With never-ending changes, with flattened organizations, with fewer employees to do the work, with loyalty a thing of the past, negative comments can be a natural byproduct.

Unfortunately, employee attitudes will defeat an organization faster than the competition. Negativity is extremely contagious and results in an environment where people don’t try as hard, don’t care as much, and don’t succeed as often.

An organization must build a work environment that is alive, exciting and positive, where satisfaction and fulfillment are the rule, not the exception.

That’s what February 22 is all about — the 8 R’s of a positive work environment.

**ORGANIZATIONAL PRACTICES**

1. **Reflection**
   - Capturing the employees’ hearts
   - Encouraging risk and difference

2. **Respect**
   - Meeting five key needs
   - Eliminating climates that stifle
   - Creating partners

3. **Relationship**
   - Building a climate of results
   - Honoring rights
   - Nurturing trust
   - Opening the communication

4. **Reinforcement**
   - Instilling achievement motivation
   - Modeling teamwork and leadership competency
   - Facilitating change and transition acceptance

5. **Recognition**
   - Rewarding positive behavior
   - Starving negative behavior

6. **Resolution**
   - Identifying prerequisites to cooperation
   - Selecting an appropriate conflict resolution style
   - Avoiding words that irritate

**PERSONAL STRATEGIES**

7. **Resistance**
   - Learning how to stay positive
   - Protecting yourself from other’s negativity

8. **Renewal**
   - Driving the learning
   - Encouraging fun in the workplace

Tuesday, February 22, 2005 in East Grand Forks

(More details on back!)
Staying UP in a DOWN World...

8 Keys to a Positive Work Environment

AGENDA

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>7:40 AM</td>
<td>Bus departs TRF Campus</td>
</tr>
<tr>
<td>8:45—9:15</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>9:15—10:15</td>
<td>Dr. Zimmerman’s Presentation: “Staying Up in a Down World”</td>
</tr>
<tr>
<td>10:15—10:30</td>
<td>Break</td>
</tr>
<tr>
<td>10:30—11:30</td>
<td>Dr. Zimmerman’s Workshop (con’t.)</td>
</tr>
<tr>
<td>11:30—11:45</td>
<td>Break</td>
</tr>
<tr>
<td>11:45—12:45</td>
<td>Dr. Zimmerman’s Workshop (con’t.)</td>
</tr>
<tr>
<td>12:45—1:30</td>
<td>Lunch (Cafeteria)</td>
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<tr>
<td>1:30—3:00</td>
<td>Faculty — Program/Department Meetings (Rooms TBA)</td>
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<td></td>
<td>Staff will meet with their respective groups (e.g., business office, HR, etc.) (Rooms TBA)</td>
</tr>
<tr>
<td>3:00</td>
<td>Bus departs from EGF</td>
</tr>
</tbody>
</table>

Tuesday, February 22, 2005 in East Grand Forks
(More details on back!)

ABOUT THE PRESENTER:
Dr. Alan Zimmerman

- Started selling door-to-door in second grade, everything from greeting cards to operating a small international import business at age 14
- Worked his way through college as a retail salesperson, radio broadcaster and prison therapist
- Earned BA from U of WI in speech and political science; a MA from U of MN in communication and sociology; a PhD from U of MN in interpersonal communication and psychology
- Has 15 years teaching experience at the U of MN, Emporia State University, MN State University, and University of St. Thomas
- Founded Zimmerman Communi-Care Network, Inc, providing 125 programs a year nationally and internationally
- Inducted into the CPAE Speaker Hall of Fame, an honor reserved for only a small handful of people in the last 30 years, including Ronald Reagan, Collin Powell, Art Linkletter, Norman Vincent Peale, and Zig Ziglar
- Awarded the CSP (Certified Speaking Professional Designation of Achievement)
- Personal interests include active church participation, refinishing antique furniture, biking, hiking, and international adventures as diverse as tribal treks in Southeast Asia and hunting in the Arctic
- Publisher of the “Tuesday Tip,” a weekly internet newsletter that focuses on maximizing human performance, increasing leadership effectiveness, and developing communication competence
<table>
<thead>
<tr>
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</table>
| 8:00 – 9:00 a.m. | **Continental Breakfast** - Cafeteria  
Meet and Welcome Interim President Dr. Jim Davis and his wife, Shirley |
| 9:00 -- 9:30  | **Introduction of Interim President** – Kent Hanson  
Interim President Davis’ Welcome Address  
Chancellor McCormick’s Welcome (via video) |
| 9:30 -- 9:45  | **Service Award Presentations** – Becky Holthusen                   |
| 9:45 – 11:00 | **College Updates:**  
• Introduction of New Faculty  
• Budget information  
• NCTC Strategic Plan  
• Assessment & Program Review |
| 11:00 – 11:15 | **Break** (Refreshments available in Theater Lobby)                 |
| 11:15 – 11:45 | **Retention Efforts** – Mary Fontes & Rocky Ammerman               |
| 11:45 – 12:30 | **Complimentary Lunch** (Cafeteria)                                |
| 12:30 -- 1:45 | **Data Privacy**........  
Kris Kaplan, Assistant General Counsel, Office of the Chancellor |
| 1:45 -- 2:00  | **Break** (Refreshments in Theater Lobby)                           |
| 2:00 – 3:00   | **Disruptive Students**........Kris Kaplan                           |
| 3:00 – 3:30   | **Academic Affairs and Standards Council**.................................Room 115 |
### Thursday, August 17, 2005 - Thief River Falls Campus
(Required for TRF Faculty Only)
Presentations Held in Room 201/203

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 – 9:00</td>
<td>Continental Breakfast <strong>(Cafeteria)</strong></td>
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<tr>
<td>9:00 – 10:00</td>
<td>Academic Affairs Update <strong>(Dr. Jeff Thomas)</strong></td>
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<td></td>
<td>General IT Update <strong>(Stacey Hron)</strong></td>
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<td></td>
<td>Learning Services Update <strong>(Dean Dalen)</strong></td>
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<tr>
<td></td>
<td>Other Announcements/Updates</td>
</tr>
<tr>
<td>10:00 – 12:00</td>
<td>Safety &amp; Security <strong>(Jim Jesme &amp; Kevin Stuckey)</strong></td>
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<td></td>
<td>--Campus Response</td>
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<td>--Individual Responsibilities</td>
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<td>--Drills</td>
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<tr>
<td>12:00 – 1:00</td>
<td>Employee Appreciation Luncheon -- Sponsored by NCTC Foundation <strong>(Cafeteria)</strong></td>
</tr>
<tr>
<td>1:30 -- 2:30</td>
<td>Concurrent Sessions <strong>(select one)</strong></td>
</tr>
<tr>
<td></td>
<td>--OnLine Purchasing - Dennis Paesler – Room 603</td>
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<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Rocky Ammerman – Room 703</td>
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<tr>
<td></td>
<td>--Technology Orientation (Jackie Cross) – Room 605</td>
</tr>
<tr>
<td>2:30 -- 3:30</td>
<td>Concurrent Sessions <strong>(select one)</strong></td>
</tr>
<tr>
<td></td>
<td>--OnLine Purchasing - Business Office Staff - Room 603</td>
</tr>
<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS)– Rocky Ammerman – Room 703</td>
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<tr>
<td></td>
<td>--Virtual Office &amp; Intranet – Jackie Cross - Room 605</td>
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Note: Heather Hauschild Lemoine will be taking individual employee photos between 9 a.m. – 12:30 p.m. in the Exhibition Gallery across from the Library. Please stop in!
**Wednesday, August 17, 2005 - East Grand Forks Campus**
(Required for EGF Faculty Only)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Room</th>
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<tbody>
<tr>
<td>9:00 -- 9:30</td>
<td>Refreshments/Social – Room 315</td>
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<tr>
<td>9:30 -- 10:00</td>
<td>Announcements – Room 315</td>
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<tr>
<td>10:00 -- 11:00</td>
<td>Concurrent Sessions (select one)</td>
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<tr>
<td></td>
<td>--OnLine Purchasing – Business Office Staff - Room 311</td>
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<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Jo Schill - Room 317</td>
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<td></td>
<td>--Desire2Learn (For Beginners) – Holly Deschene - Rm 305A</td>
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<td>--Technology Orientation – Sue Dalager - Room 305B</td>
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<td>11:00 -- 12:00</td>
<td>Concurrent Sessions (select one)</td>
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<td></td>
<td>--OnLine Purchasing - Business Office Staff - Room 311</td>
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<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Jo Schill - Room 317</td>
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<td></td>
<td>--Desire2Learn (Advanced) – Beth McMahon and Mary Hanson - Room 305A</td>
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<td>--Virtual Office &amp; Intranet – David Olsen - Room 305B</td>
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<tr>
<td>12:00 -- 1:00</td>
<td>Lunch (provided)- Commons</td>
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<tr>
<td>1:00 -- 1:15</td>
<td>General IT Update - Sue Dalager - Room 315</td>
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Agenda for January 2006 Faculty In-Service Workshops

January 4, 2006 - All Faculty at TRF Campus

8:00 a.m.    Continental Breakfast in Cafeteria
8:30 – 9:30 a.m.  All Division Chairs & Academic Deans Mtg. – Room 515
9:30 - 10:15 a.m.  All Faculty:  Theater (#415)
                   Announcements/Information Sharing
                   -Speakers’ Bureau
                   -Faculty Evaluation
                   -Program Review
                   -Other
10:15 – 10:30 a.m.  Break
10:30 am– 12:30 pm  1) All Liberal Arts faculty group session – Room 201/203
                   2) All Technical faculty – Theater (#415)
                       Program Advisory Committee Workshop with
                       consultant Debbie Mills
12:30-1:30 p.m.  Complimentary Lunch in Cafeteria
1:30 – 2:45 p.m.  Ethics Workshop - Theater (#415)
                   Kris Kaplan, Assistant General Counsel, Office of the
                   Chancellor

Thursday, January 5, 2006

Individual campus activities are being planned by CTL reps and Campus Deans. See campus specific agendas.

Friday, January 6, 2006

Faculty Directed Contract Day
Management Faculty Meeting – 8:30 a.m. – 3 p.m. – TRF, Room 701
Schedule

7:30 a.m.       Bus Departs TRF Campus from Commons
                (Boarding begins at 7:15)

8:15 – 9 a.m.   Continental Breakfast – EGF Commons

9 a.m. – 12 noon “Generation NeXt Comes to College”
               Understanding, Teaching and Serving
               Today’s Post Modern Students
               Dr. Mark Taylor, Presenter - Room 315
               (See attached bio & presentation info)

12:00 – 1:00    Complimentary Lunch - Commons

1:00 – 2:00 p.m. The following groups will meet:
                →Faculty – Rm 315 (Topic-Assessment)
                →Student Services Staff – Rm 239
                →HR/Payroll Staff – Rm 106
                →IT Staff – Rm 210
                →Business Office Staff – Rm 238
                →CTCE Staff – Rm 218
                →Maintenance Staff – Rm 219
                (If your dept. is not listed, contact your supervisor for information)

2:05 – 2:45 p.m. Campus Security/Crisis Management Plan
                 – Kevin Stuckey, Presenter - Room 315

3:00 p.m.       Bus Departs for TRF Campus
The young people of Generation NeXt are different from previous generations of college students. Few schools understand these differences well enough to respond effectively.

The products of a postmodern, consumer driven culture, Generation NeXt presents special challenges to the purposes, structures and methods of higher education; challenges complicated by the generational differences between these young people and the Traditionals, Baby Boomers and Xers who predominate faculty and staff. For most students there is a serious mismatch between what they want and expect from a school, and what we offer. The expectations by many students of academic success with little effort is distressing and confusing to faculty and staff. Few in academia (certainly among the 15,000+ to whom I have presented) report seeing the touted "Millennial generation" (conventional conformists respectful of social norms and institutions, trusting of adults, focused on grades and performance, etc.) in significant numbers.

Generation NeXt Comes to College- Meeting the Postmodern Student and Postmodern Pedagogy (talks and workshops) are resonating with large audiences and smaller groups around the country at community and technical colleges, public universities and private colleges, as well as at conferences and meetings. These programs help college and university faculty, staff, and administration better understand our young people to more effectively recruit, retain, develop and teach them. Specific suggestions and methods are offered to improve services and instruction, both school-wide and appropriate to each audience.

About Dr. Taylor:

Mark Taylor has over twenty-five years of experience in higher education, management and the helping professions. He holds a Bachelors degree in Psychology and Biology, a Masters degree in Social Work and a Doctorate in Counseling, all from the University of Arkansas. Currently Director of Guidance Services at Arkansas State University at Beebe he has been responsible for counseling, disability, career, testing, academic advising, orientation, housing/residence life, student activities/leadership, student success programming, and other student services. Dr. Taylor has been licensed as a psychotherapist in Arkansas since 1981. He has also worked as a college professor and academic administrator, medical administrator and clinical psychotherapist. His resume reflects over 100 professional publications and presentations at state, regional, and national events in 18 states. His eye-opening perspectives grounded in data and the literature, practical suggestions and humorous presentation style has made him a popular training consultant with numerous schools, colleges and professional organizations.
**Testimonials from past participants:**

Dr. Taylor was hilarious, fascinating and really provocative. I know the goal was to give us insights into better relating to our students, but I really feel it will help a number of relationships. I talked about his presentation for much of the night and have been thinking on it all day. I think much of his stated conclusions were self-evident; the process and background was the illuminating portion of his presentation. I really enjoyed it.

The in-service was great! Dr. Taylor is an exceptionally well informed man from both an academic as well as an experiential perspective. His presentation addressed many, many issues that concern our particular institution as well as education as a whole. I felt that his emphasis on consistency in school policy and accountability is right on target. Thanks for a great day.

I thought the speaker was excellent! It was a very nice day and learned a great deal about the students that I have in my classes.

Great In-Service! I felt inspired and refreshed after the morning and afternoon session with Dr. Taylor. This is what it is all about! Learning how to become better teachers should be our goal - and you helped accomplish that.

Thoroughly entertaining education….at the very least teachers would see how important it is to captivate and engage a class for 2 ½ hours and have them retain information through humor…..I think he should have addressed the staff as well as faculty.

That was the most informative and interesting speaker since I've started here almost 2 years ago. Great job!

Doctor Taylor did something quite remarkable. He explained the behaviors I have observed in my students, but was unable to synthesize into a cohesive explanation. He did that beautifully. I now understand my students MUCH better.

“One of our counselors told me yesterday...'this was the best presentation I've heard in 32 years.' What a terrific tribute to your ability to engage faculty and staff.”

community college president

“You have no idea how many times you have been quoted in the past few days. Over and over I have heard what a wonderful opening workshop we had this year.”

chief academic officer

"Dr. Taylor really helped us get inside the heads of Generation NeXt. His information will have a major impact on our recruitment and retention efforts.

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"The teaching tips I learned about Generation NeXt were very valuable. Students will benefit from what I learned from Dr.Taylor.”

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"Really gave me a better perspective on my Gen X employees." housing officer

“Holy buckets, you kicked it.”

Chief academic officer
(I'm still not sure what this means, but came with positive evaluations from faculty and an invitation to return.)
# NCTC College-Wide In-Service Workshop

**Tuesday, February 21, 2006**  
**East Grand Forks Campus**

## Schedule

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</tr>
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Understanding, Teaching and Serving  
Today's Post Modern Students  
Dr. Mark Taylor, Presenter - Room 315  
(See attached bio & presentation info) |
| 12:00 – 1:00| Complimentary Lunch - Commons                                                     |
| 1:00 – 2:00 p.m. | The following groups will meet:  
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Kevin Stuckey, Presenter - Room 315 |
| 3:00 p.m.   | Bus Departs for TRF Campus                                                        |
Generation NeXt Comes to College

Understanding, Teaching and Serving Today's Postmodern Students

(Excerpted from www.taylorprograms.org)

The young people of Generation NeXt are different from previous generations of college students. Few schools understand these differences well enough to respond effectively.

The products of a postmodern, consumer driven culture, Generation NeXt presents special challenges to the purposes, structures and methods of higher education; challenges complicated by the generational differences between these young people and the Traditionals, Baby Boomers and Xers who predominate faculty and staff. For most students there is a serious mismatch between what they want and expect from a school, and what we offer. The expectations by many students of academic success with little effort is distressing and confusing to faculty and staff. Few in academia (certainly among the 15,000+ to whom I have presented) report seeing the touted "Millennial generation" (conventional conformists respectful of social norms and institutions, trusting of adults, focused on grades and performance, etc.) in significant numbers.

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housing officer

"Holy buckets, you kicked it."

Chief academic officer

(I'm still not sure what this means, but came with positive evaluations from faculty and an invitation to return.)
Pre-Service Faculty Workshop Agenda  
Tuesday, August 22, 2006  
Joint Campus Workshop at Thief River Falls Campus Theater  
(Required for faculty only)

8:00 – 9:00 a.m.  Continental Breakfast – Cafeteria  
Meet and Greet President Anne Temte

9:00 – 9:45 a.m.  Introduction of President – Kent Hanson  
Welcome Address - President Anne Temte  
Introduction of New Faculty - Dr. Jeff Thomas, Mike Normandin  
Welcome Message from Chancellor McCormick (via video)

9:45 –10:45 a.m.  Presentation:  
Student Due Process….Working Through the Issues –  
Scott Goings, Assistant Attorney General

10:45 – 11:00 a.m.  Break – Refreshments available in theater lobby

11:00 - 11:45 a.m.  College Updates:  
-Enrollment Report – Rocky Ammerman  
-Student Satisfaction Inventory – Rocky Ammerman & Mary Fontes  
-Pandemic Plan Update – Becky Holthusen

11:45 – 12:45  Complimentary Lunch (Cafeteria)

12:45 – 1:15 p.m.  College Updates (Continued)  
-New college web design – Chad Sperling  
-Articulation Agreements – Michelle Thomas  
-Business Office Updates – Dennis Paesler

1:15 – 1:45 p.m.  Presentation:  
Copyright Issues - Cynthia Jorstad, TRF Librarian

1:45 - 3:00 p.m.  Academic Topics – Kent Hanson, Dr. Jeff Thomas, Mike Normandin
TRF Faculty Fall In-service
Wednesday, August 23, 2006
TRF Campus

8:00a – 8:30a Breakfast (Cafeteria)

8:30a – 8:40a Announcements/updates: Dr. Thomas (201/203)

8:40a – 9:30a Appealing Grades (201/203)
MnSCU and NCTC’s policy regarding grade appeals
“Trends” in Academic Appeals and Student Services Appeals
Early Alerts
Creating Stellar Syllabi (to protect yourself & the college)

9:30a – 10:15a Active Learning Panel (210/203)
Active Learning Review: Dorinda Sorvig
Faculty Panel

10:30a Ground breaking ceremony – South Lawn (or Commons if inclement weather)

12n – 1:00p NCTC Foundation Employee Appreciation Luncheon (Cafeteria)

1-4 p.m. Management Faculty Meeting – Room 701

1-3 p.m. College in the High School Orientation for Mentors – Room 117

1-4 p.m. Employee Photo Sessions – See Julie Olson in Office Suite 425
TRF Campus In-Service Days
Schedule for Aug. 24-25, 2006

Thursday, August 24, 2006

9-11:30 a.m. Management Faculty Meeting – Room 701
11:30 a.m. – 1 p.m. Employee Potluck Lunch – Cafeteria
1:00 -2:00 p.m. MSCF Meeting – Room 201/203
2:00 -3:30 p.m. Management Faculty Meeting - Room 701

Friday, August 25, 2006

10:00 - 11:30 a.m. New Student Orientation – Gym (or Theater)
11:30 a.m – 2 p.m. Open House/Information Booths for Students – Commons
1 p.m. MSCF – Ditch Cleaning
NORTHLAND COMMUNITY AND TECHNICAL COLLEGE

Faculty In-Service Day

Thief River Falls Campus

April 9, 2007

Focus: Assessment

AGENDA

8:30 - 9:00am  Continental Breakfast - Cafeteria
9:00 - 9:30am  Announcements - Theater
9:30 - 9:45am  In-Service Expectations
9:45 - 10:00am Break and Report to Assigned Rooms
10:00 - 11:30am Programs Meet to Address Assessment
11:30 - 12:30pm Lunch (Programs earmarked for Program Review for the 2007-2008 academic year will have a luncheon meeting in Room 515 to discuss the Program Review process.) - Cafeteria
12:30 - 1:30pm  Return to Rooms to Complete Assessment Agenda
1:30 - 2:30pm  Reconvene to Report Progress - Theater
Greetings NCTC Faculty,

The in-service on April 9, 2007 will focus on program assessment. One of the issues concerning assessment is the lack of time for programs from both campuses to meet. The April 9th date serves to alleviate the time issue and to further assessment progress that began during the January in-service.

In order to facilitate a successful in-service, each program must create an agenda based on respective assessment needs for the break-out sessions. The Academic Deans and the Assessment and Program Review Committee do not know the state of assessment for each program; consequently, they cannot set agendas for each program. Programs must take charge of their meetings. If needed, programs should contact either the Academic Deans, Avis Dyrud (TRF), Al Shervold (EGF) for assistance prior to April 9th. In short, preparation is key here; programs should have an agenda and necessary assessment material for conducting a worth-while meeting.

Rooms will be assigned to each program for the morning and afternoon break-out sessions. This information will be available prior to the 9:00am start. Programs staffed with one or two individuals will be combined with similar disciplines to serve as a resource support group for the day. The Liberal Arts program will meet as a whole group initially to discuss assessment issues, then disperse as disciplines to available rooms nearby to address respectively assigned learner outcomes for the LA program.

Programs up for Program Review for the 2007-2008 academic year (Construction Electricity, Occupational Therapy Assistant, Sales/Marketing & Management, Aviation Maintenance Technology, Practical Nursing, and Registered Nursing) will meet with Kent Hanson, Mike Normandin, Jeff Thomas, Suzy Dowers, Michelle Thomas, Avis Dyrud, Al Shervold, and Kerry Jaeger for a luncheon meeting to review the program review process. The program director and one, program-appointed faculty member must attend this meeting. Kent Hanson will announce the room for this meeting during the opening remarks.

There will be a “state of assessment” progress report the last hour of the in-service day. The purpose, here, is to provide a platform for programs to share what they have accomplished so far, to note where NCTC stands in the assessment process, and to bring forth and recognize issues within the assessment process for group discussion. Each program will have the opportunity to report.

The April 9th in-service has the makings of a fruitful day for assessment. With proper preparation and mind-set, we will meet our assessment goals.

Sincerely,

Kerry Jaeger

Chair, Assessment and Program Review Committee
Northland Community and Technical College
Fall In-Service, 2007

Tuesday, August 21  ·  East Grand Forks Campus, Rm 315

Program

8:30 – 9:00 am  Continental Breakfast

9:00 am  Welcome  President Anne Temte

Welcome from Chancellor McCormick - via video

Introductions of New Personnel  Becky Lindseth
Director of Human Resources

Get Connected @ MyNCTC  Norma Konschak
Faculty, Retention Committee Member

9:30 am  Setting the Foundation: Challenges and Opportunities

Introductions  President Anne Temte

“A Perfect Storm for Minnesota’s Colleges and Universities”
President Kevin Kopischke, Alexandria Technical College

Opportunities for Regional Growth and Development
Klaus Thiessen, President/CEO
Grand Forks Region Economic Development Corporation

10:45 am  Break

11:00 am  State of the College: Response to Challenges and Opportunities
President Anne Temte
Vice President Kent Hanson
Vice President Shari Olson

12:30  Complimentary Lunch in Cafeteria/Commons

Many innovative things have been happening at Northland Community and Technical College in the past year. The afternoon’s concurrent sessions listed on page 2-3 give you the opportunity to sample some of these exciting new programs and practices.
1:15 pm  Concurrent Sessions I  (attend one of your choice)

**Rm 219**  Meeting the Educational Needs of Agriculture & Business Programs
Dr. Richard Joerger
System Director for Agriculture & Business Programs, Office of the Chancellor

This session will center around ideas on how MnSCU can meet the educational needs of agriculture and business in the upcoming years. Dick will present his perspective on this topic and facilitate discussion points with the participants.

**Rm 239**  Swenson House: A New Purpose
Bonnie Stewart, Vice President Outreach and Advancement

During the past year, the Swenson House was the location for educational learning opportunities to over 4,000 individuals. There is great potential for this facility to become a regional training center for NCTC's business, education and community partners. This session will provide an overview of proposed initiatives and opportunities.

**Rm 238**  Facilities Updates
Bob Gooden & Clinton Castle
Directors of Facilities

Bob & Clinton will review all the facilities projects completed this summer, large and small, and fill you in on what's upcoming for the year.

**Rm 210**  Credential Field Online Software Assistance
Diana Hemreck
Assistant Director of Human Resources

All new, current, or returning temporary part-time and adjunct faculty must meet system established minimum qualifications for their credential field pursuant to MnSCU Policy 3.321 College Faculty Credentialing. Information and documentation used in determining minimum qualifications is required to be processed on the new Faculty Salary and Credentialing web based system which was rolled out by the Office of the Chancellor in May 2007. Instructions and a tutorial guide were sent out to faculty members' homes in July. If you have not completed this web-based required credentialing process, this session will assist you on the registration and information submission process. You may either bring your own laptop, or there will be 10 laptops available for the session. There will be a short demonstration, and then the lovely and talented Diana will assist you one-on-one with any assistance you may need with completing this process.
2:00 pm  Break

2:15 pm  Concurrent Sessions II (attend one of your choice)

**Rm 219**  Administrative Services: A Continuous Improvement Journey  
Stacey Hron, Director of Technology  
Shari Olson, Vice President of Admin. Services and Planning

Learn about a professional development journey implemented in 2006 designed to introduce Administrative Service employees learning opportunities to implement continuous improvement principles that will maximize resources, time and talents.

**Rm 238**  Facilities Updates  
Bob Gooden & Clinton Castle  
Directors of Facilities

(Description on page 2)

**Rm 239**  The Nursing Program in Mahnomen: A Unique (and Successful) Collaboration  
Sue Field, Director of RN Program

In the summer of 2006, the nursing program branched out to begin a unique collaboration with the White Earth Tribal and Community College. Since that time, more than 50 students have become certified nursing Assistants, 35 are ready to enter the LPN program, and 25 will begin the RN program. Sue Field will discuss the path that led to this program and the factors that have led to its unprecedented success.

**Rm 210**  Credential Field Online Software Assistance  
Diana Hermreck  
Assistant Director of Human Resources

(Description on page 2)

3:00 pm  Adjourn
Northland Community and Technical College
Fall In-Service 2007
Wednesday, August 22, 2007 • Thief River Falls Campus
Required for Faculty Only

8:15-8:45  Continental Breakfast                Commons

9:00-9:30  Introduction and Overview          Theater
Kent Hanson, Vice President of Academic and Student Affairs

9:45-11:45  Break Out Groups:

Rm 201-203 - Liberal Arts Division
Topic: Transfer Curriculum          Kathy Huschle, Faculty

Technical Programs will meet in the following break-out
rooms; Topic: Institutional Learner Outcomes
Academic Deans, Facilitators

Rm 117 - Health
   PN, RN, MOTH, PTA, OTA, EMT, Rad Tech, RCP, PHARM,
   Cardio, SURG

Rm 515 - Trades
   AUMO, AUBO, WELD, ETAS, CONE, PLBG, HVAC, CARP,
   AVIA, ARCH

Rm 219 - Business
   ACCT, MKTG, ADMS, ADMM

Rm 115 - Occupational
   FIRE, CRJU, CPTR, CDEV

Rm 601 - Management Programs
   FBM, SBM, SCM

12:00-12:45  Complimentary lunch in Commons

1:00-1:45  Continuity of Operations Plan       Theater
   Becky Lindseth

1:45-2:00  Crisis Management Plan & Lockdown
   Update                                        Theater
   Kevin Stuckey

2:00-3:00  Security Awareness Training        Rm. 603 & 605
   (training is required, but can be done
   on your own in your office)                 Holly Deschene

3:00 p.m.  Shared Governance Council Meeting   Rm 735
   (next to new Workforce Center)

-end-
New Employee Orientation
August 20, 2007

Monday, August 20, 2007 – Thief River Falls Campus in room 515

8:30-9:00 a.m. Continental Breakfast – Cafeteria
9:00 a.m. Welcome- Anne Temte, President
9:15 a.m. Academic Affairs, Kent Hanson, Vice President
9:30 a.m. Academic Affairs – Jeff Thomas and Mike Normandin
9:45 a.m. General Information – Becky Lindseth
          Employee Handbook
          Organizational Chart
          Security Officers
          Security Code Word
          Lockdown Drill
          Name Tags and Business Cards
10:15 a.m. Information Technology – Holly Deschene
          Computer Access
10:30 a.m. Break
10:45 a.m. Center for Outreach & Innovation – Bonnie Stewart
11:00 a.m. NCTC Foundation – Michelle Benitt
11:15 a.m. Learning Center – Dean Dalen
11:30-12:15 p.m. Lunch
12:15 p.m. Payroll & Employee Business Expenses – Tiffanie Bieganek
12:30 p.m. Leave Accrual/Usage and Reassignment – Tiffanie Bieganek
12:45 p.m. Business Office – Dennis Paesler
          Departmental Budgets
          Cost Centers
          Purchase Orders
          Long Distance Telephone Access
1:00 p.m. Auxiliary Services – Rosie Gustafson
1:15 p.m. Maintenance Department – Clinton Castle and Bob Gooden
          Keys
          Vehicle Usage
1:30 p.m. Student Services – Dennis Bendickson
1:45 p.m. Break and Group Photo
2:15 p.m. Policies – Becky Lindseth
8:00 am – 8:45 am  Continental Breakfast—Cafeteria

9:00 am – 9:45 am  Long-range Planning Through Appreciative Inquiry Follow-up: Panel Discussion/Q&A: Deanna Murphy, Kent Hanson, and selected faculty members—Rooms 201-203

9:45 am – 10:00 am  Last Day Attended Information/Instructions—Rocky Ammerman and Donna Quam—Rooms 201-203

10:00 am – 10:15 am  Coffee Break

10:15 am – 11:45 am  NCA Self-Study Kickoff Event—Rooms 201-203
Self-study groups:
1. Mission & Integrity—Room 115
2. Preparing for the Future—Room 117
3. Student Learning & Effective Teaching—Room 225
4. Acquisition, Discovery, and Application of Knowledge—Room 219
5. Engagement & Service—Room 215

11:45 am – 12:00 noon  Instructions for afternoon breakout sessions:
1. AASC—Institutional Learner Outcomes on CCOs
2. Marketing—2008-2010 Catalog Final Revisions

12:00 noon – 1:00 pm  Lunch—Cafeteria
Self Study Steering Committee Meeting—Room 515

1:00 pm – 3:00 pm  Faculty Discipline/Program Breakout Sessions
Tasks:
1. Institutional Learner Outcomes are to be identified and added to every common course outline.
2. 2008-2010 Catalog updates are to be finalized.
3. Program/Discipline room assignments on attached table.
<table>
<thead>
<tr>
<th>Program/Discipline</th>
<th>Room</th>
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<td>Humanities:</td>
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<td>Health, Physical Education, Recreation</td>
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<td>Math &amp; Science:</td>
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<td>Chemistry</td>
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<td>Math</td>
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<td>Natural Science</td>
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<td>Physics</td>
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<td>Economics</td>
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<td>Sales Marketing</td>
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<td>Clinical Laboratory Technology</td>
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<td>Health Education</td>
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<td>Pharmacy Technology</td>
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<td>Early Childhood</td>
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<td>Electronic Technology/Automated Systems</td>
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<td>Robotic Technology/Automated Systems</td>
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<td>Small Business Management</td>
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<td>Welding</td>
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August 13, 2008

Dear ______________:

We want to welcome you to our College, and look forward to working with you in the very near future. In order to help you become more acclimated to the College, we are inviting you to attend a one-day “New Employee Orientation” to be held on Monday, August 18, 2008.

The orientation (August 18, 2008) is coordinated by the Human Resources Department and is designed for all employees (faculty and staff). The activities on August 18 will be held at NCTC Thief River Falls campus from 8:45 a.m. – 3:30 p.m. in Room 515 with refreshments, light continental breakfast and lunch provided. As you can see by the enclosed agenda the day is filled with valuable information regarding human resources, benefits, payroll, college department services, as well as policies and procedures.

Again, welcome to our College! Please let us know whether or not you will be attending the orientation by e-mailing Kristi Lane at kristi.lane@northlandcollege.edu as soon as possible so that we can make appropriate arrangements for handouts and lunch.

Sincerely,

Becky Lindseth
Director of Employee Relations

Enclosure
New Employee Orientation

Monday, August 18, 2008 – Thief River Falls Campus in Room 515

8:45-9:00 a.m.  Continental Breakfast – Room 515

9:00 a.m.  Welcome- Anne Temte, President

9:15 a.m.  Kent Hanson, Vice President of Academic Affairs & Student Services

9:30 a.m.  Academic Affairs – Norma Konschak and Hank Roerich

9:45 a.m.  General Information – Becky Lindseth

  Employee Handbook
  Organizational Chart
  Security Officers
  Security Code Word
  Lockdown Drill
  Safety - MSDS
  Name Tags and Business Cards
  Pandemic Plan
  COOP

10:15 a.m.  Information Technology – Holly Deschene

  Computer Access

10:30 a.m.  Break – Room 515

10:45 a.m.  Workforce & Economic Development – Jim Retka

11:00 a.m.  NCTC Foundation – Michelle Benitt

11:15 a.m.  Learning Center – Dean Dalen & Ellen Brehmer

11:30 a.m.  Human Resources/Payroll – Tiffanie Bieganek & Diane Rapacz

  Payroll
  Employee Business Expenses
  Leave Accrual/Usage
  Reassignment
11:45 a.m.  Union Representatives
   AFSCME – Yvette Schneider
   MAPE
   MMA
   MSCF – Linda Samuelson & Dan Sponsler

12:00-12:45  Lunch – provided in Commons

12:45 p.m.  Business Office & Bookstore– Dennis Paesler
   Business Office
   Departmental Budgets
   Cost Centers
   Purchase Orders
   Long Distance Telephone Access

   Bookstore
   Hours of Operation
   Text Book Ordering
   Departmental Supplies
   Telephone Calling Cards
   Freight

1:00 p.m.  Benefits – Diana Hermreck

1:15 p.m.  Maintenance Department – Clinton Castle and Bob Gooden
   Keys
   Vehicle Usage
   Facility Use

1:30 p.m.  Student Services – Rocky Ammerman
   Registration Adjustments
   Last Date of Attendance
   Class Lists
   Grade Reporting

1:45 p.m.  Break, Tour and Group Photo
   Tour – Jason Pangiarella
   Group – Julie Olson

2:30 p.m.  Policies – Becky Lindseth
Wednesday, January 10, 2007
Faculty In-Service Workshop Agenda
All full-time faculty expected at EGF Campus

7:15 a.m. Charter Bus Departs TRF Campus Commons
8 am - 9 a.m. Continental Breakfast
9-9:30 a.m. Brief Announcements from Administration/Faculty
Kevin Stuckey – Preparing for Lockdown Drill
9:30 – 10:30 a.m. Speaker- Donna Ignatavicius, MS, RN
President, DI Associates, Inc.
“Team Building and Maintenance”
Topics include: (see attached for more info)
• Self-Assessment
• Emotional IQ Development
• Communication Strategies
10:30-10:45 a.m. Break
10:45-12 Noon “Team Building and Maintenance” Continued
12- 1:00 p.m. Complimentary Lunch in Cafeteria
1:00 – 3:00 p.m. Department/Division Meetings:
Liberal Arts – meet in the following groups:
1. ENGL, JOUR, SPCH, SPAN 6. PSYC
2. BIOL 7. HIST, GEOG, PLSC, ANTH, SOCI
3. MATH, PHYS 8. CHEM
4. ARTS, MUSC, THTR 9. PHIL
5. ACCT, BUSN, ECON 10. HPER, FTIN
- All other common programs meet in respective groups: Nursing,
Automotive, Admin. Support, Pharmacy Tech, Construction Electricity,
Early Childhood Paraprofessional, Welding, Management
Education – Rooms TBA
- All other faculty will meet with Kent Hanson and Al Shervold on
Assessment Topics – Room TBA
3 p.m. Adjourn
Approx. 3:10 p.m. Bus Departs EGF Campus
TEAM BUILDING AND EMOTIONAL INTELLIGENCE: KEYS TO SUCCESS IN COMMUNITY COLLEGE EDUCATION

Overview: Community colleges are comprised of many departments, faculty, staff, and students. This workshop examines the dynamics of intra- and inter-departmental team building and maintenance, and allows each attendee to explore the strengths of his or her team. In addition, participants will be able to reflect on the major components of emotional intelligence and its relationship to successful team building.

Objectives: By the end of the workshop, the participants will be better able to—

1. Identify 10 major characteristics of a successful team.
2. Assess college departmental team strengths and identify areas that need attention.
3. Explain the relationship of emotional intelligence and successful team maintenance.

Biographical Information:

Donna Ignatavicius is nationally recognized as an expert in education and medical surgical nursing. She is a prolific writer and has authored many textbooks and journal articles including Medical-Surgical Nursing: Critical Thinking for Collaborative Care (2006). She has worked for more than 30 years as a nurse, educator, clinician and administrator. Donna has conducted thousands of continuing education programs and consultations in 49 states on critical thinking, curriculum, teaching/learning, and evaluation through her company, DI Associates, Inc.
Thursday, January 11, 2007 – for TRF Faculty – held at TRF Campus

8 – 9 a.m. Continental Breakfast - Cafeteria

9 -11 a.m. Assessment Activities:
-Those who met with Kent & Al on Wed– continue working on program assessment; Meet as group first, then split – Room 703
-Others will meet with Kent Hanson and Avis Dyrud as a group first, then split - Room 601

11 a.m.-12 Electronic purchase order training – Room 605 – Karla Anderson, Trainer

12 – 1 p.m. Lunch provided in Cafeteria

1:00 – 1:45 Concurrent sessions:
1. Schoolpad – Holly Deschene – Room 605
2. Serial Cheaters - David Christian - Room 201

1-4 p.m. Management Education faculty meeting – Room 701
* 8:30 – 9:00  Continental Breakfast  Commons

* 9:00 – 10:00  "Serial Cheaters"  Room 315
    Presenter: David Christian

* 10:00 – 10:15  Break

* 10:15 – 11:15  AED Training  Room 315
    Presenter: Dan Sponsler

* 11:15 – Noon  Work Time/On Your Own

* Noon – 1:00  Lunch  Commons

* 1:00 – 3:00  Assessment  Room 315

* 3:00 – 4:00  Work Time/On Your Own
# Northland Community and Technical College
## Spring Semester Faculty In-Service Workshop
### January 9-10, 2008

**January 9**th – TRF Campus

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tr>
<td>8 - 9 a.m.</td>
<td>Continental Breakfast in Cafeteria</td>
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<tr>
<td>9 a.m.</td>
<td>Theater - All faculty will first meet in Theater, then will break into the following groups and schedules.</td>
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Introduction to Strategic Planning Kick-Off.........................Deanna Murphy, COI, Continuous Improvement Specialist

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>9:15-11:15 am</td>
<td>Liberal Arts &amp; Business Careers</td>
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<td>Strategic Planning Session – Rm 604</td>
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<td>11:15 - 12</td>
<td>Lunch – Cafeteria</td>
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<td>12:00 - End of Day</td>
<td>*Dept. Mtgs. in the following groups:</td>
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<tr>
<td>Humanities: ARTS, ENGL, SPAN, PHIL, LIBR, MUSC - Room 217</td>
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<tr>
<td>Social Sciences: HIST, ANTH, SOCI, PSYC, PLSC - Rm 115</td>
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<tr>
<td>Math &amp; Science: MATH, BIOL, CHEM, PHYS - Rm 117</td>
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<td>Business Careers: ACCT, ADMS, ADMM, MKTG, BUSN, ECON-Rm 323</td>
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<td>11-11:30 a.m.</td>
<td>All Health Programs</td>
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<td>Strategic Planning Session – Rm 604</td>
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<td>11:30 am - 1:30 pm</td>
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<td>Strategic Planning Session – Rm 604</td>
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<td>1:45 - End of Day</td>
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<td>*Dept. Mtgs. in the following groups:</td>
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<tr>
<td>Nursing: PNSG, NURS - Rm 627</td>
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<td>Therapies: MSTH, PTA, OTA, RCP- Rm 735</td>
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<td>Techs: RADT, PHRM, CVST, SURT-Rm 545</td>
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<td>11-11:30 a.m.</td>
<td>Trades &amp; Occupational Programs**</td>
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<td>9:15 - 11 a.m.</td>
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<td>Continuity of Operations Planning (COOP) -Theater</td>
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<td>11:30 am – 1:30 pm</td>
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<td>*Dept. Mtgs. in the following groups:</td>
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<tr>
<td>Trades I: ARCH, CONE, CARP, HVAC, PLBG - Room 735</td>
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<td>Trades II: AUMO, AUBO, AVIA- Rm 703</td>
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<td>Trades III: ETAS, WELD- Rm 551</td>
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<td>Occupational I: FIRE - Rm 219</td>
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<td>Occupational II: CRJU - Rm 325</td>
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<td>Occupational III: CPTR - Rm 225</td>
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<td>Occupational IV: CDEV - Rm 645</td>
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<td>1:45 - 3:45 pm</td>
<td>Strategic Planning Session – Rm 604</td>
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*Academic Deans and Program Directors will provide a list of discussion topics for Dept. Mtgs.

**Management Education Faculty will meet in Room 515 from 9 a.m.-1:30 p.m. and participate in the 1:45 pm Strategic Planning session.
January 10th - EGF Campus

8:00 - 9:00 am  Room 315 - Continental Breakfast

9:00 - 9:10 a.m.  Announcements
                 Kent Hanson
                 Vice President of Academic and Student Affairs

9:10 - 10:00  Continuous Improvement Principles
              Dave Jobe
              COI Continuous Improvement Specialist

10 - 10:15  Break

10:15 - 10:45  Grant Writing 101
               Bonnie Stewart
               Vice President of Outreach and Advancement

10:45 - 11:45  Assessment
                Al Shervold
                Assessment Committee Co-Chair

11:45 - 12:15  Ergonomics
                Cassie Hilts & Julie Grabanski
                Occupational Therapy Assistant Faculty

12:15 - 1:00 pm  Complimentary lunch in Cafeteria

1:00 - 3:00 pm  “Minnesota Refugees...What You Need to Know”
                 Ann O’Fallon
                 Refugee Health Coordinator
                 MN Dept. of Health
Northland Community and Technical College
Support Staff In-Service
April 7, 2008

April 7\textsuperscript{th} - TRF Swenson House

8 - 9 a.m.   Continental Breakfast

9 – 9:15 a.m.  Introduction and Announcements

Introduction to Long Range Planning Kick-Off..........................Deanna Murphy, COI, Continuous Improvement Specialist

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I attended the Fall Support Staff Inservice, Friday, November 12, 2004 in EGF

YES 13  NO 6

Comments on the Ice-Breaker Group Building Activity (building the highest pyramid)
Fun activity; good exercise; learned a lot; very good and not so serious like other times; good; ok; can’t remember couldn’t have been too interesting; fun interactive group; great activity; great team building and we need to do more of these

Comments on the True Colors Presentation
Very good; enjoyed; good; fun and informative; learned a lot about myself and how to handle others it was a very good workshop; It was fun and interesting to see what color a person was; good; ok; can’t remember; I still use it today to help identify others; interesting to know and able to define co workers; great insights and I would think that I am a blue

There was adequate time at the fall inservice for announcements.  YES 11  NO 1
There was adequate time at the fall inservice for dept meetings.  YES 10  NO 1

How was the food?
Very good salads; fine; Can’t remember but if Jill did it, it was great; good; good, but isn’t food always great?; wonderful; good; great; I was so full that I had no room for dessert, but it looked wonderful; great; excellent always; great! As always, it was very nicely done and prepared.

I attended the Spring Inservice, “It’s All About Me”, on 03/15/05.

YES 17  NO 2

Comments on Al Zimmerman morning tape session regarding affirmations.

Wonderful follow up, doing my affirmations daily; wonderful; wonderful we need to keep it up with reinforcements; good video; excellent handout; glad this set of DVD were purchased by the library for check-out use; I will be checking this out of the library; thank you; They were very good and would like to listen to them again; very good and useful; good; Enjoyed listening to Al Zimmerman pates, I love his voice it is so easy to listen to him; good; great; great; wonderful info this needs to be stressed; important power of positive thinking; need to see more; very good follow up monthly; good refresher; excellent; he was good but he talked about himself too much;

Comments on the “Basics of Investments” by Gail Hove.
Good refresher and information to pay yourself first; could have been better; Bring Gail back for added information; great; went above and beyond; Gail is great; good info; good, but too many individuals asking questions about personal investments. I thought that this was to be directed toward the novice investor; got a lot of use out of it; good info; learned some things that I never knew and some things that I need to change; She was very good and knowledgeable; little more detail; just enough info; excellent job by Ms Hove; great info; Ok, rather have Barb Anvinson talk to us about all our options and have paychecks or statements to talk one on one; excellent first step; interesting with lots of info; none; good tips and clarification on a few things was appreciated for future decisions.

Comments on the session. “Roth IRA’s”, by Brian Thompson.

Didn’t get to attend; could have been better; great for the novice investor; helpful handouts; several male employees were talking very loudly in the back of the commons, it was very rude of them; He was very good, we will use it in the future; good; okay; learned some new things and some things I need to change; I didn’t think that he had all his facts correct; a little more detail; not in attendance; Learned a lot of info that I did not know; need to talk to Brian; Very informative; great job; sincere; to the point and informative; interesting; He had very useful information; Sometimes choppy and a little unclear as per the handouts that we were following as a group;

How was the food?
Fabulous; wonderful; fabulous; excellent; wonderful; wonderful; fantastic; great; great; wonderful Taher did a great job; great needed chocolate on the buffet; superb; excellent and over the top; good; excellent and beautiful setup;

Comments on the Yoga session at the YMCA.

Didn’t get to go; Need more of Dewey self discovery and breathing is a good thing; good instructor would like a class here on campus; wonderful, let’s do more; fantastic, need to get it on the campus; I would participate for sure; great; great; loved the yoga it was my first time experiencing yoga and I haven’t felt that good in years; Great, I would like a class offered on campus T and Th right after work; much needed rest and relaxation; fun time, do it again; great teacher very understanding very personable; wished that more yoga helpers were on hand to help with the form. Wish the room had been darker with candles and louder music; loved it; fun, need to have a class here on campus on T and TH. Enjoyed it and need to try more if it at home

Topics for Future Inservices (Please return evaluation to Yvette S. or Mary Fontes by April 1, 2005)

- More Al Zimmerman
- Body mind and spirit workshops
- Qigong and Tai Chi workshops
- Team building activities
- In house yoga
- Yoga on campus
- More Al Zimmerman
- Yoga on Mon and Wednesday at 4:30
- Yoga at NCTC 2 nights a week
- Something off campus like meditation
- Diversity and retention
- School safety i.e. what to do if someone comes in with weapons
TO: All NCTC Support Staff
FROM: Dr. Jim Davis, Interim President
DATE: September 30, 2005
RE: October 20th In-Service Workshop

The following agenda has been developed for a Support Staff In-Service Workshop scheduled for Thursday, October 20 (during MSCF Break). All support staff are expected to attend this workshop, unless you have already been granted leave for the day.

To assist with meal planning and preparing materials, please RSVP to Kristi Lane by October 13th.

Thursday, October 20, 2005
Thief River Falls Campus
Room 201/203

AGENDA

8:00 – 9:15 am  Travel from EGF to TRF

9:15 – 9:30 am  Refreshments/Welcome Dr. Jim Davis
(Outside of Room 201/203)

9:30 – 10:45 am  Safety and Security Jim Jesme

10:45 – 11:00 am  Break

11:00 – 12 Noon  Right to Know and Blood Borne Pathogens Tana Ostlie

12:00 – 12:45 pm  Lunch in Cafeteria

12:45 – 1:45 pm  Customer Service= Retention Mary Fontes

1:45 – 2:00 pm  Break

2:00 – 3:00 pm  Data Privacy Mary Fontes & Dennis Bendickson

3:00 – 4:00 pm  Travel from TRF to EGF

Lunch and refreshments will be provided.
Support Staff In-Service
October 19, 2006 – EGF Campus
Room 315

9:00-9:30 a.m.  Continental Breakfast

9:30 a.m.  Welcome
            President Anne Temte

9:45 a.m.  Pandemic Plan
            Becky Holthusen

10:15 a.m.  Student Satisfaction Survey
            Mary Fontes/Rocky Ammerman

11:00 a.m.  Ethics/Fraudulant Acts Policy
            Becky Holthusen

Noon  Lunch – provided in the Cafetera

Session A (Room 210)

1:00-3:00 p.m.  Nelnet Training
                Nelnet Representative
                (Nelnet is online form software)

Session B (Room ___)

1:00-2:00 p.m.  Preventing Burnout

2:00-3:00 p.m.  Ergonomics
                Heather Sorum

3:00 p.m.  TRF Employees Depart
NCTC College-Wide In-Service Workshop
Tuesday, February 21, 2006
East Grand Forks Campus

Schedule

7:30 a.m.  Bus Departs TRF Campus from Commons
           (Boarding begins at 7:15)

8:15 – 9 a.m.  Continental Breakfast – EGF Commons

9 a.m. – 12 noon  “Generation NeXt Comes to College”
                 Understanding, Teaching and Serving
                 Today’s Post Modern Students
                 Dr. Mark Taylor, Presenter - Room 315
                 (See attached bio & presentation info)

12:00 – 1:00  Complimentary Lunch - Commons

1:00 – 2:00 p.m.  The following groups will meet:
                   → Faculty – Rm 315  (Topic-Assessment)
                   → Student Services Staff – Rm 239
                   → HR/Payroll Staff – Rm 106
                   → IT Staff – Rm 210
                   → Business Office Staff – Rm 238
                   → CTCE Staff – Rm 218
                   → Maintenance Staff – Rm 219
                   (If your dept. is not listed, contact your supervisor for information)

2:05 – 2:45 p.m.  Campus Security/Crisis Management Plan
                   – Kevin Stuckey, Presenter - Room 315

3:00 p.m.  Bus Departs for TRF Campus
The young people of Generation NeXt are different from previous generations of college students. Few schools understand these differences well enough to respond effectively.

The products of a postmodern, consumer driven culture, Generation NeXt presents special challenges to the purposes, structures and methods of higher education; challenges complicated by the generational differences between these young people and the Traditionals, Baby Boomers and Xers who predominate faculty and staff. For most students there is a serious mismatch between what they want and expect from a school, and what we offer. The expectations by many students of academic success with little effort is distressing and confusing to faculty and staff. Few in academia (certainly among the 15,000+ to whom I have presented) report seeing the touted "Millennial generation" (conventional conformists respectful of social norms and institutions, trusting of adults, focused on grades and performance, etc.) in significant numbers.

Generation NeXt Comes to College- Meeting the Postmodern Student and Postmodern Pedagogy (talks and workshops) are resonating with large audiences and smaller groups around the country at community and technical colleges, public universities and private colleges, as well as at conferences and meetings. These programs help college and university faculty, staff, and administration better understand our young people to more effectively recruit, retain, develop and teach them. Specific suggestions and methods are offered to improve services and instruction, both school-wide and appropriate to each audience.

About Dr. Taylor:

Mark Taylor has over twenty-five years of experience in higher education, management and the helping professions. He holds a Bachelors degree in Psychology and Biology, a Masters degree in Social Work and a Doctorate in Counseling, all from the University of Arkansas. Currently Director of Guidance Services at Arkansas State University at Beebe he has been responsible for counseling, disability, career, testing, academic advising, orientation, housing/residence life, student activities/leadership, student success programming, and other student services. Dr. Taylor has been licensed as a psychotherapist in Arkansas since 1981. He has also worked as a college professor and academic administrator, medical administrator and clinical psychotherapist. His resume reflects over 100 professional publications and presentations at state, regional, and national events in 18 states. His eye-opening perspectives grounded in data and the literature, practical suggestions and humorous presentation style has made him a popular training consultant with numerous schools, colleges and professional organizations.
Testimonials from past participants:

Dr. Taylor was hilarious, fascinating and really provocative. I know the goal was to give us insights into better relating to our students, but I really feel it will help a number of relationships. I talked about his presentation for much of the night and have been thinking on it all day. I think much of his stated conclusions were self-evident; the process and background was the illuminating portion of his presentation. I really enjoyed it.

The in-service was great! Dr. Taylor is an exceptionally well informed man from both an academic as well as an experiential perspective. His presentation addressed many, many issues that concern our particular institution as well as education as a whole. I felt that his emphasis on consistency in school policy and accountability is right on target. Thanks for a great day.

I thought the speaker was excellent! It was a very nice day and learned a great deal about the students that I have in my classes.

Great In-Service! I felt inspired and refreshed after the morning and afternoon session with Dr. Taylor. This is what it is all about! Learning how to become better teachers should be our goal - and you helped accomplish that.

Thoroughly entertaining education….at the very least teachers would see how important it is to captivate and engage a class for 2 ½ hours and have them retain information through humor…..I think he should have addressed the staff as well as faculty.

That was the most informative and interesting speaker since I've started here almost 2 years ago. Great job!

Doctor Taylor did something quite remarkable. He explained the behaviors I have observed in my students, but was unable to synthesize into a cohesive explanation. He did that beautifully. I now understand my students MUCH better.

“One of our counselors told me yesterday...'this was the best presentation I've heard in 32 years.' What a terrific tribute to your ability to engage faculty and staff.”
community college president

“You have no idea how many times you have been quoted in the past few days. Over and over I have heard what a wonderful opening workshop we had this year.”
chief academic officer

"Dr. Taylor really helped us get inside the heads of Generation NeXt. His information will have a major impact on our recruitment and retention efforts.
private college director of admissions

"The teaching tips I learned about Generation NeXt were very valuable. Students will benefit from what I learned from Dr.Taylor.”
community college faculty

“He was the best speaker I have heard at our school.”
community college faculty

"Really gave me a better perspective on my Gen X employees."
housing officer

“Holy buckets, you kicked it.”
Chief academic officer
(I'm still not sure what this means, but came with positive evaluations from faculty and an invitation to return.)
Your Efforts...Your Time...Your Devotion... Make Such A Difference

Please Join Us

For A Special

“Thank You”

For All

That You Do
Northwest Service Cooperative

Requests the pleasure of your Presence to celebrate

Administrative Professionals Day

On Wednesday the 26th of April
At 8:45 a.m.

At the Swenson House
South of the College
Hwy One East
Thief River Falls, MN

Please RSVP to Val Mattison at 218-681-0900 ext. 123
vmattison@nw-service.k12.mn.us

“Creating Excellence”

Agenda

8:45    Registration
9:00    Renee Rongen— Speaker*Consultant*Author
        “Life, Your Legacy—Live It”
10:00   Break
10:30   Brian Woinarowicz— Technology Specialist
        “WHAT’S New for You—Technology Updates”
11:00   Connie Dorn— Fitness Instructor
        “Reenergize! - Mini Office Workout”
11:30   Kristine Paranica— Director of the Conflict Resolution Center
        “Creating Excellence Even When In Conflict”
12:30   Lunch
1:00    Kristine Paranica— Director of the Conflict Resolution Center
        Continued: “Creating Excellence Even When In Conflict”
2:00    WRAP UP—DOOR PRIZES
Support Staff In-Service
Friday, September 28, 2007
Community Center, 110 West Johnson Avenue, Warren, MN

8:30-9:00 a.m.  Continental Breakfast

9:00-9:15 a.m.  Welcome – President Anne Temte

Welcome from Chancellor McCormick – Video Presentation

9:15-9:45 a.m.  “A Perfect Storm for Minnesota’s Colleges & Universities”
Video Presenter:  President Kevin Kopischke
Alexandria Technical College

9:45-10:30 a.m.  State of the College:  Response to Challenges & Opportunities
Presenter:  President Anne Temte

10:30-10:45 a.m.  Break

10:45-11:05 a.m.  Fiscal Year 2008 Budget
Presenters:  Shari Olson and Dennis Paesler

11:05-11:45 a.m.  Quest for Excellence
Presenters:  Julie Fenning, Shari Olson, and Kent Hanson

11:45-Noon  Q & A with President Temte

Noon-1:00 p.m.  Lunch will be provided

1:00-1:15 p.m.  Facilities Update
Presenters:  Clinton Castle and Bob Gooden

1:15-1:30 p.m.  Administrative Services:  A Continuous Improvement Journey
Presenters:  Shari Olson and Stacey Hron

1:30-1:45 p.m.  Swenson House:  A New Purpose
Presenter:  Bonnie Stewart

1:45-2:00 p.m.  The Nursing Program in Mahnomen:  A Unique Collaboration
Presenter:  Sue Field

2:00-2:15 p.m.  Program Analysis Data
Presenter:  Kent Hanson

2:15 p.m.  Adjourn and Travel
**Affinity Diagram/Brainstorming**

1/9/08 10 am-3 pm or 4/9/08 8:30 am-12:30 pm

This process will allow a team of any size to creatively generate and process large numbers of ideas. The purpose is to group the ideas so that the number becomes more manageable.

**Fishbone/Cause & Effect**

2/20/08 10 am-3 pm or 5/14/08 8:30 am-12:30 pm

This tool allows users to locate the causes for defects in a process and document the effects of these actions.

**Flowchart & Interrelationship Diagraph**

3/12/08 10 am-3 pm or 6/11/08 8:30 am-12:30 pm

*Flowchart* - This tool is used to create a graphical visual of a documented process. *Interrelationship Diagraph* - This technique helps organize issues by illustrating the relationships between pieces of an issue.

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**StrengthsFinder Training: (10 Hours)**

Participants will receive a copy of the best-selling book, *Strengthsfinder 2.0*, by Tom Rath. With that comes the opportunity to take Gallup’s *Clifton Strengthsfinder*—a web-based assessment tool that is the product of a 25-year, multimillion-dollar effort to identify the most prevalent human strengths. Each person will discover their five most dominant themes of talent, and have an opportunity to explore, in detail the meaning and application of their top themes through class time and team exercises.

- **Intro to Strength Building** 1/31/08 9:30-11:30
- **Discover Your Talents** 3/12/08 8:30–12:30
- **Putting Your Strengths to Work** 4/01/08 8:30–12:30

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“Great organizations must not only accommodate the fact that each employee is different, THEY MUST CAPITALIZE ON THESE DIFFERENCES.” —Don Clifton
**Northland Community and Technical College**
**Support Staff In-Service**
**April 7, 2008**

**April 7th - TRF Swenson House**

8 - 9 a.m.  Continental Breakfast

9 – 9:15 a.m.  Introduction and Announcements

Introduction to Long Range Planning Kick-Off.................................Deanna Murphy, COI, Continuous Improvement Specialist

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"Forward Moving" to
Administrative Professional Day!
"Forward Moving"
Agenda

8:45 a.m.   Registration

9:00 a.m.   Linda Hutchinson – “Lighten Up: Healthy Humor in the Workplace”

Linda is a national keynote speaker, adult educator, consultant and author with over 30 years of professional experience designing and delivering educational programs for large and small corporations, non-profit organizations, and professional associations. Linda is currently adjunct faculty for the College of St. Catherine, (St. Paul, MN) and the College of St. Scholastica (St. Cloud campus). Prior to starting her own company in 1992, she was a professional educator for Hazelden and Wilder Foundation. Besides Laugh and Live: Reclaiming Our Sense of Humor, Linda co-authored an anthology, Teaching Human Dignity: Social Change Lessons for Everyteacher with Miriam Wasserman (published in 1978 by the Education Exploration Center). Linda's real claim to fame is that she was a contestant on Bowling For Dollars!

12:00 Lunch

12:45 pm   Jim Van Schaick – “Internet Safety”

Jim is currently the Criminal Investigator with the Thief River Falls Police Department. He investigates internet crimes, scams and computer forensic crimes. He has been a paramedic for 20 years and has spent his entire life in public safety. Jim attended Bemidji State and is currently a Criminal Justice Instructor at Northland Community Technical College in Thief River Falls.

1:15 pm   Jon Hovde – “Make A Difference”

Jon Hovde lost his life twice in Vietnam in 1968. When the armored personnel carrier he was driving hit an antitank mine, the first medic to reach him couldn’t detect a pulse in his left wrist and told the squad leader Hovde was dead. But Hovde’s arm—which was still in his sleeve—had been severed in the blast along with his left leg. When the squad leader saw him move moments later, Hovde was rushed to a field hospital by helicopter. No one expected him to survive. A few days later, doctors operated to try to stop an infection that had raised Hovde’s body temperature to 108. During the surgery his heart stopped and he was declared dead a second time. Then suddenly, his heart started beating again. Hovde is retired from 3M and former president of the Minnesota School Boards Association who served 16 years on the Fertile-Beltrami, Minnesota, school board. He’s now a motivational speaker who entertains and inspires with stories of how he has kept three vows. Hovde is also the coauthor, with Maureen Anderson, of Left for Dead: A Second Life after Vietnam (University of Minnesota Press, 2005).

2:30 pm   Door Prizes

The Northwest Service Cooperative invites you to
Celebrate Administrative Professional Day!

April 23, 2008
8:45 a.m.

Swenson House
South of Northland College
Hwy One East
Thief River Falls, MN

Please return the enclosed Guest List no later than April 11, 2008
Fax: 218-681-0915
114 First Street West
Thief River Falls, MN 56701
Energizing Our Front-Line Network

Conference location:
Alexandria Technical College
1601 Jefferson Street
Alexandria, Minnesota 56308

You are invited to attend the state-wide staff development conference specifically designed for front-line employees.
Jointly sponsored by AFSCME, MAPE and the Minnesota State Colleges and Universities Office of the Chancellor.

Tuesday, May 20, 2008 & Wednesday, May 21, 2008

Details to follow.

http://frontlineconference.mnscu.edu

The Web Site below will be up to view the information about this conference and to register soon.

Registration opens April 1
Northland Community & Technical College
Support Staff In-Service - Friday, September 19, 2008
Warren Community Center, 102 West Johnson Avenue, Warren, MN

Schedule & Agenda

8:30-9:00      Continental Breakfast

9:00-9:10     Welcome and Announcement of New Employees - Becky Lindseth

9:10-9:30     President’s Address – Anne Temte
                Chancellor McCormick’s Welcome – via video

9:30-10:15    Announcements & Updates
                ▪ Telephone Changes - Bob Gooden and Clinton Castle
                ▪ Capital Project @ EGF - Bob Gooden
                ▪ Capital Project Request @ TRF – Clinton Castle
                ▪ Student Vehicle Use – Mary Fontes
                ▪ Grouplink – Jennifer Sundberg
                ▪ Meeting & Vehicle Reservation Scheduler – Karleen Delorme

10:15-10:30   Accountability Dashboard – Anne Temte and Kent Hanson

10:30-10:45   Break

10:45-Noon    College Work Plan
                Academic & Student Affairs – Kent Hanson, Mary Fontes, & Steve Crittenden
                Administrative Services
                ▪ Business Services – Dennis Paesler
                ▪ Facilities – Clinton Castle and Bob Gooden
                ▪ Foundation – Anne Temte
                ▪ President – Anne Temte
                ▪ Human Resources/Payroll – Becky Lindseth
                ▪ Institutional Research – Becky Lindseth
                ▪ Training and Development – Becky Lindseth
                ▪ Marketing – Stacey Hron
                ▪ Public Relations – Stacey Hron
                ▪ Radio – Stacey Hron
                ▪ Technology – Stacey Hron

Noon-1:00    Lunch

1:00-2:00    “Make Their Day” – Linda Hutchinson, Hutchinson Associates

2:00-2:15    Break
Make Their day, Be There, Choose Your Attitude, Play

Support Staff In-Service
September 19, 2008
Ideas Generated from “Make Their Day” by Linda Hutchinson

How do people make your day? How do you make the day of your co-workers/customers?
CUSTOMER SERVICE

- Gravitate to people who provide quality customer service
- Be aware of your surroundings – if you notice someone lost, ask how you can be of services
- Show genuine interest – don’t make it look like they are wasting your time
- Use person’s name
- Make effort to be more friendly
- Concern for needs
- Ask them questions
- Help people see choices
- Be personable
- Wave
- Ask about family
- Listen to what they are saying
- Let them know you heard it
- Include them in what you are doing for them
- Offer assistance
- Choose to have a good attitude
- Shake their hand
- Pay attention
- Focus solely on the customer or co-worker
- Read them
- Manners
- Little kindness
- Introductions
- Chit/chat
- Lend a hand
- Provide an escort service
- Slow down - take time to be personable

COURTESY/RESPECT

- Positive, courteous, respectful toward the customer
- Greetings – good morning
- When someone really listens
- Accepting
- Acknowledge them
- Engage in conversation
- Eye Contact
- Back of business cards: Thank you for your business
- Listen to suggestions and use them
- Learn from failure and move on
- Team work – communicate
- Please and Thank You
- Ask how they are
- Talk to them in a positive way
- Compliment
- Thank you notes
**PHYSICAL ENVIRONMENT**

- Finding a parking spot
- Dress appropriately
- Tidiness
- A clean desk
- Toilet paper in bathroom
- Paper towels
- Air freshener in bathrooms

**HUMOR**

- Share a funny story if someone is having a down day
- Play
- When they smile & make me laugh
- Humor them
- Lighten up
- Take your shoes off
- Give a massage
- Tell a joke
- Sunshine
- Talk to people, tell them jokes, keep them entertained
- Smile
- Harmless pranks
- Diamonds and furs! ;-) 
- Laugh
- Don’t sweat the small stuff
- Decorate for the seasons
- Secret pals

**JOB SATISFACTION**

- Help out with tasks
- Help a student with their question/problem – resolve it
- Challenged by what you are doing
- Find shortcuts
- Encourage them
- Ask them to do something you know they like to do and are good at
- Demonstrate tasks
- Explain expectations
- Set goals – strategize
- Help when not asked
- Offer advice – if asked
- Respect each other’s work style
- Help in timely manner
- Attitude is catchy, is yours worth catching?
- Accomplish a task
**RECOGNITION/APPRECIATION**

- Show appreciation
- Celebrate successes
- Tell them they did a good job
- Compliments
- Something extra
- Share gum/food
- Flowers/cards
- Chocolate/Candy
- Thank You’s
- Going out of your way
- TREATS
- Acknowledge
- Recognition
- Bring/give presents
- Praise them
- Pat them on the back
- Give them a hug – if they are like that!
- Leave little presents or notes
- Mini massage
- Offer to get coffee
Staying UP ... in a DOWN world

With never-ending changes, with flattened organizations, with fewer employees to do the work, with loyalty a thing of the past, negative comments can be a natural byproduct.

Unfortunately, employee attitudes will defeat an organization faster than the competition. Negativity is extremely contagious and results in an environment where people don’t try as hard, don’t care as much, and don’t succeed as often.

An organization must build a work environment that is alive, exciting and positive, where satisfaction and fulfillment are the rule, not the exception.

That’s what February 22 is all about — the 8 R’s of a positive work environment.

Tuesday, February 22, 2005 in East Grand Forks

(More details on back!)

8 Keys to a Positive Work Environment

“We already tried that!”
“IT won’t work!”
“IT won’t do it!”

ORGANIZATIONAL PRACTICES

1. Reflection
   Capturing the employees’ hearts
   Encouraging risk and difference

2. Respect
   Meeting five key needs
   Eliminating climates that stifle
   Creating partners

3. Relationship
   Building a climate of results
   Honoring rights
   Nurturing trust
   Opening the communication

4. Reinforcement
   Instilling achievement motivation
   Modeling teamwork and leadership competency
   Facilitating change and transition acceptance

5. Recognition
   Rewarding positive behavior
   Starving negative behavior

6. Resolution
   Identifying prerequisites to cooperation
   Selecting an appropriate conflict resolution style
   Avoiding words that irritate

PERSONAL STRATEGIES

7. Resistance
   Learning how to stay positive
   Protecting yourself from other’s negativity

8. Renewal
   Driving the learning
   Encouraging fun in the workplace
AGENDA

7:40 AM  Bus departs TRF Campus

8:45— 9:15  Continental Breakfast

9:15—10:15  Dr. Zimmerman’s Presentation: “Staying Up in a Down World”

10:15—10:30  Break

10:30—11:30  Dr. Zimmerman’s Workshop (con’t.)

11:30—11:45  Break

11:45—12:45  Dr. Zimmerman’s Workshop (con’t.)

12:45—1:30  Lunch (Cafeteria)

1:30—3:00  Faculty — Program/Department Meetings (Rooms TBA)
           Staff will meet with their respective groups (e.g., business office, HR, etc.) (Rooms TBA)

3:00  Bus departs from EGF

Tuesday, February 22, 2005 in East Grand Forks
(More details on back!)
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
</table>
| 8:00 – 9:00 a.m. | Continental Breakfast - Cafeteria  
Meet and Welcome Interim President Dr. Jim Davis  
and his wife, Shirley |
| 9:00 – 9:30   | Introduction of Interim President – Kent Hanson  
Interim President Davis’ Welcome Address  
Chancellor McCormick’s Welcome (via video) |
| 9:30 – 9:45   | Service Award Presentations – Becky Holthusen                        |
| 9:45 – 11:00  | College Updates:  
• Introduction of New Faculty  
• Budget information  
• NCTC Strategic Plan  
• Assessment & Program Review |
| 11:00 – 11:15 | Break (Refreshments available in Theater Lobby)                      |
| 11:15 – 11:45 | Retention Efforts – Mary Fontes & Rocky Ammerman                     |
| 11:45 – 12:30 | Complimentary Lunch (Cafeteria)                                      |
| 12:30 – 1:45  | Data Privacy........       
Kris Kaplan, Assistant General Counsel, Office of the Chancellor |
<p>| 1:45 – 2:00   | Break (Refreshments in Theater Lobby)                                |
| 2:00 – 3:00   | Disruptive Students........Kris Kaplan                                |
| 3:00 – 3:30   | Academic Affairs and Standards Council.................................Room 115 |</p>
<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>8:00 – 9:00</td>
<td><strong>Continental Breakfast</strong> <em>(Cafeteria)</em></td>
</tr>
<tr>
<td>9:00 – 10:00</td>
<td><strong>Academic Affairs Update</strong> <em>(Dr. Jeff Thomas)</em></td>
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<td></td>
<td><strong>General IT Update</strong> <em>(Stacey Hron)</em></td>
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<td></td>
<td><strong>Learning Services Update</strong> <em>(Dean Dalen)</em></td>
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<tr>
<td></td>
<td><strong>Other Announcements/Updates</strong></td>
</tr>
<tr>
<td>10:00 – 12:00</td>
<td><strong>Safety &amp; Security</strong> <em>(Jim Jesme &amp; Kevin Stuckey)</em></td>
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<td></td>
<td>--Campus Response</td>
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<td>--Individual Responsibilities</td>
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<td>--Drills</td>
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<tr>
<td>12:00 – 1:00</td>
<td><strong>Employee Appreciation Luncheon</strong> <em>(Sponsored by NCTC Foundation)</em></td>
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<td></td>
<td><em>(Cafeteria)</em></td>
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<tr>
<td>1:30 -- 2:30</td>
<td><strong>Concurrent Sessions</strong> <em>(select one)</em></td>
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<tr>
<td></td>
<td>--OnLine Purchasing - Dennis Paesler – Room 603</td>
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<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Rocky Ammerman –</td>
</tr>
<tr>
<td></td>
<td>Room 703</td>
</tr>
<tr>
<td></td>
<td>--Technology Orientation (Jackie Cross) – Room 605</td>
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<tr>
<td>2:30 -- 3:30</td>
<td><strong>Concurrent Sessions</strong> <em>(select one)</em></td>
</tr>
<tr>
<td></td>
<td>--OnLine Purchasing - Business Office Staff - Room 603</td>
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<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS)– Rocky Ammerman –</td>
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<td></td>
<td>Room 703</td>
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<tr>
<td></td>
<td>--Virtual Office &amp; Intranet – Jackie Cross - Room 605</td>
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</tbody>
</table>

Note: Heather Hauschild Lemoine will be taking individual employee photos between 9 a.m. – 12:30 p.m. in the Exhibition Gallery across from the Library. Please stop in!
**Back to School**

2005 Fall Preservice

**Wednesday, August 17, 2005 - East Grand Forks Campus**
(Required for EGF Faculty Only)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Room</th>
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</thead>
<tbody>
<tr>
<td>9:00 -- 9:30</td>
<td><strong>Refreshments/Social</strong> – Room 315</td>
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<tr>
<td>9:30 -- 10:00</td>
<td><strong>Announcements</strong> – Room 315</td>
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<tr>
<td>10:00 – 11:00</td>
<td><strong>Concurrent Sessions</strong> (select one)</td>
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<tr>
<td></td>
<td>--OnLine Purchasing – Business Office Staff - Room 311</td>
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<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Jo Schill - Room 317</td>
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<td></td>
<td>--Desire2Learn (For Beginners) – Holly Deschene - Rm 305A</td>
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<tr>
<td></td>
<td>--Technology Orientation – Sue Dalager - Room 305B</td>
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<tr>
<td>11:00 – 12:00</td>
<td><strong>Concurrent Sessions</strong> (select one)</td>
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<tr>
<td></td>
<td>--OnLine Purchasing- Business Office Staff - Room 311</td>
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<tr>
<td></td>
<td>--ISRS (log in, class lists, grade input, &amp; DARS) – Jo Schill - Room 317</td>
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<tr>
<td></td>
<td>--Desire2Learn (Advanced) – Beth McMahon and Mary Hanson - Room 305A</td>
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<tr>
<td></td>
<td>--Virtual Office &amp; Intranet – David Olsen - Room 305B</td>
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<tr>
<td>12:00 – 1:00</td>
<td><strong>Lunch (provided)</strong>- Commons</td>
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<tr>
<td>1:00 -- 1:15</td>
<td><strong>General IT Update</strong> - Sue Dalager - Room 315</td>
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<tr>
<td>1:15 -- 1:30</td>
<td><strong>Learning Services Update</strong>- Room 315</td>
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<tr>
<td>1:30 – 3:30</td>
<td><strong>Safety &amp; Security</strong> - Room 315</td>
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<td></td>
<td>Presentors: Jim Jesme &amp; Kevin Stuckey</td>
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<td>--Campus Response</td>
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<td></td>
<td>-- Drills</td>
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</tbody>
</table>

Note: Heather Hauschild Lemoine will be on campus to take individual employee photos between 9 a.m. – 12:30 p.m. in Room 201. Please stop in – it’s painless!
TO: All NCTC Support Staff
FROM: Dr. Jim Davis, Interim President
DATE: September 30, 2005
RE: October 20th In-Service Workshop

The following agenda has been developed for a Support Staff In-Service Workshop scheduled for Thursday, October 20 (during MSCF Break). All support staff are expected to attend this workshop, unless you have already been granted leave for the day.

To assist with meal planning and preparing materials, please RSVP to Kristi Lane by October 13th.

**Thursday, October 20, 2005**  
**Thief River Falls Campus**  
**Room 201/203**

**AGENDA**

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>8:00 – 9:15 am</td>
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<td>9:15 – 9:30 am</td>
<td>Refreshments/Welcome Dr. Jim Davis (Outside of Room 201/203)</td>
</tr>
<tr>
<td>9:30 – 10:45 am</td>
<td><strong>Safety and Security</strong> Jim Jesme</td>
</tr>
<tr>
<td>10:45 – 11:00 am</td>
<td>Break</td>
</tr>
<tr>
<td>11:00 – 12 Noon</td>
<td><strong>Right to Know and Blood Borne Pathogens</strong> Tana Ostlie</td>
</tr>
<tr>
<td>12:00 – 12:45 pm</td>
<td>Lunch in Cafeteria</td>
</tr>
<tr>
<td>12:45 – 1:45 pm</td>
<td><strong>Customer Service= Retention</strong> Mary Fontes</td>
</tr>
<tr>
<td>1:45 – 2:00 pm</td>
<td>Break</td>
</tr>
<tr>
<td>2:00 – 3:00 pm</td>
<td><strong>Data Privacy</strong> Mary Fontes &amp; Dennis Bendickson</td>
</tr>
<tr>
<td>3:00 – 4:00 pm</td>
<td>Travel from TRF to EGF</td>
</tr>
</tbody>
</table>

Lunch and refreshments will be provided.
The following agenda has been developed for a Support Staff In-Service Workshop scheduled for Thursday, October 20 (during MSCF Break). All support staff are expected to attend this workshop, unless you have already been granted leave for the day.

To assist with meal planning and preparing materials, please RSVP to Kristi Lane by October 13th.

**Thursday, October 20, 2005**  
**Thief River Falls Campus**  
**Room 201/ 203**

**AGENDA**

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</tr>
<tr>
<td>3:00 – 4:00 pm</td>
<td>Travel from TRF to EGF</td>
</tr>
</tbody>
</table>

Lunch and refreshments will be provided.
Agenda for January 2006 Faculty In-Service Workshops

January 4, 2006 - All Faculty at TRF Campus

8:00 a.m.     Continental Breakfast in Cafeteria
8:30 – 9:30 a.m. All Division Chairs & Academic Deans Mtg. – Room 515
9:30 - 10:15 a.m. All Faculty: Theater (#415)
         Announcements/Information Sharing
         -Speakers’ Bureau
         -Faculty Evaluation
         -Program Review
         -Other
10:15 – 10:30 a.m. Break
10:30 am– 12:30 pm 1) All Liberal Arts faculty group session – Room 201/203
                           2) All Technical faculty – Theater (#415)
                           Program Advisory Committee Workshop with consultant Debbie Mills
12:30-1:30 p.m.     Complimentary Lunch in Cafeteria
1:30 – 2:45 p.m.    Ethics Workshop - Theater (#415)
                     Kris Kaplan, Assistant General Counsel, Office of the Chancellor

Thursday, January 5, 2006

Individual campus activities are being planned by CTL reps and Campus Deans. See campus specific agendas.

Friday, January 6, 2006

Faculty Directed Contract Day
Management Faculty Meeting – 8:30 a.m. – 3 p.m. – TRF, Room 701
## NCTC College-Wide In-Service Workshop
### Tuesday, February 21, 2006
#### East Grand Forks Campus

### Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
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<tbody>
<tr>
<td>7:30 a.m.</td>
<td>Bus Departs TRF Campus from Commons (Boarding begins at 7:15)</td>
</tr>
<tr>
<td>8:15 – 9 a.m.</td>
<td>Continental Breakfast – EGF Commons</td>
</tr>
<tr>
<td>9 a.m. - 12 noon</td>
<td>“Generation NeXt Comes to College” Understanding, Teaching and Serving Today's Post Modern Students Dr. Mark Taylor, Presenter - Room 315 (See attached bio &amp; presentation info)</td>
</tr>
<tr>
<td>12:00 - 1:00</td>
<td>Complimentary Lunch - Commons</td>
</tr>
</tbody>
</table>
| 1:00 – 2:00 p.m. | The following groups will meet:  
|                |   ? Faculty – Rm 315 (Topic-Assessment)                                           |
|                |   ? Student Services Staff – Rm 239                                               |
|                |   ? HR/Payroll Staff – Rm 106                                                     |
|                |   ? IT Staff – Rm 210                                                             |
|                |   ? Business Office Staff – Rm 238                                                |
|                |   ? CTCE Staff – Rm 218                                                           |
|                |   ? Maintenance Staff – Rm 219                                                    |
| (If your dept. is not listed, contact your supervisor for information) |
| 2:05 – 2:45 p.m. | Campus Security/Crisis Management Plan –  
|                |   Kevin Stuckey, Presenter - Room 315                                             |
| 3:00 p.m.     | Bus Departs for TRF Campus                                                        |
Generation NeXt Comes to College

Understanding, Teaching and Serving Today's Postmodern Students

(Excerpted from www.taylorprograms.org)

The young people of Generation NeXt are different from previous generations of college students. Few schools understand these differences well enough to respond effectively.

The products of a postmodern, consumer driven culture, Generation NeXt presents special challenges to the purposes, structures and methods of higher education; challenges complicated by the generational differences between these young people and the Traditionals, Baby Boomers and Xers who predominate faculty and staff. For most students there is a serious mismatch between what they want and expect from a school, and what we offer. The expectations by many students of academic success with little effort is distressing and confusing to faculty and staff. Few in academia (certainly among the 15,000+ to whom I have presented) report seeing the touted "Millennial generation" (conventional conformists respectful of social norms and institutions, trusting of adults, focused on grades and performance, etc.) in significant numbers.

Generation NeXt Comes to College- Meeting the Postmodern Student and Postmodern Pedagogy (talks and workshops) are resonating with large audiences and smaller groups around the country at community and technical colleges, public universities and private colleges, as well as at conferences and meetings. These programs help college and university faculty, staff, and administration better understand our young people to more effectively recruit, retain, develop and teach them. Specific suggestions and methods are offered to improve services and instruction, both school-wide and appropriate to each audience.

About Dr. Taylor:

Mark Taylor has over twenty-five years of experience in higher education, management and the helping professions. He holds a Bachelors degree in Psychology and Biology, a Masters degree in Social Work and a Doctorate in Counseling, all from the University of Arkansas. Currently Director of Guidance Services at Arkansas State University at Beebe he has been responsible for counseling, disability, career, testing, academic advising, orientation, housing/residence life, student activities/leadership, student success programming, and other student services. Dr. Taylor has been licensed as a psychotherapist in Arkansas since 1981. He has also worked as a college professor and academic administrator, medical administrator and clinical psychotherapist. His resume reflects over 100 professional publications and presentations at state, regional, and national events in 18 states. His eye-opening perspectives grounded in data and the literature, practical suggestions and humorous presentation style has made him a popular training consultant with numerous schools, colleges and professional organizations.

Testimonials from past participants:
Dr. Taylor was hilarious, fascinating and really provocative. I know the goal was to give us insights into better relating to our students, but I really feel it will help a number of relationships. I talked about his presentation for much of the night and have been thinking on it all day. I think much of his stated conclusions were self-evident; the process and background was the illuminating portion of his presentation. I really enjoyed it.

The in-service was great! Dr. Taylor is an exceptionally well informed man from both an academic as well as an experiential perspective. His presentation addressed many, many issues that concern our particular institution as well as education as a whole. I felt that his emphasis on consistency in school policy and accountability is right on target. Thanks for a great day.

I thought the speaker was excellent! It was a very nice day and learned a great deal about the students that I have in my classes.

Great In-Service! I felt inspired and refreshed after the morning and afternoon session with Dr. Taylor. This is what it is all about! Learning how to become better teachers should be our goal - and you helped accomplish that.

Thoroughly entertaining education....at the very least teachers would see how important it is to captivate and engage a class for 2 ½ hours and have them retain information through humor.....I think he should have addressed the staff as well as faculty.

That was the most informative and interesting speaker since I've started here almost 2 years ago. Great job!

Doctor Taylor did something quite remarkable. He explained the behaviors I have observed in my students, but was unable to synthesize into a cohesive explanation. He did that beautifully. I now understand my students MUCH better.

"One of our counselors told me yesterday...'this was the best presentation I've heard in 32 years.' What a terrific tribute to your ability to engage faculty and staff."

community college president

"You have no idea how many times you have been quoted in the past few days. Over and over I have heard what a wonderful opening workshop we had this year."

chief academic officer

"Dr. Taylor really helped us get inside the heads of Generation NeXt. His information will have a major impact on our recruitment and retention efforts."

private college director of admissions

"The teaching tips I learned about Generation NeXt were very valuable. Students will benefit from what I learned from Dr.Taylor."

community college faculty

"He was the best speaker I have heard at our school."

community college faculty

"Really gave me a better perspective on my Gen X employees."

housing officer

"Holy buckets, you kicked it."

Chief academic officer

(I'm still not sure what this means, but came with positive evaluations from faculty and an invitation to return.)
<table>
<thead>
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<th>Time</th>
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<tr>
<td>8:00 – 9:00 a.m.</td>
<td>Continental Breakfast – Cafeteria</td>
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<tr>
<td></td>
<td>Meet and Greet President Anne Temte</td>
</tr>
<tr>
<td>9:00 – 9:45 a.m.</td>
<td>Introduction of President – Kent Hanson</td>
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<td></td>
<td>Welcome Address - President Anne Temte</td>
</tr>
<tr>
<td></td>
<td>Introduction of New Faculty - Dr. Jeff Thomas, Mike Normandin</td>
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<td></td>
<td>Welcome Message from Chancellor McCormick (via video)</td>
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<tr>
<td>9:45 –10:45 a.m.</td>
<td><strong>Presentation:</strong></td>
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<td><strong>Student Due Process....Working Through the Issues –</strong></td>
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<td></td>
<td>Scott Goings, Assistant Attorney General</td>
</tr>
<tr>
<td>10:45 – 11:00 a.m.</td>
<td><strong>Break</strong> – Refreshments available in theater lobby</td>
</tr>
<tr>
<td>11:00 – 11:45 a.m.</td>
<td><strong>College Updates:</strong></td>
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<tr>
<td></td>
<td>-Enrollment Report – Rocky Ammerman</td>
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<td>-Student Satisfaction Inventory – Rocky Ammerman &amp; Mary Fontes</td>
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<td></td>
<td>-Pandemic Plan Update – Becky Holthusen</td>
</tr>
<tr>
<td>11:45 – 12:45</td>
<td><strong>Complimentary Lunch</strong> (Cafeteria)</td>
</tr>
<tr>
<td>12:45 – 1:15 p.m.</td>
<td><strong>College Updates (Continued)</strong></td>
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<tr>
<td></td>
<td>-New college web design – Chad Sperling</td>
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<td></td>
<td>-Articulation Agreements – Michelle Thomas</td>
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<tr>
<td></td>
<td>-Business Office Updates – Dennis Paesler</td>
</tr>
<tr>
<td>1:15 – 1:45 p.m.</td>
<td><strong>Presentation:</strong></td>
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<tr>
<td></td>
<td>Copyright Issues - Cynthia Jorstad, TRF Librarian</td>
</tr>
<tr>
<td>1:45 - 3:00 p.m.</td>
<td><strong>Academic Topics</strong> – Kent Hanson, Dr. Jeff Thomas, Mike Normandin</td>
</tr>
</tbody>
</table>
TRF Faculty Fall In-service
Wednesday, August 23, 2006
TRF Campus

8:00a - 8:30a Breakfast (Cafeteria)

8:30a - 8:40a Announcements/updates: Dr. Thomas (201/203)

8:40a - 9:30a Appealing Grades (201/203)
MnSCU and NCTC’s policy regarding grade appeals
“Trends” in Academic Appeals and Student Services Appeals
Early Alerts
Creating Stellar Syllabi (to protect yourself & the college)

9:30a - 10:15a Active Learning Panel (210/203)
Active Learning Review: Dorinda Sorvig
Faculty Panel

10:30a Ground breaking ceremony – South Lawn (or Commons if inclement weather)

12n - 1:00p NCTC Foundation Employee Appreciation Luncheon (Cafeteria)

1-4 p.m. Management Faculty Meeting – Room 701

1-3 p.m. College in the High School Orientation for Mentors – Room 117

1-4 p.m. Employee Photo Sessions – See Julie Olson in Office Suite 425
TRF Campus In-Service Days
Schedule for Aug. 24-25, 2006

Thursday, August 24, 2006

9-11:30 a.m. Management Faculty Meeting – Room 701
11:30 a.m. – 1 p.m. Employee Potluck Lunch – Cafeteria
1:00 -2:00 p.m. MSCF Meeting – Room 201/203
2:00 -3:30 p.m. Management Faculty Meeting - Room 701

Friday, August 25, 2006

10:00 - 11:30 a.m. New Student Orientation – Gym (or Theater)
11:30 a.m – 2 p.m. Open House/Information Booths for Students – Commons
1 p.m. MSCF – Ditch Cleaning
Support Staff In-Service
October 19, 2006 – EGF Campus
Room 315

9:00-9:30 a.m.   Continental Breakfast

9:30 a.m.   Welcome
             President Anne Temte

9:45 a.m.   Pandemic Plan
             Becky Holthusen

10:15 a.m.   Student Satisfaction Survey
             Mary Fontes/Rocky Ammerman

11:00 a.m.   Ethics/Fraudulant Acts Policy
             Becky Holthusen

Noon   Lunch – provided in the Cafeteria

Session A (Room 210)

1:00-3:00 p.m.   Nelnet Training
                 Nelnet Representative
                 (Nelnet is online form software)

Session B (Room ___)

1:00-2:00 p.m.   Preventing Burnout

2:00-3:00 p.m.   Ergonomics
                 Heather Sorum

3:00 p.m.   TRF Employees Depart
Support Staff In-Service  
October 19, 2006  
Room 315 - EGF Campus

9:00-9:30 a.m.  Continental Breakfast

9:30 a.m.  Welcome  
- Kent Hanson, Vice President of Academic Affairs and Student Services

9:45 a.m.  Pandemic Plan  
- Becky Holthusen

10:15 a.m.  Student Satisfaction Survey  
- Mary Fontes / Rocky Ammerman

11:00 a.m.  Ethics/Fraudulent Acts Policy  
- Kris Kaplan, Assistant General Counsel  
Office of the Chancellor

12:00 noon  Lunch - provided in the cafeteria

Session A (Room 210)

1:00 - 3:00 p.m.  Nelnet Training (Nelnet is online form software)  
- Nelnet Representative

Session B (Room 124)

1:00 - 2:00 p.m.  Preventing Burnout  
- Marna Klug

2:00 - 3:00 p.m.  Ergonomics  
- Heather Sorum

3:00 p.m.  TRF Employees Depart  
Thank you!
Wednesday, January 10, 2007
Faculty In-Service Workshop Agenda
All full-time faculty expected at EGF Campus

7:15 a.m. Charter Bus Departs TRF Campus Commons
8 am - 9 a.m. Continental Breakfast
9-9:30 a.m. Brief Announcements from Administration/Faculty
Kevin Stuckey – Preparing for Lockdown Drill
9:30 - 10:30 a.m. Speaker: Donna Ignatavicius, MS, RN
President, DI Associates, Inc.
“Team Building and Maintenance”
Topics include: (see attached for more info)
  • Self-Assessment
  • Emotional IQ Development
  • Communication Strategies
10:30-10:45 a.m. Break
10:45-12 Noon “Team Building and Maintenance” Continued
12-1:00 p.m. Complimentary Lunch in Cafeteria
1:00 – 3:00 p.m. Department/Division Meetings:
Liberal Arts – meet in the following groups:
1. ENGL, JOUR, SPCH, SPAN 6. SYC
2. BIOL 7. HIST, GEOG, PLSC, ANTH, SOCI
3. MATH, PHYS 8. CHEM
4. ARTS, MUSC, THTR 9. PHIL
5. ACCT, BUSN, ECON 10. HPER, FTIN
- All other common programs meet in respective groups:
  Nursing, Automotive, Admin. Support, Pharmacy Tech, Construction Electricity,
  Early Childhood Paraprofessional, Welding, Management Education – Rooms TBA
- All other faculty will meet with Kent Hanson and Al Shervold on
  Assessment Topics – Room TBA
3 p.m. Adjourn
Approx. 3:10 p.m. Bus Departs EGF Campus
TEAM BUILDING AND EMOTIONAL INTELLIGENCE: KEYS TO SUCCESS IN COMMUNITY COLLEGE EDUCATION

Overview: Community colleges are comprised of many departments, faculty, staff, and students. This workshop examines the dynamics of intra- and inter-departmental team building and maintenance, and allows each attendee to explore the strengths of his or her team. In addition, participants will be able to reflect on the major components of emotional intelligence and its relationship to successful team building.

Objectives: By the end of the workshop, the participants will be better able to—

1. Identify 10 major characteristics of a successful team.
2. Assess college departmental team strengths and identify areas that need attention.
3. Explain the relationship of emotional intelligence and successful team maintenance.

Biographical Information:

Donna Ignatavicius is nationally recognized as an expert in education and medical surgical nursing. She is a prolific writer and has authored many textbooks and journal articles including Medical-Surgical Nursing: Critical Thinking for Collaborative Care (2006). She has worked for more than 30 years as a nurse, educator, clinician and administrator. Donna has conducted thousands of continuing education programs and consultations in 49 states on critical thinking, curriculum, teaching/learning, and evaluation through her company, DI Associates, Inc.
Thursday, January 11, 2007 – for TRF Faculty – held at TRF Campus

8 – 9 a.m.  Continental Breakfast - Cafeteria

9-11 a.m.  Assessment Activities:
- Those who met with Kent & Al on Wed– continue working on program assessment; Meet as group first, then split – Room 703
- Others will meet with Kent Hanson and Avis Dyrud as a group first, then split - Room 601

11 a.m.-12  Electronic purchase order training – Room 605 – Karla Anderson, Trainer

12 – 1 p.m.  Lunch provided in Cafeteria

1:00 – 1:45  Concurrent sessions:
1. Schoolpad – Holly Deschene – Room 605
2. Serial Cheaters - David Christian - Room 201

1-4 p.m.  Management Education faculty meeting – Room 701
Northland Community & Technical College

East Grand Forks, January 11, 2007

* 8:30 – 9:00 Continental Breakfast Commons
* 9:00 – 10:00 "Serial Cheaters” Room 315
  Presenter: David Christian
* 10:00 – 10:15 Break
* 10:15 – 11:15 AED Training Room 315
  Presenter: Dan Sponsler
* 11:15 – Noon Work Time/On Your Own
* Noon – 1:00 Lunch Commons
* 1:00 – 3:00 Assessment Room 315
* 3:00 – 4:00 Work Time/On Your Own
# AGENDA

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:30 - 9:00am</td>
<td>Continental Breakfast - Cafeteria</td>
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<tr>
<td>9:00 - 9:30am</td>
<td>Announcements - Theater</td>
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<tr>
<td>9:30 - 9:45am</td>
<td>In-Service Expectations</td>
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<td>9:45 - 10:00am</td>
<td>Break and Report to Assigned Rooms</td>
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<td>10:00 - 11:30am</td>
<td>Programs Meet to Address Assessment</td>
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<td>11:30 - 12:30pm</td>
<td>Lunch (Programs earmarked for Program Review for the 2007-2008 academic year will have a luncheon meeting in Room 515 to discuss the Program Review process.) - Cafeteria</td>
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<tr>
<td>12:30 - 1:30pm</td>
<td>Return to Rooms to Complete Assessment Agenda</td>
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<tr>
<td>1:30 - 2:30pm</td>
<td>Reconvene to Report Progress - Theater</td>
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April 9, 2007

Focus: Assessment
Greetings NCTC Faculty,

The in-service on April 9, 2007 will focus on program assessment. One of the issues concerning assessment is the lack of time for programs from both campuses to meet. The April 9th date serves to alleviate the time issue and to further assessment progress that began during the January in-service.

In order to facilitate a successful in-service, each program must create an agenda based on respective assessment needs for the break-out sessions. The Academic Deans and the Assessment and Program Review Committee do not know the state of assessment for each program; consequently, they cannot set agendas for each program. Programs must take charge of their meetings. If needed, programs should contact either the Academic Deans, Avis Dyrud (TRF), Al Shervold (EGF) for assistance prior to April 9th. In short, preparation is key here; programs should have an agenda and necessary assessment material for conducting a worth-while meeting.

Rooms will be assigned to each program for the morning and afternoon break-out sessions. This information will be available prior to the 9:00am start. Programs staffed with one or two individuals will be combined with similar disciplines to serve as a resource support group for the day. The Liberal Arts program will meet as a whole group initially to discuss assessment issues, then disperse as disciplines to available rooms nearby to address respectively assigned learner outcomes for the LA program.

Programs up for Program Review for the 2007-2008 academic year (Construction Electricity, Occupational Therapy Assistant, Sales/Marketing & Management, Aviation Maintenance Technology, Practical Nursing, and Registered Nursing) will meet with Kent Hanson, Mike Normandin, Jeff Thomas, Suzy Dowers, Michelle Thomas, Avis Dyrud, Al Shervold, and Kerry Jaeger for a luncheon meeting to review the program review process. The program director and one, program-appointed faculty member must attend this meeting. Kent Hanson will announce the room for this meeting during the opening remarks.

There will be a “state of assessment” progress report the last hour of the in-service day. The purpose, here, is to provide a platform for programs to share what they have accomplished so far, to note where NCTC stands in the assessment process, and to bring forth and recognize issues within the assessment process for group discussion. Each program will have the opportunity to report.

The April 9th in-service has the makings of a fruitful day for assessment. With proper preparation and mind-set, we will meet our assessment goals.

Sincerely,

Kerry Jaeger

Chair, Assessment and Program Review Committee
Northland Community and Technical College
Fall In-Service, 2007

Tuesday, August 21 · East Grand Forks Campus, Rm 315

Program

8:30 – 9:00 am  Continental Breakfast
9:00 am  Welcome  President Anne Temte

Welcome from Chancellor McCormick - via video

Introductions of New Personnel  Becky Lindseth
Director of Human Resources

Get Connected @ MyNCTC  Norma Konschak
Faculty, Retention Committee Member

9:30 am  Setting the Foundation: Challenges and Opportunities

Introductions  President Anne Temte

“A Perfect Storm for Minnesota’s Colleges and Universities”
President Kevin Kopischke, Alexandria Technical College

Opportunities for Regional Growth and Development  Klaus Thiessen, President/CEO
Grand Forks Region Economic Development Corporation

10:45 am  Break

11:00 am  State of the College: Response to Challenges and Opportunities
President Anne Temte
Vice President Kent Hanson
Vice President Shari Olson

12:30  Complimentary Lunch in Cafeteria/Commons

Many innovative things have been happening at Northland Community and Technical College in the past year. The afternoon’s concurrent sessions listed on page 2-3 give you the opportunity to sample some of these exciting new programs and practices.
1:15 pm  

**Concurrent Sessions I**  (attend one of your choice)

**Rm 219**  
**Meeting the Educational Needs of Agriculture & Business Programs**  
Dr. Richard Joerger  
System Director for Agriculture & Business Programs, Office of the Chancellor

This session will center around ideas on how MnSCU can meet the educational needs of agriculture and business in the upcoming years. Dick will present his perspective on this topic and facilitate discussion points with the participants.

**Rm 239**  
**Swenson House: A New Purpose**  
Bonnie Stewart, Vice President Outreach and Advancement

During the past year, the Swenson House was the location for educational learning opportunities to over 4,000 individuals. There is great potential for this facility to become a regional training center for NCTC’s business, education and community partners. This session will provide an overview of proposed initiatives and opportunities.

**Rm 238**  
**Facilities Updates**  
Bob Gooden & Clinton Castle  
Directors of Facilities

Bob & Clinton will review all the facilities projects completed this summer, large and small, and fill you in on what’s upcoming for the year.

**Rm 210**  
**Credential Field Online Software Assistance**  
Diana Hemreck  
Assistant Director of Human Resources

All new, current, or returning temporary part-time and adjunct faculty must meet system established minimum qualifications for their credential field pursuant to MnSCU Policy 3.321 College Faculty Credentialing. Information and documentation used in determining minimum qualifications is required to be processed on the new Faculty Salary and Credentialing web based system which was rolled out by the Office of the Chancellor in May 2007. Instructions and a tutorial guide were sent out to faculty members’ homes in July. If you have not completed this web-based required credentialing process, this session will assist you on the registration and information submission process. You may either bring your own laptop, or there will be 10 laptops available for the session. There will be a short demonstration, and then the lovely and talented Diana will assist you one-on-one with any assistance you may need with completing this process.
2:00 pm  **Break**

2:15 pm  **Concurrent Sessions II** (attend one of your choice)

**Rm 219**  **Administrative Services: A Continuous Improvement Journey**
Stacey Hron, Director of Technology  
Shari Olson, Vice President of Admin. Services and Planning

Learn about a professional development journey implemented in 2006 designed to introduce Administrative Service employees learning opportunities to implement continuous improvement principles that will maximize resources, time and talents.

**Rm 238**  **Facilities Updates**  
Bob Gooden & Clinton Castle  
Directors of Facilities

(Description on page 2)

**Rm 239**  **The Nursing Program in Mahnomen: A Unique (and Successful) Collaboration**
Sue Field, Director of RN Program

In the summer of 2006, the nursing program branched out to begin a unique collaboration with the White Earth Tribal and Community College. Since that time, more than 50 students have become certified nursing Assistants, 35 are ready to enter the LPN program, and 25 will begin the RN program. Sue Field will discuss the path that led to this program and the factors that have led to its unprecedented success.

**Rm 210**  **Credential Field Online Software Assistance**  
Diana Hermreck  
Assistant Director of Human Resources

(Description on page 2)

3:00 pm  **Adjourn**
8:15-8:45  Continental Breakfast  Commons

9:00-9:30  Introduction and Overview  Theater
Kent Hanson, Vice President of Academic and Student Affairs

9:45-11:45  Break Out Groups:

**Rm 201-203 - Liberal Arts Division**
Topic: Transfer Curriculum  Kathy Huschle, Faculty

**Technical Programs** will meet in the following break-out rooms; Topic: Institutional Learner Outcomes
  Academic Deans, Facilitators

**Rm 117 - Health**
  PN, RN, MSTH, PTA, OTA, EMT, Rad Tech, RCP, PHARM, Cardio, SURG

**Rm 515 - Trades**
  AUMO, AUBO, WELD, ETAS, CONE, PLBG, HVAC, CARP, AVIA, ARCH

**Rm 219 - Business**
  ACCT, MKTG, ADMS, ADMM

**Rm 115 - Occupational**
  FIRE, CRJU, CPTR, CDEV

**Rm 601 - Management Programs**
  FBM, SBM, SCM

12:00-12:45  Complimentary lunch in Commons

1:00-1:45  Continuity of Operations Plan  Theater
  Becky Lindseth

1:45-2:00  Crisis Management Plan & Lockdown Update  Theater
  Kevin Stuckey

2:00-3:00  Security Awareness Training  Rm. 603 & 605
  (training is required, but can be done on your own in your office)
  Holly Deschene

3:00 p.m.  Shared Governance Council Meeting  Rm 735
  (next to new Workforce Center)

-end-
Support Staff In-Service
Friday, September 28, 2007
Community Center, 110 West Johnson Avenue, Warren, MN

8:30-9:00 a.m.  Continental Breakfast

9:00-9:15 a.m.  Welcome – President Anne Temte
Welcome from Chancellor McCormick – Video Presentation

9:15-9:45 a.m.  “A Perfect Storm for Minnesota’s Colleges & Universities”
Video Presenter:  President Kevin Kopischke
Alexandria Technical College

9:45-10:30 a.m.  State of the College:  Response to Challenges & Opportunities
Presenter:  President Anne Temte

10:30-10:45 a.m.  Break

10:45-11:05 a.m.  Fiscal Year 2008 Budget
Presenters:  Shari Olson and Dennis Paesler

11:05-11:45 a.m.  Quest for Excellence
Presenters:  Julie Fenning, Shari Olson, and Kent Hanson

11:45-Noon  Q & A with President Temte

Noon-1:00 p.m.  Lunch will be provided

1:00-1:15 p.m.  Facilities Update
Presenters:  Clinton Castle and Bob Gooden

1:15-1:30 p.m.  Administrative Services:  A Continuous Improvement Journey
Presenters:  Shari Olson and Stacey Hron

1:30-1:45 p.m.  Swenson House:  A New Purpose
Presenter:  Bonnie Stewart

1:45-2:00 p.m.  The Nursing Program in Mahnomen:  A Unique Collaboration
Presenter:  Sue Field

2:00-2:15 p.m.  Program Analysis Data
Presenter:  Kent Hanson

2:15 p.m.  Adjourn and Travel
January 9th - TRF Campus

8 - 9 a.m.   Continental Breakfast in Cafeteria

9 a.m.   Theater - All faculty will first meet in Theater, then will break into the following groups and schedules.

Introduction to Strategic Planning Kick-Off...............................Deanna Murphy, COI, Continuous Improvement Specialist

<table>
<thead>
<tr>
<th>Liberal Arts &amp; Business Careers</th>
<th>All Health Programs</th>
<th>Trades &amp; Occupational Programs**</th>
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<tbody>
<tr>
<td><strong>9:15-11:15 am</strong></td>
<td><strong>9:15 - 11 a.m.</strong></td>
<td><strong>9:15 - 11 a.m.</strong></td>
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<tr>
<td><strong>11:15 - 12</strong> Lunch – Cafeteria</td>
<td><strong>11-11:30 a.m.</strong> Lunch - Cafeteria</td>
<td><strong>11-11:30 a.m.</strong> Lunch – Cafeteria</td>
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<td><strong>12:00 - End of Day</strong></td>
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<td>*Dept. Mtgs. in the following groups:</td>
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<tr>
<td>Humanities: ARTS, ENGL, SPAN, PHIL, LIBR, MUSC - Room 217</td>
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<tr>
<td>Social Sciences: HIST, ANTH, SOCI, PSYC, PLSC - Rm 115</td>
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<td>Math &amp; Science: MATH, BIOL, CHEM, PHYS - Rm 117</td>
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<tr>
<td>Business Careers: ACCT, ADMS, ADMM, MKTG, BUSN, ECON-Rm 323</td>
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<tr>
<td><strong>11:30 am - 1:30 pm</strong> Strategic Planning Session – Rm 604</td>
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<td><strong>1:45 - End of Day</strong> *Dept. Mtgs. in the following groups:</td>
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<tr>
<td>Nursing: PNSG, NURS - Rm 627</td>
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<td>Therapies: MSTM, PTA, OTA, RCP- Rm 735</td>
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<td>Techs: RADT, PHRM, CVST, SURT-Rm 545</td>
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**Dept. Mtgs. in the following groups:

Trades I: ARCH, CONE, CARP, HVAC, PLBG - Room 735
Trades II: AUMO, AUBO, AVIA- Rm 703
Trades III: ETAS, WELD- Rm 551
Occupational I: FIRE - Rm 219
Occupational II: CRJU - Rm 325
Occupational III: CPTR - Rm 225
Occupational IV: CDEV - Rm 645

**1:45 - 3:45 pm**
Strategic Planning Session – Rm 604

*Academic Deans and Program Directors will provide a list of discussion topics for Dept. Mtgs.

**Management Education Faculty will meet in Room 515 from 9 a.m.-1:30 p.m. and participate in the 1:45 pm Strategic Planning session.
January 10th - EGF Campus

8:00 - 9:00 am  Room 315 - Continental Breakfast

9:00 - 9:10 a.m.  Announcements
      Kent Hanson
      Vice President of Academic and Student Affairs

9:10-10:00  Continuous Improvement Principles
      Dave Jobe
      COI Continuous Improvement Specialist

10- 10:15  Break

10:15- 10:45  Grant Writing 101
      Bonnie Stewart
      Vice President of Outreach and Advancement

10:45 - 11:45  Assessment
      Al Shervold
      Assessment Committee Co-Chair

11:45 - 12:15  Ergonomics
      Cassie Hilts & Julie Grabanski
      Occupational Therapy Assistant Faculty

12:15 - 1:00 pm  Complimentary lunch in Cafeteria

1:00 - 3:00 pm  “Minnesota Refugees...What You Need to Know”
      Ann O’Fallon
      Refugee Health Coordinator
      MN Dept. of Health
Northland Community & Technical College
Faculty In-service
April 7, 2008
TRF Campus

8:00 am – 8:45 am  Continental Breakfast—Cafeteria

9:00 am – 9:45 am  Long-range Planning Through Appreciative Inquiry Follow-up:
Panel Discussion/Q&A: Deanna Murphy, Kent Hanson, and
selected faculty members—Rooms 201-203

9:45 am – 10:00 am  Last Day Attended Information/Instructions—Rocky
Ammerman and Donna Quam—Rooms 201-203

10:00 am – 10:15 am  Coffee Break

10:15 am – 11:45 am  NCA Self-Study Kickoff Event—Rooms 201-203
Self-study groups:
1. Mission & Integrity—Room 115
2. Preparing for the Future—Room 117
3. Student Learning & Effective Teaching—Room 225
4. Acquisition, Discovery, and Application of Knowledge—
   Room 219
5. Engagement & Service—Room 215

11:45 am – 12:00 noon  Instructions for afternoon breakout sessions:
1. AASC—Institutional Learner Outcomes on CCOs
2. Marketing—2008-2010 Catalog Final Revisions

12:00 noon – 1:00 pm  Lunch—Cafeteria
Self Study Steering Committee Meeting—Room 515

1:00 pm – 3:00 pm  Faculty Discipline/Program Breakout Sessions
Tasks:
1. Institutional Learner Outcomes are to be identified and
   added to every common course outline.
2. 2008-2010 Catalog updates are to be finalized.
3. Program/Discipline room assignments on attached table.
<table>
<thead>
<tr>
<th>Program/Discipline</th>
<th>Room</th>
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<td>Humanities:</td>
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<td>Robotic Technology/Automated Systems</td>
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<td>Small Business Management</td>
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"Forward Moving" to
Administrative Professional Day!
"Forward Moving"

Agenda

8:45 a.m.  Registration

9:00 a.m.  Linda Hutchinson – “Lighten Up: Healthy Humor in the Workplace”
Linda is a national keynote speaker, adult educator, consultant and author with over 30 years of professional experience designing and delivering educational programs for large and small corporations, non-profit organizations, and professional associations. Linda is currently adjunct faculty for the College of St. Catherine, (St. Paul, MN) and the College of St. Scholastica (St. Cloud campus). Prior to starting her own company in 1992, she was a professional educator for Hazelden and Wilder Foundation. Besides Laugh and Live: Reclaiming Our Sense of Humor, Linda co-authored an anthology, Teaching Human Dignity: Social Change Lessons for Every Teacher with Miriam Wasserman (published in 1978 by the Education Exploration Center). Linda’s real claim to fame is that she was a contestant on Bowling For Dollars!

12:00 Lunch

12:45 pm  Jim Van Schaick – “Internet Safety”
Jim is currently the Criminal Investigator with the Thief River Falls Police Department. He investigates internet crimes, scams and computer forensic crimes. He has been a paramedic for 20 years and has spent his entire life in public safety. Jim attended Bemidji State and is currently a Criminal Justice Instructor at Northland Community Technical College in Thief River Falls.

1:15 pm  Jon Hovde – “Make A Difference”
Jon Hovde lost his life twice in Vietnam in 1968. When the armored personnel carrier he was driving hit an antitank mine, the first medic to reach him couldn’t detect a pulse in his left wrist and told the squad leader Hovde was dead. But Hovde’s arm—which was still in his sleeve—had been severed in the blast along with his left leg. When the squad leader saw him move moments later, Hovde was rushed to a field hospital by helicopter. No one expected him to survive. A few days later, doctors operated to try to stop an infection that had raised Hovde’s body temperature to 108. During the surgery his heart stopped and he was declared dead a second time. Then suddenly, his heart started beating again. Hovde is retired from 3M and former president of the Minnesota School Boards Association who served 16 years on the Fertile-Beltrami, Minnesota, school board. He’s now a motivational speaker who entertains and inspires with stories of how he has kept three vows. Hovde is also the coauthor, with Maureen Anderson, of Left for Dead: A Second Life after Vietnam (University of Minnesota Press, 2005).

2:30 pm  Door Prizes

The Northwest Service Cooperative invites you to
Celebrate Administrative Professional Day!

April 23, 2008
8:45 a.m.

Swenson House
South of Northland College
Hwy One East
Thief River Falls, MN

Please return the enclosed Guest List no later than April 11, 2008
Fax: 218-681-0915
114 First Street West
Thief River Falls, MN 56701
Strength-Based Leadership

- Develop greater self-awareness around individual talents
- Engage the talents of individuals toward increased team performance
- Overcome some of the natural “storming” - recognize and celebrate the strengths of team members
- Create positive energy within the organization
- Develop an understanding of each other

StrengthsFinder Training: (10 Hours)
Participants will receive a copy of the best-selling book, Strengthsfinder 2.0, by Tom Rath. With that comes the opportunity to take Gallup’s Clifton Strengthsfinder—a web-based assessment tool that is the product of a 25-year, multimillion-dollar effort to identify the most prevalent human strengths. Each person will discover their five most dominant themes of talent, and have an opportunity to explore, in detail the meaning and application of their top themes through class time and team exercises.

- Intro to Strength Building 1/31/08 9:30-11:30
- Discover Your Talents 3/12/08 8:30–12:30
- Putting Your Strengths to Work 4/01/08 8:30–12:30

“Great organizations must not only accommodate the fact that each employee is different, THEY MUST CAPITALIZE ON THESE DIFFERENCES.” ~Don Clifton
### Northland Community and Technical College
**Support Staff In-Service**
*April 7, 2008*

**April 7th - TRF Swenson House**

- **8 - 9 a.m.** Continental Breakfast
- **9 - 9:15 a.m.** Introduction and Announcements
  
  Introduction to Long Range Planning Kick-Off.................................Deanna Murphy, COI, Continuous Improvement Specialist

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Northland Community and Technical College
Support Staff In-Service
April 7, 2008

**April 7th - TRF Swenson House**

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Energizing Our Front-Line Network

Conference location: Alexandria Technical College
1601 Jefferson Street
Alexandria, Minnesota 56308

You are invited to attend the state-wide staff development conference specifically designed for front-line employees.
Jointly sponsored by AFSCME, MAPE and the Minnesota State Colleges and Universities Office of the Chancellor.

Registration opens April 1
Tuesday, May 20, 2008 & Wednesday, May 21, 2008

Details to follow.

The Web Site below will be up to view the information about this conference and to register soon.

http://frontlineconference.mnsu.edu
Northland Community & Technical College
Support Staff In-Service - Friday, September 19, 2008
Warren Community Center, 102 West Johnson Avenue, Warren, MN

Schedule & Agenda

8:30-9:00   Continental Breakfast

9:00-9:10   Welcome and Announcement of New Employees - Becky Lindseth

9:10-9:30   President’s Address – Anne Temte
             Chancellor McCormick’s Welcome – via video

9:30-10:15  Announcements & Updates
             ▪ Telephone Changes - Bob Gooden and Clinton Castle
             ▪ Capital Project @ EGF - Bob Gooden
             ▪ Capital Project Request @ TRF – Clinton Castle
             ▪ Student Vehicle Use – Mary Fontes
             ▪ Grouplink – Jennifer Sundberg
             ▪ Meeting & Vehicle Reservation Scheduler – Karleen Delorme

10:15-10:30 Accountability Dashboard – Anne Temte and Kent Hanson

10:30-10:45 Break

10:45-Noon College Work Plan
             Academic & Student Affairs – Kent Hanson, Mary Fontes, & Steve Crittenden
             Administrative Services
             Business Services – Dennis Paesler
             Facilities – Clinton Castle and Bob Gooden
             Foundation – Anne Temte
             President – Anne Temte
             Human Resources/Payroll – Becky Lindseth
             Institutional Research – Becky Lindseth
             Training and Development – Becky Lindseth
             Marketing – Stacey Hron
             Public Relations – Stacey Hron
             Radio – Stacey Hron
             Technology – Stacey Hron

Noon-1:00   Lunch

1:00-2:00   “Make Their Day” – Linda Hutchinson, Hutchinson Associates

2:00-2:15   Break

2:15-3:15   “Make Their Day” (continued) – Linda Hutchinson, Hutchinson Associates

3:15-3:30   Question/Answer Session & Wrap Up – Anne Temte
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Make Their day, Be There, Choose Your Attitude, Play

Support Staff In-Service
September 19, 2008
Ideas Generated from “Make Their Day” by Linda Hutchinson

How do people make your day? How do you make the day of your co-workers/customers?
**CUSTOMER SERVICE**

- Gravitate to people who provide quality customer service
- Be aware of your surroundings – if you notice someone lost, ask how you can be of services
- Show genuine interest – don’t make it look like they are wasting your time
- Use person’s name
- Make effort to be more friendly
- Concern for needs
- Ask them questions
- Help people see choices
- Be personable
- Wave
- Ask about family
- Listen to what they are saying
- Let them know you heard it
- Include them in what you are doing for them
- Offer assistance
- Choose to have a good attitude
- Shake their hand
- Pay attention
- Focus solely on the customer or co-worker
- Read them
- Manners
- Little kindness
- Introductions
- Chit/chat
- Lend a hand
- Provide an escort service
- Slow down - take time to be personable

**COURTESY/RESPECT**

- Positive, courteous, respectful toward the customer
- Greetings – good morning
- When someone really listens
- Accepting
- Acknowledge them
- Engage in conversation
- Eye Contact
- Back of business cards: Thank you for your business
- Listen to suggestions and use them
- Learn from failure and move on
- Team work – communicate
- Please and Thank You
- Ask how they are
- Talk to them in a positive way
- Compliment
- Thank you notes
**PHYSICAL ENVIRONMENT**

- Finding a parking spot
- Dress appropriately
- Tidiness
- A clean desk
- Toilet paper in bathroom
- Paper towels
- Air freshener in bathrooms

**HUMOR**

- Share a funny story if someone is having a down day
- Play
- When they smile & make me laugh
- Humor them
- Lighten up
- Take your shoes off
- Give a massage
- Tell a joke
- Sunshine
- Talk to people, tell them jokes, keep them entertained
- Smile
- Harmless pranks
- Diamonds and furs! ;-)  
- Laugh
- Don’t sweat the small stuff
- Decorate for the seasons
- Secret pals

**JOB SATISFACTION**

- Help out with tasks
- Help a student with their question/problem – resolve it
- Challenged by what you are doing
- Find shortcuts
- Encourage them
- Ask them to do something you know they like to do and are good at
- Demonstrate tasks
- Explain expectations
- Set goals – strategize
- Help when not asked
- Offer advice – if asked
- Respect each other’s work style
- Help in timely manner
- Attitude is catchy, is yours worth catching?
- Accomplish a task
**RECOGNITION/APPRECIATION**

- Show appreciation
- Celebrate successes
- Tell them they did a good job
- Compliments
- Something extra
- Share gum/food
- Flowers/cards
- Chocolate/Candy
- Thank You’s
- Going out of your way
- TREATS
- Acknowledge
- Recognition
- Bring/give presents
- Praise them
- Pat them on the back
- Give them a hug – if they are like that!
- Leave little presents or notes
- Mini massage
- Offer to get coffee