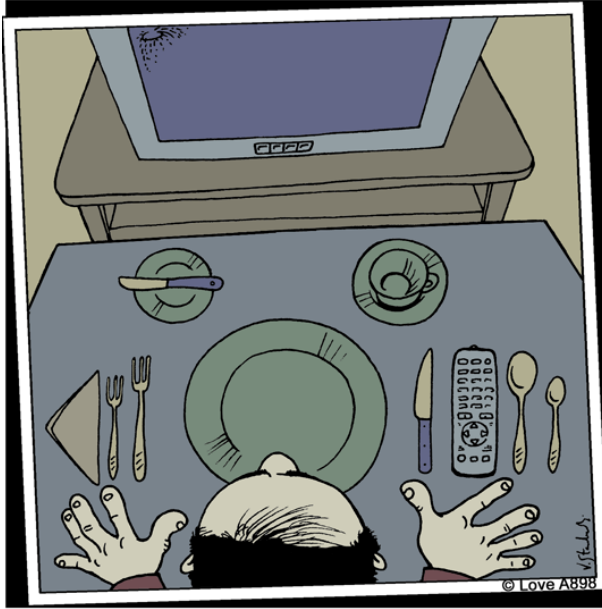


Weekly Funny
 Snapshots at jasonlove.com



Note: Remote control goes inside the soup spoon.

Crossings Classifieds

COMMUNITY EVENT: RREC (Rochester Regional Equestrian Center) invites you to their annual meeting at the Heintz Center (HB117) on Wednesday, November 7, at 7:00. In addition to an update, speaker Mary Jones will talk on "Rescue: The Other Side of the Horse World". Treats and beverages will be served. A full meeting notice can be found at <http://www.rrec.info> Contact: Audrey Lidke - 288-8726.

FREE: We have a number of oak trees that have huge limbs to be removed. No oak wilt, easy to get to. You could cut, chop and haul. Audrey Lidke (5 minutes from college, drive truck right to tree). 285-7469.

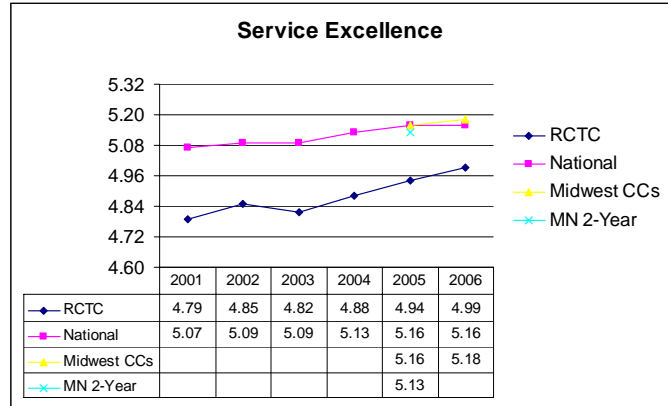
FOR SALE BY OWNER: 5 Bdrm split w/3 car attached garage NW Rochester behind Mayo Support Center by Douglas Trail. Beautiful, quiet street. 4328 Arbor Lane NW \$234,900. Contact Chris Wolf at 507-421-9923.

FOR SALE: SE Rochester custom built one-owner 3 BR, 1 ¼ bath 2,500 sq ranch home on 2.84 acres. Oversized two car garage (24x27) attached garage, low traffic cul-de-sac, custom oak cabinets, spacious closets and storage, updated appliances, remodeled tiled main bath, two fireplaces, hardwood floors, sauna and dry basement. Wooded lot, mature trees, wildlife and a river (Bear Creek) runs through it. City Sewer and water. 10 minutes from RCTC. \$249,900. Contact Gregg Wright at 507-289-5841.

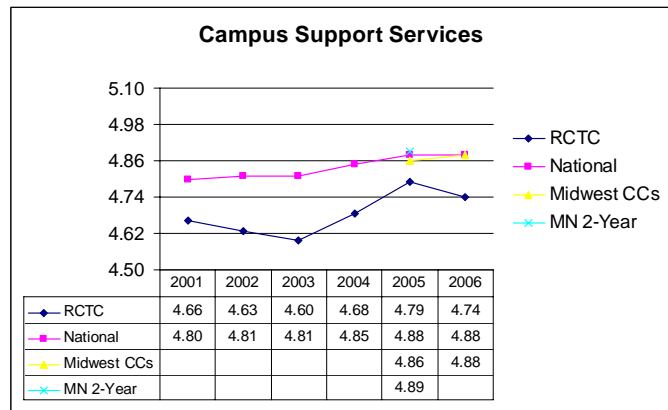
FOR SALE: 2 Technics, 3 way speakers with 15 inch woofer, 200 watts, model SPLX90, \$85 or obo. Bought wrong width of ledging when refinishing our family room, 69 lineal feet of oak (new) 1 x 6 ledge stained in honey oak and sealed, ready to install in your home, \$200 obo. Call Jamie at 280-0932 or Deb Schloegel at x7230.

Marketing Corner

Service Excellence: assesses the perceived attitude of your staff, especially front-line staff, toward students. This scale pinpoints the areas where quality service and personal concern for students are rated most and least favorably at RCTC.



Campus Support Services: assess the quality of RCTC’s support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.



Harvey Mackay a journalist for the Star Tribune stated “Greatness lies in helping somebody, not in trying to be somebody” in an article published in the October 25th edition titled “Outswimming the Sharks: Focus on great service, and the sales will follow”. Many people in education do not want to think of students as customers, but they are human beings so as this article points out treat people with respect and center on serving others and the rest will fall into place. To see the full article go to <http://www.startribune.com/535/story/1506333.html>

Other Marketing News

Anna Pingree will be attending a Transition Fair at Golden Hill School on the evening of Tuesday, October 30th. She will be spending 14 days in November visiting 49 area high schools.

Supalla Scribblings

The legislative visits are over and we'll spend the next few months preparing for the 2008 legislative session. The 2008 session will be another of the every-other year "short sessions" that don't convene until mid-February. Major focus of the session will be capital bonding. We'll be working with local legislators, community advocates, MnSCU governmental relations staff and other supporters who are interested in helping RCTC get our three bonding initiatives...HEAPR (roofs, tuck pointing and safety projects), anatomy/physiology lab renovation, and collocated facility design allocation...funded.



Gina Christie, Marilyn Hansmann and I traveled to St. Paul on Monday for MnSCU's first of fourteen financial audit exit interviews. RCTC came away with an unqualified clean audit, the fifth consecutive such audit. During the interview, RCTC had an opportunity to share a financial statement analysis. Highlights of the analysis included:

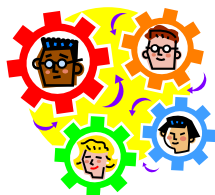
- State revenue and capital appropriations increased dramatically in FY2007, primarily the result of the Health Science Center construction. Other sources of revenue remained essentially the same as previous fiscal years.
- The relationship between expenditure categories remained consistent with FY06. Salaries and benefits remain the largest expenditure (68%) with supplies and services second (24%) and depreciation next at 6%.
- RCTC consistently spends two-thirds of its budget on direct student expenditures. Revenue generated from tuition payments are consistently more than the general operating budget appropriation.
- RCTC operated at a loss in both FY06 and FY07 and balanced the budget through a planned reduction of reserves.
- In 2007, for the first time since FY00, enrollment at RCTC as measured by student full year equivalents dropped. The college has appointed an Enrollment Task Force to analyze the situation and recommend new initiatives.
- Tuition rates for 2007 increased by 3.5% over 2006, slightly less than the system average for two-year colleges.

Many thanks to the Business Office staff and colleagues from across the College who work hard year-around to assure the financial position and operations of the college remain strong. That's the secret to a clean audit. Congratulations!

Federal legislation in both the House and Senate include key provisions regarding accreditation and accountability. Although not yet approved, proposals include such language as:

- Accrediting organizations are to evaluate institutional success with respect to student achievement.
- Accrediting organizations will require institutions to have processes that establish that the student who registers and participates in a distance education program is the same person who receives academic credit.
- The College Opportunity On-Line (COOL) Website will be redesigned to provide students and families with an expanded Web-based tool for researching institutions of higher education. The redesign calls for comparability abilities and will require institutions to provide more information about their activities.
- The Secretary will fund a study of best practices of states in assessing student learning.

The assessment of student learning and higher education accountability are clearly on legislators' radar screen.



The U.S. Chamber of Commerce and the Center for American Progress have come together for the first time with a shared sense of urgency to address a looming educational crisis that risks undermining future prosperity. Seventy-seven million baby boomers will begin to leave the workforce over the next ten years. Who will take their place? There is ample evidence that too many of our nation's schools and students are underprepared for the demands of the 21st century's knowledge-based economy. Nationwide, only about one-third of fourth and eighth graders, and well less than 20 percent of low-income and minority students, are proficient in reading and math. Teacher quality is insufficient. Data-driven innovation is far too rare. Together, the Chamber and American Progress believe that the following reforms are urgently needed:

- 1) Better Teaching...states and districts must ensure that teachers are effective.
- 2) More Innovation...Federal, state, and district leaders must implement innovative educational practices and school models.
- 3) Better Data...State and local policymakers must improve data collection and quality dramatically – then use that data to make better educational decisions.
- 4) Better Management...Schools and school systems must adopt sound management principles.

The organizations graded each state in nine broad categories, using dozens of indicators. Overall, Minnesota scored well...Academic Achievement = A, Academic Achievement of Low-Income and Minority Students = B, Return on Investment = A, Truth in Advertising About Student Proficiency = NO GRADE, Rigor of Standards = C, Postsecondary and Workforce Readiness = A, 21st Century Teaching Force = B, Flexibility in Management and Policy = C, and Data Quality = C. More details can be found at <http://www.uschamber.com/reportcard>.

On the local scene...

- The annual open enrollment for employee insurance benefits will be held from 10/25 through 11/7. Don't miss the opportunity.
- Dave Weber presented "Baldrige and RCTC's Quality Journey" to 35-40 continuous improvement liaisons representing numerous colleges and departments across the University of Minnesota, including the Twin Cities, Crookston, Duluth, Rochester and Morris.
- RCTC is the recipient of the Rochester's Committee on Urban Design and Environment for construction of the outdoor amphitheatre. UCR and construction representatives will accept that award at a ceremony on November 6 at the Art Center.

Thought for the week...

Ninety-nine percent of all failures come from people who have a habit of making excuses.

George Washington Carver

Don

3rd ANNUAL SSSP BASKET CHALLENGE SILENT AUCTION

Proceeds benefit the SSSP Iris Fried Scholarship

December 5, 2007

CF206/208

A few facts about last year's basket challenge:

- \$1,593 was raised from 41 baskets donated by
 - 11 departments
 - 9 individuals
 - 2 clubs

•
 Winning basket:
 \$80 for "Night Out"
 donated by the
 Counseling/Advising
 Center staff



Breakfast in Bed, donated by the RCTC Business Office, 2006

A variety of baskets in all price/size ranges is needed for this event.

Let's see if we can top last year!

Donate early if you can. Retail Merchandising students will create a window display using some of the basket donations; bring your basket by November 12th to be considered for the display.

R.S.V.P. to Deb at 285-7230 with your intent to participate in this fundraiser.

(Last day to submit baskets is Monday, December 3, 4 p.m., SS159)

We look forward to your creations!

Upward Bound Fundraiser

RCTC Upward Bound is now selling tickets to *domino Celebrates Festival of Giving*, a private evening of holiday shopping at Apache Mall, which will take place on Sunday, November 18, 2007 from 7:30 - 10:00 pm. This special event for ticket-holders only will feature special offers and discounts from Apache Mall merchants as well as beverages and hors d'oeuvres, door prizes, and live holiday entertainment! Tickets for domino Celebrates Festival of Giving are \$5 in the form of a donation to the RCTC Upward Bound Program. In the last seven years of this charity event at Apache Mall, non-profit organizations successfully raised over \$100,000 though ticket sales, 100% of which went directly to the groups who sold the tickets. This will be the last year that Apache Mall will be holding this event! So purchase a ticket today, help RCTC Upward Bound raise money for scholarships, TI-83 graphing calculators, and our summer program, as well as getting a jump-start on your holiday shopping!

Tickets locations: Upward Bound office - Heintz Ctr - Rm HA116 - 280.5002
 Student Support Services office - UCR - Rm SS159 - 285-7230

~ Suzanne Nordsving, Upward Bound Director

Meetings of Interest

The Rochester Chapter of IAAP (International Association of Administrative Professionals) meets the first Wednesday of the month (except January and July) at the Rochester Community and Technical College, Coffman Center, Room CF206. Guests are welcome to attend!

- 5:15 p.m. Social
- 5:30 p.m. Networking/Dinner
- 6:15 p.m. Educational Forum/Program
- 7:15 p.m. Business Meeting
- 7:30 p.m. Adjourn

Advance reservations are required and may be made by contacting Linda O'Sullivan, Treasurer, at 507-266-2171, or by e-mail osullivan.linda@mayo.edu.

***Why Leadership is a Future's Market by Nita Nurmi,
 CPS/CAP - President of the MN-ND-SD Division
 Wednesday, November 07, 2007***

Why Leadership is a Future's Market *Defining Succession Planning *Why succession planning is vital to an organization. *How to promote succession planning through leadership development

***How To Say NO When NO Is the Right Answer by Jan Lieder
 Wednesday, December 05, 2007***

Sometimes "no" is the right answer to a request. Determining when "no" is appropriate and finding a way to say it professionally while maintaining the relationship is important. This session will explore healthy reasons for saying "no," what happens when we say "yes" to something when the right answer is "no," and ways to say "no" in a respectful and effective manner.

Condolences

Condolences to Jonathan Wetenkamp (Media Services Department) whose father, Elmer, passed away on Tuesday, October 23rd. Our thoughts are with Jonathan and his family.

Club Meeting

RCTC Martial Arts Club meets 6-8pm Tuesdays and Thursdays in SC108.

Salvation Army Presentation

Suzanne Dinusson is available to provide a presentation, "Salvation Army Thrift Store RCTC Retail Merchandising Service Learning/Volunteer Program", in classrooms, youth groups, churches, and for community and civic organizations. The length of the presentation may vary depending on the needs of the group. The presentation will include a 10 minute video, "Doing The Most Good- Discover Your Salvation Army Thrift Store", illustrating the mission of the Thrift Store, how the Thrift Store operates, the need of donations and volunteers, and how the profits from the Thrift Store are used in the community. The "Salvation Army Thrift Store Training Manual for Employees and Volunteers", which the RCTC retail merchandising students and the Thrift Store committee members authored, will be shown. The RCTC retail merchandising students volunteered over 1000 hours designing and merchandising the Salvation Army Thrift Store at the new location. An explanation of the continual need for donations, volunteers, and shopping at the Thrift Store, which supports the many Salvation Army programs, will be included. The video "Doing the Most Good-Discover Your Salvation Army Thrift Store", can be viewed at <http://www.youtube.com/watch?v=kVwYgfX1ogw>. The video will play on Channel 20 at 10:00 AM, 12:00 PM and 5:00 PM until January 1st and on Channel 10 when time slots are available.

Please come to the Salvation Army Thrift Store on November 1, 2007 between 10:00 AM- 2:00 PM for the One-Year anniversary celebration, with the cutting of the cake at 10:00 AM. There will be cake, shopping and a drawing for a \$150 Thrift Store shopping spree.

If you would like a presentation, please contact: suzanne.dinusson@roch.edu or 507-421-5167.