Fall Semester
Crossings

ROCHESTER COMMUNITY AND TECHNICAL COLLEGE...EXPECT THE UNEXPECTED.

Thought for the month...
“There is no such thing as bad weather...only inappropriate clothing!”
~ Author Unknown

Table Tennis Club Takes 2nd Place
Congratulations to the RCTC Table Tennis Club National Collegiate Table Tennis Association (NCTTA) team as they took 2nd place on October 10 at the Fall NCTTA Minnesota Division team tournament. It was an impressive performance. They really overcame the pressure of first time participation in such big event which included teams from the U of M Twin cities (2 teams), Northwestern University, Normandale Community College and Carlton College (2 teams). It came down to a tie breaker match against the seasoned perennial power house U of M team for first place. The team came up just short of victory in the third and deciding game of a very exciting match. The RCTC NCTTA team consisted of: Tu Nguyen; Brenda Nguyen; Khang Quach; Randy Oyarzabal; Adam McDaniel and Lai Nguyen, Coach. RCTC looks forward to hosting the next NCTTA Minnesota Division Team tournament right here on the campus on October 31.
~ Mark Stanchfield, RCTC Table Tennis Advisor

Earn College Credits in Cambodia
Spend winter break “in class” while you travel, serve and learn in Cambodia. CLICK HERE for more information.

ATTACHMENTS
CLICK BELOW TO BRING UP ATTACHMENT ON SCREEN
Campus Incident Report
SSSP Basket Challenge and Holiday Party – December 3
7th Annual Rent an Athlete Fundraiser Flier
Taher Hours
UCR Main Cafeteria
On the 3rd floor of the College Center Building
Open Monday – Thursday
9:00am to 1:30pm
Closed Fridays
Café Express
On the 1st floor of the Health Science Building
Open Monday – Thursday
7:45am to 6:00pm
Fridays – 7:45am to 1:00pm
Heintz Center Café
In the Heintz Center Commons Area
Open Monday – Friday
8:45am to 1:00pm

You’re Invited
Join us for a fun, light-hearted, and enlightening presentation entitled, “Faith in Superior Service” by the Good Rev. Funky D. on Friday, October 30 from 8:00 am to 9:30 in the Hill Theater.

Poor customer service is one of the top ten reasons students leave a college. Lake Superior College’s Dean of Students Peter Wielinski will channel his alter, ordained ego of the Good Rev. Funky D. to preach the power of customer service. Attendees will have the opportunity to see the light of treating students, parents, staff and faculty as customers; rise to the challenges of multi-generational expectation; elevate their spirits to a new definition of what it means to be a team; and bear witness to the healing, retentive powers of going the extra mile in pursuit of developing stronger relationships with customers.

About Dr. Peter Wielinski (aka, the Good Rev. Dr. Funky D.): “After a series of seemingly aimless pursuits designed to fund his ongoing formal education”, Dr. Peter Wielinski has spent the past 17 years working within higher education. He has served as an advisor, counselor, financial aid director, grant writer, instructor, and project manager for a small number of institutions within the Minnesota State Colleges and Universities system. His educational background and earned degrees are nearly as varied as one can achieve: an Associate in Applied Science in Water & Wastewater Technology; a Bachelor of Arts in Theatre; a Master of Science in Counseling; and a Doctor of Philosophy in Education. He currently serves as Dean of Students at Lake Superior College and as an accreditation consultant/evaluator for the Higher Learning Commission. The background of Dr. Wielinski’s alter ego, the Good Rev. Dr. Funky D., is much more of a mystery. It is known that Dr. Funky D. is an ordained minister with the Church of Spiritual Humanism; and he will wave his internet-purchased, laminated clergy member card in the face of anyone who dares to question his credentials! Although the good reverend doctor’s accent implies a New Orleans upbringing, numerous agencies and representatives for the State of Louisiana grow oddly silent when asked for public information on him. The good reverend doctor also claims to have a base congregation in northernmost Minnesota that are, in his words, “miniscule in headcount, but Herculean in heart”. Both Drs. Wielinski and Funky D. believe that there is no more noble calling than to be of service to others.

Another Professional Development Opportunity
A second professional development opportunity will be offered Friday, October 30 from 1:00 to 4:00 in Coffman 206/208 when Dr. Wielinski and Beth Adams will lead several interactive sessions designed to have staff leave with a shared sense as to which level the new standard for service could be raised in the following areas: 1) How to work through an "I don't know" situation. 2) Making the utmost out of an internal referral opportunity (and what it really means to be a Team). 3) Dealing with the "angry" customer. 4) Student success and retention: the Student Relationship Management approach. 5) Providing Superior Service over the phone. 6) Providing Superior Service via email and tangible handouts.

These sessions are free and open to any faculty or staff member. This effort supports the “Better Serving Stakeholders” AQIP vital few action plan. For further information contact Dave Weber.

RCTC Theater Presents…
Join us for the fall 2009 RCTC Theatre production of Wonder of the World by David Lindsay-Abaire. Shows will be Thursday, Friday and Saturday, October 29, 30 and 31 and November 5, 6, 7. All shows are at 8:00pm in the Hill Theatre. Not recommended for children under 14 years of age. Prices: $8/adults; $6/Sr. Citizens/Non-RCTC-WSU students. RCTC/WSU students receive one free ticket with valid student ID. For more info, contact Rhonda at 285-7200. All seats are reserved.

SYNOPSIS---Nothing will prepare you for the dirty little secret Cass discovers in her husband’s sweater drawer. It is so shocking that our heroine has no choice but to flee to the honeymoon capital of the world in a frantic search for the life she thinks she missed out on.

**Notes:**
- RCTC/WSU students receive one free ticket with valid student ID.
- All shows are at 8:00pm in the Hill Theatre.
- Not recommended for children under 14 years of age.
- Prices: $8/adults; $6/Sr. Citizens/Non-RCTC-WSU students.

**Contact:**
Rhonda at 285-7200.

**Location:**
Hill Theatre
Lake Superior College

**Synopsis:**
Nothing will prepare you for the dirty little secret Cass discovers in her husband’s sweater drawer. It is so shocking that our heroine has no choice but to flee to the honeymoon capital of the world in a frantic search for the life she thinks she missed out on.

**About theAuthors:**
- **David Lindsay-Abaire:**
  - Director of Playwrights Horizons' Playwrights Lab
  - Three Tony nominations for his work
  - Pulitzer Prize for the play *W.E.B.*
- **Richard Colletti:**
  - A.R.T. 寸, Emerson College
  - Author and actor
  - Co-founder of the Emerson College improv troupe

**Synopsis:**
Nothing will prepare you for the dirty little secret Cass discovers in her husband’s sweater drawer. It is so shocking that our heroine has no choice but to flee to the honeymoon capital of the world in a frantic search for the life she thinks she missed out on.

**Other Information:**
- **Tickets:**
  - $10/adults
  - $7/Seniors
  - $5/Students
- **Location:**
  - Hill Theatre
  - Lake Superior College
- **Contact:**
  - Rhonda at 285-7200.
If you get your news from local media, you already know that the college has been garnering significant press lately. Even community folks have noticed how many positive things are happening on campus. Recent reports have discussed RCTC’s 6.8% enrollment increase (compared with 7.7% for all two-year colleges and 1.9% for the state universities), tobacco-free campus (news story and editorial), kite-flying convention and competition, winning athletic teams, Wellness Fair and others.

Expect to see a story on the “Dashboard Launch” next week in the Post-Bulletin. These stories, and many more, are a powerful testimonial to your good work. A single positive news story is worth significantly more than a paid advertisement.

Did you know…

- The 2008-09 Echo, RCTC’s student newspaper, was recently awarded a First Class rating by the Associated Collegiate Press. The award follows the paper’s receipt of the “Best of the Midwest” award last winter. John Molene, professional journalist and judge, wrote, “I appreciated your stories on more serious subjects such as budgets, employee and student satisfaction surveys, online class sizes, tuition costs, and, of course, the Joe Geike story.” Molene recognized the inexperience of last year’s staff and wrote, “Given the inexperienced backgrounds of your reporters and editors, I believe you put out a noteworthy product. I think a few key people probably learned a lot of journalism over the course of the year.” Congratulations to the student editorial staff and Advisor Jim Loving. This year’s editions are even bigger and better.

- Three RCTC capital bonding projects and a system-wide HEAPR request (that includes repair and replacement money for UCR) are included in this year’s “Concrete Investments…Building Jobs, Knowledge and Opportunity,” the MnSCU 2010 capital budget request publication. On Friday, we’ll share details on our capital bonding requests with the House Capital Investment Committee members who are touring Rochester projects.

- Rochester was recently recognized as the most educated city in the state. According to a nationwide survey, 45 percent of residents had a bachelor’s degree or higher in 2008. That’s up from 42 percent in 2007 and 38 percent in 2006. By comparison, 27 percent of St. Cloud people had a bachelor’s degree or higher, while Duluth had 33 percent and Bloomington 36 percent. Some other interesting Rochester highlights from the survey:
  - Married couple families make up 54 percent of households (30 percent live alone)
  - Median household income is $66,197 (higher than that of St. Cloud, Bloomington and Duluth)
  - 14 percent of residents moved into different residences in 2008
  - 14 percent of residents claim to speak a language other than English at home
  - 6 percent of families in Rochester were in poverty, but the number jumped to 33 percent for families with a female parent and no husband present
  - 75 percent of workers drove to work, compared to 11 percent who carpooled, 4 percent who took public transportation and 5 percent who used other means (5 percent worked at home)
  - Those who commuted took an average of 15.7 minutes to get to work

- The UCR roundabouts were the first constructed on a Minnesota public roadway. Studies have proven that roundabouts improve safety because traffic slows to 15-20 mph, and all cars travel in the same direction, eliminating dangerous right-angle, left turns. Because roundabouts require less starting and stopping, they improve traffic flow and reduce vehicle emissions and fuel consumption.

For the most part, tomorrow’s bachelor’s-level majors will look very much like those offered by colleges today. But in interviews with The Chronicle, academic experts, business analysts, and economic forecasters helped identify five emerging areas of study: Service Science, Health Informatics, Computational Science, Sustainability and Public Health. Does RCTC have the lower-division course offerings that lead to these degrees?

Thought for fall…

Even if something is left undone, everyone must take time to sit still and watch the leaves turn.

-- Elizabeth Lawrence

I hope that you found some time during this break from students to rest and relax, take in the beautiful fall colors, savor a fresh-picked apple, read a book, rake leaves, take in a sporting event or enjoy an afternoon nap.

~ Don
Crossings Classifieds

**GIVE AWAY:** Six week old kittens to give away to a good home, kittens are litter box trained and eating dry cat food. Call Rick Yankowiak 374-8032.

**Thank You**

Thank you to all the RCTC family for their cards, gifts and caring thoughts over the passing of my dad. Your thoughts are deeply appreciated. We should remind ourselves to take every chance to let our love ones know how much we care for them. Thank you again.

~ Saponari family

RESCHEDULED – Program updates

Please join Dean Nirmala Kotagal and Mayo School of Health Sciences Program Leaders as they provide program updates and changes for the following Joint MSMS/RCTC programs on Monday, October 26th at 10:00am in CF206/208. **(Please note the date change from October 19th):**

- **Cardiovascular Invasive Specialist**
  - Lee Meyer, RN, Program Director
- **Clinical Neurophysiology Technology**
  - Jan Buss, Program Director
- **Clinical Research Study**
  - Lori A. Carlson, M.B.A., R.N., Program Director
- **Histology Technician**
  - Amy Wendel, Program Director
- **Radiography Technician**
  - Beverly Tupper, Program Director

This update is open to all RCTC Employees. Employees in Student Support Services roles are strongly encouraged to attend. The format for this update is not designed for students.

Happy Halloween

Open Enrollment

Open Enrollment will begin Wednesday, November 4, 2009 and run through Tuesday November 17, 2009. **NEW THIS YEAR** - Employee Open Enrollment Meetings will be held prior to the beginning of Open Enrollment! This will give you more time to attend a meeting, get questions answered, and thoroughly consider all your options before the Open Enrollment period begins! Employee Open Enrollment Meetings will start Monday, October 19, 2009 and run through Friday, October 30, 2009. Open Enrollment meetings will be held in the Greater Minnesota area, as well as the Metro area. Please check the link at the end of this paragraph to view the full schedule of meetings to find one close to you (the meeting schedule will be posted on the MMB website soon). Our agency will host an Employee Open Enrollment Meeting on October 29, 2009 from 1:30 to 3:30 in Room CF206-08. Representatives from MMB, Blue Cross Blue Shield, HealthPartners, Preferred One, JourneyWell, Advantage Health Advisors (AHA), State Dental Plan (Delta Dental), Health Partners State of Minnesota Dental Plan, OCHS Incorporated (representing Life, AD&D and Disability benefits), and Eide Bailly will provide presentation and information at the meetings.

[http://www.mmb.state.mn.us/doc/lhs/mailman/2010-meetings.pdf](http://www.mmb.state.mn.us/doc/lhs/mailman/2010-meetings.pdf) (Cut and paste the above address into your browser if clicking on the link does not work). Also, new this year will be three special Retiree Open Enrollment Meetings. If you are in contact with any retirees, please ask them to visit the MMB website (starting next week) or the Minnesota Retired State Employees Association website for more information. Likewise, if you are considering retirement in the near future, you may attend one of the three special retiree focused Open Enrollment Meetings. The St. Paul area Retiree Open Enrollment Meeting will be held at the MSRS building at 60 Empire Drive on November 2, 2009. November 9, 2009 the meeting will be held at the Brainerd Public Library and on November 10, 2009 the Retiree Open Enrollment meeting will be held at the Rochester Public Library. Open Enrollment changes and the JourneyWell health assessment will be available during the Open Enrollment period of November 4 - 17, 2009. New 2010 Pre-tax elections for the Medical Dental Expense Account (MDEA), Dependent Care (Daycare) Expense Account (DECA) and the Transit Expense Account (TEA) can be made between November 4 - 17, 2009. This year's Open Enrollment is your opportunity to change your Medical or Dental insurance carriers or add/drop dependent coverage on Medical or Dental insurance. You may also enroll or increase (not to exceed approximately 60% of you annual income) Long Term Disability. Additionally, employees with Optional Employee or Spouse Life will have an opportunity to increase coverage per the schedule listed on the MMB website.