

NSU LIBRARY, RESEARCH, AND INFORMATION TECHNOLOGY CENTER

First Search

FirstSearch contains many databases on a wide range of subjects. Two important ones are **ERIC** and **PsycINFO**. When you open any database in **FirstSearch** the screen defaults to the **Advanced Search**. Type your search term(s) in the first **Search for** box.

The search in this example yields over 900 records. Modify with additional search words, limit years, or type of material covered, to obtain a more manageable search. In order to see the full citation and abstract of the record listed click on the underlined title. A small icon at the end of the entry indicates that NSU owns the item cited.

What TQM does not address.

Author: Kohner, Curt.; McMahon, Timothy R., 1991- Source: New Directions for Adult Services no76 (Winter '96) p. 81-96 Copyright: The magazine publisher is the copyright holder of this article and it is reproduced with permission. Further reproduction of this article in violation of the copyright is prohibited.

As shown in previous chapters, total quality management (TQM) has been used successfully in many ways and at many different institutions of higher education. Like any other management tool or model, it offers insight into the process of how something happens—whether it is the analysis of what occurs once a prospective student writes an institution for an admission application or how rooms are assigned in residence halls. Whether the quality improvement model used is Deming's (1986), Crosby's (1979), or Juran's (1988), in essence it is a process model—it helps an organization do something better. However, TQM does not encourage (force?) an organization to examine its efforts to improve what it should be doing. In other words, TQM helps an organization make better widgets but it does not help an organization determine if making widgets is what it should be doing.

vision, purpose, organizational culture, motivation, and change as aspects of address. Finally, the concept of learning organizations is offered as a needed management discussion.

A number of FirstSearch databases have links to full text. If there is full text, there will be a link below the title of the record saying **ASCII Full text available**. For **ERIC** and **PsycINFO**, users should be aware that most records in these databases are not linked to full text articles. Click on full-text to see the article. At this point, the article can either be

printed from either the prompt at the top of the search screen or from the browser's "Print" button, downloaded, or emailed to any email account. Users can even email the article to themselves! Always be sure to use the full email address and include a note about what you are sending in the comment box.

Advanced Search

You can use the advanced search features to modify a search.

Proximity searching:

In FirstSearch, there are two ways to search for a phrase:

- You can put the phrase in quotes: "higher education"; "curriculum development"; "case studies"
- Or, you can use the letter **w** to search for two words as a phrase: higher w education; curriculum w development; case w studies

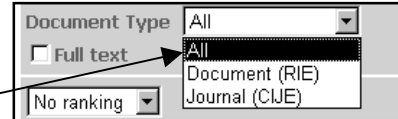
Field searching: In order to limit your search to a specific field in the record, you click on the gray button on the right box in the center of the screen. You will get a menu of choices

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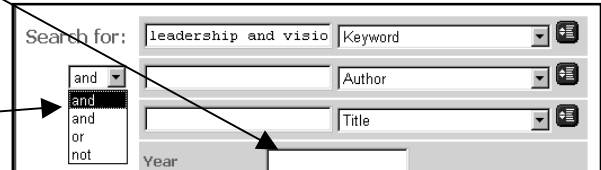
Field Searching: In order to limit your search to a specific field in the record, you click on the gray button on the right box in the center of the screen. You will get a menu of choices.

- **Year of publication:** Users can limit their search to specific years. Go to the year box. Specify a specific year like **1998**, select a range of years like **1980-1989**, or select from a specific year until the current year by typing **1995-**.

- **Document type:** Users can specify a specific type of document. This is particularly useful in the ERIC database where one may want to narrow their search to only journal articles or only ERIC documents. To change the default, click on the gray button, and select another menu option.



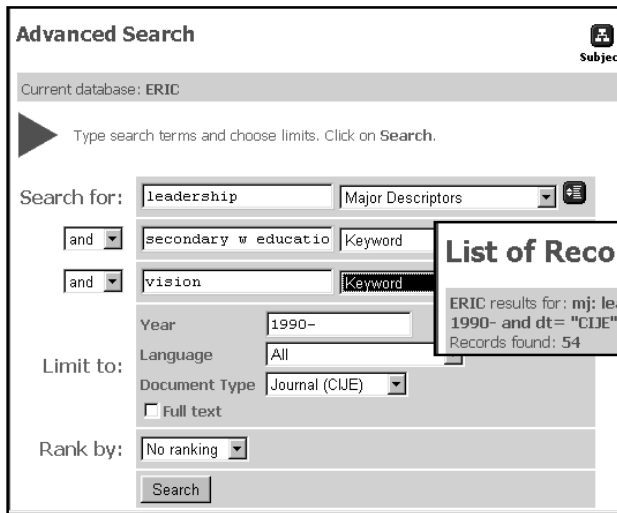
- **Boolean operators:** You can use the Boolean operators, **AND**, **OR**, and **NOT**, to modify a search. Click on the gray button on the left side of the search box to get the pull-down menu:



- Use **AND** to narrow a search.
When you use AND, you are looking for both terms in the same record.

leadership **and** vision; mainstreaming **and** science

- Use **OR** to broaden a search.
When you use OR, you are looking for either term in the same record.
mainstreaming **or** inclusion; elementary education **or** secondary education
- Use **NOT** to eliminate records with a certain term for your set of results.
Saturn **not** car; Venus **not** plant



You can combine these various methods to modify and improve your search. Normally, a good search results in approximately 50 to 75 records.

List of Records

Sort Expand Limit E-mail Print Help

ERIC results for: mj: leadership and kw: vision and (kw: secondary w education) and yr: 1990- and dt= "CIJE".
Records found: 54