students Organize Oral Cancer Walk: April 18
On Saturday, April 18, 2009, the Penn Dental Medicine Oral Cancer Awareness Society will present the first annual Philadelphia Oral Cancer Walk to promote awareness of the disease to members of the dental community and surrounding Philadelphia-area neighborhoods.

According to the Oral Cancer Foundation, approximately 35,000 people in the United States were newly diagnosed with oral cancer in 2008, as the rate of occurrence increased for the third consecutive year. The problem is even greater worldwide, with new cases annually exceeding 481,000. Causes of oral cancer include smoking, alcohol abuse, and exposure to HPV-16 (human papillomavirus).

As aspiring dentists, members of the Oral Cancer Awareness Society are focused on increasing the public’s knowledge of oral cancer with hope that cases will be detected and diagnosed early. The Oral Cancer Foundation reports that the rate of survival in cases of early detection is 80 to 90 percent. When the cancer is discovered in later stages, the number significantly decreases to 45 percent.

“We hope the event creates more awareness of this serious disease,” says Ann Layvey (D’10), co-president of the Society. “Everyone involved or observing should continue to share what they learned to help address this important health issue.”

The registration form is available under the “Camps” section on the Penn Athletics’ website, www.pennathletics.com. For more information or to request registration materials, e-mail rudyfullersoccer@gmail.com or call (215) 898-4815.

Additional summer camps and programs are on Almanac’s website, www.upenn.edu/almanac/volumes/v55/n19/camps.html.

The University of Pennsylvania’s journal of record, opinion and news is published Tuesdays during the academic year, and as needed during summer and holiday breaks. Its electronic editions on the Internet (accessible through the PennWeb) include HTML and Acrobat versions of the print edition, and interims information may be posted in electronic-only form. Guidelines for readers and contributors are available on request and online.

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Painted Metaphors: Pottery and Politics of the Ancient Maya

A world-renowned collection of ancient Maya painted pottery, excavated by the University of Pennsylvania Museum nearly a century ago and reinterpreted in light of recent research in the field, provides the centerpiece for Painted Metaphors: Pottery and Politics of the Ancient Maya, a new exhibition now at the Penn Museum. Painted Metaphors runs through January 31, 2010, before beginning a multi-city national tour.

The new exhibition at the Penn Museum explores daily life during politically tumultuous times. Like so many pieces of the famous Chama pottery that conservators meticulously put back together at the Penn Museum, Painted Metaphors yields new clues to understanding everyday life—and changing politics—of the ancient Maya of Guatemala 1,300 years ago.

At the center of Painted Metaphors are almost two dozen recently conserved Maya painted vessels from Chama, a Maya village in the highlands far from the more sophisticated lowland centers of Maya culture. It was here that Penn Museum archaeologist Robert Burkitt discovered this brilliantly painted pottery, unlike anything else the region had ever produced. Why were these ceramic cylinders, painted with elaborate scenes, made in this out of the way spot? Exhibition curator Dr. Elin Danien, research associate at the Penn Museum, provides a provocative explanation: these are Painted Metaphors, or pictorial narratives, reflecting the sudden introduction of people and ideas from the lowlands of the Maya world.

The exhibition includes a rare focus on the ordinary Maya, with material that reflects the ancient way of life—more than 150 ancient artifacts, including figurines, jade carvings, musical instruments, weaving implements, burial urns, cave offerings, and more. Additionally, the exhibition features photos and video of Maya life in the village of Chama today.

Maya civilization is one of the great ancient civilizations of the world. At its height, it was a densely populated, culturally dynamic society, with cities throughout the region that is now Mexico, Belize, Guatemala, and Honduras. Renowned for their once enigmatic written language (the most fully developed known written language of the pre-Columbian Americas), the Maya developed complex art and architecture, as well as mathematical and astronomical systems. Maya civilization began in the Preclassic period (circa 1500 BCE), reached its height during the Classic period (circa 250 to 900 CE, at the time the Chama pots were created), and continued throughout the Postclassic period, until the arrival of the Spanish in Yucatan in 1512.

After the arrival of the Spanish, Maya civilization collapsed, though Maya culture continued and its traditions are practiced today by more than four million descendants in Mexico and Guatemala.

Though much has been learned in the last 100 years, much remains a mystery. The history of the ancient Maya continues to be reconstructed, piece by piece, not only by archaeologists in the field, but also by laboratory scientists, epigraphers deciphering ancient inscriptions, and researchers delving into the Museum collections and archives. Through field notes and records, behind-the-scenes conservation video, and more, Painted Metaphors offers a window into the process of reconstruction, and discovery, of the ancient past.

The presenting sponsor of Painted Metaphors is Rohm and Haas, celebrating its 180th anniversary in 2009. The media sponsor is The Philadelphia Inquirer, celebrating its 180th anniversary in 2009. Additional funding for Painted Metaphors is generously provided by the Selz Foundation, LLC, the Seth Sprague Charitable Trust, Diane v.S. Levy and Robert M. Levy, WhG’74, Annette Merle-Smith, and A. Bruce and Margaret R. Mainwaring.

Painted Metaphors travels on to the Frank H. McClung Museum in Knoxville, Tennessee in fall 2010, and the Hilliard University Art Museum at the University of Louisiana at Lafayette, in winter 2011, with additional venue opportunities available.

At left, this painted cylinder vessel, circa 8th century CE, was excavated by the Penn Museum at the ancient Maya site of Chama in 1916. Height: 21 cm., diameter: 19 cm.

The SCIENCE behind the Exhibition:

In addition to the archaeology, there is a lot of laboratory science incorporated in this show, including residue analysis for chocolate in the ancient pots, instrumental neutron activation analysis to determine vessel origins, CT scanning and study of the human skeletal record, and even multispectral imaging of some of the painted pottery scenes.

More information on how these techniques were employed to learn more about this important collection, with its known provenience, online; see: www.museum.upenn.edu/new/news/fullrelease.php?which=374

The exhibition includes a world premiere of a documentary on contemporary Maya weavers (presented by the producer), and Maya musical instruments.

Above, known as “The Chama Vase,” from the 8th century CE was found in a stone-lined tomb at the ancient Maya site of Chama (in modern day Guatemala) at the end of the 19th century. Height: 23.5 cm., diameter: 15 cm.

Penn Museum’s media preview for Painted Metaphors: Pottery and Politics of the Ancient Maya, featured several special guest speakers. Above, left to right: Luis Fernandez, group vice president and unit business director, Rohm and Haas, presenting sponsor; Dr. Elin Danien, research associate in the American Section of Penn Museum and curator of Painted Metaphors; Francisco Villagrán de León, Ambassador, Republic of Guatemala.

This new traveling exhibition opened this past weekend and runs through January 31, 2010. On April 28, at 6 p.m., Dr. Danien will lecture at the Museum’s Curator Party for Sustaining Members. Explore the world of chocolate as she relays tales of ancient chocolate from Maya world. In 1998, Dr. Danien completed her PhD dissertation, focused on Penn Museum’s collection of Chama polychrome pottery which forms the core of this new exhibition. Dr. Danien’s recent publications include Maya Folktales from the Alta Verapaz and Guide to the Mesoamerican Gallery, which followed her renovation of that gallery in 2002. She contributed to The Maya Vase Conservation Project, a book written by conservator Lynn A. Grant, about the featured vessels in this exhibition. Events coordinator for the Penn Museum from 1981 to 1989, Dr. Danien founded the Museum’s annual Maya Weekend, an in-depth weekend of exploration featuring Maya scholars, epigraphers and educators, now in its 27th year. A Penn alumna who began her college education at the age of 46, Dr. Danien is founder of Bread Upon the Waters, a Penn scholarship fund that assists non-traditional undergraduates—women age 30 and older—to attain an undergraduate degree through part time study.