

# Quality Endeavors

News from the Office of Planning and Institutional Assessment • August/September 2003 No. 74

## Sharing Ideas and Innovations

### QUALITY ADVOCATES' NETWORK MEETINGS

The Quality Advocates' Network is a bi-monthly gathering of those at Penn State interested in improvement and change. The Network provides an informal opportunity to exchange information and experiences. All Penn State faculty, staff and administrators are welcome. Campus colleges interested in participation via PicTel should contact the Office of Planning and Institutional Assessment.

### Maintaining A Positive Work Environment In A Time Of Declining Resources

Friday, September 12, 2003, 8:30–10:00 a.m.  
404 Old Main, University Park

Many units within Penn State have the good fortune of having built a positive work environment. With the pressure these days to implement budget cuts, it is easy to lose sight of the fact that cutbacks can have an adverse affect on work climate. Is it possible to find cost effective ways to maintain a positive work environment? At the next Quality Advocates' Network session we will hear how three Penn State units are doing this. Talking about their approaches and experiences will be:

- **Philip Burlingame**  
Assistant Vice President, Student Affairs
- **Bonnie MacEwan**  
Assistant Dean, University Libraries
- **Paul Peworchik**  
Coordinator, Information Technology Services

### Creating Opportunities to Serve Users Better

Friday, November 14, 2003,  
8:30—10:00 a.m.  
404 Old Main, University Park

How can you use technology to keep in touch with rapidly changing customer expectations? How do you use assessment data to redesign processes and services to better meet customer needs? Sharing details of the University Libraries' progress towards building a culture of assessment will be:

- **Laura Probst**  
Head of Public Services
- **Linda Klimczyk**  
Information Center Consultant
- **Eric Novotny**  
Humanities Librarian
- **Paula Contreras**  
Reference Librarian

If you would like to attend either event, please call the Office of Planning and Institutional Assessment at 814-863-8721 or e-mail [psupia@psu.edu](mailto:psupia@psu.edu).

### NEW PROGRAMS IN PLANNING, IMPROVEMENT, AND ASSESSMENT

Two new programs in planning, improvement, and assessment are being offered for managers, directors, department heads, and supervisors.

### Using Unit-Level Assessment to Enhance Organizational Performance

**CQI 069**  
November 6, 2003, 2:30–4:30 p.m. or  
April 29, 2004, 8:30–10:30 a.m.

This program will allow unit leaders to gain a working knowledge of the seven criteria of the Baldrige National Quality Award (leadership, strategic planning, stakeholder focus, information and analysis, faculty and staff focus, educational and support process management, and unit performance results). They will also explore how use of a model such as this to analyze their organization can guide them to strengthen their unit's position and performance.

### Strategies for Cost Savings

**CQI 070**  
November 21, 2003, 8:30–10:30 a.m. or  
April 12, 2004, 2:30–4:30 p.m.

Efficiency is often defined as "doing things right" while effectiveness is "doing the right thing." Managers and leaders are continually asked to do both. This session will provide you with a set of questions and tools to start the efficiency/effectiveness conversation within your unit, identify ways to eliminate rework and duplication, and effectively streamline processes.

*Continued on back.*

Being offered again this year are the Overview of Continuous Quality Improvement (CQI 001), the Facilitator Training Series (CQI 068), and Applying Quality Principles in Daily Work (CQI 002).

To find out more, or register for any of these programs, visit the Human Resource Development Center web site at [http://www.ohr.psu.edu/hrdc/catalog/HRDC\\_Catalog.cfm](http://www.ohr.psu.edu/hrdc/catalog/HRDC_Catalog.cfm)

## AT THE OFFICE OF PLANNING AND INSTITUTIONAL ASSESSMENT'S WEB SITE

### A Web-based Learning Opportunity

Want to learn more about continuous quality improvement but having difficulty fitting a scheduled 3-hour session into your calendar? Need an introduction to continuous quality improvement now? Looking for ways to save costs and still get training if you're away from University Park? Consider "An Introduction to Continuous Quality Improvement: A Web-based Learning Opportunity." This program is available at <http://www.psu.edu/president/pia/overview>. We estimate it will take approximately two hours to complete the on-line program, but you may work at your own pace, and you may stop and start anywhere in the program.

### Progress Amidst Challenge: The Penn State Strategic Plan 2003-04 through 2005-06

Using the common themes and directions that emerged from the strategic plans submitted by the 34 budget units in February 2002, Penn State has developed University-wide goals and strategies for 2003-04 through 2005-06. These goals and strategies, along with criteria for selecting indicators to measure progress toward the goals, can be found at [http://www.psu.edu/president/pia/strategic\\_planning/strategic\\_planning\\_brochure/full\\_report.pdf](http://www.psu.edu/president/pia/strategic_planning/strategic_planning_brochure/full_report.pdf)

### COMING EVENTS

The National Consortium for Continuous Improvement in Higher Education will sponsor or co-sponsor the following events in the coming academic year.

- A National Roundtable addressing institutional effectiveness in higher education on October 27, 2003 in Washington D.C.
- A "Webinar" (virtual conference on the web) on strategic planning in October 2003.
- A "Hubinar" (regional conference) in the Dallas, Texas area on strategic cost allocation on February 5, 2004.

Check NCCI's web site for more information as it becomes available (<http://www.ncci-cu.org/>).

## SUPPORT FOR PLANNING, IMPROVEMENT, AND ASSESSMENT IN YOUR UNIT

The Office of Planning and Institutional Assessment is available to consult with units and facilitate the implementation of Penn State's strategic priorities. It is the Office's mission to support the University's efforts to plan, assess, and improve programs and services, and there is no charge for the Office's consultation services. The Office uses organizational change tools to help units assess their needs, develop strategic plans, improve key processes, and develop collaborative team environments. If you would like to discuss the planning, quality, or assessment needs of your unit with one of our consultants, please contact the Office at 814-863-8721 or e-mail [les1@psu.edu](mailto:les1@psu.edu).

### COMING IN THE OCTOBER ISSUE:

"Innovation and Improvement Initiatives at Other Universities."