

UNIVERSITY OF DELAWARE

MAGAZINE
Volume 30 • Number 3

MORE THAN JUST
CHOCOLATES ON A PILLOW



BLUE HENS UNCOVER
THE MEANING OF HOSPITALITY



STELLAR ACHIEVEMENTS

This image of the cosmos is among those recently captured by the world's most powerful telescope, a project which came to be, partly, because of one stellar Blue Hen. More on page 2.

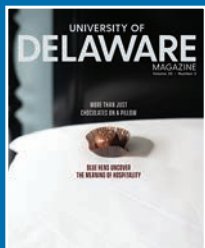
Photo courtesy of NASA, ESA, CSA, and STScI



CONTENTS

VOL. 30
No. 3

18 FEATURED: THE WILD WORLD OF WELCOME



Blue Hens in the Hospitality Jungle

Ever find chocolate on your bed (or bedside table) at a fancy hotel? It's a tradition inspired by actor Cary Grant, who allegedly left a trail of sweets all the way to the pillow for a paramour to find during a 1950s stay in the penthouse of the Mayfair Hotel in St. Louis. Delve further into the world of hospitality in this issue and discover how UD alumni are rewriting the rules of the industry (p. 20). You'll learn some of the more unlikely careers in this arena (p. 24), what science has to say about whether the customer is always right (p. 29) and how to do everything from plan a wedding (p. 33) to navigate air travel this holiday season, headache free (p. 32). Okay, mostly headache free.

Cover photo by Jessica Orlowicz

IN EVERY ISSUE

4 ON THE GREEN
35 ALUMNI NEWS

40 CLASS NOTES
48 A CONVERSATION WITH...



If you, like millions of people around the globe, were dazzled by recent photographs of the distant universe captured by the \$10 billion James Webb Telescope, thank Elaine Stewart, EG19. The aerospace engineer was part of the NASA team that ensured no contamination, like stray particles or molecules, would compromise optimal performance of the world's most powerful telescope before its 2021 launch. Now, the stellar innovation has produced the deepest and sharpest infrared image of the cosmos to date, a photograph of galaxy cluster SMACS 0723... and there's a great deal more to come. "There is a lot we don't know," says Stewart, who viewed the image at a preview event in July alongside President Joe Biden, AS65. "We don't know how galaxies got black holes in the center of them, or how they were formed. We're hoping Webb will help us learn."

James Webb photo courtesy of NASA

Please share or recycle
this magazine.



UNIVERSITY OF DELAWARE MAGAZINE

Volume 30, Number 3
December 2022

Managing Editor	Artika Rangan Casini, AS05
Associate Editor	Diane Stopyra
Art Director & Production	Molly Chappell
Executive Editor	John Brennan
Vice President for	
Communications & Marketing	Glenn Carter
Creative Director	Dave Keen
Production	Danny Wright
Senior Photographer	Kathy F. Atkinson
Photographer	Evan Krape, AS09
Advertising Sales	Nick Biasotto, AS69
Advertising Coordinator	Kamesha Medley

The University of Delaware community values both personal and academic freedom. All members of the campus community have the personal responsibility to promote an atmosphere of civility in which the free exchange of ideas and opinions can flourish. We do so by learning from individual and collective differences and respecting every human being.

The University of Delaware Magazine (USPS 01-0743) is published quarterly by the University of Delaware Office of Communications & Marketing, 105 East Main St., Newark, Del. 19716-7201. To remove your name from the mailing list, please email bio-updates@ude.edu. Inquiries should be addressed to Artika Rangan Casini, Managing Editor, Office of Communications & Marketing, at Magazine@ude.edu. For information on advertising, please call (302) 831-2792. Periodical postage paid at Newark, Del. 19711 and at additional mailing offices.

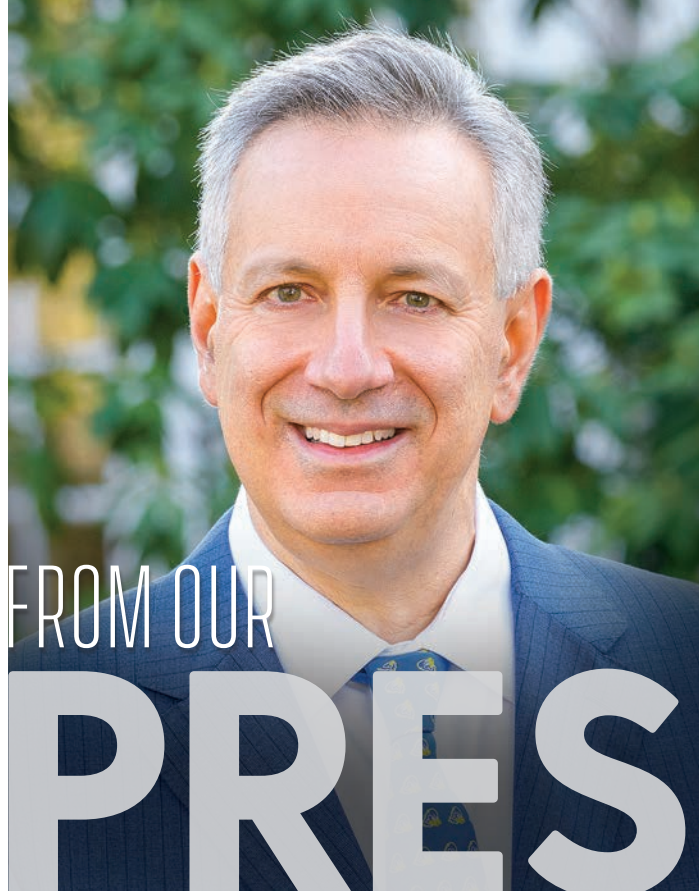
The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence. For inquiries or complaints related to non-discrimination policies, please contact: Danica A. Myers, Interim Title IX Coordinator, 305 Hulihan Hall, Newark, DE 19716, 302-831-8063, titleixcoordinator@ude.edu. For complaints related to Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act, please contact: Elizabeth Reed, Director, Office of Disability Support Services, Alison Hall, Suite 130, Newark, DE 19716, 302-831-4643, ecreed@ude.edu OR contact the U.S. Department of Education - Office for Civil Rights (<https://www2.ed.gov/about/offices/list/ocr/know.html>).

POSTMASTER: Send address changes to University of Delaware Magazine, Academy Building, 105 East Main St., Newark, Del. 19716.

Statement of Ownership, Management and Circulation

The *University of Delaware Magazine* (USPS 01-0743) is published quarterly by the Office of Communications and Marketing, University of Delaware, 105 East Main St., New Castle County, Newark, DE 19716-7201. Publisher, Glenn Carter; executive editor, John Brennan; managing editor, Artika Rangan Casini; associate editor, all Office of Communications & Marketing. Owner: University of Delaware, Newark, DE 19716.

Extent/Nature of Circulation	Average no. copies each issue during preceding 12 months	Actual no. copies of single issue vol. 30 no. 2
Total number copies	99,242	169,875
Paid or requested mail subscriptions	99,140	169,675
Total paid and/or requested circulation	99,140	169,675
Copies not distributed	102	200
Total	99,242	169,875
Percent paid/requested circulation	100%	100%



FROM OUR

PRESIDENT

ADVANCING WITH A BOLD BLUE HEN SPIRIT

As this year winds down and we look ahead to 2023, I am reminded of one of the many things that makes the University of Delaware such a potent force of innovation and impact in the world today: the courage of our community.

The past few years have required extraordinary levels of flexibility, fortitude and resilience, and I am so proud of everyone at UD for their unwavering commitment to continuing to fulfill our mission. Now, as we look to the future, we continue to embrace opportunities, blazing new paths and providing new solutions in so many ways.

We are tackling the complex issues of climate change and sustainability, for example, through a multi-faceted approach. The new Center for Clean Hydrogen, with significant federal support, will help accelerate our world's transition to clean energy, and the Gerard J. Mangone Climate Change Science and Policy Hub is bringing UD's broad expertise and resources in science, technology, public policy and more to bear on the problem. A growing number of students are incorporating sustainability concepts into their studies, and our new Office of Sustainability will help coordinate our institution-wide efforts.

The same comprehensive ethos is being applied to other urgent issues. The One Health research initiative is addressing the connected wellbeing of people, animals, our food supply

and the environment. At UD's Horn Entrepreneurship, which recently celebrated a decade of success, students learn to think like entrepreneurs and apply that mindset to the multitude of challenges they may encounter. Throughout the University, wide-ranging efforts are focused on promoting civil discourse, racial equity, economic and social justice, and a vibrant culture of artistic exploration and expression to help us all make sense of our complex world.

People will always be the heart and soul of our community, so we are building the resources and connections to enable our amazing students to benefit from the UD experience, expanding our distinguished faculty and dedicated staff, and extending the scale and impact of our research enterprise.

These and so many other efforts underway at UD rely on countless Blue Hens with the courage to imagine boldly, to explore fearlessly, to drive relentlessly toward a better future.

My wife, Eleni, and I are continually inspired by your intrepid spirit and grateful for your generosity. We wish you a happy holiday season and a successful new year.

Dennis Assanis, President

ADVANCING ALZHEIMER'S RESEARCH

An estimated 19,000 Delawareans live with Alzheimer's disease. In the mid-Atlantic region, the number is closer to 600,000. Now, a new UD center will facilitate much-needed research to better understand—and prevent—aging-related cognitive decline.

As a landmark, first-of-its-kind facility in the region, the Delaware Center for Cognitive Aging Research seeks to educate the community on modifiable risk factors and address mild cognitive impairment before it progresses to dementia. The center will also provide support and resources for UD faculty to study new preventative strategies for improving brain health.

"We envision the center having a strong and active research arm, but also a clinical component," says Prof. Christopher Martens, who co-founded the center with Prof. Matthew Cohen. Martens directs UD's Neurovascular Aging Laboratory; Cohen is associate professor in communication sciences and disorders.

"When someone has unequivocal signs of dementia, it's relatively easy for them to connect with resources and care pathways," says Cohen. "But there are far fewer options for people experiencing early or ambiguous signs of Alzheimer's. These people are important to identify because their trajectory is modifiable."

Research shows 40% of Alzheimer's cases can be prevented or delayed by modifying risk factors—addressing possible hearing loss through hearing aids, staying physically active, addressing high blood pressure and



ASHLEY BARNAS


The new Delaware Center for Cognitive Aging Research aims to grow the number of Alzheimer's disease and related dementia researchers at UD. Led by founders Christopher Martens and Matthew Cohen (pictured third and fourth from left, respectively, alongside executive board members Curtis Johnson, Alyssa Lanzi and James Ellison), the center will facilitate much-needed research to help understand and prevent cognitive decline.

depression, and eliminating smoking and excessive alcohol consumption.

"Historically, pharmaceutical trials for Alzheimer's have focused more on reversing end-stage disease and have thus far been unsuccessful," Martens says. "The field has started to shift towards studying earlier stages with a focus on prevention. Ideally, we would like to implement interventions in people who exhibit small cognitive deficits now so that we can hopefully slow disease progression and prevent larger deficits later."

UD's new center will be home to a formal patient registry and data

repository that will increase access for older adults looking to participate in memory-related research and will increase the availability of cognitive testing services in the state. It will also serve as a resource for faculty and graduate students interested in cognitive aging research.

As an interdisciplinary resource, the center will involve all departments within the College of Health Sciences, as well as many others within engineering and education and human development, along with the ChristianaCare Health System. 

—Amy Cherry



KATHY F. ATKINSON

RANKING AMONG THE NATION'S BEST... AGAIN!

The quality of a University of Delaware education continues to win national recognition, with UD advancing four slots to the rank of #89 among the nation's best overall universities, according to *U.S. News & World Report*. Among top public national universities, UD placed 38th.

Additionally, the University's chemical engineering program was ranked second in the nation, the highest *U.S. News* ranking in the program's history. UD tied with Georgia Institute of Technology for the #2 spot, following the #1 ranked Massachusetts Institute of Technology, and placed above the University of California at Berkeley and Stanford University, among others.

U.S. News evaluates multiple factors for its rankings, and UD had a strong showing in several areas. These attributes have made UD a highly sought-after school by students.

As many colleges and universities struggle with maintaining enrollment, UD welcomed its largest first-year class to campus this fall. In student excellence, the percentage of first-year students in the top 10% of their high school class increased. UD's average six-year graduation rate and its average first-year student retention

rate both showed improvement over last year.

In the area of faculty resources, UD showed positive marks in both the percentage of full-time and part-time faculty with a Ph.D. or terminal degree and faculty salary rank. About 75 faculty positions have been added at UD since 2016, and that number is expected to grow to align with enrollment needs.

In addition to chemical engineering, several individual undergraduate academic programs at UD are recognized in the 2023 rankings as among the nation's best, all in the top quarter or better:

Engineering: #54 out of 212;

Business: #86 out of 516;

Computer science: #86 out of 537;

Nursing: #93 out of 681.

UD was also recognized as one of the "Best Colleges for Veterans," placing #56, and as one of the "Best Value Schools," placing #135.

The new *U.S. News* rankings are for undergraduate programs only; graduate programs are ranked each spring. Earlier this year, *U.S. News* ranked 23 UD graduate programs among the 100 best in the nation, including 10 in the top 50. 🐦

NEW DEANS

William B. Farquhar, a long-time leader and faculty member in the College of Health Sciences, began his new role as dean of the college on Nov. 1. Amy Ellen Schwartz, formerly professor and chair of the economics department at Syracuse University, became the new dean of UD's Joseph R. Biden, Jr. School of Public Policy and Administration on Sept. 1.



Farquhar has been at UD since 2002, serving as professor of kinesiology and applied physiology, dean of research in the college and chair of the University's Institutional Review Board. In his new role, Farquhar will work to strengthen interdisciplinary translational research, interprofessional education and public engagement to advance human health.

Schwartz will help lead the Biden School as it addresses pressing public problems through research, education and engagement. An expert in education finance, urban economics and social determinants of health, Schwartz focuses on the social and policy determinants of student success and wellbeing, exploring housing, transportation, neighborhood change, inequality and the efficacy of school reform. 🐦



THE NEW ENERGY FRONTIER

Clean hydrogen is a chemical and fuel that can help make many sectors of our economy carbon free. Its adoption, however, has been hindered by its lack of affordability.

UD's newly launched Center for Clean Hydrogen aims to change that.

By bringing together leaders in the hydrogen field from academia, industry and the federal government, the new center will serve as a one-of-a-kind facility for fabricating and testing hydrogen technologies such as fuel cells at commercial scale. The center, located in Delaware Technology Park near the UD campus, also will help train the highly skilled clean energy workforce of the future. Additional funding and collaborators are expected as the center's research and projects expand.

Fueled by an initial \$10 million in funding from the Department of Defense, the center will be led by Yushan Yan, Henry Belin du Pont Chair of Chemical and Biomolecular Engineering.

"The center will be a real game-



EVAN KRAPE

changer in clean energy research as a catalyst for positive impact on our planet," says UD President Dennis Assanis.

To advance this new energy frontier, the center will focus on developing better materials, designs and manufacturing processes at scale, all under one roof. This includes developing and testing water electrolyzers, carbon capture technology and heavy-duty fuel

UD's Center for Clean Hydrogen will help spur new ways to accelerate energy transition by reducing the cost of clean hydrogen and related technologies, such as refining fuel cells, pictured here.

cells with the ability to bring cleaner transportation, energy storage and metal-refining research within reach. 🐦

—Karen Roberts, AS90, 21M

INNOVATION FOR THE NATION

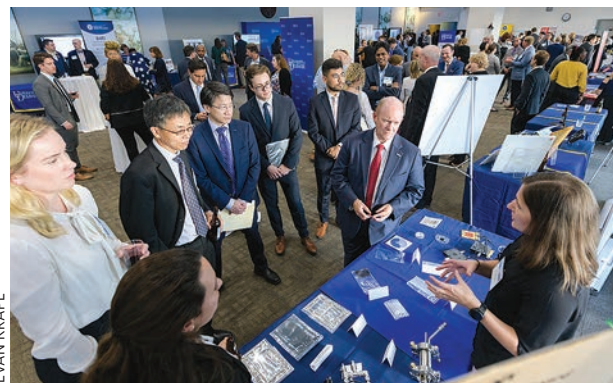
Just a few hours after the United States Senate ratified an environmental treaty aimed at slowing global warming and accelerating American manufacturing, two leaders of that effort—Delaware Sens. Tom Carper and Chris Coons—met with UD researchers and alumni to celebrate the science that spurs such progress.

The event—UD Day in D.C.—is designed to demonstrate the impact of federally funded research and is a valuable resource for legislative aides and officers of federal agencies.

"We started this biennial showcase in 2011 because research really is the lifeblood of universities, including the University of Delaware," Kelvin Lee, interim vice president for research, scholarship and innovation, said in his opening remarks. "It's vital to our health, to our economic wellbeing and to our society."

Indeed, UD represents more than \$5 billion of economic activity each year throughout the Northeast Corridor.

With the theme "Innovation for the Nation," the Sept. 21, 2022, event included



EVAN KRAPE

experts in climate change, human health, public policy, agriculture, renewable energy, advanced materials, disabilities studies, space research, sustainability and more. 🐦

—Beth Miller

MUSIC FOR ALL

The state is alive with the sound of music, and Mark Clodfelter wouldn't want it any other way.

"Music is for everyone," says the interim director for UD's School of Music. "We want to make it accessible to all."

In September, UD's second annual UD School of Music Spectacular brought more than 400 students to the Freeman Arts Pavilion in Lewes, Delaware. There, they played a sold-out, 90-minute variety set for an enthusiastic audience from



throughout the region. The free, open-air concert spotlighted eight different musical offerings representing programs at UD. Among those included were the Jazz Band, the Abeo String Quartet, Symphony Orchestra, Wind Ensemble, Chorale, Marching Band and much more. 🐦



EVAN KRAPE

BEST COLLEGE TOWN

There's no place like Newark.

Blue Hens know this, of course, but others are quickly discovering our secret.

Earlier this fall, e-learning platform Preply ranked Newark, Delaware, #3 on its top-10 list of small college towns in America. Falling just behind Ann Arbor, Michigan, and St. Charles, Missouri, UD's hometown was recognized for its low crime rate, high economic activity, history and beauty. 🐦

BLUE HEN PROUD

This fall, Delaware field hockey won its fourth-straight Colonial Athletic Association Tournament Championship, earning an automatic bid to the NCAA tournament (not yet played at press time).

The 2022 victory marks the 10th total CAA Championship in program history and the ninth in the last 10 years.

"Looking back on our week of CAA tournament prep and execution, it is clear that each game during the August-October window allowed this team to learn a thing or two about themselves," says head coach Rolf van de Kerkhof. "We are excited to represent the University of Delaware in the NCAA National Championship Tournament this year, one that could be a special one for the Blue Hens."

The NCAA field hockey tournament consists of 18 teams. Delaware played Lehigh in the first round, and the final four and championship games took place on Nov. 18-20 at UConn. 🐦



MARK CAMPBELL

THE POWER OF THE FLOCK

Donors impact student scholarships, summer research, faculty retention and recruitment, emergency student support, technology advances, enhanced programs and so much more at UD.



6,600+ DONORS

137 PROJECTS



\$1,059,000 RAISED

The fifth annual **I Heart UD Giving Day** on May 5, 2022, brought together thousands of Blue Hens and friends to benefit programs and causes led by students, faculty, staff and alumni.

24,930

Delaware First donors came together last academic year to support critical causes, initiatives and programs at the University.



donors each made gifts of

LESS THAN \$1,000,

collectively making an incredible impact on countless areas at UD in FY22.

MORE THAN

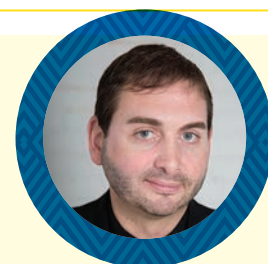
\$100 MILLION

was contributed by UD supporters last academic year to advance student success programs, postgraduate and wellbeing resources, research projects and much more.



13,087

TRUE BLUE HENS,
a loyalty society recognizing donors who make gifts of any amount for three or more years in a row



"I HAVE PARTICIPATED IN THREE CROWDFUNDING CAMPAIGNS AT UD AND RAISED MORE THAN \$10,000 TO SUPPORT MY RESEARCH, TYPICALLY A CULMINATION OF VERY SMALL AMOUNTS. EVERY LITTLE BIT DEFINITELY HELPS, AND THESE FUNDS ALLOW ME TO CREATE ASSISTIVE DEVICES AND PROVIDE THEM TO INDIVIDUALS FOR FREE."

—Ashley Pigford, associate professor of graphic and interaction design



CALLING ALL ALUMNI!

Show your Blue Hen Pride! Your gift of any size will help students have an amazing UD experience. Get that Blue Hen feeling when you make a direct and immediate difference at udel.edu/alumni-friends/give

Learn more or help Blue Hens through support of the Campaign at udel.edu/delawarefirst



DELAWARE FIRST
THE CAMPAIGN FOR THE UNIVERSITY OF DELAWARE



QUOTED IN THE NEWS



“THAT LAND IS
A SYMBOL.”

Gerald Kauffman, director of UD's Water Resources Center, in a *Philadelphia Inquirer* article about Killcohook, a small Southern New Jersey landmass owned by Delaware



“When I talk about salvation, I want us to come to the root of the word ‘salve,’ which is a balm or healing or wholeness.”

Monica Coleman, Africana studies professor, discussing spirituality and healing in the Black community, on CSPAN2



“WE NEED TO
MOVE TOWARDS
CONSTRUCTIVE
CONSUMPTION.”

Saleem H. Ali, professor of energy and the environment, discusses his new book, *Earthly Order: How Natural Laws Define Human Life*, in *Bloomberg*

“They can graduate with more opportunities than their disabled ancestors ever had.”

Jaipreet Virdi, assistant history professor, in a *Washington Post* story on assistive technologies in schools



“THE LAST THING
BOSSES WANT
TO PAY
ATTENTION TO.”

Jaehee Jung, fashion and apparel studies professor, on how the pandemic's psychological toll has taken priority over office attire, in *The New York Times*



“The greatest trigger for organizational failure is success. The more we think we are in control, the riskier our decision making.”

Wendy Smith, management professor and coauthor of *Both/And Thinking: Embracing Creative Tensions to Solve Your Toughest Problems*, on WGN (Chicago)



EARTH HAS A FEVER. BUT BLUE HENS ARE WORKING TO...



COURTESY OF ZHANGXIAN OUYANG

UNDERSTAND SCARY CHANGES TO OUR OCEAN CHEMISTRY

In the western region of the Arctic Ocean, acidity levels are increasing three to four times faster than ocean waters elsewhere.

This alarming new finding by an international team of collaborators that included UD Prof. Wei-Jun Cai, an expert in marine chemistry, could spell disaster for plants, shellfish, coral reefs and other marine life and biological processes across the planet.

The first author on the publication was Di Qi, who works with Chinese research institutes in Xiamen and Qingdao. Also collaborating on this publication were scientists from Seattle, Sweden, Russia and six other Chinese research sites.

"This international collaboration is very important for collecting long-term data

over a large area in the remote ocean," says Cai.

Both he and Qi were baffled by what they found in the Arctic. The acidity of the water there was increasing three to four times faster than ocean waters elsewhere. But why?

Cai soon identified a prime suspect: the increased melt of sea ice during the Arctic's summer season. Historically, the Arctic's sea ice has melted in shallow marginal regions during the summer. That started to change in the 1980s, says Cai, but waxed and waned periodically. In the past 15 years, the ice melt has accelerated, advancing into the deep basin in the north.

Analyzing data gathered from 1994 to 2020—the first time such a long-term perspective was possible—Cai, Qi and their collaborators found an extraordinary increase in acidification and a strong correlation with the increasing rate of melting ice.

They point to sea-ice melt as the key mechanism to explain this rapid pH decrease, because it changes the physics and chemistry of the surface water in three primary ways:

The water under the sea ice, which had a deficit of carbon dioxide, is now exposed to atmospheric carbon dioxide and can take up carbon dioxide freely.

The seawater mixed with meltwater is light and cannot mix easily into deeper waters, meaning carbon dioxide taken from the atmosphere is now concentrated at the surface.

The meltwater dilutes the carbonate ion concentration in the seawater, weakening its ability to neutralize the carbon dioxide into bicarbonate and rapidly decreasing ocean pH.

Scientists have predicted that by 2050—if not sooner—Arctic sea ice in this region will no longer survive the increasingly warm summer seasons. As a result of this yearly sea-ice retreat, the ocean's chemistry will grow more acidic, with no persistent ice cover to slow or otherwise mitigate the advance. 🐦

—Beth Miller



GROW FOOD TO WITHSTAND THE HEAT

Broccoli is a fighter. Cauliflower, too. The scrappy lima bean prevails against heat stress, excessive rainfall and poor soil, all of which threaten marketable produce.

Now, researchers from UD's College of Agriculture and Natural Resources are working to find the most heat-tolerant vegetable varieties while testing solutions to mitigate stressors in the field and extend the growing season.

"As we are already experiencing warmer temperatures during the growing season, we are seeing yield and quality loss from heat stress," says Emmalea Ernest, a scientist and expert in UD's Cooperative Extension vegetable and fruit program. "It is not a future problem. It's a present problem."

Starting with vegetable crops that often see the most yield loss and quality loss in the region, Ernest and Cooperative Extension Specialist Gordon Johnson conduct variety trials of lima bean, tomato, watermelon, green bean, lettuce, broccoli, cauliflower and more. They identify varieties that yield well and maintain good quality under heat stress and then recommend those varieties to producers across the region.

Meanwhile, UD Prof. Erin Sparks is working with researchers across the country to bioengineer plants to protect them from environmental stress.

"The idea is to rebuild a biological process from scratch where it doesn't exist," she says. "If you really want to understand something, you must be able to successfully build it from the ground up." 🐦

—Lauren Bradford and Dante LaPenta



MICHELE WALFRED

PROTECT THE FUTURE FROM THE PRESENT

It's been mere months since Hurricane Ian brought catastrophic rain, extensive flooding and more than \$60 billion in damages to Florida.

In recent years, hurricanes and hazards have increased in frequency and intensity, as coastal communities nationwide continue to grapple with disaster resilience.

Now, UD's Disaster Research Center has been awarded \$16.5 million from the National Science Foundation to lead a multi-institutional effort exploring the tension and tradeoffs between a community's goals of managing hurricane risk while also achieving equity and economic prosperity.

Coping with these environmental hazards is complex. The issues are multi-faceted. People who live along the coast have homes, jobs, families; businesses have infrastructure and employees. All of these factors contribute to a region's economic prosperity. Disasters don't affect people equally. And, as climate change worsens, the impacts of hazards like hurricanes are increasingly felt farther inland. Meanwhile, more than 128 million people in the United States live along the coast.

"We've framed the problem narrowly and said people shouldn't build in these places; they should just be smart. But minimizing risk is never a community's only goal," says engineering Prof. and DRC faculty member Rachel Davidson, who will be leading the five-year project. "The question we're asking now is whether there are ways to facilitate the growth that communities want such that we're not creating dangerous situations down the road."

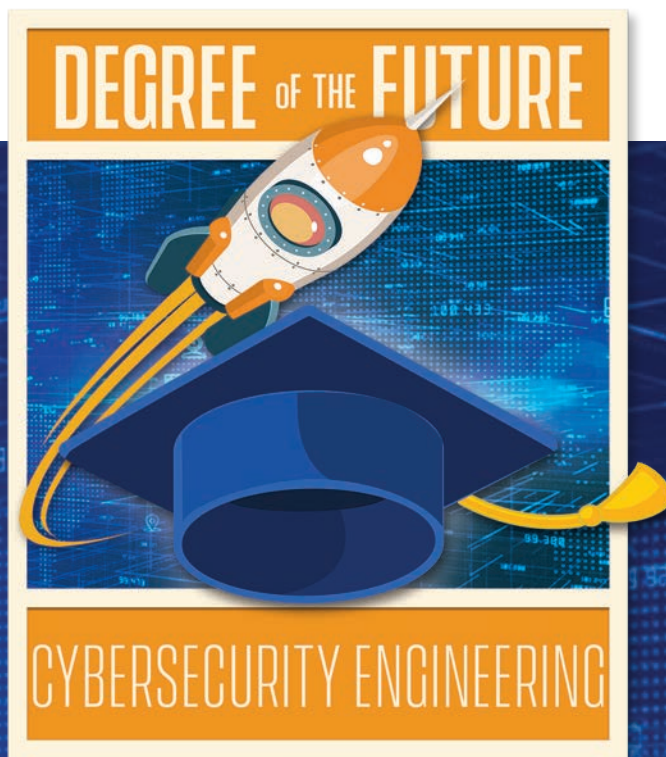
Researchers involved in the work will model long-term hurricane hazards, accounting for climate change and incorporating multiple environmental factors, such as wind, rain, storm surge and waves. They will develop a framework to design and evaluate different policy interventions for achieving sustainable equity, prosperity and resilience.

The project is about looking at these interactions holistically and reframing the problem of hurricane risk as part of a community's normal activities and development to gain greater insight on possible solutions. 🐦

—Karen Roberts, AS90, 2IM



COMMONS/WIKIMEDIA.ORG



1 of only 6
cybersecurity
engineering programs
in the country.

*among R1 universities

Digital devices alter nearly every corner of our lives, from how we communicate to how we bank to how we cast our ballots. Ensuring the safety and security of our digital systems has never been more important.

In recent years, Americans have witnessed firsthand what happens when safeguards on these digital devices fail. Just last year, hackers sidelined the nation's largest fuel pipeline, bringing a vital supply chain to its knees and highlighting the real threat of cyberattacks.

Cybersecurity, once a niche area for tech-focused minds, is now a critical part of our everyday lives. Earning cybersecurity certificates or studying the field as a college minor will no longer cut it in today's digital age.

To help fill that gap, UD's College of Engineering is among the leading academic institutions in the nation to offer a cybersecurity engineering degree starting this past fall. The undergraduate program will help train a much-needed workforce already in high demand and projected to grow rapidly in the coming years.

"This is a program designed to meet a major market and societal need, particularly in the financial and defense sectors," says Jamie Phillips, professor and chair of the Department of Electrical and Computer Engineering where the new program will be housed.

A key strength of the program, Phillips says, is the combination of

rigorous cybersecurity fundamentals along with the design and problem-solving skills that UD engineers are known for, thanks to the department's design-infused curriculum.

"As a result, our graduates will not only have the important modern-day cyber skills, but also the expertise and mindset to analyze, design and build secure devices and systems," he adds.

In October 2021, the White House even emphasized the need for a "whole-of-nation effort to confront cyber threats."

"Cyber threats can affect every American, every business regardless of size, and every community," President Joe Biden, AS65, 04H, said in a White House statement. "We must lock our digital doors... and we must build



The University of Delaware is training a new generation of cybersecurity leaders.

KATHY F. ATKINSON

technology securely by design, enabling consumers to understand the risks in the technologies they buy.”

UD’s College of Engineering has anticipated this need for years and now is expanding its offerings with this specialized degree.

“We’re a leader in the game,” says Prof. Kenneth Barner, who, along with Assistant Prof. Nektarios Tsoutsos, was a driving force behind the new degree program. While at least two dozen other institutions, such as Purdue University, the University of Texas at Austin and the U.S. Naval Academy, offer cybersecurity degrees, UD will be among the earliest in the nation to offer a cybersecurity engineering program.

“We’ve been doing this kind of work for a very long time, and we already have a huge portfolio of programs that add to our expertise in this area,” says Tsoutsos. “The cybersecurity threats are real, and we need to defend. Before, you could do that and get away with an electrical engineering degree and a minor in cybersecurity. Now that doesn’t work anymore, and we were among the first to notice that.”

Just as computer engineering was an entirely new discipline only a few decades back, the new cybersecurity engineering degree will provide a strong foundation that bridges math and science with a design-infused curriculum. Within the Department of Electrical and Computer Engineering as well as the Department of Computer and Information Sciences, students already can pursue a minor in cybersecurity, a master’s in

1 in 3
homes with computers
are infected with
malicious software.

cybersecurity or earn professional certifications. More competitive students can then use their skills to participate year-round in hackathons and cyber games, even at a national level, in large part thanks to the resources available at the on-campus Innovation Suite (iSuite).

“To have a dedicated degree makes the graduates much more well-prepared to hit the ground running with an employer or pursue graduate studies,” Barner says. “This is not just a fad. These are the kind of skills that employers want and need.”

The engineering focus of this unique program means students will not just tackle theoretical coding challenges. They’ll be gaining hands-on skills that are desperately needed in today’s industry.

“Cybersecurity is one of the hottest areas in science, technology, engineering and math,” says Tsoutsos. “It’s not going to die out, and there is a major shortage of skilled labor in this area.”

The cybersecurity field is growing by 7% annually, offering relatively stable job security for anyone willing to tackle the problems of the digital age. The United States is a leader in the field, and future students will have an opportunity to be on the forefront of future innovations in cybersecurity.

“I believe that the new cybersecurity engineering program will be wildly successful in attracting a diverse student population,” says Phillips. “And it will meet an ever-growing demand for talented professionals in Delaware, the region and beyond.” 🐦

—Maddy Lauria



EVAN KRAPE

UD-developed robots help young students understand the importance of cybersecurity.

“We’ve been doing this kind of work for a very long time, and we already have a huge portfolio of programs that add to our expertise in this area.”

—Assistant Prof. Nektarios Tsoutsos

47%
of American adults
have had their personal
information exposed by
cyber criminals.

Source: Cybersecurity and Infrastructure Security Agency, cisa.gov



OVER TROUBLED WATERS

RAVAGED BY A FLOOD, A GERMAN
TOWN FINDS RESTORATION IN
BLUE HEN EXPERTISE

BY DIANE STOPYRA

**“THE PEOPLE OF THE AHR VALLEY
GOT CLOBBERED, AND THE SHOCK
TO THEIR LIVES WAS HORRIFIC. I
THOUGHT TO MYSELF: IF WE DON’T
STEP IN, WHO WILL?”**

—MARTIN BRUECKNER

As a child, Martin Brueckner played in castles and marveled at sunsets from a lush hillside. Such was life in Ahrweiler, a medieval German town that’s still partly ensconced by a moat and wholly surrounded by a stone ring wall reminiscent of Disney’s *Beauty and*

the Beast. If Brueckner was ever late for school, he could blame the holdup on rickety tractors that transported—slowly—large vats of blue-skinned grapes for area winemakers. Decades later, the University of Delaware professor can easily conjure the tangy, earthy, fragrant smell of the vineyards.

In August 2021, a flood 26-feet high ravaged this dreamy hamlet and consumed the valley where Ahrweiler sits. More than 130 died. Survivors processed a nightmare scene from third-story windows of terraced homes. Bridges collapsed, cars whipped around like paper airplanes and a 6-foot pile of debris snaked its way through cobblestone streets.

Brueckner’s childhood home suffered damage beyond repair—water rose to the roof. His parents and brothers, still based in the German valley, escaped the worst of the flooding, but, like thousands of residents, they endured gas and electrical outages that would last months.

He knew he had to act. As director of UD’s Winterthur Program in American Material Culture, Brueckner studies the ways human beings engage with their objects—the way we shape them and, in turn, the way they shape us. So he knew, secondary to the loss of life, people in his home valley were set to grieve the loss of cultural goods—not just those with monetary value, but those with historical and personal significance. Brueckner further knew, because his role interacts closely with the Winterthur/UD Program in Art Conservation, otherwise known as WUDPAC, he had access to recovery and preservation expertise.

“The people of the Ahr Valley got clobbered, and the shock to their lives was horrific,” he says. “I thought to myself: If we don’t step in, who will?”

With full support of department administrators, Brueckner sent an email to the government officials of his hometown with one pleading message: How can I help?

DIRTY WORK

Nearly 4,000 thousand miles away, Heike Wernz-Kaiser asked herself the same. As curator of the White Tower museum, located in a 13th-century building that once housed an order of Catholic priests, she served a mission that might also be called spiritual: preserving the history and culture of the Ahr Valley. Some pieces in her collection dated as far back as 600 B.C.

When the floodwaters surged, there would be no divine intervention. But with the help of the so-called *kulturgutrettern*,

a triage team tasked with protecting cultural assets in Germany, Wernz-Kaiser and colleagues plucked what they could—approximately 30-40% of the collection—from murky water and goopy mud. For months, the group powered through heartbreak

and tedium to dry and restore paintings, sculptures and other items. But they couldn’t do it alone. Thankfully, just as morale began to wane, Brueckner’s offer of help finally made it through bureaucratic channels and into the gloved hands of Wernz-Kaiser.

By the end of May 2022, the UD professor and a team of four graduate students (plus a recent alumna) found themselves deep within the Ahr Valley, the mighty Rhine River to their east and the Volcanic Eifel mountains to their west. Waiting inside two jobsite trailers secured by the White Tower sat the history of this place and its people, reduced to a pile of musty crates.

Brueckner and the students set up one station for each category of artifact—metals, textiles, glassware, ceramics—and they spent one week scraping, brushing and cleaning rust and caked-on mud from around 100 items. The work required a range of unlikely tools: dental instruments, Korean beauty products.

“Because we are such a small field, rarely are implements made specifically for us, so we beg and borrow,” says Allison Kelley, AS22M, one of the participating WUDPAC students. “We find what works.”

With nothing but a bamboo skewer and cotton swab, Kelley spent two painstaking days chipping away at the waxy corrosion of a 19th-century candlestick. Others used cosmetic sponges on the ceramic mugs that would have been 19th-century souvenirs from one of many regional spas. For clothing, like a 19th-century tennis dress, the students employed a specialty, mold-filtering vacuum.

Ask the Blue Hens to describe this whirlwind, and they will tell you the work is what they’d hoped for: a boots-on-the-ground opportunity to put years of classroom theory into practice. What



During pop-up clinics in the Ahr Valley, UD students taught one German man how to salvage a 17th century legal text gifted to him by a beloved relative.

they didn't anticipate? The emotional impact their trip would have on a community in mourning—and, ultimately, on themselves.

Says Wernz-Kaiser: "The solidarity from Delaware has given us the strength and endurance to continue fighting."

A SPACE FOR HEALING

Here's the thing about tragedies *de jour*: The news eventually recedes from public consciousness like water, leaving only the survivors to grapple with the fallout.

Nearly a year post-flood, long after the last television crew had packed up and gone, the UD team encountered what Brueckner calls an "intensely bizarre landscape": homes stripped down to their bones, businesses attempting to reopen amidst the rubble, residents enduring a period of interminable waiting—for insurance payments to come through, for chaos to settle, for a sign from the outside world that their suffering had not been forgotten.

The latter, at least, the UD students could provide.

In a series of pop-up clinics, the Blue Hens invited residents of Ahrweiler to hear advice on salvaging damaged personal items. With Brueckner serving as translator, the locals poured in, carrying everything from family albums to paintings of exotic fruit. One woman choked up when the students helped her uncover a photo of her late father. Another, a widow, asked for help with her ceramic plates, a cherished gift from her wedding.

The items appeared fairly ordinary—nothing exhibition-worthy or valuable. And yet, as cultural representations of what this community has endured, they became a launchpad for fulfilling a deeper human need: processing grief.

"People used their objects to say: 'Look at what my family treasures have survived; look at what I have survived,'" says Maddie Cooper, AS15, 21M, preventive conservator at Philadelphia's Conservation Center for Art and Historic Artifacts. "It was nice to offer guidance on preservation, but even more important was acknowledging that trauma. We were able to tell them: 'These things you care so much about? We care about them, too.'"

But it wasn't just the townspeople who benefited from this work. The Blue Hens gleaned new perspectives on their craft.

"We can't be some secretive group stowed away in labs or basements," Kelley says. "You might spend an entire career studying priceless artifacts in a museum. But the objects that tell the story of who we are? Those are just as important."

"I do think these clinics were a bit of



During a work break, the Blue Hens traveled to the German city of Mainz, home to Europe's first moveable type printing press.

therapy for the people who came," she adds. "And maybe for us, too."

LOOKING FORWARD

At this moment in Ahrweiler, there sits a Madonna statue smeared with mud that no one wanted to remove. That religious artifact will remain purposefully dirty, serving

as a reminder of what this town survived.

And therein lies one of the great challenges of disaster recovery: When a stain or patch of rust becomes part of an object's story, should it remain? The question can, at times, pit art conservationists (who seek to preserve the structural integrity of an artifact) against material culture professionals (who assign new meaning to objects based on their breaks and blemishes).

Emily Bach, AS22M, was a material culture student at the time of the trip, which she calls "a surreal experience." Part of what drew her to the mission is an unlikely collaboration between these seemingly diametric ideologies. Consider the early 20th-century cloth utensil holder she encountered. Its utensils went missing... but not before the floodwaters permanently etched a rusty outline of their shape. The treatment plan for the object represented a compromise of sorts between culture and conservation: a little preliminary cleaning, but nothing to remove that shadowy reminder of the disaster.

Today, all of Ahrweiler grapples with these same questions: How much of the past can you afford to hold onto? How much can you afford to let go? Has all the damage been in vain, or might it be imbued with meaning?

The UD effort to provide answers, at least in some small way, reinvigorated support for Ahrweiler from outside agencies, including Germany's Cologne University of Applied Sciences, which is sending conservators to pick up where the Blue Hen team left off. The trip has also inspired ongoing discussions on UD's campus about ways to facilitate future disaster recovery trips.

But even after the world inevitably moves on, residents of Ahrweiler past and present will continue rebuilding and remembering, Brueckner among them. During his recent visit, he again climbed the rugged hillside he explored as a child, and he gazed upon the fields and church spires of the place that raised

him. He is under no illusions: This town will never be the same. But, breathing deep, he could still detect Ahrweiler's unmistakable scent in the air: tangy, earthy, fragrant.

The smell of home. 🐦

"AS STEWARDS OF MATERIAL THINGS, WE HAVE TO REMEMBER THE HUMAN STORIES,"

—ALLISON KELLEY, AS22M

JENNER'S POND

A Simpson Community

“We really appreciate being here.
The staff is outstanding. *The little things they do are so special.*”

“We looked at many communities within a 50-mile radius
and *Jenner's Pond was the most active adult community.*”

“Everyone smiles and greets you. *People are so friendly and go out of their way to help you feel at home.* The food is great, too.”



**Call 610-486-7039 to schedule a tour and see for yourself
why so many of those associated with the University of
Delaware have chosen Jenner's Pond for retirement living.**

2000 Greenbriar Lane, West Grove, PA 19390 • 610-486-7039 • JennersPond.org/UD-T

THE WILD WORLD OF WELCOME



ILLUSTRATIONS BY MOLLY CHAPPELL AND ISTOCK

BLUE HENS IN THE HOSPITALITY JUNGLE

by Diane Stopyra

Long hours. Hostile Yelp reviews. Unreasonable guests who require their grapes peeled and their kale thrice massaged.

Hospitality is brutal.

Seasoned servers, chefs, chambermaids, event planners, concierges, bar managers and front-desk agents everywhere will tell you (when they aren't in the proverbial weeds): This industry does not love you back. In the best of times, you'll clock out bruised, battered and smelling of almond-encrusted halibut. Throw in a lingering pandemic, complete with labor shortages and supply chain challenges, and you might just break like a glass decanter in the hands of a butterfingerted busboy.

But Blue Hens are rising to the challenge.

"Our students have a different DNA," says Sri Beldona, professor, chair and graduate director in UD's Department of Hospitality and Sport Business Management. "This is a crucial moment—the industry is going through a major awakening—and the decisions Blue Hen leaders are making now will help define what hospitality is going to be for the next decade or more."

Consistently rated top 10 in the nation, UD's hospitality program offers specialized training in everything from resort real estate development to tourism sustainability to revenue management. Students hone their skills within an on-campus hotel—UD's Courtyard by Marriott is the first of its kind in the country—and within Vita Nova, a fine dining restaurant and acclaimed learning laboratory. In the classroom, Blue Hens benefit from boots-on-the-ground experience of world-class faculty and mentors. (Ask instructor Nick

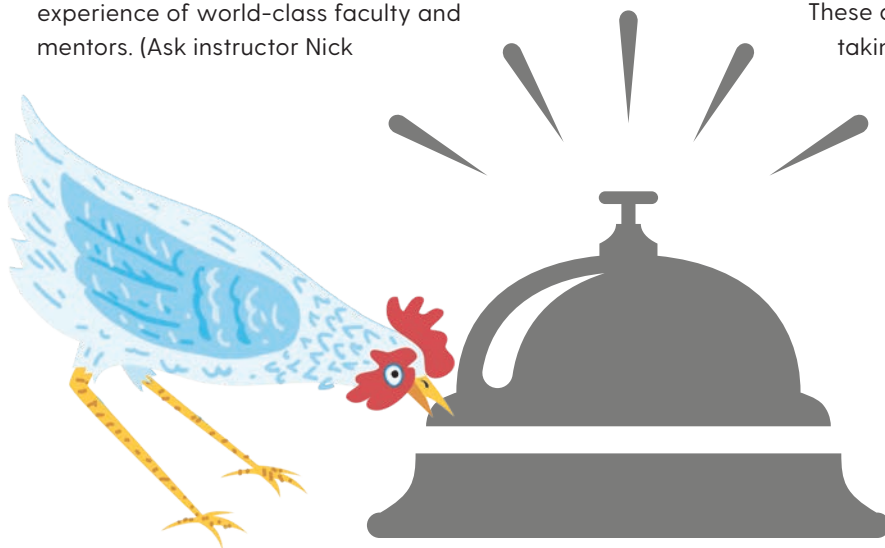
Waller about catering to the British royal family, or Prof. Tim Webb about his ticket pricing strategy for your favorite major league stadium.) More than half the students study abroad at prestigious institutes like the Swiss School of Tourism and Hospitality, where the only thing more breathtaking than the alpine view is the tableside service.

Now, hospitality graduates are bringing this training to 58 countries. Some work in operations, others in analytics, and some are altogether pushing the boundaries of what it means to be a service professional. But they share one commonality: passion that not even a pandemic or petulant Yelper can extinguish.

Because as demanding as hospitality can be, it is also dynamic, kinetic and rife with meaningful connection. Industry professionals may see the worst of humanity (Bridezillas! Bad tippers! Blowouts over creme brulee!), but they also see the best: People genuinely grateful for good service. People joining together to celebrate love, family and the milestones that make a beautiful life. People grieving a loss or working through a broken heart with a sympathetic bartender and a double shot of tequila. People living out the stresses, mundanities and joys of existence, one day—one dinner—at a time.

These are moments worth serving. And no matter what this new era of hospitality brings, ushered forth by alumni on the frontlines, UD's finest will be there, bearing them witness. So grab your usual, kick up your feet and, in the following pages, meet your most hospitable peers.

These are Blue Hens, and they'll be taking care of you. 🐔



REWRITING THE HOSPITALITY HANDBOOK

Oceanside, mountainside and everywhere in between, from burrito joints to private jets, Blue Hens are rewriting the rules of the service industry. Here are the unspoken bylaws of the bar, mores of the motel and edicts of the eatery—no tipping required.

BE SOMEONE'S ELF: At the Ritz-Carlton Bacara hotel in Santa Barbara, California, set on 78 picturesque acres overlooking the Pacific, guest services manager Danielle Schwartz, BE21, has catered to Stevie Nicks, Olivia Rodrigo and Lorde. But one of her most memorable experiences is tied to an 8-year-old who checked in with his parents. Since the boy's father needed surgery nearby, the Colorado-based family prepared for a cheer-free holiday spent between hospital and hotel. Schwartz upgraded them to a suite and, while they were out on Christmas Eve, she transformed the space into a winter wonderland, complete with tree, twinkling lights, hot chocolate station, ornament decorating



Farhad Tabatabaei would never search guest luggage for contraband shampoo.



THE GREAT BIG HOSPITALITY VOCAB QUIZ

Think you have what it takes to give service a go? You'll need to learn the lingo. Immerse yourself on the fly (kitchen speak for "really fast"), then test yourself with the below quiz. Answers on page 31.

1. BOOMERANG:

- A.) When a bartender delivers, typically via a regular customer, a drink or shot to a fellow bartender at another establishment.
- B.) Phrase pilots use for turning a plane around due to turbulence.
- C.) Derogatory expression used by caddies to describe a beginner golfer who accidentally tosses a 9-iron backward when learning to swing.

area and, naturally, presents. For the rest of his stay, the little boy lit up like one of the hotel's sparkling chandeliers, reaffirming for Schwartz the value of going above and beyond: "Lifting someone's spirits is a natural high."

FEEL FREE: Fifteen years ago, Paul Altero opened his first Bubbakoo's Burritos shop with nothing but a home-equity loan, a credit card and a dream. Since then, the Blue Hen has survived 20-hour days, a devastating Jersey Shore hurricane, even that infamous afternoon when he ran out of tacos on \$1 taco day. But it wasn't until the onset of the COVID-19 pandemic that the embattled restaurateur thought: "We might actually sink." So Altero, BE96, did something counterintuitive. For anyone who'd lost a job, couldn't afford to eat or just needed a break, he advertised free food—no questions asked. If he was going down, he figured, he'd do some good along the way. But hundreds of pro bono burritos helped keep Altero afloat, engendering loyalty from an increasingly

fanatic customer base. Today, the company is launching its 92nd location, with 150 more in development across the nation, proving that a give-back mentality helps fuel growth. "We didn't do this for a return on investment," Altero says. "But people appreciate community engagement."

LET THE SHAMPOO GO: In the Markazi province of Iran, known for its pomegranate trees and hot springs, Farhad Tabatabaei, BE25, worked as a receptionist for a 52-room hotel that cared more about its bottom line than its customers. If a manager suspected guests of taking a towel—or even just a bottle of shampoo—he seized and searched their bags in the middle of the lobby "like an airport security guard," Tabatabaei says. "It was insane." The receptionist felt so much secondhand embarrassment, he pleaded with his supervisors to end this policy, even offering to pay for the contraband toiletries himself. But when these cries

fell on deaf ears, Tabatabaei quit. Now a Blue Hen working toward his Ph.D. in hospitality management, he has never regretted his decision. In hospitality, he says, aligning with a company that shares your values is “the most important thing.”

GET A HYPE SONG: Regina Donato loves the Philadelphia Eagles. Unfazed by inebriated fans fist-fighting in body paint or pouring beer on Cowboys supporters, she knows the rewards of her job as a game day staffer—from leading hundreds of spectators in the fight song to helping guests with disabilities navigate Lincoln Financial Field—are worth the challenges. “The fans are intense,” says Donato, AS21, who also serves as program and communications manager for the Delaware State Chamber of Commerce. “But if you embrace all that passion, you become part of a family.” To get herself pumped up for kickoff, she listens to an energizing playlist during her 30-minute commute that includes, naturally, “Eye of the Tiger.” In this line of work, she says, bringing your game face “makes all the difference.”



REGINA DONATO

Regina Donato (left) says maintaining a sense of humor is key to her job as a game day staffer for the Philadelphia Eagles.

REPURPOSE YOUR EGGS: A little-known side effect of COVID-19: a surplus of ostrich eggs. At least this was the case at Walt Disney World’s Animal Kingdom Lodge, where eggs laid by a resident herd are typically sculpted into fantastical shapes by cultural representatives from Africa. But, during the pandemic, these employees were stuck overseas, and the shells piled up. As a member of the resort activities team, Brian Wherry, AS20, got creative. He and his colleagues organized egg-painting and ornament-making sessions for guests at Easter and Christmas,

respectively. They even oiled up some of the three-pound orbs for swimmers to discover at the bottom of the resort pool (attempting to pick one up underwater makes for a silly game), and they made others into “hidden Mickeys” placed around the park for guests and employees to find. Even at Disney, Wherry says, there’s nothing abracadabra about it: “If you want to make hospitality magic, get resourceful.”

HITCH A RIDE: You don’t say no to the president of the United States. So when Joe Biden’s people regularly

RUNNING A CONVERSION

Lou Reda, AS83, played football for the Fightin’ Blue Hens and then the New York Jets. But when he tore his ACL, he moved to North Carolina and discovered his true passion: hospitality. Today, he owns two restaurants in historic Rocky Mount: the eponymous Lou Redas, serving upscale comfort food, and Tap@1918, a gastropub inside a renovated cotton mill.

Here, he touches down on three football-inspired tips for success in the industry:

Make the risky play: After cutting his teeth as a 28-year-old dishwasher turned cook, Reda launched his first restaurant, a fine dining operation that “failed miserably,” he says. But he learned from the loss and got back in the game.

Expect a clobbering: A customer delivered her

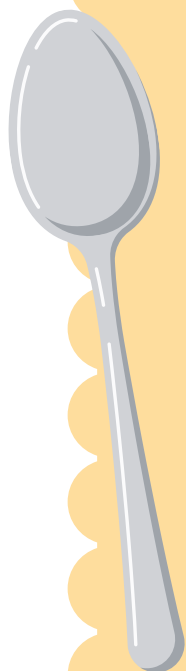
baby in a booth in Reda’s dining room. An employee got struck by lightning during her shift (she survived). Then came a pandemic that hurt more than any tackle. But if you have enough passion, even the hard, scary or downright bizarre days are worth it. “This is my happy place,” Reda says. “I don’t feel like I’ve ever had a job.”

Be a coach: Reda regularly treats his team

to family-style meals, a day at the amusement park or an evening at the local bowling alley for some post-shift bonding. His favorite role? Mentor. “If you work for me for a year or longer, and you’re not any better of a person when you leave,” he says, “then I didn’t do my job.”



PHOTO COURTESY OF LOU REDA





Of all the horses at the dude ranch where Melissa Kay worked, Cactus (who could be a bit prickly) was her favorite.

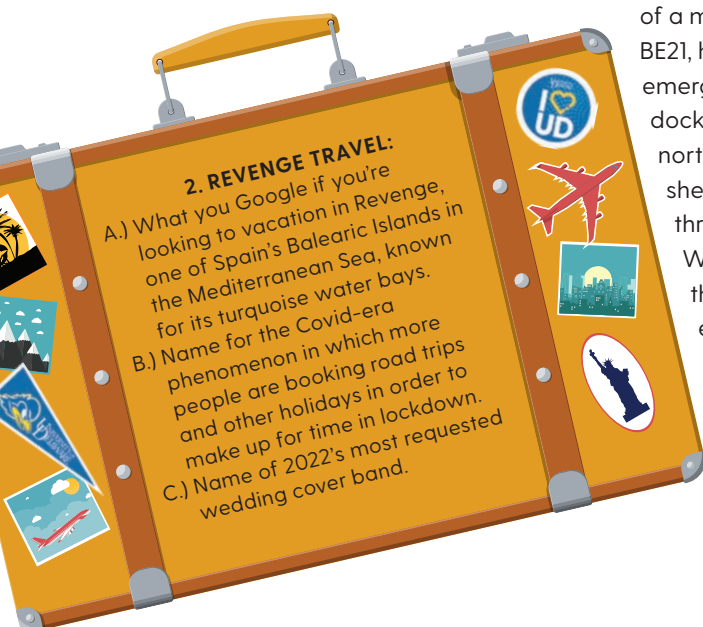
need vehicles for their motorcade, Ryan Shaer hustles. Problem is, the Philadelphia-based company where the Blue Hen serves as vice president, Ace Limousine and Airport Service, is often booked solid by the time the White House comes calling—they regularly transport brides, executives, ComicCon talent, even Gritty, googly-eyed mascot of the Philadelphia Flyers. When there's no vehicle left for the press corp or Secret Service, Shaer, BE16, has stayed up until the wee hours, making urgent calls to as many as 20 competitors until he finds one with a spare car or two. In moments like these, he feels gratitude for all the time he's spent building collaborative relationships in the industry,

mentoring at networking events and generally being a good neighbor every chance he gets. "I've learned that if you help everyone around you, they help you back," he says. "What you give comes full circle."

GET BACK IN THE SADDLE: At the north end of Washington's San Juan Island, where orca whales practice their backflips, Melissa Kay works as a dockhand for the world-class Roche Harbor Resort Marina. On a typical day, she greets seafarers from around the world and helps secure around 30 vessels—from briny fishing boats to 150-foot yachts. Frequently, things go sideways—a client's engine falters so that he's spinning out in the harbor, or 60-mile-per-hour winds snap the lines of a multimillion dollar hull. But Kay, BE21, has experience keeping cool in emergencies. Before her time on the docks, she worked as a wrangler for a northern California dude ranch, where she taught vacationers to gallop through the Sierra Nevada Mountains. When encroaching wildfires once threatened the ranch, Kay helped evacuate a herd of 60 to a pasture located an hour and a half away in Reno, Nevada—it required six trips in two days and plenty of deep breathing. "In this industry, things will go awry," she says. "All you can do is remain calm."

DRINK THE SNAKEBLOOD: Before becoming a vice president with the multibillion ARAMARK corporation, Allan Fernandes, EOE92, did consulting work in Asia. Once, clients in China took him to a restaurant where snake-filled cages lined the walls. A waiter presented one of the live, 12-foot serpents to him for approval the way a U.S. server might present a bottle of cabernet. "I didn't know how to evaluate snakes," Fernandes says now. "So I just told them: 'Yes, looks good.'" A chef then transformed the reptile into a multicourse spread, from soup to fried meat. The showpiece? A cup of snake blood which Fernandes graciously drank, cringing only on the inside. "It was terrible!" he says, adding that the warm elixir had "a bite." But despite the somewhat metallic aftertaste, the hospitality professional is happy to have sampled the ophidian nightcap. Respecting the customs of others is key to success in business, he's learned, but also in life. "Enriching moments have come from immersing myself in local cultures," he says. "Experiences are what life is all about."

CALL THE NEIGHBORS: In January 2021, residents of Norwalk, Connecticut, found themselves snowed in, meaning customers couldn't get to the city's acclaimed Barcelona Wine Bar. But manager Logan Walsh, ANR20, who lived in an apartment building just above the Spanish tapas restaurant, showed up for work. He set up a boozy hot chocolate station on the bar and invited his upstairs neighbors to ride out the storm. The group sipped wine, helped make a pot of paella, workshopped potential new dishes and simply hung out for hours. "In this day and age, especially since the onset of the pandemic, we owe so much to our regulars," Walsh says. "You have to be there for the people who've been there for you."



TEE UP THE BABY: When the ultrasound tech told Allie Waldman her due date, the mom-to-be shook her head. “That won’t work,” she said. “I’ll be busy that week.” As assistant clubhouse manager at Georgia’s Augusta National, arguably the most prestigious golf club in the world, Waldman, BE14, plays a crucial role in planning and executing the sport’s annual Masters Tournament. During the weeklong professional championship, more than 400 employees—from restroom attendants to member chauffeurs—rely on her to troubleshoot 11th-hour crises. So, in 2020, Waldman made sure to plan the arrival of her first baby for November—a full seven months after the April tournament. But then COVID-19 postponed that tournament for, you guessed it, seven months. The stakes already felt sky-high for the Blue Hen, the first woman to hold her position, so a scheduling hiccup should have intensified the pressure. But even while fielding urgent phone calls during labor, Waldman felt a sense of calm, comforted by the relationships she’d built with her team. “Mutual trust doesn’t come overnight,” she says. “It comes from showing up for each other consistently, every day. Do that, and you can get through anything.”

PREPARE FOR TAKEOFF: Last summer, Kailyn O’Brien flew from New York to Nigeria for the extradition of a Colombian drug trafficker. Aboard an elegant Global 6000 chartered jet, the corporate flight attendant catered to FBI agents as well as the prisoner, who alternated between watching a movie and sobbing. This was not a regular flight for O’Brien, BE16, whose typical workday involves serving caviar to A-list celebrities on private planes lined with marble and spritzed with Chanel—Serena Williams, Carrie Underwood and Dwayne “The Rock” Johnson all make the Blue Hen’s nice list. But one of the greatest takeaways from her time spent cruising at 40,000 feet is the importance of treating all clients—whether their faces appear on magazines or mugshots—with the same respect. After all, we have more in common than meets the eye. Wayne Gretzky? Afraid of flying. Christina Aguilera? Loves junk food from Wendy’s. “I’ve learned that money isn’t everything and it can’t buy you happiness,” O’Brien says. “We’re all human, we all struggle. Being a good person is what I’m after.” 🐦

BREAKING GLASS CEILINGS, AROUND THE GLOBE

Ami Nagase regularly travels from her native Japan to the Northern Territory of Australia, where she rides camels, explores waterfalls and sleeps under the stars—for work. Sure, Nagase is the mother of a little boy, and, yes, she comes from a country that places much value on the role of stay-at-home mother, but she is committed to her career doing freelance PR and marketing work for tourism organizations around the world.

When friends raised eyebrows at her decision to leave her husband in Japan for a year to earn a master’s degree from UD—in her mid-30s, no less—Nagase was not deterred. Today, she brings 5-year-old Yuzuki along to her evening hospitality classes where, she says, Blue Hen professors have been “kind and understanding.”

Her story is so unusual, Nagase has recently been profiled by Japanese media, including the best-selling Japanese women’s magazine *With*. But she’s not bettering herself for the kudos.

“I want to show my son that women have a right to pursue their dreams,” she says. “I need him to know women can do exactly the same as men.”

“I’m most inspired when connecting with billionaire clients who’ve started from nothing,” says private flight attendant Kailyn O’Brien. “I love hearing their stories.”

PHOTO COURTESY OF KAILYN O'BRIEN



HOSPITALITY IS

MORE THAN PREPPING FOOD AND TURNING DOWN BEDS

INSPIRING AWE

It's called alpenglow—an optical phenomenon in which mountain peaks appear to radiate neon orange or pink during twilight.

This is just one of many breathtaking moments Tyler Reynolds, AS18, facilitates for mesmerized guests of the Ritz-Carlton Bachelor Gulch in Colorado, where the air is crisp, the slopes are powdery and the photo ops are plentiful.

"Everyone wants to take pictures, but I have them put away their tech and soak it all in," he says. "Folks who typically stare at a computer 40 hours a week become new people."

As resort naturalist, and a veteran of UD's science education program,

Reynolds is responsible for the outdoor guest experience. He and his trusty companion, a St. Bernard named Bachelor, organize bonfires, coordinate survival training workshops, even lead mushroom-foraging excursions through the woods (ask him about the western giant puffball, which grows more than 2 feet wide). But it is Reynolds' guided hikes—up to 10 miles through the ruggedly beautiful White River National Forest—that frequently leave tourists agape.

Reynolds can still remember the wide-eyed joy of the family who witnessed falling snow for the first time—in July, no less. And he relishes the reactions he receives to woodsy marvels. Those claw marks on the aspen trees? Think of them as rustic eharmony for black bears.

Even four years into his role, Reynolds isn't immune to the awe: "My jaw drops once or twice a week," he says. "If I've learned anything, it's how special this place really is—and how lucky I am to be here."

INVENTING TOMORROW

Just as the iPhone revolutionized telecommunications and Amazon transformed retail, hospitality is on the cusp of a tidal change.

"It's ready for disruption," says leading entrepreneur Dipesh Gupta, BE98. "Everything about people's lives has changed—from the way we travel to the way we order food to the way we watch TV—and the industry hasn't kept pace. But the time has come."

You may remember Gupta from 2014, when he helped launch the nation's first room-service robot—no tipping required. Since the birth of the



PHOTO COURTESY OF TYLER REYNOLDS

Colorado-based naturalist Tyler Reynolds is 6'4", but he once found himself staring up—way up—at a 900-pound moose. His advice for escaping such an encounter? Find something big, like a boulder, and run circles around it.

Profs. Bill Sullivan and Sheryl Kline have trained hundreds of hotel workers to spot the signs of sex trafficking. More than once, employees in their course have relayed their own stories as survivors.

Today, Kline knows exactly what tripped the alarm bells in her head: sex trafficking, a particularly vile brand of human trafficking in which people, mostly women and girls, are forced into sexual slavery. (Kline never encountered any child victims during her time on the Las Vegas Strip, or her “gut would have kicked in.”)

Now, she’s working to make sure the crime never goes unchallenged again.

Her mission began in the early aughts. As a hospitality professor at UD, Kline channeled her six year hotel management stint in Vegas into academic work. She researched human trafficking in the state (and particularly in the hotels) of Delaware, a potential hotbed for the felony given easy access to the I-95 corridor. Underreporting makes meaningful statistics hard to come by, but, in 2020, the National Human Trafficking Hotline received 127 tip reports from Delaware. The major takeaway: The crime doesn’t just happen within seedy roadside motels or the hyper-sexualized boundaries of Sin City.

KATHY F. ATKINSON

Both, similar cyborgs have popped up at hotels around the country, delivering everything from warm towels to—no kidding—massages. But while these affable androids may bring a Jetsons-esque vibe to your family vacation, their capabilities haven’t evolved much in the last decade. That aforementioned hospitality revolution? It’s not coming from the bionic hardware you envisioned as a kid but, rather, the amorphous software of the cloud.

As CEO of the California-based Shashi Group, Gupta oversees an avant-garde hospitality portfolio in Silicon Valley, and he refines a technology platform that’s taking guest experience to the next level. Think mobile check-in and a next-generation loyalty program that goes beyond points to offer hard cash, beamed directly to a customer’s bank account. Launching shortly are hyper-personalized experiences enabled by the cloud. Walk into your room to discover the lighting intensity and color of your choice, a playlist and temperature setting selected by you,

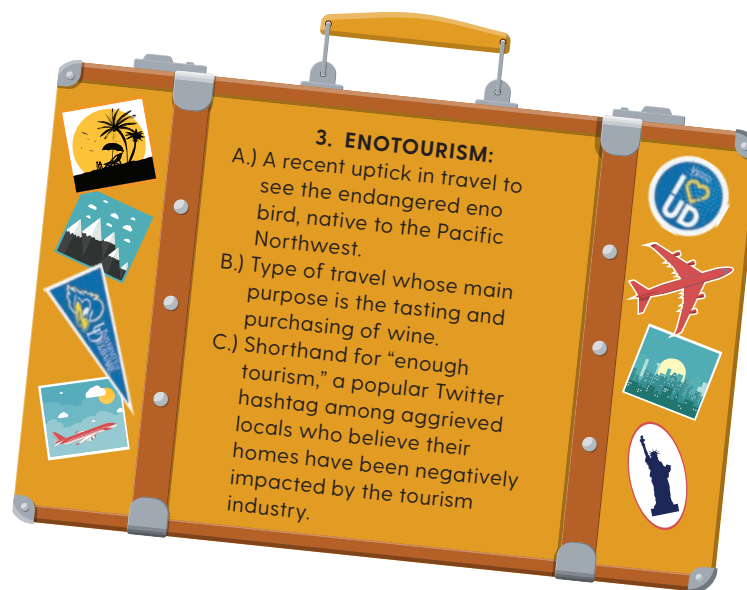
even a treasured photo of your yellow Lab on a 65-inch, QLED TV. Says Gupta: “When you open your door, you should feel like you’re in your own living room.” Within the next five to 10 years, the Blue Hen also envisions augmented reality.

“Our aim is to be the Tesla of hospitality,” he says, crediting his time at UD with igniting his vision. “I had amazing professors who encouraged me to think outside the box.”

BUSTING CRIME

Glitz, glamor and an intergalactic neon sign visible from three miles away. This was the Stardust Resort and Casino, once the largest hotel in the world. It embodied all the razzmatazz of its Las Vegas home, along with its sinister underbelly.

“You knew something was off when certain people checked in,” says Sheryl Kline, who worked as a Stardust manager in the 1980s. “They just didn’t look like couples.”



“It can be anywhere,” says Kline, now the deputy dean of Alfred Lerner College of Business and Economics. “People are shocked to learn this occurs in their own backyard.”

Kline’s research informed the first law in Delaware specifically targeting human traffickers, passed in 2014. And it became the launchpad for developing, along with UD Prof. Bill Sullivan and the Delaware Hotel and Lodging Association, a training program that helps hospitality workers identify and respond to trafficking in the hotel workplace. Today, this program is woven into the Blue Hen curriculum, and it’s been administered to hundreds of hospitality professionals across the state and nation.

Some of the red flags? Paying with cash, requesting a room in an isolated part of the building and refusing to provide identification. Perpetrators may also make frequent requests for extra sheets and towels or leave credit card readers and evidence of pornography.

“Because many victims don’t recognize themselves as victims, you can’t just ask if they’re being trafficked,” says Sullivan. “Doing so could make the situation worse.” Instead, workers who suspect foul play are instructed to inform a manager and call the police.

Expanding the scope of hospitality to include such life-saving detective work makes natural sense to the UD team. “Service is ingrained in every one of us,” Kline says. “We aim to make lives better.”

FUELING HOPE

In movies and press about the Chilean mine collapse of 2010, which trapped 33 men underground for more than two months, you won’t hear much about Allan Fernandes. He did not drill the escape tunnel that ultimately led to a Blockbuster-worthy rescue. He was not a terrified family member praying for a miracle. And he wasn’t even in the Atacama Desert at the time of the crisis.



KATHY F. ATKINSON

And yet, more than 4,000 miles away, this Philadelphia-based Blue Hen played an invisible role in the survival of the victims.

As vice president of global safety and risk control for the behemoth ARAMARK corporation, Fernandes ensures the safety of billions of meals served around the globe every year—in national parks, prisons, resorts, hospitals, universities (including UD!), stadiums, even 100 houseboats floating on Lake Powell. He also ensures the safety of the global workforce—240,000 people strong—as they serve food everywhere from the top of the Andes Mountains to the fjords of Patagonia.

“One major incident could ruin the company,” says Fernandes, EOE92M.

Among the people who fall under Fernandes’s purview are copper and gold miners who work miles below the surface of the Earth in northern Chile, where active volcanoes exist alongside flamingo preserves. So, when a century-old mine in a less remote area of the country collapsed, and

When Allan Fernandes arrived from Mumbai as a new Blue Hen, a misinformed employee at a New York bus station told him Newark did not exist. Thankfully, a kind stranger offered the confused geology major dinner and a bed—hospitality he never forgot.

its workers were discovered alive 17 days later, the nonprofit Chilean Safety Association enlisted the hospitality company’s help.

Reporting to Fernandes, ARAMARK’s Chilean team liaised with doctors and nutritionists to meet the needs of the 33 men, who’d each subsisted on nothing but two spoonfuls of tuna, half a cookie and a few sips of milk once every 48 hours. Working out of a nearby hospital,



cooks daily prepared breakfast, lunch, dinner and even afternoon tea. Soup, rice and—when the miners were well enough to stomach it—barbequed steaks were packaged into plastic tubes and sent 2,300-feet underground through a drilled hole the size of a grapefruit. This continued for weeks until, 68 days into the disaster, the men emerged from a rescue shaft.

The kudos to ARAMARK soon poured in, but no expression of gratitude felt more meaningful than the one from the miners themselves. While still trapped underground, they sent a note through the rock to the hospitality crew: “Imagine how we feel when people we don’t know show us so much love,” it read. “You humbly stay with us.”

Since this event, Fernandes has coped with other global crises, including COVID-19—his team in a Wuhan hospital served the first of the pandemic’s patients—and the ongoing outbreak of monkeypox. These realities have meant shoring up the company’s supply chain and safety protocols in the midst of great uncertainty. But when the pressure feels big, the Blue Hen insists, the rewards are bigger.

“I don’t care if you’re a C-suite executive or a dishwasher—you have someone to go home to,” Fernandes says. “It’s my responsibility to make sure you get there.”

SAVING LIVES

Anyone who’s undergone a surgery, delivered a baby or been wheeled through an emergency room can tell you: Hospitals are not hotels. But they aren’t far off, either. Research indicates that medical procedures typically comprise about 25% of a patient’s stay. Remaining time spent in the dreaded, backless gown is dedicated to dining, communicating with staff, receiving fresh linens... you get the idea. Only problem? Healthcare training has traditionally prioritized sutures over superior service.

And that’s where UD Prof. Ali Poorani comes in.

“It’s my purpose in life to bring hospitality to healthcare,” he says.

In 2014, in partnership with the ChristianaCare Health System, Poorani spearheaded the creation of the Patient Experience Academy, which uses evidence-based curriculum to train thousands of healthcare professionals in the state and beyond on everything from the neuroscience of expectation management to the power of empathy and active listening in healthcare settings. The result has been increased patient trust in providers, which boosts not only hospital ratings but patient outcomes.

“When doctors have been trained in empathy, people are more likely to take their advice,” says Poorani.

In 2018, seeing the success of this program, Vincent Kane, director of the Wilmington VA (Veterans Affairs) Medical Center, approached UD wanting similar training for the providers and staff at the organization’s main Delaware location, as well as five satellite locations in New Jersey and Delaware. The goal? Better serving those who’ve honorably served the country, a demographic that

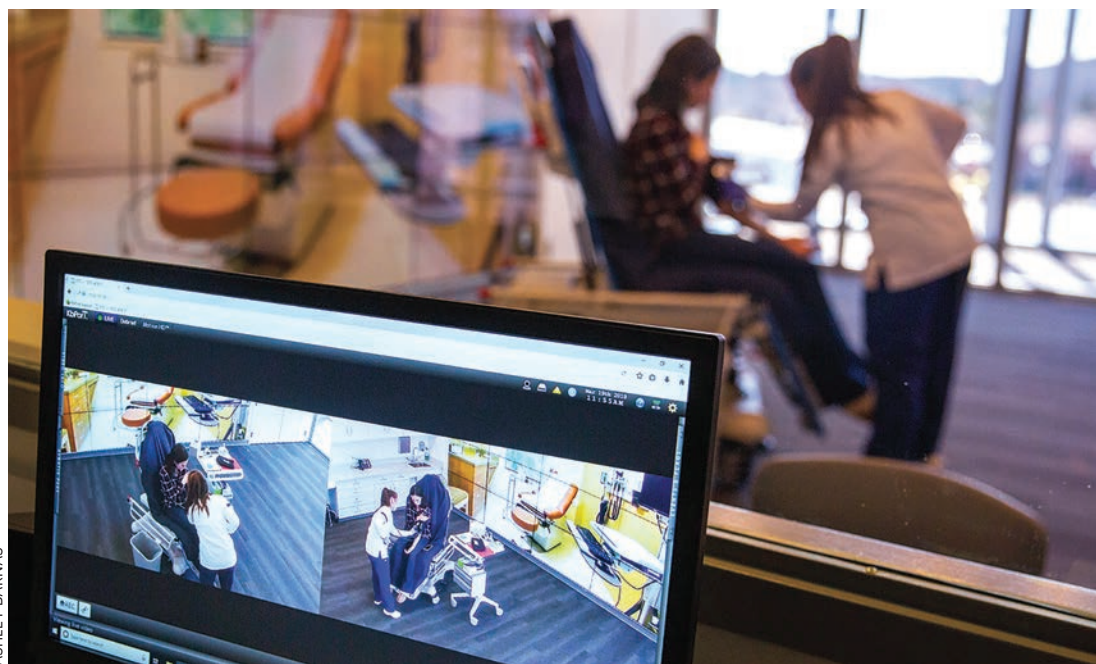
experiences disproportionately high rates of PTSD and suicide.

To provide hospitable care for veterans, the Blue Hen team developed the offshoot Veterans Patient Experience Academy, a five-week program involving UD’s acclaimed Healthcare Theatre program. To date, student and non-student actors have roleplayed scenarios for the educational benefit of more than 300 VA physicians, nurses and medical staff, with more cohorts on the way. Following initial training, patient experience scores improved 2.5% above the national average.

“I’m delighted to work with this team of professionals and engage UD with the wider community,” Poorani says.

Now, the professor is collaborating with healthcare partners to bring this training model to medical facilities nationwide. There is much work left to do, he says, and “absolutely more lives to save.” 🐔

In teaching healthcare professionals how to better serve veterans, UD’s Patient Experience Academy relies on role playing from trained actors.



ASHLEY BARNAS

GOLD PLATED

Vita Nova is special.

It's not just the eatery's melt-in-your-mouth mignon or signature salad with asiago cheese and candied walnuts (although a local mutiny nearly erupted when the latter was temporarily removed from the menu). The fine-dining operation, where Blue Hens in black ties hone their hospitality pedigree, is among only a handful of student-run restaurants in the nation. OpenTable, the online reservation service, labels it a top-five restaurant experience in the Delaware Valley, including Philadelphia.

"Decanting wine at the table, lifting silver-domed cloches as we serve each entree—these are bygone elements of service expertise that you don't see much in restaurants, let alone in an academic curriculum," says Vita Nova Director Nicholas Waller. "But we feel it's important to learn the *crème de la crème* of culinary execution."

Student staff members, who each devote approximately 22 hours per week to the job, rotate through 17 positions over the course of a senior year, from bread waiter to manager, sous chef to sommelier (the wine list is 155 bottles strong). During the pandemic, the students pivoted to a curbside pickup model, serving multicourse meals in white gloves on the side of Main Street. It's this type of experiential learning that has landed Vita Nova alumni coveted positions working for industry royalty, like celebrity chef Gordon Ramsay and Manhattan restaurateur Danny Meyer.

And it's afforded the students something even more valuable.

"Not everyone understands or believes it, but successful, happy people are the ones dedicated to service," Waller says. "In this sense, the course sets students up for more than a career. It equips them with wonderful tools for fulfilling, satisfying lives." 🐦



THE CUSTOMER

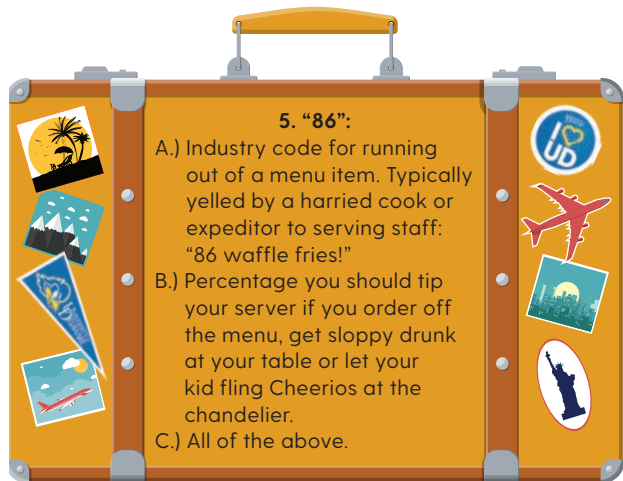
It's a question older than your favorite bottle of single malt Scotch whisky. Is the customer always right? Now, thanks to UD Profs. Sri Beldona and Hemant Kher, barkeeps and bellhops have their (science-backed) answer: Heck no.

There's some debate as to where this notion of guest infallibility originated. Some experts credit (blame?) César Ritz, proprietor of the world's first Ritz hotel, who instructed staff in the late 1800s to remove and replace any dish or beverage that received a complaint—no questions asked. Generations later, the frustrations of COVID-19 have unleashed hordes of insult-wielding, tantrum-throwing customers, calling the longtime industry credo into question.

According to a study by Beldona and Kher published in *Cornell Hospitality Quarterly*, some guests will never be happy—no matter how well they were attended to. It all comes down to something psychologists refer to as attachment theory, the idea that humans each have a unique attachment style that informs how they respond to intimacy (yes, having a stranger bring you food or make your bed is a form of intimacy). People with an anxious attachment style want to feel connected, and they value human interactions, so they're naturally appreciative of hospitality. People who are attachment avoidant? Not so much.

"They believe they can take care of themselves, so they find hospitality patronizing," Beldona says. "The more attentive you are, the less they'll rate you."

Blue Hens across the globe know this all too well. These professionals have experienced the customer-behavior spectrum—from the gracious to the egregious, the wonderful to the weird. We've plotted some of these interactions here, providing a completely unscientific analysis of the hospitality world's best customers... and the ones who'll leave you reaching for that single malt. 🐦



IS ALWAYS...RIGHT?

CLASSY

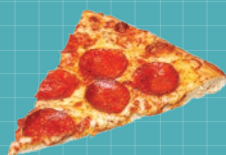
"A little girl battling cancer came to Disney, and she gifted me a friendship bracelet. She'd made them to hand out to members of staff for helping her feel a sense of magic during what could have been her very last trip."

—Brian Wherry, AS20, resort activities team, Walt Disney World, Orlando, Florida



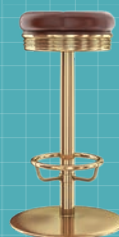
"Sylvester Stallone took a photo with one of our drivers, even agreeing to flex his muscles for the picture—just a really nice guy."

—Ryan Shaer, BE16, vice president, Ace Limousine and Airport Service, Philadelphia



"A customer tipped \$1,000 for \$40 worth of pizza."

—Craig Mosmen, AS00, co-owner of the Couch Tomato eatery, Manayunk, Pennsylvania



"I once had a pair of regular customers who were so kind, they helped me do inventory behind the bar every two weeks."

—Grace Callahan, BE20, assistant food and beverage manager, Hyatt Regency, Dallas, Texas

"I caddied for Joe Pesci, and he invited me to play golf with him on several occasions and shared great celebrity stories."

—Ryan Pongrac, HS22, longtime caddie with Eagle Oaks Farm and Country Club, Farmingdale, New Jersey



"A regular customer once dropped off homemade sweets and pastries for the staff for no reason at all."

—Logan Walsh, ANR20, manager, Barcelona Wine Bar, Boston



SAY WHAT?

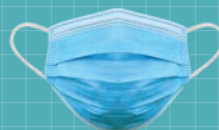


"I discovered half my customers standing on chairs, screaming. A woman had brought her pet snake to dinner. It escaped from her purse and found its way around another customer's leg."

—Lou Reda, AS83, owner of Lou Reda's: An American table, Rocky Mount, North Carolina

"Even though we fumigated, cockroaches came out when it rained; this was the desert. A guest gathered a cup of them—alive—and tossed them in the face of a clerk. The employee lunged across the desk to punch him, but I grabbed his arm."

—UD Prof. Sheryl Kline, on her experience as a front desk manager at the Stardust Casino and Resort in Las Vegas



"During COVID, I told a customer she wasn't allowed inside to use the bathroom without a mask, so she called her lawyer and threatened to sue me."

—Grace Callahan, BE20, assistant food and beverage manager, Hyatt Regency, Dallas, Texas

"A guest berated me for half an hour because the lightbulb went out in his room."

—Danielle Shwartz, BE21, guest services manager, Ritz-Carlton Bacara hotel, Santa Barbara, California



"Dudley Moore swirled the expensive wine he'd ordered and spat it all over the table. He was only joking, but the wine waiter was horrified."

—Vita Nova Director Nicholas Waller on his experience as *maitre d'* at the uber-posh restaurant of the world-class Savoy Hotel in London



"One woman brought her kid to the pool even though she had a stomach bug, which obviously resulted in a code brown."

—Katya Raskin, current student, head lifeguard, Sunningdale Country Club, Scarsdale, New York

TRASHY

BELIEVABLE

GRAPE EXPECTATIONS

Wine culture gets a bad rap: Overwhelming, a tad snobby and too cerebral for its own good.

"It is an art and a science and a craft," acknowledges Timothy Beaudry, AS12. "But wine doesn't have to be intimidating. This should be fun."

The Blue Hen's own love affair began with a cabernet near the Andes Mountains in Chile. Or maybe it was that bubbly he drank on safari with albino lions in South Africa. Of course there was the malbec he sipped against a glacial backdrop en route to Antarctica. And don't forget the shiraz—oh, the life-changing shiraz—that accompanied a sunset over Sydney Harbor.

Beaudry's post-college life has been a whirlwind of sipping and studying around the globe—he's taste-tested in more than 30 countries and on all seven continents. The globe-trotting is funded, largely, by his work at vineyards from Napa to New Zealand, where he's done every job from harvesting to fermenting to designing labels. During COVID lockdown, Beaudry lived in the oenophile's promised land. At one of France's top viticulture colleges, Bordeaux Sciences Agro, he worked toward a master's degree in vineyard and winery management and interned at the iconic Château Smith Haut

Lafitte, an estate whose vines date back to 1365.

Given all this experience, you'd be forgiven for assuming Beaudry is a world-class wine snob who scoffs at ignoramuses mistaking port for pinot. But, in the education classes he hosts at various tasting rooms, accessibility is key. Yes, he insists, you can absolutely pick a wine by the cool-factor of its label. No, there's nothing wrong with drinking from a screwtop. And you—yes, you—can absolutely become an oenophile, too.

"Don't worry about what you should be drinking in order to be sophisticated," Beaudry says. "Drink what you like. If that's a \$9 bottle of moscato, so be it. To learn more about wine, you have to start with enjoyment."

Forget everything you think you know about the pomp and circumstance surrounding what is, at the end of the day, fermented fruit juice. Beaudry encourages newbies to download a trusty app like Vivino for crowd-sourced reviews from regular people, and he recommends organizing an informal tasting group with like-minded friends who also want to explore the world through wine—bottled or boxed.

"Connecting with others over a glass brings so much joy," the Blue Hen says. "This is one of life's greatest pleasures." 🍷



HOW TO BE A BETTER YELPER

Superman versus Lex Luther. Rocky versus Drago. No, the tensest relationship is the one between a business owner and a rampant customer on Yelp.

The site, which has published more than 220 million crowd-sourced reviews of restaurants and other businesses, is an American sensation. In other words, there's a growing army of citizen critics in this country, and we're increasingly depending on them for recommendations. One survey found the typical consumer is now reading an average of seven online reviews before trusting a business. So Yelpers are having a tangible impact on the bottom line of your local bar and bodega.

Problem is, some of the site's testimonies aren't valid. Research shows a diner might be swayed in their star-rating by their mood going into a meal or, even, the state of their posture while eating. No wonder one aggrieved business owner called Yelp, in a complaint to the U.S. Federal Trade Commission, the "thug of the Internet."

But not all hope is lost.

"There are great people using this site and supporting businesses they really care about," says Gabby Ward, AS18, community relations manager for Yelp's Philadelphia region. "It can be a powerful marketing tool."

As a former server who now works to build relationships between consumers and the business community, Ward's been on both sides of the screen, and she's learned a thing or two about reliable post-meal missives. *UD Magazine* recently asked for her tips

IF YOU WOULDN'T SCREAM IN THEIR FACE, DON'T DO IT ONLINE

on ensuring those critiques are both constructive and fair. Because when it comes to 21st century dining, it's not just the appetizers that are rife for judgment—your review should be five star-worthy, too.



BE A KAREN (it's okay this time!): If you've had a terrible experience, ask to speak to a manager before going scorched earth online. This gives the restaurant an opportunity to course correct—and explain any mitigating circumstances.



SLEEP ON IT: When it comes to writing reviews that impact livelihoods, it's worth taking a beat. Give yourself a few hours to glean some perspective—did those under-seasoned croutons *really* ruin your life, or could it be that your boss is a jerk and your team lost its last game?



CHECK YOUR EGO: There's a difference between a truly bad experience and one that simply isn't your taste (see: reviews that pan the Great Wall of China because "I'm not a wall guy" or the Golden Gate Bridge because "I'm not a fan of the color red.")



LAY OFF THE CAPS LOCK: Sure, CrabCakeLover402, everyone is anonymous behind a keyboard. But this doesn't give you *carte blanche* to yell or be rude. "Treat this like you're talking in person with a business owner," Ward says. "If you wouldn't scream in their face, don't do it online."



AVOID ABSTRACTIONS: Saying a meal was "the worst thing ever" or, conversely, "the greatest experience I've ever had," doesn't tell the reader... anything. Be specific about what worked and what didn't. And post pictures.



BE A HUMAN: If you find yourself seething over your glass of beer or Bordeaux, chances are your servers are even more miserable. Perhaps the restaurant is understaffed; perhaps a computer system went down mid-shift; perhaps the people in your orbit could simply use a break. Before you hit "post" on that review, Ward says, remember: "Empathy is everything." 🐦

EMPATHY IS EVERYTHING

QUIZ KEY

1: A, 2: B, 3: B, 4: C, 5: C



LOOKING UP

HOW TO SAFEGUARD YOUR SANITY BEFORE TAKEOFF

Flying these days is turbulent. The onset of COVID-19 led to a 70% dip in air travel—compare that to a 7% dip post 9/11—so major carriers laid off thousands of employees and retired a slew of planes. Years later, even as demand has rebounded, the industry navigates a bumpy ride. What does this mean for your average flier this holiday season? Delays, cancellations and a general sense of aviation vexation.

To help make taxiing the runway just a little more bearable for you and your compatriots across the aisle, we reached out to Alyson Belgrai, HS12, for her input on air travel dos and don'ts. While the Blue Hen launched her hospitality career firmly on the ground as a manager with luxury fitness and property brands, she now spends 130 hours per month circling the globe as a Delta flight attendant. About her in-air philosophy, she says, "I do my best to keep things drama free."

If that sounds like your kind of flight, fasten your seatbelt, secure your tray table and prepare for a first-class trip. 🐦



Flying the Friendly Skies: Do...

- Fly before 8 a.m. Early morning flights, when airspace is less crowded, are "cheaper, faster and strategically wiser," reports *Travel and Leisure*.
- Pack snacks. Hungry fliers are more prone to air rage.
- Carry on. Lost luggage has surged 30% since the onset of COVID-19, according to *Bloomberg*.
- Route through Atlanta, Minneapolis or Honolulu—the top three airports for on-time arrivals, according to *smartertravel.com*.
- Be nice to the flight attendants. They'll be more motivated to answer your call button or help return that laptop you left in 14C.
- Be patient waiting for the beverage cart. Pro tip: A Diet Coke takes an extremely long time to pour, because it's extra foamy at 30,000 feet.
- Wear shoes to the bathroom. "That's probably not water on the floor," Belgrai says.
- Fly a day earlier than necessary, to provide a cushion.
- Expect some hiccups, even if you take all the right precautions. "Mentally prepare yourself," Belgrai says. "And stay calm."

Terror on the Tarmac: Don't...

- Fly on Thursdays or Tuesdays. They see the most cancellations and delays, respectively, according to passenger advocate group AirHelp.
- Break out the tuna fish, egg salad or anything particularly smelly on board. Belgrai's least fave plane snack: brussels sprouts.
- Rely on product dimensions found on a bag's label or the seller's website. When determining if your carry-on meets an airline's size restrictions, measure yourself.
- Route through Newark, Orlando or Dallas, where more than 25% of flights arrive late.
- Expect a flight attendant can do anything about a holdup. "We are probably more irritated than you," Belgrai says. "We don't get paid for delays."
- Go overboard on the alcohol. The one-two punch of reduced cabin pressure and low humidity supercharges the effects, leading to beer tears during cross-check.
- Attempt to join the mile-high club. About 6% of passengers try for an in-air tryst, according to *Cheapflights.com*, and "we always know," Belgrai says.

THE GETTING HITCHED CHECKLIST


When people hoisted the vice president of the United States into the air, agents in black suits scrambled toward the dance floor—they don't like surprises. But unplanned horas aside, the 2012 wedding of Joe Biden's daughter was smoother than Italian meringue icing on a three-tier cake.


"The Secret Service doesn't mess around when it comes to logistics," says Erin Proud, BE00. "And that's where I excel."


Owner of the Wilmington-based Proud to Plan company and self-described "sassy boss lady," Proud has executed around 800 weddings in 15 years. Her expertise ranges from the simple backyard party to the grand soiree featuring fireworks, an ice lounge and something called video production mapping (for \$25,000 you, too, can transform an ordinary rock wall into a whimsical light display).


According to Proud, since the pandemic put so many events on hold, people are more eager than ever to let loose with loved ones: Stuffy is out, fun is in. But even if you've vowed to make joy the *pièce de résistance* of your ceremony, wedding-related stress can sometimes balloon like the puffy sleeves of a lacy Christian Siriano gown.


To keep the anxiety at bay between "yes" and "I do," we asked Proud for some strategies worth toasting...

 **Set boundaries:** The good news? Planning meetings are now happening via Zoom, so the whole family can join. The bad news? Planning meetings are now happening via Zoom, so the whole family can join. If you're fielding too much tsk-tsking over your choice of veil or venue, politely tell nosy Aunt Betsy to forever hold her peace. Remember, says Proud: "Who does the paying gets to do the saying."

 **Limit your Pinterest time:** Scrolling the social media platform can provide great inspo on everything from escort cards to customized drink stirrers. But too much time can also leave you overwhelmed and second-guessing your choices. "Make decisions and stick to them," Proud says. "You have to trust your gut."

 **Get personal:** Want to tie the knot in a defunct prison? Or enter your reception dressed as a tyrannosaurus rex? What about—picture it—a Duran Duran theme? Proud has executed all of the above, and she knows that, as long as an atypical motif is done not for shock, but to genuinely reflect a couple's personality, any idea can work. "People may not remember what your flowers looked like," she says. "But they will remember details that tell the story of who you are."

 **Expect a hiccup or two:** There are 175 items in Proud's emergency, day-of kit. When a musician forgets his guitar strap, she fashions one out of duct tape. If a tipsy groomsman passes out at the altar, pass the smelling salts, please. "There's always a little something that goes wrong," she says, citing the too-purple hydrangeas at her own wedding. "Remember: It doesn't have to be perfect to be wonderful."

 **Soak it all in:** Between visiting with guests, sampling a raw bar and cha-cha sliding across the dance floor, set aside a moment to—stay with us, here—leave your reception. Get to an entryway or other place with a good vantage point and simply scan the room. "Everyone you love is in the same space at the same time, celebrating you," Proud says. "Breathe deep and savor it."



Erin Proud, pictured here, calls Donna Laws, former administrator for the hospitality program, "a driving force in my career." So getting to plan the wedding of Laws's daughter? "A highlight of my life."



302.737.0900

www.udel.edu/ilgud

400 David Hollowell Drive
Newark, DE 19716



ALL EVENTS ARE SPECIAL TO US!

LET US PLAN YOUR EVENT. Our convenient location combined with award-winning service, food and technology, create the ideal environment. Hotel guest rooms provide the final touch to the perfect event.



ALUMNI NEWS

UD SEEKS ALUMNI MENTORS

A recent University-wide initiative is working to ensure all undergraduate juniors and seniors have access to professional mentors.

Now in its second year, UD's Mentor Collective program serves nearly 1,400 students, with more than 500 alumni volunteering their time as mentors. The program hopes to boost the number of participating alumni to 600. Interested alumni are encouraged to email CareerMentoringProgram@udel.edu to join.

"It's very important for students to have an opportunity to talk with people who have been in their shoes and can offer advice as they embark on their life after college," says Jonathan Rosenbloom, AS97, who joined Mentor Collective in 2020.

Through the program, students and alumni mentors complete an online survey to assess personality and experience. They are then matched by common interests, backgrounds, academics and professional aspirations.

The Mentor Collective aims to boost students' confidence and enhance their sense of purpose and professional clarity. It also seeks to increase the number of internships and experiential learning experiences available to undergraduates.

As mentors, alumni help invest in student success. They listen, inspire and help navigate challenges and recognize opportunities. In return, students learn how to approach challenges and gain professional insights. 🐦



WE ARE SPECIALISTS

MRI • THERAPY • X-RAY • EMERGENCY APPOINTMENTS

(302) 655-9494 • www.delortho.com

North Wilmington • Wilmington • Newark • Middletown



FOOT & ANKLE

Paul C. Kupcha, MD
Katherine M. Perscky, DPM - UD '03
Patrick J. Ward, MD

HAND, WRIST & ELBOW

Matthew D. Eichenbaum, MD
J. Douglas Patterson, MD
John M. Reynolds, MD
Peter F. Townsend, MD

JOINT REPLACEMENT

Steven M. Dellose, MD - UD '91
Nick N. Patel, MD
James J. Rubano, MD

PLASTICS

Benjamin Cooper, MD

SHOULDER

Brian J. Galinat, MD

SPINE

Mark S. Eskander, MD*
Erich L. Gottwald, DO - EMG Specialist
Amir Abdel Kader, MD
John P. Rowlands, MD
Selina Y. Xing, MD

SPORTS MEDICINE

Surgical

Damian M. Andrisani, MD - UD '95**
Joseph J. Mesa, MD**
Douglas A. Palma, MD - UD '91**

Non-Operative

Bradley C. Bley, DO
Matthew K. Voltz, DO

TRAUMA

Michael J. Principe, DO
Nicholas F. Quercetti, DO
David M. Tainter, MD

*Affiliated Faculty Member with the UD Department of Physical Therapy

**Orthopaedic Surgeon for the UD Athletic Department

**OFFICIAL ORTHOPAEDIC PARTNER OF
UNIVERSITY OF DELAWARE ATHLETICS**



SPREADING CULTURE THROUGH LANGUAGE

The kids carried machetes. It was all perfectly normal for this junior high school, where students provided daily gardening help and often brought their equipment to class. But it was not normal for Loren Lee Chiesi, AS08, a newly minted Peace Corps member teaching English in the West African country of Benin. She approached the school's vice principal to voice her concerns. "I'm a little scared," she told him. "What if they attack me?"

He began to laugh. "Why would you think they'd do that?" he asked.

"In America, sometimes kids bring guns to school, and they hurt people," Chiesi answered.

"You're not in America anymore," he replied. "You're here, and it's going to be fine."

More than 13 years later, Chiesi still thinks of that profound perspective switch. "Here's something so normal for them that I had never thought about," she says. "Meanwhile, my fear was unbelievable to him."

Such cultural exchanges are the inevitable result of engaging with people across the globe. For more than a decade, Chiesi has taught English as a second language to speakers in Turkey, Morocco and Myanmar. She has lived in Albania since 2020 and will spend 2023 there training aspiring instructors through the English Language Fellow Program.

Sponsored by the U.S. Department of State and awarded to only 200 people each year, the fellowship aims to enact meaningful and sustainable changes in the way that English is taught abroad. For Chiesi, it's also a chance to spread American culture and values through language.

As America gains global infamy for mass shootings, political division and



EVAN KRAPE

one of the highest COVID-19 death tolls of a developed nation, Chiesi has questioned what exactly her country represents on the world stage. In doing so, she has also found sources of optimism and hope.

Chiesi likes that Americans have opinions and aren't afraid to share them. That we have a culture of discourse and dialogue. That we value creativity and ingenuity.

"Those are things you can share and put into your curriculum: Think outside the box. Be creative. Come up with an idea and express your opinion," she says. "A lot of misunderstanding comes from living in isolated contexts without access to other ideas and opinions. The more we can understand each other, talk things out and not go straight to violence, the better." 🐦

BLUE HENS FOREVER—WHEREVER

Across the country, Blue Hens reconnect through various events. Here are some faces from a handful of places. To learn more about upcoming events in your area, visit udel.edu/alumni-friends/blue-hen-networks.



Blue and Gold at the Baltimore Orioles game



Candlepin Bowling in Boston



Cheering on the Pittsburgh Pirates



Eating, drinking and enjoying life on the Hudson River Cycleboat





CALLING ALL ALUMNI

The University of Delaware is looking to understand your perceptions, attitudes, experiences and opinions of UD. Be on the lookout for an email from UD Alumni with a survey link. Your answers will help us understand how we can better connect with you as alumni.

Update your contact information at udel.edu/alumni-friends/update-info to ensure you receive the survey.



Top left: Alumni from Kent and Sussex counties attend a sunset cruise.

Top right: Fans celebrate the first Delaware Football game (and win!) this season against Navy.

Bottom Left: New York City alumni attend a New York City Football Club v. New York Red Bulls soccer match at Yankee Stadium.



Share your photos with us at magazine@udel.edu or tag your social media posts with #BlueHensForever for a chance to be featured in the next issue.



Mark your calendars for the biggest UD alumni party of the year!

ALUMNI WEEKEND

JUNE 2-4, 2023

WITH SPECIAL RECOGNITION FOR CLASS YEARS ENDING IN 3 AND 8

What memories will you recreate this year? There's only one way to find out! Start planning for your return to your college home in Newark with your favorite Blue Hens this June.

Registration opens in March.
Learn more at udel.edu/alumniweekend

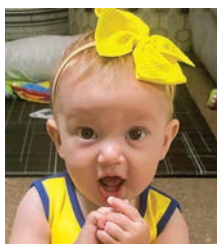
CLASS NOTES



Dave Cundiff, AS75



Michele Grant, AS94



Julianna Audrey-Murphy Futrell

1970s

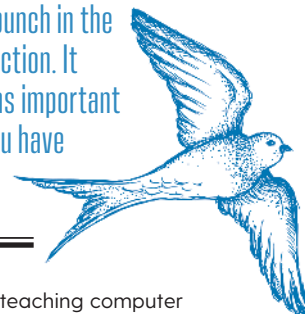
BEVERLY GRUNDEN, AS70, of Miamisburg, Ohio, received her Ph.D. in mathematics from Wright State University in Dayton.

SUSAN HENDRICKS SWETNAM, AS72, AS75M, of Pocatello, Idaho, a retired professor of English at Idaho State University, won a National Catholic Book Award for *In the Mystery's Shadow: Reflections on Caring for the Elderly and Dying*. She's currently finishing a series of three books for the press and beginning her 14th book. Her many articles and essays have appeared in national publications (*Gourmet*, *Mademoiselle*), academic journals and literary magazines. She's also a past winner of the Idaho Library Association's Idaho Book of the Year award.

DAVE CUNDIFF, AS75, of Ilwaco, Wash., achieved initial board certification in addiction medicine from the American Board of Preventive Medicine in the winter of 2022. Cundiff was also elected to a four-year term (2022-2026) on the American Medical Association (AMA) Council on Science and Public Health. He continues to represent the American Association of Public Health Physicians (AAPHP) in the AMA House of Delegates, where he will serve as AAPHP's Alternate Delegate for 2022-2024. Cundiff and his wife, MaryAnne Murray, recently purchased and are renovating a clinic for integrated primary care, psychiatric care and addiction care in downtown Ilwaco.

JEFFREY DERRY, HS77, of Oak Island, N.C., retired in 2017 after 30 years with the U.S. Public Health Service (USPHS). His last professional role was adult nurse practitioner. He and his wife, Zenaida, have relocated to Oak Island, N.C.

"I worked in the pharmaceutical industry as a research scientist for over 20 years. When I was laid off in 2013, it felt like a punch in the gut. That precipitated an intense period of introspection. It forced me to think, to prioritize, to realize what was important in life. I realized that to be happy and to live well you have to be free." —Ranjan Mukherjee, AS88



SUZANNE SAVERY, AS77, of Dover, Del., has been named director of the Delaware Division of Historical and Cultural Affairs, where she previously served as deputy director.

ROBIN TOTTEN, AS79, of Middletown, Del., published a book of poetry/prose entitled *Words Breathe*. It is available on Amazon.

RICHARD D. BOND, AS79, of Newark, Del., and **DAKIN J. BOND, AS16**, of Wilmington, Del., have both been selected by their professional peers as *Delaware Today* magazine's 2022 Top Dentists. They run a father-and-son practice with Dental Associates of Delaware, serving the Brandywine, Middletown, Hockessin, Newark, Wilmington and Millsboro areas.

1980s

BARRY KEITH, AS84, of Accokeek, Md., launched his 19th solo exhibition, "Gratitude," which ran during the month of October 2022 at the Gallery Underground in Arlington, Va. "Gratitude is an action word, and I paint to show my gratitude," he says.

RICHARD KOPP, AS85M, of Clarksville, Ind., has retired from Purdue University after

28 years of teaching computer graphics in the polytechnic department.

DAVE KLOPP, ANR87, of Warwick, Md., has been promoted to chief executive officer of the packaging company Verdafresh.

KEVIN DIMEDIO, AS88, of Haddonfield, N.J., is celebrating the fifth year of his law firm, DiMedio Law, in Haddonfield, where he also grew up.



A 4-foot-tall portrait Barry Keith, AS84, painted of his wife

RANJAN

MUKHERJEE, AS88,

of Churchville, Pa., led a successful 22-year career in metabolic disease drug discovery. Now enjoying early retirement, he's focused on travel and writing, helping other retirees seek adventure and adopt a Zen attitude. His

latest book, *Living Free, Living Well: My Life as a Zen Bon Vivant*, chronicles his life's journey across three continents, including his experience as a UD graduate student from India.



Mukherjee conducts research at the former McKinly Lab as a doctoral student in 1983.

1990s. In addition, the paperback edition of the Blue Hen's *The Box in the Woods* was published by Katherine Tegen Books on June 21, 2022. Johnson is a *New York Times* bestselling author.

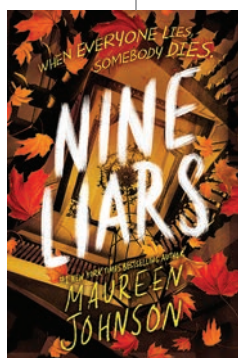
1990s

MICHELE GRANT, AS94, of

Canada, is a barrister and solicitor in Newfoundland and Labrador. She has joined Gittens & Associates, where she focuses on immigration. Grant also maintains her license to practice law in Pennsylvania.

HOLLY RYBINSKI, EG94, of Kennett Square, Pa, was named the 2022 Engineer of the Year by the National Society of Professional Engineers–Delaware. A professional traffic operations engineer and founder of Rybinski Engineering, she also teaches at UD and received the 2018 Outstanding Alumni Award from the Department of Civil and Environmental Engineering.

MAUREEN JOHNSON, AS95, of New York, N.Y., has written a new book in her young adult series about intrepid teen sleuth Stevie Bell. *Nine Liars*, set for release this month, tells the story of Stevie's trip to London, where she and her friends become embroiled in solving a mystery from the



MONTÉ T. SQUIRE, EG95,

of Newark, Del., has been appointed to the Lawyer Advisory Committee of the United States District Court for the District of Delaware.

ERIC KORPHAGE, AS97, of Cockeysville, Md., is now partner at White and Williams LLP, where he specializes in surety and construction law and commercial litigation.

2000s

JASON (JAY) FUTRELL, AS00, and Tonya Futrell, of Ocean View, Del., welcomed baby Juliana Audrey-Murphy Futrell on Jan. 6, 2022. (Her older brother appeared in an earlier volume of the *Messenger*.)

HILLARY DAECHER,

AS01, of Lititz, Pa., wrote *The Nightmare Bug*. In the story, a child drifts off to sleep feeling empowered and ready to show the Nightmare Bug there is nothing to be afraid of in the night. It is the author's second children's book published by Schiffer Kids.



AMY RUBENS, AS03, of Radford, Va., has been named director of the Interdisciplinary Humanities Research Lab at Radford University, where she also is a tenured faculty member in the department of English.

WHAT'S IN A NAME?

ALAINA BROWN, AS04, often fields the same question about her son's name.

"Barnaby?" people ask.

"Burnaby," she corrects with a smile.

Named in honor of the late, great Burnaby Munson, Matthias Jude Burnaby Brown came into this world on Dec. 2, 2021, almost two and a half years after the beloved chemistry professor departed it.

In 2019, Brown spoke at Dr. Munson's memorial service. But it was someone else's comment—about how "his only regret was not having any children of his own"—that stuck with Brown.

Pregnant a year later, she bestowed this unique name on her son, in hopes that he will share Dr. Munson's "incredible generosity of spirit."

Brown is among the tens of thousands of students Dr. Munson inspired over his 50-plus year career. He famously said that "people enjoy chemistry because they either like pretty colors or loud bangs," and he would demonstrate this point in each class. His quantitative chemistry course taught precision and accuracy to students like Brown, now a pediatrician. His handwritten Christmas cards were tangible symbols of a kind and mighty heart. And his snack-fueled study breaks in Russell Hall (always with Smarties candies) and his legendary Halloween parties (complete with liquid nitrogen to dip Oreos into for a smoky effect) were a necessary reminder for students across the ages to slow down, have fun and enjoy the ride.

"I've talked about him more in the last year than in the last 10 years," says Brown, who took four of Dr. Munson's classes and served as his CHEM 111/112 teaching assistant. "I tell people who never got to know him that my chemistry professor was one of the most amazing people I've ever known, and his memory gets to live on."

Dr. Munson, you were the rare teacher who combined brilliance and warmth.





The Territola family



Matt Valvardi, BE07, on the set of *Legacy*.



Alfredo Austin, AS08

Photo by Sami Matarante

LAUREN TERRITOLA, BE05, of Berkeley Heights, N.J., welcomed her third child on Aug. 18, 2021. Baby Anthony joins siblings Dominic (7) and Vienna (3).

KERRI TITONE, AS06, of Forest Hills, N.Y., married Kevin Lemanski in New Orleans on Nov. 20, 2021.

MATT VALVARDI, BE07, of Santa Monica, Calif., has starred in *Legacy*, an indie action film streaming on Amazon Prime. Apart from acting, Valvardi works as an SAT/ACT tutor and as a social media content creator, with more than 500k followers on TikTok, Instagram and Youtube (@mattvalvardi).

ALFREDO AUSTIN, AS08, of Newark, Del., is the newest member of Straight No Chaser, a professional a cappella group where he performs under his stage name, Freedom Young. First introduced to a cappella through UD's student group, Vocal Point, Austin has since toured with the Backstreet Boys and served as a cultural ambassador with the U.S. State Department. His hip-hop/doo wop blends have amassed more than a half million followers on Tik Tok alone (@mrfreedomyoung).

COREY INGANAMORT, BE08, of Sparta, N.J., has hung up his feathers, retiring from a 13-year career as Washington Nationals' bald eagle mascot, Screech.

LAUREN GREER, HS09, of Laurel, Md., was one of the 2022 Excellence in Nursing Award recipients chosen by a panel of eight registered nurse advisors at MedStar Union Memorial Hospital for its annual honor.



"Moving into the Russell dorm was eye opening. It was liberating to be in this new place with all these bright and talented people. Hopefully, the kids we're introducing to UD will apply, but even more than that, we want to show them something they've never seen—future paths they didn't even know were possible."

—Paul King, AS09

PAUL KING, AS09, of New York, operates King Education LLC, which was hired by a nonprofit to provide pre-college services for students at two public high schools in Queens. Part of the contract involves organizing and running college tours for groups of around 50 students. In October, King coordinated

a tour of UD for these high schoolers that included dropping in on a few lectures.

2010s

KIM CIGNARELLA, AS10, of East Hanover, N.J., is founder and designer of the KIM CIG™ handbag company, launched one year ago. She recently returned from her first Coterie show in Miami, where buyers were excited by the light-up creations that integrate high-fashion and technology.

KAITLIN COREY, AS10, of Nottingham, Md., was among the "Leading Women under 40" recognized by *The Daily Record*.

ASHLEY LOCKWOOD, AS10, of Dover, has been named the 2023 Milford School District Teacher of the Year.

COURTNEY A. SIMMONS, ANR11, of Medford, Mass., is an attorney with the Davis Malm firm who was recently recognized by 2023 *Best Lawyers* in the "ones to watch" category. A peer-review publication, *Best Lawyers* makes selections via an exhaustive survey comprising more than 10 million confidential evaluations by top attorneys, with the goal of highlighting top legal talent in America.

MASCOT MEMORY: When the Nationals won the 2019 World Series, Corey Inganamort, BE08, caught the first pitch during one of the games.





WHERE IT ALL STARTED: In 2010, **Kim Cignarella's** senior year at UD, a catastrophic earthquake devastated Haiti. After the Super Bowl, branded merchandise from the losing team was donated to survivors who'd lost everything, which was great, Cignarella says, "but that was all football stuff—what about outfits for little girls?" The Blue Hen sewed hundreds of dresses for kids ages newborn to 7, and, on campus, she launched a sew-a-thon called AddRESSED With Love. "That was my first experience with charity work," the designer says. "Today, philanthropy has become an important part of my business model."

JOHN STILL III, BE12, 13M, of Newark, Del., and **JONATHAN TURNER, BE10**, of Wilmington, Del., have both been promoted to supervisor within the Pennsylvania office of Belfint, Lyons & Shuman, a certified public accounting and consulting firm.

OWEN, BE13, AND COLE, EOE16, HUTCHISON of Middletown, Del., are at the helm of their family business, Daniels & Hutchison Funeral Home (est. 1924), continuing as fourth-generation operators. Here, the two Blue Hen brothers and some friends enjoy a boat ride out



of Indian River Inlet on Labor Day weekend.

JOHN, EG14, AND MEGHAN (KIRK) CAREY, AS14, of Collingswood, N.J., welcomed son Daniel on March 6, 2022.

COL. JAMES GOETSCHUIS, BSPA14PHD, of Frederick, Md., took command of the U.S. Army Health Facility Planning Agency on May 12, 2022.

ZACHARY DOBSON, AS14, proposed to **PAIGE DOWLING, HS16**, on May 14, 2022, at their home in Hoboken, N.J. They are tying the knot in June 2024 on Long Island, N.Y., with many fellow Blue Hens expected to be in attendance.

KATHRYN KRAMEDAS, AS15, and **GARRETT SWENSON, EG15**, of West Chester, Pa., were married in June at a ceremony attended by 40 alumni, including at least 10 Double Del couples, spanning in age from 20-something to 80-something.

WEBER STIBOLT, ANR16, of Columbia, Mo., is now strategic quality accounts manager for Beyond Meat, a producer of plant-based vegan meat substitutes. He spent the past 18 months leading the creation of Beyond the Original Orange Chicken, a product recently introduced in Panda Express locations across the country. From research/development to commercialization and marketing, Weber was involved in every aspect of the product's rollout.



Zachary Dobson, AS14, and Paige Dowling, HS16, celebrate their engagement

GULP! DOUBLE DELS DOWN DEEP

AUSTIN CROUSE, EG15, and **JESSICA (DOYLE) CROUSE, EG15**, of Landenberg, Pa., were married in Aruba on May 23, after getting engaged while scuba diving in Key Largo. The Double Dels, who shared engineering classes at UD and who still frequent Main Street for a night out, now work together at W.L. Gore & Associates in Elkton, Md.

Austin Crouse's five steps for a successful underwater proposal:

- 1: Pay attention during classes in UD's Spencer Lab. You'll need the skills learned there to craft a custom wooden ring box out of walnut. Incorporate magnets (to keep it shut) and a piece of foam (to make sure it floats... just in case you drop it).
2. Put the real ring—yes, the real ring—inside, but secure it to the box with a lanyard. (You can cut it free when you need to with a dive knife.)
3. Get down on one knee on the seafloor and pop the question. Hold up a custom underwater banner that reads: "Of all the fish in the sea, you're the only one for me. Will you marry me?" Don't wait for a yes (remember: your beloved cannot speak underwater), but look out for an "OK" hand signal.
4. Return to the boat for champagne and key lime pie.
5. Live happily ever after.

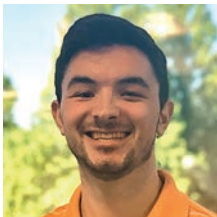




Samantha Maiorano, BE16



Matthew Gaffney, BE17
and Amanda Borelli, EHD17



Leo Bacchieri, BE20,
BE21M

SAMANTHA MAIORANO, BE16, of Newark, Del., has been promoted to supervisor in the audit department at Cover & Rossiter. Maiorano, who joined the firm in 2016, is a young founder with the Fund for Women, an endowment held at the Delaware Community Foundation that provides grants to support women's and girls' programs in the state. She is also a mentor for Fresh Start Scholarship.

DANIEL HUTTON, AS17, of Philadelphia, was named a top Transportation Demand Management professional under 40 by GVF, a nonprofit for Greater Valley Forge transportation.

CHARLOTTE TALIS, AS17, of Clinton, N.J., and **MICHAEL ROZANSKI, AS16**, of Bear, Del., were married in June in Wilmington. Three generations of Blue Hens attended the wedding, ranging from the Class of 1974 to the future Class of 2025.

MONTE TAYLOR II, EG17, of Bear, Del., was runner-up on the 24th season of *Big Brother*.

MATTHEW GAFFNEY, BE17, and **AMANDA BORELLI, EHD17**, of Manhattan, got engaged in Beach Haven, N.J., on May 27 surrounded by their Blue Hen friends.

KEYARAH WATSON, BE17, of Baltimore, Md., won a 2022 regional Emmy for a documentary she wrote and produced, entitled, *When steel was made in Maryland*. Watson credits UD mentors **JULIE WIGLEY, AS09**, and Profs. Ralph Begleiter and Anu Sivaraman for her success.

2020s

LEO BACCHIERI, BE20, BE21M, of Philadelphia, began as an intern at the Cover & Rossiter public accounting and advisory firm in January 2020 while completing his bachelor's degree. In August 2021, Bacchieri rejoined the firm as a staff accountant in the tax department.



Three generations of Blue Hens attended the Talis-Rozanski wedding.

DOMINIQUE PEREZ, AS21, of Galloway, N.J., was a surprise guest on *The View*, which honored this "superfan" with a trip to the Bahamas. The former Blue Hen and current Rutgers Law student is "going to change the world," according to show co-host Sunny Hostin.

TISH WILLIAMS, AS22, of Wilmington, Del., is the new program director for Cityfest Arts Work in Wilmington. In this role, she works with youth and the surrounding community to encourage social engagement and entrepreneurship. 🐦



Ravi P. Dattani, CFP®, CDFA
President



John C. Melasecca III, CFP®
Principal



Ryan Cross, CFP®
Principal



Karen R. Malchione, CPA
Sr. Wealth Advisor



Jerry Snyder
Sr. Wealth Advisor



Heather Margolin, CFP®
Wealth Advisor

Our goal is to provide clients with clear and comprehensive financial advice

- We provide advice and education on a full range of financial matters such as investing, tax planning, estate planning, retirement, Insurance, stock compensation, Social Security, Medicare, and education funding
- A team-oriented process
- We provide solutions not products
- Focus on building a knowledgeable team of professionals to help our clients achieve their financial goals
- Fiduciary-based financial planning (fee-only)

Thank you for your continued trust and confidence in us

302-994-4444 PHONE
2710 CENTERVILLE RD., SUITE 201
WILMINGTON DE 19808

WWW.CLARITIWEALTH.COM

IN MEMORIAM

JAMES E. ORR JR., EG49,
Aug. 24, 2022

ROBERT C. GRUBBS, EG50,
Aug. 6, 2022

JOANNE BRONSON BAUER, EHD51, July 22, 2022

NORMAN E. ROSS, EHD53, MAY 27, 2015

JOHN SICZKA, EG54, June 4, 2022

ANN SHORT WILSON, EHD55, June 7, 2022

GERALD Z. BERKOWITZ, AS56, Nov. 22, 2016

JACK RODGERS, AS59, Sept. 19, 2022

AARON L. LEVITT, AS62, May 15, 2022

ANNE MCFARLANE SORDEN, AS62, May 6, 2022

PATRICIA PETERSON DAVIS, AS63, Dec. 29, 2021

J. ROBERT PARSONS, AS64, April 24, 2022

RICHARD T. BOURDON, EG69, July 26, 2022

MARK R. GRUNERT, BE73, Aug. 3, 2022

RONALD T. KEEN, AS73, May 17, 2022

CHRISTOPHER DUNLEAVY, AS74M, June 21, 2022

MARTHA B. ARRIANDIAGA, AS75, Jan. 3, 2022

ROBERT J. WORMSER, BE75, July 12, 2022

WILLIAM S. DUYM, BE78, Jan. 20, 2022

DONALD G. HURST, EOE81, Dec. 10, 2020

LISA K. HAVENS, AS86, Aug. 31, 2022

KRISTINA E. KOVALIK, AS88M, May 23, 2021

CHRISTOPHER J. HALLIGAN, AS93, HS10,19M, April 28, 2022

JOHN M. TIPPETT, AS02, July 27, 2022

ELBRIDGE B. MURRAY V, BE18, Nov. 26, 2021

VICTORIA WALTERS, EG24, Aug. 7, 2022 🕊

FACULTY AND STAFF

SHIRLEY BRANDEN, *retired head of reference at UD Library,* July 29, 2022

JESSE L. COLEMAN SR., *retired substance abuse counselor in the Center for Counseling and Student Development,* Aug. 17, 2022

JAMES DEAN, *professor emeritus of English,* Aug. 30, 2022

LARRY HOLMES, *professor emeritus of art,* July 28, 2022

ROBIN ANN MOORE, *longtime director of operations for Aramark,* July 18, 2022

JOHN PIKULSKI, *professor emeritus of education,* Sept. 5, 2022

MARY VINC, *retired office coordinator in University Development,* June 28, 2022 🕊

PETER G. SPARKS

Peter G. Sparks, who was the first director of the Winterthur/University of Delaware Program in Art Conservation (WUDPAC), died on March 16, 2022. He was 85.

Dr. Sparks joined the UD faculty in 1969 as an assistant professor of chemistry and was the first person to serve as the assistant to the chair of the department, with responsibility for its day-to-day operation. When WUDPAC was created in 1974, he was named its first director.

He helped shape the program and guided it through its early years. In 1976, the program expanded its work in photography, and UD became the first university in the nation to offer photographic conservation as a major area of study. In the announcement of this initiative, Dr. Sparks said there was “an urgent need for conservators trained in the artistic criteria and scientific development of photographs, which they will need to know to conserve these rare and precious objects.”

In 1979, Dr. Sparks joined UD's Institute of Energy Conversion as manager of resource development and operations with responsibility for all aspect of the institute's internal operations.

He moved to Washington, D.C., in 1981 to become director of preservation at the Library of Congress, where he coordinated library-wide activities relating to conservation of all library books and materials and managed the National Preservation Program. Later, Dr. Sparks chaired the board of the Conservation Center for Art and Historic Artifacts in Philadelphia and taught chemistry for several years at Arizona State University. 🕊



Please share news of a loved one's passing with us at
<https://inmemoriam.udel.edu>

SHARE YOUR NEWS

The Magazine encourages alumni to send us news to share with your fellow Blue Hens. A new job, a promotion, a personal or professional award ... they're all accomplishments we want to announce. Email a note or a press release to magazine@udel.edu. Please include your hometown, graduation year and college or major.

COLLEGE DEGREE LEGEND

ANR • AGRICULTURE AND NATURAL RESOURCES
 AS • ARTS AND SCIENCES
 BE • LERNER COLLEGE OF BUSINESS AND ECONOMICS
 EG • ENGINEERING
 EOE • EARTH, OCEAN AND ENVIRONMENT
 EHD • EDUCATION AND HUMAN DEVELOPMENT
 HS • HEALTH SCIENCES
 BSPA • BIDEN SCHOOL OF PUBLIC POLICY & ADMINISTRATION

MS • MASTER'S DEGREE
 PHD, EDD, DPT • DOCTORAL DEGREE
 H • HONORARY DEGREE



Looking for yoUDee Fabric?
Blue Hen
QUILT SHOP

Your Exclusive yoUDee Fabric Source!





JANOME BERNINA 
 SALES AND SERVICE FOR ALL THREE!

Fabric! Patterns! Classes! Notions! Kits! Precuts! Thread!

705 Interchange Blvd., Newark, DE 19711
www.bluehenquiltshop.com • Visit us on Facebook!
302-533-5215

URSULINE ACADEMY

EDUCATING TRAILBLAZERS, CHANGEMAKERS, & GLOBAL LEADERS SINCE 1893



Age 3 - 5th Grade Co-ed
 6 - 12th Grade All Girls

SCHEDULE A TOUR TODAY

Come meet our students and teachers, tour our beautiful campus and learning spaces, and learn more about Ursuline Academy. Upper School Shadow Days are also offered throughout the year for 8th grade students.

URSULINE ACADEMY | 1106 Pennsylvania Avenue, Wilmington, DE 19806 | 302.658.7158 | admissions@ursuline.org



\$200
cash back
bonus offer*

The University of Delaware Alumni Association Customized Cash Rewards credit card

Maximize your cash back by choosing
how you earn rewards

Carry the only card that helps support
University of Delaware Alumni Association

- **Get a \$200 cash back bonus** if you make at least \$1,000 in purchases in the first 90 days of account opening*
- To change your choice category for future purchases, you must go to Online Banking or use the Mobile Banking app.¹ You can change it once each calendar month, or make no change and it stays the same.
- Contactless card – The security of a chip card, with the convenience of a tap

**To apply for a credit card,
please visit go.bofa.com/UnivofDE**

This offer is unique to this solicitation. Our credit card offers may vary, and this offer may not be available elsewhere. You can take advantage of this offer when you apply now.

3%
cash
back

in the category
of **your choice:**

Gas
Online Shopping
Dining
Travel
Drug Stores
Home Improvement & Furnishings

2%
cash
back

at **grocery stores
& wholesale clubs**

1%
cash
back

unlimited on all
other purchases

Earn 3% and 2% cash back on the first \$2,500 in combined purchases each quarter in the choice category, and at grocery stores and wholesale clubs, then earn unlimited 1% thereafter.

Brought to you by:

BANK OF AMERICA

For information about the rates, fees, other costs and benefits associated with the use of this card or to apply, please visit go.bofa.com/UnivofDE. Residents of the US and its territories only. See full disclosure for details.

***Bonus Cash Rewards Offer.** You will qualify for \$200 bonus cash rewards if you use your new credit card account to make any combination of purchase transactions totaling at least \$1,000 (exclusive of any fees, returns and adjustments) that post to your account within 90 days of the account open date. Cash Advances and Balance Transfers are not purchases and do not apply for purposes of this offer. Limit 1 bonus cash rewards offer per new account. This one-time promotion is limited to customers opening a new account in response to this offer and will not apply to requests to convert existing accounts. Your account must be open with active charging privileges in order to receive this offer. Other advertised promotional bonus cash rewards offers can vary from this promotion and may not be substituted. Allow 8–12 weeks from qualifying for the bonus cash rewards to post to your rewards balance. The value of this reward may constitute taxable income to you. You may be issued an Internal Revenue Service Form 1099 (or other appropriate form) that reflects the value of such reward. Please consult your tax advisor, as neither we, nor our affiliates, provide tax advice.

¹ **Mobile Banking.** Mobile Banking requires that you download the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply. By opening and/or using these products from Bank of America, you'll be providing valuable financial support to University of Delaware Alumni Association.

This credit card program is issued and administered by Bank of America, N.A. Visa and Visa Signature are registered trademarks of Visa International Service Association, and are used by the issuer pursuant to license from Visa U.S.A. Inc. Bank of America and the Bank of America logo are registered trademarks of Bank of America Corporation. The Contactless Symbol and Contactless Indicator are trademarks owned by and used with permission of EMVCo, LLC.

©2022 Bank of America Corporation

4787762

AD-08-22-0135.A

A CONVERSATION with...

Ryan Carty, BE06, is home, and the head coach for Delaware Football couldn't be happier. His team is dominating (7-2, as of press time, with an undefeated 5-0 record at home). His stands are packed. His heart is back where it's always been. Here, the former management major and back-up quarterback reflects on his Blue Hen roots and shares his vision for the future.

What first brought you to UD as a student? The people sold the place. A few other schools might have been better for me, football-wise [Hofstra, Richmond, Rutgers, West Point], but it felt like home when I stepped on campus. I just felt better here.

Has that feeling changed, two decades later? No, it's actually something I still discuss with recruits. Delaware has an unbelievable academic community and social life. On the athletic side, you add in our facilities, fan base, past successes and future goals, and it's the perfect place. But you still have to feel great when you're on campus.

What were your most memorable games at UD? It's more about the people than the plays. Maybe that's a product of not making a lot of plays and playing a lot of games, but it was all about the relationships, on and off the field.

The 2003 national championship [a 40-0 shutout over Colgate] has to be a big one.

I came in during the fourth quarter. It was freezing, snowing, I couldn't feel my toes. But it was definitely cool to say I played that game.

What distinguishes a national championship team? The kids believed in each other, in the coaches, in the game plans. They also had confidence without arrogance or ego. You knew when you were going into a game that you were going to win. And even the games we lost—only one in 2003 and none in 2020 [Carty served as offensive coordinator for the 2020 champions, Sam Houston State]—we felt like we were going to be the victors.

Does being a back-up quarterback lend a different perspective to coaching? Probably. Just being able to see things from a different angle, knowing that not everybody's having the same experience as the starters.

Hailing from a family of coaches [father and two brothers], is there a Carty coaching philosophy? My dad always had an innovative mind. He was a very aggressive play caller and a person. That has really stuck with the rest of us. We're not sitting back and letting the game come to us. We're taking it to the other team.

Who were some of your other coaching influences? Coach Keeler [K.C. Keeler, HS81, former head coach at UD and current head coach for Sam Houston State]. I've always admired the way

he manages people and tough situations. It could feel like the world was crumbling around us, and he would somehow find the silver lining. And Sean McDonald [head coach of UNH,

where Carty spent the first 11 years of his career] taught me authenticity. If you're not genuine, you probably shouldn't be coaching.

What's your vision for Delaware Football? We would like to be an aggressive, cutting-edge program built on doing things the right way. Hopefully, when you're done playing us, you'll feel that we played hard, fast, tough and smart. 🐦

"We're not sitting back and letting the game come to us. We're taking it to the other team."

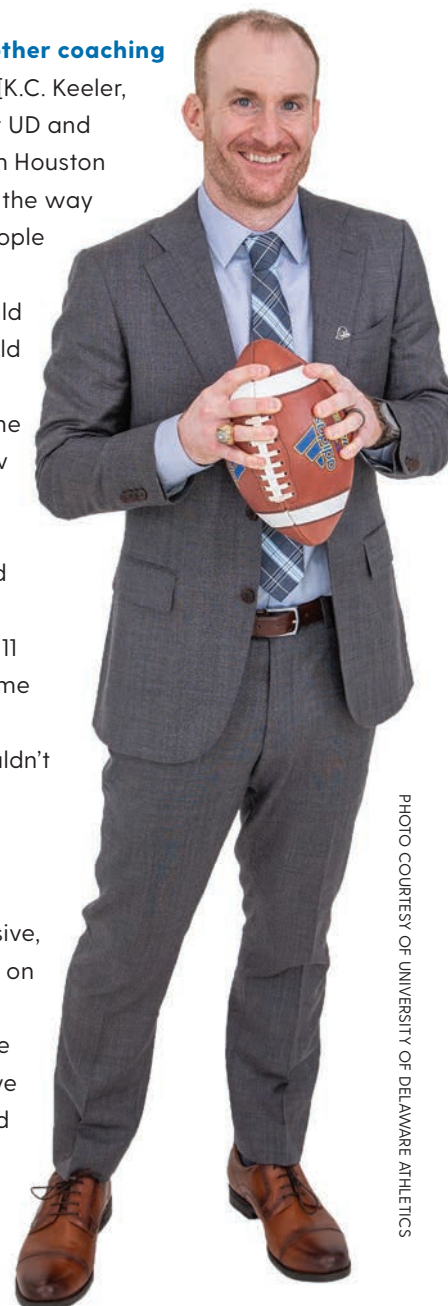


PHOTO COURTESY OF UNIVERSITY OF DELAWARE ATHLETICS

STONEGATES

A 65+ Community



NEW YEAR – NEW LOOK – NEW LIFE PLAN!



Before you retire – rethink where

Our community offers both intimate cottage and apartment condominiums that are surrounded by meticulously maintained gardens, a variety of dining venues, pickle ball, putting green, bocce, and within close proximity to shopping and other area attractions.



Visit Stonegates, a place where you can flourish!

To arrange for a tour,
please call 302-658-6200
4031 Kennett Pike
Greenville, DE 19807
www.stonegates.com





University of Delaware
The Academy Building
Newark, DE 19716-7201

www.udel.edu

In Latin, “vita nova” translates to “new life.” It is an appropriate name for UD’s acclaimed, student-run restaurant, where aspiring hospitality professionals train for new lives as industry professionals. Inside the award-winning learning laboratory, Blue Hens learn the nuances of impeccable service by cycling through 17 positions, from bread waiter to sommelier, while treating an eager public to a top-rated, fine-dining experience. To partake of the full, appetizing article, see page 28.

