

The

Insider

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Harper staff practice some serious teamwork and problem solving to get everyone through the net without touching the ropes during the TQI seminar held last month.

TQI Seminar Offers Team Building

Total Quality Improvement is like a tree. Last month 27 members of the Harper faculty and staff discussed this analogy during a three-day Total Quality Improvement Awareness Seminar held at the Northeast Center. Using the book *Seven Habits of Highly Effective People* as its basis, the workshop focused on the individual's role in the quality process and the importance of defining customers and determining how to serve them most effectively.

Harper's Internal Auditor Ted Agresta participated in the workshop. He summarizes the analogy: "You start with what the individual employee should be; that's the root. The trunk of the tree is made up of the tools and processes you need to improve quality continuously. And the result, or the fruit of the tree, is seen in the feedback that you get from the community you serve."

To determine their role in the TQI process, participants were asked to develop personal mission statements clarifying how they viewed themselves in their jobs and how their jobs fit into their lives.

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The President's Message

The following message is excerpted from President Paul Thompson's Silver Anniversary Commencement Address delivered May 23.

Yesterday's Dream, Today's Reality, Tomorrow's Promise has been our theme for our Silver Anniversary year. The dreams that have made Today's Reality go back more than 25 years, however.

Abraham Lincoln established the land grant university concept in the 1860s to make higher education available to a broader segment of society. One hundred years later, legislation in several states enabled community college systems to develop and expand upon Lincoln's idea. In 1967, William Rainey Harper College became one of the first in Illinois to organize and establish itself under the 1965 Community College Act. Yesterday's Dream moved significantly toward Today's Reality—full-fledged status as a comprehensive community college.

Since that time, this College has served more than 350,000 students. Students who have come from a variety of interests, abilities and backgrounds have found the resources provided here to be just what they have needed to make progress toward their goals. Some have overcome daunting odds to earn their degree. Their stories are represented even today in this class of graduates:

•For example, there is Azita Dadfar. In July 1989, Azita arrived in the United States as a religious refugee from Iran. At 19, she traveled alone for five nights across a desert, chased by Iranian and Pakistani soldiers. She had to spend six months in Pakistan and Austria before making her way to the United States, where she now lives with her sister and brother-in-law. This was the most frightening time of her life.

Azita enrolled in ESL classes three years ago and did so well she decided to continue her education here at the College. She is now fluent in English, and her grades in regular classes continue to improve—last semester she earned a GPA of 3.43. She plans to enter a four-year university in the fall. Azita believes in the unity of all people and helped form the Race Unity Club. She was also awarded the Friends of Harper Outstanding Student Award.

•Tom Hayes is 36 years old and has been attending Harper for 13 years. Tom started at Harper a year after graduating from high school and took one course. He received a D. After working for a number of years, however, he recognized a need to keep up in the fast-paced world of technology and re-enrolled at Harper, earning A's in his courses. He is now a senior product designer for his company and holds seven patents. He received Phi Theta Kappa honors and plans to pursue bachelor's and master's degrees in his field.

•Barbara Bednarz graduated from high school and went to beauty school, working as a hairdresser while raising her three children. After taking a career exploration class in 1985, she entered Harper's Office Re-entry Program and began working part time as a secretary for a local company. In 1989, she entered Harper's Executive Secretarial Development Program and today is graduating with an Associate in Applied Science degree. She works as an administrative assistant for Dean Tom Johnson in the Business/Social Sciences division.

•Jose Balderas was expelled from Palatine High School for racial fighting two months before graduation. In April 1991, he received his GED through Harper and subsequently enrolled in a transfer program. He has accumulated a 2.51 GPA and has been admitted to Loyola for the fall semester, where he will major in English and work toward his ultimate goal: to become a defense attorney and work with minorities.

Jose comes from a family of 15 children and is the first to attend college. This former member of the Latin Kings street gang is now positively motivated, serves as the vice president of the Latinos Unidos student organization, has attended conferences for Latino students and has shared his educational experiences with high school and Harper College students.

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FOCUS ON

Interior Design Department

Most people assume they have to be artistic or creative to enter the interior design field. But instructor Jacque Mott disagrees.

"An artistic flair helps," she says, "but many design skills can be taught. When these skills are combined with creativity, wonderful things can happen." She explains that Harper's Interior Design program is structured to provide training in all the basic elements of design, including shape, scale, proportion, balance and mass.

The department's curriculum has been revised during the past year. "Our program is known for its quality of student and quality of work," Coordinator Diane Batzkall notes. "But it's also very demanding. The new program is more student friendly. It offers flexible scheduling with courses that focus on specific subjects. Students can determine their individual pace through the curriculum."

The program's enrollment ranges between 175-200 students, about half of whom are returning adults and half traditional-aged students. "The returning adults bring life experiences to the program, while the younger students offer new perspectives," Mott says. "They're often more willing to take risks."

She adds that the department's annual design contest is geared to encourage all students to take creative risks. "I assign a project so they can experiment," Mott explains. "This is the most creative time they'll ever have.

In the real world, they spend much of their time selling and dealing with day-to-day business procedures such as purchase orders, invoices, contracts and insurance."

Finalists for the contest were selected after submitting design projects completed in their classes. Projects tested the students' creativity and research abilities as well as their design skills and the suitability of the design for the client's needs. The work was judged by a panel of design professionals.

"The judges were excited about the designs they saw and had a difficult time selecting the winners. In fact," Mott says, "they complimented the students on the professional level of work."

Graduates of the Interior Design program earn an Associate in Applied Science degree and find work in furniture stores, architectural and design firms, kitchen and bath specialty shops and antique stores. In addition, many start their own design businesses.



Interior design faculty members Jacque Mott, left, and Dianne Batzkall look over the entries for this year's design competition.

INSIDER'S VIEW

Bob Getz

"Things have changed on college campuses," says Bob Getz, new director of Harper's Physical Plant. "Because campuses are more diverse, today's Physical Plant managers need to take a more holistic approach to solving problems." As a result, he notes that the Physical Plant director needs to have a broad knowledge of many fields—or be resourceful enough to know where to find answers to questions. Getz believes, for example, that many College problems can be solved using resources on campus. "We've got this whole community of knowledge," he explains. "Why not use it?"

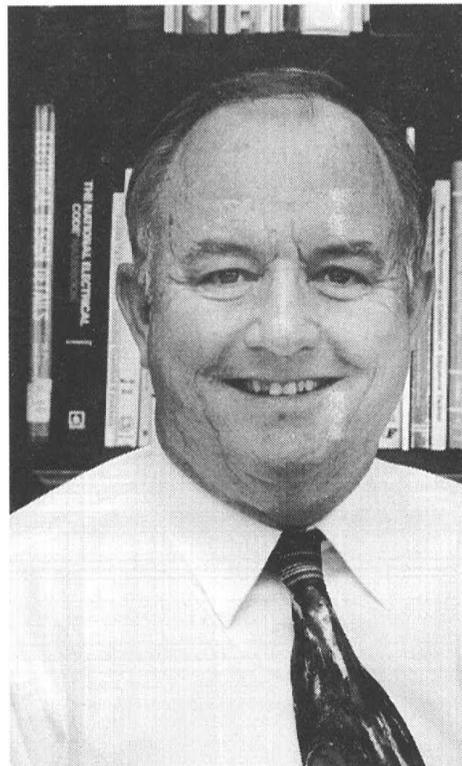
He has already put this philosophy to work. This spring, when many tiny fish washed up on the shores of Harper Lake, Getz called for advice from Harper biology professors Bill Andresen and Jim Arnesen. The two will study fish and water samples and make recommendations. Similarly, Getz, Park Management/Horticulture Coordinator Randy Illg, and Roads and Ground Supervisor Chuck Gura are working on a program that provides summer groundskeeping jobs to high school students with the hope that they will enroll in Illg's program.

Getz has also accepted an offer of assistance from the TM/PS division to design unique devices for campus systems. For example, his first request is for a device—similar to a telephone

on an elevator—that will alert the Public Safety staff of any emergencies encountered by users of campus wheelchair lifts.

Meanwhile, though, Getz is focusing on other projects as well. He is now working on plans for the Building F renovation with input from the deans, faculty, staff, planning committees and administration. "I have to take their dreams and turn them into reality," he explains.

Getz comes to Harper from the University of Illinois, Chicago, where he served as associate director of the Physical Plant.



Bob Getz

Born: Hamilton, Ohio

Education: B.S., History and Philosophy, Loyola University, Chicago

Family: Wife, Patricia, with whom he is celebrating his 25th wedding anniversary; and three children, Rob, a James Scholar in engineering at UI-Urbana; Karen, a Chancellor's Scholar in the Honors College at UI-Urbana who will major in business and commerce; and Nicole, an honors student at Tefft Middle School in Unit District 46.

Interests: Travel. I traveled extensively during my eight years in the military, including the Far East, Australia, Europe (Germany), Hong Kong and Vietnam.

Best advice my parents gave me: Be an honorable person and tell the truth.

If time and money were not a problem: I would like to travel and see the world.

One thing I've learned in life: is to enjoy people.

TQI Seminar

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"This exercise gave participants an opportunity to see how each individual is responsible for the whole," says participant Sara Speicher, PUB. Effective TQI, she explains, requires a commitment from everyone. Agresta adds that the administration's commitment, for example, is to hire employees of good character. Supervisory personnel must then set clear standards for each job and provide training so that the job is done properly.

"We already have many people on campus who are quality oriented," Agresta notes. "So the TQI course reinforces things already in place." He adds that Harper has a good reputation, and that by adopting total quality principles we can continue to offer students a quality education that will transfer to a four-year institution or ensure first-rate job training.

"This reputation of quality also benefits the College financially by attracting more students—and the improved prestige draws higher quality faculty and staff members," Agresta adds.

The TQI workshop affected participants on both a personal and professional level. "The principles we learned apply not only to work, but also to everyday life," says Laurie Miller, administrative assistant in STU DEV A. She explains that the course helped participants rediscover the importance of teamwork and courtesy.

The seminar will be offered again in September to provide more Harper employees the opportunity to learn about quality concepts. "I highly recommend (taking) it," Miller says. "It was well worth it!"

President's Message

continued from page 2

- Kristine Demonica is a 23-year-old student who completed her Associate in Arts degree this semester. She is deaf. She has attended Harper full time and has remained in good academic standing. Her goal is to earn a college degree and work with other deaf individuals. She has served as secretary to the Collegiate Illinois Association of the Deaf and has applied for a position at the Center for Deafness, an agency that provides programs for deaf children and adults with emotional disorders.

- We also have a graduating student who called attention to Harper College through a letter in the national media. It reads:

Dear Ann Landers:

I've been reading you for years, but I never dreamed that one column in particular could change my life completely.

Four years ago a 41-year-old man wrote you how he wanted to start college but was afraid of what the 18- and 19-year-old college students would say and how he would fit in. He also was concerned about not graduating until he was 45.

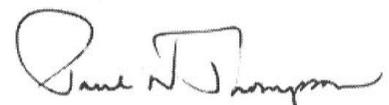
Your reply, which I will never forget, was this: "When you are 45 years old, you will be a 45 year old with or without a college degree." A light bulb went off in my head, and I applied to Harper College in Palatine, IL. In May, at the age of 41, I will be graduating with an Associate in Arts degree. I plan to go on for my full bachelor's degree. My concern about the young college students was nonsense. They are terrific and helped me fit right in.

My advice to anyone who is thinking about going to college at any age is this: Go. You'll enjoy it and you'll feel good about yourself. Thanks, Ann, for that advice. I owe you a lot.

Linda Kaufman, Schaumburg

This sample of student experiences is but a small sample of thousands whose varied backgrounds and endeavors have contributed to Today's Reality at Harper College and to our society at large.

Our 25th Anniversary Celebration is not an end, nor is your graduation. They are celebrations of our history, recognition that change has occurred and improvements have been made. They are also energizing, reinforcing boosts for all of us to see a bright and successful future based on shared values, shared beliefs, shared attitudes. I feel honored to be stepping off with you into the next 25 years of Harper's contributions to students and society. This is where America goes to college! This is where learning never ends! We have a great future!



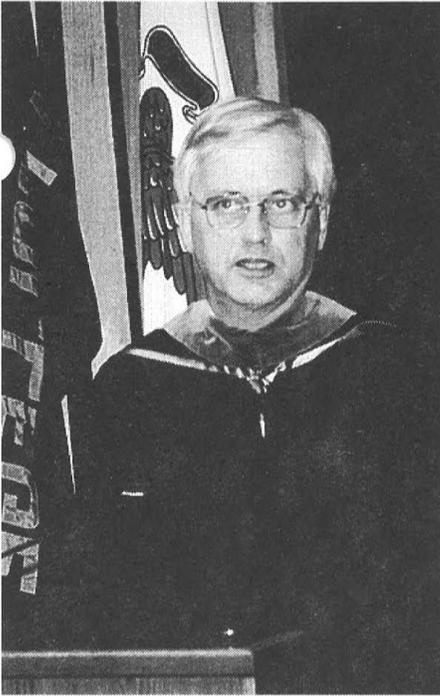
Inside Harper



"The Best of 1993" fashions were presented at the annual Harper's Bizarre Fashion Show held May 14. About 90 students exhibited fashions they had designed, sketched, prepared patterns for, draped and constructed. Students plan and produce the show, which is the fashion club's primary fundraiser. Proceeds from the show are used to fund design competitions and supplement the cost of study trips to New York and Paris.

It's never too late to be a cowboy or cowgirl! That's what Student Affairs staff members found out Wednesday, May 19, at the annual picnic hosted by Vice President Bonnie Henry. Sue Walker, Accounting Services, shows Student Affairs staff members how to do the "skip," a country western line dance. Also shown are (from left) Linda Thornley, TEST; Tom Thompson, CSD; Fran Larue, STU DEV; Laurie Miller, STU DEV; Bruce Bohrer, ADM Off; and Shirley Pruyn, STU ACT.





Art Professor John Knudsen, guest speaker at this year's convocation, shared with honor students and guests the joy of committing to and working toward life goals.



Winners of Harper's annual Interior Design competition were announced at the department's May 20 awards ceremony. Here, faculty members Jackie Mott, far left, and Dianne Batzkall, right, pose with first year students. Winners include Debra Oldfield, second from left, third place; Jeanne Horvath, first place; Landra Webster, second place; and Mary Ann Peterson, honorable mention...



...Second year winners include Darlene Mieszala, second from left, third place; Melissa Kampschroer, second place; Bonnie Wiggins, honorable mention; and Jean Lahann, first place.

Departmental Developments

Sue McGinty, STU ACT, has been selected for the 1993 edition of *Who's Who Among Students in American Junior Colleges*. The publication recognizes students based on their academic achievement, service to the community, leadership in extracurricular activities and potential for continued success... Congratulations are in order for Scott Santeler, son of **Becky Santeler**, HLTH SER, who received a \$500 scholarship from the Northwest Human Resources Council. The council, to which Harper belongs, awards scholarships to children of organization members. Scott will attend the University of Iowa in September.

Juliann Fleenor, assistant professor of English, presented the talk, "Anonymous was a Woman: Quilts and Coverlets in 19th Century America," at the *Illinois, Beginning with Women...Histories and Cultures* conference held at the University of Illinois, Urbana-Champaign. Fleenor is also co-editor of the Barrington-based literary journal, *Whetstone*, which publishes short stories, poetry and some nonfiction works.

Susan Carlson, CE-LIB ARTS, **Linda Soto**, CE-BUS/SS, and **Evelyn Hopkins**, OC/PS, presented "Hyperspace: The Decentralization of Continuing Education" at the 1993 National Conference on the Adult Learner at the University of South Carolina, Columbia.

This month's new employees include **Glenn Reich**, director of User Services, **Stephanie McLoughlin**, assistant lab supervisor, and **Azim Husain**, computer operator, IS; **Nicole Simoni**, records clerk, REG OFF; and **Laurence Caul**, custodian, PHY PLT. Transfers on campus include **Diana Damalas**, secretary, BUS/SS, and **Deborah Billick**, clerk, ADM OFF.

We congratulate **Laura Spagnolo**, personnel clerk, PERSNL, and **Deanna Collins**, mail clerk, MAIL CTR, on their promotions and **Kelly Hamontree**, exercise physiologist, Human Performance Lab, on her reclassification.

Child rearing leaves were granted to **Moira Sobkoviak**, REG OFF, and **Kim Frendreis**, Child Learning Center.

The Harper
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