

# Quality Endeavors

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## Quality Issues Forum Recognizes Teamwork Across the University

On May 4, 2005, the annual Quality Issues Forum will be held to recognize 54 teams and nearly 350 team members for their contributions to innovation and improvement.

This event, sponsored by the Office of Planning and Institutional Assessment and Executive Vice President and Provost Rodney Erickson, speaks to the importance of continuous quality improvement at the University since 1991. Faculty, students, staff, and administrators have found opportunities for cost savings and increased efficiencies in their work. Penn State values their contributions and continued commitment to these endeavors.

The keynote speaker for the Forum will be **Brent Ruben**, distinguished professor of communication and organizational psychology, and executive director of the Center for Organizational Development and Leadership at Rutgers University. Ruben is one of the founders of the National Consortium for Continuous Improvement in Higher Education. The title of his talk is, "Pursuing Excellence in Higher Education: The Classroom and Beyond."

In the past twelve to eighteen months, dozens of new quality improvement teams from across the University have met to consider critical issues and improve processes. Following is a sampling of the process improvement initiatives that will be recognized at the Quality Issues Forum.

Critical Issue	Team
<p>How can the Registrar's Office improve the process for assigning classrooms for final exams?</p>	<p><b>Final Exam Project Team</b>  <i>Office of the University Registrar</i>                      Sponsor: James Wager                      Leader: Garry Burkle                      Members: Connie Boob, Todd Clouser, Carol Findley, Alberto Gutierrez, Penny Kowalski, Dave Thompson, Shawn Wagner</p>
<p>Can the Office of Health Promotion and Education improve its recruitment processes to attract more student volunteers?</p>	<p><b>Office of Health Promotion &amp; Education Student Peer Educator Recruitment Team</b>  <i>University Health Services</i>                      Sponsor: Peg Spear                      Leader: Simon Holowatz                      Member: Rachael Beberman</p>
<p>How can the Office of Student Aid communicate openly and candidly with students about the debt they are incurring and develop online debt management tools?</p>	<p><b>Student Aid Debt Management Group</b>  <i>Office of Student Aid</i>                      Sponsor: Anna Griswold                      Members: Kevin Armalay, Carol Coder, Sandra Coyle, Jean Gasparato, Ralph Hosterman, Shari Howell, Savitha Kolar, Heather Kuhn, Melissa Kunes, Brian Mazari, Jeff Norris, Anita Sather, Doug Tice</p>

Critical Issue	Team
<p>What processes will the College of Earth and Mineral Sciences Work/Life Group improve to make it easier and more attractive for staff to combine family life and work life?</p>	<p><b>EMS Work/Life Group</b>  <i>Dean's Office, College of Earth and Mineral Sciences</i>  Sponsor: Eric Barron  Leader: Martha Traverse  Members: Cindy Anders, Kelly Rhoades, Susan Spaugh, Kathy Spicer, Michelle Stem, Melanie Stine, Rhoda Stoner</p>
<p>What process will be developed for modifying the Athlete Eligibility procedures to meet the new NCAA Eligibility rules?</p>	<p><b>Athlete Eligibility Enhancements Team</b>  <i>Office of the University Registrar</i>  Sponsor: James Wager  Leader: Carol Findley  Members: Todd Clouser, Scott Kretchmar, Russell Mushinsky, Mark Sherburne, Jim Weaver</p>
<p>How will the College of Agricultural Sciences employ a collaborative, top-down, bottom-up strategic planning process to identify areas of opportunities for excellence over the next 10-15 years?</p>	<p><b>Animal Sciences, Food Sciences, Natural Resources, Plant and Soil Sciences, and Social Sciences Study Groups</b>  <i>College of Agricultural Sciences</i>  Sponsor: Robert Steele  Leaders: Gary Perdew, Don Thompson, Jay Stauffer, Greg Roth, and Jill Findeis  Facilitator: Ann Dodd  Members: Faculty of the College</p>
<p>What processes will Penn State Berks improve to more effectively attract high school students to a week-long day camp designed to explore engineering, technology and applied science?</p>	<p><b>Young Engineers and Scientists Recruitment Program Team</b>  <i>Penn State Berks and the College of Engineering</i>  Sponsor: Susan Phillips Speece  Leader: John Vincenti  Members: Guy Anderson, Sean Brennan, John Cameron, Paul Heinemann, Haftay Jailu, Christine Masters, Terry Speicher</p>
<p>How can University Libraries improve the promptness and accuracy of their delivery of materials, in all formats and at all locations, real and virtual, and increase the satisfaction of their users?</p>	<p><b>Annex Process Improvement Team</b>  <i>Access Services, University Libraries</i>  Sponsors: Barbara Coopey, Ann Snowman  Leader: Frank Schrader  Members: Edward Armstrong, Cameron Banks, Wertney Cox, Jeff Marker, Verne Neff, Jill Roland, Robert Seeds, Eric Wheeler</p>
<p>How will the Office of Information Technology Services improve the financial reporting processes across all its units?</p>	<p><b>ITS Financial Process Improvement Team</b>  <i>Information Technology Services</i>  Sponsor: Gary Augustson  Leaders: Robin Anderson, Paul Peworchik  Facilitator: Barbara Sherlock  Members: Rhonda Brown, Wes Bumbarger, Angie Capone, Kathy Deck, Debra Ellenberger, Janda Hankinson, Steve Kellogg, Molly Kline, Jerry Krawczyk, Tracy Leitzel, Colleen Reese, Mel Rupert, Barbara Smith, Scott Smith, Cathy Snyder, Sheri Vail</p>

Critical Issue	Team
<p>What processes do enrollment managers use to accurately monitor and project the number of students changing campus locations? Can these processes be streamlined?</p>	<p><b>EIS Model Change of Assignment Team</b>  <i>Office of the University Registrar</i>            Sponsor: James Wager            Leader: Michael Tribone            Members: Cheri Gallagher, Shawn Wagner</p>
<p>Can Abington College improve and standardize the processes for employee hiring and separation?</p>	<p><b>New Employee Orientation and Exit Procedure Task Force</b>  <i>Abington College</i>            Sponsor: Karen Wiley Sandler            Leader: Patricia Rizzolo            Members: Ashely Anthony, Dinah Geiger, Russ Mulkewycz, Joan Raudenbush, David Ruth, Patricia Zitomer</p>
<p>Can the Applied Research Laboratory develop more effective processes for recruiting and retaining a diverse work force?</p>	<p><b>ARL Workforce Recruitment and Retention Team</b>  <i>Applied Research Laboratory, Office of the Vice President for Research</i>            Sponsor: E.G. Liszka            Leader: Alan Payne            Members: Ryan Ohlson, Randy Riesterer</p>
<p>What will be the process for developing a Web site that will successfully replace the 30,000 <i>Schedule of Courses</i> that have to be printed annually?</p>	<p><b>Enhance Web Schedule of Courses Team</b>  <i>Office of the University Registrar</i>            Sponsor: James Wager            Leader: Michael Tribone            Members: Carol Findley, Alberto Gutierrez, Penny Kowalski, Deb Richards, Shawn Wagner</p>
<p>How will Outreach develop more effective contracts and grants processes for outreach, campuses and extension?</p>	<p><b>Outreach TONIC Team</b>  <i>Office of the Vice President for Outreach</i>            Sponsor: Jeff Smith            Leader: Bob Igo            Facilitator: Barbara Sherlock            Members: Jeff Bridger, Robert Butler, Roger Martell, Lynn Melander Moore, Ginny Newman, Jane Owens, Joseph Segilia, Lori Stania, Elisabeth Workman, Sharon Youtzy</p>

The Office of Planning and Institutional Assessment maintains a database to track the efforts of over 650 improvement projects representing the work of approximately 3,100 team members. We hope that this information will be a useful reference for individuals who are initiating or currently involved in a quality improvement initiative.

If you have an improvement effort you would like to include in the database, or wish to update us on the progress of a team with which you are involved, you may complete the Team Information Form at: <http://www.psu.edu/president/pia/database/index.htm>