Baldrige Banterings

Accreditation Timelines:

- February 29, 2000: Fifth Tuesday all-faculty meeting accreditation update
- Summer, 2000: Complete the RCTC self-study
- September 1, 2000: Submit Minnesota Quality Award Self-Assessment
- October 1, 2000: Minnesota Council for Quality (MCQ) site visit
- December, 2000: Submit self-study document and MCQ feedback report to NCA
- April, 2001: NCA site visit

Jean Bronk from the Minnesota Council for Quality was on campus in January to summarize the results of the Baldrige Express and the MCQ site visit. This process has identified our strengths and our opportunities for improvement as we head into the self-assessment/self-study phase of our accreditation journey. Since we have chosen to use the Baldrige criteria the self-study document that we hope to complete this summer will revolve around the seven Baldrige criteria; these seven mesh quite nicely with the standard 5 NCA criteria. In October of this year, MCQ will have a second site visit to assess our progress. Their feedback report and our self-study document will then be submitted in December, 2000 to the NCA. The NCA will conduct their own site visit in April, 2001.

Meet “STING”!
This past Monday the Student Senate approved the naming of the RCTC Yellowjacket as “STING”.

Additionally, the Administrative Council and Student Senate accepted the results of college-wide vote on school colors. Based on these results, the official college colors are navy and gold.

In the future, when ordering printing materials or apparel please consult with Marketing and Communications as to the correct ink colors to provide for color consistency in matching colors as best as possible to the adopted standards of the college.

A special thanks to the Mascot Design Team who guided the design process in partnership with the Student Senate. Also, thanks to all who participated in the process.

Happy Valentine’s Day!

Evening Administration
The evening administrator for February 12-17 is Don Supalla who can be reached at x7262.

UCR events
Attached to this week's College Crossings is the UCR schedule of events for February 14-18.

RCTC Chiropractic Clinic
Stumped on what to get your Sweetheart?
How about a relaxing massage? The cost of a 15 minute massage is $7.00, 30 minutes is $14.00, and a full body massage is $35.00. Stop by C211 and purchase a gift certificate. Our hours are Mon-Thurs from 3-7p.m. The phone number is 529-2736.
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 1:30 p.m.

SPECIALS THIS WEEK!!
Panini - roast turkey/mozzarella/tomato tapenade
Wrap - roast beef parmesan/caper/horseradish
Grill - Bourbon BBQ chicken breast/wheat roll

New menu item - Boca Vegetarian Patty

UCR Dining Room
Monday
Grilled turkey filets, potatoes, veggie, roll
Beef stew with biscuits
Chicken noodle soup

Tuesday
Scalloped potatoes/ham, veggie, bread
Santa Fe chicken salad, fresh fruit, roll
Cream of asparagus soup

Wednesday
Herbed baked chicken, rice blend, veggie, roll
Beef/veggie brochette/rice blend, veggie, roll
Chicken gumbo soup

Thursday
Batter fried fish, fries, veggie, bread
Blackened steam/red beans/rice, veggie, roll
Cream of mushroom soup

Friday
Pasta bar

Heintz Center Snack Bar
Monday
Chicken broccoli casserole, roll
Navy bean soup

Tuesday
Sausage/sauerkraut, potatoes, veggie, roll
Cream of onion soup

Wednesday
Beef stew and biscuits
Hamburger/wild rice soup

Thursday
Chicken tortilla/Spanish rice, chips
Cream of potato soup

Friday
Shrimp basket, fries, 20 oz. soda
Corn chowder

Weekly funny...

"No, Frank won’t be attending ‘boy’s night out.’ He’s agreed to watch a romantic movie with me."

Holiday hours
The Goddard Library and Library Technology Center at UCR will be open on February 21, 2000 from 9:00 a.m. to 10:00 p.m.

Important dates
Scheduling Timelines:
Feb 28th - First draft of Fall distributed
Mar 3rd - First draft changes turned in
Mar 13th - Second draft of Fall distributed
Mar 17th - Second draft changes turned in

Curriculum Council Dates:
The March meeting has been moved from the 14th to the 2nd. Any changes approved after this meeting will not be reflected in the Fall schedule.
Feb 22nd - Deadline for proposals for the Mar 2nd meeting

The May 2nd meeting has been moved to May 9th. Any changes approved after this meeting will not be reflected in the new catalog.
April 28th - Deadline for proposals for the May meeting

Reminder
The Curriculum Council minutes are available on the RCTC intranet site at: http://www.adm.roch.edu/rctc/html/meeting_minutes.html.

Thought for the week...
The heart has its reasons that reason knows nothing of.

—Blaise Pascal
Supalla’s Scribblings

Recently the campus hosted regional M&M (music and math) competition. Thirteen math teams competed in MathCounts…part of a national competition. The day was a great success, thanks in large part to the efforts of ViAnn Olson, who has a long history of coordinating this event. This year, 100 percent of the RCTC math department (and two retired math instructors) volunteered. What a great way to preview our faculty, programs and campus to prospective students. Thanks to all who gave up a Saturday to volunteer!

Don Baldus and Dave Weber did a super job telling the RCTC quality journey through “DRAGNET – The Case for Quality” to the Rochester Area Quality Council. Thanks for a great program, guys!

Both the House and Senate Higher Education Committees have begun hearing testimony on the MnSCU capital investment request. Last week MnSCU presented a system overview of their $230 million request, which includes $2 million for infrastructure improvements at UCR. This week the committees will begin discussing HEAPR (Higher Education Asset Preservation and Renewal) requests from both MnSCU and the University of Minnesota. In recognition of the System’s obligation to preserve taxpayer investment, provide safe and accessible educational facilities and improve the quality of campus life, MnSCU has placed a $100 million HEAPR request at the top of its wish list. Included on the HEAPR list of projects for RCTC are re-roofing of Hill Theatre, the College Center and East Building; East Building skyilight replacement; energy management enhancements; tuck pointing and sprinkler installation. GRAUC has been lobbying the Horticulture/Greenhouse facility proposed for Heintz Center. Senator Kiscaden and Representative Bishop introduced bills this week (SF2507 and HF2950) appropriating $4.5 million to “design and construct a greenhouse, and to renovate associated instructional, office, and maintenance space at UCR.” You can follow the progress of these, and all bills, by logging on at www.revisor.leg.state.mn.us. Rumor has it that Bresnan is carrying the legislative television coverage on cable channel 10. Check it out!

Did you know…

- MnSCU owns and is responsible for maintaining 1/3 of all the buildings owned by the State of Minnesota, about 18.9 million square feet. This represents 4.5 megamalls. MnSCU maintains 280 acres of roof surfaces.
- The Governor’s proposal under-funded higher education, giving MnSCU 12 percent of the bonding bill, while MnSCU owns 33 percent of the state’s buildings. The Governor’s MnSCU recommendation, $64 million, represents 28 percent of MnSCU’s $230 million request, and less than half of the amount received in 1994.

Thanks to the Mascot Design Team, who worked with the Student Senate on the new mascot design, color selection and mascot naming. Over the next few weeks you’ll see a lot of “Sting,” our more ferocious Yellowjacket mascot. You’re also likely to see more gold and navy blue, RCTC’s new colors, around campus. Your input on these important decisions was much appreciated.

Cheating in school is necessary to get ahead, said a startling 84 percent of college students in a survey reported in the cover story of the November 22 U.S. News & World Report. Crib sheets, hand signals and pirated term papers have become routine among students from grade school through graduate school, the article says. Fueled by the Internet and the ease with which students can download and electronically reformat the work of others, plagiarism has emerged as an urgent worry. Reasons given for the boom in cheating include pushy parents who “edit” students’ work, poor examples set by dishonest politicians, and a near-absence of any fear among students that cheating comes at a price.

Some interesting tidbits from 180 WAYS TO WALK THE CUSTOMER SERVICE TALK…

On average…satisfied customers tell 5 people about good service they receive. Dissatisfied customers tell 10 people about bad service received. —Hal Mather, The Performance Advantage

For every unsatisfied customer who complains, there are 26 other unhappy customers who say nothing. And of those 26, 24 won’t come back. —U.S. Office of Consumer Affairs

The average organization loses approximately 20% of its customers each year. —Patricia Sellers, What Customers Really Want

Of customers who take their business somewhere else: 15% find cheaper products/services, 15% find better products/services, and 65% leave because of poor customer service. —The Forum Corporation

Happy Valentines Day! —Don
2000 Visiting Scholar Series


Bly’s lasting fame may be as the most influential voice of the men’s movement, currently a hot topic in bookstores and the media. He was perhaps the most highly visible writer among anti-Vietnam War protesters, yet will be remembered first and foremost as a poet. He has probably inspired more young poets than any other American poet in the second half of the last century. Bly’s work is bold and vivid, refreshingly open and readable.

Come and hear Robert Bly teach and inspire as he discusses his work with Marion Woodman, *The Maiden King: The Reunion of Masculine and Feminine*, as well as share with us his other works both past and current.

Wednesday, February 23, 2000
9:00 a.m. – Hill Theater, UCR Campus
7:00 p.m. – Rochester Public Library

The Visiting Scholar series is co-sponsored by:

GRAUC
RCTC
RCTC Foundation
University of Minnesota Rochester
Winona State University – Rochester Center
RCTC Student Senate & SPICE

Coming in March and April

March 22, 2000 – Squeeze Play: The Campaign for a New Twins Stadium  Dr. Edward Schiappa, Professor and Director of the Department of Communication at the University of Minnesota will discuss the political maneuvering and economic arguments made to gain public subsidies for sports stadiums.

April: TBA – Dr. William Pulleyblank, from the IBM T.J. Watson Research Lab and director of the Deep Computing Project will lecture on “The Future of Computing”. Come and hear how deep computing applications will impact everything from medical imaging, biology, material science, engineering, business intelligence and everyday life.

TeachNet class offerings

Intro to Powerpoint (Class limit - 10)
Thursday, February 24th from 2-4 PM in SH203

The following topics will be covered in class:
1. AutoContent Wizards, Templates, Blank Presentation options
2. Background Designs
3. Importing text, graphics, and other files
4. Adding, deleting and reordering slides
5. Using the slideshow
6. Adding Animation and Transitions
7. Display and save options

For more information: sarah.prigge@roch.edu or ext. 2924.

Coffeehouse Concert

Terry Shropshire

Wednesday, February 16
11:00a.m. - 11:45a.m. and 12:00p.m. - 12:30p.m
Quiet Lounge

Terry performed at RCTC’s Fall Coffeehouse Concert Series. If you missed him, here is your chance to hear authentic blues from the 20’s and 30’s with an emphasis on the music of Robert Johnson. Terry plays both flat-top and resonator guitar with an unrelenting fingerstyle attack including bottleneck slide playing, harmonica, and distinctive vocals. You’ll enjoy the range of music from ballads to toe-tapping swing!

Please note...
The Student Life Open House that was scheduled for Monday, February 14 has been canceled.
Community garage sale at RCTC

Saturday, May 6
9:00 am – 2:00 pm
Rockenbach Gym

RCTC Student Life, Upward Bound, and the RCTC Foundation are planning a Community Garage Sale as a fundraiser for the RCTC Foundation.

UCR staff and students will have priority to buy a space to sell their arts and crafts, household items, and other treasures. Of course, all money made is yours to keep. After students and staff have signed up, space will be offered to members of the community.

Details
- Size of space 9’ x 10’
- Cost of space $25.00 (Two or more people can share a space)
- Rent 8’ table $10.00 (must have request by May 1) or bring your own table
- Rent 4’ table $5.00 (limited number, first come, first served) or bring your own table
- Set up time 6:00pm – 9:00pm, Friday, May 5
- No food items may be sold. RCTC Student Life will have refreshments for sale with all proceeds going to the RCTC Foundation’s General Scholarship Fund.

We will be accepting priority reservations for space from Monday, February 14 through Friday, March 17. Call the Student Life Office, 285-7204, or stop by the Student Life Office, CC401, to sign up.

Open Mic
The first Open Mic was a great success. Students gave speeches on a variety of subjects, one recited a limerick, an acappella singer entertained us with two selections, a bongo player and drummer played some great rhythms! Please remind students of this event. It will be held every Thursday, 11:30 a.m. to 12:30 p.m. in the South Room. Participants will receive an original button to wear and a coupon worth $1.00 off of any food/beverage purchase from Taher Food. E-mail Carol Nurmi or call the Student Life Office, 7204, if you or your students plan to participate. You could also sign up during the Open Mic time. There is a lot of talent here!

Poker walk
The Wellness Committee is sponsoring the 2nd Annual RCTC Poker Walk on February 22. The Poker Walk is open to staff and students and is FREE. Poker Walkers can walk anytime between 10:00 and 2:30 that day. This year there are routes at both UCR and Heintz Center.

A Poker Walk is a fun and easy way to get some extra physical activity and reacquaint yourself with the buildings. Walkers receive a playing card at each of five dealer locations along the route, and turn in their hands to the poker judge at the end. The winning hand at the end of the day wins a Target gift certificate.

To participate, just start at Dealer Station #1 - Heintz Center - CE/Workforce/Econ. Dev. office - HC-118 UCR - Student Life Office - 4th floor College Center Maps of the route and rules of the game will be available at each of these stations.

Flannel Friday!!!
Beat the winter blues on flannel Friday! Wear your flannels to work/school on Friday, February 18th. We’ll warm things up even more with treats in the atrium 11:00 a.m. - 12:00 p.m.

—Sponsored by RCTC Wellness