

The

insider

A Publication for Employees of William Rainey Harper College

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Touchtone Registration Up and Running

Last month, during early walk-in registration, several students were invited to test the College's new touchtone registration system. After dialing 925-1515, they were greeted by the voice of staff member Adele Muncey who—in prerecorded messages—guided them through their registration.

"The students received this very positively!" says Moira Sobkoviak, registration supervisor. Designed to make registration quicker and easier to access, the voice response system can handle 16 phone calls at one time and is now offered in addition to the current telephone registration. When the students call in, they are greeted and escorted through a series of instructions. The computer system then moves through prerecorded scripts depending upon the choices that the student makes and punches in.

Voice response systems have been used successfully by other colleges for some time, and Harper began looking at systems and vendors last year. "Because Harper is so committed to student success, we have one of the most complex registration systems our vendor has worked with," Sobkoviak says. The system checks to see whether students have met course prerequisites, whether they have taken assessment tests and whether they are meeting the academic standards of the College.

Before calling in to register, students should meet with their counselors for academic advising. That way, says Hazel Rilki, programmer analyst in Information Systems (who coordinated the project's technical implementation), students will be prepared when they call in. She adds that they should also fill in the worksheet enclosed in the Course Schedule. If students need further assistance once they call in, however, the call will be transferred to a help desk.

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In a continuing effort to keep the entire Harper community informed about new programs and services, this month's President's Message will focus on Harper's Corporate Services. Director of Corporate Services Sheila Quirk presented this information at the Career Advisory Dinner on November 10, and as I listened, I felt that it would be valuable for all at Harper to be aware of these programs.

Paul Thompson

The President's Message

When I think of Harper's approach to servicing business needs, I think of the question, "How do you eat an elephant—one bite at a time." As the community has expressed its vocational educational needs, we have developed our programs. The involvement of the career advisory committees demonstrates the value Harper places on community input and meeting business needs. But let's face it, it's a jungle out there. Competitive pressures have demanded new approaches to business. The business environment has become a three-ring circus: demanding quality processes in one ring, state of the art technology in another—and in the center ring, an investment in mindware. In response to this competitive circus-like environment, Harper College has responded by re-emphasizing its business services under the big tent of Corporate Services.

As the Director of Corporate Services, please allow me to become the ring leader as I direct your attention to Harper's centralized approach to serving business needs, business services available, and the training and the development of mindware.

Harper has chosen the big tent approach as a strategy to become customer focused on the needs of business. Our approach to service delivery encompasses both business input to programs and strategies as well as a customer focus. We established career advisory committees to ensure the input of professionals

currently in the field. We are also establishing a Corporate Services advisory council to advise our department as well as give input on issues that are bigger than any specific program. Our customer focus is demonstrated through the establishment of Corporate Services. Your business needs can be met through one-stop shopping. Whether your training needs include credit or seminar programs, on-site or on-campus, we can meet your needs. Corporate Services is the business community's liaison to Harper. Call on us with any of your questions about Harper's services.

This re-energized approach to serving business needs is our way of taking the "tiger by the tail" and offering some ongoing business services. Let me highlight these for you. Our current circus environment is full of "downsizing" and "rightsizing." These situations are a challenge in that the leaving employees are in dire need of career counseling while the remaining employees require extra support to learn new skills.

The Career Transition Center provides both outplacement counseling and career management programs. For

expanding businesses, our Placement Center offers job posting, applicant matching and an annual job fair. These professional resources offer businesses cost effective services while minimizing the intense effort required during expansions. Cooperative Education, Tech Prep and Internship programs offer the ultimate in win-win scenarios. These on-the-job learning experiences result in highly motivated and skilled part-time employees.



The Institute for Small Business Development provides business counseling and planning services as well as myriad programs to enable entrepreneurs to make critical start-up decisions. Harper's business district is comprised of over 21,000 businesses; 86 percent of them have fewer than 20 employees. These

services are a critical economic development resource to the Northwest suburbs. The Human Performance Lab offers solutions to a critical issue in the current business environment—health care. The lab offers health screening and fitness programs. The impact of corporate-sponsored health care is early detection, reduced insurance claims and less absenteeism, and increased motivation. Harper's Global Trade Center offers

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FOCUS ON

Dental Hygiene

Harper's Dental Hygiene Program is committed to quality—in its students and in its programming. In fact, with more than 300 students vying for the 34 positions in this fall's first-year class, student quality is top notch. And, says program coordinator Marianne Holt, "Our graduates find work quickly and are well trained to take on significant roles in dental practices."

When Harper opened its doors 25 years ago, Dental Hygiene was one of its original programs. Since then, Holt says, the profile of the dental hygiene student and the thrust of the program have changed. She explains: "The average age of our incoming class creeps up each year. Now we find more students who are married, have children and are returning to school." In fact, in this year's freshman class, most of the students have completed more than one year of college; 10 have completed four years, although they hold no degree; three hold bachelor's degrees; four have earned master's degrees; and three have completed eight years of college and post-graduate work.

This high level of post-graduate study, says Holt, is a result of more and more multicultural students entering the program. Many of these students were practicing dentists in their homelands and are retraining to secure jobs as dental hygienists in the United States.

The two-and-one-half year Dental Hygiene course sequence—which culminates with an Associate in Arts

degree—not only graduates qualified dental hygienists, but is also designed to assure that its students are trained as periodontal cotherapists.

"The role of the hygienist in treating periodontal disease has changed," Holt explains. "As the profession has become more scientific, hygienists have begun providing phase I therapy and intervention for this gum and bone disease." Their work, she explains, not only includes cleaning teeth, but also includes deep scaling, curettage, root planing and preventive education.

Holt stresses that collaborative learning—with students meeting in small group sessions—is an important part of the curriculum. The Dental Hygiene faculty finds that this technique allows students to become more effective problem solvers and better trained critical thinkers. But faculty members are quick to point out that graduates need to continue their learning long after they receive degrees. Therefore, the program requires that students take a course on interpreting scientific literature—designed to help them keep up with new theories and changing products.

The job market for Harper's dental hygiene grads is excellent and because of their quality education, area dentists are quick to hire them. "In general we offer our students a broad, comprehensive education with an emphasis on prevention," Holt explains.



The Dental Hygiene staff and second-year faculty includes (from left, back row) Merle Schwebke, Bonnie Smith, (and front row) Betty Cords, Bonnie Chisholm and Marianne Holt.

INSIDER'S VIEW

Bob Boeke

Bob Boeke is an idealist and multi-focused gentleman. A person with conservative beginnings in the Ohio farmland, he has become cosmopolitan in his interests and humanitarian in his concentrations.

A faculty member since 1969, Bob's commitment to the world of physics led him to develop and implement a course entitled "Energy and Society," which takes a view of various sciences as they relate to energy resources and analyzes the connection between science and economics, politics and other social issues.

He currently writes articles fostering Christian ethics for the Catholic newspaper *New World*, with hopes that the column will be syndicated. He spends a good deal of his free time volunteering with teenagers and also acts as a computer consultant both on and off campus.

A gadget lover, Bob has applied his knowledge at home, devising a "smart" house where a computer turns on lights, his wife's curling iron and other small appliances. Even the family Christmas tree is computer-assisted, its lights going on and off as programmed.

Independent thinker, innovator and altruist describe Bob Boeke, a man for all seasons.

Born: Fort Recovery, OH

Education: B.S., University of Dayton; M.A.T., Northwestern University

Family: Wife, Rita, and children Daniel, Maria, Michael and Matthew

Interests: Computing, writing, reading, photography and gardening

What I learned from my parents: Not to follow the crowd; be my own person

If time and money were not a problem: I'm not a one focus person, so I would pursue writing, world travel and commit more time to volunteering with teenagers or married couples.

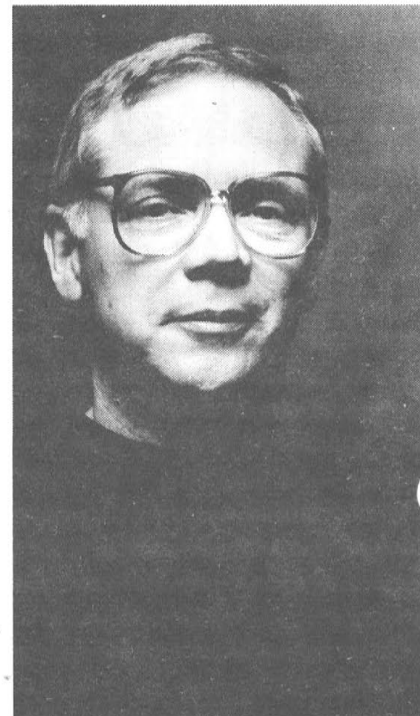
I would like to learn: to play the piano.

One thing I've learned in life: Not every battle is worth fighting.

I don't care for: people who have strong opinions they haven't thought through.

Favorite food: dessert—especially rhubarb pie, which also serves as my own special birthday cake!

Favorite author: Tom Clancy for pure writing skills. I have especially enjoyed *Patriot Games*.



Bob Boeke

-Joellen Freeding

Fashion Design Students Take Top Honors

Students from Harper's Fashion Design program swept the awards presented by the Fashion Group of Chicago Foundation's Annual Midwest Student Designer Competition held in November. Of the \$21,000 in prize money awarded, Harper students won more than half! Four hundred students entered the contest, with one cash prize awarded per category. The following Harper students won:

- *Children's wear-Gail Benedetto, \$1,500
- *Menswear-Zofia Czarniecki, \$1,500
- *Separates-Jenny Weiler, \$3,000
- *Unisex-Andrea Lainson, \$3,000
- *Fashion Group Foundation Best Overall Designer-Andrea Lainson, \$2,000
- *Paris Fashion Institute Scholarship-Andrea Lainson, \$1,500 plus air transportation

In addition, Kim Behnke, who graduated with an associate degree in fashion design from Harper last spring and is now enrolled at Rosary College, took top honors in the Futurama category, receiving a \$3,000 cash award. She had won the menswear category last year. Marina Scott was a finalist in the children's wear category.

Harper graduate Rachel McAlpin, now a student at the Fashion Institute of Technology in New York, won the Air France International Student Designers' Competition in Paris. McAlpin had also won this award while enrolled at Harper. Current students Andrea Lainson and Carol Sullivan were finalists in the contest this year.



Alum and Harper supporter Kathy Roach (center) became the first member of the newly formed alumni association. Here she presents her membership check to Friends of Harper President Jeanette Muench and College President Paul Thompson.

Harper grads take note!

The Development Office announces the formation of the Harper College Alumni Association. Membership dues are \$5 per year or \$100 for a lifetime membership.

During the next few months, Friends of Harper will travel to area libraries to host "Reconnecting with Harper," a reception and exhibit highlighting the history and growth of the College. The Friends hope to inform the community of Harper's many activities and to elicit support for the alumni association. Memberships are being accepted now. Call Glenda Mill at extension 2702 for details.

Inside Harper



Orville Northstrum (right), manager of Harper's CAD and Manufacturing Center, shares concerns in marketing his department's continuing education offerings with David Pugliese of Mesa Associates, Arlington Heights. Pugliese teaches on Harper's adjunct faculty and serves as an advisor for the marketing program.



Felice Avila, executive assistant to the president, greets faculty members, program coordinators and members of Harper's Advisory Committees at the annual Career Advisory Dinner held November 10.



After being welcomed by Dudley Powell, president of Harper's Educational Foundation, more than 200 advisors were honored for their assistance in planning and organizing programs and offering professional input.



Sandra Clark (left), coordinator of Harper's Fashion Design/ Merchandising program, and faculty member Cheryl Turnauer (second from right) honored program advisors Maria Baumgartner (far right) and Lynn Ewing.



Harpagon (Tim Philbin), discovers that his son, Cleant (Mike Komen, kneeling), is in love with the woman to whom Harpagon is betrothed (Michele Konieczny). This fall's play, *The Miser*, directed by Mary Jo Willis, was held in November. Other cast members included Laura Dixon, left, as Elise and Jamie James, far right, as Frosine, the matchmaker.



Cleant and his servant La Fleche (Bill Glynn) discover Harpagon's money buried in the garden. Cleant decides to use it as ransom for his love, Mariane.

Departmental Developments

Jack Lucas and **Cal Meltesen**, PLG RES, presented a paper on the Harper Employee Work Climate Survey at the November conference of the Illinois Association of Institutional Research...**Pat O'Leary** of the Nursing faculty presented a program to service personnel, police department juvenile officers, school district personnel and mental health professionals on Counseling Youthful Firesetters. The program was offered in conjunction with the Buffalo Grove Fire Department and the Juvenile Firesetter Committee of the International Association of Arson Investigators. She also presented a workshop on Critical Incident Stress Debriefing to the Northfield Fire Department...**Linda Soto**, CE-BUS/SS, presented a program on Harper's Institute for Small Business Development, Global Trade Center and Small Business Management Program to the Buffalo Grove Chamber of Commerce and another program on "Partnerships: Public and Private" at the annual LERN Conference. LERN is an international continuing education organization.

And we welcome our new employees. **Jerry Gotham** has been hired as dean of PEAR and will take over those duties in January. **Julianne Seely** has been hired as the training and development specialist in Personnel and **Lorraine Oates** has been rehired as a part-time clerk typist in Personnel. **Sahar Mikhail** has transferred to the LRC, where she will work as a program assistant, and **Joanne Davis** has been promoted to part-time program assistant in OC/PS at the Northeast Center.

The President's Message

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international market research and counseling while serving as a liaison to the U.S. Department of Commerce. In these times of a forming European common market and a double digit growth rate in the Pacific Basin, these services offer a strategic resource to our businesses. Yet, the biggest need we can serve is the development of employee mindware.

Corporate Services is designed to take the training monkey off the back of business. Our approach begins with an assessment of your needs from the educational viewpoint as well as a business viewpoint. We realize that not all business problems can be solved through training. Training is only required when one or more people don't know how to do something, and they need to know how to do it. We also realize that training

alone does not guarantee performance; skill, self-confidence, the opportunity to perform and a supportive environment are also required. We provide a semi-customized approach to training. We draw on the massive resources of expertise at Harper and combine these with each company's requirements.

We have conducted customized programs ranging from CAD, ISO 9000 and electronics to the strategic skills of team building, leadership and TQM. This business approach to education is designed to meet the needs of business, and feedback is always welcome. As each of us deals with the competitive circus of business, remember that Harper College's Corporate Services is striving to become "your trainer of first choice."

Touchtone Registration

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While the touchtone system is now available for registration, course inquiries and payment of tuition bills for credit students, both Rilki and Sobkoviak stress that the system will soon be adapted for other purposes, too. Their next step is to offer touchtone registration for continuing education offerings. After that, projects under consideration may enable a student to check the status of his or her admission or financial aid application, or to listen to bulletin board announcements.

Touchtone registration is now available Monday through Thursday from 9:00 am to 8:00 pm and on Friday from 9:00 am until 4:30 pm (except holidays).

The Harper
insider

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.

**Editor: Ann Goldberg
Designer: Mike Knudsen
Photographer: John Callahan
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**1200 West Algonquin Road
Palatine, Illinois 60067-7398**