

COMING EVENTS FOR FALL SEMESTER

As you plan your fall semester schedule, be sure to consider attending Quality Advocate's meetings, quality and planning panel discussions, and quality and planning programs offered jointly by the Human Resource Development Center (HRDC) and the Center for Quality and Planning. For more information about the events in this newsletter, please contact the Center for Quality and Planning at 814-863-8721. The Center is also available to consult with Penn State units on issues around planning, assessment, and improvement.

QUALITY ADVOCATE'S MEETINGS

The Quality Advocate's Network will meet this fall on September 15 and November 17. The Network is an informal gathering of those at Penn State interested in improvement and change, providing an opportunity to exchange information and experiences. All are welcome. Penn State Great Valley sponsors Quality Advocate's Network meetings via PicTel. If other campus colleges would like to participate via PicTel, please contact the Center for Quality and Planning.

Structuring Effective Sponsorship.

September 15, 8:30-10:00 a.m. 404 Old Main
 On Friday, September 15, Anna Griswold, Assistant Vice Provost, Division of Enrollment Management and Administration, will lead a discussion on structuring effective sponsorship to help ensure the success of improvement initiatives. Anna has served as both a team sponsor and team leader, and sponsors continuous improvement initiatives at Penn State's Office of Student Aid. Effective team sponsorship is one of the most critical factors supporting the successful outcome of an improvement initiative. Team sponsors typically work to initiate the improvement of a process, support the team, implement the team's solutions, and recognize the team's accomplishments. To participate in the September 15 meeting, please RSVP to the Center for Quality and Planning by Monday, September 11.

Using the Baldrige Criteria for Assessment, Planning, and Improvement. November 17, 8:30-10:00 a.m., 404 Old Main

Both academic and administrative units at other universities have successfully used the Malcolm Baldrige National Quality Award criteria for self-assessment, planning, and improvement. Ann Dodd, Senior Consultant, Center for Quality and Planning, will lead a discussion on the potential for using the Baldrige Criteria as an organizational effectiveness tool within Penn State units. Ann is a member of the 2000 Board of Examiners for the Baldrige National Quality Award. To participate, please RSVP to the Center for Quality and Planning by Monday, November 13.

PANEL DISCUSSIONS

Listening to Your Constituents.

October 4, 8:30-10:00 a.m., Nittany Lion Inn

Administrators who wish to gather better information from their stakeholders — faculty, staff, students, alumni, or others — may be able to draw upon considerable help that is readily available within the university. This discussion will explore practical constituent-oriented research, with an emphasis on how actionable data can be gathered and used. The program includes:

- Michael Dooris, Moderator (Center for Quality and Planning) on the PSU unit-level faculty-staff survey instrument
- Elizabeth Trimble (Eberly College of Science) on one college's customized faculty-staff satisfaction survey
- Marjory Sente (Development and Alumni Relations) on experiences with alumni focus groups and telephone research
- Betty Moore (Student Affairs Research and Assessment) on "Penn State Pulse" as a student research tool

To participate, please RSVP to the Center for Quality and Planning by Friday, September 29.

Using Quality and Planning Concepts to Set Priorities: How Do You Respond to Competing Demands for Limited Resources? November 2, 8:30-10:00 a.m., Nittany Lion Inn
 Are you faced with increasing demands for a fixed base of resources, be they people, time, equipment, or money? How can you apply quality and planning approaches and tools to identify the most effective priorities for the use of those resources? Find out how three managers have used process improvement and strategic planning models and tools to focus their unit's activities and align them with Penn State's goals. Join us from 8:30 to 10:00 a.m. on Thursday, November 2 in the Penn State Room of the Nittany Lion Inn to talk with:

- Linda Friend, Librarian and Head, Information Technologies, University Libraries
- Susan Kennedy, Associate Director for Educational Services, University Health Services
- Sandy Thatcher, Director, Penn State University Press
- Barbara Sherlock, Moderator, Quality and Planning Specialist, Center for Quality and Planning and Human Resource Development Center

To participate, please RSVP to the Center for Quality and Planning by Monday, October 30.

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