

April 28, 2009

# the Bulletin

MESA COMMUNITY COLLEGE'S EMPLOYEE NEWSLETTER

## MCC's Service Excellence Initiative

By Emily Weinacker, Ph.D., SPHR

**Service Excellence Elevated.** Dr. Pan recently held a Leadership Retreat in which college leaders discussed their responsibilities related to leading service excellence. The four hour session included defining service excellence, reviewing MCC case studies related to service excellence, developing individual leader action plans, and developing college wide action plans for service excellence implementation.

Dr. Pan defined Service Excellence in his presentation as making a difference to students, the community, and in the workplace. It involves developing mindsets and behaviors that:

- Make Service Excellence an Institutional Commitment
- Establish a Culture of Service
- Update and enhance individual service skills
- Provide efficient student-centered processes and procedures
- Aim to exceed student and community expectations
- Institute a feedback loop to assess effectiveness

Service Excellence supports and enhances Academic Excellence. If Service Excellence is intentionally managed, it can revolutionize the way MCC operates. Managing Service Excellence means creating a clear line of sight from the vision of Service Excellence to the point of customer contact.

Also during the retreat, the MCC Leading Service Excellence Framework was reviewed and utilized as a guide to the development of action plans. The framework consists of four components: Managing Culture, Managing Process, Leading Customers, and Leading Employees. Each component is composed of three subcomponents with questions associated

with each that focus leadership thinking and actions.

Using the Leading Service Excellence Framework, each manager developed a one page implementation action plan for the next three months. In addition, those in attendance defined and developed seven college action goals in support of the Service Excellence vision. These goals include:

- Develop and implement an inclusive and comprehensive employee orientation and development program (IPOD);
  - Teach each other about what different departments do to build community, value each other, and provide better service to our students;
  - Develop a system of continuous process review that leads to service excellence;
  - Think Globally, Act Locally: Develop strategies that identify what we can do in our own environment to nurture our destiny.
- Implement a feedback/suggestion process: MCC cares about me!
- Implement a leadership development program that results in leaders modeling behaviors that they want employees in their departments to exhibit.
- Create MCC cultural change so that people Think It and Breathe It

College leaders will work over the next three to six months to insure these action plans are completed and the Service Excellence vision is realized.

### Service Excellence Employee Engagement

As part of the MCC Service Excellence initiative, all employees will participate in a service excellence conversation as part of the performance review process. The first to participate will be M&O, Crafts, Safety, and PSA policy groups with

I MAKE A  
DIFFERENCE  
AT MCC

the current review cycle that began in April and goes through June. Service Excellence conversations will also occur as part of the review process for MAT (Oct - Dec). The focus of the performance review and conversation will be on internal and external customer service and how each employee's job/behavior fits into the big picture of Service Excellence. In addition, each employee will establish individual Service Excellence goals for the year. Performance evaluation return rates will be monitored and tracked by the President and Vice Presidents with the goal being a 100% return rate.

In addition, to encourage quality conversations, once the rating period ends, each employee will be asked to provide feedback on the process by answering three questions via an electronic survey. These questions include:

1. My recent performance evaluation contributed to my growth and development as a college employee. (Likert Level of agreement)
2. What factors contributed to your rating in question one?
3. My service excellence goal for the next rating period is:

Training sessions to coach managers in how to conduct a quality performance evaluation and Service Excellence conversation are being sponsored by MCC Human Resources. In addition, sessions for employees on "How to Prepare for Your Performance Review and Service Excellence Conversation" are planned. Registration and scheduling information for sessions are available at <http://apps.mc.maricopa.edu/calendar/getCalendar.do?month=4&year=2009>. You can view a quick list of Service Excellence sessions at Service Excellence Events and Activities.

### Service Excellence Standards

As part of the Service Excellence initiative, each MCC employee including student workers, temporary employees, and board approved employees, are invited to participate in the establishment of a set of MCC Service Standards. The service standards will represent our promise to students, community, and each other related to service excellence and will be the foundation upon which future MCC training, evaluation, and feedback mechanisms are built.

Under the leadership of Dean Kathleen Perales and the MCC Service Excellence Committee, college employees had an opportunity to participate in one of two interactive Service Excellence sessions. Information from these sessions will be used to create a draft of the MCC Service Standards. This draft will then be shared in employee dialogue sessions scheduled through the summer at both Southern and Dobson and Red Mountain. The end results will be unveiled in early Fall after faculty input is incorporated and the standards finalized.

Employees are encouraged to attend a Service Excellence dialogue session. Session schedule and registration are available through the CTL at <http://apps.mc.maricopa.edu/calendar/getCalendar.do?month=4&year=2009>. You can view a quick list of Service Excellence sessions at Service Excellence Events and Activities.

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## Early College Program

Mesa Community College is pleased to announce an Early College program for juniors entering their senior year of high school. A letter has been sent to juniors who are enrolled in Mesa Public Schools announcing the program and inviting students and parents to Early College Program Orientations at both MCC campuses in May. ANY high school junior, not just MPS students, can attend the orientation.

The Early College program offers high school students an opportunity to get a jump-start in college by taking courses that apply to a two-year and four-year degree while completing their senior year of high school. MCC's Early College program makes it easy to take college



courses at times that fit a high school student's busy schedules. It's a great opportunity to preview a college experience and explore what MCC has to offer.

Two information orientation dates have been scheduled:

**Saturday May 9**

**10-11:30 a.m. MCC at Red Mountain,**

**7110 E. McKellips Rd., Mesa**

**Mesquite Building, Community Room (upstairs)**

**Thursday, May 14**

**6:30 – 8 p.m. MCC at Southern and Dobson,**

**1833 W. Southern Ave., Mesa**

**Southwest Reading Room**

Information regarding enrollment, advisement and placement testing will be provided as well as campus tours.

A placement test may be required for certain courses. To find out more about placement testing and other information regarding MCC's Early College Program, visit

[www.mesaccedu/earlycollege](http://www.mesaccedu/earlycollege) or call Kristie Fok at 480-461-7705 or email Kristie at [kristie.fok@mccmail.maricopa.edu](mailto:kristie.fok@mccmail.maricopa.edu). Students may also consult with their high school counselor for available courses and admission information.

\* Help faculty infuse their perspective with an understanding of issues related to the study of Indigenous Peoples;

\* Give faculty key information and connections to aid them in developing curriculum modules related to an understanding of indigenous communities in the Americas, in particular, issues related to cultural sustainability.

When: 9 a.m. – noon, April 22 and 23.

Where: April 22 at Scottsdale Community College;

April 23 at Mesa Community College,

Nursing Building, NU101.

Details: Please contact Ida Mansourian at [ida.mansourian@mccmail.maricopa.edu](mailto:ida.mansourian@mccmail.maricopa.edu) or 480-461-7753 for more

information, or [do.iie@domail.maricopa.edu](mailto:do.iie@domail.maricopa.edu),

480-731-8022.



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## What are students and the public saying about MCC and social media?

MCCConnect, the recent brand perception and social media survey launched by MCC's Office of Institutional Advancement Office and sponsored by Content Connections, had more than 750 students, parents and community members log into the six-week online conversation. After the close of the survey, 20 participants shared their thoughts at two follow-up focus groups designed to further explore the survey topics.

Comments from the focus groups include:

\* "At MCC you establish a foundation for the rest of your life. People are proud to be a part of this college," said community member Louis Petty.

\* With reference to educational institutions using social media technology, MCC student Gregory Jackson said that cutting edge colleges wouldn't use "Flintstone technology in a Jetson world."

\* Community member Kathy Romano said with reference to social media, "That's the world today, there's no escaping it."

Preliminary results from the online survey participants:

\* 68 % are full or part-time students

\* 82% are very likely or extremely likely to recommend MCC to others

\* 70% rated MCC's academic reputation as above average or superior

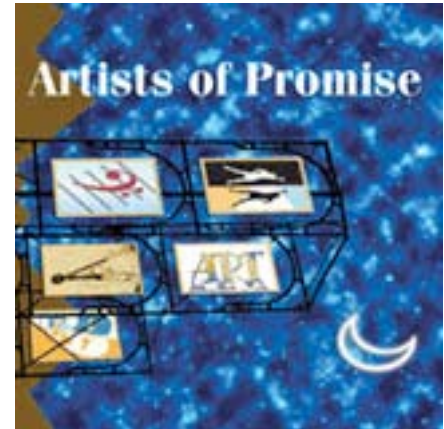
\* 88% said that Social Networking is important in personal life while 84% said that it is important in academic life

The data from the survey and focus groups will be analyzed over the next few months. Watch for additional information in a future Bulletin.

## **Artists of Promise Event**

Artists of Promise is a gala performance and exhibition honoring the 2009 Chancellor Award Winners of Maricopa Community Colleges' student competitions in visual art, choreography, creative writing, theatre, and music.

Diverse students from across the Valley will take center stage at the Herberger Theater. Some of the finest emerging artists in the Valley in choreography, theatre, music, and visual mediums such as photography, sculpture and painting will be presented to the public during this exciting annual event, which features multi-disciplinary displays and presentations. "Passages," the publication of creative writing winners, will be available.



As the event is open to the public and seating is not assigned, please plan on arriving early for desired seating. The public may contact the Maricopa Center for Learning and Instruction (MCLI) at 480-731-8300 for more information. This year's show will take place from 7 to 9 p.m., Thursday, April 30 at the Herberger Theater, 222 E Monroe St. in Phoenix.

### **First Place MCC winners who will perform or have work represented at the show:**

#### **Music:**

Halli Sturm, Musical Theatre;  
Piper Denny, Instrumental Solo; and  
Lillard, Bartschi, Sporrer, Biczó, Trombone Quartet.

#### **Theatre:**

Michelle Luz, Female Acting and Cody Davis, Male Acting.

#### **Art:**

Dave Anderson, Ron Graham, Derrick Charles Lafferty, Donna Bandrowczac, and  
Jeff Curtis.

#### **Creative Writing:**

Dana Shurtz, Poetry; Kaylie Nykai, Nonfiction; and Cassandra Anderson, Fiction.

## Recognitions

*Employee of the Month Katherine Perry, nominated by Cheryl Hardt*

Kaytie Perry is a Fleet and Facility Scheduler and Administrative Secretary to Joni Grover, Dean of Student Affairs at MCC's Red Mountain Campus. Katie Perry

Kaytie goes above and beyond her normal responsibilities every day. Not only does she reserve the fleet and facilities, but she makes sure all the rooms are set up correctly and all media request are up and running even if she physically has to do it herself. It is not uncommon to see her crawling around on the floor hooking up phones so phone interviews or conferences can be archived. She also makes sure vehicles are clean and the gas tank is full before the next person uses them and never releases a vehicle unless she is sure it is in top working condition.

Kaytie always demonstrates a positive attitude with faculty, students, staff and community members, even under the most

stressful situations. She will often call to follow up and make sure all needs for events have been added to the room request submitted, just in case anything was overlooked. During the event, she makes sure everything is running smoothly, including those for PTK and Psi Beta. Her pride in the job she does shows itself in every event she schedules.



Kaytie also often steps in and helps the Southern and Dobson campus when the schedulers there are out ill or on vacation. To achieve the smooth running of these events, it is not uncommon for Kaytie to call meetings with media and maintenance to make sure everyone is on the same page and events and vehicles requests run smoothly.

In addition to all of this, Kaytie also fulfills her second role as Secretary to Dean Joni Grover with a positive, enthusiastic attitude. If anyone deserves this award, it is Kaytie!

## Newsbytes

--**New patio furniture:** Faculty, staff and students can relax and enjoy a bird's eye view of the campus from the south side of the Southwest Reading Room on the third floor of the library. New tables and chairs have been placed on the patio so people can read, study, converse or just enjoy a moment in the outdoors.



--**Congratulations to the 2009 MCC Woman of Distinction Jo Wilson,** Dean of Instruction at the Red Mountain Campus. Jo Wilson has worked over 30 years in various leadership positions at MCC. She started her career in 1970 as a full-time instructor at MCC in the Design, Family, and Consumer Sciences Department.

Leadership, innovation, and service to women along with service to the Maricopa Community Colleges are key characteristics for the winners of the Distinguished Achievement Award. The Women's Leadership Group/American Association of Women in Community Colleges (WLG/AAWCC) of the Maricopa Community Colleges sponsors this award.

-- **New MCC Women's Resource Center:** The Center is currently housed in the EO1 office. It is small, but it has a phone and a computer and panache. The facility serves as a catalyst for women to network and share their experiences, successes and failures with each other. Volunteers are needed to serve within the timeframes of 8 a.m. – 8 p.m. If you would like to volunteer on any level, please contact Nancy Hellner or Darlene Newman.

--**MCC + NAU Biotechnology Pipeline:** The MCC Biotechnology Program is pleased to announce a new articulation agreement between MCC and NAU that allows students to transfer 75 credits from MCC. Students can earn a B.S. in Biology, with an emphasis in cell and molecular biology/biotechnology. For more information, contact Stan Kikkert at [kikkert@mesacc.edu](mailto:kikkert@mesacc.edu).