Therapy is small wonder

Animals used to aid health.

By Janese Heavin

Tuesday, October 13, 2009

A miniature horse named Cookie was the main attraction this morning at a University of Missouri psychology class aimed to show the benefits of human and animal interactions.

Owner Carol Parmenter of Nevada, Mo., told about 35 students that the 7-year-old animal makes ideal company for schoolchildren, stroke victims, Alzheimer’s patients or others needing physical or emotional care.

“We have kids read to her, and she just stands there quietly,” Parmenter said, holding Cookie by a halter rope. “It’s just an awful lot of fun what you can do with them.”

The miniature horse was one of a handful of four-legged friends that have helped teach students about the benefits animals can have on people. In the Human-Companion Animal Interaction class, Associate Professor Rebecca Johnson has enlisted the help of police K-9s, a Great Dane and Great Pyrenees to help convey that message.

Although the course is a 2000-level psychology class, students from some 20 different majors are enrolled, including nursing, occupational therapy, pre-law and veterinary students.

“They’re interested in this topic, and it’s a topic that applies to a variety of settings,” Johnson said. “The take-away message in this class is that humans and animals can facilitate health and well-being in one another.”

The class has attracted a non-traditional student, as well.

Barbara Wolf, 79, asked to take the course after reading about it. “It just sounded fascinating,” said Wolf, who owned a cat for 17 years before the animal died.

Wolf also has seen firsthand the benefits an animal can have on people in medical care. She watched her mom, who suffered from dementia, interact with a resident dog in a nursing home.
“When the resident dog came to visit, it was just a whole different personality,” she said. “Residents would wait for the dogs to come.”

Wolf said she has been amazed at the various uses for animals in therapeutic situations.

“We always think of animals as pets,” she said, “but I hadn’t thought about the scope of animals as support.”

Reach Janese Heavin at 573-815-1705 or e-mail jheavin@columbiatribune.com.
COLUMBIA MISSOURIAN

MU graduate's hat designs a hit in New York

By Hayley Besheer
October 12, 2009 | 5:11 p.m. CDT

COLUMBIA — MU alumna Jennifer Ouellette says you have to be obsessed and perhaps a bit crazy to survive as a successful fashion designer in today's economy.

"I can't say it's been dreamy. I've sacrificed a lot for this career," said Ouellette, a 38-year-old hat designer from St. Louis. Ouellette became an entrepreneur at the age of 24. This month marks the 14th anniversary of her company's kickoff.

On Monday, she gave three speeches on different topics at MU, where she acquired some of the skills she'd need to set up her headband and hat design business, JO Inc.

Her interest in fashion was first inspired by her mother's vintage clothing store. When she was young, her mother collected hats, sold vintage clothing and participated in clothing shows. She grew up learning the styles of different decades, and this sparked her interest.

"Every button or trimming you can pick up from an antique store has got a story," she said.

Ouellette reached college and figured out a way to mold fashion design into her major, textile and apparel management. She said people in the textile and apparel management department never shied away from discussing how few design jobs the real world has to offer, and that the department is more focused on business and manufacturing.

"I think it's pretty unusual that I have survived," Ouellette said.
Realizing the odds were against her, she took advantage of every opportunity Columbia had to offer. She spoke with business owners on Ninth Street to ask how they got started and found inspiration from professors in her major as well as other departments.

“I thought, if I wanted to become a designer, and the department didn’t stress design, then I will sort of make my own major,” she said.

Eventually, the London College of Fashion gave her the opportunity to get experience. She interned in London for a European milliner, Stephen Jones, who took on a mentor role in her life as a designer. Jones’ work stood for everything Ouellette had ever dreamed of: the perfect mix of theater, fashion and three-dimensional fiber arts.

Ouellette was then given the opportunity to work with another English milliner, Marina Killery, as well as other designers in New York. After gaining this experience, she felt she was ready to begin hat designing.

She then thought up a way to make her designs popular. “In England, they understand the handwork involved in hats,” she said. "But here in America, we’re more involved in disposable fashion and tend to buy new items more often.”

The comfort and style of Ouellette’s headbands and hats acquired attention from fashionistas all over the world. Celebrities such as Britney Spears, Angelina Jolie and Lindsey Lohan have been seen wearing her hats and headbands. Her designs also have appeared in many fashion magazines.

Ouellette’s creations include hats for men and women, pony-tail holders, barrettes, bobby pins and headbands. She also has a collection of handbags.

Her Web site has helped her grow her a worldwide customer base. She said her customer base in Japan is growing the fastest, and this segment will become more of a focus for the future of her company.

Ouellette has become attentive to the people of Japan and their love of detail, vintage fashion and nature. “I’ve put a lot of these elements in my designs, because I know the Japanese see something special in what I have to offer.”
Ouellette stays in touch with her staff and 15-person production team to find out if there are any problems. She said a lot of times there are details that only she, the designer, can only answer since a lot of her techniques have roots in old couture.

This means overseeing the quality of the products every day, talking with her clients, staying in contact with the magazines and constantly creating new ideas.

Ouellette said that she must push herself to create a balance between social life and work and says if you don’t have any kind of balance between work and fun then you can’t add anything to your design.

She enjoys Latin salsa dancing for exercise in her free time. “I think you function better when you have fun,” she said.

Ouellette said the fashion industry is an industry that gets harder and harder every day, and it’s very difficult to start a business doing something from the ground up that is done very well in other countries and much cheaper.

She said she had been looking forward to the opportunity she was given to speak at MU to share her adventure with the professors to whom she is grateful and the students who may hope to follow her lead into the world of fashion.

Her advice to these students: “Get ready, because it’s not easy.”
Bruce Walker will step down as dean of the business school at the University of Missouri in the summer.

Walker made the announcement to faculty and staff of MU's Robert J. Trulaske Sr. College of Business on Monday in Columbia. He will remain with the school as a full-time faculty member in the school's Department of Marketing, according to a Tuesday release from the school.

Walker became dean of business at MU in 1990 after previously being on the faculty of Arizona State University. During his tenure, the school has built up its enrollment — to 4,000 undergrad and 350 graduate students — and rankings from national publications. The school also raised roughly $100 million in donations during Walker's time as dean, for projects including the construction of Cornell Hall, which houses the business school.

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Longtime dean to step down as MU business college chief

By Janese Heavin

Tuesday, October 13, 2009

Bruce Walker is stepping down as the dean of the University of Missouri's Trulaske College of Business at the end of this school year.

Walker told faculty and staff yesterday that he intends to be a full-time faculty member in the college's Department of Marketing starting in August.

"I wanted the transition to occur when the college is strong and making good progress," he said today. "I believe that after 20 years, the college will benefit from new leadership in terms of an updated vision and new ideas."

Walker has served as dean of the school since 1990, when he came to MU from Arizona State University.

Under his leadership, the college has raised more than $100 million in donations, allowing the school to add scholarships, name faculty positions and build Cornell Hall. The college also has improved in national rankings over Walker's nearly two-decade tenure.

"Dean Walker's contributions have been enormous," MU Provost Brian Foster said. "The Trulaske College has seen enrollments grow dramatically, and, at the same time, the college's scholarship productivity and reputation have grown to the point that MU now has one of the nation's leading business schools."

The UM System honored Walker last year with the 2008 Pacheco Academic Leadership Award.

Walker serves on the board of directors for Boone County National Bank, Walsworth Publishing Co. and the Missouri Innovation Center in Columbia. He and his wife, Pam, are active in Columbia's United Way.
COLUMBIA MISSOURIAN

Trulaske College of Business dean to retire after 20 years

By Kelsey Mirando
October 14, 2009 | 12:01 a.m. CDT

COLUMBIA — The Trulaske College of Business has become the second largest academic unit at MU over the past two decades. The college's long-time dean, Bruce Walker had a hand in much of that success.

Walker announced Monday that he will be ending his 20-year service as dean at the end of summer 2010. Walker said he plans to be a full-time faculty member in the college's marketing department.

"I wanted the transition to a new dean to occur when the Trulaske College is strong and making good progress," Walker said Tuesday. "I also think the college will benefit from new leadership in terms of updated vision, new ideas and a different voice."

Since beginning his tenure in July 1990, Walker has been influential in the school's growth of alumni activity, donor funds, student enrollment and named faculty positions. He said in a news release that it's been a privilege to serve as dean.

"In my opinion, the Trulaske College has not only world-class bricks and mortar with Cornell Hall, but also top-caliber people and programs," Walker said.

During Walker's tenure, the college has undergone several positive developments.

"The college's achievements have been the result of a huge team effort," Walker said. "My role has been to help set a strategic direction for the college and to provide a measure of leadership for the team effort."

Under Walker, more than 85 percent of the college's current faculty and staff was hired, and national rankings of its degree programs have improved. The college has the highest ranked public MBA program in Missouri.
"Dean Walker's contributions have been enormous," MU Provost Brian Foster said in a news release from the business school.

"The Trulaske College has seen enrollments grow dramatically and, at the same time, the college's scholarly productivity and reputation have grown to the point that MU now has one of the nation's leading business schools," Foster said.

The college includes about 4,000 undergraduates and 350 graduate students. It entails four academic units - accountancy, finance, management and marketing - and 59 full-time faculty members, including 42 tenure track members.

"I hope and expect that the college will continue to grow in terms of quality and, resources permitting, number of students served," Walker said. "As a faculty member, I will work with students and will do what I can to assist my successor in getting off to a good start."

Walker is in New York for the week with the "Tigers on Wall Street" program, during which 16 students meet with business executives, job shadow and tour corporations.
Schools to join in global recruiting effort

International growth is goal.

By Janese Heavin

Tuesday, October 13, 2009

The Missouri Department of Higher Education has launched an initiative aimed to recruit more international students to the state.

The Study Missouri Consortium is still being organized, and the goal is to have a program in place by spring, when an international educators group has its annual conference in Kansas City. The conference for NAFSA: Association of International Educators, held this year in Los Angeles, attracts more than 10,000 higher education leaders from around the globe.

"That will be an opportunity for Study Missouri to highlight what Missouri can do in the area of international education," said Tim Gallimore, assistant commissioner of academic affairs for the state’s higher education department. "That will be a very good time for us to get the initiative off and showcase the state of Missouri to the world."

The consortium will promote Missouri as a destination for international students with a Web site and other marketing initiatives. More than 10,500 international students attended Missouri schools in 2007, up 7.5 percent from the year before. A recent survey of those students indicated they came to Missouri because of the state’s friendly atmosphere, safe environment, low cost of living, spacious campuses and diversity, according to the higher education department.

Both the University of Missouri, which last year had more than 1,500 international students, and Columbia College, which has about 100 international students this year, are participating in the Study Missouri Consortium. Admissions officials from both schools touted the benefits of having those students on campus.

"International students bring a wealth of knowledge and experience with them when they come to the United States to study," said Becky Brandt, MU’s associate director of admissions.

Not only do they help expose American students to other cultures, studying at MU shows international students that "our country is warm and welcoming," she said. "These friendships also encourage MU students to pursue study-abroad programs, which many students say are life-changing experiences."
Timothy Tesar, coordinator of international and graduate admissions at Columbia College, agreed, saying the diversity that international students bring to campus is a learning experience for those coming from small Missouri communities.

Attracting international students has financial benefits, too. State higher education Commissioner Robert Stein estimated that bringing students from around the globe to study in Missouri contributes more than $237 million to the state's economy each year.

At MU, international students pay more in tuition than their American counterparts because they pay non-resident tuition all four years. And although all students pay the same tuition at Columbia College, the international population helps plug domestic enrollment declines, Tesar said.

Later this month, Tesar will lead a group from Columbia College, Westminster College and the University of Central Missouri on a recruiting tour through Asia. Although each school will pay for its share of the trip, the state will provide materials from Study Missouri. Tesar said having brochures from the state will help college officials answer the age-old question: “Where’s Missouri?”

“That’s the one thing we always have a hard time pitching,” he said. “Having the state behind us and having posters and information highlighting Missouri will help.”

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Turmoil in Arbitration Empire Upends Credit-Card Disputes

by CARRICK MOLLENKAMP, DIONNE SEARCEY and NATHAN KOPPEL

New York financier J. Michael Cline set out to build a billion-dollar empire in the realm of consumer-debt disputes. His firm would stand at the center of a complex arrangement linking America's biggest arbitrator of consumer credit-card disputes with another business that collects debts in some of those same cases.

Instead, his grand plans have unraveled, turning the world of consumer arbitration on its head.

Amid a congressional investigation, regulatory complaints and lawsuits from consumers, Mr. Cline's woes are prompting a major shift in the way many U.S. consumer-debt disputes are settled.

For more than a decade, most credit-card companies have required customers to use arbitration, rather than the courts, to resolve disputes over unpaid bills. Minneapolis-based NAF has mediated the vast majority of these claims. But both NAF and another arbitrator have stopped hearing arbitrations of consumer-debt cases, and major banks are dropping arbitration requirements.

"I actually think there is a fairly significant change afoot," says Richard Reuben, a law professor and arbitration specialist at the University of Missouri. Banks "don't need the taint that comes with mandatory arbitration."

It's a big comedown for Mr. Cline, who helped found online movie-ticket vendor Fandango and pledged millions of dollars to save Asian tigers from extinction.

In 2006, he and his private-equity firm, Accretive LLC, set out to acquire a stake in the National Arbitration Forum, the nation's largest consumer-debt-arbitration body. An Accretive executive told NAF the organization had the potential to blossom into a billion-dollar business. By expanding beyond credit-card disputes to resolving disagreements between hospitals and patients, NAF had the potential to be "the center of a broad arbitration ecosystem," Mr. Cline's firm said, according to an Accretive presentation to NAF.

At the same time, Mr. Cline was quietly making another big bet on the debt business. Through its funds, Accretive created a separate debt-collecting business. That firm, Axiant LLC, ran call centers and helped collect consumer debt following NAF arbitrations.

In a July complaint, the Minnesota attorney general's office alleged NAF deceived consumers and engaged in false advertising. Consumers didn't realize NAF was financially affiliated with "one of the country's major debt collection enterprises," the complaint alleged. Accretive created Axiant in tandem with employees of Mann Bracken, a debt collector that represented credit-card companies in NAF arbitrations, the complaint alleged. At the same time, Accretive funds and NAF Inc. jointly own the back-office entity for NAF, called Forthright.
This structure, the complaint alleged, obscured Accretive's efforts to dominate both sides of the debt-collection business: arbitration and debt collection. While telling consumers that it was an impartial arbitrator, NAF worked closely with creditors, the regulator claimed, including drafting claims against consumers.

NAF says its arbitration system is fair. It provides "the most inexpensive option for consumers to resolve a dispute," rather than going to court, according to an NAF statement. An Accretive spokesman says that Forthright and Axiant provide information technology and processing for NAF and Mann Bracken, respectively. But Accretive doesn't control either NAF or Mann Bracken.

The 49-year-old Mr. Cline and his firm weren't named defendants in the Minnesota complaint. There is nothing in the complaint alleging Accretive and Mr. Cline condoned improper arbitration methods at NAF and Forthright. Mr. Cline declined requests for comment.

NAF settled the case with Minnesota Attorney General Lori Swanson in July without admitting the charges. It agreed in the settlement to stop arbitrating credit-card cases nationwide.

The case has made waves. Another consumer-debt-arbitration body, the American Arbitration Association, which handled far fewer of the cases than NAF, has also stopped hearing such cases. The AAA said its decision wasn't related to NAF's case, but it decided to stop those arbitrations after an evaluation revealed "weaknesses in the consumer debt collection arbitration process," according to its Web site.

The exit of the nation's two main debt arbitrators is part of a larger shift by banks away from requiring unhappy customers to arbitrate disputes, rather than go to court. In August, Bank of America Corp., which had used NAF to handle disputes, said credit-card holders now are free to go to court rather than being forced into arbitration. J.P. Morgan Chase & Co., citing recent events, ceased filing new arbitration credit-card claims in July and is evaluating whether to continue to include an arbitration clause in consumer contracts.

Arbitration and mediation have existed as ways to resolve disputes in the U.S. for more than 200 years. They became the standard practice in the financial world after 1987, when a Supreme Court decision gave securities firms the go-ahead to require arbitration to resolve brokerage-account disputes.

In a typical case, a bank refers an unpaid credit-card bill to a debt collector. If the collector is unsuccessful at recovering it, it refers the case to an arbitration body. Arbitration bodies, such as NAF and AAA, which generated revenue by charging fees to the parties involved, use retired judges and attorneys as arbitrators who decide the cases.
the arbitrator rules for the creditor, the collector can ask a court for a judgment to collect. Because a debt collector can earn up to a third of the debt outstanding when the ruling is in the bank's favor, it can be in a collector's interest for an arbitrator to rule against the card holder.

Former arbitrators, a congressional subcommittee, consumers and government suits are now alleging that NAF has been systematically ruling against consumers for years. Banks prevail over consumers in 94% of debt-collection arbitrations, an NAF official said in recent testimony to a congressional subcommittee. Arbitration advocates defend those results, citing studies that show debtors lose at a similar rate in court. They say that there is typically a long paper trail proving that customers owe the amounts in dispute.

A congressional subcommittee, which began an investigation last year to study the fairness of mandatory arbitration, concluded in July that the current arbitration system is "ripe for abuse." Arbitration, as "operated by NAF, does not provide protection for those consumers," the committee said.

A sweeping overhaul won't occur unless Congress decides whether to pass laws limiting how arbitration can be used. But arbitration experts now expect that more collection claims will be funneled into the courts.

Mr. Cline, a Harvard MBA and former McKinsey & Co. associate, formed Accretive in 1999. The firm, which counts some high-profile names such as Seagram heir Edgar Bronfman Jr. as general partners, has focused on launching new technology companies and helping spin off the information-technology operations of larger companies.

Accretive has a record of successful ventures. In 2000, it teamed up with General Atlantic, a private-equity firm where Mr. Cline was a general partner for 10 years, and started Fandango, a Los Angeles Web site that sells movie tickets and advertising. Fandango grew into one of the country's largest online movie-ticketing services before it was acquired in 2007 by cable operator Comcast Corp. for an undisclosed sum.

Mr. Cline also developed a passion for wild tigers, having served as a trustee of the Wildlife Conservation Society and a board director of Panthera, where he helped lead the Tigers Forever initiative to conserve the tiger population in Asia. Several years ago, Mr. Cline pledged $5 million to Tigers Forever over a 10-year period.

In 2006, his firm began wooing NAF. Created in 1986, NAF had become the go-to arbitrator for consumer-credit disputes, handling the bulk of such cases in the U.S. in 2006, or 214,000 claims.

Accretive had ambitious plans for NAF, according to documents presented in the Minnesota case. In established markets, such as credit cards, "arbitration should capture at least 50% of the volume currently placed in litigation," Accretive said in a presentation to NAF in August 2006, according to documents in the case. NAF could expand into new lines of business, such as helping hospitals collect bills, the documents added.

"We believe Accretive would be a great partner to help NAF become a billion dollar company," Accretive principal Madhu Tadikonda said in an email to NAF officials following a June 2006 meeting. Mr. Tadikonda, who has since left Accretive, declined to comment.

NAF earned much of its revenues from fees it charged credit-card companies. Filing an arbitration costs companies from $19 to as much as $1,750 for claims of $75,000 or more. Other fees apply to companies and consumers depending on whether an in-person hearing is sought, for instance.

While negotiating with NAF, Accretive also was finalizing the creation of a collection-processing firm in partnership with employees of Mann Bracken. Mann Bracken, a law firm, worked closely with NAF at the time. Along with another firm it would acquire, Mann Bracken filed 58% of the 214,000 consumer-debt arbitration claims sent to the NAF in 2006, according to the Minnesota complaint.
Turmoil in Arbitration Empire Upends Credit-Card Disputes

NAF "executives recognized the problems that would arise if Accretive's investment in the [NAF] -- and its ties to the Mann Bracken law firm -- became public," the complaint said.

In fall 2006, Michael Kelly, NAF's chief operating officer, emailed Accretive's Mr. Tadikonda, recommending that any Accretive stake in NAF be acquired through "a new fund as the investment vehicle," according to a copy of the email included as an exhibit in the Minnesota case. There should be "no public information connecting Accretive with the fund that ultimately acquires and holds the minority interest" in NAF.

Mr. Kelly, a former executive for the Minnesota Vikings football team and a lawyer, told Accretive officials that they would need to establish an "on-going Chinese wall between Mann Bracken and the" NAF. "I cannot overstate our concern over the Mann Bracken relationship," Mr. Kelly added in the email.

Mr. Cline had a solution, the Minnesota complaint alleges: forming several entities called Agora, "in order to conceal the conflicts inherent" with the Accretive/NAF transaction.

Mr. Kelly said through a statement from NAF that he addressed concerns about Mann Bracken by taking "very specific" actions, including establishing separate office space with secure key-card access and separate information-technology infrastructure. After taking these actions, Mr. Kelly said, he decided there were no longer any conflicts and proceeded with Accretive. Mann Bracken had no comment.

Accretive and NAF signed a letter of intent on a deal in early 2007, according to the complaint. Several weeks later, Mr. Cline set up four enterprises in Delaware. The general partner of all the entities, Agora Fund I GP LLC, shared the address of Mr. Cline's private-equity firm. The Agora entities then acquired a stake in a new company called Forthright that handled back-office and marketing duties for NAF. That step created a layer hiding Mr. Cline's partnership with NAF, according to the Minnesota complaint.

An Accretive spokesman said documents detailing the partnerships were filed with state authorities and are publicly available. The spokesman said the Delaware partnerships were created for tax-planning purposes.

Since its settlement with the Minnesota attorney general, NAF has focused on other forms of arbitration such as domain-name disputes. It has been hit by numerous complaints alleging it favored its corporate clients in credit-card disputes.

A former part-time NAF arbitrator, Harvard University law professor Elizabeth Bartholet, testified before the Senate Judiciary Committee last year that NAF discontinued sending her cases in 2004 shortly after she ruled in favor of a consumer.

Before that case, she had ruled in favor of credit-card companies 18 consecutive times, she told the committee. She says she finished several pending NAF cases after she ruled for the card holder, but then wasn't given more cases. The official reason the NAF gave for canceling more work was scheduling conflicts. But Ms. Bartholet said in an interview that an NAF manager told her she was likely removed because she ruled for the debtor. "Someone else will fill NAF's vacuum if Congress doesn't reform the [arbitration] system," Ms. Bartholet said.

NAF's Mr. Kelly said Ms. Bartholet has "testified to the fairness of arbitration and arbitrators in subsequent legal depositions."

NAF, which has a database of more than 1,000 attorneys and retired judges whom it hires as arbitrators, says it is unbiased. In Houston, NAF arbitrator James Carmody says he spent up to three hours in cases where consumers decided to fight a debt claim. When consumers didn't fight, the lawyer could clear a case in 15 minutes.

"I have bent over backward to listen to the arguments of the credit-card holder," Mr. Carmody says. Often, consumers...
didn't respond to the arbitration notice. "I would say in the vast majority of cases the credit-card company wins because in the vast majority of cases, the person ran up the debt on the card."

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Boone County receives first shipment of H1N1 vaccines

By Larissa Dalton
October 14, 2009 | 12:01 a.m. CDT

COLUMBIA — Children, pregnant women and health care workers will be among the first to receive Boone County's first H1N1 vaccines, which arrived Tuesday. The shipment contains 900 doses of the nasal spray vaccine FluMist.

This batch of vaccines will go to family medicine and pediatric professionals, so they can vaccinate healthy children ages 2 to 4 and their parents, and to some health care workers.

Overall, first priority for the vaccine goes to women who are pregnant, children 6 months to 4 years old, people who work with children and emergency medical professionals, according to the Columbia/Boone County Department of Public Health and Human Services.

The nasal spray is approved for people aged 2 through 49. According to the health department, parents should call their doctor to find out when their child can get the vaccine, and health care professionals can contact their employers for more information.

Missouri is no longer testing for H1N1 — in part because it was the only flu strain circulating — but health professionals are diagnosing the disease based on symptoms.

Pamela Roe, a spokeswoman at MU's Student Health Center, said the health center is not having people come to the office because that could increase the spread of disease. Instead, diagnoses are given over the phone based on a series of questions from the Centers for Disease Control and Prevention.

The Student Health Center has seasonal flu vaccines available from 5 to 8 p.m. Monday and Tuesday at the Student Recreation Complex. MU students must have their student ID, and the cost is $25. When the H1N1 vaccine
becomes available to students, it will be offered at no charge, according to the health center.

MU spokesman Christian Basi said he could not confirm an accurate number of H1N1 cases because the Student Health Center cannot account for those who are staying home, who are calling a family doctor, or faculty and staff who might have the virus.

Boone County could be receiving more vaccines as often as every week. Some counties in Missouri are having all their allotment sent to the health department and then they are distributing it to the providers, while many of the larger counties have made arrangements for the vaccines to go straight to the providers, said Kit Wagar, spokesman for Missouri's Department of Health and Senior Services. Most counties are mixing the two strategies.

Geni Alexander, the public information specialist for the health department, said that the county will be ordering the maximum allotment.

"However much we can get, we will order," Alexander said.

The vaccines will be distributed through the health department or sent straight to the provider, depending on the week.

The shipments began last week, with some counties receiving a small initial amount. Others, like Boone County, decided to wait a week until the shipment was larger. This week's shipments are about twice as large as last week's, and the amount will continue to increase over the next couple of weeks, Wagar said.

Vaccine production and shipment will continue at least through flu season, which peaks in January and February.
COLUMBIA MISSOURIAN

Buck's Ice Cream Place celebrates 20 years at MU

By Jordan Zirm
October 13, 2009 | 3:56 p.m. CDT

COLUMBIA — Rick Linhardt, who manages Buck's Ice Cream Place at MU, seldom sees an unhappy customer.

"Ice cream is a happy food," Linhardt said. "People almost always have a smile on their face when they walk into the store."

On Thursday, Buck's celebrates its 20th anniversary, and the public is invited to come over for ice cream samples starting at 3:30. But ice cream making at MU has a much longer history.

The space now occupied by Buck's, on the south side of Eckles Hall, used to be Eckles Hall Ice Cream. From the 1920s until 1972, it doubled as a student-training laboratory and an income stream for the dairy program. Housing the dairy science department as well, Eckles Hall had a retail store that sold butter, milk and cheese, according to information compiled by Robert Marshall, an Arbuckle professor emeritus at MU. The department also supplied MU cafeterias with dairy products.

Eckles was closed in 1972 because of financial reasons. Then, in 1989, a donation from Ruth and Wendell Arbuckle brought ice cream and ice cream research back to MU. The store was named in honor of Wendell Arbuckle, who went by the nickname of "Buck."

Over the years, Buck's has contributed to researching and creating ice cream. The signature flavor is Tiger Stripe — French vanilla ice cream with a dark chocolate stripe. First made in 1992, it's now served at Tiger Walk, at which incoming freshman walk through the columns on Francis Quadrangle to signify the start of their university careers. Several times a year, the flavor is shipped to Washington, D.C., to Congress, Linhardt said.
An ice-cream highlight in Marshall’s life was taking Buck’s products on the road to the Missouri State Fair in the early 1990s and showcasing them at Union Station in St. Louis.

As Buck’s has continued to expand, so has its technology. A few years after Buck’s opened, Ruth Arbuckle donated $35,000 for a new walk-in freezer and refrigerator, which prevented the growth of ice crystals that occur when temperatures are too high or low. Marshall said that has improved the quality of the ice cream. Last year, a new continuous freezer was purchased for more than $50,000; it produces up to 100 gallons per hour versus the old model, which produced 30 gallons an hour.

The only thing that announces the shop’s presence is a yellow awning above the entrance with "Buck’s Ice Cream Place" scrawled across it. Just bigger than a dorm room, Buck’s has four tables and a counter where customers buy their ice cream. A black and white photo of Wendell Arbuckle hangs on the wall next to a vintage cream separator from the early 1900s. The curious can peek through a large window into the back to see where the ice cream is made.

Flavors recently offered include butter pecan, pumpkin pie and rocky road. A single scoop costs $1.50, with two scoops for $2. A quart is $3, but Tiger Stripe is 50 cents more. A three-gallon tub of Tiger Stripe costs $35, and all other three-gallon tubs cost $33.

Students from the food science department at MU make ice cream at Buck’s. Among them is junior Jessica Roland. Her aunt used to work at Buck’s, so her family has been involved with the store and Tiger Stripe ice cream for quite some time.

"I really enjoy working here," Roland said. "I had always been around Tiger Stripe, and now I get to make it in the back."

It’s her favorite flavor. "I really like it when it is fresh out of the machine — it’s super good," she said.

Weekdays bring in the most customers, while weekends and football game days are slowest, Roland said. An ESPN camera crew was there last Thursday to get footage for the nationally televised Missouri-Nebraska game; a few seconds were used.
For Linhardt, who has been at Buck's for 19 years, 18 of them as manager, the Buck's anniversary prompts memories of and appreciation for the many people who've worked in the shop or had a hand in supporting it.

"Thinking about all the students that have worked for me over the years is quite a reflection for me," he said.