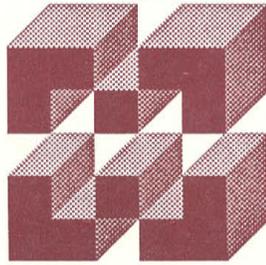


# The Harper Insider



Volume 4, Number 4

May, 1989

## Focus on Food Service



Claudia Carlsen and Sandy Krueger speedily tote up food purchases at the end of the line.

The mere thought of serving meals and/or snacks to 1,400 people per day would intimidate many of us. Preparing hot meals for 300-400 consumers per day would be an overwhelming task. Food Service Consultant Director Robert May and a staff of 17 accomplish the job on a daily basis. In addition, Catering Manager Karen Villano schedules approximately 115 functions per month, which account for approximately 33 percent of the revenue earned in this department. The department is not subsidized and is nonprofit, with the goal being to break even. For this reason, Director May says, the prices are truly competitive.

In addition to Director May, who is an employee of Canteen Corporation working here under contract, and Manager Villano, who earned an associate degree in Food Service Management here at Harper, the staff includes Ted Trzcinski, professional chef, and Vincent Kaminski, professional baker, each of whom has 20 years of experience.

The policy of cross-training employees contributes to the smooth

running of the department. Employees learn more than their own jobs and are able to fill in on other positions when necessary. Many of the staff are long-time employees, with total experience equaling more than 200 years, reports Villano.

Some statistics for your information -

- 90% - 95% of the food coming from the kitchen is prepared from scratch.
- 95% of the bakery products are made from scratch. Bakers use more than 1,500 pounds of flour per week. For example, 30 dozen hamburger buns last from two to three days.
- 95% of salad bar items are prepared from scratch.
- Weekly expenditures for food and sundries average \$4,500.
- Inspections by the Board of Health occur about every three months and are unannounced. Director May reports the scores have never been below 89 out of a possible 100, on a scale where infractions could subtract as many as five points each.

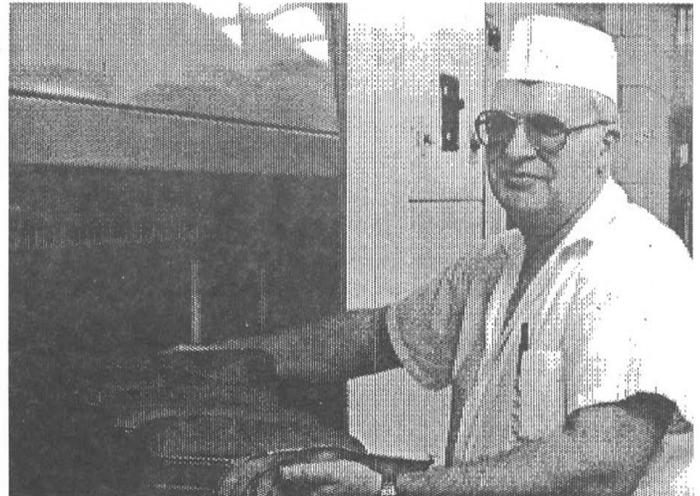
Meals are planned by Chef Trzcinski, who says that the most popular items are sandwiches, hamburgers and pizza. The salad bar is increasingly popular. Also available to diet con-

scious consumers are "light choice, right choice" items and non-seasoned vegetables. If you have a favorite recipe you would like to have included on the cafeteria's menu, pass it along to May, who is willing to look it over to see if it can be adapted for



which is coordinated by Lou Buchenot. Cost of the buffet is \$5.00 for one time through the line. A la carte items are priced the same as in the cafeteria. Some items prepared tableside, such as bananas flambe, may be available for your selection.

Villano sums up the philosophy of the employees of the Food Service Department as follows - "The main concern of all of us - from cashier to line server to baker - is always the guest."



**Chef Trzcinski and Baker Kaminski are directly responsible for the menu selections on a daily basis.**

servicing on the line. Menus are planned so there will be no leftovers, but if there are, they will be frozen for later use, or used up in another form, such as the croutons made from Harper-baked bread.

Any Harper affiliated event may be catered, with the menu limited only by the amount budgeted for it. Catered events can be as formal or informal as desired, and can include colored linens and floral arrangements. The catering function has been growing steadily at a rate of five to seven percent annually and events now span the whole year, rather than being mostly seasonal, primarily in spring and at holiday times.

To enjoy your lunch in a more sedate and definitely quieter setting than the cafeteria, you may choose to visit the Dining Room on Mondays and Wednesdays. Line service is available there, or you may choose to remain at your table and be waited on by students in the Food Service Management Program,



**Catering Manager Karen Villano adds the final touch - a tasty brownie - to each box lunch.**

## Career Development Opportunity

"Design Your Future," upskilling for the '90s, a career development opportunity sponsored by seven members of the Harper College Human Resource Council, will be held at the College on May 24 from 3:00-8:00 pm.

Emphasis for the day will be on helping each participant discover what is necessary to keep skills current and to prepare for the future in his/her company. Richard Coskren, director of training and development for Zurich American Insurance Group, one of the sponsoring companies, sums up the philosophy behind the event, "We want to help our employees broaden their

capabilities, enabling them to make a greater contribution to their company while developing their own skills." Information will be presented through workshops and exhibits.

Besides the College and Zurich American, the other sponsors of the event are A T & T, Ameritech Services, Federated Foods, Motorola, Inc., and UNOCAL.

Registration deadline is May 15, and registration forms are available from Sam Geati, Industry Services Specialist, 537-5420.



## Getting to Know

### Trustee Kris Howard

It's hard to describe Trustee Kris Howard without using words such as "dedicated," "inspiring leader," "selfless volunteer" because her work with community organizations is well-known throughout the Chicago area. For the past seven and one-half years, the Harper College Board of Trustees has benefited from this same dedication and leadership ability.

Originally elected to the Board in November, 1981, Howard began her second six-year term in November, 1987. She served as chairman from 1982 until 1988, vacating the chairmanship at that time because she felt the change would be beneficial to the Board.

Howard's involvement with Harper began well before her election as trustee. She served on the Advisory Committee to the Women's Program and helped establish the Friends of Harper, serving as the founding president. She was instrumental in the establishment of Women's History Week as well.

During her tenure on the Harper Board, the College succeeded in passing a referendum increasing local tax support. The Development Office was reopened in 1984, resulting in an increase in annual fund raising from \$40,000 to cash assets of nearly \$280,000.

Howard's volunteer work has taken her into other areas in the community. She is vice president of United Way/Crusade of Mercy, has a 25-year affiliation with the Girl Scouts (serving in area, national, and international positions) and is a member of the Board of Directors of Northwest Community Hospital.

Howard is proud of her association with Harper College. She believes that its reputation for excellence is based on "a combination of a supportive community, outstanding leadership among administrators, faculty and staff, and a conscientious Board of Trustees."

Howard believes Harper will continue to be an excellent community college and an asset to the economic vitality and cultural and educational climate of this area. To achieve this, however, she says that, "All of us associated with the College will have to work together to position the College for a dynamic role. This includes the review and redesign of curriculum to keep it relevant and of high quality, continuous opportunities for the development of faculty and all staff, provision of functional and attractive facilities, investment in educational resources to support the academic program, prudent long-range financial planning, and ... above all ... a genuine commitment to the success of our students, whether they be in academic transfer, career or remedial courses. Only if our students achieve educational success will we have fulfilled our mission."



## Distinguished Faculty Award

On May 21, a brass plate with the name of the 1989 winner of the Distinguished Faculty Award will be added to the 17 already displayed on the plaque that hangs in the Student Center. Traditionally, the name of the honored faculty member has not been announced until the award is presented at Commencement.

"Being selected by one's peers is an honor," says Dr. Charles Harrington, dean of instruction. Harrington is the administrator who coordinates the selection process.

The award process begins with the formation of the committee, which includes one faculty member from each division, one student appointed by the Student Senate and one member of the Board of Trustees. After the divisions make their nominations, informational folders on the candidates are compiled and made available to committee members for their review. Following the review, the committee chooses three candidates to present to the Board of Trustees for the final selection.

## Organ Donation: The Present for the Future

You have the power to save a life! All you have to do is sign an organ donor card. Signing your name on an organ donor card (or the form on the back of your Illinois driver's license) could provide the gift of sight for the vision impaired, or a new start in life to the victim of kidney disease, or life itself to someone with terminal heart or liver disease.

Anyone, male or female, of any race, of any age - not only the young, robust or perfectly healthy - can donate his or her organs. After the donor's death, a transplant team will judge the medical suitability of donated organs. The more donors there are the better the chances of finding a well matched, high quality organ for each transplant patient.

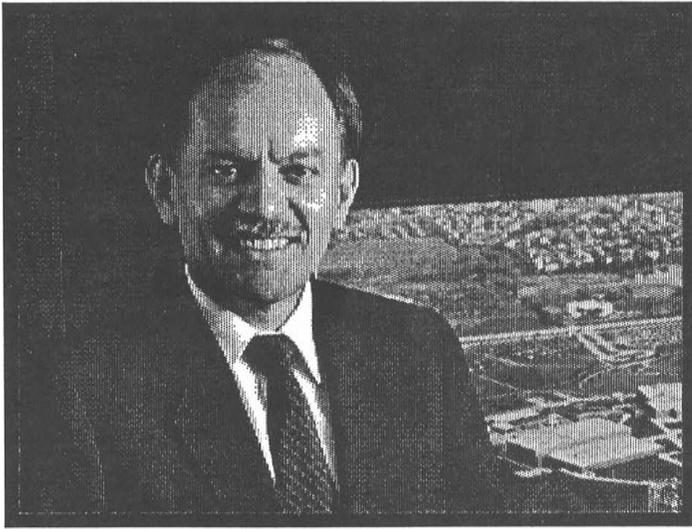
Contact the Health Service, A362, extension 2268 for more information on organ donation or for organ donor cards.

## 1990-91 Fulbright Competition

Application materials are available for the 1990-91 Fulbright grants. The awards for 1990-91 include about 1,000 grants in research and university lecturing for periods ranging from three months to a full academic year.

Basic eligibility requirements are U.S. citizenship, Ph.D. or comparable professional qualifications, university or college teaching experience, and for some assignments, proficiency in a foreign language.

Application deadline for the first group of countries is June 1, 1989, for the last group, January 1, 1990. For more information and applications, call or write the Council for International Exchange of Scholars, 3400 International Drive, Suite M-500, Washington D.C. 20008-3097, telephone 202/686-9866.



## The President's Message

*(This column continues the President's responses to concerns expressed at his meetings with employees.)*

### **Is there a low bid-relationship to equipment breakdown? The time to get orders processed is too long.**

The Purchasing Department is very concerned about the quality and serviceability of equipment which the College purchases. The law requires that we accept low bid if it meets specifications. Setting the specifications is therefore crucial to obtaining equipment that is of the kind and quality the College desires. Faculty, staff and administrators who initiate a requisition must work closely with the Purchasing Department to provide the expertise in developing specifications which meet the standards required by the user. If enough attention is given to this initial phase, the College should be able to exercise a great degree of control despite the legal requirement. Again, staff members' input is vital during the development of specifications.

Regarding the length of time for processing orders, individuals who are experiencing difficulty should discuss their problems with Thea Keshavarzi, purchasing manager, or Vic Berner, dean of Business Services. They will be more than willing to sit down and discuss your concern and to ensure that orders are received in a timely fashion. There are, in most cases, understandable reasons for delays. However, a call or a meeting with Thea or Vic should alleviate your concerns.

### **Is enough information getting back to high schools regarding level of skills we find in the students we receive from them?**

Yes. Information is provided to High School Districts 211, 214, and 220 and St. Viator's on a regular basis. The amount of information we provide has also expanded as a result of increased interest in receiving the data. We plan to continue improving our feedback mechanisms to the high schools.

### **Computer Services is overloaded for manpower currently available-is use of consultants cost effective? Computer Services—we waited for two years for a program to be written.**

On March 23, 1989, the Board awarded a contract to EDUCOM

Consulting Group to develop an administrative computer plan for Harper College. The consultants started their task on April 19.

Some background information may be helpful to bring you up to date on Harper's computer development, the problems we have experienced and how we are dealing with these problems. To quote Art Bowers, director of Computer Services:

"Harper College is over 20 years old and the development of the use of computers for both administrative and instructional purposes was easy to control during the first 15 years. The introduction of the microcomputer, and the resulting evolution in the areas of office automation, computer-assisted instruction, communications and administrative applications which make full use of microcomputers attached to mini- or mainframe computers has resulted in a revolution in computer use and capabilities.

"As a result, the administration has started a College-wide study of needs for the future in all of these areas. The goal is to produce a plan for administrative computing which:

1. reflects all of the hardware, software and personnel needed for Fiscal Year 1989-90;
2. identifies the needs for at least five years into the future together with a plan for addressing those needs; and
3. establishes a timetable of events, responsibilities and associated cost estimates in both dollars and personnel which will be needed to implement each part of the plan.

"The plan should also include a methodology for periodic review and update of the plan, and a routine, consistent communication vehicle to be used to update the College community to the plan.

"The administration wants to expedite the process of producing a strategic plan for administrative computing. The use of a consultant to facilitate the consolidation of individual needs, plans and concerns into a single College-wide plan will not only speed up the process, but it will also give the administration an additional review and perspective from a person who is not already involved in the College's work."

The final plan will include coordination with the Academic Computing Committee and all groups on campus involved in computer projects. We believe the plan will alleviate much of the strain we have been experiencing in this area.

## Breakfast-at-Harper

On May 17, Automation Skills: Job Training and Retraining - Your Power for the '90s will be the topic for the 7:30-9:00 am Breakfast-at-Harper to be held in Building A, Dining Room.

Presenters will include industry participants commenting on current experiences and program developers from industry.

Cost of the breakfast is \$10.00 for Harper employees, and advance registration is required. To register, call Sam Geati, Industry Services Specialist, at 537-5420.

## Department Developments

Welcome to the Harper community to **Dorothy Schultz** and **Arlene Kmieck**, Technology, Math and Physical Science; **Betsy Levinson** and **Kay Quam**, Continuing Education/Program Services; **Barbara Bauer**, **Paula Deeken**, **Kathy Holper** and **Paulo Ramirez**, Special Programs and Services; **Lisa Vargas**, Admissions; and **Molra Sobkoviak**, Registrar's Office. Congratulations on recent promotions to **Carol Mazzarella**, Business and Social Science; **Jorge Lopez**, Physical Plant; and **Pamela Chepil**, Continuing Education...**Linda Soto** and **Jackie Chalmers**, Continuing Education/Program Services, report that 75 entrepreneurs attended the first Business Assistance Conference, which was sponsored by CE/PS, departments of business and professional development, economic development and Northern Illinois University's Technology Commercialization Center. This conference linked the business persons to private and public sector resources to aid their business development. A second conference will be scheduled for 1990..and **Liz McKay**, Special Programs and Services, notes that Harper College has been cited for honorable mention by the 1989 American Association of Community and Junior Colleges (AACJC) Partnership Project for its collaboration with Motorola, Inc. The College initiated a program involving literacy and productivity, resulting in more than 47,700 hours of on-site literacy instruction in reading, mathematics and nonnative language skills.

Our condolences to **Lillian Thiel**, instructor in Technology, Mathematics and Physical Sciences, on the recent loss of her brother.

## New Merit Award System

The Board of Trustees has recently approved a Merit Award System of monetary reward for outstanding Classified Staff and Supervisory/Confidential employees.

Nominating forms ("packets") with instructions are available from Bill Neumann, chairman of the Classified Employee Council, or from the Personnel office. Two completed packets for each nominee must be returned on or before June 1, one to Bill Neumann and one to Personnel.

Anyone in the College community may nominate any employee in the eligible group.

In June the submitted packets will be reviewed by a team from the Classified Employee Council and the administration for referral to the President.

## Update on New Pay System

Beginning in July, pay periods will be biweekly. For your budgeting purposes that means each check will be 7.4 percent less, but payday will be more frequent than under the old system.

Full-time faculty have the option of being paid 20 times per year, under the new system, rather than 26. Faculty members who choose this option must advise the Payroll Department of their decision by August 15. For more information, call Payroll, extension 2228.



## Insider's View of Jack Gallagher

Every other summer Jack Gallagher teaches a Field Biology class on Cape Cod. The class is an intensive week-long study of the Atlantic seashore, with emphasis on field identification and collection of marine animals and plants. Food, lodging and lab facilities are provided by Northeast Marine Environmental Institute. Students making the trip need not be biology majors, but must have a serious interest in ecology and field biology.

This trip will be the fifth for Jack, who originally suggested the concept and found the idea well received by the administration, fellow faculty and students.

Jack, who teaches principles of biology and zoology, is looking forward to teaching microbiology next year. He believes "the best thing about teaching is being able to do what you like and share it with other people." He finds Harper to be a "very positive educational environment for students and faculty," and he hopes it stays that way.

**Born:** Chicago

**Education:** St. Norbert College, Green Bay, WI (B.S.)  
University of Wisconsin/Milwaukee (M.S.)

**Family:** wife Denise, daughter Nora, 16; sons Kevin, 2 and Sean, nine months

**Favorite food:** seafood

**Hobby:** his children, and water activities such as swimming and scuba diving

**Best advice my parents gave me:** Get a good education and go into teaching; be honest.

**I would like to learn:** several foreign languages

**I can't stand:** dishonesty

**If time and money were not a problem:** I would travel - Europe first.

**One thing I've learned in life:** Family comes first!

## From The Chair Honors Committee

The Honors Committee, chaired this year by Rex Burwell, has been working toward implementation of an ongoing Honors Program at Harper.

For the past few years, one or two individual honors classes have been offered each semester, but beginning with the 1989 fall semester, the honors classes will be part of an Honors Program. Classes designated as honors classes will not be new courses, but will be enriched, perhaps taught in a new way.

Goals for the Program, as approved by the committee are: to attract and retain honors students; to provide additional special recognition and rewards for truly outstanding students; to expand the intellectual capabilities of honors students; to provide faculty with the challenge and satisfaction of working with students with high academic skills; to provide the opportunity for faculty collaboration in interdisciplinary honors offerings; to enhance the academic reputation of Harper College; to enhance the public image of the community college as a place where exceptional scholarship is encouraged; and to provide a link to the honors programs at senior institutions through transcript notation and individual articulation.

Betty Hull, coordinator of the Program, will be responsible for reviewing student applications for the program, checking eligibility, interviewing each applicant, and making the decision to approve or deny the applicant entry into the program.

In order to qualify for the Honors Program or to enroll in an honors section, a student must meet two of the following six criteria:

- A. Be in the top ten percent of the high school graduating class.
- B. Have a cumulative high school grade point average of 3.5 or higher on a 4.00 scale, or 4.5 or higher on a 5.00 scale.
- C. Have an ACT composite score of 25 or higher, or an SAT combined score of 1,000 or higher.
- D. Have a GPA of 3.5 (for continuing students at Harper with at least 12 hours of college level courses at the 101 level or above).
- E. Have written letters of recommendation from two Harper instructors.
- F. Have written consent of the Honors Committee or from the Director of the Honors Program.

Coordinator Hull and the committee are currently recruiting faculty members interested in being part of this new program at Harper. If you are interested, call her at extension 2323.

**RESERVE August 15th for all employee day which will include a breakfast, speakers, and seminars of interest to all employees of Harper College. Details about the day will follow.**

**The Harper Insider** is the monthly Harper College newsletter produced by Publications and Communication Services. We cordially invite all employees to contribute stories and information before the first of the month for the issue published at midmonth. Please contact Gwen Nowak, A302, extension 2628.



Harper College Handbell Choir performed at the Northern Illinois Area Handbell Festival held at Harper recently. 27 handbell choirs from Chicago and the northern suburbs participated.

## For Your Information

Illinois Council of Public Community College Presidents/ Illinois Community College Trustees Association	Thursday-Saturday, May 11- Sheraton/Springfield
Trustee Scholarship Award Reception	Monday, May 15 7:30 pm; College Dining Room
Illinois Community College Board	Friday, May 19 Holiday Inn South/Springfield
Medical Office Assistants Program Reception	Friday, May 19 7:00 pm; Dining Hall
Nursing Pinning Ceremony	Saturday, May 20 1:00 pm, Building M
Commencement	Sunday, May 21 3:00 pm, Building M
Communications Forum	Monday, May 22 2:00 pm, Board Room
Board Meeting	Thursday, May 25 8:00 pm; Board Room
Campus Closed	Monday, May 29 Memorial-Day
Foundation Board Meeting	Tuesday, June 6 7:30 am; College Dining Room