Do You Know...What the FY 2007 College Goals Are? - Denise Poelking

We always talk about FBS goals, but did you know that the College has written goals as well? The following are the College Goals for FY 2007:
1. Strengthen and expand the One College concept
2. Improve student learning, performance and persistence
3. Expand college-wide coordination of student success strategies and interventions
4. Align college-wide program effectiveness with resource allocations
5. Increase responsiveness to community needs for access to education and training
6. Build strategic alliances to maximize student and community development
7. Expand delivery of instructional methods and training services

It’s important to remember that in order to succeed, each division must align its goals with the College goals. I bet you’re wondering how you fit into this “goals” puzzle. Here is where you fit in - (1) your individual goals support your department goals; (2) your department goals support the FBS Division goals; and (3) the FBS Division goals support the College goals. It’s the same for the other divisions as well. Pretty easy, don’t you think?

Kudos — Vanessa Traylor

Jim Cahill, Manager of Operations would like to thank Frank Polace for his hard work and outstanding execution and planning of the temporary relocation to and from SC 10. “Without Frank’s work nothing much would have happened!” Thanks for the tremendous work.

Carl Powell, Joe Hohenfeld and the rest of the TSR Relocation Team would like to send kudos to Metro Plant Operations for their tremendous work on the temporary relocation to and from SC 10. “I just wanted to drop you a quick note to thank Mike Underwood, and the Metro Plant Ops staff for all of their support and assistance. This past weekend, we moved back up to our regular 5th floor offices. Jim, Mike, and their staffs made sure everything was ready for our return, ensuring a very smooth and uneventful return. Mike even had extra cleaning staff on site on Friday to help clean off any dust or particulate that appeared once the ventilation systems were turned back on.

“In all, this was the most well-planned and uneventful move I have been involved in here at the College. I greatly appreciate the support and time Jim and Mike spent with Joe Hohenfeld and the rest of the TSR relocation team.

Warren Hauser, Manager, Reprographics would like to thank his staff Jim Kotula, Sal Germano & Albie Kaufman for putting forth a huge effort to get the 40th anniversary invitations out for the Western Campus. The job included silver foil stamping and special handling. 1500 were produced on special order stock and envelopes. Dr. Rowell requested a special look for the 40th anniversary of the West campus at this year’s campus Convocation.

(continued on page 8)

Corrections

In the July 2006 FBS Newsletter Kudos section, the “Eastern Campus Thank You” from Pamela Peters and Christina Hulett of Key Career Place was to Mary Suva in the Eastern Campus Copy Center, not to Marynell Jones as listed in the item. We apologize for the error.

Special points of Interest:
• Submit a Quote and yours may be featured on page 11.
• See Monthly Contest on Page 12 for a chance to win one of two $10 gift cards
Ponderous, Really Ponderous - Dion Corrigan

I have a theory. It came to me recently while shopping for a new car:

The reason relationships fall apart and the increasing divorce rate is directly connected to the bucket seat in the automobile.

Follow me on this:

Up until the late 70's, cars and trucks had bench seats. I had both a '74 Dodge Dart and a '73 Grand Fury (we called it the love boat). When out with a girl, she would usually slide over to me ... allowing my arm to be around her and cuddling while we drove to where ever the date led that night.

In the 80's the mass production of bucket seats in cars and even trucks became standard. I had an '82 Mazda 323 (a sedan for those of you who are not into cars) and an '84 Ford Escort. Both had bucket seats. Cuddling was out ... all you could do was hold hands (and that was out if you had to shift), and for a 6' tall guy like me, romance in the front or back seat was an exercise in futility (or a risk for serious back sprain).

In the 90's the whole soccer mom deal was running. Two incomes were required to make ends meet, and each person needed their own vehicle to get to work. This created even more separation. The touch (even the distant one) was out ... making a living, in. As people moved apart in cars, the physical caress disappeared ... and divorces increased.

Best Practices:

QSC Opt For Panel Of Experts - Jackie Boehnlein

FBS’s commitment to quality continued on July 25, 2006, when the Quality Steering Committee made the decision to submit an FBS application to a panel of quality experts in February 2007. Unlike in past years, the panel will not be from the Ohio Partnership for Excellence (OPE). FBS will use the services of two outside examiners in a process that very closely mirrors the Ohio quality program. The experts will have extensive experience with the Baldrige Criteria for Excellence which is the criteria we use as our framework for BEST. Taking this approach offers substantial benefits that include:

- A strong examiner team with the knowledge and experience to review our strengths and opportunities for improvement using Baldrige criteria.
- Increased communication and follow-up with our examiner team so that we fully understand what they saw and why they believe it is of importance to us.

In the coming year FBS will continue its ties with the OPE. Like in past years, we will send volunteer examiners that participate in the quality assessment of Ohio organizations that have submitted applications. Examiners bring back valuable knowledge to FBS through their OPE participation. The OPE is also in the process of expanding its quality training curriculum which may offer additional opportunities for interaction.

A timeline of the assessment process is at K:\Finance & Business Services (FBS)\BEST\Team Minutes\Quality Steering Committee\Fiscal 2007 Quality Assessment Timeline.doc. The timeline takes us from August 14, 2006 to April 30, 2007. This includes getting our 2007 application written, working with our panel of experts for the application’s review including a site visit, obtaining the experts’ feedback, and reviewing the feedback with our experts. By taking this new approach, FBS will obtain feedback that will help us make both incremental and breakthrough improvements. It also supports our ability to achieve our vision of being “the premier source of innovative services for the global college community.”
Get Carded! The MyTri-C Card has arrived!

The College is issuing a replacement card for the Tri-C ID - the MyTri-C Card. This photo identification card also functions as a stored value card. By loading funds on your MyTri-C Card (minimum of $10) you can use your MyTri-C Card to pay for select purchases in certain Tri-C locations (such as Java City and Pepsi vending machines) and save 5% on your purchase!

Union News — George S. Dalton

This month I want to share some interesting information that I found online concerning two different but important subject areas. First, I will discuss our updated job descriptions, followed by a summary of the guidelines for our upcoming union officials election this October.

The job descriptions for all AFSCME bargaining unit positions have been updated per the side agreement between the College and the Union which is located in the back of our current union contract book. I found them on the tri-c website:

http://infonet.tri-c.edu/hr/docs/job%20Descriptions/AFSCME.pdf

You can also find them on the Human Resources web page by clicking on current employees. Click on AFSCME under the job description heading, and the list of job classifications should pop up. Then just click on the job description that you want to see. To eliminate confusion, all employees should be aware that these updated job descriptions supersede all of the older job descriptions that we were all using at different times in the past.

While I was visiting the AFSCME website, I found the AFSCME International Constitution that sets the rules and guidelines for our local Union (Council 8) as well as the locals all around this country. What caught my eye in particular was Appendix D of the Constitution that spells out our Union election guidelines. Here is a brief summary of our election process:

The nominations for candidates are made at a nominations meeting that has at least 15 days notice given to the local Union membership. Any full time local Union member in good standing can be nominated by any other member who stands up and nominates him/her at the nomination meeting. A person can only run for one office per election, and each candidate has the opportunity to decline the nomination if he doesn't want to be elected. There is no limit on the number of nominations a candidate can receive.

FBS On Your Side: Viruses, Trojans and Spyware OH MY! - Dion Corrigan

Technology is a wonderful thing and computers have greatly enhanced our life and learning. But everything comes with a price and the dark side of computers are the dangers of malicious software.

A Virus is a small program that embeds itself into other programs. When those other programs are executed, the Virus is also executed, and attempts to copy itself into more programs. In this way, it spreads in a manner similar to a biological virus.

With widespread access to the internet, new forms have appeared called worms, which not only infect your computer but created small mailing programs that send itself out to everyone in your address book and in turn infect their computer which then creates a small mailing program — you get the idea.

A Trojan Horse is a program that claims do one thing, but in fact does something else, such as open a back door into your computer, collect personal data and send it back to its creator, or even take control of your machine to “attack” another computer or computer network.

Spyware is any software that covertly gathers user information through the user’s Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet. Once installed, the spyware...
... as the river of time flows over most peoples bodies, it tends to erode the sediment of color from our hair, making it gray, or the hair itself, making us bald, and conversely, creating "sandbars" of fat around the middle or other parts of most of us, myself included. “

A Primer for the Interdimensionally Challenged

OK, break’s over, put your brains back in & hold them down with thinking caps for a while. Rev them up, because it’s time to get cosmic! For a lifetime I’ve been noticing how difficult it is to move within dimensions, especially as the number of dimensions involved increases. Refresh your memory as to what dimensions I’m talking about, you say? OK.

To start with, there are 3 physical dimensions: forward & backward, right & left, and up & down. It’s easy to move forward. That’s what we’re built for. The older we get, however, the slower it becomes, but that’s a later paragraph. Try walking backwards. Not easy, is it? Running backwards is less easy, although possible, I guess. On to the 2nd dimension. It’s not as easy to move left or right, is it? And I don’t mean by turning left or right, and then walking forward. That’s walking forward in another direction. I mean literally moving left or right. The only way to do it is to slide your feet like an inchworm, one stride at a time. Much less easy than moving forward or backward, isn’t it? Even further less easy than that is movement in the 3rd dimension, up & down. Except for jumping, a short-lived and instantly negated (by gravity) movement, you need the artificial apparatus of a ladder, a rope, an elevator, or a rocket ship to move straight up. As for down, that’s a jump, too, but if it’s more than a few feet, pillows, a trampoline, or a parachute is in order.

So much for the 3 physical dimensions. I think I’ve illustrated that the farther up the number of dimensions that you go, the more difficult any movement becomes. It’s even worse when you get to the 4th dimension: TIME. With time, we can only go one direction: forward, and at one speed, which is the one that we all each subjectively experience as time flow, from the past, through the present, into the future. In terms of what we actually experience, however, we only experience an ever-present present.

Some say that time is like a river, and I tend to agree with that analogy, especially when the river “sediment” erosion and deposition principles that I’ve invented are involved. These state that, as the river of time flows over most peoples bodies, it tends to erode the sediment of color from our hair, making it gray, or the hair itself, making us bald, and conversely, creating “sandbars” of fat around the middle or other parts of most of us, myself included. Heredity. Thank your parents if you are naturally thin or young-looking as you age. But I’m off track; let’s get back to the dimensions of reality topic.

Seeing is also more difficult as you move up the dimensions. Since our eyes are on the front of our head, that’s not surprising. To see in the other direction of the first dimension, we need a mirror. To see sideways in the 2nd dimension without turning our head, it’s either be born a fish or use the limits of your peripheral vision or mirrors if you’re human, but it’s still harder to see sideways and get used to it than just glancing in the rear view mirror. As for the 3rd dimension, up & down, forget it; it’s still possible with mirrors, again, but not easily. Eyebrows and bottom of face are in the way. Think what fun it would be if we also had eyes on the top of our heads and on the soles of our feet. Our mothers would make us wipe our eyes when we came into the house. At least it would explain all the people that I see that park their glasses on the top of their noggins.

But it is when we apply seeing to the 4th dimension, time, that it becomes the most interesting. We can only see the present. Our seeing of the past is only through the fallible and cloudy lens of memory, or via the limited artifacts of art, photography and video. Our seeing of the future is constrained by our plans, wishful thinking, fears, conjecture, and just plain blindness.

Now just think what people would look like if you could see them 4th dimensionally. That means you could see them not only as they look now, in the present, but also see how they’ve looked from when they were born, at all stages of their life, until their death. I imagine that people would appear somewhat like truncated centipedes, tiny/shorter and bald at the front, smoother, bigger, hairier & fatter in the middle, and progressively smaller, wrinklier, grayier, and/or balder at the end, ending in a bony skeleton with a trail of dust or ash behind it. EEE-YEW! But we’d get used to it. Here’s a thought: how many of us would date and/or marry our current partner if we could have seen them as they were/are/ will be, all when we first met them? Or they us? How many of us would care? How many of us would jump off a cliff when we...
**August 2006**

<table>
<thead>
<tr>
<th>Sun</th>
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**Schedule of Events**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>August 1</td>
<td>Western Campus Health Technologies Center/</td>
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<tr>
<td></td>
<td>Building &quot;A&quot; Expansion Project scheduled to begin</td>
</tr>
<tr>
<td>August 4</td>
<td>FBS Cabinet</td>
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<tr>
<td></td>
<td>9 a.m. – 11 a.m.</td>
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<td></td>
<td>Eastern Campus</td>
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<td></td>
<td>E3-2208</td>
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<tr>
<td>August 4</td>
<td>Twins Festival Day</td>
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<tr>
<td>August 6</td>
<td>Summer Session Full Term, Session K End</td>
</tr>
<tr>
<td>August 8</td>
<td>Final Grades Due, Full Term, Session K</td>
</tr>
<tr>
<td>August 8</td>
<td>Sneak Some Zucchini Onto Your Neighbor’s Porch Night</td>
</tr>
<tr>
<td>August 9</td>
<td>Cleveland Senior Summer College</td>
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<tr>
<td></td>
<td>9 a.m. – 4 p.m.</td>
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<td></td>
<td>Metropolitan Campus</td>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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</thead>
<tbody>
<tr>
<td>August 10</td>
<td>Lazy Day</td>
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<tr>
<td>August 13</td>
<td>Blame Someone Else Day</td>
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<tr>
<td>August 16</td>
<td>FBS Feedback Management Process goes &quot;Live&quot; (see announcement at Today@Tri-c page)</td>
</tr>
<tr>
<td>August 22</td>
<td>Be an Angel Day</td>
</tr>
<tr>
<td>August 28</td>
<td>Fall Semester (16 Weeks) and Session A (8 Weeks) begin</td>
</tr>
<tr>
<td>August 30</td>
<td>National Toasted Marshmallow Day</td>
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</tbody>
</table>

August is also National Catfish Month, National Golf Month, National Eye Exam Month, National Water Quality Month, Romance Awareness Month, and Foot Health Month.
**Schedule of Events**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>September 4</td>
<td>Labor Day – College Closed</td>
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<tr>
<td>September 4</td>
<td>No Classes Scheduled</td>
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<tr>
<td>September 5</td>
<td>Be Late For Something Day</td>
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<tr>
<td>September 11</td>
<td>Session O Begins</td>
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<tr>
<td>September 12</td>
<td>District Roundtable Meeting</td>
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<tr>
<td>September 12</td>
<td>3 pm – 5 pm, Board Room</td>
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<tr>
<td>September 12</td>
<td>National Chocolate Milkshake Day</td>
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<tr>
<td>September 14</td>
<td>Western Campus Roundtable</td>
</tr>
<tr>
<td>September 14</td>
<td>9 am-11 am and 3 pm-5pm</td>
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<tr>
<td>September 14</td>
<td>Room to be determined</td>
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<tr>
<td>September 15</td>
<td>FBS Cabinet Meeting</td>
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<tr>
<td>September 15</td>
<td>9 am – 11 am</td>
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<tr>
<td>September 15</td>
<td>UTC, Room 229</td>
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<tr>
<td>September 20</td>
<td>Metro Campus Roundtable</td>
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<tr>
<td>September 20</td>
<td>9 am-11 am and 3 pm-5-pm</td>
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<tr>
<td>September 20</td>
<td>Metropolitan Room</td>
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<tr>
<td>September 23</td>
<td>Dogs in Politics Day</td>
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<td>September 25</td>
<td>National Comic Book Day</td>
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<tr>
<td>September 25</td>
<td>National Comic Book Day</td>
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<tr>
<td>September 26</td>
<td>Eastern Campus Roundtable</td>
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<tr>
<td>September 26</td>
<td>9 am-11 am and 3pm-5 pm</td>
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<tr>
<td>September 26</td>
<td>East 2, Room 120</td>
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<tr>
<td>September 26</td>
<td>National Good Neighbor Day</td>
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<td>September 26</td>
<td>Board of Trustees Meeting</td>
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<td>September 26</td>
<td>1:30 pm – Corporate College</td>
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<tr>
<td>September 26</td>
<td>West Room 310</td>
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<tr>
<td>September 23</td>
<td>National Bed Check Month</td>
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<tr>
<td>September 23</td>
<td>National Chicken Month</td>
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<td>September 23</td>
<td>National Courtesy Month</td>
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<td>September 23</td>
<td>National Honey Month</td>
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<td>September 23</td>
<td>National Mind Mapping Month</td>
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<td>September 23</td>
<td>National Piano Month</td>
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<tr>
<td>September 23</td>
<td>National Rice Month</td>
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<tr>
<td>September 23</td>
<td>National Papaya Month</td>
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<tr>
<td>September 23</td>
<td>and Classical Music Month</td>
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</tbody>
</table>

September is also: Self Improvement Month; Cable TV Month; National Bed Check Month; National Chicken Month; National Courtesy Month; National Honey Month; National Mind Mapping Month; National Piano Month; National Rice Month; National Papaya Month; and Classical Music Month.
Construction Update — Denise Poelking

College-Wide Projects
- **Elevator Upgrades** – Work is 95% complete. Project is expected to be complete by September 30, 2006.
- **Exterior Wayfinding Signage** – Signage is currently being fabricated. Work is to take place in the Summer of 2006 and is projected to be complete by September 1, 2006.
- **Mechanical System Replacement** – Year-2 work (Metro Building H, Building E and UTC; West Building A and Crile) is 75% complete.
- **Homeland Security Command Center** – Phase 1 of the project is in design/construction document phase. College is planning to issue bid documents, and is planning to ask the Board to approve the award of a contract for Phase 1 work in the Fall.
- **Academic Programming & Facilities Master Plan** – Consultant was on site in April and May and has completed approximately 17% of their work. Work on this project is expected to take 12 months.
- **Roadway/Parking Lot Renovations** – Construction began on June 1, 2006. Metropolitan Campus work will include a new parking lot on Woodland Avenue; UTC exit drive renovations; parking lot 1 entrance renovations; entrance drive apron renovations to recreation center parking; and renovations to the main entrance visitor parking areas. Western Campus work includes Ceremonial Drive improvements; parking lot B improvements; and handicap parking lot D improvements. Construction work is expected to be complete prior to the beginning of the Fall Semester.

Western Campus
- **Building “A” Expansion** – The State of Ohio released of construction funds for this project on July 5, 2006. Contract encumbrances have been prepared and sent to State Accounting for entry into their accounting database. Next step is the release of construction contracts. Construction is anticipated to begin on August 1, 2006. Construction work is expected to take approximately 12 months.
- **Skylight Replacement** – on hold.
- **Natatorium Restoration** – Construction work is currently underway.
- **Classrooms Renovations** – Work commenced June 1, 2006, and is expected to be complete prior to the beginning of the Fall Semester.

Eastern Campus
- **Window Wall Replacement** – Project 95% complete. Currently working on punch-list items.
- **East 3 Building and Site Renovation** – Currently in design development phase.

Corporate College – Training and Development - Pam Katkic

There are many areas of training and development offered at Corporate College. The Corporate College Technology Solutions Institute (TSI) is in the business of helping clients keep up with today’s ever-changing technology. In today’s business world, it is vital to have the skills and training needed to quickly and accurately react to changes in technology. Several of TSI’s programs even lead to professional certification attainment. Corporate College West houses a state-of-the-art Certiport testing center where organizations and individuals can achieve certification.

TSI program areas include Microsoft Office Suite® (Word, Excel, Outlook, PowerPoint and Access), Programming and Development Series for Web Services (Microsoft.NET, Java, Crystal Reports), Networking, Cisco Systems Networking Academy (CCNA, CCNP, CCSP), Oracle (Oracle SQL Programming, Reports Developer), Media (Web Page Authoring, Macro-media and other tools).

From beginning learners to advanced experts, from traditional instructor-led classes to e-learning and distance learning programs – TSI can provide custom training and development programs to suit everyone. The best part about all of this is that employees can use tuition remission benefits for TSI courses and training programs. For more information about TSI services visit [http://www.corporatecollege.com/I_Technology.aspx](http://www.corporatecollege.com/I_Technology.aspx)
Hello, Goodbyes, and Moves

Resignations
Todd Kinzer, plant operations manager, at the Eastern Campus has accepted the position of Superintendent of Zoo Facilities Operations at the Cleveland Zoological Society. Todd has shown strong leadership in organizing and executing the day-to-day and long term functions of plant operations at the Eastern Campus. Todd will be leaving the College on Friday, August 14. Todd has done a great job and will surely be missed; please take a moment to wish him well as he embarks on his new challenges and opportunities.

Union News (continued from page 3)
number of consecutive terms that each person can serve in any office, and officers in our local are elected to 3 year terms. An election committee is appointed by the local President and approved by the Executive Board to oversee the election to avoid a conflict of interest. This committee sets up the election and notifies membership at least 15 days before the election with the names and offices of the candidates along with the date, time and place of the election. If only one person is running for any office, they are declared elected and his name is not place on the ballot to avoid confusion. Voting must be by secret ballot, so don’t write your name on your ballot because your vote will have to be voided. Each Union member shall be afforded a reasonable opportunity to vote. Only one vote by each member is allowed. Both absentee voting and having someone else vote for you are prohibited. A voter should never vote for two candidates for the same office because their vote will have to be voided. The Election Committee will count the votes.

Kudos (continued from page 1)
Thanks, Warren.
Doris Wishner, Graphic Designer, Western Campus thanks Warren Hauser and his team for a great job. “Warren, the Convocation invitations were a big hit, they should be mailed tomorrow. THANKS for all of your help on this Rush job.”
Charles Smith, Technical Director, Western Campus sends Kudos to George Dalton, Mike Gelsomino and the rest of the team for a job well done. “Good morning gentlemen, I wanted to take this opportunity to thank you for all the hard work from you and your crew. They have completed the AC unit and it works great. You have made our lives much better. Ron Krepina, Bill Hennessy and Pete Mikulec were great! Thank you all!”
The Eastern Campus Business Office Manager and staff would like to truly thank Todd Kinzer, Plant Manager and team for the personal attention given to our office when there were problems. “Todd addressed our needs personally on several occasions right away and we greatly appreciate it.”
Rick Hoase, Manager, Marketing Communications, Western Campus wants to extend his thanks to Warren Hauser and his team for a job so well done on the invitations for the 40th anniversary Convocation of the Western Campus. “Kudos to you and to Doris Wishner for all your hard work. It was a pleasure to work with you.”
Tracy Love, Copy Center thanks Marynell Jones for valuable information. “The information on the Book Center billing procedures helped me bill back some outstanding charges for the Metro Book Center. Thank you very much. “
Dorothy Hirsch, Group Coordinator, Performing Arts, Metro Campus sends thanks to Marynell Jones and staff for the timely manner in which you completed the two large jobs that were submitted to your office during the shutdown of the reprographics at the Metro campus. Also, thanks for the assistance you gave to make sure the jobs were submitted properly.
FBS Cabinet Members

Janet Mann—Champion  
Andrea Arch  
John Black  
Jackie Boehnlein  
James Cahill  
Bernard Canepari  
Ellen Chen  
Dion Corrigan  
Carole Cox  
George Dalton  
Colleen Davis  
Marcia Dickinson  
Larry Ferrell  
Mike Gelsomino  

Robert Gerber  
Stephen Gipson  
Warren Hauser  
Steven Jablonski  
Jerry Jackson  
Marynell Jones  
Pamela Katkic  
John Kinzer  
Greg Klayber  
Carol Knerem  
Brian Krejci  
Ann Kristof  
Dennis Krueger  
Sharrie Landers  

Peter Mac Ewan  
Tom Madigan  
Mary McQueen  
Vincent Minarchio  
Teresa Moe  
Joseph Mustar  
Jerry Parker  
Bridget Piotrowski  
Denise Poelking  
Joseph Poelking  
Frank Polace  
Mark Polatajko  
J. Bruce Robinson  
Jeff Sako  

Bonnie Sams  
Keith Schuster  
Jerome Sestak  
Lisa Sheldon  
Robert Shrefler  
Tom Somerville  
John Soworowski  
Vanessa Traylor  
Spring Tubbs  
John Twist  
Michael Underwood  
Jeffrey Venecik

Team Champions and Members

**Team 1**  
Quality Steering Committee  
Lisa Sheldon—Champion  
John Black  
Jackie Boehnlein  
Marcia Dickinson  
Todd Kinzer  
Janet Mann  
Denise Poelking  
Mark Polatajko  
Jeff Sako  
Bonnie Sams  
Tom Somerville

**Team 2**  
Strategic Planning  
Mark Polatajko—Champion  
John Black  
Jackie Boehnlein  
Marcia Dickinson  
Todd Kinzer  
Janet Mann  
Denise Poelking  
Jeff Sako  
Bonnie Sams  
Lisa Sheldon  
Tom Somerville

**Team 3**  
Customer and Market Focus  
Jeff Sako—Champion  
Frank Polace—Co-Champion  
Jackie Boehnlein  
Warren Hauser  
Ann Kristof  
Laura Herskovic  
Bob Shrefler  
Vanessa Traylor  
Don Whitely

**Communications Team Members**  
Dion Corrigan  
George Dalton  
Don Fackelman  
Pam Katkic  
Ann Kristof  
Pete Mikulec  
Denise Poelking  
Andrew Priestas  
Vanessa Traylor

**Team 4**  
Measurement, Analysis and Knowledge Management  
John Black—Champion  
Carole Cox—Co-Champion  
Stephanie Harrison  
Brian Krejci  
Bridget Piotrowski  
Rob Stuart

**Team 5**  
Human Resources Focus  
Tom Somerville—Champion  
Greg Klayber—Co-Champion  
Nicole Cantor  
George Dalton  
Don Gasler  
Mary McQueen  
Lillian Welch  
Roy Whitmore

**Team 6.1**  
Core Processes  
Todd Kinzer—Champion  
Pam Katkic—Co-Champion  
Paul Brusk  
Ellen Chen  
Jackie Kijanski  
Scott Seidel

**Team 6.2**  
Support Processes  
Bonnie Sams—Champion  
Larry Ferrell—Co-Champion  
Colleen Davis  
Albie Kaufman  
Clare Larca  
Sharrie Landers  
Tom Madigan  
Frank Polace  
John Soworowski
BEST Impressions - Staying Connected with FBS

BEST Speak - Andy Priestas and Denise Poelking

Attitude and Morale
In the early days of the Communications Team, before we took on the responsibility of producing the newsletter you are now reading, we discussed many topics related to our on-the-job efforts. One of the most interesting topics we examined was the issue of attitude and morale, and how they affect us all.

There has been confusion about the difference between “attitude” and “morale”—they are not synonymous words. According to The American Heritage Dictionary of the English Language (fourth edition), attitude is a state of mind or feeling; a disposition, whereas, morale is the state of the spirits of a person or group as exhibited by confidence, cheerfulness, discipline, and willingness to perform assigned tasks (esprit de corps). Whether morale is high or low, it will show its face as either a good or poor attitude in an individual. Attitude can be disconnected from morale and adjusted accordingly, however the adjustment can create an attitude that is artificial, like a mask. An individual’s attitude impacts the morale of an entire department, and can even impact the morale of an entire division.

During our brainstorming session, we developed a list of factors that contribute to good attitudes and high morale, and factors that contribute to poor attitudes and low morale. We would like to share our findings (not necessarily in order of importance) with you—please let us know what you think.

Good Attitude/High Morale
- Being recognized for positive accomplishments
- A work environment that celebrates success
- Being included in major decisions
- A work environment where each person has reasonable control over their work tasks
- Being informed – having a logical reason (not an arbitrary one) for why a decision is made
- A work environment that accepts initiative and creative thought
- Consistency from the top down
- Discussing problems and resolving issues promptly
- Adhering to union contracts
- Honorable leadership

Poor Attitude/Low Morale
- Being taken for granted
- Double standards
- Mandatory edicts for non-job related issues
- Overwhelmed feeling – too many tasks and not enough time
- Unrealistic deadlines
- Inefficient processes with unnecessary complexity
- Taking credit for ideas that are not one’s own
- Reactionary responses
- Misinformation, or worse, disinformation

Construction (continued from page 7)

- Metropolitan Campus
- Expansion Joint Replacement, Phase 5 – Project is substantially complete. Project is in the process of being closed-out.
- Door Replacement – Project is substantially complete. Currently working on punch-list items.
- Exterior Building Restoration – Project is 98% complete.
- Center for Innovation in the Arts – Currently in the schematic design phase. The site work package is expected to be bid in the Fall.
- Hospitality Management Renovation – Programming is complete, and project is currently in the site selection phase.

District Administration Building
- District Office Building Exterior Restoration – Bids were opened on June 29, 2006 and are presently being evaluated.
FBS Birthdays – August 2006

District Office
Stefanie Harrison, Student Accounting, August 5
Martha Davidson, Procurement Services, August 14
Robert Ruppe, Procurement Services, August 16
John Black, Systems & Budget Mgmt., August 29
Toni Kirby, Finance & Business Services, August 31

Eastern Campus
Frank Heller, Building Maintenance, August 13
Michelle Allen, Book Center, August 14

Gloria Nnewhi, Book Center, August 20
George S. Dalton, Grounds Maintenance, August 22
Dion Corrigan, Mailroom, August 31
Tonya Murray, Custodial Services, August 31

Western Campus
Michael Flury, Grounds Maintenance, August 8
Jerry Jackson, Mailroom, August 15
David Jankovsky, Grounds Maintenance, August 16
Martha Kapinski, Custodial Services, August 31

Metropolitan Campus
Vince Tirpak, Building Maintenance, August 7
Suzy Stojanovski, Book Center, August 9
William Taylor, Mailroom, August 10

Mike Evans, Reprographics, August 14
Nii Tackie, Book Center, August 23
Cordale Daniels, Reprographics, August 31

Questions and Answers — Denise Poelking

What is the Board of Trustees?
The Board of Trustees for the Cuyahoga Community College District, “has the authority to act as the governing body in all policy matters of the College requiring attention or action.” The Board consists of nine members, and the College President serves as the Secretary to the Board. Only the nine Trustees have voting power.

Board of Trustees members are appointed by the Governor (3 Trustees) and the Cuyahoga County Board of Commissioners (6 Trustees) for five-year terms or the remainder of vacated terms.

For additional information regarding the Board of Trustees, click on this web address: http://knowledge1/sites/president/boardoftrustees/default.aspx

Favorite Quotes

“When I get real bored, I like to drive down town and get a great parking spot, then sit in my car and count how many people ask me if I’m leaving.” – Steven Wright (submitted by Dion Corrigan)

“Too much of a good thing can be wonderful” – Mae West (submitted by Pam Katkic)

“What counts is not necessarily the size of the dog in the fight—it’s the size of the fight in the dog.” – Dwight D. Eisenhower (submitted by Ann Kristof)

“We are what we repeatedly do. Excellence, then, is not an act but a habit” – Aristotle (submitted by Pam Katkic)

“It’s a funny thing about life; if you refuse to accept anything but the very best, you very often get it.” – Unknown (submitted by Pam Katkic)

“If your trade is with the Celestial Empire, then some small counting house on the coast, in some Salem harbor, will be fixture enough.” – Henry David Thoreau (submitted by Andrew Priesistas)

“Ambition is a poor excuse for not having enough sense to be lazy.” – Edgar Bergen (submitted by Ann Kristof)

“Someone’s sitting in the shade today because someone planted a tree a long time ago.” – Les Brown (submitted by Vanessa Traylor)
Mission - Achieve operating excellence through customer-focused support services.

Vision - To be the premier source of innovative services for the global college community.

Values:
Customer Focus - We take pride in solving problems, making it easier to do business with CCC.
Accountability - We keep promises to our customers and to each other by meeting commitments on time and on budget.
Continuous Improvement - We aspire continually to better our processes and ourselves, believing change is an essential part of success.
Communication - We strive to exchange information clearly
Teamwork - We encourage alliances between individuals and departments, realizing that synergy allows the whole to be greater than the sum of its parts.

The Prattler (continued from page 4)

looked at ourselves in the mirror as a child or young adult with 4th dimensional vision? Maybe what we saw would affect our choices in life in other ways. A lot more of us would get Bally Total Fitness club memberships and plastic surgery, I’ll bet.

All this dimensional talk doesn’t address dimensions beyond those that we commonly know, already mentioned. Yet current physics tells us that they do exist. It’s about as difficult for me to imagine the nature of more dimensions as it would be to envision a totally NEW color for instance, like if we could actually see ultraviolet or infrared. And for an extra dimensional artifact or being to appear to us would be incomprehensible to us within our familiar frame of reference.

There’s a book called “Flatland”. It illustrates a 2 dimensional world populated by 2 dimensional beings. When a 3 dimensional object intrudes on their world, they totally misinterpret its true nature, due to their own perceptual reality limitations. A 2 dimensional world would be a plane, which has length & width, but no height. A line intersecting that plane from above would appear to denizens of that 2 dimensional world to be a point, or dot, while we 3 dimensional beings recognize it for its true nature, a line. Likewise, the 2D-ers would see a cube as only a square or a sphere as only a circle. Maybe that’s what seeing through time is like for higher dimensional beings looking at our world. Maybe that’s why flying saucers behave so erratically and appear so incomprehensible to us. But that’s another column.

FBS On Your Side (continued from page 3)

monitors user activity on the Internet and transmits that information in the background to someone else.

Now, before you get panicked over this information, I have a question for you. Did you know that the college offers free anti-virus software to its employees for their home use? It’s true! TSR has obtained site licenses so that all college employees can install and protect themselves from the electronic dangers that lurk out there.

Instructions for downloading and creating your own install CD of Symantec Anti-virus Corporate Edition, which is a top rated anti-virus program can be found at http://infonet.tri-c.edu/tsr/docs/UserServices/virus/NortonAntivirus1.htm. For those of you worried about spy-ware (and you should be) Ad-Aware personal edition is FREE for personal use and can be downloaded at http://www.lavasoftusa.com/soft ware/adaware/.