



BBB helps people find answers

By Gene Gentrup

Consumer complaints with area businesses can be easily resolved, according to the president of the Cornhusker Better Business Bureau.

Lois Tefft said the Lincoln BBB has a 75 percent success rate in resolving complaints filed by local consumers. But, she said, the BBB handles inquiries into local businesses more often than complaints.

Tefft said the severity of a consumer complaint can involve a purchase or service in the range of \$2 to thousands of dollars.

Through the BBB, consumers can receive information on businesses from all over the country, before doing business with them, Tefft said. They can also receive tips for renting apartments, buying furniture and taking out insurance policies.

While it helps consumers, Tefft said, the BBB also helps the business community. Business owners believe the BBB is the best place to correct abuses in the marketplace, she said.

If consumers want to file a complaint, Tefft said, they must take the following steps:

- Contact the business firm first

and try to resolve the problem with them.

- If you are unsuccessful in resolving the problem, call the BBB.

- The BBB requires people to fill out a customer experience record and return it to the bureau. This will tell the BBB the extent and nature of the complaint.

- The BBB then contacts the business and attempts to resolve the problem.

- The business will respond and tell the BBB what action they plan to take, if any.

If these steps do not solve the problem, further action can be taken through binding arbitration.

Tefft said a consumer arbitration program is used mostly for controversial cases when the problem may go to court. In the past, the only alternative was court. That method took up too much time and too much money, she said. The BBB trains arbitrators to handle these special cases. Many business firms commit in advance to the arbitration program when the complaint cannot be resolved through the first process, Tefft said. The arbitration program can resolve the problem quickly and is legally binding on all parties.

Alumni Association hopes to move into Wick Alumni Center by fall

By Donna Sisson

The UNL Alumni Association has changed locations, but still is unable to move into the Milton I. Wick Alumni Center, which has been under construction for more than two years.

The alumni association moved from the Anderson Building, 116 N. 12 St., to the second floor of the Minnegasco Building, 1201 N St. Jack Miller, president of the Alumni Association, said they moved because the Anderson Building is going to be remodeled during the summer and won't be air conditioned.

Miller said he expects the Wick Alumni Center, 1520 R. St., to be completed so that the alumni can move in this fall.

Since March, when construction resumed with a new contractor after it stopped in November 1983, everything has run smoothly, Miller said.

Jim Money, a UNL Physical Plant employee, said that the new contractor, Builders Inc., is just getting acquainted with the job and starting to pick up the loose ends.

Money said he is involved with the Wick Center Project as an observer/adviser for the owner.

Since the former contract was terminated, a bonding agent has taken over, Money said. Before the building can be finished, a number of things need to be corrected, he said.

Money said he's never seen anything in writing that put a date on completion, "It just said timely completion," in the contract, he said.

The architects — Gwathmey Siegel and Associates — said the new contractor hasn't submitted a schedule so they don't know what completion date is planned. There have been no problems or delays with the new contractor, but the weather hasn't cooperated, they said.

In correcting the mistakes made by the previous firm, the architects said they have not changed the building.

If construction is going smoothly as reported and if Miller's projection is correct, the alums next move should be this fall into their new home, the Milton I. Wick Center.

Keyboard...

"It took 30 years to introduce the overhead projector into the classroom," he said. "We can't take 30 years to start using the computer."

He said he had the idea for the FASTER program when he first came to UNL. A similar program was popular at Cornell University, where Gale worked previously, he said.

UNL Chancellor Martin Messengale and other members of the UNL administration have supported the FASTER idea, Gale said. Faculty members from all parts of the university also have been enthusiastic, he said.

The resource center, which will operate FASTER, currently is deciding where to locate the facility and how the equipment will be acquired. When the facility opens this fall, Gale said, it will be a prototype program that primarily will train faculty members to use the new CDC computers.

Eventually, external grants will be sought to expand the center, Gale said. When it is fully developed, the center will help faculty members throughout the university to use a wide range of computer resources in the classroom.



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