**Kudos!**

To:  
Fred Hansen  
From:  
Timothy Eck

I wanted you to know how impressed I have been with your people in Purchasing. They have been wonderful! I have recently taken over the computer department in the Bookstore - what a nightmare! Without the help of Nancy, Bob, Barry, and others, I would have been in serious trouble. I really appreciate the attitude and helpfulness of your staff. I wash every campus department had your vision of service. Also, the courier service is a great idea. I have been using them more and more.

**Team Works 15 Months to Develop New Performance Review Process**

The Performance Review Team has been working for over 15 months developing a new performance review process. The team’s charge was to develop a functional institutional performance management system that would be supported by supervisors and staff at WSU. It’s charter contained two elements:

- Identify and review successful performance management systems in higher education and industry
- Solicit ideas and suggestions from other WSU employees

The effort was undertaken because WSU management feels there is a need to have a consistent system in place across the institution to guide performance management activities.

**Officially named Performance Review and Enrichment Program (PREP),** the new process contains three parts:

1. An Individual Worksheet filled out by the employee
2. An evaluation form filled out by the supervisor
3. A Planning Worksheet filled out by both the employee and supervisor

PREP will be officially introduced to Administrative Services employees during September by A Simkins. Supervisors who conduct performance reviews will receive six hours of training during the month of August. This training will include principles of performance management as well as overview the steps of the new PREP.

**Team members include:**

- Academic Affairs: Bruce Davis and Joann Reynolds
- Administrative Services: Ruxann King, Jeff Martine, Cherrie Nelson, and Lee Peterson
- Chief Information Officer’s Office: Roy Stock
- Student Affairs: Pat Wheeler
- University Relations: Clayton Anderson and Margie Esquibel

**Trial of New Course Completed**

New and “seasoned” employees of Administrative Services recently participated in a trial of a new training course outlined by the Employee Development SOIT.

Fifteen employees attended a 10-week course designed to cover topics essential to all division employees. These employees then provided feedback on how to improve the course. After the improvements are made, the course will be offered to all Administrative Services employees, new hires receiving first priority.

The course includes information on the following:

- Campus Departments
- Compensation and Benefits
- Communication (The Color Code)
- Customer Services (Connections)
- Division Strategic Plan and Values
- Safety • Diversity • Civil Rights
- Employee Rights and Responsibilities
- Dealing with Difficult People

“This course wouldn’t have materialized without the help of the Employee Development SOIT and Karen Schick” said Cherrie Nelson, Director of Quality Support Office. “The SOIT developed the course outline and Karen brought it all together.” Nelson also wanted to thank the instructors: Janet Williams, Skip Greenhalgh, Al Simkins, Chris Hall, Nancy Fox, James Clark, Richard Sandus, Al Mor, Rich Ortona, Barry Germary and Michael Richter.

The following employees graduated from this new training course:

- Brooke Barton, Acctg Services
- Sam Crawford, Election, Sys & Repair
- Greg Pack, Purchasing
- Patricia Raunen, Acctg Services

**Celebration Set for August 1st**

Patricia Rasmussen, Acctg Services

“Back-to-School”

Civil Rights

Team Works 15 Months to Develop New Performance Review Process

**Make a Difference** at Annual Back-to-School Celebration Set for August 1st

**Kudos!**

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**July/August 2000 Weber Quality Improvement Newsletter**

**South Entrance**

9:30 a.m. - 10:30 a.m.

Keynote Address: Tim Border and Doug Nielsen

"Make a Difference"

10:30 a.m. - 11:00 a.m.

Visit Booths

**West Entrance**

"Make a Difference in Your Later Years" OR "How to Grow Old Dis-Greacefully"

Presented by Roy Van Orman, WSU Associate Professor/Cerontology

**Concourse**

12:00 Noon

Lunch & Speaker: Al Givens, Head WSU Volleyball Coach

"Get Into the Game"

**South Entrance**

1:30 p.m. - 2:00 p.m.

Keynote Address: Tim Border and Doug Nielsen

"Make a Difference"

**Morning Session (attend either the morning or afternoon session)**

**Breakout Sessions -- 11:00 a.m. - 12:00 noon**

"Make a Difference in Your Later Years" OR "How to Grow Old Dis-Greacefully"

Presented by Roy Van Orman, WSU Associate Professor/Cerontology

**South Entrance**

"Make a Difference Financially"

Presented by Dave Duncan, retired WSU Treasurer

**Breakout Sessions -- 11:00 a.m. - 12:00 noon**

"Make a Difference in Your Later Years" OR "How to Grow Old Dis-Greacefully"

Presented by Roy Van Orman, WSU Associate Professor/Cerontology

**South Entrance**

"Make a Difference Financially"

Presented by Dave Duncan, retired WSU Treasurer

**Afternoon Session (attend either the morning or afternoon session)**

**Concourse**

11:30 a.m. - 12:00 noon

Visit Booths

**North Entrance**

12:00 Noon

Lunch & Speaker: Al Givens, Head WSU Volleyball Coach

"Get Into the Game"

**South Entrance**

1:30 p.m. - 2:00 p.m.

Keynote Address: Tim Border and Doug Nielsen

"Make a Difference"