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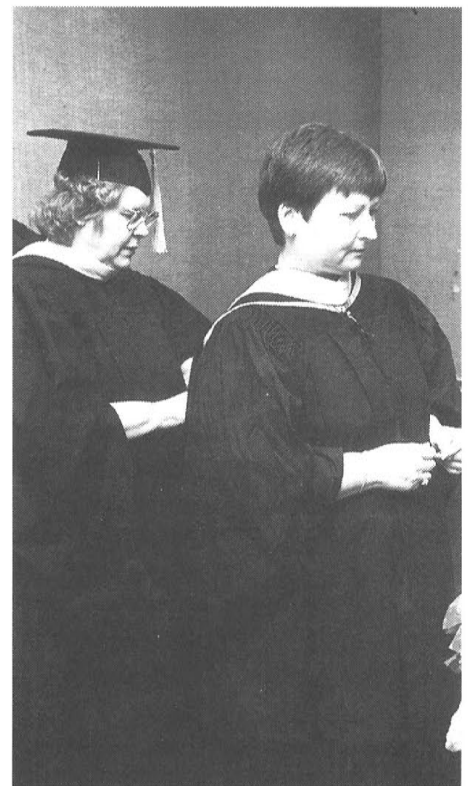
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Commencement '94



Elizabeth LeTourneau-Lee, who received Harper's Award for Excellence in 1988, served as the keynote speaker during Commencement exercises last month. LeTourneau-Lee graduated from Harper's nursing program and now works in Hospice care in Arizona.



Before the procession during Commencement exercises, Student Development counselor Barbara Olson gets a helping hand from Solveig Bender. Olson received the Distinguished Faculty Award during the ceremony, recognizing her contributions to student success, inside and outside the classroom.

President's Message

Harper has long recognized the importance of achieving systematic quality improvement across the College. We are committed to our students, and to assure that they receive quality services, we are also committed to providing higher productivity, better information management, responsible financial accountability and effective systems to deal with change. Our commitment to continuous quality improvement extends into all areas of the campus—from our classrooms to our administrative offices and service areas.

Harper's total quality improvement (TQI) program is coordinated by the Office of Strategic Planning, which has defined quality as "the process of enabling frontline staff/faculty to constantly improve programs and services based on the needs and perceptions of the student."

While all faculty and staff were invited to attend a brief orientation, 78 went on to participate in an awareness seminar that introduced participants to basic TQI principles and the book *Seven Habits of Highly Effective People*. These participants, now called Team Quality, developed their quality mission statement, which works to:

- Champion and model Total Quality Improvement to the Harper community,
- Serve as a support group for Team Quality members,
- Provide and process information about TQI,
- Facilitate the TQI process, and
- Exemplify synergy.

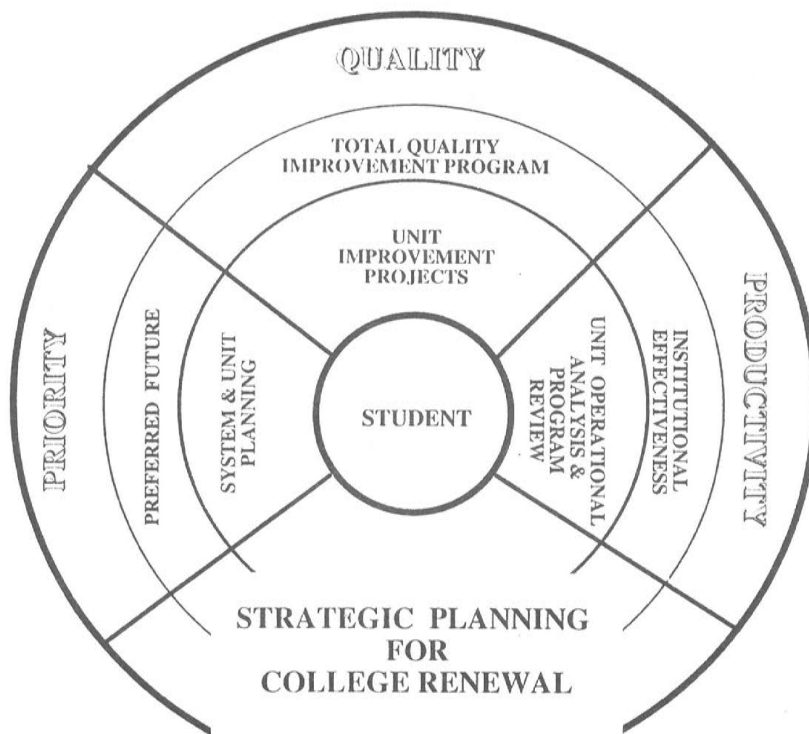
The third stage of our TQI program involves tools training, and 30 staff members participated in the first of these workshops. This group has selected a number of ongoing projects, including expanding Harper's TQI handbook, organizing additional training and serving as a resource to the rest of the College community.

A 10-member TQI guidance team will now work with other faculty and staff members to further implement quality initiatives on campus.



Additional sessions of the awareness seminar are slated for the fall. For more information on Harper's commitment to quality or the programming that we offer, please contact the office of Strategic Planning at extension 6655.

Paul J. Thompson



Focus On Strategic Planning

Harper's Office of Strategic Planning is committed to assisting all employees to respond to the future by providing quality leadership training, local planning processes and improved systems planning. "To do this," says Bill Howard, the office's dean, "we must constantly assess our community and student needs, our Preferred Future and the resources available to the College."

The office has developed three approaches to College renewal—Priority, Quality and Productivity. Each will help the College meet its vision by identifying unit, system-wide and institutional goals. (A visual on page two illustrates these strategies.)

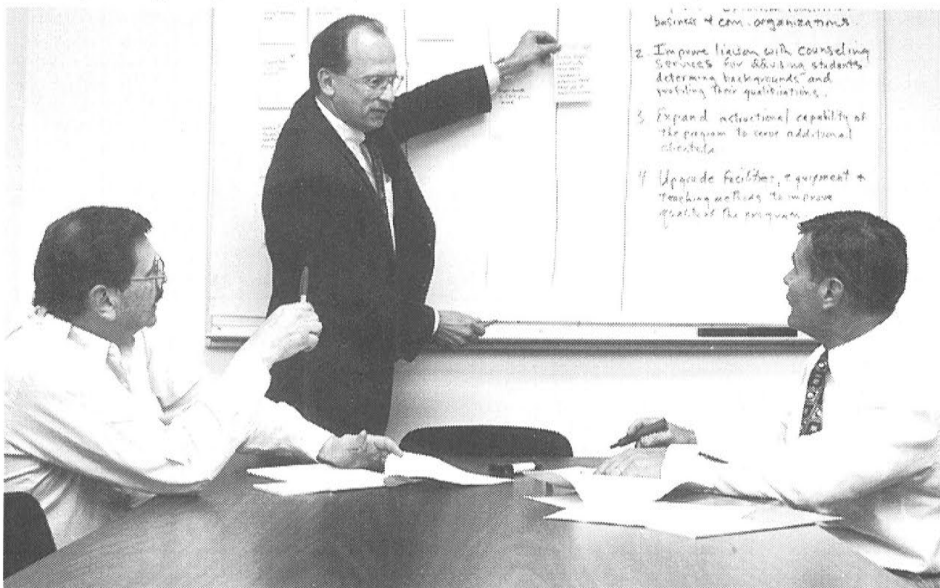
In the Priority category, units of the College, defined as a specific program, department or service area, will develop, in conjunction with the program review process, five-year plans that include space, capital, staffing, budgeting and quality



Joyce Schoonover and Bill Howard of the Office of Strategic Planning look over strategies for College renewal.

improvements. These plans will guide local decisions as well as being used to develop system-wide plans that will guide the entire institution in determining future space, technology, enrollment, employee development, the calendar, and budget allocations.

On the College-wide level, the office works with teams in implementing the Preferred Future statement for the College. All of the 12 elements of the Preferred Future are now in development. A number have specific goals and strategies.



Mike Carroll, left, and Bill Punkay, right, of the TM/PS faculty, develop the five-year unit plan for mechanical engineering technology with assistance from Bill Howard.

In the Productivity category, the office is coordinating the operational analysis effort, which is currently documenting a cost analysis of the frontline units. In addition, the office assists in projects such as identifying institutional effectiveness indicators and preparing master calendar information for the College.

For information on the Quality category, please see this month's *President's Message*.

Over the next few years, the Office of Strategic Planning intends to directly link unit plans with system-wide planning efforts in areas such as facilities, enrollment and capital through the use of the emerging campus-wide computer network.

Insider's View of Jim Blasky

Who else but Jim Blasky could jitterbug his way through the wilderness while on the road to a cave exploration in Indiana?

Jim, coordinator of continuing education studies in the Wellness and Human Performance Division, joined the department in 1986 and since then has seen enrollment and class offerings triple. From jitterbugging to physical fitness to outdoor adventures, the classes run the gamut of continuing education physical education offerings. "We offer experiential learning in an outdoor setting," Jim says. "These courses expand the whole concept of physical education. We incorporate the principles of adult education, and by listening to what participants have to say, we can adapt the classes to meet their needs—in other words, personalized classes."

Jim says the program is growing and will soon include additional tours—such as a trip to Europe. In addition, the golf program will be expanded to include a golf learning center, and more courses will be directed toward the corporate community—to incorporate teambuilding initiatives through recreation.

Jim is also a massage therapist, and Harper's swimming and track coaches occasionally call upon him to prepare athletes for competition.

He says that most of his spare time is spent studying for his master's degree and supervising Harper's weekend tours. However, when he has a free moment, you'll probably find him relaxing at home or working in his flower garden.

Born: Forest Park, IL

Education: B.A. - Physical Education, University of Illinois/Chicago, and presently working on a master's degree in adult education at Northern Illinois University

Family: wife, Marsha; daughter, Jennifer, 25; sons, Gregory, 23, and Christopher, 20

Interests: sports, fishing, outdoor weekend trips

Best advice my parents gave me: Don't give up; finish what you start.

If time and money were not a problem: I would travel to a warm climate during the winter and to Alaska during the summer.

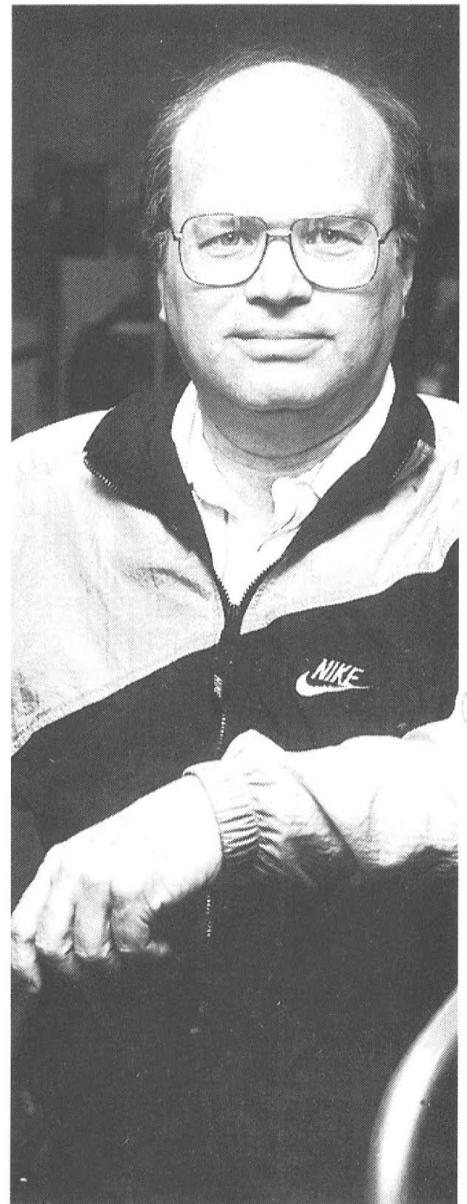
I would like to learn: sign language and to improve my computer skills.

One thing I've learned in life: Try to avoid procrastination.

I don't care for: someone who puts on a false front.

Favorite food: pizza and cheezy beef from Zippy's

Favorite movie: the Rocky series



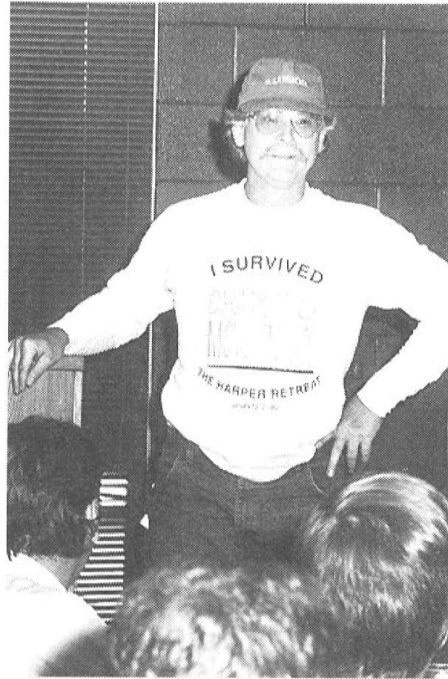
Jim Blasky

—Joellen Freeding

Inside Harper

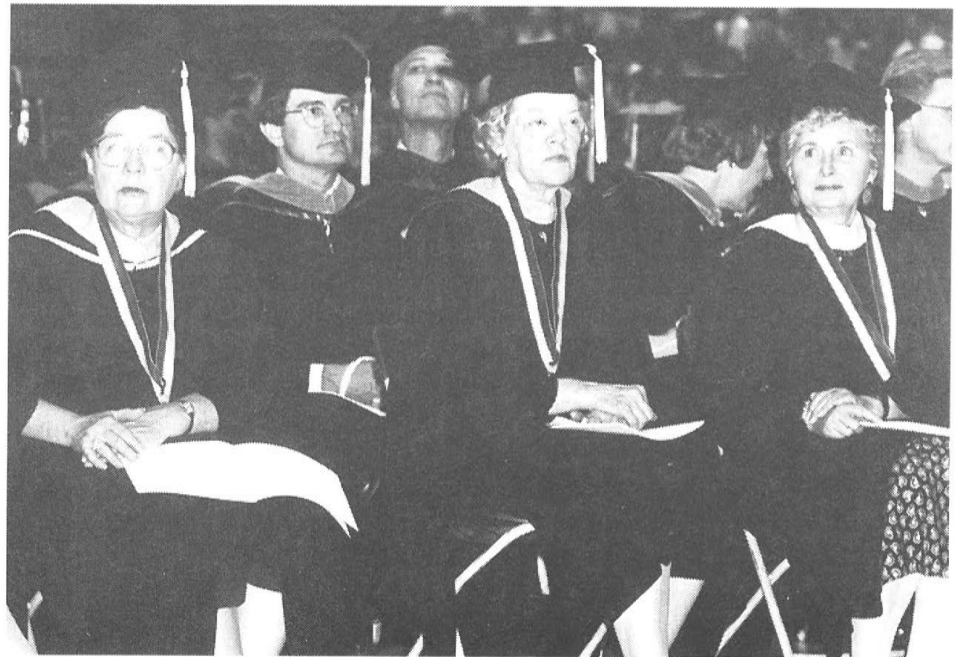


During the Convocation program held May 3, math professor Tom McCabe discussed the problems that America will face in the 21st century. For copies of his address, please contact Patty Roberts at extension 6279.



Art professor Mike Brown donned a self-styled T-shirt to thank Charlie Hearn and the staff of the Physical Plant for their efforts during the move into Building L. The building was officially dedicated during the Community Faire in April.

Retiring faculty members Betty Windham, left, Margaret Scott and Audrey Inbody each received a medallion honoring her years of service to the College.



Departmental Developments

Congratulations are in order for many members of the Harper faculty and staff! **Martha Lynn Bolt**, WHP, was inducted into the NJCAA Women's Tennis Hall of Fame at the organization's national tournament held in May...**Bob Campbell**, professor of engineering, TM/PS, has published two articles in the Tool and Manufacturing Engineers' Handbook. The first, "Geometric Tolerancing Structure and Language for Concurrent Engineering," appeared in volume 6, and the second, "Use of the ANSI Y14.5M Standard in Product Definition," was featured in volume 7...**Martha Simonsen**, professor of English, has been selected to participate in two programs this summer. She will attend the National Endowment for the Humanities Institute on South Asia Culture and Civilization and the Summer Institute on African Autobiography...**Juliann Fleenor**, assistant professor of English, has also been selected to participate in a summer NEH workshop. She will attend the Community College Humanities Association's "Cultural Tools: Realities and Representations of Technology in American Society."

Patrick Beach, coordinator of the hospitality management program, co-hosted a national teleconference on preventing foodborne disease during a broadcast held last month. He will also facilitate a teleconference in August for the national Hazard Analysis Critical Control Points training initiative. This program will deal with inspections and evaluations in retail food, seafood and processing plants...**Paula Deeken** and **Kathryn Powell** of the AED faculty presented "Hi Ho, Hi Ho, It's Off to Work We Go" at the Illinois Workforce Education Conference held in Chicago last month. The workshop focused on learning, work and improving the bottom line.

In other campus developments, we welcome **Chou-Lian Havro**, who joins the Personnel department as a clerk typist; **James Walter**, who will work as a computer operator in IS/AS; **Cecilia Hanchar**, who joins LS/HS as an administrative assistant; **Rebecca Smith**, coordinator of Gender Issues and Community Counseling, WOM PRG; and **Timothy Sares**, coordinator of Assessment Services, Assessment Center. We congratulate **Judy Longmore** on her promotion to administrative assistant, AE/LS; **Richard Cowan** on his promotion to groundskeeper, PHY PLT; and **Matt Tomaszewski**, on his promotion to information specialist, CNS. We also welcome back **Bonnie Meltesen**, who will serve as part-time supervisor in the Tutoring Center. Reclassifications this month include **Alan Gann**, Mail Center supervisor, and **Debra Tellschow**, exercise leader, WHP.

We also congratulate **Stefan Adam**, PHOTO, who earned an Associate in Applied Science degree in electronics technology this spring...and **Bill Punkay**, TM/PS, on the birth of his grandson, Stephen.

We send our condolences to **Juanita Bassler**, MCA, on the death of her brother; to **Barb Singer**, AE/LS, on the death of her father; to **Linda Soto**, BUS/SS-CE, on the death of her mother; to **Carol Tucker**, math coordinator,

The Harper *in*sider

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Retirees Corner

We send our condolences to the family and friends of Mary Lou Mulvihill, who died last month. Mulvihill, a member of the biology faculty for more than 16 years, retired in 1988.

TUT CTR, on the death of her mother; to **Bill Punkay**, TM/PS, on the death of his mother; to **Bob Boeke**, TM/PS, on the death of his father; to **Deanna Torres**, PUB, on the death of her grandmother; and to **Sara Speicher**, PUB, on the death of her aunt.