Enrollment is Everyone's Business

by Allen Simkins

When the President held his open meetings for employees in March to acquaint us with actions of the 1995 Legislature, he emphasized the need for us to increase student enrollment through improvement of both recruitment and retention. He also emphasized that "Enrollment is Everyone's Business."

I'd like to add to the President's message by asking all employees in Administrative Services to take advantage of every opportunity to improve student satisfaction and understanding of Weber State University. I'm sure there are many ways each of us can have a positive impact on both attracting new students and encouraging those who are here to stay and complete their education. For instance:

ᠴ Robin Helton, University Police, recently saved the day for one of our students who had locked her keys in the car. It was raining heavily that day, so Robin had the student sit in her police car while she tackled the problem. Forty-five (45) minutes later, a soaked Robin completed the task.

鸱 Van Summerill, Ron Anderson, and Steve Petersen from Printing Services had a positive impact. When their department provided its facilities and equipment for lab work to graphic Art 492 students, Van, Ron and Steve served as instructors. They explained and demonstrated the steps required to produce print jobs in the pre-press, press, and bindery areas and assisted students with hands-on projects. By the end of the course, the students saw their designs become finished printed pieces.

If each of us commits ourselves to this task, we can have a major influence on enrollment. Student enrollment is everyone's business, regardless of our particular job assignment at the university. We all have a stake in the outcome because our job security and compensation are directly related to our ability to reverse the downward trend in enrollment (see chart below).

Tool of the Month

Run Chart

Purpose: To visually represent data and provide a quick overview of changes in data over time.

Description: Easy to construct and use, the run chart is a graph of data points plotted as they occur.

Procedure:
1. Identify the data needed.
2. Determine frequency of data recording and total recording period, i.e., once a week for three months.
3. Construct a graph with the measurement units at intervals along the 'y' (or vertical) axis and the time intervals along the 'x' (horizontal) axis.
4. Place a mark on the graph to correspond to each measurement.
5. Connect all the marks. The resulting graph shows the magnitude and direction of changes in a process.

Application: The run chart is excellent for monitoring and evaluating the performance of any process that has quantifiable output.

Caution: A danger in using a run chart is the tendency to see every variation in data as being important. The run chart, like the other charting techniques, should be used to focus attention on truly vital changes in the process.
Employees Pose Questions About Quality Improvement Initiative

Editors' Note: Over the last few months, several employees have raised questions about the quality improvement effort taking place in Administrative Services. Some of the questions posed, and a short response to each issue, is provided below:

Employee Survey

Question: Can I get a copy of the Employee Survey results for my department? The summary for the whole division is too broad.

Answer: Yes. You should be getting a copy of your department summary from your Director. However, if you don't receive one, a copy can be obtained from Cherrie Nelson in the Miller Administration Building, Room 307, extension 7496.

Question: I thought the Employee Survey was going to be administered every six months. Now I hear it's only going to be given once a year.

Answer: That's right. The survey process took longer than we thought so we'll be doing it yearly. The next survey will be conducted in February, 1996.

New Process Improvement Teams

Question: When will some new improvement teams be formed?

Answer: Soon! Public Safety will be forming a Lost and Found Team and Physical Plant will be forming a Snow Removal Team. These teams will be cross-functional in nature -- people from different departments within the Division will be included as team members.

By the way, improvement teams can also be set up at the work group level. Talk to your Department Director about it.

Quality Training

Question: I missed Awareness training. Are there going to be make-up sessions?

Answer: Yes. Make-up sessions will be held over the next several months. Here is a schedule of the future sessions. New hires are also encouraged to attend one of these classes.

<table>
<thead>
<tr>
<th>Date of Session</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, 31 May 1995</td>
<td>2 - 4 p.m.</td>
<td>Rich Lounge, DEC</td>
</tr>
<tr>
<td>Wednesday, 21 June 1995</td>
<td>9 - 11 a.m.</td>
<td>Rich Lounge, DEC</td>
</tr>
<tr>
<td>Monday, 31 July 1995</td>
<td>7 - 9 p.m.</td>
<td>Rich Lounge, DEC</td>
</tr>
<tr>
<td>Tuesday, 29 August 1995</td>
<td>2 - 4 p.m.</td>
<td>Rich Lounge, DEC</td>
</tr>
</tbody>
</table>

Please reserve your spot by calling Janet Villarruel at extension 6004. The sessions will be limited to approximately 20 employees.

Question: What other quality improvement training will be provided?

Answer: All new process improvement team members will receive training. In addition, a monthly training meeting on a specific topic will be held. This meeting will be open to interested Administrative Services employees. Topics being considered include:

- Flow Charting a Process
- Stages of Group Development
- Win-Win Solutions
- What's a Focus Group?
- No Two Snowflakes are Alike; An Introduction to Variation
- America's Quality Gurus
- More about TQM
- TQM in Higher Education
- Great Customer Service
- How to Run Effective Meetings

Question: Why don't we have any more sack lunch meetings with Administrative Services management? I liked being able to tell them what I think.

Answer: Open Forum meetings are being arranged to give you a chance to interact with Administrative Services management. These meetings will be held quarterly, with the first set scheduled to begin in June.

Have a question about our quality improvement efforts?

Jot your thoughts down and send them to Cherrie Nelson, Mail Code 1006.
You'll get a personal response, and possibly see the question and answer printed in a future edition of the Quality Improvement Newsletter.