

Appendix C
Letter to Julie Furst-Bowe

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P. O. Box 10101
Blacksburg, VA 24062-0101

October 16, 2003

Dr. Julie Furst-Bowe
Assistant Chancellor
11 Harvey Hall-UW Stout
Menomonie, WI 54751

Dear Dr. Furst-Bowe:

Enclosed please find my formal proposal to conduct my Ph.D. study at UW Stout. I have also enclosed a copy of my pilot study instrument as well as a copy of the Virginia Tech's approval of my study for your official documentation purpose.

I plan on conducting my study the first two weeks of November 2003 and have been discussing my plans on the dissemination and collection of the surveys with Bill Siedlecki. Bill has kindly agreed to allow me to use his office for a campus address. I plan to disseminate and collect the surveys through inter-campus mail. During my two weeks on campus I will be in the Terrace and the Pawn for participants to ask me any questions they may have. I am also asking for permission to use the wireless network on campus to be able to monitor my email for questions from participants as well. Bill said he would find out how I get connected to the universities wireless network and let me know. My plan to follow up with the non-responders is to contact them once and ask them whether they would complete the survey. If they do not wish to participate, I will then select an alternative participant and send them a copy of the survey.

If you need any more information, I will be happy to provide it to you. I will of course provide your office with a copy of the results when they are available. Thank you again for your time and allowing me to conduct my study at Stout.

Sincerely,

Paul Dettmann
Ph.D. Candidate
Virginia Tech
Career and Technical Education

Appendix D
Informed Consent

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Informed Consent

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY

Informed Consent for Participants of Investigative Projects

Title of Project: The perceptions of the administrators, faculty and staff/support staff of the University of Wisconsin Stout 's implementation of the Malcolm Baldrige Award Criteria.

Investigator: Paul Dettmann

Justification of Project

The purpose of this study is to examine the perceptions of Administrators, Staff/Support Staff, and Faculty of the University of Wisconsin Stout (UW Stout) to determine how well they feel the university implemented the Malcolm Baldrige Criteria for Educational Performance Excellence. The perceptions of the administrators, staff/support staff and faculty are unknown since UW Stout has won the Malcolm Baldrige National Quality Award in the Higher Education Division of the award.

The purpose for involving human subjects as part of this study is the need to determine what the perceptions of the administrators, faculty, and staff/ support staff are. If their perceptions regarding the implementation Malcolm Baldrige National Quality Award (MBNQA) is not known then, it is difficult to know how well the university has done in the employees' eyes as far as implementing the criteria. The theory that is being used in this study (change management) is grounded in the principle of continued measurement and feedback on the people, processes, and systems within the organization. Also, the data that will be obtained from the administrators, faculty and staff/ support staff will be used to triangulate the MBNQA feedback report. The triangulated results will then help establish a clear picture as to the level of implementation of the MBNQA criteria at UW Stout.

Procedures

The subject pool will consist of 282 full time faculty, administrators and the staff/support staff randomly selected from the UW Stout telephone directory, The subjects will be asked to respond to the survey honestly. The subjects will be surveyed one time and the survey is not expected to last more than 20 minutes. The survey will be conducted on the campus of UW Stout and in a location convenient for the subject, be it their office, cafeteria, etc...

Risks and Benefits

The risks to the sample population are minimal and that, individuals other than the researcher and the researcher's committee members may determine their identity. All precautions will be utilized to minimize risk to the subjects. The university as a whole will derive the benefit, as upon completion of this study, they will have a benchmark on their employees' perception on how well they have implemented the MBNQA criteria.

Confidentiality/ Anonymity

The anonymity or confidentiality of the identify of each subject will be preserved though the assigning of a number to a survey to match a subject's name and a master list will be kept by the researcher of the numbers assigned to the subjects. After the completion of the study the surveys filled out by the subjects will be destroyed unless a subject requests their survey returned to them.

Informed Consent

See attachment

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
Informed Consent for Participants of Investigative Projects

Title of Project: The perceptions of the administrators, faculty and staff/support staff of the University of Wisconsin Stout 's implementation of the Malcolm Baldrige Award Criteria.

Investigator: Paul Dettmann

I. The purpose of this Research/Project

The purpose of this study is to examine the perceptions of Administrators, Staff/Support Staff, and Faculty of the University of Wisconsin Stout (UW Stout) to determine how well they feel the university implemented the Malcolm Baldrige Criteria for Educational Performance Excellence. The perceptions of the administrators, staff/ support staff and faculty are unknown since UW Stout has won the Malcolm Baldrige National Quality Award in the Higher Education Division of the award.

II. Procedures

The subjects will be asked to respond to the survey honestly. The subjects will be surveyed one time and the survey is not expected to last more than 20 minutes. The survey will be conducted on the campus of UW Stout and in a location convenient for the subject, be it their office, cafeteria, etc...

III. Risks

The risks to the sample population are minimal and that, individuals other than the researcher and the researcher's committee members may determine their identity. All precautions will be utilized to minimize risk to the subjects.

IV. Benefits of this Project

The intangible benefits of this study are that the university will have research data to expand its understanding of the success of the implementation of the Malcolm Baldrige National Quality Award Criteria. There is no promise or guarantee that the results of this study will be a direct benefit to the subject for his or her participation. All subjects may contact the researcher at a later time for a summary of the research results.

V. Extent of Anonymity and Confidentiality

The anonymity or confidentiality of the identify of each subject will be preserved though the assigning of a number to a survey to match a subject's name and a master list will be kept by the researcher of the numbers assigned to the subjects. After the completion of the study the surveys filled out by the subjects will be destroyed unless a subject requests their survey returned to them. At no time will the researcher release the results of the study to anyone other than individuals working on the study without your written consent. In some situations, it may be necessary for an investigator to break confidentiality. If child abuse is known or strongly suspected, investigators are required to notify the appropriate authorities. If a subject is believed to be a threat to himself/herself or others, the investigator should notify the appropriate authorities.

VI. Compensation

There will be no compensation provided to the subject for participation of this study.

VII. Freedom to Withdraw

Subjects are free to withdraw from a study any time without penalty. Subjects are free not to answer any questions or respond to experimental situation that they choose without penalty. There may be circumstances under which the investigator may determine that a subject should not continue as a subject.

VIII. Approval of Research

This research project has been approved, as required, by the Institutional Review Board for Research Involving Human Subjects at Virginia Polytechnic Institute and State University, by the Department of Teaching and Learning and the University of Wisconsin Stout.

IX. Subject's Responsibilities

I voluntarily agree to participate in this study. I have the following responsibilities:

1. Participate in the survey
2. Answer questions honestly

X. Subject's Permission

I have read and understand the informed consent and conditions of this project. I have had all my questions answered. I hereby acknowledge the above and give my voluntary consent for participation in this project. If I participate, I may withdraw at any time without penalty. I agree to abide by the rules of this project.

Signature

Date

Should I have any questions about this research or its conduct, I may contact

Paul Dettmann

540-230-4518 or 715-235-9560

Investigator

Pdettman@vt.edu--Telephone/email

Dr. Kurt Eschenmann

540-951-2880/ eschmann@vt.edu

Faculty Advisor

Telephone/email

Dr. John Burton

540-231-5347/ jburton@vt.edu

Departmental Reviewer/Department Head

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David M. Moore

540-231-4991/moored@vt.edu

Chair, IRB

Telephone/e-mail

Office of Research Compliance

Research & Graduate Studies

Mr. Bill Siedlecki

715-232-2510/siedleckib@uwstout.edu

UW Stout-Sponsor Telephone/e-mail

This Informed Consent is valid from October 1, 2003 to October 1, 2004.

Dear Dr, Mr, Ms (Last Name)

The reason I am writing to you today is to ask for your help with the completion of my Ph.D. I am asking you for a maximum of 15 minutes of your time to complete and return the enclosed survey and the informed consent form.

I am an alumnus of UW Stout and earning my Ph.D. in Career (Vocational) and Technical Education at Virginia Polytechnic Institute and State University (Virginia Tech). The survey is designed to measure your perception of UW Stout's quality efforts over the last couple of years. The administration has given me permission to conduct my study on campus and my university sponsor is Bill Siedlecki -Director of the Student Center 232-2510.

Please take the time to complete the survey, read and sign the informed consent form and return it to me as your feedback is important to the success of my study. Your feedback will remain anonymous as I am the only person who has a master list of people that have been asked to participate in this survey and the results of the survey will only be reported in whole.

Should you have any questions please do not hesitate to ask. I may be contacted via email at Pdettmann@vt.edu, or in person. I will be in the Terrace in the Student Center November 3 through November 14 from 10:00 AM to 3:00 PM each day. I will be wearing an article of clothing that says "Virginia Tech, VT or Hokies" on it. I will try to sit along the windows as well. If you wish to speak to a university official please contact Bill Siedlecki in 210 Memorial Student Center, telephone 232-2510.

If for some reason the attached return address label gets misplaced please send your completed survey and informed consent form to my attention (Dettmann -210 Memorial Student Center). If you would like a copy of the results of this survey please attach a note to the returned survey and I would be happy to give you a copy when they are available.

Thank you for taking the time to complete and return the survey.

Sincerely

Paul Dettmann

Appendix E

MBNQA Winners by Year

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MBNQA Winners by Year

2003

Manufacturing

Medrad, Inc.

Service

Boeing Aerospace Support

Service

Caterpillar Financial Services Corporation -- U.S.

Small Business

Stoner, Inc.

Education

Community Consolidated School District 15

Health Care

Baptist Hospital, Inc.

Health Care

Saint Luke's Hospital of Kansas City

2002

Manufacturing

Motorola Commercial, Government
& Industrial Solutions Sector

Health Care

SSM Health Care

Small Business

Branch-Smith Printing Division

2001

Manufacturing

Clarke American Checks, Inc.

Education

Pearl River School District

Small Business

Pal's Sudden Service

Education

University of Wisconsin-Stout

Education

Chugach School District

2000

Manufacturing

Dana Corporation – Spicer Driveshaft Division
(now Torque Traction Technologies Incorporated)

Service

Operations Management International, Inc.

1999

Manufacturing

STMicroelectronics, Inc. - Region Americas

Service

BI

1998

Manufacturing

Boeing Airlift and Tanker Programs

Manufacturing

Solar Turbines Incorporated

1997

Manufacturing

3M Dental Products Division

Service

Merrill Lynch Credit Corporation

Manufacturing

KARLEE Company, Inc

Small Business

Los Alamos National Bank

Service

The Ritz-Carlton Hotel Company

Small Business

Sunny Fresh Foods

Small Business

Texas Nameplate Company, Inc

Manufacturing

Solectron Corporation

Service

Xerox Business Services

1996

Manufacturing

ADAC Laboratories

Small Business

Custom Research Inc.

1995

Manufacturing

Armstrong World Industries, Inc.

Building Products Operations

1994

Service

AT&T Consumer Communications Services

(Now the Consumer Markets Division of AT&T)

Service

Verizon Information Services

(formerly GTE Directories Corporation)

1993

Small Business

Ames Rubber Corporation

Service

Dana Commercial Credit

Corporation

Small Business

Trident Precision Manufacturing, Inc.

Manufacturing

Corning Incorporated,

Telecommunications Products Division

Small Business

Wainwright Industries, Inc.

Manufacturing

Eastman Chemical Company

1992

Manufacturing

AT&T Network Systems Group
Transmission Systems Business Unit
(Now Lucent Technologies, Inc.,
Optical Networking Group)

Service

AT&T Universal Card Services
(Now part of Citigroup)

Small Business

Granite Rock Company

1991

Small Business

Marlow Industries, Inc.

Manufacturing

Solectron Corporation

1990

Manufacturing

Cadillac Motor Car Company

Service

Federal Express Corporation

Service

The Ritz-Carlton Hotel Company
(Now part of Marriott International)

Manufacturing

Texas Instruments Incorporated
Defense Systems & Electronics Group
(Now part of Raytheon Systems Company)

Manufacturing

Zytec Corporation (formerly Artesyn Tech.)

Manufacturing

IBM Rochester

Small Business

Wallace Co., Inc.

1989

Manufacturing

Milliken & Company

Manufacturing

Xerox Corporation, Business

Products & Systems

1988

Small Business

Globe Metallurgical Inc.

Manufacturing

Westinghouse Electric Corporation

Commercial Nuclear Fuel Division

Manufacturing

Motorola Inc.