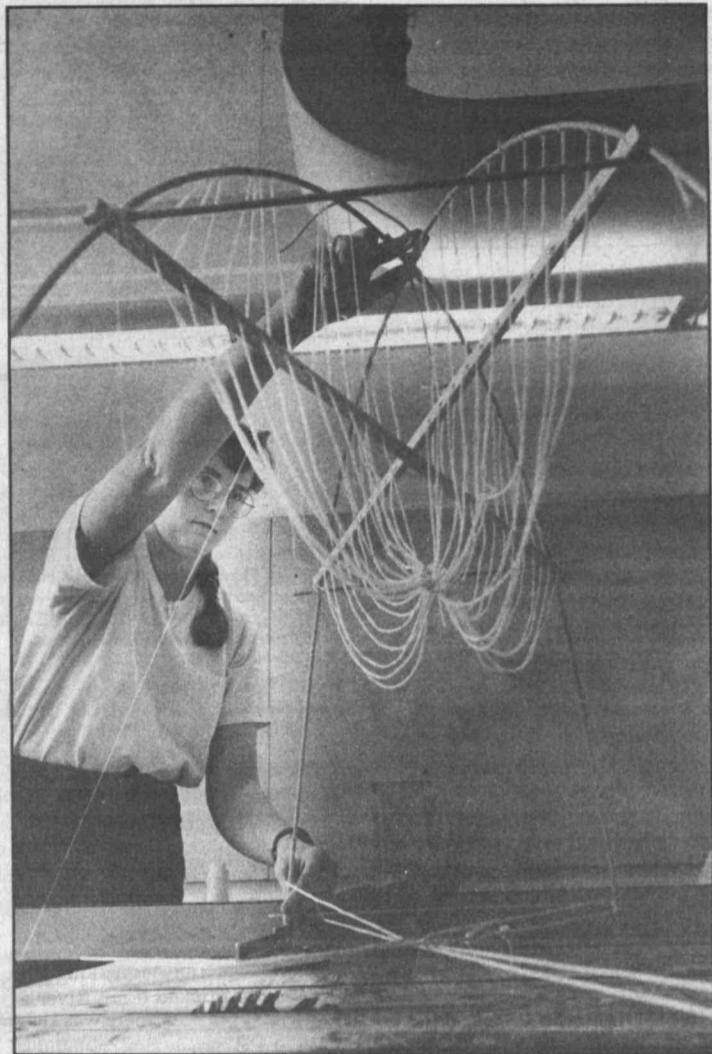


String is in the air



Andrea Whitsell, a senior in architecture, works in a Building 7 studio near the Atrium Cafe on a project for 4.440 (Basic Structural Theory), building a bridge that she hopes will be tops in her class for lightness and weight-bearing capacity. Photo by Donna Coveney

Merck, MIT announce collaboration

MIT and Merck & Co., Inc., have announced a long-term research and education collaboration to pursue joint initiatives in both MIT science and engineering.

"This Merck-MIT partnership is a pacesetter. America must enhance its ability to innovate by increasing substantive interaction between faculty and students in universities and their research counterparts in industry," said MIT President Charles M. Vest. "We each have different roles to play, but synergies must be developed. Merck has exhibited real leadership by investing in the future through this support and interaction with MIT science and the future scientists and biotechnical engineers among our graduate students."

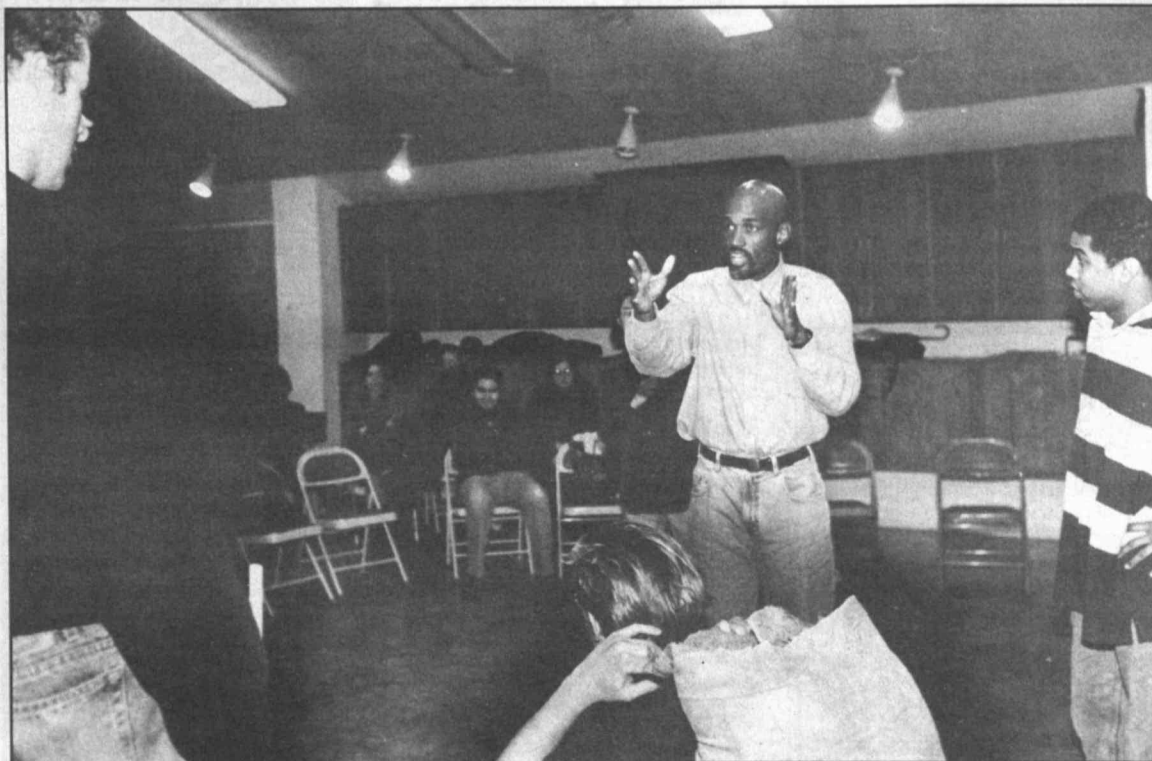
"First and foremost, our growth depends on breakthrough discoveries fueled by scientific excellence and strong investments in research," said Edward M. Scolnick, M.D., executive vice president for science and technology and president of Merck Research Laboratories.

Under terms of the agreement, Merck will have certain patent and technology license rights to developments resulting from the Merck-supported collaborations in exchange for funding up to \$15 million. (continued on page 5)

Award-winning director offers dramatic advice

By Sarah Wright
News Office

Actor-director Kenny Leon's first guest appearance at MIT was in The Director's Craft, a class taught by Professor Janet Sonenberg. Dressed in a freshly ironed blue work shirt and jeans, he strode into Kresge rehearsal room B, his charismatic presence transforming the ordinary basement space into a waiting stage.



Artist-in-residence Kenny Leon suggests different blocking and methods for communicating action to members of an MIT directing class. Left to right: Richard Thompkins, a junior in economics; Jeremy Butter (crouching), a junior in biology and theater; Mr. Leon; and Rob Marcato, a senior in computer science. Photo by Donna Coveney

ROTC aid policy established

Move guards against loss due to sexual orientation

By Robert J. Sales
News Office

MIT will guarantee an equal financial aid package to its ROTC students whose federal scholarships are terminated because of their sexual orientation.

The policy, effective immediately, is the first action taken by an ROTC Implementation Team appointed by President Charles M. Vest to develop strategies regarding the modified ROTC program called for in a faculty resolution last April.

None of the 102 MIT students enrolled in ROTC has had a scholarship terminated since the Department of Defense's "don't ask, don't tell, don't pursue" policy regarding sexual orientation was enacted in 1993. If this occurs in the future, a support structure has been established in the Office for Undergraduate Education and Student Affairs.

Under the new policy, any MIT ROTC student whose federal scholarship is terminated may apply for financial aid

to continue his or her education and is encouraged to do so to establish a level of eligibility. Additional supplemental loans will be available for ROTC students who lose their federal package because of their sexual orientation.

The policy has been approved by the Committee on Undergraduate Admissions and Financial Aid (CUAFA).

MIT will forgive supplemental loans to students who perform full-time public service after leaving the Institute, including VISTA or the Peace Corps service, or teaching in grades K-12. The director of the Office of Student Financial Aid and the chair of CUAFA Aid will rule on the acceptability of proposed service.

Two terms of MIT tuition will be forgiven for each year of public service. Students who prefer not to perform public service will be responsible for repaying the loan plus interest. ROTC-commissioned officers are required to serve four years on active duty or eight years in the active reserves.

The Implementation Team, which has been meeting since September, is chaired by Associate Provost Phillip L. Clay. Other members are Dean for Student Life Margaret R. Bates, Government Relations Assistant Sarah E. Gallop, Professor of Ocean Engineering J. Kim Vandiver, who is also (continued on page 5)

Young to head space research effort

By Sarah Wright
News Office

Laurence R. Young, Apollo Program Professor of Astronautics, has been named director of the National Space Biomedical Research Institute (NSBRI), a new NASA-sponsored research institute, the space agency announced last week.

"It's a very exciting job. As director, I will have some say in determining the shape of our future space program and in how we pick people to go into space," said Professor Young. He will

assume his new responsibilities this spring and will divide his time between Houston and MIT thereafter.

The NSBRI will be the focal point of NASA-sponsored space biomedical research. Its twofold mission is to address the medical obstacles to safe, productive and long-term human presence in space, and to apply the knowledge gained from space research to human medical problems.

Professor Young was a principal investigator on four space shuttle missions and an alternate NASA payload specialist for the Space Life Sciences 2

Mission in October 1993. He has been internationally recognized for his research on how the balance mechanism in the inner ear is linked to "space sickness."



Young

He is director of the Massachusetts Space Grant Consortium and co-founder, with Y.T. Li, of the Man-Vehicle Laboratory at MIT.

Describing the local roots of the NSBRI, Professor Young emphasized, "It is an HST [Harvard-MIT Health Sciences and Technology] group activity. About 40 people from the Harvard, MIT and Boston University communities are involved." (continued on page 8)

IN BRIEF

FACULTY MEETING

A regular meeting of the MIT faculty will be held today at 3:15pm in Huntington Hall (Rm 10-250). Agenda items are:

- Proposal for a revised undergraduate communication requirement, by Professors Hodges and Bacow.
- Proposal for a Masters of Engineering in Logistics, by Professor Sheffi.
- Update on the reengineering of Student Services, by Dean Williams and Professor Schlecht.

Agendas and minutes of faculty meetings can be found on the Web at <<http://nimrod.mit.edu/depts/archives/facmin/>>.

CREDIT UNION DANCE

The MIT Employees' Federal Credit Union will hold its 57th annual dinner dance on Saturday, April 12 at Lantana's in Randolph. Tickets, which are \$10 per person (limit two tickets per member), will be on sale Friday, March 21 at the following locations:

- Campus—noon-2pm, Credit Union, Rm E19-422
- Draper—noon-2pm, Human Resource Office, Rm 2112
- Lincoln Lab—11:30am-12:30pm, Building A, Rm 220

Mann looks back on engineering design career at MIT

■ By Sarah Wright
News Office

Professor Emeritus Robert W. Mann led his audience on a good-natured, whirlwind tour of 50 years of design and engineering work at a Distinguished Alumnus Lecture on March 12.

Professor Mann used slides, notes and spontaneous comments about life at MIT in his lecture, "A Half-Century Portfolio on Engineering Design." In just under an hour, he divided his impressive career into three basic segments: the missiles, the muscles and the blind.

Dr. Mann is Whitaker Professor of Biomedical Engineering Emeritus and a senior lecturer in the Department of Mechanical Engineering. He retired as professor and director of the Newman Laboratory for Biomechanics and Human Rehabilitation in 1992.

Introducing himself to the group of about 60, which included former colleagues and students as well as current students, Professor Mann touched on his early education from a carpenter grandfather and vocational school in Brooklyn, NY. He repeatedly spoke of his pride in the many students who produced theses while under his tutelage. "MIT students have made it possible for me to stand before you," he said.

Professor Mann came to MIT as a student on the GI Bill in 1947. Working in the Dynamic Analysis and Control Laboratory, he conducted research on internal power systems, eventually leading to the development of Sparrow I and III and Hawk missiles.

In the 1950s, he concentrated on the main problems with design itself—"all that drawing and erasing; all that time." He soon combined his drafting and design experience with his computer knowledge to inaugurate the Computer-Aided Design Project in 1959. A slide of a programmer's page of cramped, handwritten notes demonstrated life in the "very lugubrious" FORTRAN era.

Professor Mann discussed his work in the 1960s on developing technology to help people with disabilities, referring to his continuity of interest from "powering rockets to powering people." In 1964, he inaugurated the Sensory Aids Evaluation and Development Project inspired by John Kenneth Dupress, who had lost his sight and one arm in the Battle of the Bulge. English-to-Braille computer translation systems and electronic travel aids for blind persons resulted from that project.

"Then we asked, 'What torque or velocity does it take to raise a tankard to the lips?'" Thus did he lightly refer to the work for which he may be best known outside MIT—his collaboration with Liberty Mutual in developing the "Boston Arm," the first biomedical prosthetic device. "You don't have to be a rocket scientist to see even an amputated arm still has muscle [above the lost limb], which the brain still directs," the former rocket scientist observed.

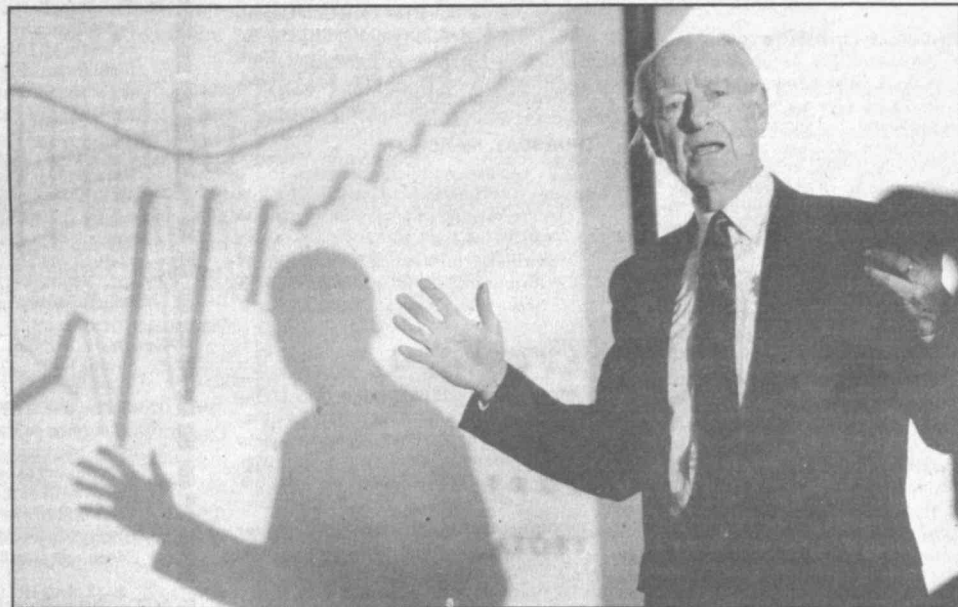
Other slides showed the Boston Arm, the Utah Elbow and the MIT Knee, developed by Pappalardo Professor of Mechanical Engineering Woodie C. Flowers. Professor Flowers, shown modeling the MIT Knee as a student, was seated

near the front of the room.

Professor Mann's rehabilitation research and recent musculoskeletal studies, together with related computer-assisted surgery, were based in the Newman Laboratory, which he founded in 1975 and directed, along with the Harvard-MIT Rehabilitation Engineering Center, until his retirement.

He illustrated developments in now-common hip replacement surgery by showing images of cartilage in various states, hips and hip sockets, and the sizing device for the hip-ball he designed so surgeons would no longer need to "kinda put 'em in and squish 'em around" to get the right fit.

"Orthopedic surgery is just cabinet-making with bones, isn't it?" Professor Mann quipped.



Dr. Robert Mann, senior lecturer and professor emeritus in mechanical engineering, discusses some of his design accomplishments at MIT.
Photo by Donna Coveney

Experts discuss drop in researchers at teaching hospitals

Despite declining numbers of PhD and MD investigators at hospitals and stagnant federal funding, experts are cautiously optimistic about the future of innovative research at teaching hospitals.

"There is a need for people who understand both the research and clinical worlds, and that will continue through the year 2010," said Dr. John A. Parrish, MD, a professor in the Harvard-MIT Division of Health Sciences and Technology (HST) and professor and chairman of the dermatology department at Harvard Medical School. "Innovation will be a necessary survival criteria for academic health care centers."

Dr. Parrish spoke at a March 12 panel discussion entitled "The Roles of MD and PhD Investigators in the Teaching Hospital of 2010." The panel was part of the 1997 HST Forum of the Harvard-MIT Division of Health Sciences and Technology. The Harvard/MIT program has about 300 graduate students and about 150 core

and affiliated faculty members.

The other two panelists were Dr. Richard Johns, professor of medicine at Johns Hopkins University and distinguished service professor of biomedical engineering, and Dr. Arnold Relman, editor emeritus of the New England Journal of Medicine and professor of medicine and social medicine emeritus at the Harvard Medical School.

The number of research MDs in research-intensive departments of hospitals, such as the department of medicine, has declined from 3,000 in 1986 to 2,000 in 1993, according to Dr. Joseph Bonventre, associate director of HST and the panel's moderator.

"There has been a significant dropoff in research MDs in departments of medicine, and a parallel trend can be drawn with research PhDs in hospitals," he said. "The question is, will the students in our programs in 2010 find positions in hospital medical departments?"

Dr. Parrish attributed the decline in the

number of hospital-based researchers to two factors. It is harder to do science because research procedures have become more rigorous. And second, it is harder for people to work in both the research and clinical worlds, he said.

Dr. Parrish, who also is director of the Massachusetts General Hospital-Harvard Cutaneous Biology Research Center, said that when the center first started about eight years ago, six of the seven principal researchers were MDs. But years later, when the lab had grown to 10 researchers, only two were MDs.

"They couldn't keep up with their clinical duties and do the work for peer-reviewed funding," he said. "We miss the MDs. Technology must be driven by the people who understand the problems."

DEVELOPING FIELDS

Dr. Parrish sees new opportunities for hospital-based biological researchers emerging, especially in the areas of minimally invasive techniques and

lower cost technologies.

"High technology (to date) has enabled us to take better care of fewer people for more money. So there's something we're not doing right," he said. "People who understand technology and medicine, like those in HST, will guide health care to make it less expensive and available to far more people."

Dr. Relman agreed, adding that

clinical health care became so expensive that funds for research simply ran dry. "Things are going to get worse before they get better because of the lack of funding," he said.

Dr. Johns said industry will not be able to make up for the shortfall in federal funding. "It's not doom and gloom, but it will be increasingly competitive to get funding."

Notes from the Lab

SENIORS CREATE ELECTRONIC NEWSPAPER

The Silver Stringers are a group of about 20 senior citizens from Melrose who are defying stereotypes about difficulties that people in their 60s, 70s or even 80s have in going online.

These seniors have joined forces with researchers at the Media Laboratory's News in the Future (NIF) consortium to enhance the use of the Internet for individual communities around the world. The result has been the creation of an electronic newspaper, The Melrose Mirror.

"One of the Media Lab's goals is to facilitate the use of computers and the Internet at the community level, creating a community within a community," said Jack Driscoll, editor-in-residence at the Media Lab and the Silver Stringers' advisor. "While watching the group's success and analyzing its stumbling blocks, we are attempting to develop new software for online community newsletters."

Mr. Driscoll, Walter Bender (director of the NIF consortium), graduate student Marko Turpeinen and administrative assistant Rebecca Prendergast have been working with the Stringers on the software. They are also adapting several new ideas in applications hardware. Visit The Melrose Mirror at <<http://silverstringer.media.mit.edu/ss/html>>.

(Source: Frames, a publication of the MIT Media Laboratory.)

DETECTING CRACKS IN CONCRETE STRUCTURES

MIT researchers and colleagues are designing new optical fiber sensors to detect cracks in concrete structures from bridges to the protective walls surrounding hazardous-waste dumps.

In a bridge, the fibers would be embedded in a plastic sheath and glued securely to the bottom of the bridge deck. When a crack forms across a fiber, the fiber bends, causing a sudden loss in signal as some energy escapes from the fiber core.

"To detect the cracks, the back-scattered signal is monitored. Knowing the speed of light inside the fiber, we can calculate where the signal drop occurred, and from the intensity of the drop, we should be able to tell how much a crack has opened up," said Professor Christopher Leung of the Department of Civil and Environmental Engineering. Professor Leung's group and colleagues at Brown University are developing a model to describe signal loss vs. crack opening.

Another potential application is to guard against leaks around hazardous-waste dumps. Sometimes wastes are packed into containers that gradually deteriorate and allow contaminants to percolate through allegedly protective concrete barriers surrounding the site. A long-lived, sturdy sensor inserted into the dump's protective wall will give the location of any crack that forms in that wall, so the opening can be regrouted. The work is funded by the DOE through the Idaho National Engineering Lab/University Research Consortium Program.

(Source: Civil and Environmental Engineering at MIT)

Levy headlines seminar on education

Professor Frank Levy, co-author of a book entitled *Teaching the New Basic Skills*, will discuss the need to apply real-world business standards and skills to elementary and secondary education at an MIT seminar on Monday, March 31 from 4:30-6pm in Rm 6-120.

Dr. Levy, the Daniel Rose Professor of Urban Economics, is the featured speaker in the fifth Forum on Public Education sponsored by the Council on Primary and Secondary Education (CPSE) and the Museum of Science.

The book, written with Harvard University Professor Richard Murnane, describes the difficulty parents currently have in assessing their children's schools. The authors make the point that while most schools are slightly better than they were 15 years ago, job requirements have increased much faster than schools have improved.

To deal with today's job market, Professors Levy and Murnane propose that schools prepare students for the workplace by teaching them the value of initiative, flexibility and teamwork as well as math, reading and writing. To accomplish this, the authors suggest that educators adopt five principles that will assure students have an understanding of the problems to be addressed, incentives and opportunities to participate in formulating solutions, first-class training, regular feedback, and perseverance and encouragement to learn from mistakes.

"Use of the five management principles can help schools improve what they do to enable all students to become responsible adults who will keep the economy strong and the democracy vibrant," Boston Superintendent of Schools Thomas W. Payzant wrote

in a foreword to the book. "What is at stake is the quality of life for everyone."

Professor Levy, who holds PhD and master's degrees in economics from Yale and the SB ('63) in economics from MIT, will speak for about 40 minutes before taking questions from the audience. He will be introduced by Ronald M. Latanision, professor of materials science and engineering and CPSE chairman.

"The work by Professors Levy and Murnane is at the heart of the national discussion regarding work-based learning," said Professor Latanision. "From our experience with internships and the Practice School, we know that this is effective at the university level. We don't know how this is applicable at the K-12 level. We hope that people in the MIT community will take advantage of the opportunity to hear one of our own speak on this issue."

Speakers at the previous seminars were John Silber, chancellor of Boston University and chairman of the Massachusetts Board of Education; Bruce Alberts, president of the National Academy of Science; Paul Reville of the Massachusetts Business Alliance for Education, and Dr. Payzant.

Robert J. Sales

Open enrollment for Medicare Supplement Plans ends March 28

The Benefits Office reminds those enrolled in Medicare supplement plans that the annual open enrollment period ends Friday, March 28. Anyone who wants

to change plans or has questions about health insurance coverage may call x-6151. Questions may also be sent by e-mail to <benefits-www@mit.edu>.

This column features summaries of MIT research drawn from several sources. If you have an item to suggest, send it to Elizabeth Thomson, News Office assistant director for science and engineering news, Rm 5-111, or <thomson@mit.edu>.

Distance-learning facility dedicated

■ By Robert J. Sales
News Office

Video equipment donated by longtime lecturer and MIT alumnus Robert H. Rines that transforms Edgerton Hall into a state-of-the-art facility for remote education was dedicated last week.

Mr. Rines (SB '42, physics) made a sizable contribution to purchase the advanced technology equipment for the 300-seat lecture hall. Three remote control cameras concealed in the rear wall face the rostrum, and another be-

hind the projection screen at the front of the room focuses on the audience. The sensitive cameras provide excellent picture quality without requiring additional TV lighting.

In addition, equipment to operate the cameras, preview pictures and make broadcast-quality videotape has been installed. Seven "shotgun" microphones built into the ceiling can pick up questions from the audience.

A lecturer in the Department of Electrical Engineering and Computer Science (EECS) since 1962, Mr. Rines teaches the popular Inventions and

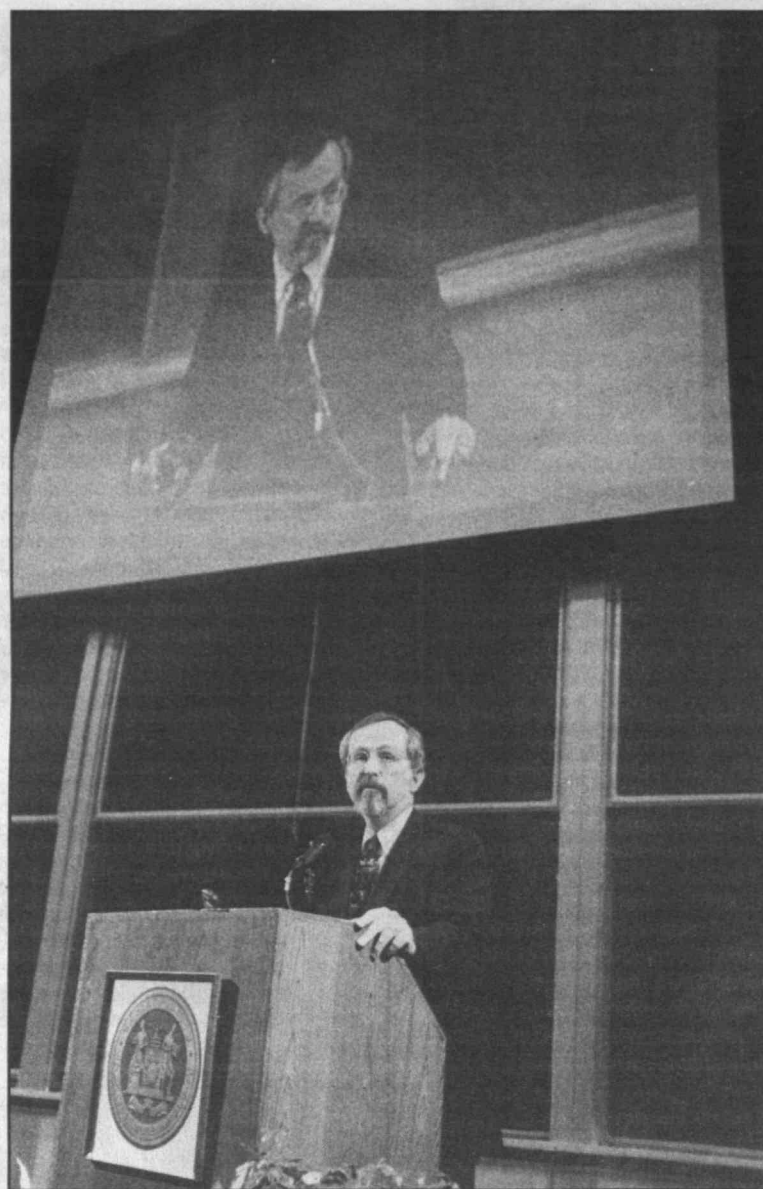
Patents elective. Mr. Rines, a graduate of Georgetown University Law School, is a partner in the Boston law firm Rines and Rines, and he founded the Franklin Pierce Law Center in Concord, NH, which specializes in the relationship among science, technology and the law.

About 130 friends, family and colleagues of Mr. Rines attended the dedication at Edgerton Hall last Wednesday (March 12), among them Professor Paul L. Penfield, head of EECS; Professor Richard C. Larson, director of the Center for Advanced Educational Services; and Professor Paul E. Gray, chairman of the Corporation.

Professor Gray read a proclamation that saluted Mr. Rines's accomplishments, which include more than 60 patents for inventions such as high-definition radar used in the Gulf War and sonic systems that helped locate the *Bismarck* and the *Titanic*. He also cited Mr. Rines for co-founding the Academy for Applied Science, which fosters interest in science and technology among young people and sponsors scientific projects like the Loch Ness expeditions.

Referring to his MIT teaching career, Professor Gray told Mr. Rines, "You have enabled generations of MIT students to understand and appreciate the inventive process, and in doing so, have inspired many to try their hands at both invention and company formation."

Beyond that, Professor Gray said, "You have been instrumental in converting Edgerton Hall into one of the most technologically advanced facilities of its kind, invaluable not only for its on-site instruction but also for creative interactions between MIT-based groups and their counterparts thousands of miles away."



Richard C. Larson, director of the Center for Advanced Educational Services, speaks below a video screen—part of a newly installed system for remote education in Edgerton Hall—at a gathering to dedicate the system funded by EECS lecturer and alumnus Robert Rines.

Photo by Donna Coveney

Young to head new space biomedical research institute

(continued from page 1)

Professor Young cited in particular the work of two MIT biomedical research scientists: Dr. Charles M. Oman, a senior lecturer in the Department of Aeronautics and Astronautics, director of the Man-Vehicle Laboratory and a specialist in neurovestibular adaptation, and Dr. Richard J. Cohen, an HST professor, director of the Biomedical Engineering Center and an expert in cardiovascular alterations. Both scientists will be team leaders for the NSBRI research consortium.

"This is an effort to try to enhance the quality and intensity of space life-sciences research," said Dr. Bobby R. Alford, chairman of the board of directors of the new space institute and dean of medicine at Baylor College of Medicine.

The NSBRI consortium will be led by the Baylor College of Medicine. Other consortium members are MIT, Harvard Medical School, Johns Hopkins University Medical School and Applied Physics Laboratory, Morehouse School of Medicine, Rice University and Texas A&M University.

"We expect to have close collaboration among the consortium members. Now we can use the first-rate work already being done by universities with NIH-supported work and direct its application to space problems," Professor Young said.

"The Institute is a great opportunity to allow space life sciences to reach its full potential," he added. "We have a lot of homework to do to send people to Mars."

The Johnson Space Center will

sponsor the multidisciplinary NSBRI. Following a 60-day cooperative agreement for detailed definition, a five-year contract with three five-year extensions will be awarded on June 1. The total value of the 20-year agreement is approximately \$145 million, beginning at \$10 million per year.

In addition to its twofold mission, the NSBRI will focus on developing a partnership between NASA, the scientific community and industry as their efforts relate to human development, exploration and long-term presence in space.

The NSBRI will function as a geographically distributed consortium using computer links. By expanding research already in progress on the MIT campus and elsewhere, the NSBRI will offer opportunities for faculty sabbaticals at the Johnson Space Center; for NASA scientists to visit MIT, and for graduate training in biomedical research.

Vincent Vitto of Lincoln Lab to be Draper president/CEO

Vincent Vitto, an assistant director of Lincoln Laboratory, was elected as the new president and CEO of the Charles Stark Draper Laboratory, Inc. Mr. Vitto will assume his new position on July 1, when current president and CEO Ralph Jacobson retires. The announcement was made at the March 5 meeting of Draper's board of directors.

During his 32 years at Lincoln Laboratory, Mr. Vitto served as assistant leader of

the Radar Systems Group (1979) and as leader of the Radar Imaging Techniques Group (1982). He also led the Laboratory's work in technology development for space-based radar systems for many years.



Vitto

He assumed his current position of assistant director for Surface Surveillance and Communications programs in 1995.

Mr. Vitto serves as a member of the Naval Studies Board of the National

Research Council and has been chairman of its Space Panel. He is a member of the Air Force Scientific Advisory Board and has been a member and chairman of several Defense Science Board panels.

"It's an exciting opportunity," Mr. Vitto said of his appointment. "I'll be

relying on the breadth of experience I acquired at Lincoln and on my involvement in many defense planning studies to extend the technical expertise at Draper to both emerging national defense problems and industrial markets."

Sarah Wright

Partner-company offices closed April 4

The VWR Scientific stockroom and the offices for partner companies BOC Gases, Office Depot and VWR will be completely closed for business on Friday, April 4 as they move from Building 18 to Building 56.

The new location for the VWR stockroom will be Rm 56-070; business offices for the three partner com-

panies will be in Rm 56-022. All will reopen for business on Monday, April 7. Their phone numbers will not change.

Researchers, technicians and graduate students are the primary customers for the stockroom. They should anticipate their needs for laboratory supplies early during the week of March 31 because there will be no emergency sales on April 4.



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AN MIT COMMUNITY RECEPTION

TO CELEBRATE AND PAY TRIBUTE

TO PAUL AND PRISCILLA GRAY

AS PAUL COMPLETES

HIS SERVICE AS CHAIRMAN

OF THE MIT CORPORATION

Tuesday

8 April 1997

4:30 - 6:30 PM

Remarks at 5:30 PM

Walker Memorial

Use proper address for incoming packages

Most MIT offices have not one but three addresses—the mailing address, the shipping address and the actual street address—and there are also several methods by which packages are delivered to MIT addressees. Mail Services is advising package recipients to use the correct address form to avoid delays in delivery.

For mail received via the US Postal Service, the proper mailing address is:

Attn: Professor Doe/Department Name
Building—room number
Massachusetts Institute of Technology
77 Massachusetts Av
Cambridge MA 02139-4307

Note that the last two lines should always consist of the street address and the city, state and ZIP. Do not put any information below these two lines.

UPS ground service packages are delivered to three receiving rooms on campus:

For Buildings 1, 3, 4, 5, 7, 9, 10, 11, 12, 13, 17, 24, 33, 35, 37, 39, 41, 42:
60 Vassar St
Cambridge MA 02139

For Buildings 2, 6, 8, 14, 16, 18, 20, 26, 34, 36, 38, 44, 45, 48, 54, 56, 66, 68, E40, E51, E52, E53:
18 Vassar St
Cambridge MA 02139

For Buildings E15, E17, E18, E19, E23, E25:

400 Main St
Cambridge MA 02142

If your building is not one of those listed above, UPS will deliver directly to your street address. For example, all buildings in the northeast section of campus that begin with the designation NE receive delivery directly from UPS.

For express couriers who deliver directly to offices, such as DHL, Federal Express or UPS Air Service, use your building's street address.

Using the above guidelines, residents of Building 9, room 123 should have packages addressed to:

USPS:

9-123
77 Massachusetts Av

UPS ground service:

9-123
60 Vassar St

DHL, Federal Express or UPS air service:

9-123
105 Massachusetts Avenue

Building and room number should always be included, regardless of the particular address you're using. Anyone with questions may call Mail Services at x3-6000.