Rapid Response Challenge

One of the planned activities during the Staff Development Days was a Rapid Response Challenge. Unfortunately due to time, we were unable to introduce the activity. Based on survey results from the Student Satisfaction Survey, the Campus Quality (Staff Satisfaction) Survey and the Community College Survey of Student Engagement (CCSSE) eight opportunities have been identified to be reviewed by Rapid Response Teams. The Rapid Response Team concept was used previously at staff development events. The goal is to form ad hoc teams that will meet one or two times to discuss the issue and present some short-term solutions that can be easily implemented. The Rapid Response Challenge include the following areas:

**Interdepartmental Communications:** How can interdepartmental communication be improved at RCTC?

**Staff Recognition:** How can RCTC enhance its approaches to recognize faculty and staff?

**Diversity:** How can we improve opportunities in the classroom for students to experience diverse cultures?

**Customer Service:** How can we improve the customer service provided by administrative and service offices at RCTC?

**Early Warning Communications:** How can we improve communications to students to provide an early warning of poor performance?

**Computer Labs:** How can we improve the accessibility and adequacy of computer labs for students?

**Clue Scanning of RCTC/UCR:** How can we better manage the RCTC total student experience?

**Class Scheduling:** How can scheduling be improved to lessen registration conflicts for students?

The goal is to meet and share and present recommendations at Fifth Tuesday activities in October. The ideas would be acted upon or referred as needed to the appropriate functional area or committee.

Please sign up for a Rapid Response Team by calling or emailing Dave Weber. Teams will be organized and orientated in the next couple of weeks.
Weekly funny…

“Try not to watch the clock. It only makes your day seem to go slower.”

Student Satisfaction Inventory - 2002 Highlights
This past spring RCTC administered the fifth annual Student Satisfaction Inventory (SSI) to measure student satisfaction. The instrument measures satisfaction on a category and item level. Data is disaggregated to analyze results by various demographic groups or by other student characteristics to provide segment level results. For more highlights from this survey, see the attachment to this week’s Crossings.

“That 70’s Room” – GRAND OPENING
On September 17, 2002 beginning at 10:00 a.m., join us for music, free food samples from Taher (also available the week of September 16th at the Café Express Grand Opening – see page 5 for more information), and tours of the new quiet student study area. The room is located directly across from Rockenbach Gym and next to health services and Café Express.

Prizes will be awarded to the Polyester King and Queen of UCR.

Attention: Students, Faculty and Staff
Enter the contest for the best 70’s style clothing.
Judging will be on September 17th at the grand opening of “That 70’s Room”

Students: check out your parents or grandparents closets for those cherished polyester items.
Faculty and staff: if that polyester no longer fits, have a student model your favorite polyester item.

Condolences
Condolences to Rachelle Splittstoesser whose grandfather passed away. Condolences also to Michael LaValle whose mother passed away. Our thoughts are with you and your families.

RCTC 9/11 Remembrance 2002
Please plan to join us on Wednesday for RCTC’s 9/11 2002 Remembrance program in the Hill Theatre from 12:00 to 1:00pm. A program of the event is attached to this week’s Crossings.
Supalla’s Scribblings

With two full weeks of fall semester behind us and several kinks worked out, things seem to be off to a relatively smooth start. Please don’t hesitate to contact your direct supervisor if there are lingering problems that they might be able to help you resolve. Student Life has coordinated what should be a very fitting tribute to 9-11. I encourage you and our students to participate in this tribute to the lives of Americans that were forever changed and an event we shall never forget.

This year’s Homecoming festivities will be bigger and better than ever. Please mark you calendars and plan on joining our students, your colleagues, and alumni as we share our Yellowjacket pride. Homecoming is scheduled for Saturday, September 21 and begins with a Noon – 1:30 p.m. pre-game get together in the UCR Sports Center. The game against Central Lakes College will be played at the Mayo High School Field and begins at 2 p.m. After the game, celebrate the win with a post-game party at McMurphy’s. Take advantage of this great opportunity to network with colleagues in a non-working atmosphere. If you haven’t dropped in to watch the women volleyball and soccer teams, do so now. Both teams are off to a great season start. Go, Yellowjackets!

Judy Kingsbury will once again be coordinating the 2002 Minnesota State Employees Combined Charities Campaign. Your support of this important campaign will be much appreciated. Please, when you received the solicitation materials, consider giving generously with a one-time cash contribution or through the payroll deduction option.

Did you know...

- Enrollment in degree-granting postsecondary institutions is projected to increase to 17.7 million in 2001-12 from 15.3 million in 1999-2000, more than a 15-percent jump, according to data released last week by the U.S. Department of Education. This same report, predicts that for the same time period…
  - The number of high-school graduates is expected to rise to 3.1 million, a 9-percent increase.
  - The number of associate degrees awarded is expected to rise to 669,000, an 18-percent increase.
  - The number of bachelor’s degrees awarded is expected to rise to 1,437,000, a 16-percent increase.
  - The number of master’s degrees awarded is expected to rise to 501,000, a 10-percent increase.
  - The number of doctoral degrees awarded is expected to rise to 46,800, a 4-percent increase.

- In 2000, Minnesota post-secondary institutions awarded 57,529 diplomas, certificates, and degrees. By type of degree, students earned…
  - 11,045 associate degrees, an increase of 44 percent from 1990.
  - 23,181 bachelor’s degrees, which have remained relatively stable over the past decade.
  - 7,797 master’s degrees, an increase of 79 percent from 1990.
  - 867 doctorate degrees, and increase of 16 percent from 1990.
  - While the number of bachelor’s degrees awarded by Minnesota post-secondary institutions increased only one percent between 1990 and 2000, the proportion of the populations which has a bachelor’s degree or higher has increased substantially. According to the 2000 Census, 27 percent of Minnesotans 25 years and over had a bachelor’s degree or higher, compared to 22 percent in 1990. The percentage increase in the number of adults who have a bachelor’s degree or higher was the fifth highest among the states. Nationally, Minnesota now ranks 10th in the percentage of the population with a bachelor’s degree or higher. In 1990, Minnesota ranked in 15th place.

- Judy Gust has accepted an appointment to the Governing Council of “Minnesota Online,” representing MSCF faculty.

- Over 800 students attended the Young Writers Conference held in May at RCTC. Keynote Bob Kahn and musician Mr. Jim captivated kids and adults alike. Over twenty presenters—authors, illustrators, artists, teachers, and radio personalities—kept everyone’s attention throughout the two-day conference.

- KTTC Television, Inc., who is merging and sharing space with the local FOX affiliate, has donated their former news set used by the NewsCenter for UCR’s production studio. The news set backdrops and desk, valued at $20,000 will become available after KTTC’s move to their new studio on October 11. Thanks to Dave Weber who helped secure the gift and will be coordinating the October move.

- According to an exit survey of Seniors from the Class of 2002 at Century High School, here’s a list of the six most popular institutions of higher learning that they will be attending this fall: University of Minnesota (40), RCTC (39), MSU-Mankato (10), Iowa State University (9), and U of M-Duluth and U of W-Eau Claire (tie - 8).
Gus Radecliffe, a PSEOP student from Stewartville HS, took first place in the Management Concepts portion of the National Business Professionals of America competition. Gustave wrote, “Almost all of the credit for my performance should go to the Business Department of RCTC and particularly my teacher, Darlene Voeltz. The superb teaching job of Mrs. Voeltz combined with the excellent curriculum laid out by the Business Department was invaluable in my competitions. I would like to express my gratitude…to Mrs. Voeltz and her fellow staff members, for without them I do not feel that I would be National Champion.” Way to go, Darlene and Business faculty!

The Minnesota Department of Employee Relations (DOER) recently designated September 16-20, 2002 as the first State Employee Recognition Week. This year’s theme is “Champions of Public Service – It’s All About YOU!” The official goal is to recognize and express gratitude to all state workers for the knowledge, skill, professionalism and passion that they devote to serving the citizens of Minnesota. If you would like to nominate an RCTC employee for special recognition, please forward the individual’s name and your rationale for the award to Susanne Sheehan by the end of the day, Wednesday, September 11. Thanks to the many RCTC employees who really are “Champions of Public Service!”

**Thought for the Week…**

“The right to be heard does not automatically include the right to be taken seriously.”

– Hubert Humphrey

Thanks very much for getting RCTC off to a great start. Don’t hesitate to call, e-mail, or visit to share your concerns. Don

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**Faculty Information**

As a faculty member, you are in an excellent position to refer students to the Student Support Services Program. Students who are having difficulty mastering course content may be eligible to receive assistance from this program. To qualify for SSS, students must be either low-income, first generation college (neither parent has a bachelor degree from an accredited institution), or have a disability. Faculty members do not need to determine a student’s eligibility. Please refer any student in need of academic support to the SSS Office, and the staff will assess their eligibility for services. Students admitted into SSS receive semester academic advising and monitoring of academic progress. Additional services include: professional assistance in math, study skills, writing, English as a second language, test accommodations; and peer tutoring on approval from instructors. Peer tutoring for a SSS student is one-on-one or small group tutoring scheduled twice a week for one hour with weekly evaluation by tutors. Tutors in all subject areas are needed. Please refer recommended tutors to Carrie Schliep, (280-5534). Tutors should have a grade of A or B in any course they want to tutor.

If you know of a student in need of assistance, please contact us at 285-7230. We are open from 7:30 a.m. – 4:30 p.m., Monday through Friday. Our offices are located on the first floor of the Student Services Building between Admissions and Records and the Counseling Center. In addition to SSS services, RCTC students can seek help at the drop-in tutoring center adjacent to the SSS. Students can drop in for help, as they need it. Students will be referred to the proper tutoring by the tutor coordinator. Also, at the Heintz Center qualified students can receive assistance at the Learning Center, HC101.

**Thank you. Your support is the key to our success!**

Janell Holter, Director
Sharon Bishop, Math Specialist
Jennifer Schnaedter, English Specialist
Sara Soukup, Academic Advisor
Teresa Tolmie, Transfer Advisor
Carrie Schliep, Tutor Coordinator
Deb Schloegel, Administrative Assistant
Express Café!
The Express Cafe (located next to Health Services in Rockenbach Hall) is now open from 1:00am – 2:00pm, Mondays through Thursdays. **Sandwiches, Salads, Snacks, Coffee, Soda.** Watch for our Grand Opening celebration the week of September 16th when over $200.00 in gift certificates will be given away. Plus many more specials!!!!

Also, an evening meal service for a 60 day trial period will begin on September 16th, at the Cafe Express location. Hours will be 10:00am until 6:00pm. We will add microwaveable meals to our sandwich and salad selections, plus a ready to eat hot food item.

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Rochester Community & Technical College - YELLOWJACKET HOMECOMING
Come Celebrate at the new UCR REGIONAL SPORTS COMPLEX on Saturday, September 21, 2002

Pre-Game Get Together
UCR REGIONAL SPORTS COMPLEX
12 noon—1:30 p.m.
(Tours of sports complex available)

2 p.m. Homecoming Game Kickoff
Mayo High School Field
RCTC vs. Central Lakes

Cost is $25.00 and includes

- Lunch and Beverages
- Door Prizes
- Game Ticket
- Donation to Champa/Kereakos or Swisher Scholarships
- Drink Ticket to Post-Game Celebration at McMurphy’s
  (Beer, Wine, Bar Pour or Pop available with ticket) Hors d’oeuvres will be served

Call Today for Reservations (507) 281-7771!!!!
Rochester Community and Technical College
AFSCME Labor/Management
Minutes for Wednesday, August 14, 2002 - 11:00 a.m. - Presidents Room

Present: Administration: Hansmann, Supalla, Sheehan, Dan Thompson
AFSCME: Braa, Kiehne, Martin (Business Agent), Tucker
Guests: Wanda Lunning (Chief Steward)
Recorder: Kingsbury

ITEM 1 (AFSCME) – Voluntary Reduction – Martin requested an update on voluntary reduction of hours. Sheehan responded some were denied because the requests were not practical and others were approved with success. Kiehne added the problems that arose from the allied health department were based on computer glitches and lack of adequate planning. Martin responded with adequate notice, preparation, and cross-training, voluntary reduction is a useful benefit to an employee and a financial savings to the College. Action: Administration will investigate equipment concerns and cross-training opportunities to better utilize the voluntary reduction program in the future.

ITEM 1 (a & b) (ADMIN) – Staffing Update – GMW – Sheehan announced several GMW positions were being posted to fill the needs of the newly constructed buildings on campus (sports center, horticulture center), which will equate to an increase of .5 FTE in Maintenance. A discussion was held regarding the proper posting process for a position currently with two work sites. Martin suggested utilizing Article 12, Section 4 “Reassignment”, and then post the .50 FTE position as college-wide. An additional discussion was held on the possible benefits of merging the two part-time positions with the new half-time position. Action: Administration will utilize the reassignment language for the Heintz Center position and re-evaluate the part-time position postings.

ITEM 1 (c) (ADMIN) – Staffing Update – Campus Security Officer – Sheehan announced the newly created Campus Security Officer position has been posted. Martin shared some concerns with the position description: 1) the enforcement of laws appears to be a law enforcement qualification; 2) the requirement to have the knowledge of emergency techniques at the first responder/EMT level is beyond the scope of a Campus Security Officer; 3) the physically restraining of individuals may cause legal ramifications since the individual is employed by the college. Action: Administration will revise the position description to more align with a Campus Security Officer specification.

ITEM 2 (ADMIN) – 3rd Shift Supervisor Replacement – Sheehan announced the College was prepared to post the MMA 3rd Shift Maintenance Supervisor position, noting the employee currently working out of class in that position is interested and will be entering their resume in the new Resumix program for consideration. Action: Information Only

ITEM 2 (AFSCME) – Budget Cost Savings – Martin suggested with both election and budget uncertainties over the next several months, the College may need to layoff individuals in the future, hence RCTC may want to consider posting new positions as temporary. The utilization of temporary appointments would eliminate any possibility of new hires having seniority bidding rights over long-time current employees and jeopardizing existing employees jobs. Action: Administration appreciated the advice, and will consider the utilization of temporary appointments.

ITEM 3 (ADMIN) – Consolidated Student Services Update – Supalla shared highlights of the revised Statement of Principles between the University of Minnesota and MnSCU. Thompson announced no formal discussions have occurred, and clarification is needed in the student services area. Thompson reminded everyone that the ultimate goal is to better serve students. Action: Supalla will forward copies of the revised Statement of Principles to Kiehne, Lunning, and Martin.

ITEM 4 (ADMIN) – Floor Wardens – Hansmann will send out a request for volunteers for floor wardens next week. Martin announced AFSCME’s desire to assist in recruiting volunteers. Action: Hansmann will share a copy of the draft memo with Martin.
ITEM 6 (ADMIN) – Fiscal Committee – Hansmann announced faculty have volunteered to serve on the Fiscal Committee, but would like the membership to be broad based. **ACTION:** AFSCME will forward representative names to Hansmann to serve on the Fiscal Committee.

Adjourned 11:45 a.m.

**NEXT MEETING:** October 9, 2002 – 11:00 a.m. – Presidents’ Room
Box lunches will be provided