

The

## insider

A Publication for Employees of William Rainey Harper College

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*Information Resources Bureau  
Touts Harper Expertise*

Have you considered lending your expertise to Harper's newly formed Information Resources Bureau? Whether you're an expert in a highly technical field or proficient in a hobby, Harper's Office of Media Relations is interested in knowing!

Clubs and organizations in search of program ideas and media people in need of technical expertise frequently contact the office for suggestions and assistance. As a result, the Information Resources Bureau was formed. And this month a publication will be distributed that highlights program ideas and speakers from the Harper faculty and staff.

"This is not just a speakers' bureau," says Patty Roberts, Harper's Media Relations specialist. Aware that much expertise on campus is untapped, Roberts says she's eager to make Harper a source not only for area clubs and organizations, but also for media people needing verification of facts or technical expertise for their news articles.

A wide range of topics is available, including such diverse subjects as bird watching, greeting card verse writing, job seeking skills, insurance issues, child/family relationships and electronics. In addition, current videotapes available for viewing will be listed and include such offerings as Women's History Week, Wellness Week and brownbag presentations as well as niche presentations such as the PEAR division's video that was prepared for corporate use and the TM/PS division's video which highlights its technical programs. While there is no charge for those who use the Information Resources Bureau, honoraria are accepted.

Roberts says the book will be updated yearly and anyone interested in having his or her expertise included should contact the office at extension 2279. She adds that she will be actively marketing the piece and will teach users how to use the book to their best advantage. In addition, she will monitor the offerings to assess where additional needs exist.

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## The President's Message

*This month's message was written by Patty Roberts, Harper's Media Relations Specialist.*

The first statement in the Preferred Future document reads: William Rainey Harper College will insist that quality teaching and active learning be a hallmark of the College.

The Board of Trustees adopted a program review policy at the September 26, 1991 Board meeting that directly implements that goal statement. Program Review is a systematic, college-wide process for evaluating all instructional programs, student services and support services.

In the fall of 1990, a committee was charged with the responsibility of assessing the current program review process and recommending improvements. The emphasis of program review was re-directed from primarily complying with a state reporting requirement to improving the quality of programs and services.

The establishment of a program review policy and procedure is central to the ability of the College to set programmatic priorities and to allocate resources to achieve those priorities. The process will assure students, baccalaureate institutions and potential employers of the quality of the degrees and certificates awarded by Harper; assure that the programs provided are relevant to the employment needs of the students, the community and the state; assure district residents that the programs and services Harper provides are

effective and efficient; improve the quality of individual programs and services; and provide the information needed for setting goals and developing long-range institutional plans.

Programs will be evaluated at least once every five years using specific procedures published in the Academic Affairs Procedures Manual. The evaluation of programs will provide faculty, administration and the Board of Trustees with information about how well the program functions in relation to its objectives and the needs of those in the Harper district.

The committee recommended that program data and evaluation criteria elements be included in the review. All reviews will evaluate program goals and objectives; program content and structure; faculty; enrollments; facilities and equipment; support services; program revenues and costs; student achievement; and program review and development processes. The reviews will end with summary, conclusions and recommendations.

This evaluation process reflects the value placed on quality by this institution and may provide justification for the continuation, reconsideration and/or alteration of specific programs.

Vice-president of Academic Affairs Dennis A. Conners comments, "There is no doubt that there will be much more time, thought and effort put into the program review process. However, the outcomes promise to aid all members of the Harper community in achieving systematic quality improvement across the College. Thoughtful program reviews will ensure high standards of excellence in the classroom and supporting offices."

Another positive by-product of program review is that it ties into the regular accreditation process which the College goes through every 10 years. Much of the information gathering, goals and objectives required for the accreditation process will be accomplished through the new program review format.

In addition to Board support, program review receives the complete support of the institution. The Research and Planning Office, along with the Office of Information Services, will be instrumental in providing the necessary data elements, a vital component in the quantitative outcomes of program review. Pat Bourke, dean of Life Science and Human Services and a member of the program review committee, comments on the institutional support for program review:

"Support teams will be available as necessary to help departments meet the objectives and make the changes that are indicated in the summary, conclusions and recommendations portion of the program review report."

Tom Johnson, dean of Business and Social Science and a member of the program review committee, spoke of the process as a positive, necessary experience. "Program review forces department members to sit down and take the time to review and evaluate. Program review teams will assess service to students and constructively critique current program offerings."

One of the key ingredients in the Board-adopted program review process is the institutional support available to all program review teams. Each department is encouraged to use the expertise of its own staff members along with the expertise of other Harper personnel and, when necessary, outside consultants.

Program review is a necessary and effective tool that will enable the College to embrace the process of continuous quality improvement. Unity of purpose throughout the campus will strengthen the efforts of the College clearly put forth in the Preferred Future document.

## INSIDER'S VIEW

# of Thea Keshavarzi

Thea Keshavarzi's position as Harper's purchasing agent requires that she be a jack of all trades. So, whether she's researching the purchase of carpeting or checking into suppliers of classroom materials, her common sense and general knowledge are frequently called upon.

"This job is very diverse," she says, "and I often have to rely on people in the field to lend their expertise." Much of her activity is governed by state statutes, and her recommendations must go before Harper's Board of Trustees if the cost exceeds \$5,000.

To balance the pace she keeps at Harper, Keshavarzi spends much of her free time playing the cello. "It's such a mellow instrument," she explains. While in college, she majored in music performance, performing professionally with the Wichita, Kansas, Symphony and as a free-lancer in the Chicago area. She later stopped playing for many years and has only started up again in the past three.

"I will forever be grateful to the person who got me started playing again," she says, adding that she has been performing with the Northbrook Symphony since she resumed playing and is also studying privately at Northwestern University.

**Born:** Toledo, Ohio

**Education:** Bachelor of Music in Performance, DePaul University; Master of Business Administration, Loyola University

**Family:** Husband, Gholam

**Interests:** Music performance, playing cello, health/exercise and my three black cats

**If time and money were not a problem:** I would play a lot of chamber music and go back to graduate school in music. Also, I'd find more time to relax and have more fun.

**I would like to learn:** the *Rococo Variations*, a cello work by Tchaikovsky

**One thing I've learned in life:** It's easier to find a solution to a problem than to worry about it, and if you take care of yourself, things will work out.



**Thea Keshavarzi**

**I don't care much for:** people who think their top priority should be my top priority!

**Favorite Food:** chocolate and ice cream

**Favorite Movie:** Dr. Zhivago

**Favorite Books:** Novels by Stephen King

## FOCUS ON

# Office of Information Systems

The Office of Information Systems is piloting Harper into the future. By combining the staff and operations of the former Academic Computing and Computer Services departments, the Office will coordinate Harper's present computing and information systems while keeping updated on capabilities in data, voice and video technology.

The formation of the office was recommended by representatives from Technology Specialists, Inc., a computer consulting firm under contract with Harper to assess the College's computer systems. Since last November, these representatives met with more than 150 campus personnel to discuss views on computing and to assess the current systems. After submitting their study to the Board of Trustees, personnel from TSI were asked to assist in the development of the program. These employees will, however, eventually turn their jobs over to Harper. In the meantime they are paid by TSI under the terms of the contract.

"The cost of this plan won't be any greater than computing costs have been," Interim Vice President Dan Mooney says. "But that was difficult to achieve!" He adds that consolidating the existing computer services on

campus has helped keep the costs down, as staff and equipment are shared and work is no longer being duplicated.

The office is made up of three separate service departments, all of which are overseen by Mooney. These include User Services, Technical Services and Programming Services. User Services, headed by Norm Wismer, is responsible

College's technology systems. This includes management of the mainframe computers; maintenance of computer hardware, operating systems and networks; and technical upgrading. Technical Services also is responsible for campus telephone operations and management and technical support for electronics equipment.

The third department, Programming Services, is headed by Director Elena Pokot. Its mission is to develop the technology and information to keep the administrative and instructional capabilities up to date and functional. To accomplish this, some of the computer systems on campus will have to be altered or replaced. Mooney says, for example, that the student registration system will be enhanced with a touch tone procedure and the student records systems will need replacement.

"The current systems really do not provide a strong enough support for the future—and they're a maintenance headache!" he says. With these changes, users will be able to interact more directly with the computer, without the need for additional programming.

Other changes that Programming Services will handle include replacing the system in the finance department. "The present system doesn't have adequate capabilities to become state



**OIS staff members working to pilot Harper's computing and information systems into the future include (from left) Joe Boswell, Barry Poulson, Elena Pokot and Dan Mooney.**

for computer support, training and assistance (providing information and setting up a Help Desk) as well as administering the labs. This department will also establish intercollegiate networks for sharing information and expertise with other colleges.

Technical Services, directed by Joe Boswell, is responsible for the installation, delivery and maintenance of the

# Inside Harper

More than 700 attended the Chinese Youth Folk Sports presentations sponsored by Chicago Northwest Suburban Chinese School of Palatine and the Harper Student Activities Office. Proceeds from the event were donated to the American Red Cross for flood relief victims in eastern China. Shown with a copy of the check are (left to right) Sha-Li Lin, president of the Palatine school, Michael Nejman, coordinator of Harper's Student Activities, and Tricy Wang, school treasurer.



Directors of honors programs from area two- and four-year colleges and universities met at Harper during the Honors Council Illinois Region fall meeting September 13. Pictured are (from left) Dennis Conners, vice president of Academic Affairs, Betty Hull, coordinator of Harper's Honor's Program, and Mohan Sood, president of HCIR and a faculty member at Northeastern Illinois University.

## OIS to Pilot Harper into Future

*continued from page 3*

*"The whole idea is to speed up the exchange of information that people need access to."*

*Dan Mooney*

of the art," Mooney claims, adding that the new system will enable staffers to perform on-line accounting, purchasing and cashier functions.

Other anticipated changes include a campus-wide network for data exchange, including electronic mail and access to local, mainframe and LRC databases. "The whole idea is to speed up the exchange of information that people need access to," Mooney says, adding that security issues will also be addressed.

Mooney says that in the future, OIS plans to move into such new and emerging technology areas as computer imaging. This new technology offers the long awaited promise of the "paperless" office by storing, retrieving and distributing document images across the computer network, saving time and space—not to mention trees!

He adds that Academic Computing will be improved by acquiring computer-aided instruction (CAI) workstations using multi-media equipment. Video and sound systems and computers can now be integrated into a single learning system that assists faculty and provides students with an enjoyable and effective way to learn. The idea of "artificial intelligence" will also be explored to discover how this experimental technology can be applied to the learning process. In addition, students will be able to learn how computers will be used in the future.

# Departmental Developments

Congratulations to **Gayle Nassau Simon**, Food Services, on her certification as a Food Service Management Professional. This award was presented by the Educational Foundation of the National Restaurant Association and recognizes professional experience, knowledge and dedication to the industry...Also, we congratulate **Wallace Davis**, BUS/SS, on his promotion to associate professor, **Gwen Clayborne** on her promotion to AED student advisor and **Janet Trede** on her reclassification and appointment as secretary to the vice president of the Office of Information Systems.

We send a big welcome to the new members of Harper's staff! **David Dluger** and **Salvatore Babaro** have joined the IRC staff as AV techs; **Steven Larry Olson**, HVAC mechanic, and **Jon De Jonker**, custodial supervisor, will join the staff at the Physical Plant and **Pamela Kearns** will work in the Registrar's Office as a records clerk.

Our condolences go to **Sylvia Gurney**, TM/PS, and to **Bill Schooley**, TM/PS, **James Arnesen**, LS/HS, and **Michael Held**, TEST, on the deaths of their mothers.

**The  
*in*sider**

*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 twenty-fifth of the month for the issue published the following month. Please send contributions to PUB, A302, or call extension 2512.*

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We'd like to hear from you! Because *The Insider* is written for Harper employees, we'd like feedback from our readers. Please take a moment to fill out this questionnaire and return it via campus mail to Ann Goldberg, PUB.

How often do you read the:	always	usually	sometimes	rarely	never
President's Message	<input type="radio"/>				
Focus On	<input type="radio"/>				
Insider's View	<input type="radio"/>				
Inside Harper	<input type="radio"/>				
Departmental Developments	<input type="radio"/>				
Production Comments:	excellent	very good	good	fair	poor
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Writing style	<input type="radio"/>				
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Comments \_\_\_\_\_

Name (optional) \_\_\_\_\_