



Clark 24/7



Service: It's Everyone's Job

Have you ever received a voicemail message you weren't sure how to handle? With the variety of telephone lists available in print and electronically, it is not uncommon for a student to misroute his or her own call. How did you respond? Did you:

- (a) Do nothing because the call wasn't meant for you;
- (b) Forward the message to the office you thought could help; or
- (c) Call the student back, ask for additional information, and follow through to ensure he or she was connected to the right person?

If you answered "c" you are exhibiting the type of customer service that Clark College would like to set as our standard of quality. Reducing the unintentional campus run-around caused by a misdirected call is essential in our quest to become a learning centered institution, a key component of our Strategic Plan.

A group of 19 employees representing a cross section of the College community has been examining ways to make it easier for community members and students to access our services and understand our processes. This taskforce of Quality Service Champions includes: Kris Barnum, Kelly Benson, Deena Bisig, Katherine Buhr, Carl Flipper, Nicole Kerns, Judy Lex, Madeline McGrew, Erin Morgan, Todd Oldham, Cindi Olson, Sam Osaki, Brandi Roberts, Miranda Saari, Sabra Sand, Julie Taylor, Janet Turner, Rebecca Wale, and Dairn Woodman.

"This is really about helping students figure out how to navigate Clark and how the community can access our services," said Rebecca Wale, Clark College Environmental Health and Employee Development Program Manager, who is coordinating the taskforce activities. "This group has really worked hard to identify institution-wide communication and service issues, as well as ways to address and solve them," said Wale. "I really appreciate all the time and energy they've spent on this important initiative."

The drive to develop and standardize customer service standards has been growing for some time. Wale, who regularly conducts training for new employees, realized that the establishment of quality service standards could dramatically reduce what she refers to as "campus run-around," especially with the recent influx of so many new employees. Although she has conducted general customer service training for several areas on campus, Wale understood that the College needed campus-wide and ongoing training that is specific to higher education. When the Strategic Initiatives completed at the Executive Cabinet level

listed "developing customer service standards" as a primary goal, Wale knew that the training she had envisioned would play an integral part.

"The Executive Cabinet identified exemplary service as an effort that needs to be targeted at all employees -- faculty, staff, and administrators," said Wale. "The satisfaction of our internal and external customers should be the goal of everyone on our campus, and employees at all levels have a role to play in this critical mission."

Wale emphasizes that there are numerous examples of service excellence throughout the College and describes this effort as a more deliberate attempt to institutionalize the best aspects of customer service. "We're building on a tradition of service to students, but now we're being intentional about it. This is an integral part of becoming a learning centered institution -- you have to be focused on supporting student success," she said.

The Quality Service Champions Taskforce completed Noel-Levitz Advanced Connections customer service training in January and set itself the following objectives:

1. Draft a recommendation for campus-wide service standards.
2. Develop a campus-wide training program that supports the service standards.
3. Develop infrastructure for continual quality improvement.

Taskforce members will present their recommendations for service strategies and the related training program to the Executive Cabinet later this month. During spring quarter, the taskforce will develop training based on the Noel-Levitz curriculum and will coordinate a pilot training program. Sessions will be conducted throughout spring quarter, and full program implementation will occur during 2006 Fall Orientation.

Quality Service Training at Clark College will include topics such as: "Avoiding the Campus Run-Around," "Overcoming Barriers to Team Performance," "Meeting Individual and Campus-wide Phone Challenges," and "Service Recovery: What to Do When Something's Gone Wrong."

This training responds directly to the College's Mission Imperatives. "The purpose of this training is to ensure we are providing our students the skills they need to navigate the institution," said Wale. "The role of our service system should be to provide fast, friendly and flexible service to our students and community members. Developing a clear service strategy that includes consistent communication standards will help us realize this vision."

Lucy Shao Receives Classified Excellence Award!



The Fall Quarter 2005 Classified Excellence Award was presented to Lucy Shao from Computing Services. Lucy is an Information Technology Specialist II and assists the college community by answering questions at the Computing Services Help Desk. She has been an employee of Clark College for four years. Lucy was nominated for her customer service skills and can-do attitude. She is described as someone who “combines excellent communication skills with her technical expertise to deliver a consistently high level of customer service to the college community. Lucy’s upbeat attitude and helpful demeanor puts customers at ease. She is able to quickly assess the customer’s knowledge level and engage them to assist in basic troubleshooting. Lucy’s helpfulness doesn’t stop with customers. She is also mindful of her coworker’s schedules and workload as she queues up service requests. Lucy routinely helps the department’s technicians juggle priorities and adjust work schedules. She is able to identify problem trends and alert service technicians to take corrective action.”

Lucy has also been involved in a number of projects to improve computing services at the College including: software management, help-desk software implementations, the development of service protocols and procedures, annual student computer sale, and help desk training. She has also volunteered for ACE projects and works with department interns to assist them with their learning goals.

Congratulations, Lucy!



Generosity Comes Full Circle



When German Professor Dr. Julian Nelson arrived at Clark College this fall, the German Club was almost non-existent. Within a few short weeks, however, he managed to rally most of his students -- ranging in age from 17 to 70 -- to get involved with the club on various levels, from officers to campus networking and activity organizers.

"I was astounded at their level of interest," said Nelson. "I have taught at several universities and I have never experienced such commitment and involvement from my students."

To date, over 60 students are dedicated to working with the club at all levels. Nelson hosts a movie night every other week at his home and the club meets on alternating weeks at Gustav's German Restaurant. They also have cultural outings to museums and discussion groups and will soon be going on hikes and bicycle tours. The current highlight of their activities, though, is a two-week trip to Berlin, Germany, planned for this summer. The group is applying for college funding and, as part of the eligibility criteria for these dollars, is responsible for completing volunteer hours in the community.

Considering the strides they've made so far, it came as no shock that the club's first volunteer day was an amazing success. Nelson described the event as, "a powerful story of community and solidarity -- a strong indication of my students' desire to make the trip a reality."

Early on the morning of Saturday, January 28, approximately 25 students turned out -- in spite of the pour-

ing rain -- to help maintain the Vietnam Memorial Gardens located on the grounds of the Veteran's Administration Hospital. This community service opportunity was realized entirely by the students, who networked and organized the day themselves. But what made the event particularly interesting is that the garden was made possible by the generous contribution of two German immigrants, Gustave and Lore Baak.

An official plaque at the garden describes the history of the memorial garden and its benefactors, who sponsored the garden in recognition of American soldiers during the Vietnam War era:

Lore was born in 1912 and raised in Germany. In 1950 she arrived in the United States through marriage to a German-American mechanical engineer who had left Germany in 1924 and had immigrated to the USA. She became an American citizen in 1954. To this day she is grateful and honored to be a proud citizen of this great nation. American has always been and will always be home to both her and her husband who died in 1982.

Visiting the National Vietnam Memorial in Washington, DC and seeing the inscription of names on the wall was an unforgettable experience for her. In her belief that the "defense of one's home nation is a heroic goal" and that the "young men and women who engage in the fight for freedom without any resistance and hesitation are in need of special attention," Lore Baak has, in her own special and personal way, reached out to these young heroes to simply thank them for their personal sacrifice and service to country. This memorial garden is a gift that expressed her deepest sympathy to all American veterans of the Vietnam War.

Generosity Comes Full Circle *(continued)*

The fateful link between two countries was certainly not lost on Nelson or his students. “I find it a remarkable coincidence that Gustave and Lore Baak’s gift continues to impact the community in such a positive way,” said Nelson. “In a sense, their contribution comes full circle. It has created a bridge between Germany and America, enabling my own students, through such a wonderful community service project, to fund travel to Germany this summer.”

Dr. Sylvia Thornburg, Interim Vice President of Instruction, is not surprised by the revitalization of the German Club’s activities or the success of its first volunteer day. “Dr. Nelson is a credit to his profession,” said Thornburg. “He has a passion for teaching that goes far beyond the day-to-day classroom experience. I have no doubt that this students’ trip to Berlin will be realized -- and it will be one they will never forget.”

Predictably, Nelson credits only his students with the club’s newfound success. “This is truly an enthusiastic, motivated, and involved group of students,” he said. “I am so proud of them.”



8th Annual Professional-Technical Day: A Huge Success!



On Friday, March 3, more than 350 high school students from 11 area high schools were greeted by Clark College Mascot Oswald the Penguin as they arrived on campus. Some traveled from as far away as White Salmon and Woodland; others, such as Evergreen and Fort Vancouver High Schools, came from across town; and some came from across the street at Hudson's Bay High School -- all to learn about a variety of programs in the professional and technical arenas.

Vice President of Student Affairs Dr. Rachel Ruiz welcomed the students and encouraged them to take advantage of the day by learning and asking questions. She also encouraged them to take "The Next Step" to make Clark College their choice after high school graduation.

Students had an opportunity to hear presentations from two different professional or technical programs during the event. Faculty members and advisors were on hand to lead the sessions, allowing students the chance to ask questions and get a firsthand look at programs as diverse as Automotive Technology, Horticulture, and Early Childhood Education.

While students attended the presentations, Director of Admissions and Assessment Sheryl Anderson hosted a reception for teachers, counselors and career center specialists. The event was a new feature of Professional-Technical Day and allowed high school staff an opportunity to learn more about programs available at Clark College.

"This year's Professional-Technical Day was a resounding success," said Anderson. "The turnout was unprecedented, and the addition of the reception for teachers, counselors and career center specialists was a great chance for Clark College staff to build valuable relationships with representatives from the schools in attendance and to get the word out about our new programs."

Japanese Students Experience Clark College



Clark College recently welcomed students from Yamamura Junior College in Saitama, Japan. The students, who arrived in the United States on February 23 and stayed for 10 days, came to advance their English skills and experience American culture. This visit was the first foreign student short stay program for Travel Studies, and it was a great success. Dr. R. Wayne Branch, Clark College president, welcomed the students during a reception in the Penguin Student Lounge, giving them Clark College pens. The students, and their chaperone, Dr. Tadashi Nakajima, felt very honored and offered gifts in exchange. In his farewell speech, Dr. Nakajima said, "My students could feel the culture of America more closely and also deeply through communicating with you. They told me that they have much enjoyed this program. This program is getting closer to the end. I believe that this program is the most valuable experience in their lives. Lastly, we hope that the relationship between Clark College and

our college becomes closer through this program. We wish for more development between our school and Clark College in the future."

A number of Clark College faculty and staffers, including Kris Barnum, Helen Maynes, Kate Saunders, and Rebecca Wale, offered their homes as host families. Clark faculty including Kay Barnhill, Melanie Mooney, and Phil Sheehan welcomed Dr. Nakajima into classrooms and labs. For the students, the visit was a mixture of educational activities and fun (did we say shopping?). A trip to the Cannell Library included a "Local Facts Treasure Hunt" on the Internet and the students took part in Early Childhood Education and Japanese classes. The International Club offered an ice cream social and club members and Japanese language students accompanied them on visits to local sites, including Fort Vancouver, the Portland Children's Museum and a bowling party before they returned to Japan on March 5.

Women's History Month Around the World

The Office of Student Life and Multicultural Student Affairs (MSA) display case in the Penguin Student Union recently came to life, thanks to new Program Coordinator Lory Williams. The display celebrates Women's History Month around the world.

Included is a Greek statue of Isis and Horus from around 3500 BCE. A traditional wrapped woman's gown – the Sari – from India adorns one shelf. The statue of the ancient Egyptian goddess Sekhmet, who ensures people do right, lies on another. The Bridgit Cross for Irish Celts, celebrating Saint Bridgit, sits propped against a wall. And the goddess and divine mother aspect of Buddhism, Quan Yin, serenely watches over all.

The Office of Student Life and MSA thanks Lory for her hard work and acknowledges its appreciation of Dr. Anita Fisher, Professor of History and Political Science, who contributed the pieces from her personal collection. Please stop by and enjoy the display, joining the Office of Student Life and MSA as we celebrate Women's History Month around the world!



World Class Art on Display at The Archer Gallery



The Archer Gallery has been attracting visitors -- and outstanding media coverage -- throughout the Vancouver/Portland area with *minimal/ist* -- a group exhibition of artists investigating the minimalist aesthetic in contemporary ceramic practice.

The exhibition, which features the work of 18 noted national ceramic artists, is being shown in conjunction with the 2006 National Council on Education for the Ceramic Arts (NCECA) Conference, which was held in Portland from March 8-11.

On March 7, the Archer Gallery welcomed Lynn Duryea, the curator of *minimal/ist*. Duryea is a ceramic artist and Assistant Professor of Art at Appalachian State University in Boone, North Carolina. Several of the exhibition artists were also in attendance.

More information about the beautiful exhibit is available on the Clark College website at <http://cf.clark.edu/pdf/media/archergallerycurrentshow.cfm>.

In addition, Clark College is currently exhibiting the work of two regional ceramic artists, Jacey Dunaway and J.D. Perkin, in the Frost Art Center.

Both exhibits close on March 14.

Human Resources News

ACCEPTING NOMINATIONS FOR CLASSIFIED EXCELLENCE AWARD – WINTER QUARTER 2006

The Classified Staff Quarterly Excellence Award has been established to recognize classified employees who have demonstrated exemplary work and dedication to serving students, the public and the campus community.

Nominations are now being accepted for the Winter Quarter 2006 award. To be eligible, the nominee must be a current permanent, temporary, part-time or full-time classified employee; departments can also be recognized as a group. Nomination forms are available through Human Resources, X2105. Nominations will be evaluated based on:

- Exemplary work performance
- Outstanding customer service to students, the public, the community, co-workers etc.
- Demonstrated cooperative spirit and initiative in maintaining a positive campus environment
- Special achievements or contributions to the campus community

Please recognize the value of the contributions made by classified staff by completing a nomination form:

Due date: Wednesday, April 5, 2006
Submit to: Human Resources, MS#7

IMPORTANT PROCEDURES FOR THE USE OF VOLUNTEERS

To comply with Washington law, departments must ensure that all volunteers:

- 1) Register in advance with Human Resources.
- 2) Submit a time sheet to Payroll at the end of each month in which volunteer services are provided.
- 3) Remember to include the budget number on each form.

These actions are necessary for coverage under industrial accident insurance and to drive College vehicles.

Volunteer registration must be renewed each fiscal year. Questions regarding the use of volunteers may be directed to Katrina Golder, X2325 or Laura Elwood-Klein, X2381.

WELCOME NEW CLASSIFIED EMPLOYEES

Deema Long was appointed to the part-time (50%) permanent classified position as Fiscal Specialist I in Payroll effective February 6, 2006. Deema has a BA in Sociology and Accounting from Lee University and previous work experience with Homewood Suites, Holiday Inn Express, Holiday Inn and Suites, and Sears.

Melissa Payne was appointed to the part-time 80% classified position as Program Assistant in Outcomes Assessment effective January 17, 2006. Melissa has an AA in Medical Assisting from Clark College and previous work experience with Custom Aircraft Painting, On the Go Cleaning and Clark College.

Kristin Poage was appointed to the full-time permanent classified position as Library and Archives Paraprofessional 2 in the Cannell Library effective February 20, 2006. Kristin has a BA in Psychology from Western Washington University and previous work experience with the University of Portland, Clark County Council on Alcohol and Drugs, Western Washington University and Spokane County Library District.

Human Resources News

OPEN POSITIONS

Director of Library Services:

Full-time administrative position. Closing date March 27, 2006.



ACE Scholarships Available

The Association of College Employees (ACE) is now accepting applications for its annual scholarships. Scholarships are awarded in the amount of \$250 and can be applied to tuition at Clark College or another accredited college or university. Full and part-time College employees and their children or grandchildren are eligible. An application form and complete guidelines are available on the Clark College Intranet under Forms & Applications. The deadline for submission is Friday, April 14, 2006.

Purchasing Deadlines Reminder

All items ordered from state funds this year must be received, invoiced and paid for by June 30, 2006. Items that are not received, invoiced and paid for by this date will be charged to your 2006-2007 budget.

With this in mind, Purchasing Services established annual deadlines to assist and ensure that areas planning ahead and expecting to use their full 2005-2006 funds are able to do so. The deadlines established for this year are as follows:

03/24/06—Due date for submitting purchase requests that require bid, quote or other special handling (typically those requests over \$3,100);

04/14/06—Due date for submitting routine purchase requests (typically those requests under \$3,100)

Purchasing Services will continue to accept purchase requests received after these deadline dates; however, please be advised the expenditure will be charged against 2006-2007 fiscal year funds if the order is not received, invoiced and paid for by June 30, 2006.

For questions, please contact Lisa Nelson at x2488.

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