



MARCH 2005

The Official Newsletter of the

Office of the President

ABS N Implementation: A Bonus Supply of Nurses

A major initiative of the College this year is the development and implementation of the new Accelerated Bachelor of Science in Nursing (ABS N) program, funded by the Gordon and Betty Moore Foundation and Kaiser Permanente.

Beginning its first cohort on the Oakland campus this spring (May 2005), the plan is to operate remote sites in the Sacramento, San Francisco/North Bay, and the greater Peninsula areas. Efforts are underway to select the location of the West Bay sites, with the goal of implementing R1 (remote site one) in May 2006 and R2 (remote site two) May 2007.

Under the leadership of President Sharon Diaz, Provost Scot Foster and

Dean Audrey Berman, three ABS N implementation task forces have been established to identify and detail the myriad of activities necessary to provide quality learning experiences for students in these new locations. Members of these groups represent the key faculty and staff across the divisions of Academic Affairs, Enrollment and Student Services, Finance and Administration, and the Office of the President.

More than 25 people assigned to one or more of the task forces have been meeting regularly to keep the ABS N program implementation wheels rolling! If you want to learn more about the program and its latest developments, you can talk with any number of the hard-working members of the groups noted below.

Program Implementation Group

Leads: Mileva Saulo and Michele Fixel.

Members: Audrey Berman, Lina Gage-Kelly, Elena Sanchez, Anne Seed

Scope: Curriculum planning, faculty and student recruitment, clinical faculty training, recruitment and hire of personnel, clinical contracting.

Remote Site Group

Lead: Scot Foster

Members: Desiree Allyn, Penny Bamford, Stephanie Bangert, Audrey Berman, Tami Cayton, Sharon Diaz, Craig Elliott, Michele Fixel, Justin Foster, John Garten-Shuman, Lillian Harvin, Dave Imler, Mary Robinson, Anne Scher, Kristi

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A Message from our President

Dear SMC Faculty and Staff,

As many of you may be aware, I have been out of the office, attending to my father's declining health. During that time, I developed severe bronchial spasms attributed to environmental allergens in the San Joaquin Valley and was hospitalized. During my hospital stay, my father passed away. It has been a very trying time.

The College is larger than any one of us, and its meaningful work continues unabated. I thank you for your

daily service in support of our mission. Even so I want to thank our leadership team for their stellar service during my absence. I am particularly pleased that the team made major advances on several key initiatives under the leadership of Provost Dr. Scot Foster.

Thank you, too, to the many of you whose thoughts and prayers have been with me and my family.

Sharon Diaz

Regent Spotlight



As noted in the February issue, the College acknowledges the significant contributions made by members of the Board of Regents in supporting institutional quality

and growth. This month's featured regent is Mary G. Brown.

Mary G. Brown joined the SMC Board of Regents in 1998, bringing a wealth of experience as an active member of several non profit and higher education governing boards. While currently a member of the SMC Board, Ms. Brown also sits on the Alta Bates Summit Medical Center (ABSMC) Board of Trustees, having just completed a term as Chair and remaining as a member. She has recently been appointed to the Sutter Health Board, and also currently serves on the boards of Holy

Names University, the Graduate Theological Union, and the Oakland Public Library Foundation.

Mary and husband, Chip Brown, are long-time civic leaders in the Bay Area. They founded and published the Hills Newspapers, Inc., distributing 18 community newspapers in the East Bay, the Monterey Peninsula and San Joaquin Valley areas. Mary and Chip were honored by the Bay Area Tumor Institute for their contributions to the East Bay. At the event they were feted by the community and family.

When asked about what she enjoys most about serving on the SMC Board, Ms. Brown described the rewards of contributing to an educational institution dedicated to *student-centeredness*. "I have had the privilege of serving on a number of boards over the years,

and what gives me energy is to be among people who care deeply about their mission, and fulfill that mission so effectively. Our schools, universities, libraries, and hospitals are critical places in the community. Samuel Merritt College is making such a difference in educating health professionals to strengthen the community's social safety net," she shared during a recent conversation with Stephanie Bangert, Office of the President.

SMC is fortunate in having Mary Brown as a strong and articulate supporter of the College, and her experience and knowledge of ABSMC and Sutter Health will contribute meaningfully to, in the language of Strategic Priorities, "expanding capability through partnerships".

*"SMC IS MAKING SUCH A DIFFERENCE IN EDUCATING HEALTH PROFESSIONALS TO STRENGTHEN THE COMMUNITY'S SOCIAL SAFETY NET."
~ REGENT MARY BROWN*

Surveymania!

The Institutional Research department, at the request of Ward Fansler, CEO and Vice President of Finance and Administration, recently carried out a web-based survey to determine employee training needs in three principal areas: Human Resources, Management and Technology.

Faculty and staff were queried with a total response rate of 61 percent. While the greatest request for training was for Microsoft Excel, the most time-sensitive request was for information on retirement and benefits information. The top

five requests for training were (in descending order) Excel, SMC's retirement plan information, Microsoft's PowerPoint, Access and Project. The top five requests for more immediate training are as follows: SMC's benefits plan, retirement plan, budget/budgeting process, supervisory and management skills, and accessing the F drive.

Other areas of interest included a variety of subjects, only a few of which are listed here: Adobe Acrobat, assertiveness and constructive argument, assessment of student learning, counseling skills, effective

communication, End Note training, meeting facilitation, Filemaker Pro and fostering diversity in the workplace.

More survey results will be made available on the IRWEB which can be accessed directly from SMC's intranet.

Special thanks to Nandini Dasgupta for giving us a sneak peek at the survey results.



Baldrige Dancing

You've heard about it, you've read about it. You might even have experienced it. While it's not really a dance, and it's certainly NOT balderdash, Baldrige is here to stay!

Perhaps you have heard recent talk of "Baldrige" and wondered who or what that was, and what it had to do with SMC. No more mystery! The Malcolm Baldrige National Quality Program (named for a former U.S. Secretary of Commerce) began in 1987. It provides criteria in seven categories that can be used to evaluate performance and results in organizations. There are specialized criteria for education and health care organizations, and 49 states now sponsor their own Baldrige-based quality programs.

SMC began working with Baldrige criteria in 1996. College

leadership saw the need to focus on continually improving the quality of our programs and processes. The power of the Baldrige approach is that it does not prescribe any single formula for improvement. Instead it focuses on how our specific organization wants to increase the value we provide to our students and stakeholders. Baldrige criteria then provide a generic approach to increasing the quality of our systems, processes, and results. Baldrige can also provide the organization with a shared "language" to talk about improving quality.

In 1999 SMC became the first institution of higher education to win the California Governor's Quality Award. SMC's Baldrige-based application, which also

served as our accreditation self-study for the Western Association of Schools and Colleges (WASC), described our work in terms of Baldrige's seven categories: Leadership, Strategic Planning, Student, Stakeholder, and Market Focus, Measurement, Analysis, and Knowledge Management, Faculty and Staff Focus, Process Management, and Organizational Performance Results.

Today we are continuing to use Baldrige approaches to align our planning and day-to-day actions with SMC's long-term strategy and to focus on those activities that are most important to satisfying our key "customers." Stay tuned to hear more about the role of Baldrige in achieving the College's Strategic Priorities.

HPD: Healthy Perspectives on Diversity

A Robert Wood Johnson Foundation study (1996) asserts that minority and disadvantaged areas are more likely to be served by women and minority physicians. Further, medical services to already underserved populations would not improve if those who are most likely to serve those communities are excluded from educational opportunities in health care.

The President's Council recently gave its approval for Samuel Merritt College to become a member of the Health Professionals for Diversity Coalition (HPD). HPD is a consortium of organizations and individuals that represents the hundreds of thousands of health-

care providers, researchers, educators, students, suppliers and others dedicated to improving the health of all who live in this nation. The mission of the HPD is to promote diversity in the health professions, always mindful of these four major principles, HPD coalition members: 1) are aware of the benefits of promoting diversity in the health professions; 2) acknowledge a social obligation to address public-health crises; 3) understand the need to promote mechanisms that enhance diversity in the health professions; 4) recognize that they must play a role in addressing the core problems that obstruct promoting diversity in the health professions.

The initiatives of several states have sought to weaken – or eliminate completely – affirmative action in higher education. The Health Professionals for Diversity Coalition, which was founded in 1996 and revived in 2003, is committed to challenging disparities at the primary, secondary and post-secondary school levels, as well as supporting the recruitment pipeline of underrepresented minorities in the health care field.

For further information, please contact the Samuel Merritt College's Health Professionals for Diversity member, Irma Walker-Adamé, CSPM, at 510/869-8742 or iwalker-adame@samuelmerritt.edu.

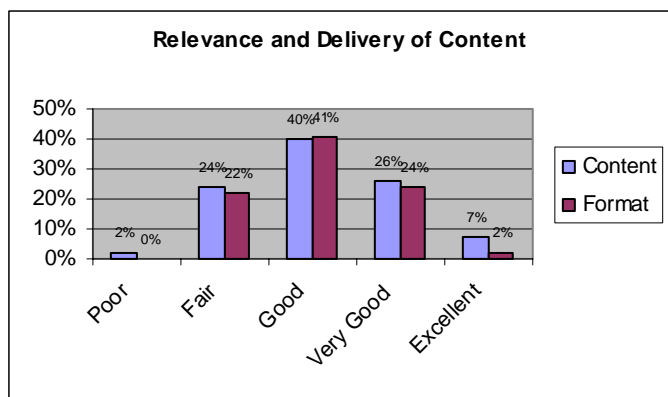


Monkey Business: Town Hall Meets Technology

Remember the Survey Monkey evaluation sent out immediately following the March 3 Town Hall? Of the 70 people who attended the Town Hall, forty-three members of the SMC community (33 staff and 10 faculty) responded to the brief online survey. The purpose of the survey was to probe the effectiveness of the Town Hall, and solicit ideas and suggestions about its format and content through the use of technology. Survey Monkey is an easy and quick method of compiling feedback from the community for improvement of meetings.

WHAT THE DATA SHOWED

Overall, 70 percent (or 30 respondents) said that the March meeting met their expectations. Twenty-one percent (or 9 respondents) said the Town Hall did not meet expectations, with 9 percent (or 4 respondents) providing other comments. When asked to rate the Town Hall for effectiveness, the majority of people rated both its content (40 percent) and format (41 percent) as



NOTE: SOME RESPONDENTS DID NOT ANSWER THIS QUESTION; THEREFORE TOTALS ARE LESS THAN 100 PERCENT.

Good. The content and format were rated as **Very Good** with 26 percent and 34 percent respectively. (See graph)

Also of interest are the demographics of survey takers. When looking at the number of years employed at SMC, the majority of respondents (58 percent, or 25 respondents) indicated that they have worked at the College from "less than 1 year" (58 percent) to "from 1 year to 4 years" (30 percent). Fourteen percent reported that they have worked "from 5 to 9 years", and 28 percent have been at the College ten years or more. The profile suggests that new employees or employees who have been at the College for a relatively short period of time took the time to express their views about communication.

WHAT PEOPLE SAID

When asked what information or presentations were found to be of most or least interest during the March Town Hall (ranging from *not at all helpful* to *extraordinarily helpful*), survey takers voted the Q and A session to be *very helpful*. The overall presentation and review of Strategic Priorities process were considered *helpful*. The EOW information, however, drew a mixed response: 31 percent of the respondents considered the information *helpful* while 24 percent thought it was *somewhat helpful*. The data suggests that the Town Hall was reasonably successful, but not one that drew great excitement or grave concern. The Survey Monkey feedback suggests that more creative ideas for enhancing the community meetings are needed in raising quality and usefulness.

WHAT PEOPLE REALLY SAID

No doubt the most interesting feedback of any survey comes in the responses to the open-ended questions like "What suggestions do you have for improving the value of future Town Halls?" and "What new topics or information were especially informative?"

Here is a selection of comments made in response to one or both of the open-ended questions:

The last Town Hall (November 2004) was much more interactive and quite honestly, more informative.

Thank you for keeping it brief and to the point.

[Provide more] group interactive exercises.

Very brief departmental updates (good news/bad news) might help attendees feel more involved.

Perhaps [there should be] an opportunity for the College community to submit topics of interest prior to the meeting so that the topic is thoroughly researched and presented at the meeting.

STAFF COUNCIL ASKED TO INTERPRET SURVEY RESULTS

Staff Council (SC) member and representative to the College Planning and Advisory Committee (CPAC), Anna Barnard, was asked by Stephanie Bangert, Executive Director, Office of the President, in her role as President's Council member and liaison to the Council, if there might be interest by members of Staff Council to provide additional feedback and ideas around some key questions arising from the Survey Monkey data. Anna shared the request with the Staff Council at its March meeting, and the discussion resulted in many creative ways to improve Town Halls.

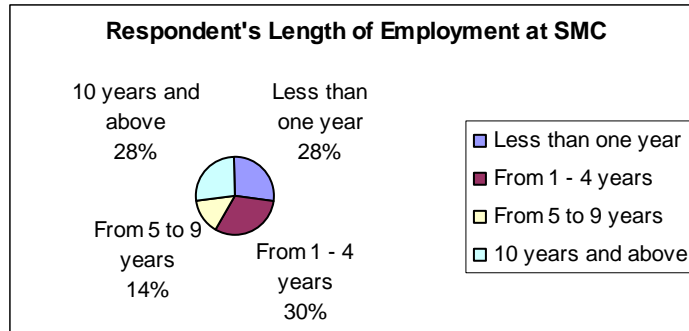
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More Monkey Business (cont'd.)

Highlights of Staff Council feedback are described below:

- consensus that longer meetings are justified to provide opportunities for interactive group work, e.g. 1.5 to 2 hours
- essential to have an agenda sent out ahead of time in order for college members to make a decision and commitment to attend
- meetings lack follow-up, i.e. what are the results or actions taken in response to community feedback, so people feel less willing to invest time and energy
- seek anonymous questions from community prior to meeting in shaping agenda and/or organize short brainstorming suggestions with departments to



identify topics of interest or issues of concern

- Town Hall meetings alone do not provide sufficient communication.

The Staff Council, and the EOW Committee, will continue to be important focus-groups for understanding community feedback. The SMC community, with special acknowledgement of these two representative groups, is thanked for contributing to the effectiveness of the Town Halls and toward the improvement of communication across the College.

For more raw information on this survey, click on the monkey in your email.



WELCOME WAGON

Please join with the staff of the Office of the President in welcoming the following new members of the SMC Community:

John Garten-Shuman, VP of Enrollment and Student Services, has hired a long-awaited website guru who started with SMC on March 1. **Justin Foster** is a Northern California native with over 12 years of experience in various forms of media, including print, wireless, web, and

video. Justin's primary responsibility will be development and management of the College website. In addition, he will assume special projects in Information Technology.

Justin's office is in Bechtel Hall, Room 106, and his phone is extension 1592.

Welcome, Justin!



The newsletter of the Office of the President is published by Samuel Merritt College, Office of the President, on a monthly basis. This month's contributors include Nandini Dasgupta, Sharon Diaz, Stephanie Bangert, Ward Fansler, John Garten-Shuman, Elaine Lemay, Cynthia Ulman and Irma Walker-Adame.

Ideas or submissions should be received by the 15th of each month and should be directed to sbangert@samuelmerritt.edu or jboyden@samuelmerritt.edu or simply call the OP at ext. 6512.

ABSN Implementation: A Bonus Supply of Nurses (cont'd.)

Wessenberg, and Cynthia Ulman.

Scope: Site selection and contracting, facilities preparation, acquire and equip mobile skills lab, web publications re ABSN, enrollment management, and student services.

Grant Administration Group

Lead: Audrey Berman

Members: Sharon Diaz, John Garten-Shuman, Greg Gingras, Ward Fansler, Heireina Johnson, Linda Wu

Scope: Authorize and track budget, communications with funding authority, recruit and hire personnel, determine billing practices.

h o t OFF THE PRESS

EMPOWERING OUR WORKFORCE: YEOW ON EOW!

Congratulations to the faculty and staff who achieved the College goal of **95 percent** participation on the EOW! This is a 26 percent increase over last year. Special thanks to **HR Director, Elaine Lemay**, for cheering us on to the finish.

As previously reported, there will be an event to thank and recognize departments who had at least an 80 percent response rate. **Thanks-a-Latte** will take place in April!

Survey results are expected in May and will be shared with the College community in a number of forums.

Thank you for making your opinion count.

RECENTLY SPOTTED

Spot awards recognize employees who exceed their job descriptions to benefit the College. Recently "spotted" employees are: **Daniel Grobani**, Library Technician and Circulation; **Diane "Dee Dee" Hansen**, Coordinator, Academic Support and Disability Services; **Corine Harris**, Accounting Manager; **Kathie McWilliams**, Assistant to the VP of Enrollment and Student Services. Congratulations to all for a job better than well done!

MONEY MAKES THE WORLD GO 'ROUND

John Garten-Shuman was elected chair of the Fiscal Oversight Committee for the National Association of College Admission Counseling and

will accept his position in the fall.

PA: PERFECTLY AWESOME!

For the third consecutive year, the MPA Class has taken and passed the National Certifying Examination (PANCE). Congratulations to **Mike DeRosa, Lorraine Petti and MPA faculty** for continuing to raise the bar (and keep it raised) for the whole College. The department's dedication to quality educational standards is remarkable!

GIVE HER A HAND

Congratulations to **Donna Breger-Stanton** who has been elected to serve as president of the 3,000 member-strong American Society of Hand Therapists 2005.

MI CASA ES SU CASA

To celebrate the new locations of many College services, an **Open House** will be held on the second floor of the Peralta Pavilion on Friday, April 11.

Financial Aid moved to Suite 2850, **Registrar's Office** to Suite 2802, the **Campus Service Center** opened in Suite 2830, the **Campus Bookstore** opened in Suite 2710, and **Office of the Vice President for Enrollment & Student Services** moved to Suite 2730. The event will include office tours, refreshments and raffle prizes. More details to follow!

April 2005

Mon

Tue

Wed

Thu

Fri

1 CSPM - White Coat Ceremony

4

FLAG - 1-2 pm

Acad Cnsl 9- 11 am

5

PC - 8:30-11am

6

7 SoN

NAC - 1:30-3:30

8

11

Peralta Pav. Open House

PC - 8:30-11am

12

Fin Com-2:30 - 4:00 pm

BoR - 4 - 6 pm

14

15

18

CPAC - 9-11 am

FLAG - 1-2 pm

19

PC - 8:30-11am

20

21 SoN

UG - 2:30-4:30 pm

Fac. Org. - 12:30 - 2 pm

22

25

Supervisors/
Managers - 9 - 10 am

26

Advisors' Visit

27

28 SoN

PC - 8:30-11am

GC - 2:30-4:30 pm

29

CSPM/CPMSA - Monte Carlo Night



SMC's next Town Hall will be held on Tuesday, May 3, 1:00 - 2:30 p.m., in the Bechtel Room. Come and bring a friend!

Abbreviation Key

- **FLAG** - Faculty Learning Assessment Group
- **NAC** - Nursing Administration Council
- **SoN UC** - School of Nursing Undergraduate Committee
- **SoN GC** - School of Nursing Graduate Committee
- **Fin Com** - Finance Committee
- **BoR** - Board of Regents
- **Acad C** - Academic Council
- **Fac Org** - Faculty Organization
- **PC** - President's Council