Baldrige Banterings

This is the first of a sequence of weekly articles that will appear in the Crossings concerning our accreditation process. This column will include a “term of the week” where we attempt to translate NCA/Baldrige terms into the King’s English as well as answers to the questions we received from all of you during our accreditation overview last Friday morning. If you did not get the chance to submit your questions, please send them to Laura Tacheny or Don Baldus and they will be addressed in future issues of the Crossings. We hope you enjoyed our presentation and are now ready to focus on the future as we strive to make RCTC the best that it can be. Our term for this week is action plan. An action plan is a long or short term activity that focuses on improving or fixing a particular procedure. Action plans are not put in place to fix faulty “gidgets” — rather, they attempt to fix the process that creates them. Finally, a big thank you to all those who participated in the Baldrige Express Survey. Your valuable input will be evaluated by a team of Baldrige experts who will then visit our site in November to discuss their findings.

NCA/Baldrige Questions

At the NCA Town Meeting this past week, several questions were submitted on note cards. Over the next few weeks the Innovative Design Team will try to respond to these questions through College Crossings. The questions are restated as submitted.

Question 1 - There are 13 possible committees identified: can these be integrated (and still be delineated as to go goals, contractual component, etc.). To less # of committees – 13 is a lot (confusing & overlapping?) i.e.; — curriculum?

The proposed committee structure for FY00 will continue to be refined. The goal is to create a structure directly aligned with the requirements of NCA, the Minnesota Council for Quality, Malcolm Baldrige National Quality Award, and contractually. The proposed structure was created to align with RCTC goals and the requirements of these groups as we seek reaccreditation and to engage in strategic planning. Additionally, the goal was to respect the traditions of the college where committees may have been long standing. The UCR partnership also influences the type of committees and participation. The proposed structure is intended to better organize the work of committees with functional departments of the college. The creation of the Innovative Design Team which will include representation from each committee which will try to coordinate activity, share information, and organize work of the committees to prevent overlap, or duplication of effort. Administration, the Innovative Design Team and faculty leaders will continue to review staff feedback and look for ways to simplify, improve, and bring better clarity to the
COME AND GET IT!
Taher, Inc.

REGULAR HOURS
DINING ROOM - UCR Commons
HEINTZ CENTER SNACK BAR - Heintz Center
Mondays - Fridays: 7:30 a.m. to 1:00 p.m.

Monday: Roast pork, potatoes, veggie, bread
Cream of tomato soup
Tuesday: Baked chicken, rice, veggie, bread
Arroz Con Pollo soup
Wednesday: Teriyaki chicken, fries or fruit
Vegetable soup
Thursday: Beef tips/noodles, veggie, bread
Chicken rice soup
Friday: Shrimp or chicken salad croissant,
asst. salads
Clam chowder soup

Crime awareness/security brochure
The 1999 Crime Awareness and Campus Security Brochure will be distributed in campus mailboxes to all faculty and staff next week.

LIBRARY & LTC HOURS
SEPT. 4 - SEPT. 6
OPEN SEPT. 4, SAT. 9 AM - 5 PM
OPEN SEPT. 5, SUN. 1 PM - 5 PM
CLOSED SEPT. 6 MONDAY (LABOR DAY)

Weekly funny...

1999 Fall Fest
Upward Bound Silent Auction September 1

Stop by the Upward Bound booth to place your bid on the following items:

- Rochester Art Center family membership
- Minnesota State Lottery Sweatshirt (XXL) and 10 lottery tickets
- Christmas serving platter and $10 HyVee gift certificate
- Autographed poem “Our Grandmothers” by Maya Angelou
- CD and autographed photo of Randy Travis
- Purple Collection
- Box of sirloin steaks, steak sauce, and wooden cutting board
- Post Bulletin golf shirt and golf balls
- TY “Millennium Bear”
- 10 pounds of candy

Money raised will go toward the Upward Bound scholarship and summer trip expenses.

Thank you for your support!

Thought for the week...
Being alert to give service is what counts...remember, we're here to serve!
Supalla’s Scribblings

Enrollment’s UP! Thanks to a real team effort, first day enrollments this year exceeded last year by 180 students (4196 versus 4016), a 4.29 percent headcount increase; and full-time equivalent students increased by 91 (3025 versus 2934), a 3.01 percent increase. Much of the enrollment increase can be attributed to new program offerings and alternative delivery options like the online Graphics Arts offerings and the medical secretary and medical records courses being delivered via ITV to Mayo, Scottsdale. The immediate focus now turns to retention! Thanks to all who marketed, recruited, made telephone calls, and provided special accommodations for our customers.

More than 25 years ago, I can recall visiting with my secretarial students about the ramifications of a paperless society. But, the paper continued to pile up. Now, we’ve begun to take small steps to reduce the paper shuffling at RCTC. Some departments have automated the purchase order process, RCTC policies are available on the Web, and a new computer imaging records system is being installed. And, thanks to the work of Jenee McGurren, Crossings is now available via RCTC’s intranet web page. Way to go, Jenee!

Have you checked out two new online resources available as a gateway through which learners, employers and learning resources are drawn together into a dynamic, Internet-based marketplace? ISEEK (www.ISEEK.org) is an innovative system that provides individuals and organizations with up-to-date information about educational, career and employment opportunities in the State of Minnesota. MnVU (www.MnVU.org) catalogs current education and training options from educational providers and packages it over the web. Welcome these new, exciting resources by visiting the ISEEK and MnVU web sites today!

From the July issue of the NCA BRIEFING…

News at the Annual Meeting about the mission revision was all but eclipsed by the disclosure that the Commission was seeking support of the Pew Charitable Trusts to undertake a three-year project to develop a new model of accreditation structured around quality improvement principles. Both the scope and speed of the project—Academic Quality Improvement Project (AQIP)—are impressive. It proposes not only to develop an alternative accreditation model, but also to engage more than 50% of our organizations in the development of that model, to have more than 1/3 of our institutions committed to participation in some aspects of the model by 2004-05, and to have at least 1/3 of the Consultant-Evaluator Corps prepared to participate in the model. In short, this is a project of significant proportions. It will be widely publicized and highly visible; it will involve several quality improvement organizations as well as institutions currently implementing quality improvement principles. Already the Commission has caught the attention of many state quality award programs and other organizations dedicated to quality assurance and quality improvement.

Thought for the Week (from Alex Kromminga)…

Catch on fire with enthusiasm and people will come for miles to watch you burn.

— John Wesley —

Until next week, keep the fires burning! — Don
**Student Support Center**  
**“Welcome Back” Open House**

Tuesday, August 31  
1:00 – 3:00 p.m. - SS169  
You are invited to  
kick off the school year with  
ice cream and cookies to say “hello”  
to new and returning staff and students.

See you there!!  

Iris   Tom   Sara   Alex   Brenda   Deb S.  
Travis   Janell   Hien   Deb R.

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**Congratulations**

Congratulations are extended to the following employees who participated in the State Employee Health Promotion Program, MINNESOTA ON THE MOVE. The physical activity and healthy lifestyle challenge was a six-week pilot program designed to encourage state workers to improve their health through regular physical activity. Way to go on making a choice for a healthy lifestyle and for representing Rochester and MNSCU at the state level! Employees included: Dale Amy, Claryce Bany, Arlouene Bothun, Margaret Bowman, Sue Finck, Iris Fried, Janell Holter, Linda Kline, Travis Kromminga, Cheryl Morgan, Kathy Olson, Sharon Oliver, Marj Reif, Deb Rogne, Deb Scholegel, Sara Soukup, Carol Stark and Hein Zilz.

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**You're invited**

Please join us in honoring  
Evey Schmitt on her retirement from RCTC.

The Nursing Faculty invite you to  
A reception honoring Evey  
for 25 years with the  
Associate Degree Nursing Program  

Wednesday, September 15, 1999  
2:30 - 4:30 p.m.  
Coffman Room 206/208  
Rochester Community and Technical College