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Event Schedule – see web http://www.roch.edu/rctc/about/html/weeklieschedule.htm

Attachments
❖ State Employee Recognition Week

It’s coming around again!
Catch the ride from September 30 through October 11, 2002

2002 Minnesota State Employees Combined Charities Campaign

If everyone gave at least $1.00 per paycheck, we’d raise approximately $1.5 million! Just think what that would do…

Packets will be arriving in your mailbox the week of Sept. 23rd.
Questions – please contact Judy Kingsbury in the President’s Office (Room: SS209, extension 7216 or e-mail judy.kingsbury@roch.edu)

Minnesota State Deferred Compensation Plan
NBI/OCHS representative, Mark Townsend will be on campus September 17 to assist anyone with questions about starting a Deferred Compensation Plan or questions about an existing plan. Mark Townsend will be at the Heintz Center, September 17 in room C-107 from 9:00AM to 12:00PM and then in room CF103 from 12:30PM to 4:00PM on the main campus. This plan has matching contributions from the State for AFSCME, MAPE, and MMA so it may be beneficial to stop by and visit with Mark.

Evening Administration
Sept. 14-19 – Judy Harris
Sept. 21-26 – Nirmala Kotagal
Sept. 28-Oct. 3 – Susanne Sheehan

The evening administrator can be reached at x7262.

Evening Food Service
Beginning September 16th, the Café Express will be open Monday through Thursday from 10:00am to 6:00pm. Stop by and enjoy a ready-made sandwich, salad, microwaveable meal, ice cream or fountain drink! Also stop in 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!!!!
Weekly funny…

SIX CHIX

OUR COMPUTERS ARE DOWN,
SO WE HAVE TO DO
EVERYTHING MANUALLY,…

BY RINA PICCOLO

Many thanks
Thank you to everyone at RCTC for the sympathy cards, memorials and prayers after the passing of my grandfather. Your kindness is deeply appreciated and a comfort during this sad time.
Rachelle & Scott Splittstoesser and family

“Our 70’s Room” – GRAND OPENING
On September 17, 2002 beginning at 10:00 a.m., join us for music, free food samples from Taher 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.

Schedule of Events
9:50 – Opening Performance by RCTC Dance Line
10:00 – Opening of “That 70’s Room”
10:05 – Pepsi Signing Ceremony
10:15 – Polyester Judging
Refreshments

Condolences
Condolences to Sandy Sullivan whose father passed away last weekend. Condolences are also extended to Barb Beck whose mother passed away on Monday. Our thoughts go out to Sandy and Barb.

Recipient for vacation donation program
Listed below is the new individual who has been approved as a recipient for the vacation donation to the sick leave account program. This individual may have already or will be exhausting all paid leave time and will be losing health insurance coverages. State employees may donate up to 12 hours (per recipient) per fiscal year to one of this individual or any other recipients on the sick leave account. More details regarding this individual and forms to donate leave are available from the human resources office.

Michele Port - Department of Human Services

RCTC Homecoming - Saturday, September 21
RCTC meets Central Lakes Community College at 2 p.m. at Mayo H.S. Field.
Pre-game celebration in new sports complex starting at 12 noon. Food, beverages, door prizes, a game ticket and more will be available for $25.00 with $17.00 contributed to the Champa Kereakos or Swisher Scholarship Funds. The $17.00 is TAX DEDUCTIBLE. Make your reservation NOW! Call 281-7771!!!!! GO YELLOWJACKETS!!
Supalla’s Scribblings

“Champions of Public Service – It’s All About You!” is the theme for Minnesota’s first-ever State Employee Recognition Week. On behalf of the Governor and the RCTC leadership team, I want to be the first to extend my thanks for the knowledge, skill, professionalism and passion that you bring to your work every day. Governor Ventura has proclaimed September 16-20 Recognition Week and you’ll be seeing banners and posters throughout the UCR Campus recognizing your contributions. Here just a few fast facts taken from the DOER web site (http://www.doer.state.mn.us) that caught my attention…

- In 2001, Minnesota State employees were ranked first in the nation for productivity, speed, and accuracy in evaluating Disability Determination cases that were forwarded to the federal Social Security Administration.
- State employees worked to return nearly $631 million in tax rebates to Minnesota citizens during 2000 alone.
- State employees have recycled 2,159 tons of material during 2002.
- State employees operate geographic information systems that help teachers to develop environmental sciences curricula, enable nearly instantaneous response to disease outbreaks, assist the Historical Society in identifying historical sites for preservation, and help the Secretary of State set voting precinct boundaries.
- State employees provide Workers’ Compensation mediation services, and are responsible for regulating and resolving disputes between Minnesota employers and injured workers.
- State employees developed and implemented the Minnesota Advantage Health Plan, the medical insurance program that provides excellent coverage for state workers while reducing costs to taxpayers – placing the State in position to save nearly $8 million on employee health coverage and $30 million in insurance premiums during 2002-03.
- Following the terrorist attack of 9/11/01, state employees answered thousands of calls from Minnesotans concerned about possible bioterrorism, tested hundreds of suspicious substances, and provided other states with information for their own emergency response activities.
- Recently, state employees have answered thousands of calls from Minnesotans concerned about the West Nile virus.
- State employee Carl Frederick Graeser designed the first highway “cloverleaf” in Minnesota that was built in 1937 at the intersection of Highways 100 and 12.
- Employees of RCTC and its predecessor institutions have been providing quality instruction and services since 1915!

Look for more details on a RCTC employee reception and the recognition of colleagues nominated for their outstanding contributions as a Champion of Public Service! Thanks to all who make RCTC a great place to learn and work.

Although we are still awaiting MnSCU’s “Official 2002 Fall Semester Enrollment Report” Troy Tynsky has shared some preliminary numbers that indicate, based on tenth day data, RCTC experienced increases in every category…inquiries, applicants, headcount, FTE and new students. It takes the entire team to achieve these kinds of increases – THANK YOU!

In last week’s edition of Scibblings, I shared some information regarding the after-graduation intentions of Century High School students. You might recall that 39 Century students indicated they planned to attend RCTC. Last week, enrollment records indicate that 79 graduates from the Century HS Class of 2002 are attending RCTC this fall. That’s a phenomenal increase and very good news! More research needs to be conducted as to “Why?” and if this phenomenon was specific to just Century HS or if the same change of plans occurred with graduates from other Rochester and area high schools.

A recent copy of the “San Diego Community College District Newsletter” focused on a new Customer Service Training Program that was developed for the service sector. In the competitive market to preserve and expand tourism, the Port of San Diego, regional authority for the San Diego Airport, contracted with the district’s well-respected Employee Training Institute to provide customer service training. The airport program, hailed as “The Spirit of San Diego: Expect the Best,” is designed to make exceptional ambassadors out of taxicab drivers and airport customer service representatives. Included in the Expect the Best program is training on the “10 Steps to Quality Customer Service”…

1) Greet the customer with a smile.  2) Maintain direct eye contact when speaking.
3) Assist the customer quickly and ask important questions.  4) Communicate clearly.
5) Make polite conversation or offer information.  6) Be responsive and attentive to requests and comfort.
7) Offer to provide other services for the customer.  8) Show respect for customers and co-workers.
9) Have patience.  10) Be a team player.

Thought for the Week…”It’s up to the leader to create a healthy environment where people are not afraid to fail. Mistakes should be seen as an integral part of the organizational process. They are a normal part of striving for excellence.”

– Andrew Harve
**Student Learning Assessment update**

Thanks to all faculty that participated in the Stinger Cafe 2002! It was wonderful to see so many people participate. The results from your assessment matrices will be emailed to you this week.

The general education assessment pilot groups (English, Math, Natural Science) met last week and are in the process of implementing their assessment projects. Stay tuned for future developments.

Finally, we would like to invite you to our Student Learning Assessment Committee meeting on Tuesday, September 24, 2002, 2:00-3:00pm in CF 103 (conference across from HR). Your involvement in the assessment process is vital and your participation appreciated.

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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!!!!

Minutes to follow on pages 5-6
Rochester Community and Technical College

Minnesota State College Faculty (MSCF) Meet and Confer
Minutes for Tuesday, August 27, 2002 – 2:00 p.m. – Presidents’ Room

Present:
Administration Harris, Supalla, Thompson
Faculty Shafer, Helmers, Hill, Israelson, Wright (Chair)
Guest: Hansmann, Sheehan
Recorder: Kingsbury

ITEM 1 (A) Preliminary Enrollment Update – Supalla announced tentative figures reflect a 7% FTE increase (from 3746 to 3845) and a similar headcount increase (from 5011 to 5328). The FY03 budget was calculated with an FYE of 3850. ACTION: Information Only.

ITEM 1 (F) Report on Summer School – Hansmann distributed information regarding estimated revenue over expenses for Summer Session 03. Shafer thanked Hansmann for the information, but noted the minutes of July 17, ITEM 3 (F), requested a report on the summer session courses and enrollment to ensure equity in summer offerings. ACTION: Harris will forward the enrollment/course offerings report to Shafer and the issue will be brought back to the next meeting.

ITEM 2 (A) FY03 Budget Update – Hansmann announced the budgets were being loaded into the system with the exact same figures as FY02, noting that academic and student affairs functional areas would receive an additional 2% ($200,000 to be shared) for a contingency account to off-set expenses incurred for specific program needs, i.e. additional course offerings requiring additional supplies. Hill shared a rumor that faculty were under the assumption the budgets for FY03 would be ½ that allocated for FY02. Supalla and Hansmann responded it was discussed last spring to begin the budget distribution at ½ the allocation until final budget figures were available, but the figures are available now and do allow for identical departmental budget allocations for FY03. Enrollment increases above the projection benefit RCTC as all tuition revenue generated remains at the college. In conclusion, Hansmann announced the Fiscal Committee would be meeting on a regularly monthly basis. ACTION: Hansmann will share the budget allocation via e-mail and Harris will confirm the information with the Program Leaders/Department Chairs and Deans.

ITEM 2 (F) Staff Development Days – Shafer requested the faculty share their specific thoughts through the Staff Development Day Evaluation forms. Shafer did share one concern expressed to him by a faculty member, who thought the “Family Feud” session may have been inappropriate for a College who’s mission is to be a “world-class” provider. Thompson believes such “fun” activities are also held at world-class institution like Harvard. Shafer thanked the organizers of the activities for the cultural diversity panel and sabbatical reports, and encouraged similar sessions be conducted that provide information to the faculty that can be used in the classroom. ACTION: Information Only.

ITEM 3 (A) Exclusive Beverage Contract – Hansmann announced the Pepsi Cola machines are being delivered this week, adding Pepsi Cola donated 480 free bottles of Pepsi products for distribution to the students the first day of school. Supalla indicated there was no comparison between the two exclusive contract proposals. The Pepsi proposal included some very creative offerings, including $2,000 in annual Foundation scholarships. Either the Fiscal Committee or an ad hoc task force of that committee would be charged with recommending how the additional funds be spent on campus. ACTION: Information Only.

...
ITEM 3 (F) Consultation on Scheduling – Shafer shared faculty concerns that they were not consulted regarding the schedule, requesting a process be in place for Spring Semester to ensure the faculty have an opportunity to review the schedule before distributing. Harris responded the draft schedule distributed was based on faculty requests/input, and was compiled over the summer so it could be reviewed for obvious errors before the process proceeded. Harris reiterated it was not the Administration’s attempt to exclude faculty in the process. Shafer also shared another faculty members concern with his/her schedule including classes on Tuesday afternoons, hence an inability to participate in Curriculum Council meetings. Harris responded the schedules are usually based on faculty requests, with a few exceptions because of nursing clinicals or other jobs held by adjunct faculty. Harris requested the faculty member with the concern be advised to contact her so this scheduling conflict can be avoided in the future. Finally, Shafer shared a concern by another faculty member that Facilities, Safety, Security, and Grounds meetings are scheduled on Mondays, and questioned if it could be moved to one of the regular Tuesday meeting times. ACTION: Shafer will request the faculty member with a Tuesday conflict contact Harris directly. Hansmann will investigate the possibility of moving the Facilities, Safety, Security, and Grounds meetings to one of the open Tuesday meeting times.

ITEM 4 (F) Fitness Center – Israelson followed up on the issue of all faculty/staff having access to the employee locker rooms in the Sports Center, and whether the open hours for the fitness center were determined for the academic year. Hansmann confirmed the locker room issue has been addressed and any faculty/staff interested in utilizing the locker rooms should contact Carol Naatz for a special key to unlock the facilities. Thompson noted the hours of the fitness center are being driven by both instructional use and workstudy coverage. Israelson also questioned the availability of the fitness center for spouse/children of employees. Hansmann shared concerns with the fitness center competing with other facilities in town, but the issue will be brought to the task force for consideration. ACTION: An e-mail message will be sent out listing the hours of the Fitness Center.

ITEM 5 (F) Class Schedules – Harris thanked the faculty who forwarded suggestions on class schedules and agreed conflicts do arise with sections being added late. However, Harris also shared her concerns with the necessity to add additional developmental courses, noting it is difficult to predict or recognize the need until late summer. Harris announced discussions would be held with District #535 to assess how we might work together to resolve the need for a large number of last minute development course additions. ACTION: Information Only.

ITEM 6 (F) Parking – Shafer shared his positive observations with the parking situation this year, however, he did share one faculty members concern with the enforcement of tickets the first week of school. Hansmann announced only warnings were being issued the first week of school, with the exception of those individuals parking in designated “No Parking” areas, i.e. fire lanes. Hansmann also announced the fines for tickets increased this year to hopefully deter students from thinking it is worth getting a ticket for an expired meter rather than parking in a student designated lot. Supalla added a better job needs to be done with signage to inform students of where they should park. Thompson added the shuttle ridership, although low last year, may increase with the utilization of rooms at the Heintz Center for English and math courses. ACTION: Information Only.

Adjourned at 3:38 p.m.

Next Meeting:
September 24, 2002 – 2:00 p.m. – Presidents’ Room