

# Charlotte Hiatt

**B**EFORE YOU EVEN enter Charlotte Hiatt's office, you can learn quite a bit about this woman by reading the plaque just outside her door. Unlike the other signage in the "200 block" of the Leon S. Peters Business Building, this personalized piece is dedicated to two people — Charles and Edith Cleis, Hiatt's parents.

Speaking softly, the associate professor explains: "I have this need to succeed so I can reflect my success on my parents. Although my parents are very intelligent and capable, they had limited opportunities to further their educations during the Depression. They did so much for me to establish my moral foundations and to shape the way I live my life. I often wish that they could have had the same opportunities that I have."

Almost effortlessly, her soft tone changes to laughter when she recalls the story of her father falling asleep while reading her dissertation. It's an "interesting piece," she says, on "Achievement and Attitude in Trigonometry: The Affect

**BORN:** February 17, 1947, in the Panama Canal Zone.

**HONORS:** Meritorious Professor Award, CSUF School of Business and Administrative Sciences, 1986 and 1988.

**AREAS OF CONCENTRATION:** Systems Analysis and Design, Computers and Information Systems, and Program Design and Structured Programming.

**GRANTS:** Chancellor's Grant to study the integration of information systems and decision sciences topics into the CORE curriculum of the School of Business; Affirmative Action Grant to develop tutorials for use with Excelerator Productivity software package.

of Guided Discovery Lessons in High School Trigonometry." More laughter and then she adds, "I'm sure he's quite proud of me."

Hiatt's candidness is refreshing, and she displays this same kind of sincerity and sensitivity when she talks about her career and other aspects of her life. She was born in the Panama Canal Zone and lived there for almost a decade. When her father's military assignment took the family to Maryland, she discovered that sandals were "out" and heavy

"Good teaching is a talent, like fine painting and beautiful music. Some people can learn to do it well, and some can't."



*Charlotte Hiatt*

Associate Professor, Information Systems and Decision Sciences

coats were "in." Her high school years were spent in Germany, and then the family moved to California.

"To this day, traveling is one of my favorite things to do," she says. "Many of my friends who haven't traveled to other countries don't appreciate the United States for the kind of freedom that we have here. I often recommend to students that they travel to Europe or South America because it's an eye-opening experience."

When Hiatt wants to get away these days, she heads for the Coast with another CSUF professor, Arthur Hiatt. They escape to their home in Cambria, where they enjoy the simple things. Charlotte loves gardening, enjoys reading, and likes

arts and crafts. In fact, one of her resolutions is that when she retires, she's going to do all of the projects in her *Sunset* magazine collection, one after another.

In the meantime, Hiatt has resolved to be the best teacher she can possibly be by preparing her students for the competitive world of business and information sciences.

"It's a difficult area to be teaching in because of the complexity and rapid change in technology," says Hiatt, noting that her courses deal with information and how it's being stored and used in computers. "My major concern is disaster recovery planning. Basically, how well are people protecting their information? If a

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