

Big Bend Community College

Board of Trustees



2005-06 **Monitoring Report** **on Access**

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

Institutional Research & Planning
March 2006



In 2006, BBCC bought 2 new Piper Warrior III planes for the aviation program. These will enhance training opportunities for students at the college.

ACCESS

Monitoring Report
March 2006

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 2006

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

This is the fourth 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 29 years old. 42.7 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. (pages 7-8)

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, welding, pre-health care instruction, and child and family education. (pages 9-11)

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. For the first time in 2005-06, students have enrolled and participated in classes at Wahluke. (page 12)

BBCC Faculty

In 2003-04, 71% of the teaching load was carried by full-time faculty. This is 14% higher than the state average of 57%. (page 14)

Childcare Center

The childcare center that opened in December 2004, is operating at full capacity and has a list of children waiting to enter as openings occur. The Learning Center provides much needed childcare support for student parents and working parents in the community. Summer offerings include school age care and fall 2005 evening care was available. (page 19)

Library Resources

The library has expanded its electronic resources and added a staff member which has allowed the library to have two staff members on duty during all hours of operation and has provided an improved distribution of work in areas of cataloging and interlibrary loan; this significantly increases the speed and efficiency of getting information resources to the library's users. (pages 14-16)

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. In addition, the fee has been used to purchase over 50 computers for open student use to date. (pages 20-21)

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 2004-05 by 3%.

As of spring, 2006, the welding program has added an ESL component to assist students in acquiring English skills related to welding. BBCC has continued to train farm workers bilingually in automotive, computers, and welding and the 6th session of I-BEST CDL is underway. (pages 10-11)

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 survey).

Results: Prospective students may now apply for admissions online. They complete and submit the application for admission electronically. Information is provided concerning the application fee, which may be paid over the phone using a credit card. BBCC also has a new 1-800 number that is toll free for individuals seeking information about the college. (page 17)

In order to improve student access and advising services to students, Craig Randall was moved from a one-third Disabled Student Services Advisor to a full-time advisor in order to provide more advising and services to students with disabilities. In addition, he will continue to provide advising to all prospective students. (page 17)

The Library has increased its staff to provide an improved distribution of work which increases the speed and efficiency of getting information resources to the library's users. The Library has also expanded its electronic resources adding CultureGrams, Health Reference Center Academic, Health and Wellness Resource Center, Testing & Education Reference Center, The Ethnic NewsWatch, and The Alt-PressWatch. These are accessible wherever the library's users are. (pages 14-16)

Americorps Vista provides introductory computer classes in Spanish to students in Mattawa, Othello, and Royal City from November to April. Students learn to search the Internet, send and receive e-mail, and can enroll in ESL on-line classes. The CWU Bridge Program offered computer classes in Spanish to Mattawa, Othello, and Royal City. The individuals involved in the Bridge Program also developed curriculum in Spanish.

In 2005, BBCC received numerous scholarships and funding to assist students in their pursuit of education. Some of these scholarship opportunities include: The Foundation added 20 new \$1,000 scholarships for returning students; the Helen Heinemann Nursing Scholarship was endowed with a \$20,000 gift; and an \$18,000 endowment was established to assist BBCC Nursing instructors in obtaining a Master's degree. (page 18)

BBCC has developed new articulation agreements with Washington State University and Heritage University. BBCC has also developed a Pre-Nursing DTA Pathway Degree in 2005. (page 20)

In 2006, BBCC bought 2 new Piper Warrior III planes for the aviation program. These will enhance training opportunities for students at the college. (see page i)

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 Quincy school district that the Board of Trustees met with, reported a favorable view of the college, adding that the visit gave them an increased awareness of college programs and opportunities.

In addition to the Aviation Departments recruiting efforts in the Northwest, college representatives have been promoting BBCC's Aviation Program in China and Taiwan in order to expand programs by providing access and training opportunities for international agencies and/or students.

BBCC counselors visit service district high schools throughout the year to provide various services to the students there, such as advising and general information distribution.

In May 2005, BBCC hosted a campus visitation for five international Overseas Educational Advisors from India, Myanmar, Croatia, Hungary, and Uzbekistan. They advise prospective international students in their countries on University study in the United States.

This year, BBCC has received the Title V Hispanic-serving Coop Grant to strengthen learning. This grant is intended to strengthen student persistence and academic achievement, especially for at-risk, under-prepared, ESL, multicultural students. (pages 19-20)

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 was measured on the Winter Enrollment Survey. The results show there is a slightly higher participation rate for Professional-Technical programs than academic programs. I-BEST and CDL are also offering instruction in Spanish and English. (pages 10-11)

Several meetings were held last summer to develop marketing ideas to help bolster student enrollment for fall. A formal committee was established fall quarter to discuss a marketing plan and help focus on marketing strategies. After several meetings during fall quarter, a group was formed to write a Marketing Plan Draft to bring back to committee for suggestions and/or approval. A draft of the plan is in progress and will be taken to the committee during the third week of spring quarter.

CBIS is offering Workplace Spanish classes to local businesses. There are about 9 contracts with 107 students served to date. The initial survey results on these courses have been extremely positive with all rating the course as meeting or exceeding

expectations. Many expressed interest in more courses like it to be offered or an extension of the course they took. CBIS also visits service district communities to promote and market BBCC, ATEC, and CBIS. (page 10)

BBCC also had representatives of the college at several community celebrations in the summer of 2005. These activities include: Our Lady of Fatima Catholic Fiesta, The Grant County Fair, The Wheatland Communities Fair in Ritzville, The Farmer Consumer Awareness Day, and The Adams County Fair. (page 8)

Jose Esparza, a BBCC Outreach Advisor, travels to area career fairs representing BBCC.

BBCC now has Spanish radio stations advertising events for the college and in March 2006, BBCC had its first article published in the Spanish newspaper Hispanos Unidos. BBCC plans to continue publishing articles in this paper twice a month throughout the year.

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 2005 was 63% lower than the state per capita income.

Per Capita Income	
BBCC Service District	\$22,158
Washington State	\$36,205

Median Household Income

BBCC Service District median household income in 2005 was 31% lower than the state median household income. BBCC District median household income was \$51,182 compared to the state median household income of \$67,098.

Educational Attainment

29.3 percent of adults (age 25 or older) in the BBCC Service District have not attained a high school diploma or its equivalency; this is compared to 10.6% for Washington State.

Data Sources:

choosewashington.com

http://www.washingtonprospector.com/ed.asp?cmd=demognei2&report=Demographic_Report&selcounty=53001

http://www.washingtonprospector.com/ed.asp?cmd=demognei2&report=Demographic_Report&selcounty=53025

Retrieved on January 3rd, 2006

factfinder.census.gov

http://factfinder.census.gov/servlet/ADPTable?_bm=y&-context=adp&-qr_name=ACS_2004_EST_G00_DP2&-ds_name=ACS_2004_EST_G00_-&-tree_id=304&-redoLog=true&-all_geo_types=N&-_caller=geoselect&-geo_id=04000US53&-format=&-_lang=en

Retrieved on January 3rd, 2006

BIG BEND COMMUNITY COLLEGE STUDENT DEMOGRAPHICS

Students of Color

Students of color make up 42.7% of BBCC students in state-supported classes. In the community college system 31.9% are students of color compared to 23% in the state population.

Students with Financial Aid

In 2004-05, 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 2004-05	
BCC	58%
Washington Community Colleges	36%

Data Source: Washington Community and Technical Colleges Academic Year Report 2004-05. State of Washington, State Board for Community and Technical Colleges and BCC 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.

2004-05	Part-time	Full-time	Female	Disabled	Immigrant, Refugee & Temp Legal Resident
BCC	50%	50%	55.7%	6.6%	17.2%
Washington Community Colleges	49.6%	50.4%	57.9%	4.7%	9.0%

Data Source: Washington Community and Technical Colleges Academic Year Report 2004-05. State of Washington, State Board for Community and Technical Colleges

Students' Average Age

BCC students' average age is 29.

INCREASING BIG BEND COMMUNITY COLLEGE AWARENESS

Summer Outreach

BCC was represented at the following activities during the summer of 2005: Our Lady of Fatima Catholic Fiesta in Moses Lake on July 31st; The Grant County Fair in Moses Lake on August 16th-20th; The Wheatland Communities Fair in Ritzville on September 1st-4th; The Farmer Consumer Awareness Day in Quincy on September 10th; and The Adams County Fair in Ritzville on September 13th-17th.

Publication Diversity

BCC 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.

Tech Prep holds Annual In-services for area high school teachers and counselors that promote professional-technical programs. This year's theme was "GO AG" and focused on careers in agriculture and BCC programs. In October, 37 educators representing 14 high schools and other training providers attended the Agriculture In-service. In February, the program was repeated for over 60 high school students who attended

lectures and toured BBCC's professional-technical programs that provide agriculture related training.

The Tech Prep Outreach Director visits area high schools to provide information to students and staff on how students can earn credit in college for certain professional technical courses they take in high school.

BBCC is represented by BBCC's Director of WorkFirst Job Training and the Tech Prep Director on the Moses Lake Chamber of Commerce's Education Committee.

- Aviation Camp—sponsored by the Aviation department last summer, had high school students from the Aviation HS in Seattle area here for two days.
- Tech Prep Welding Days: two days each year; high school students come one day to learn about careers in Welding and skill levels required to earn college Tech Prep welding credits. They come back in the spring to be tested by the welding instructor for their college credits.
- Automotive department hosts the high school VICA conference here each spring break. VICA students use the welding and auto shops for competitive events.

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. This information is also integrated into English Language/Civics and some ABE classes.

Services

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

GEAR UP- Gaining Early Awareness and Readiness for Undergraduate Programs

The Gear Up Grants bring 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 (CBIS)

Center for Business and Industries Services offers Bilingual Business Counseling, Outreach to Multi-Cultural Chamber of Commerce, Conversational and Workplace Spanish training (open-enrollment), and Business Workplace Spanish to enhance communications with customers and employees. In May 2005, CBIS staff gave a presentation and participated in the Multicultural Chamber of Commerce in Mattawa. They also participated in the Mexican Independence Day Celebration on September 16th, 2005. At this event, they partnered with US Bank and provided information at a booth; information was provided in both Spanish and English.

University Transfer Information

Universities visit BBCC to provide information to students regarding transferring. During the Washington Council Fall Tour at BBCC, several universities provided information about their schools to BBCC students by setting up tables in the ATEC Conference Center. The evening before this event is open to district high school students to acquire information about financial aid, BBCC, and other colleges in Washington State.

The Washington Council Spring Tour brought many colleges and universities to our campus on Monday, March 20. High School juniors were sent here by their school district to learn about higher education opportunities. Jose Esparza presented a session on technical/professional careers.

BBCC Website contains links to WSU, CWU, EWU, Heritage University, and WSU Tri-Cities.

ADULT BASIC EDUCATION

Integrated Basic Education and Skills Training (I-BEST)

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.

Washington State Migrant Council

Washington State Migrant Council (WSMC) is contracting with BBCC to offer ESL classes to their clients in Royal City, Mattawa, Moses Lake, 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 along with BBCC ESL 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.

Citizenship Classes

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.

WORK PROGRAMS

Worker Retraining

The state has increased available funding for dislocated and unemployed workers. EMT classes have been added for these students as a result of this funding. These funds also assist in the purchase of instructional materials and supplies as well as technical support. It also funds the co-located Job Skills (WorkSource) position.

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).

One Stop Partnership

The One Stop Partnership between SkillSource, WorkSource, and Big Bend Community College allows a BBCC representative to present educational and training opportunities at the college to residents who have applied for unemployment benefits.

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. While enrollments have continued to rise throughout the last ten years, this last year they have decreased; FTE's went from 1955 in 2003-04 to 1790 in 2004-05.

Distance Education

Enrollment in Distance Education Courses (Washington On-line, interactive courses and telecourses) had 127 FTEs in 2004-05; this is down slightly from last year's at 131 FTE's. Washington On-line courses had increased FTE's from 57 in 2003-04 to 65 in 2004-05. In 2004-05, BBCC started offering Pre-College Math and English in Mattawa as an interactive course and as an off-campus course also.

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.

The Moses Lake Off-campus courses, excluding Adult Basic Education and Pre-College Math and English, had an increase of FTE's from 9.51 in 2003-04 to 31.68 in 2004-05; this is an increase of 22 FTE's. The Quincy off-campus ABE and ESL courses have increased by 7 FTE's from 17.77 in 2003-04 to 25.02 in 2004-05.

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.

Plans are underway to finish the installation classrooms in Warden and Royal City in a collaborative effort that will use equipment provided by the college and the school district to bring an interactive classroom online for that community.

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 in Associate in Arts & Science, Associate in Science, or Associate in 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, 67% of full-time students are making substantial progress on their degrees; the Washington Community College System’s average is 70%. This represents a drop of 10% from last year to the current year for BBCC.

Graduation and Certificate Rates

In 2004-05, 493 BBCC students received degrees or certificates. Arts and Science Degrees went up from 221 to 248 and Professional-Technical Certificates increased from 119 to 139 from 2003-04 to 2004-05.

Degree/Certificates	00-01	01-02	02-03	03-04	04-05
Professional/Technical AAS	75	70	76	106	92
Professional/Technical Certificates	114	149	178	119	139
Arts & Science (AA&S)	186	219	228	221	248
General Studies (AGS)	11	12	13	19	12
Associate in Science	0	4	4	5	2
TOTAL	386	454	499	470	493

FACULTY AND STAFF

New Faculty and staff

The Social Science Division hired Dr. Ryann Haw for the Psychology/Criminal Justice Social Sciences instructor position that was recommended by the Academic Master Plan. Haw, along with the new Sociology instructor Dr. Emery Smith, underwent the first new faculty orientation held in September. This new orientation provided campus-wide information and familiarization with the various departments and individuals and demonstrated how they interrelate with one another. Such departments involved include: Institutional Research and Planning, Registration, Library, Instruction, Student Support Services, Accounting, Purchasing, Bookstore, Word Services, HR, Counseling, Payroll, and numerous others. Frank Salinas was hired in 2006 as an Outreach Specialist for Title V.

This Spring BBCC is searching for candidates to fill the following positions: Dean for Professional/Technical Education, Dean for Arts and Sciences, Executive Assistant to the President, Title V Bridge Coordinator, 2 Nursing Instructors, Director of Health Education Programs, Director of Student Support Services, and an Office Information Technology Instructor.

Faculty Load

In 2003-04 full-time teaching faculty carried 71% of the teaching load. This is 14% higher than the state average of 57%. 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 2004-05

	Full-time	Moonlight	Part-time
BBCC	64%	7%	29%
System	52%	5%	43%

Data Source: Washington Community and Technical Colleges Academic Year Report 2004-05. State of Washington, State Board for Community and Technical Colleges

SERVICES AND RESOURCES

Library Resources

BBCC and its library are dedicated to providing superior access to library resources. The library is open 74 hours a week during Fall, Winter and Spring Quarters. Of the 34 other technical and community college libraries in Washington, only four other libraries offer as many, or more hours of service. BBCC's dedication to supporting library services was demonstrated in the addition of a full-time technician to the library's staff in January of 2006. This additional staff member allows the library to have two staff members on duty during all hours of operation and has provided an improved distribution of work in areas of cataloging and interlibrary loan, significantly increasing the speed and efficiency of getting information resources to the library's users.

Use of the new facility and the library's collections continues to grow. 11,737 items were circulated in 2005. That is an increase of 1,831 items over the previous year. Reference and circulation points of service increased by 1,791 over the previous year as well. Library staff recorded 11,776 points of service for 2005. The library's door count for 2005 shows there were 172,510 visits.

The library migrated to Endeavor's Voyager library system prior to the beginning of Fall Quarter 2005. The library's previous system was created for grade school use and did not serve the college well. One of the motivating reasons for move was that the former system was not designed to work with the call number system the BBCC Library uses to organize its collections so that it could not organize materials by call number, nor could it generate meaningful usage reports.

User Benefits of the Voyager System

- user information available 24/7 (what you have on loan, when it is due, etc.)
- user initiated online renewal available 24/7
- online listing of reserve materials
- table of contents when available
- keeps track of the searches performed during session allowing users to modify rather than retype searches
- saved searches and bookbag features
- users have the option to email search results
- displays magazine holdings up to current issue
- fully customizable public web based interface (we can offer our users as much or as little as our users can handle)

Staff Benefits of the Voyager System

- customizable workstations for improved operability
- customizable reporting capabilities
- fully integrated system (all library related applications are integrated and work together)
- serials control module (magazines checkin, tracking and claims)
- integrated cataloging & Authority component
- utilizes a relational database for superior indexing & easy data extraction (customizable)

This new system also offers the potential for the development of a universal catalog and borrowing. Where users from all participating community college could automatically see what is held by all libraries in the system and initiate requests for those materials immediately via the online interface.

The library continues to expand access to online resources by maximizing the number of terminals available for user research. Thanks to a purchase made with the student technology fee the library now has 69 terminals available for use in the computer commons area. All terminals in this area are now less than three years old.

In addition to new additions to the paper based information collections the library continues to expand access to electronic resources. These resources are available 24/7 from wherever the library's users are. The following online resources were added during the 2005-06 fiscal year:

- **CultureGrams** offers concise, reliable, and up-to-date information on the cultures of the world. Going beyond mere facts and figures to offer an insider's perspective on daily life and culture, including the history, customs, and lifestyles of the world's people. Includes World Edition, Kids Edition, and States Edition -- plus photo and recipe collections, biographies of famous people, maps, and more!

- **Health Reference Center Academic** is an integrated collection of general interest health and fitness magazines, medical and professional periodicals, reference books and pamphlets designed for nursing and allied health students, as well as consumer health researchers.
- **Health and Wellness Resource Center** delivers magazines, journals and newsletters, Newspapers, Pamphlets, and Reference (Medical dictionary & encyclopedia, drug finder). Find articles, definitions, directories, and information on: Fitness, Pregnancy, Medicine, Nutrition, Diseases, Public Health, Occupational Health and Safety, Alcohol and Drug abuse, Prescription Drugs, etc. HWRC also offers links to diet, cancer, and health assessment sites as well as government databases
- **Testing & Education Reference Center:** Taking a college entrance or licensing exam? Looking for a college or graduate school? Need help finding scholarships? Search thousands of college and graduate school entries. Identify scholarships that meet their financial needs. Take on-line practice tests and use test prep eBooks to obtain your education goals.
- The **Ethnic NewsWatch** collection is an interdisciplinary, bilingual (English and Spanish) and comprehensive collection of full-text newspapers, magazines and journals of the ethnic, minority and native press. These titles offer additional viewpoints from those proffered by the mainstream press.
- The **Alt-PressWatch** collection includes full-text newspapers, magazines and journals from alternative and independent presses. This resource provides a valuable source of viewpoints and perspectives to complement and challenge mainstream media coverage. These are essential voices pursuing freedom of the press through investigative reporting by independent and critical sources.

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 BBCC. 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. BBCC 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 BBCC is striving to provide time for the working student to come in during the week to access BBCC services. Registration and the Bookstore are open until 7:00 p.m. Monday through Thursday during first week of fall, winter and spring.

Prospective students may now apply for admissions online. They complete and submit the application for admission electronically. Information is provided concerning the application fee, which may be paid over the phone using a credit card.

BBCC 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, has been administered at BBCC for two years now.

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. By request, the Bookstore will open on Saturday for special events. The Bookstore also provides a book buyback program during the three days of final exams every quarter where students can sell back their books for the quarter for a percentage of the cost they bought the books at originally.

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. BBCC 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. In addition, 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 has been lowered to make it wheel chair accessible.

Advising

In order to improve student access to advising services to students, Craig Randall was moved from a one-third Disabled Student Services Advisor to a full-time advisor in order to provide more advising and services to students with disabilities.

Max Heinzmann has provided advising at Grand Coulee in September, 2005 and again in March, 2006 for spring quarter registration. Jose Esparza, a BBCC Outreach Advisor, travels to area career fairs representing BBCC.

Placement Tests

Placement tests were administered at Grand Coulee, Othello, Quincy, and Moses Lake High School in 2005. Warden High School arranges a special testing time and brings a bus to campus for placement testing.

Financial Aid Workshops

In February, 2005, a financial aid workshop for parents was conducted for Hispanic parents at Moses Lake High School. This presentation was part of the first Hispanic

college opportunity night at the high school. Also in February, the Financial Aid Director and a Big Bend Counselor presented career and financial aid opportunities to the senior class at Columbia Basin Secondary school.

The Special Services department at Ephrata High School hosted a post-secondary opportunities fair for special education students in March. The Financial Aid director has represented Big Bend Community College at this event for the last 3 years, including 2005. Also in March, a financial aid presentation for Gear-up parents was presented in March, 2005.

In August, 2005 the Outreach advisor and the Financial Aid director planned and conducted community focus group meetings in Othello, Ephrata, Royal City and Grand Coulee. Although the number of prospective students that attended these evening meetings was small, it has been noted that 50% of the attendees have enrolled at Big Bend Community College. These meetings were held in response to a marketing effort that grew during the summer of 2005.

In October, the College Fair tour was held at BBCC where many colleges and universities visit the campus. A financial aid workshop was presented in the evening to allow parents as well as students to attend.

The year was rounded out by Financial Aid parent nights at Warden High School and Lake Roosevelt High School in Grand Coulee.

Scholarships

The Foundation started the "Access to Good Health Campaign" in 2005 in support of BBCC's Nursing Program.

- An \$18,000 endowment (Vaughn Downs Nursing Scholarship) was established to assist BBCC Nursing instructors in obtaining a master's degree
- A request for support to the Leah Layne Foundation (Othello) resulted in \$10,000 in funding to help BBCC Nursing students purchase textbooks
- The Foundation in 2005 received cash and pledges of \$45,000 toward a goal of \$60,000 to purchase a SimMan (equipment) for the Nursing Program
- New nursing scholarships were established and existing nursing scholarships grew during 2005. The new Helen Heinemann Nursing Scholarship was endowed with a \$20,000 gift in 2005

The Foundation announced in 2005 the addition of 20 new \$1,000 scholarships for returning students. The new scholarships are funded by *Cellarbration!*, the Foundation's largest annual fundraising event.

Running Start

BBCC has held a Running Start student/parent information night each month this school year. This information forum is also offered in Spanish during the academic year.

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.)

The Student Support Services Club sponsored four students to the Student of Color Conference in April. Many of SSS students also volunteer as mentors/guides for the Gear Up tours on the BBCC campus. SSS has taken participants on two college visits; one to Eastern Washington University and the other to Central Washington University. In April, there are campus visits scheduled to the University of Idaho and Washington State University. Contacts are made with multicultural and TRIO departments on campus visits.

Childcare Center

The childcare facility opened in December 2004. It provides much needed childcare support for student parents and working parents in the community. The center is open Monday through Friday, day and early evening, and provides childcare for 70 children.

Title V

After an analysis of problems, needs and opportunities at both Big Bend Community College and Heritage University, these institutions have partnered through a Title V grant. The fundamental purpose of the grant is “to strengthen student persistence and academic achievement” for underserved Latino and other at-risk and under-prepared students attending these institutions. The three primary elements of the grant are:

- To increase the use of technology for teaching and advising. The grant proposes to provide more accurate and timely student advising information to students, staff, and faculty through the use of on line advising modules and on line assessment surveys.
- To enhance developmental instruction and learning in basic skills/pre-college courses through the use of technology and/or distance learning. This will be accomplished through the incorporation of web based software, interactive television classes, or other technology based instructional approaches.

- To enhance faculty intercultural awareness and professional development. Faculty will design and incorporate intercultural learning strategies in their courses that improve learning opportunities for all students but especially at-risk, multicultural students.

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 on campus monthly to meet with BBCC students. We have 13 students currently enrolled who we have coded as planning to transfer to EWU and 2 for CWU. CWU recently completed a Transfer academic Program Plan brochure for BBCC students.

Heritage Dual Enrollment

BBCC and Heritage University have a dual enrollment agreement. Students may choose dual enrollment enroll in BBCC and Heritage University 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 22 students coded as planning to transfer to Heritage.

Articulation Agreements

The Washington State University Human Development Department has articulated the BBCC Child and Family Education classes and degrees into their Bachelor of Arts in Human Development and Bachelor of Arts in Teaching Preschool- 3rd grade degrees.

BBCC has an articulation agreement with Heritage University for an Associate of Applied Science transfer degree for Child and Family Education.

BBCC has also developed a Pre-Nursing DTA Pathway Degree this year.

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 has implemented a portal solution that allows each student to share a web workspace with their instructors

for the purpose of collaboration and assignments. Through the next phase of development, the portal will be able to support a fully online class experience while still being used in a traditional class environment.