CSCC Continuous Improvement Team Award Application

Project Name: Student ID's

Date	Date

1. Identify team members. (If you need more space, feel free to attach additional pages.)

   Renee Witcher - Coordinator
   Tewodros Zeleke - Coordinator
   Aloysius Kleinne - assistant
   Melissa Leach - assistant
   Mustafe Ali - assistant
   Thomas Duffy - assistant
   Ali Munye - assistant
   Christopher Miller - assistant
   Abdinur Warsame - assistant
   Hansheng Yan - assistant
   Justin Manibog - assistant
   Steven Rosnagle - assistant
   Jarrett McElhaney - work study
   Ian Clausen - work study
   Mikhail Moore - work study

2. Teams are required to provide a 2 to 5 page summary of their project and describe how the group project meets the college's values and/or strategic planning goals. The team should be able to describe whether or not the desired project provided any desirable outcomes, such as significant cost savings, reduction in waste, sustainability, retention and recycling. Kindly identify the value and strategic planning goal in the box below that the team will summarize.

   See attached
3. List sponsor and support information (Charter, if applicable).

Bart Prickett
5514

4. The person submitting the application should be the Team Leader and be able to address any additional questions, if contacted by the selection committee.

Rhonda Gurio
Supervisor
5435

Send your completed application, letter of support and summary to:

Carmelita Boyer
Human Resources
Rhodes Hall – Room 115
or email
I came into this department as a coordinator in 2004. At that time we had approximately 60 part-time lab assistants. One of our main areas for staffing was TL116, known as the “Commons”. When this building and lab first came into existence the requirement for students was to show an ID to get into the lab. This procedure became quite problematic with the many different faces that the students saw every day. If the student said “I did not show one yesterday and they let me in” or “that person knows me” this task became harder. There were no guidelines in place to keep students accountable. In 2005 this practice went away.

As time went on we saw the implementation of student log-ins. As a result we started to see an increase in students sharing their passwords with friends. In 2007 after I became a supervisor. We saw an increase in the amount of paper that the people/students used in the lab. We were starting to see an increase of people who were previously a student but continued to use the lab resources. While administration made some changes to help we continued with ongoing student issues and students waiting for a seat in the commons.

In July, 2010 I was given the opportunity to restructure our department. We went from 60 part-time lab assistants to 2 full-time coordinators, 6 full-time assistants and 7 part-time assistants at the Columbus Campus. What a difference this team has made for our department.

With the new team we decided as part of our Perform goal we as a department felt we needed to do something regarding the student paper usage. Several months we saw a record amount of paper being used by the students of over a million sheets of paper used. Fall quarter, 2010 we started showing students the number of sheets that were thrown away. For one month we saved all of the paper that had been thrown out by the students. The boxes of paper were stacked along the lockers in the commons. By the end of the month we had 32 full boxes of paper. We made documentation to show the students how many trees that were being used to make this paper. The beginning of this quarter we saw record wait times for print-outs, which could be 2 ½ hours. We had to add another printer. But this did not seem to help the amount of waste paper that we saw. Winter Quarter, 2011 started and again we saw the waste paper start to accumulate. The lines started up again and we all knew we had to change something to help the students that we serve. We made a joint decision to start implementing the old process of asking student’s for a valid current ID to get in the lab. Signs were made and posted in the lab and posted on the pods where student’s sit. We talked with Public Safety many times as we knew that there could be issues with the students. I started the process for my staff to get Datatel access to check cougar ID’s.

During the break between winter quarter and spring quarter we met to discuss how we as a team were to implement this process. Collectively we staged a mock scenario; processes were discussed and laid out. We tried to think of every possibility that might be encountered. Everyone’s input was taken into consideration. We knew students would try to pit the staff against each other. We talked about the classes that came into the commons. Previously the faculty and students that came into the commons for classes did not have to show their ID’s. To avoid confusion with the students that come into the lab at other times we would make them show there ID’s for classes. We informed Central Scheduling so the
online form could be changed. We called Public Safety again to make sure that they were ready for the implementation. Everyone decided jointly on how this process would be done.

Spring quarter, 2011 started with the implementation of the new “old” process. The first couple of weeks we started noticing there were more seats in the lab for students. The lab staff was stopped by faculty members who were happy that this process was back in place. Students who previously had to wait for a computer now complimented the staff for the changes that were made. The waits for the printouts had dropped. We started noticing that there was a decrease in the amount of paper that was thrown away. Peak times in the lab continued without students not waiting for a seat. The month of April showed a significant decrease in the amount of paper used. The total of sheets used: 979,956.

Now several weeks into the quarter we have found out that not only did this process help the paper use, it helped the students who had to wait for a computer. This process has empowered the staff. Collectively I hear all the time “I am glad we did this”. Without everyone working together as a team this process would not have worked.

I am recommending that “the Frontliners” be given the Team Excellence Award. They have shown that together a team can do anything!