Bzzzzzzzzzzzzzzzz.

Congratulations are extended to Darci Jasperson, UCR receptionist in the atrium, for being selected to receive the Yellow Jacket Compliment Award. A staff member stated that Darci is always very professional and willing to help at any time. She's an asset to UCR and the students she serves. Darci comes highly recommended for this recognition.

Thank you, Darci, for helping us through the first week of fall semester. Keep up the good work! Send your own congratulatory message to Darci or stop as you walk by.

In addition, we all received a compliment this week. A student wrote that this school is AWESOME. It is sooooo cool! It's beautiful! Thanks.

Obviously, this traditional student likes what we do; we are off to a great start at UCR!

Baldrige Banterings

On August 5, Don Supalla, Dave Weber, Anne Niccolai, Brian Zmolek, and Don Baldus attended the 2000 CQIN (Continuous Quality Improvement Network) Summer Institute in Orlando, Florida. The topic for this conference was People Management: Reinforcing the Right Culture through the Right People. Hosting the conference was none other than Disney World whose reputation for managing its workforce is well known. Disney realizes the importance of a quality cast (employee) experience, a quality guest experience, and a quality business practice. Disney’s practices in hiring, training, communicating, and care all reflected their culture: safety, courtesy, show, and efficiency. Employees were trained to be assertively friendly and encouraged to turn tragic moments into magic moments. (They called this service recovery.)

A student comes to us feeling victimized, neglected, frustrated, given the run-around – how do we turn that tragic moment into a magic one by exceeding his expectations? As Disney knows and practices, people make the difference.

Evening Administration

The evening administrator for September 5-7 is Tim Gilsrud who can be reached at x7262.

Students excused

Please excuse the following student leaders early from 11:00 classes on Fri., Sept. 9th to prepare for the pep fest: Edward Scharnweber, Nomi Nazeer, Carrie Mulholland, Todd Solberg
Weekly funny…

"I'll be honest with you-- I can talk. I just don't like talking to you."

Thank you
To UCR Staff - I want to thank you so much for the cards, calls, flowers, and memorials that I've received after the death of my boyfriend, Jerry Danielson. It has been a difficult time but it helps to know my other family here at UCR are thinking of me and the family.

- Diane Ingvaldson

Thank You
Thanks to all of you for the plant for my brother's memorial service and for your prayers and support. It has been a great comfort to me to be part of this caring community.

- Iris Fried

Fall Fest was fun for all!
Student Life would like to thank everyone who helped make this year's Fall Fest a great success!

Thank you to all the staff who served the picnic and our thanks to Taher for preparing the lunch. A special thank you to our maintenance staff.

It was great to have the participation by student clubs/organizations.

We especially want to thank the Dunk Tank Dunkees! They were: Tyler Despins, Nomi Nazeer, Janell Holter, Don supalla, Adam Sinn, Michelle Stahlman, Gary Swenson, Troy Tynsky, and Chuck Siefert. We raised $130.00 for the Champa/Kereakos Scholarship fund.

See you all next year on another great sunny Fall Fest Day!

RCTC Chiropractic Clinic
Open Tuesdays from 2-6 pm. Call us at 529-2736 or stop in and see us in C211.

How can chiropractic care help me?
Chiropractic care provides your body with a greater potential to defend itself against germs and infection. You and your family should be checked regularly for spinal nerve interference.

ATTENTION *** ATTENTION *** ATTENTION *** ATTENTION *** ATTENTION *** ATTENTION

Web Class Lists and Grade Data Entry
An additional training/information session will be held on Tuesday, September 12 from 2-3 p.m. Sign up by contacting Nancy Shumaker at x7461 or e-mail Nancy.Shumaker@roch.edu.
2000-2001 All-College Committees
The RCTC All-College Committee memberships for the 2000-2001 academic year are being compiled. The Contractual Committees remain the same with membership being submitted via the Local Unions.

CONTRACTUAL MEET AND CONFER FOR 2000-2001:
CCFA Meet and Confer UTCE Faculty Senate Curriculum Council
Facilities, Grounds, Safety and Security AFSCME Labor Management MAPE Meet and Confer

The All-College Committees will also remain the same. Please review the list of committees and task forces below, and if you are interested in serving on one or more of these committees/task forces, please contact Judy Kingsbury either by e-mail or at extension 7216. UTCE and CCFA faculty wishing to volunteer should contact their appropriate presidents (either Gregg Wright or Ed Shafer).

ALL-COLLEGE COMMITTEES FOR 2000-2001:
• Teaching and Learning
  Suggested Task Forces
  • Academic Standards
• Innovative Design (comprised from members of the other All-College Committees)
• Student Stakeholder Relations
  Suggested Task Forces
  • Food Service
  • Student Life
  • International/Global Education
  • Commencement
  • Enrollment Management
  • SOAR Planning
• Employee Relations
  Suggested Task Forces
  • Affirmative Action
  • Retirement/Social Planning
  • Staff Development
  • Wellness/Alcohol and Other Drug Abuse Prevention
• Technology

MEETING SCHEDULE FOR 2000-2001:
The Common Hour on Tuesdays from 2-4pm will continue to be utilized for as many meetings as possible.

1st Tuesday
Faculty Curriculum (2:00 p.m.)
Division/Department Program Leaders (3:00 p.m.)
*All-College Committees and Task Forces

2nd Tuesday
Curriculum Council (2:00 p.m.)
*All-College Committees and Task Forces

3rd Tuesday
Faculty Senate (2:00 p.m.)

4th Tuesday
Fall Semester:  CCFA Meet and Confer (2:00 p.m.)
              UTCE Faculty Senate (3:00 p.m.)
Spring Semester: UTCE Faculty Senate (2:00 p.m.)
                 CCFA Meet and Confer (3:00 p.m.)
*All-College Committees and Task Forces

5th Tuesday (October 31, 2000 and January 30, 2001)
All-Staff Meetings/Workshops

*All-College Committees and Task Force meetings may be scheduled on the 1st, 2nd, or 4th Tuesday of each month, or at another mutually agreed day/time by the members.
Supalla’s Scribblings

We’re off to a great start! With the exception of a shortage of parking (a nice problem to have) this year’s start-up seems surprisingly smooth. Some temporary parking just north of the existing Science and Technology wing at UCR should ease the parking crunch until after the tenth day drop/add period. Thanks to all of you who have worked so hard to accommodate our students. What better way to know the year’s off to a good start than to have a student drop this note in the compliment box…”This school is AWESOME. It is soooo cool! It’s beautiful! Thanks.”

Why not stop by the University of Minnesota Rochester administrative office suite and greet David Carl, UMR’s new Provost. Dr. Carl, who assumed the UMR Provost position on August 28, was dean and professor in the School of Graduate and Professional Studies at Cameron University in Oklahoma. As Provost, David will provide the leadership and vision needed to position the University of Minnesota Rochester’s academic programming and continue the University’s collaborative efforts with RCTC and WSU-RC. Welcome to Rochester and UCR, David!

MnSCU was featured on the Sunday, August 27th editorial page of the Minneapolis Star Tribune. The editorial noted that Chancellor Anderson, in connection with the release of an important audit report describing MnSCU’s successes and shortcomings, urged the members of the Legislative Audit Commission to stop thinking about MnSCU as a “merger in progress” and start thinking of it as an established system in need of improvement. The editorial noted…”If MnSCU still has problems – as the legislative auditor attests that it does – with performance assessment, labor relations, internal communications and governance roles, they can no longer be cast as the unavoidable consequences of an awkward merger. It is past time for the system to own up to its problems and correct them. The good news from MnSCU is that it is doing just that. MnSCU officials are working hard to ease the way for students who seek to transfer credits from one MnSCU institution to another. They have in the works a new method of measuring performance and reporting it to all of MnSCU’s constituencies. A possible merger of the still-separate bargaining units representing technical and community college faculty is under discussion. The Board of Trustees has established a subcommittee to evaluate and improve its own performance.” You can obtain a copy of the audit report at www.auditor.leg.state.mn.us/ped/2000/pe0007.htm.

At its July meeting, the Commission on Dental Accreditation determined that the recommendations cited in the 1999 on-site visit report have been met and the Commission adopted a resolution approving accreditation status without reporting requirements. The next site visit for the program is scheduled for 2005. Congratulations to Bonnie Crawford and the Dental Assistant staff and students!

Dear Don,
I want to say “thank you” for allowing us to use RCTC to provide quality training. As you know, we have used numerous sites throughout the community but prefer RCTC. The trainers have commented on the excellent support they receive from your media and custodial staff. That speaks very highly of the organization and its leadership! Thanks again.

Jack Noennig (ISD535 Superintendent)

Thanks to Tammy Lee and Anne Niccolai who delivered a “The Role of Assessment in Designing for Quality Perspectives” presentation at the Council of North Central Two Year Colleges Summer Assessment Academy in Bellaire, Michigan. The presentation focused on our use of the New Designs model and how RCTC is applying it to the NCA self-study process utilizing the Baldrige criteria. Nice job, Tammy and Anne!
In June the MnSCU Board of Trustees approved our request to join a pilot project that allows Iowa residents to attend RCTC at resident tuition rates. How are you recruiting our southern neighbors?

Thought for the week…

A dream is just a dream.
A goal is a dream with a plan and a deadline. – Harvey Mackay

What a sight…staff back at work, hallways crowded with students, parking lots full, and extended food service hours! In thanks for a great start, enjoy an extra long weekend.

Don

Up to Speed – SPOTLIGHT!

Once a month I’d like to use this space to spotlight an area or department or program on campus that has demonstrated efforts toward improving services for students or that has demonstrated other continuous improvement efforts.

This month, the Goddard Library staff is in the spotlight. Have you noticed that the library is now open at 7:30 a.m.? This allows students to use any of the library resources before most classes begin. It also allows students to access the TLC and computer and printer use early in the a.m.

A second reason for spotlighting the library is the 24 hour response time the library was able to meet in order to catalog online CDs and have them ready for student checkout the second day of the semester.

As the semester continues, you will all have an opportunity to be a part of the third reason: the library’s work on an Emerging Curriculum grant to promote information literacy across the curriculum.

Take a few minutes to stop by the library to thank Dianne Spitzer, Sondra Bentz, Bonnie Hanson, Cindy Dull, Jeff Taylor, Mary Dennison, Jennifer Boone, Jon Benson, and Dale Pedersen—the library staff continuously working to improve services to students.

Have a great week.

Judy Harris

WE NEED YOU!
Saturday, September 16, 2000

Your local emergency service providers are looking for volunteers to participate in a mock aircraft disaster drill. Volunteers will be asked to act as victims of an aircraft crash and will be cared for by your local emergency service providers. For details and sign-up please call the Rochester Airport Fire Department at 285-9407, Monday-Friday, 8:00 am - 9:00 pm. Faculty, staff and students are all encouraged to participate.