Mid-Year Communications Fair Encourages Learning

A Mid-Year Communications Fair is slated for Tuesday, 10 March 1998, to continue efforts to improve communication in the Administrative Services Division. The Fair will feature Lori Giovannoni -- one of the nation's top trainers, seminar leaders, and keynote speakers. Over the past 10 years, Giovannoni has addressed thousands of employees from Fortune 500 companies, government agencies, educational institutions, and small businesses. The event will also give employees an opportunity to sign up for GroupWise and learn more about the Internet. The activity includes four parts.

8:00 a.m. - 9:00 a.m. "Setting Up and Using GroupWise Accounts" facilitated by Judy Yeaman, Computer Support. To be held in Room 138, Stewart Library.

9:00 a.m. - 10:00 a.m. "Communication in the Evolving Workplace" presented by Lori Giovannoni. To be held in Rooms 338/340, Union Building. Administrative Services employees: Pick up your brunch ticket during this session.

10:00 a.m. - 10:30 a.m. Brunch (for Administrative Services employees only) and Viewing of Administrative Services Web Page. To be held in Room 325, Union Building.

10:30 a.m. - 11:30 a.m. Session A: "Leadership and Management Skills for Women" presented by Lori Giovannoni, author of Success Redefined: Notes to a Working Woman. To be held in Rooms 338/340, Union Building. Space is limited so please register for this session through Jill Walker, extension 7440, by 6 March. (This session is open to all campus employees.)

Session B: "Managing the Stress of Change" presented by Harriet Brittenham. To be held in Rooms 347/348, Union Building.

Tip of the Month

Keep On Learning

According to Brad Stratton, Editor of Quality Progress magazine, Dr. Joseph Juran shared a story with him in 1995 that should encourage everyone to keep on learning.

"He said he had recently been talking to Grant, another grand gentleman who helped build the quality profession. Grant, who died in 1996, told Juran about the best college course he ever took: typing. Grant estimated that learning typing had saved him years of time in his life.

"Juran, who had never learned touch-typing, said that made an impression on him, especially since he faced the daunting task of writing what is turning out to be a multivolume autobiography. So, at the age of 90, Juran set out to learn touch-typing.

"Sutherland, his assistant, recently confirmed that Juran has made considerable progress but has not yet reached the speed of the professionals. May we all continue to learn every day."

Life-Long Learning

"Anyone who stops learning is old, whether at 20 or 80. Anyone who keeps learning stays young."

--Henry Ford
Snow Team Formed to Improve Process

A team was set up several months ago to improve the process of removing snow on campus. Even though the snow removal process has worked fairly well for many years, Physical Plant employees feel the process can be improved further.

The team is meeting weekly, investigating the current issues and exploring several options to better remove the snow. Some of the issues being explored include:

- Additional contracting for large parking lots
- Better removal of snow from sidewalks and stairways
- Use of the "best" ice melt
- Identification of additional resources, both financial and physical

According to Kent Kiernan, Team Leader, "We're currently conducting a trial of one idea. The team has placed shovels and ice melt in front of several buildings to see if anyone will grab a shovel or some ice melt and go with it. As a public safety officer," continued Kiernan, "I'm very concerned about the safety and well being of students and staff and this effort could help keep building entrances clearer."

Members of the Snow Removal Team include:
- Shanen Bean, Student and part-time employee of Services for Students with Disabilities
- Hal Charlesworth, Vehicle Repair
- Ron Curtis, Landscaping
- Pam Fritch, Payroll, Team Facilitator
- John Hall, Landscaping
- Kent Kiernan, Public Safety, Team Leader
- Lynn Kraaima, Campus Life
- Dennis Miller, Landscaping

Team members anticipate that this effort will be ongoing for the next several years.

Employee Satisfaction Survey Is In The Mail

Within the next several days, all Administrative Services employees (salary and hourly) will receive the annual Employee Satisfaction Survey. This survey will be delivered through the campus mail system.

The purpose of this survey is to obtain ratings on the satisfaction level of employees in the Administrative Services Division. This is the fourth consecutive year this survey has been conducted. The results are an important part of the Division's measurement/feedback system.

"Please take 15 minutes at work and complete the Employee Survey," urged Allen Simkins. "As usual, your responses will be kept in confidence. The Division results will be shared in the Quality Improvement Newsletter and your Director will share the department results."

It is anticipated that, over the years, employee satisfaction will improve primarily because of the Division's efforts to implement the Quality Improvement initiative and the Strategic Plan.

Plan now to attend
the annual
Administrative Services
Summer Social
on Saturday,
22 August 1998,
at Fort Buenaventura
See you there!