

Big Bend Community College

Board of Trustees



2004-05 **Monitoring Report** **on Access**

BBCC provides quality resources and affordable access to the diverse population of its entire district.

Valerie Kirkwood
Institutional Research & Planning
March 2005

ACCESS

Monitoring Report
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MISSION

The mission of Big Bend Community College is to serve the educational needs of a diverse population throughout its service district. As a comprehensive two-year community college, the institution works with its partners to provide a variety of educational opportunities, including:

- courses and training for university and college transfer
- occupational and technical programs
- basic skills and developmental education
- community and continuing education
- pre-employment and customized training for local business and industry
- support services for students

GOALS

The college provides learning opportunities that include:

- critical thinking and problem solving
- computation
- communication
- workplace skills and values
- awareness and sensitivity to cultural diversity
- arts enrichment and cultural activities

ENDS STATEMENT E-2 Access

- BBCC provides quality resources and affordable access to the diverse population of its entire district.

This is manifested through resource sharing with most of the communities of community college district #18, and inclusion of representative numbers of ethnic and economic groups receiving college services and continued support of Basic Skills programs.

EXECUTIVE SUMMARY
BBCC-Access
March 2005

Access is the availability of resources and services to our Service District. The following narrative is an effort to measure the resources and services available to students and our service district.

This is the third Access Report presented to the Board of Trustees. ***Additions or changes in the report are shaded.***

BBCC Service District Demographics

Big Bend Community College serves a diverse population with characteristics which present barriers to higher education in a large service district of 4600 square miles.

BBCC Student Demographics

The average age of a BBCC student is 30 years old. Forty-two percent of students in state supported classes are students of color. Seventy-three percent of students receive some sort of financial aid such as scholarships, grants, and loans.

Increasing Big Bend Community College Awareness

BBCC offers many activities on campus and throughout the district that provide information to potential students and their parents.

ABE/ESL

There are numerous ABE/ESL grants and programs that provide education in a bilingual (English/Spanish) manner. Courses range from computer familiarization, CDL, and pre-health care instruction.

BBCC Classes

New interactive television equipment purchased with funds from the Rural Utilities Service Grant has been installed at Wahluke and Soap Lake High Schools. This spring students will have the opportunity to take up to three courses in the Wahluke High School Interactive classroom.

BBCC Faculty

In 2003-04, 71% of the teaching load was carried by full-time faculty. This is 15% higher than the state average of 56%.

BBCC Services

BBCC services have extended hours at the beginning of each quarter to provide access to working students.

Childcare Center

The new childcare center opened in December 2004, is operating at full capacity and provides much needed childcare support for student parents.

Library Resources

The opening of the new library provides more study space, greater access to computers, and ten study/media rooms with seating for four to eight students.

Technology Access

The technology fee allows students to have an email account and storage. The campus will implement a portal solution that will allow each student to share a web workspace with an instructor for collaboration purposes.

ACADEMIC MASTER PLAN OUTCOMES

E-2.1 Instructional Delivery – The College will continue to develop effective methods of delivery of instruction, monitoring the efficacy of the process and its cost, and where necessary make appropriate adjustments.

Outcome: Increased methods of instructional delivery; increased enrollment in ITV/online classes; increased participation of students from district communities (increases can be set to reflect our overall increase in state FTEs).

Results: BBCC increased distance education FTEs in 2003-04.

E-2.2 Resource Delivery - The College will continue to develop off campus access to its support resources, including admission, registration, academic and financial aid advising and information resources, monitoring the efficacy of each process and its cost.

Outcome: Increased enrollment for off-campus ITV classes; and students will report ease of access to student information and admissions (through student winter enrollment survey).

Results: Winter Enrollment Survey is being completed this week. Student Services is developing web admissions to be implemented in the summer of 2005.

E-2.3 Recruitment – The College will continue to utilize existing community contact activities for the purpose of assisting residents to understand the resources and opportunities provided by the college. New contacts and new methods will be investigated and implemented as well. All such activity will be monitored for efficacy and cost.

Outcome: School district directors will report favorable view of college opportunities; increased matriculation from area high schools; increased matriculation from district residents.

Results: The school districts the Board of Trustees has met with, all reported a favorable view of the college adding that the visit gave them an increased awareness of college programs and opportunities.

E-2.4 Marketing Plan - The College will continue to analyze and improve its various approaches to informing the residents of the college district about the resources and opportunities represented by Big Bend Community College. More written college information in languages other than English will be made available. A comprehensive plan will be formulated which will establish annual objectives and goals and identify the various tools required to convey our messages.

Outcome: Increased matriculation numbers throughout district; and increased bilingual student participation in professional/technical programs; and increased contract training with positive feedback from clients.

Results: Bilingual participation in Professional-Technical programs will be measured on the Winter Enrollment Survey this week.

BIG BEND COMMUNITY COLLEGE SERVICE DISTRICT DEMOGRAPHICS

Geographical Area

BBCC Service District includes Grant and Adams counties and the Odessa School District in Lincoln County and covers 4600 square miles.

Per Capita Income

BBCC Service District per capita income in 1999 was 55% lower than the state per capita income.

Per Capita Income	
BBCC Service District	\$14,794
Washington State	\$22,973

Median Household Income

BBCC Service District median household income in 1999 was 31% lower than the state median household income. BBCC District median household income was \$35,016 compared to the state median household income of \$45,776.

Poverty Status of Families with Children under age 18

Nineteen percent of families in the BBCC Service District with children under age 18 lived in poverty compared to 11% for the state.

Educational Attainment

Twenty-nine percent of adults (age 25 or older) in the BBCC Service District had not attained a high school diploma or its equivalency. This compared to 13% for the state.

Ability to Speak English

In areas with large immigrant populations the ability to communicate is a concern. The ability to speak English less than "Very Well" in the BBCC service district was about 17% self-reported compared to 6% for the state.

Ability to Speak English is less than "Very Well"	
BBCC Service District % of Total	16.7%
Washington State % of Total	6.4%

Data Source: U.S. Census Bureau, United States Department of Commerce Census 2000 (Summary File 3)
www.ofm.wa.gov/census2000/profiles/index.htm

BIG BEND COMMUNITY COLLEGE STUDENT DEMOGRAPHICS

Students of Color

Students of color make up 42% of BBCC students in state-supported classes. In the community college system 31% are students of color compared to 23% in the state population.

Students with Financial Aid

In 2003-04, Seventy-three percent of BBCC students received some form of financial aid, such as, loans, grants, work study or scholarships. Fifty-eight percent of BBCC

students received need-based financial aid. This is considerably higher than Washington Community Colleges System where thirty-six percent of all students receive need-based financial aid.

Students Receiving Need-based Financial Aid 2003-04	
BBCC	58%
Washington Community Colleges	36%

Data Source: Washington Community and Technical Colleges Academic Year Report 2003—04. State of Washington, State Board for Community and Technical Colleges and BBCC Data warehouse database.

Students’ Gender, Part-time and Full-time Status, Disability Status and Immigrant, Refugee & Temporary Legal Resident Status

Big Bend Community College has a higher percentage of students who are immigrants, refugees or temporary legal residents than the Washington Community College System.

2003-04	Part-time	Full-time	Female	Disabled	Immigrant, Refugee & Temp Legal Resident
BBCC	51%	49%	54%	6.4%	18.4%
Washington Community Colleges	48%	52%	57%	4.8%	9.0%

Data Source: Washington Community and Technical Colleges Academic Year Report 2003—04. State of Washington, State Board for Community and Technical Colleges

Students’ Average Age

BBCC students’ average age is 30.

INCREASING BIG BEND COMMUNITY COLLEGE AWARENESS

Publication Diversity

BBCC has several specialized publications and brochures in English, Russian, ADA Large Print, and Spanish. The ADA Large Print Catalog is for students with vision difficulties.

Professional-Technical Programs

The Professional-Technical programs have open houses, set up informational tables at the Job and Career Fair and provide information throughout our district on career days.

The Aviation Faculty travels throughout the state providing information on our flight program. The Aviation Program enrolls students from 37 out of Washington’s 39 counties over the last five years.

Business Education Division participates in open houses for the community, visits to local high schools, and partners with Skill Source.

Adult Basic Education/English as a Second Language

BBCC staff visit the Adult Basic Education, English as a Second Language, and the GED classes in outlying sites to talk with students about opportunities for higher

education and life long learning. The presentations include information on financial assistance for college participation, available programs, and basic college information such as how the quarter system works, dates for registration, and costs.

Services

Counselors continue to schedule visits at area high schools to provide BBCC information to students, counselors, and staff.

Gear Up

The Gear Up Grants bring 6th and 7th grade students and their parents to campus to become familiar with career opportunities, financial aid and college programs. Sixth graders from Moses Lake, Soap Lake and Warden attended a day-long event at BBCC. Instructors introduced the 650 students to the various disciplines of study available at the college including academic and professional/technical programs. The entire campus was utilized when 1100 eighth graders from Moses Lake, Soap Lake, Warden, Othello and Royal City participated in a "Career Day" event held on the BBCC campus. Families from Moses Lake, Soap Lake, Warden, Othello, Royal City and Mattawa attended "Family Day" events on the BBCC campus. Keynote speakers and smaller group, concurrent sessions encouraged children and their parents to think about higher education as an option for the future. Children participated in sessions including how to succeed in school and a BBCC MEChA student panel. Parents participated in sessions on financial aid, helping your child to succeed, and local resources.

Center for Business and Industries Services

Center for Business and Industries Services provides classes in Spanish and is working on the first Latino Career Fair and looking into delivering classes to satellite campuses. They are providing computer training and conversational Spanish to rural communities and supporting multicultural development through local classes, fairs, and events in Spanish. CBIS will offer classes in Adams County and Quincy.

BBCC staff provided an information table at the "Diversity Job Fair" held at the Hallmark Inn on February 16, 2005.

University Transfer Information

Universities visit BBCC to provide information to students regarding transferring. Two recent universities that came to BBCC were University of Washington, Office of Minority Affairs, and Gonzaga University. Also on May 20th 2004, a University of Washington advisor held an information session at BBCC for students interested in Pre-Med.

MariAnne Zavala-Lopez provided BBCC information at the 2004 Hispanic Academic Achievement Program.

During Spring Tour and Fall Tour at BBCC, several universities provided information about their schools to BBCC students and for area high school juniors.

College Information Night on October 6, 2004 at Moses Lake High School (all High schools in the district are invited) provided information about Big Bend Community College and the advantage for high school students.

BBCC Website contains links to WSU, CWU, EWU & Heritage University.

ADULT BASIC EDUCATION

Bilingual Commercial Driver's License Class

This State Board for Community and Technical Colleges grant provides for English/Spanish bilingual instruction in Basic Skills and Commercial Truck Driving. Students will exit the course able to test for a CDL. This course began in January and will end in early April to accommodate the seasonal work schedules of agricultural workers. The class is offered evenings and weekends to accommodate working individuals.

Washington State Migrant Council

Washington State Migrant Council (WSMC) is contracting with BBCC to offer ESL classes to their clients in Royal City, Mattawa and Othello. Childcare is provided on site by WSMC staff.

Migrant Even Start Program

Mattawa and Royal City Migrant Education Even Start (MEES) programs are operating on an adjustable class schedule. During the agricultural season, classes and childcare are offered in the evening when workers are available to attend. Efforts are made through distance, on-line learning and home visits to assist in educational persistence for families. During the winter, classes and childcare are offered during the day when families are available to attend.

A highly innovative, online, beginning level English as a Second Language course is being taught by two BBCC instructors in the MEES program. These classes have enrollment from as far away as Texas and California and BBCC ESL class students. The instruction is bilingual and introduces students to using their computer, the Internet, and distance learning methodologies to allow the students to maintain their educational progress even though they move between distant communities.

Adult Literacy

Two initiatives are in place through an Initiatives grant from the Office of Adult Literacy. Basic skill level students in Quincy focus more of their time on learning to use the computer. A specialized class is being taught at High Tech High School also in Quincy for adult community learners who want to increase their use of technology.

Citizenship Classes

Two citizenship classes are being offered to serve second language students in Othello and Moses Lake. Students learn about the rights and responsibilities of citizenship, are assisted with exam preparation, and increase their language skills.

The Learning Disabilities Quality Initiative Grant

The Learning Disabilities Quality Initiative Grant, identifies and assists students enrolled in ABE classes who are experiencing learning difficulties. A trained faculty member works with the student and teacher to develop learning strategies to improve chances for their success. Several students who had previously failed the GED exam have been able to obtain accommodations and have successfully passed their GED.

Bilingual CDL

BBCC is able to prepare lower level English speaking students to take their Commercial Driver's License Test through a state Integrated Basic Education and Skills Training (I-BEST) grant. This grant-funded course increases English proficiency and provides truck driving and "over-the-road" fundamentals. Although students have the option of taking their CDL test in Spanish or English, thus far all have opted to take the test in English. All have passed.

Dislocated Workers

A "New Chance" course was developed to assist dislocated workers in assessing their options for future employment. The course includes learning style assessment, stress management, resume writing, career and educational exploration, goal setting and interview techniques.

Dislocated workers from Simplot's Quincy plant are participating in courses on and off of the BBCC campus. Students are enrolled in customized basic skills (ABE) classes, the New Chance course, Office Information Technology (OIT) classes, welding classes, the Commercial Driver's License course and Early Childhood Education courses. The students are heavily supported with the use of Spanish/English bilingual classroom assistants, mentoring, and locally developed Spanish/English vocabulary building software.

Employers, Employees and Education Grant

The Employers, Employees and Education (E3) grant has allowed pre-healthcare career instruction to be taught to a small group of employees at the Mattawa Clinic in Mattawa. This year students have participated in Medical Terminology, Study Skills, and Pre-Algebra courses as pre-requisites to entering a healthcare training program.

The Healthcare Career Pathway Grant

The Healthcare Career Pathway grant has provided for an infusion of healthcare career information into middle schools and high schools across the district. Healthcare professionals have spoken to selected classes about career opportunities. Healthcare career brochures and informational materials have been created and distributed to area schools. The 100 student, Destination:Healthcare event will take place on March 10, 11 and 12th on the BBCC campus. This event introduces ninth-grade students to healthcare as a profession through interactive and innovative activities.

WORK PROGRAMS

Worker Retraining

The state has increased available funding for dislocated and unemployed workers. Certified Nursing Assistant Classes and Office Information Technology classes have been added for these students as a result of this funding.

WorkFirst Program

This program provides participants with intensive support to begin the educational process. They are given help completing financial aid forms, assisted with a variety of computer-aided career exploration programs, and help exploring BBCC's educational programs. Career and goal advising is provided along with an in-depth training of work culture.

Farm Worker's Program

The Farm Worker's Program classes are designed to help agricultural farm workers upgrade their skills and enable them to take advantage of available employment opportunities. Classes are offered on campus in basic automotive maintenance, computer literacy, welding and English. These classes are taught bilingually (Spanish/English) at non-traditional times (evenings, Fridays and Saturdays).

BIG BEND COMMUNITY COLLEGE ENROLLMENT, PROGRESS AND GRADUATION RATES

BBCC FTES

Big Bend Community College strives to provide education for residents throughout the service district. Enrollments have continued to rise throughout the last ten years. FTES have increased from 1746 in 1999-00 to 1955 in 2003-04 for an increase of 11%.

Distance Education

Enrollment in Distance Education Courses (Washington On-line, interactive courses and telecourses) has increased to 131 FTEs in 2003-04.

Off-Campus Courses

Off-campus courses are offered in adult basic education, developmental courses, and college-level courses throughout the district in Ephrata, George, Grand Coulee, Mattawa, Othello, Quincy, Ritzville, Royal City, Soap Lake, Warden and Moses Lake.

Extension Sites

Grand Coulee, Mattawa, Soap Lake, and Othello have interactive classrooms linked directly to a campus interactive classroom. This allows students to stay in their respective communities and take college courses in real time. Grand Coulee also has a computer lab where students can prepare assignments and take on-line courses.

In addition to the Grand Coulee and Othello sites connected to our campus via interactive classrooms Big Bend has installed two additional sites in the Wahluke and

Soap Lake High Schools. A third has been purchased for the Warden School District and is awaiting installation. In addition to broadcasting classes to these sites, the college is encouraging the high schools to share access among school districts using the equipment provided by the college.

Student Progress to Degree

The focus of this parameter is on degree seeking students either Associate of Arts & Science, Associate of Science or Associate of Applied Science. Student progress tracks the number of quarters a student completes in two years. If the student graduates or attends four or more quarters successfully in two years, they are said to have made “substantial progress.” At BBCC, 77% of full-time students are making substantial progress on their degrees which exceeds the Washington Community College System average of 69%.

Graduation and Certificate Rates

In 2003-04, 475 BBCC students received degrees or certificates. Professional-Technical degrees increased from 78 to 108 in 2003-04. The primary difference between 2002-03 and 2003-04 has been the decrease in professional-technical completions mainly from lower enrollment in customized job skills training. Thirty-six of the certificates were from the Customized Jobs Skills Training Program - down 23 from last year’s total of 59.

Degree/Certificates	99-00	00-01	01-02	02-03	03-04
Applied Science Degree	0	0	1	0	0
Professional/Technical AAS	72	75	71	78	108
Professional/Technical Certificates	107	86	145	176	119
Arts & Science (AA&S)	185	186	219	228	221
General Studies (AGS)	11	11	12	13	19
Associate in Science	0	0	4	4	5
TOTAL	375	358	451	493	463

FACULTY

New Faculty

The Social Science Division is currently in the process of interviewing candidates for a Psychology/Criminal Justice Social Sciences instructor as recommended by the Academic Master Plan.

Faculty Load

In 2003-04 full-time teaching faculty carried 71% of the teaching load. This is 15% higher than the state average of 56%. Full-time faculty have regular office hours, training in academic advising, and generally a better understanding of the college. This above average use of full-time faculty versus part-time faculty also allows students greater access to instructors for timely information.

Annual Teaching FTE-Faculty, State Supported 2003-04

	Full-time	Moonlight	Part-time
BCC	65%	6%	29%
System	51%	5%	44%

Data Source: Washington Community and Technical Colleges Academic Year Report 2003—04. State of Washington, State Board for Community and Technical Colleges

SERVICES

New Student Orientation

New Student Orientations were held throughout the summer. Scheduling orientation in small groups throughout the summer provides the Instruction department time to add a limited number of sections of courses that were full. Overall, the smaller sections throughout the summer seem to create greater student commitment to BCC. Spring quarter registration will include an evening orientation session to accommodate students who are not available for a daytime orientation. New students transferring in 30 credits or more still see an advisor, but are not required to attend orientation. This allows transfer students to register online when registration opens for former students.

Registration & Bookstore

During the first week of the quarter the Registration Office and Bookstore are open in the evening to accommodate working students. BCC hours are now 7:30 a.m. to 5:00 p.m. Monday through Thursday, and 8:00 a.m. to 2:30 p.m. on Friday. By opening at 7:30 and closing at 5:00 BCC is striving to provide time for the working student to come in during the week to access BCC services. Registration and the Bookstore are open until 7:00 p.m. Monday through Thursday during first week of fall, winter and spring.

Student Services is developing web admissions which will allow prospective students to apply for admissions over the web. The web admissions should be in place by summer.

BCC administers the GED, SAT and ACT. We've been administering the SAT four times a year on campus for years. The ACT, given twice a year, is now being administered at BCC. This is the first year that BCC is the Moses Lake site for the ACT. In the past the ACT was administered at MLHS and most recently at the Christian School.

The bookstore has a website where students can order books online and have them delivered or picked them up. For Washington Online and distance site students the bookstore has textbook reservation that allows the students to reserve their books and they will be held until arrangements are made for payment and pick up. On the Friday

before classes start the Bookstore stays open until 5:00, even though this is an early closure day for the college. By request, the Bookstore will open on Saturday for special events.

Business Office

The Business office is open on the Sunday before classes start each quarter to accommodate students checking into the dorms. The Business office is open the two Sundays prior to Fall Quarter due to first year flight students checking into the dorms one week before the remainder of the students. The Cashier is open until 7:00 p.m. on Monday and Tuesday of the first week of fall, winter and spring quarters.

One section of the Cashier's counter was lowered last year to make it wheel chair accessible.

Advising

Max Heinzmann has provided advising at Grand Coulee. This year he went to Grand Coulee in September and will do so again in March 2005 for spring quarter registration.

Placement Tests

To accommodate students in western Washington, the BBCC placement tests were again administered at Everett Community College. Placement tests were also administered at Grand Coulee, Mattawa and Moses Lake High School in 2004.

Financial Aid Workshops

Financial Aid and advising staff have visited with students, teachers, and parents in Odessa, Washtucna, Moses Lake, Quincy, Warden, Royal City, Grand Coulee, Othello and Ephrata. Information about Big Bend programs, college education funding sources, and career choices are discussed during the visits.

Staff from the Financial Aid and Counseling Offices also participates in Gear Up "Family Day" workshops where the presentation is in English and Spanish. The Financial Aid director and the Outreach advisor have met with parents, students, counselors, and teachers at Ephrata High School, Lake Roosevelt High School, Warden High School, Royal City High School, Moses Lake High School (2 times) Othello alternative high school, and Columbia Basin alternative high school. These meetings are usually scheduled in the evenings during December, January, and February to coincide with the time of year to apply for financial aid and admissions to postsecondary schools.

In March, Registration and Financial Aid Staff will be available on a Saturday to meet with parents of 9th graders who are on campus exploring health careers. In early February staff will be available again at Moses Lake High School to conduct a workshop for Hispanic parents.

Running Start

Registration faculty and staff attended MLHS Running Start Parent Information night last spring. BBCC held their own Running Start Information Night in November and plan to have one each month beginning in February through May.

College Bound

College Bound staff members work with low income and potential first-generation college students to generate the skills and motivation necessary for these high school students to complete their secondary education and enter and successfully complete their postsecondary education. The BBCC College Bound staff work with students from high schools in Moses Lake, Othello, Quincy, Royal City, Soap Lake, Warden and Lake Roosevelt in Grand Coulee. Approximately 120 students receive academic and personal advising, after school tutoring and Saturday events during the school year. Sixty of these students are selected to attend the intensive six-week residential summer school at BBCC. Graduates can attend the "Bridge" summer quarter and take college classes paid by College Bound prior to beginning their postsecondary education in the fall.

Student Support Services (SSS)

Tutoring, intensive advising, career/transfer counseling, cultural events college transfer tours and study skills classes are offered to BBCC at-risk students. (SSS students must meet at least one of the following criteria: financial need, first-generation college student, or disabled.)

Childcare Center

The childcare facility opened in December 2004. It provides much needed childcare support for student parents. The center is open Monday through Friday, day and evening, and provides childcare for 44 children.

ACCESS TO TRANSFER INSTITUTIONS

Transition to Success

BBCC and other eastern Washington community colleges, Central Washington University and Eastern Washington University are part of a pilot project to make the transfer process easier for students transferring from an eastern Washington community college to CWU or EWU. University representatives provide frequent transfer advising to students who plan to transfer to CWU or EWU. Students are encouraged to choose a transfer school as early as time of admission to BBCC. An EWU advisor, has been making monthly trips to Big Bend to meet with students. In January, she met with 15 BBCC students. We have 14 students currently enrolled who we have coded as planning to transfer to EWU.

Heritage Dual Enrollment

BBCC and Heritage University have a dual enrollment agreement. Students may choose dual enrollment enroll in BBCC and Heritage College allowing for more specific transfer from BBCC to Heritage resulting in a smoother transition. Students enroll in

BBCC and Heritage University simultaneously, allowing students to take classes specific to Heritage. There are currently have 19 students coded as planning to transfer to Heritage.

Library Resources

BBCC recently took access to a whole new level with the opening of the new library, January 3, 2005. The new facility is located in a high traffic area, near the new cafeteria, classrooms, university center and the new conference center in the GCATEC building. The building is three times the size of the former library and offers many new and improved services. The English Skills and Foreign Language Labs are now located within the library providing easier access to students utilizing their services. Additional shelving space, almost two times as much, allowed for many collections that had formerly been tucked away in corners or in storage to be shelved in the general library and easily accessible to all users. All electronic resources purchased by the library are available to registered students for off-campus access via password and the library's online catalog is web based, providing access to users around the clock.

The new library offers vastly expanded study and lounge space; 28 lounge seats, sixteen four-person tables and ten study/media viewing rooms, seating from four to eight. Each study room is equipped with a whiteboard and a flat screen TV attached to a DVD/VCR combination unit. One of the study rooms includes an electric piano for our music students to practice on. The library also added multimedia equipped classroom space. The Multipurpose Classroom seats 32 with tables, 48 without. Each of the tables in this room includes electrical and network plugs so that the room can easily be converted to a computer lab with laptops. The Multipurpose Classroom is currently being scheduled for regular classes during weekdays, but it has also seen use on Fridays and evenings for meetings and other events. The library's expanded instructional computer instruction lab now has the capacity for 36 students, the former could hold only twenty-five. This room has received significant interest and use from classes visiting the library and outside groups in need of a training facility with a computer lab and internet access.

Access also was improved by adding service points. The library now has two circulation and two reference service points, doubling the service capacity in those areas. The layout of the entire library is designed to be open and accessible to students and easily serviceable by library staff. Staff can walk the length of the service desk and see over 90% of the library. The new library also offers users the additional convenience of returning materials to the exterior book drop on the quad side of the building and a drive-up drop off Bolling Street. Both drops are accessible seven days a week twenty-four hours a day.

The library continues to provide seven day service during the fall, winter and spring quarters and is one of only four community college libraries in the state offering 74 hours of service per week.

Technology Access

In the fall of 2004, the ASB instituted a student technology fee (\$3 per credit or a maximum of \$30 per quarter). That has served to begin opening the door to technology even wider. Prior to this fee only select student groups had access to campus email and storage. Now every student enrolled in a class above the 080 level has an email account and access to network storage. In addition the campus will be implementing a portal solution in the very near future that will allow each student to share a web workspace with their instructors for the purpose of collaboration and assignments. This fee has also added 24 computer systems for student use in the new library with more to come in the future.