‘Tis the Season

As the year winds down, please consider making a gift to the Rochester Community and Technical College Foundation. Helping to support our students and programs is a wonderful and worthwhile thing to do.

The Foundation recently awarded several scholarships for spring semester. The review process is always a reminder of the real struggles and juggling act so many of our students’ experience while attending school. Your support makes a difference to our students and will also impact the quality of our programs. Please be generous.

Options for giving include targeting your donation to the Fund for Excellence, general or specific scholarships, or Economic Enhancement. You can choose to participate in our payroll deduction option, charge your contribution via VISA or MASTERCARD, or simply write a check. Your act of kindness and generosity will go far. On behalf of the RCTC Board of Directors, thank you!

Business office announcements

Spring semester parking permits will be available in the Cashier’s office starting Friday, December 17, 1999. Semester Permits are $22.50 for full-time staff and pro rated for less than full-time.

We will run a shuttle service December 20 through January 7, 2000 using the State Station Wagon. The times will be 8:30 - 3:00 on the half hour, (8:30, 9:00, 9:30, 10:00, etc.) Pickup at the UCR site is in the circle by the Atrium doors, and at the Heintz Ctr at the front west doors.

Baldrige Bantering

The following all-college committees have met and have been through a session on effective meeting practices. The minutes for these committees will be posted at our intranet site: www.adm.roch.edu/rctc/
The committees are:
Student and Stakeholders Relations committee
Technology Committee
Teaching and Learning Committee
Employee Relations Committee
Innovations Design Committee

The feedback report from the Mn Council for Quality visit last November will be available soon. This report will jump-start our self-study document which we hope to complete this summer.

WHAT'S INSIDE?

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ATTACHED

- UCR event schedule
- Search timelines
- Staff development
**COME AND GET IT!**
Taher, Inc.

**Semester Break Hours**
Heintz Center Snack Bar: Closed
will reopen on Monday, January 10

UCR Dining Room
December 20-23: 11:00 a.m. to 1:00 p.m.
December 24-31: CLOSED
January 3-7: 11:00 a.m. to 1:00 p.m.
full service resumes on January 10

**NOTE:** Catering service will be available during the entire break. Call x7209 to place your orders.

**Duplicating Hours over Christmas Break:**
Dec 18 Closed
Dec 20-23 8am - 4:30pm
Dec 24 (Holiday) Closed
Dec 27 -30 8am - 4:30pm
Dec 31 (Holiday) Closed
Jan 3-7 8am - 4:30pm
Jan 8 Closed
Jan 10 Resume Regular Hours

**Congratulations!**
Phil Fishbaugher (RCTC Athletic Trainer) and his wife Ronda are the proud parents of a baby boy, Carter Ronald. Carter was born on 12/12/99, at 5:30 a.m. He weighed in at 8.5 lbs., and is 20 inches long. Two year old brother Philip is also very excited about the new arrival.

**Thought for the week...**
Learn from the mistakes of others. You can’t live long enough to make them all yourself.

**Weekly funny...**

“With all I’ve learned about psychology recently, establishing who’s naughty and who’s nice is not as simple as it used to be.”

**Recipients for vacation donation program**
Listed below are new individuals who have been approved as recipients for the vacation donation to the sick leave account program. These individuals 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 these individuals or any other recipients on the sick leave account. More details regarding these individuals is available and forms to donate leave are available from the human resources office.

Marcia Baer, Mankato
Pam Secklin, St Cloud
Doreen Keable, St Cloud

**Affinity Plus Credit Union**
Are you or your parents members of Affinity Plus Credit Union? If so, you qualify for a $1000 scholarship for next year. The recipient will be awarded a maximum of 25 points in each of the following categories: academic standing, extracurricular, volunteer or community involvement, leadership, and a personal essay. Deadline for application is January 31, 2000. Recipients will be notified in March. Applications are available in the counseling office, UCR SS150.

**Congratulations**
Congratulations to Michelle Ong, Upward Bound Holiday Drawing winner. Michelle is a student at RCTC. As winner takes all, Michelle received certificates for a Sweetheart Weekend at the Kahler Hotel, Dinner for two at Broadstreet Cafe, Steak and Lobster for Two from Ye Olde Butcher Shoppe, and $20 in certificates from Domino’s Pizza. Thank you to everyone who bought drawing tickets. The $540 raised will go toward the RCTC Upward Bound Scholarship.
Supalla’s Scribblings

Thanks to your generosity, dozens of children will find comfort in one of the stuffed animals you donated to the teddy bear tree. You keep the holiday spirit alive year around as Rochester Police and Olmsted County law enforcement officers share these “friends” with youngsters who find themselves in scary situations. If it is in giving that we receive, you will be heaped with rewards. Best wishes for a joyous holiday season!

University Center Rochester is the host site for the City’s Millennium Fireworks. The fireworks will be launched from the west parking lot at 7 p.m., Sunday, January 2. Why not plan to bring your family and friends out to the campus for this once in a lifetime opportunity. Happy New Year!

**Judy Lindman**, Child Development Program Leader, received the following news from IBM…

**CONGRATULATIONS!** The Child Development Program at RCTC has been selected to receive a Young Explorer Computer as part of the IBM Funds for Dependent Care program administered by Child Care Resource & Referral, Inc.! The Young Explorer will be shipped in the next 4-6 weeks. What a great addition to the Child Care curriculum! **Brian Watters**, Law Enforcement program leader, learned that the Rochester Area Foundation fully funded a grant request for $17,000 to help cover the costs of purchasing two law enforcement simulators. Brian has worked hard to raise more than $90,000 in non-RCTC funds toward the purchase. Way to go, Brian!

Here’s a portion of an e-mail received from Mary Jorgensen, Vocational Education for the Rochester Public Schools…”I’m writing you today to bring to your attention the completely unexpected surprise I experienced at Rockenbach (on the morning of our recent Career Day). There was a team of friendly, kind, considerate, accommodating people who in a matter of minutes; erased any hesitation I had about what the day would bring. The Maintenance Staff who worked on November 10 between 7:30 a.m. and 8:30 p.m. were one of the most wonderful groups of people I’ve ever worked with ever. It is unfortunate that I do not know all their names, but I can assure you that every single one of them went out of their way to make me feel welcome at RCTC. Not for a second did I get the impression that I or the Career Day was an inconvenience or imposition for them. The requests were “I need an extension cord.” “Do you have a permanent marker?” “Is there any tag board around here?” “Where can I get some duct tape?” and so on. Regardless of the question or help that was needed, the maintenance people were on top of it.” Now that’s blue ribbon, gold star, first rate customer service! Nice going, crew…THANKS MUCH! Preliminary plans have the second annual Career Day scheduled for November 9, 2000.

**Shirley Wilson**’s Chiropractic Clinic made news in MnSCU’s “Fall 1999 Performance” newsletter. “RCTC has become the first public college in the nation to feature a chiropractic clinic working in conjunction with a chiropractic technician program.”

This week I received a letter from Dr. Gretchen Starks-Martin, Past President and Associate Professor at St. Cloud State University, who wrote…On behalf of the Minnesota Association of Developmental Education, I would like to comment Dr. Bonnie Mercer for her contributions as President-Elect and then President of the organization. In these capacities, she was in charge of conference planning for the MnADE and as President, she developed a strategic plan for the organization. Dr. Mercer wrote a grant in 1998 that allow MnSCU faculty members to attend sessions at our 1998 conference. She has been an invaluable asset to us and a generous and conscientious leader. The MnADE has approximately 200 members who are involved with student success and retention through academic learning centers, counseling, developmental coursework, and tutoring programs. Dr. Mercer exemplifies an educator who is concerned about student success.” Way to go, Bonnie!

If you haven’t seen a copy of the recently published “Minnesota Careers 2000…Your Career and Educational Planning and Exploration Guide,” compliments of Mayo School of Health-Related Sciences, RCTC, and the Community Learning and Business Partnership, contact Deb Rogne. The information presented in the Guide is useful to middle and senior high school students, teachers, counselors, or other persons interested in making a career change. Thanks for your involvement, Deb!

As we close out another calendar year, we have many things at RCTC to celebrate! And, as we look forward to the new year, let’s keep in mind the following “Thought for the Year” from 180 WAYS TO WALK THE CUSTOMER SERVICE TALK…Walking the customer service talk is not about perfection. Rather, it’s about being better than yesterday and being better than the competition. Until next year…

Happy Holidays
**IntraKal Help Session - Sponsored by TeachNet**

These one-on-one help sessions will give faculty hands-on experience using the IntraKal on-line course creation software. Any problems, requests or issues regarding the use of the package will be addressed in an informal, question/answer setting. Be prepared for Spring Semester and beyond with this valuable opportunity.

**January 5, 2000**

9:00-11:00 a.m. and 2:00-4:00 p.m. (AT210)

These Help Sessions will be administered by Scott Sahs, RCTC TeachNet Faculty Support Manager, and Darin Hoffman, RCTC Web Manager.

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**Thank you**

I just wanted to thank all of those who participated in the Student Senate food drive this past month. We got off to a slow start, but it turned out great. The Heintz Center collected 138 pounds of food, UCR site collected 206 pounds of food. For a total of 344 pounds. We also had $337.45 in monetary donations. Which calculates out to a overall total of 2,031.25 pounds. With your help we reached our goal of 2000 pounds before 2000.

Thanks again for your participation!!!!

— Heather Darby, Student Senate President

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**Team Fusion Class offerings**

Custom Training Services will be offering two staff development opportunities for persons interested in learning Net Objects Team Fusion in December and January. Two courses will be offered at two different times.

**Team Fusion Content Owner/Developer Class**

The first is a Team Fusion Content Owner/Developer class. This is a six hour course for persons who have responsibility to maintain sections of the RCTC marketing web site or will manage program or departmental pages. **This class will meet next on Monday and Tuesday 12/20 & 21 from 1:30 - 4:30 PM in HC101 (Heintz Center).**

This course will be offered again on January 25 & 27th from 1:30 to 4:30 PM in HC101 (Heintz Center).

**Team Fusion Content Owner/Developer Refresher Class**

This course is designed for people who have taken a Net Objects Team Fusion course previously, but have not used the software for some time. This is a three hour refresher course. **The first Team Fusion Refresher class on Monday, December 20th from 8 AM - Noon in HC101 (Heintz Center).** The second refresher is scheduled for January 20th 8 AM - Noon in HC101 (Heintz Center).

If you have any questions contact Dave Weber at x7217.

To register call Custom Training at x3157.

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**Building CLOSED notice**

With the agreement of the three institutions and in view of the lack of scheduled activities, all University Center Rochester buildings will be closed on the following dates:

**December 24, 25, and 26,**
**December 31, January 1 and 2**

The buildings will be locked and the security alarms will be activated.