Baldrige Banterings

What is the next step in our quality journey? Most of you are now familiar with the name Malcolm Baldrige and realize that we are trying to align ourselves with the framework used by the Baldrige National Quality Award program. Baldrige requires us to identify and document our important institutional processes. We must know what we do before we can improve what we do.

A key figure in this whole quality picture is Dr. W. Edwards Deming, an American who is given much of the credit for transforming Japan into the economic force they have become since World War II. Deming was a proponent for process and process documentation – he often said that you must focus on managing your processes, not your people. The Baldrige framework is rooted in Deming principles and that is why is also stresses process identification and documentation.

How do we start this seemingly insurmountable task of documenting all that we do? Most quality experts agree that you begin with process flow diagrams. If these flow diagrams produce lots of arrows going every which way, then you really need to examine what you do. This is the next step for many of us – to create process flow diagrams in an effort to identify, document, and streamline what we do. In the wise words of Dr. Deming:

“Draw a flowchart for whatever you do. Until you do, you do not know what you are doing, you just have a job.”

Class Cancellation/Absence Line – 280-3145

All faculty and staff in the Academic Affairs unit are asked to call the RCTC Class Cancellation/Absence line (280-3145) to report absences due to illness or other unanticipated reasons. This dedicated voice-mail line is checked by 7:00 a.m. and on a regular basis throughout the day for messages related to class cancellations. Please do NOT leave class cancellation messages on personal voice mail as they may not be retrieved in a timely manner. Whenever possible, absences should be called in before 7:00 a.m. to allow for early notification to the appropriate faculty secretaries, division coordinators/program leaders and deans so that classrooms are posted for faculty absences and backup coverage for other staff can be arranged in a timely fashion. It is important for faculty and staff calling this line to indicate the date(s) of the absence and the reason for the absence, and faculty should indicate in their message, what times their classes meet and the rooms their classes meet in.

The class cancellation/absence line is located in the human resources office. Any questions should be directed there (285-7125 or 280-5007).
COMING TO CROSSINGS!

**COME AND GET IT!**

**Taher, Inc.**

**REGULAR HOURS**

**DINING ROOM - UCR Commons**

**HEINTZ CENTER SNACK BAR - Heintz Ctr.**

Mondays - Fridays: 7:30 a.m. to 1:00 p.m.

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**Weekly funny...**

"It's a new dietary device we're trying out. It basically delivers an electrical shock whenever you consume junk food."

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**UCR Dining Room**

**Monday**

CLOSED - HOLIDAY

**Tuesday**

Beef or chicken fajitas
Chicken Fricassee/dumplings, veggie, roll
Turkey vegetable soup

**Wednesday**

Meatloaf, mashed potatoes/gravy, veggie, roll
Shrimp or chicken fry/rice, fortune cookie
Wild rice and mushroom soup

**Thursday**

Fried chicken, potato salad, fruit cup, roll
Beef macaroni and tomato casserole
Chicken noodle soup

**Friday**

Pasta bar
Clam chowder

**Heintz Center Snack Bar**

**Monday**

CLOSED - HOLIDAY

**Tuesday**

Baked ham, scalloped potatoes, veggie, roll

**Wednesday**

Meatloaf, mashed potatoes/gravy, veggie, roll

**Thursday**

Pork chop, au gratin potatoes, veggie, roll

**Friday**

Grilled ham/cheese sandwich, fries, med. soda

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**Now Available**

**ICE CREAM NOVELTIES**

Yummy...check them out!!!

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**Tax sheltered annuity (TSA) maximum contribution**

The maximum amount an employee may contribute to a Tax Sheltered Annuity has increased from $10,000 to $10,500 for year 2000. The catch-up maximum has increased from $13,000 to $13,500.

The maximum amount an employee may contribute to Deferred Compensation remains unchanged at $8,000. The catch-up maximum remains $15,000. If you have any questions please feel free to call Mary Kay in Human Resources at 280-3131.

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**Reception**

Join us in wishing Bob Tolsma best wishes. Bob’s last day in Rochester is Friday, January 21. Cake and refreshments will be provided.

**Friday, January 21 — 11:00 a.m. to 12:30 p.m.**

Alumni Room (above Cafeteria)

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**Vacation donation program**

Listed below is a new individual who have been approved as a recipient for the vacation donation to the sick leave account program. This individual may have already or will be exhausting all paid leave time and will be losing health insurance coverage’s. State employees may donate up to 12 hours (per recipient) per fiscal year to this individual or any other recipients on the sick leave account. More details regarding this individual is available and forms to donate leave are available from the human resources office.

**Roslynn Bystedt - Dept of Economic Security**

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**Thought for the week...**

You have to indulge yourself. Odds are good that you’re the only one who will!!
Supalla’s Scribblings

Wow, it only took a day or two into the semester for the pace to pick up considerably. If you find making your way through the hallways difficult, it might be because enrollments are up. Early enrollment projections for spring semester indicate that headcount is up over last year by more than 300 students and students have registered for 2,000+ more credits this year. The really good news is that the number of returning students is up significantly, while new student registrations are down by more than 120. With continued opportunities to register students for non-traditional semester class starts, it looks like we have a good chance to exceed our projected 3,125 FYE (full year equivalent) target. Keep up the good work…it’s paying off in retention rates.

Congratulations to Mary Ito Dennison and her Goddard Library colleagues on their $22,000 “Emerging Curriculum for the 21st Century” grant award. This award will be used to plan, develop, and implement an information literacy curriculum. The curriculum will have two parts: a credit-bearing course taught by library faculty and on-line information literacy modules for use by other departments. This is one of two “Emerging Technology” grant awards made to RCTC. Look for Judy Harris to highlight the second grant, a collaboration between RCTC and Inver Hills Community College. Congratulations to all involved!

Did you catch the press?

♦ RCTC’s Staff Wellness Committee was awarded one of five Blue Cross and Blue Shield “Champions of Health” awards. On January 8, the Committee was recognized for the health and wellness events they plan, including the Annual RCTC Wellness Fair. Katie Swegarden accepted the beautiful plaque and cash award. Way to go!

♦ On January 11, more than 30 individuals joined Roger Hughes, Executive Director of the Minnesota Job Skills Partnership, at a luncheon to celebrate RCTC’s receipt of $387,000 to develop patient relations and the technical skills of healthcare providers throughout southeast Minnesota. The curriculum will be delivered both on campus and via web-based modules. Ivan Imm worked with a consortium of providers including Olmsted Medical Group, Madonna Towers, Samaritan Bethany, Comfort Care Systems, and the Stewartville Care Center in developing the grant. Our healthcare partners will be contributing more than $800,000 of in-kind funding during the three-year grant. Rumor is the CE/WD has another MJSP grant proposal incubating. Nice work, Ivan!

Mike Lavalle received a letter from a student praising Dana Piens. Here’s what this non-traditional student wrote…

After practicing nursing with a diploma for 29 years and feeling an increasing desire to obtain a degree, I found a program that excited me. The only obstacle was a requirement for a college algebra class. Keep in mind that I hadn’t opened a textbook for 29 years, let alone a math book. Mathematics has always been a complete puzzle and negative experience for me. I can only conclude that I must be meant to complete this degree, because by accident or design I was fortunate to end up in Dana Piens’ algebra class. His willingness to provide the extra help I needed (and I needed a lot of it), encouragement and commitment to helping me meet my goals are the reasons that I will begin my course of study in Clinical Research Administration on January 17. Some people are born to teach, and I’m very grateful to have encountered one of them. His enthusiasm for and thorough knowledge of mathematics is apparent. He’s to be commended for his dedication to students and education. I will add him to my mental list of educators that have made a difference in my life. Thanks, Dana!

Following tradition, a large number of retired faculty and staff gathered on the first day of the semester to reminiscence and hear an update on what’s happening at their old stomping ground. Judy Bird, Kathy Richie, Tim Gilsrud and I had the pleasure of bringing them up to speed on the Foundation, Learning for Life, TelePro, and RCTC news. Keep the faith...our retirees are looking good, feeling fine, keeping as busy as they want to be, and reaping annual retirement benefit increases exceeding those of us working folks!

Instructions for Life

1) Take into account that great love and great achievements involve great risk. 2) When you lose, don’t lose the lesson. 3) Follow the three Rs: respect for self, respect for others, responsibility for all your actions. 4) Remember that not getting what you want is sometimes a wonderful stroke of luck. 5) Learn the rules so you know how to break them properly. 6) Don’t let a little dispute injure a great friendship. 7) When you realize you’ve made a mistake, take immediate steps to correct it. 8) Spend some time alone. 9) Open your arms to change, but don’t let go of your values. 10) Remember that silence is sometimes the best answer.

I hope you found a way to celebrate the Martin Luther King spirit! Until next week..Don
Up to speed

Spring semester got off to a great start thanks to the efforts of many of you. Judy Kingsbury and Troy Tynsky have done a marvelous job of filling in the gaps while Rachelle and Michelle have been gone. I am grateful, too, that Gail Sauter isn’t very far down the hall, for my office relies on her advice daily. Thanks to the efforts of many of each of you, our retention rate is up, and it’s a good thing, too, because our new student additions for fall are down. The overall enrollment picture is up slightly.

Julie Goodman is now officially retired. And do I miss her! Thank goodness for Sharon Oliver. In an effort to plan for future nursing and allied health expansion, we have begun advertising for two positions: a Dean of Health Sciences and a Director of Nursing. We hope to fill those positions by the end of the semester. Meanwhile Rebecca Henderson, who took over Evey Schmitt’s role, will cover all of the nursing concerns this spring. I will cover what needs to be taken care of in Allied Health and Science with a lot of help from Jane Toft and the Allied Health faculty.

Barb Mollberg will begin her sabbatical on Feb. 1st. Karin Wilking will take over as Interim Associate Dean until Barb returns August 1st. Karin and Barb are sharing an office and phone these last couple of weeks while Barb helps Karin make the transition to administration.

Meanwhile Ellen Nelson, Dean of CE/CT/Workforce Development, remains on sabbatical until March 1st and Michelle Pyffereon continues as Acting Dean for that area. A project that begin before Ellen left on sabbatical, advanced to the next step. On Tuesday, a grant signing ceremony was held for $387,000 in Minnesota Job Skills over a three-year period to work with six partnering health care facilities training workers at the sites and through on-line modules. Warren Kemplin will direct the technology portion of the grant. What a wonderful partnership with our local and neighboring community health care providers! Congratulations to Ellen, Michelle and their team.

Associate Dean Jay Lee is just about settled into his new office space at Heintz Center. Rachelle Splittstoesser has an office near my office and continues to maintain primary responsibility for curricular documents and updating and academic scheduling. Michelle Stahlman serves as receptionist and administrative support for me.

That’s my academic administrative team for spring. I feel blessed to work with such a capable, dedicated group of people. And believe me, we are off and running for spring.

—Judy Harris

Test accommodations clarification

There are two forms used for test accommodations. The WHITE form is for students with documented disabilities. Any student presenting this form is legally eligible for test accommodations. Students should ask for accommodations at least 2 days before a scheduled test. Instructors must provide appropriate accommodations to these students. Questions concerning accommodations should be directed to Travis Kromminga (280-2968).

The PINK form is for students who do not have a disability. These students may request additional time because they are second language learners. Instructors may use discretion in accommodating these students. Even though these do not fall within the legal definition of disability, limited language skill is a definite barrier to success in timed testing situations. Questions or concerns about these requests can be directed to Iris Fried (285-7567).

Tests with the WHITE or PINK form filled out and attached should be sent to the tutor coordinator Leslie Haack, 280-5534, Box 19, SS166.

Test accommodation forms used at the Heinz Center are YELLOW. Questions about these should be directed to Alex Kromminga (285-7119), B114.

Please note: We are not a test make-up center. Our testing space is limited, and we can only accommodate the students who are pre-approved for testing accommodations.

Thank you for your continued support of measures that help students succeed.

Reps on campus

The US NAVY will have representatives on campus on Tuesday, January 18, to visit with students about Navy/college plans. They will be in front of the RCTC Counseling and Career Center from 10:00 a.m. until 1:00 p.m.

Allison Koering, Southwest State University, will be on the RCTC campus from 10:00 a.m. - 1:00 p.m. on Monday, January 31st. She will be right outside the RCTC Counseling and Career Center.
Graphing calculator basic skills workshop
The workshop is sponsored by the Student Support Services Program. This is an introductory workshop designed for students using the TI-83 calculator in math class. Bring your TI-83 graphing calculator and come find out the different functions and screen.

Tuesday, January 18
11:00 a.m. - Noon
Room AT101
Presented by Brenda Frame

A snack and a beverage will be provided.

TeachNet InServices

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Come create and publish your own personal webpage. We’ll get you set up with an account and password (if you don’t already have one) so you can publish to your allocated web space.

If interested contact sarah.prigge@roch.edu or 507-280-2924. Class limit is 10 attendees.

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Have you been through Web Development 1 and feel your ready to add to what you’ve learned? Web Development 2 is the next step. This InService will give you additional opportunity to work with your personal page, expand and edit, add links, and more.

Please contact sarah.prigge@roch.edu or 507-280-2924 if you’d like to attend this InService. Class limit is 10 attendees.

Student Life News

Please announce these openings to your students.

STUDENT SENATE
The Student Senate meets at 3:00p.m. every Monday
THERE ARE 3 VACANCIES ON THE SENATE!!
The Student Senate positions are open to any full-time student with a 2.0 or higher GPA. Applications are available at the Information Desk at the Heintz Center and in the Student Life Office, CC401. The applications will be accepted Wednesday, January 12 through Friday, January 21, 3:00 p.m. Applicant interviews will be Monday, January 24. Questions? Call 507-285-7207 or e-mail student.senate@roch.edu

Mark the following events on your calendar!

COFFEE WITH THE SENATE
The next Coffee with the Senate will be Wed., January 19, 11:00a.m.-1:00p.m. at Heintz Center Commons and the Atrium.

RAKS SHARQI DANCE COMPANY
CAB is pleased to announce that the Raks Sharqi Dance Company will perform at RCTC in the Atrium on Tuesday, January 25, 11:30 a.m.-12:30 p.m. WATCH FOR MORE INFORMATION!

EVENING COOK-IN
(Call 7204 if you can volunteer to help serve! Thanks) It’s too cold outside to have a cook-out, so CAB is sponsoring an evening Cook-in! It will be on Wednesday, January 26 in the South Room from 5:00 p.m.-6:30 p.m. Enjoy Sloppy Joes and Hot Dogs with all the trimmings before your night class or before the men’s basketball and wrestling games in the gym. Free! Fun! See you there!!!

A SPECIAL BLEND OF ENTERTAINMENT
COFFEEHOUSE CONCERTS ARE SCHEDULED
Spring Semester, Wednesdays in the Quiet Lounge
Jake Hamond; Feb. 2, 11:15a.m.-12:45 p.m.
Mark Diedrich; Feb. 9, 11:00 a.m.-12:00 p.m.
Terry Shropshire; Feb. 16, 11:00 a.m.-11:45 a.m. & 12:00p.m. 12:30p.m.
Sara Spelsburg; Feb. 23, 11:00a.m.-11:45 a.m. & 12:00p.m.-12:45p.m.
RC TC Student Musicians - TBA; March 1
David Harris (not from our English Department); March 29, 11:30a.m.-12:45p.m.

WOW!!!