



Student Success Access – 2011

The first of three monitoring reports in the 2010-11 academic year to the Big Bend Community College Board of Trustees on progress toward goals of the 2009–2014 Academic Master Plan



Presented to the BBCC Board of Trustees, February 22, 2011
Prepared by the Office of Institutional Research & Planning

Mission Statement

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, and support services for students to help promote student access, success, and retention.

BBCC Board of Trustees' Ends Statements

The BBCC Board of Trustees provides policy direction through the following Ends Statements derived from the college Mission. The Ends Statements are implemented through the BBCC Academic Master Plan.

E-1 Mission

The mission of BBCC is to serve the educational needs of a diverse population throughout its service district.

E-2 Access

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

E-3 Partnerships

BBCC works with organizations and agencies to enhance access and services for our district population.

E-4 Student Achievement

BBCC students and clients develop and achieve their goals supported by the staff and resources of the college and its partners.

E-5 Climate

BBCC provides and maintains a climate of purpose, respect, and safety for students, staff, and partners.

E-6 Multiculturalism

The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

BBCC Core Themes

Core themes are the unifying values that reflect the Mission and Board Ends Statements and are a tangible component of every aspect of our organization. We state them as Access, Student Success, Partnerships, and Climate.

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Supreme Court Judges with the Big Bend Community College ASB officers (May 17, 2010)

STUDENT SUCCESS is the central focus of Big Bend Community College's (BBCC) mission and is what drives the college's 2009-2014 Academic Master Plan (AMP). The AMP consists of various components that provide structure and guidance to college efforts in supporting student success. It is not the intent that each component be completed immediately. It is an ongoing process—one that evolves over the five-year lifespan of the AMP. Take, for example, the program audits (as described in the Programs portion of the AMP). As originally planned, these audits are due by 2013. However, it is necessary to have them completed in advance of the new seven-year full-scale Accreditation visit in 2012. So, although they are due to be completed well ahead of the AMP directed date of 2013, the flexibility within the AMP allows for refining these audits after they are submitted for the 2012 Accreditation visit. This topic will be discussed in further detail in the *Programs 2011* report, due to the BBCC Board of Trustees in spring quarter 2011.

The current report, *Access 2011*, focuses on efforts made to inform the service district residents

of college resources and how well residents are engaged in the use of those resources. The purpose of this report is to update the audience on practices that were previously reported (*Where are we now?*) and describe activities undertaken since last year's Access report.

One example of an update to a process that was previously reported is the status of Azorus—an online tool used to better communicate with potential students. Typically, students enter their personal information into the system themselves by filling out an electronic form, accessed through the BBCC website. If a student meets with a college representative face-to-face or over the phone, BBCC employees can still collect the necessary information and enter it into Azorus at a later time. Due to recent personnel changes and a new method for entering data, this process has been delayed. At this time, there are approximately 1,100 records to be entered into the system. Because of these changes, additional Azorus training was necessary and was scheduled for late January. More detail about Azorus can be found on page 17. This delay is impacting successful

implementation of our recruiting plan. There is a narrow window of opportunity to begin utilizing the resources Azorus offers. Cost-wise, if we cannot implement a comprehensive system of data entry, it may be best to not renew our Azorus license.

An example of new activity that has been undertaken since our last Access report is improved tracking of advising efforts across campus. Discussions stemming from our annual all-campus Outcomes data analysis turned to the lack of detailed information about advising at BCC (*How often do students use it? Do they see the same advisor each time? How does advising affect student retention and success?*). BCC Institutional Research (IR) conducts student surveys each year (Assessment Tools, Appendix A; 2010 Spring Enrollment Survey Results, Appendix B) to understand how often students seek advising and how satisfied they are with it. Although this data is important, it only provides a broad picture of what is going on with the process and there is no way to directly link a student's use of advising with his/her retention and success in courses. Following



BCC Peer Mentoring Program in the New Student Success Center

suggestions from faculty, IR designed online logs where faculty and staff can enter each advising session (with related details) they participate in each quarter. The purpose of this data collection is to gain a clearer picture of the nature of advising at BCC and link that information to student retention and success.



Fall 2010 New Student Orientation

1.1 Resources / Services Inventory

Academic Master Plan: Appendix L, p. 4

Related Board of Trustees' Ends Statements:

E-2 Access

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BBCC works with organizations and agencies to enhance access and service for our district population.

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The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

BBCC utilizes a variety of means to inform people throughout the service district of the services the college has to offer. This includes marketing efforts such as printed media, online communications, movie theater ads and radio spots, as well as on-campus activities and off-campus outreach. (Please see Appendix C for a complete list of marketing efforts.)

Outreach activities—both on- and off-campus—serve as a direct and personal interaction with service district community members both to educate them

about college services and to obtain information from them on their community's needs. On-campus activities include the BBCC Job & Career Fair, *¡Educar @ Big Bend! Latino Education Fair*, and GEAR UP events. Off-campus activities range from high school visits with potential students and their parents to community focus groups where valuable information is both shared with and collected directly from community members. (For a complete list of outreach efforts, please see Appendices D and E.) For outlying communities in the service district, off-campus efforts to provide college services, instruction, assessment of need, and face-to-face contact are significant and sometimes provide the only contact those communities have with college services.

Two examples of outreach to service district communities are the BBCC Basic Skills program and the work that has come from the Rural Utilities Services (RUS) Grant. Both of these provide important services and personal contact to distant communities that would otherwise have limited contact with the college or its resources.



Annual Job & Career Fair

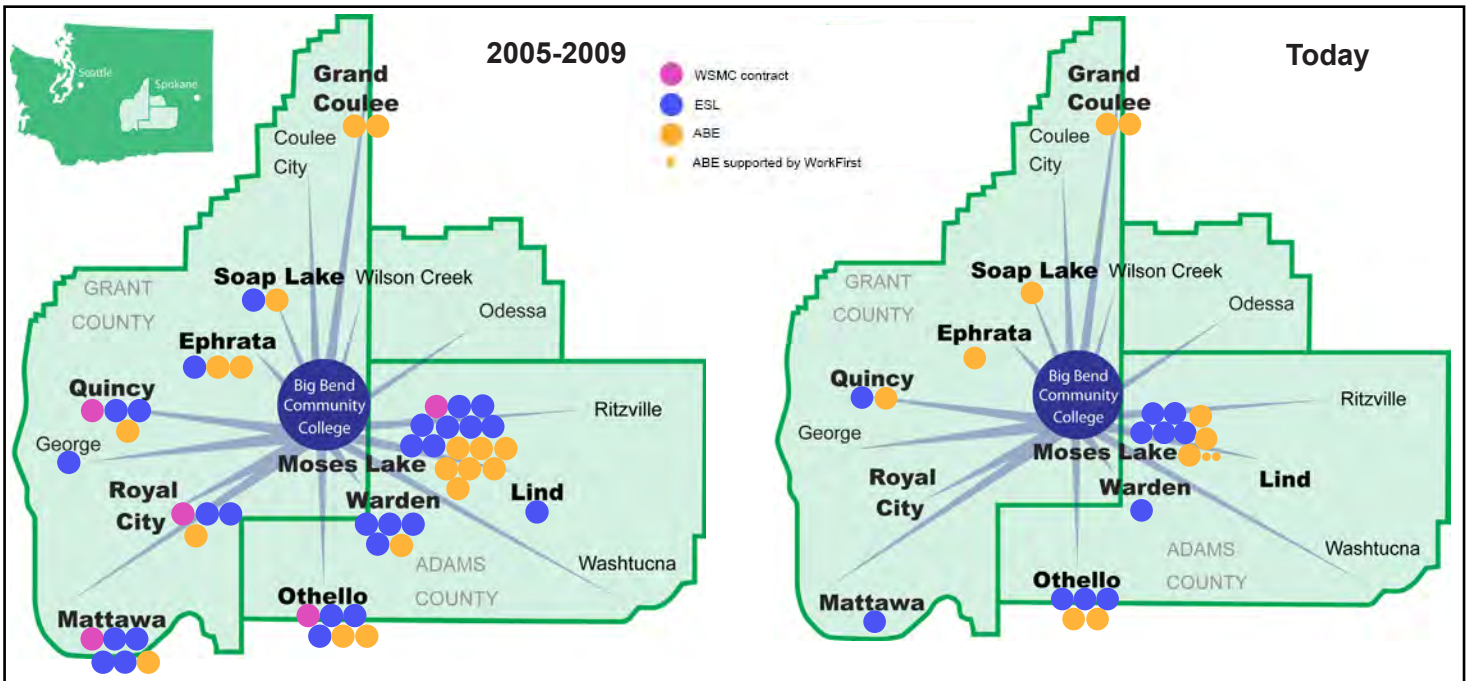
BBCC Basic Skills (Adult Basic Education/ English as a Second Language, or ABE/ESL) Program

While Basic Skills is in fact a program, you'll see from what follows that it is also a key component of access in the spirit of the AMP. One of the core missions of the Basic Skills program is to provide easy access to that first rung of the ladder of lifelong learning in communities where people live and work. When a community or a business indicates a need for ESL or GED completion classes, every effort is made to respond to that request. Over the last 10 years, BBCC has had a presence in almost every community in the college service district. Reductions in state budgets targeted to this population have presented many challenges—we have to do more with less. (Please see Appendix F for detailed Basic Skills data.)

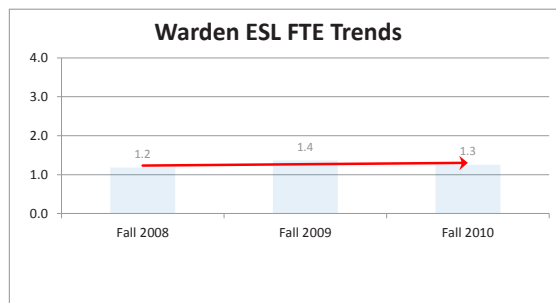
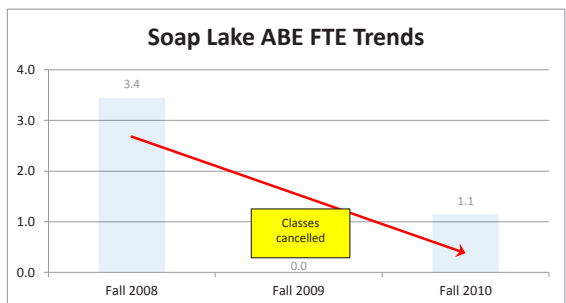
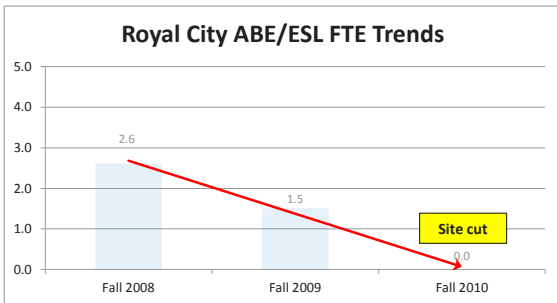
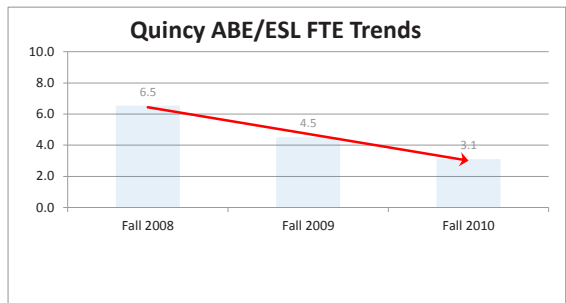
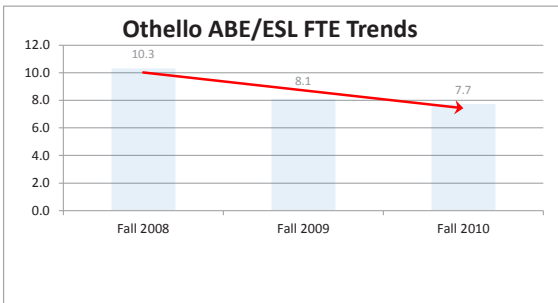
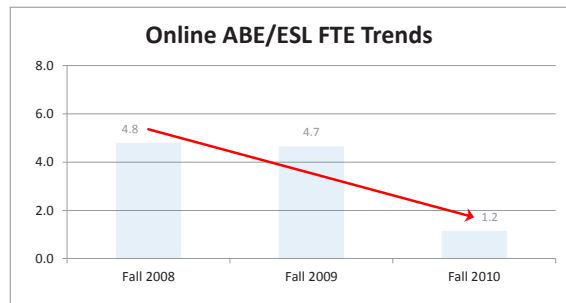
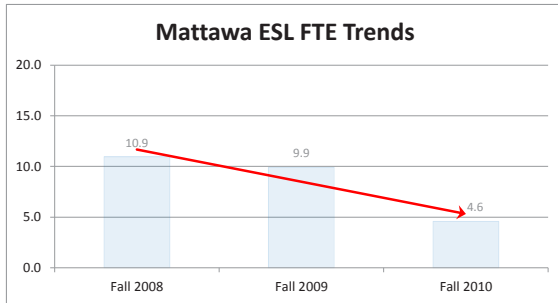
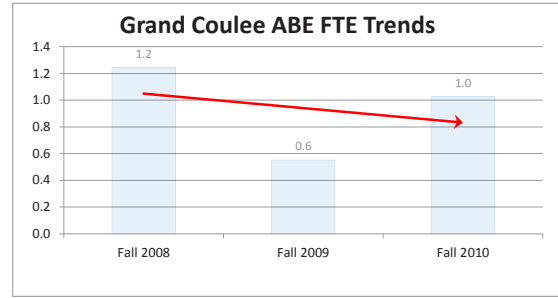
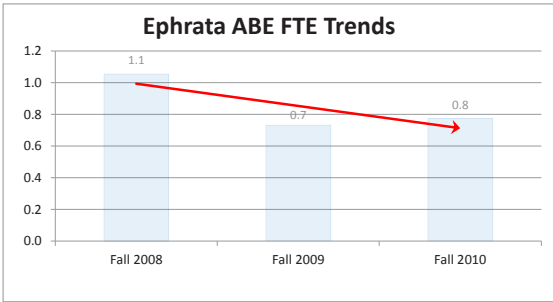
When class cancellations are imminent, partners can assist with preserving the service—even if BBCC's role changes. (For example, when faced with cancelling the WorkFirst GED class, WorkFirst Director Summers determined that funds were available from her grant to continue the class. BBCC does not receive FTE for these students, but the students continue to have access to the class.) Every effort is made to leverage established partnerships so that when a class or site is threatened, partners are contacted and a plan is created.

When reductions have to be made, several factors are considered: enrollment, outcomes, and the impact on the community, among others. Rather than removing BBCC presence from outlying communities completely, classes are reduced in size or frequency of availability, whenever possible; however, any reduction in classes results in a reduction in enrollment and/or FTE. One example of this is how summer quarter classes were discontinued at all off-campus sites, effective summer 2009. Summer quarter classes typically have lower enrollment, so cutting summer classes (to save classes throughout the year) minimized negative impact throughout the service district. Additional cuts included five classes with the Washington State Migrant Council (WSMC), one ABE and one ESL class in Royal City, and the classes that were held at the Grant County Jail in Ephrata. These classes were discontinued in fall of 2009 in response to budget constraints.

Providing easy access to these individuals in their own communities is one of the core missions of the Basic Skills program. However, at this point, there is not much more room to reduce the program without abandoning a remote community. It is simply not possible for these individuals to make the trek to the main campus, if additional sites get cut. This will seriously impact access for many individuals.



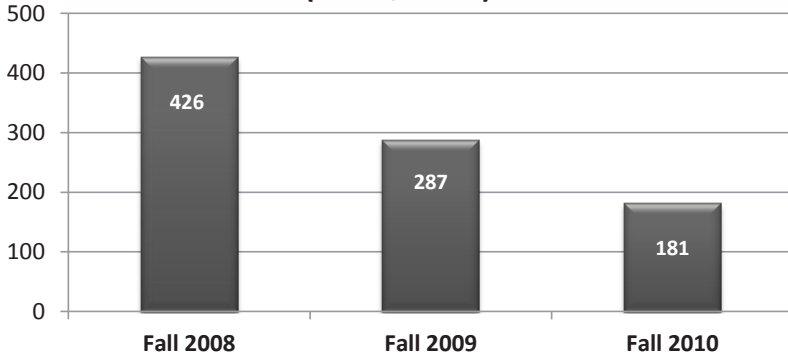
Change in Basic Skills class offerings throughout the BBCC Service District from 2005 to the present



Basic Skills FTE Trends at outlying sites

Note: Although the scales on these charts are different, *the slope of the trend lines* is what we are focused on.

Basic Skills Enrollment at Outlying Sites* (Fall Quarter)



*Ephrata, Grand Coulee, Mattawa, Online, Othello, Quincy, Royal City, Soap Lake, and Warden combined

Basic Skills Enrollment at Outlying Sites Fall Quarter Trends

	Fall 2008	Fall 2009	Fall 2010
Ephrata ^a	18	12	13
Grand Coulee ^a	14	8	12
Mattawa ^b	83	67	22
Online	75	62	25
Othello	104	67	54
Quincy	48	34	21
Royal City	33	11	0
Soap Lake ^a	28	0	17
Warden ^b	23	26	17
All	426	287	181

^aABE only

^bESL only



Left: Students work on an assignment in a Grand Coulee ABE class.

Below: Students attend an ESL evening class in Othello.



Rural Utilities Services (RUS) Grant

In the last report to the BBCC Board of Trustees on Access, work through the Rural Utilities Services (RUS) Grant was in the very early stages of development. The RUS project was funded to develop community labs, called Community Knowledge Centers, in five of the most rural communities within the service district. The five communities specified in the grant were Ritzville, Lind, Washtucna, Othello, and Mattawa. The

members and high school faculty at that site to make effective and positive use of the lab that has been provided. Each community has a unique web presence on the BBCC web site where information specific to their community and a guide specially designed for their use can be found. Throughout this process, the participating communities have been eager to install their Knowledge Centers. This has also opened the door to conduct BBCC placement testing much earlier in the year than we would have normally accomplished.



Above: Computer stations in the Lind Community Knowledge Center

project also provided funding for the college to enhance and update the technology used to make classes available to these communities. Last year, Community Knowledge Center discussions with community members from Ritzville, Lind, and Washtucna were underway. Since that time, progress on this project has been exponential.

To date, BBCC has completed the installation of a Community Knowledge Center each in Lind, Washtucna, and Mattawa. In each of these communities, the center resides within the local high school. The Ritzville center is slated for installation in early February 2011. Due to issues with finding a location in Othello, a change request has been submitted to the USDA for permission to install that equipment in Warden, since Warden has a location already finalized. At each center, BBCC has established a process for engaging community

In addition to off-campus activities, the grant provided funding to add three MediaSite classrooms on-campus and increased the college's ability to store and broadcast presentations recorded in those classrooms. All three classrooms were completed in 2009 and are heavily utilized today. The RUS grant also supported the

development of training courses for faculty on how to teach online using the tools that the college provides and training courses for students on how to be more successful in taking online courses at BBCC.

Each activity through the RUS Grant has created an opportunity to interact with and present BBCC within the service district communities in a way not previously

accomplished. One challenge of this project is that each community has slightly different demographics and a unique set of needs. Through cooperative work across many departments at BBCC, we have successfully engaged these communities and strengthened their access to the college and its resources.

Big Bend
COMMUNITY COLLEGE

In
Lind

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1.2 Assessment of Need

Academic Master Plan: Appendix L, p. 5

Related Board of Trustees' Ends Statements:

E-2 Access

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Assessment of need describes efforts made to collect information from service district residents, current and former students, and area businesses. This revolves around their expressed needs and how BBCC can provide services and/or resources to meet those needs. Assessment includes things such as student satisfaction with services—as collected on student surveys and in focus groups—which allows us to pinpoint educational programs or services to monitor for quality and effectiveness. We also monitor the volume and frequency of contacts, a challenge in itself since so many college employees are out in the district. Additionally, community/employer needs surveys provide valuable insight on new programs to develop at the college and/or how current ones can be improved to provide quality training to produce a solid and productive workforce. All of these efforts flow into a process where the quality of programs and services is continually analyzed and improved upon. (For a complete list of Assessment Tools, please see Appendix A.)

Student Assessment of Need

For more than 10 years, the Department of Institutional Research has collected and analyzed responses from both current and former student surveys. Data collected on these surveys include quality of services and instructional programs, campus safety, campus culture, and suggestions for improvement. Since 2007, a focus on *student engagement* arose in work related to student success efforts at BBCC. Student engagement is a valuable tool for assessing the quality of educational practices and identifies ways to help more students attain their academic goals. We

track active learning, student effort, interactions with college faculty and staff, academic challenge, and student support.

Results from the 2010 Spring Enrollment Survey (SES) show that students are more engaged than they were in 2008. However, results also showed lower-than-expected use of some services (although these services did have high satisfaction ratings).

One-third of students who stated why they did not use student services said that they were not sure where to go to access services (34%), they didn't think they needed services (33%), or they were not aware that the services were available to them (30%)

(Please see Appendix B for more detailed results of this survey.) These students are not fully aware of available services and how to access them, indicating a need for increased or different communication about student services.

Professional-Technical Assessment of Need

An important and influential source of needs assessment for professional-technical programs is advisory committees. Advisory committees are groups of active industry members from the area that help guide and direct professional-technical programs and curriculum. Two examples of how advisory committees guide improvements to professional-technical programs is the evolution of the Industrial Systems Technology (IST) and Business Information Management (BIM) programs at BBCC.

Industrial Systems Technology (IST)

Conversations around combining the Industrial Electrical Technology (IET) and Maintenance Mechanic Technology (MMT) Applied Science degree (AAS) programs began in 2004 following a program review and subsequent direction from the BBCC Board of Trustees. In practice and function,

these programs were tied in lock-step as they were intertwined and dependent upon each other (ELC students had to complete four MMT courses and MMT students had to complete five ELC courses). In addition to sharing 15 courses total, these programs also shared many administrative functions.

The joint IET/MMT Advisory Committee unanimously passed a resolution to support the combination of the programs under a single administrative function in November 2005. Committee members were insistent that each degree emphasis be preserved and respective program requirements not be watered down. After an unacceptably long period of inattention, a proposal to officially combine the IET and MMT programs was presented to the BBCC Instructional Council (IC) in winter 2010, effectively streamlining administrative processes, adding flexibility to course offerings, and providing a much needed accounting accuracy of program expenses.

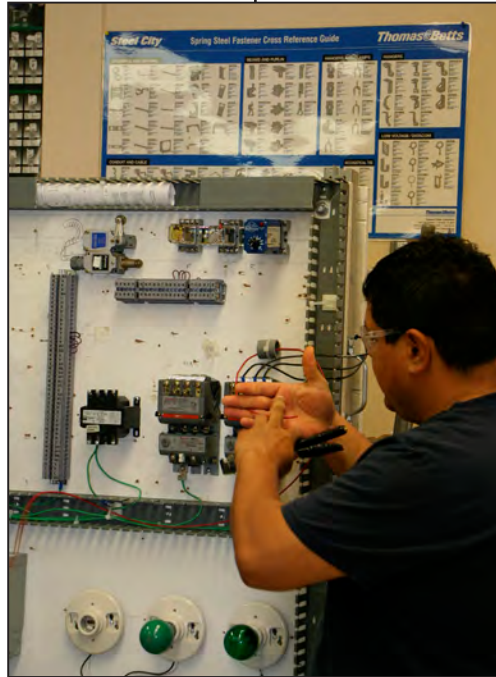
IC reviewed a proposal packet that contained an explanation of how class designations of IET and MMT would convert to IST with the combination of the two programs, a two-year program schedule with designations, fall, winter, and spring class schedules, and two Master Course Outlines to be reviewed and approved. (Most Master Course Outlines remained the same except for the IST designation instead of IET or MMT.) The official IST program was launched in fall of the 2010-11 academic year.

Business Information Management (BIM)

The change to Business Information Management (BIM) came about for many reasons and involved both the BIM faculty and advisory committee members. Although they were separate programs, Office Information Technology (OIT) and Business Medical Services (BMS) had been *unofficially* grouped together under OIT. OIT was often confused with Information Technology or Computer Sciences. In addition to researching similar programs statewide—as well as employment

forecasts—the OIT and BMS faculty and advisory committee also desired a name that more accurately reflected the program.

The change from OIT and BMS to the “umbrella” name, BIM, better reflects the degrees, certificates, and courses offered. Changes to the program were discussed regarding the degrees and certificates offered as well as additional classes to meet employer needs and requests by students. Areas of emphasis discussed included administrative, technology, and medical. Changes for the administrative and technology programs included an additional focus on business classes as well as increased number and level of technology courses. For the medical emphasis, additional areas that needed to be added were accounting and practice management software. The advisory committee wanted to increase interest with the students as well. In addition to the program, certificate, and course changes, the program now includes more choices for the student, which includes the ability to choose electives that will meet their degree requirements. This will allow the students to create a degree that is interesting to them as well as meet the needs of employers.



The IET and MMT programs were combined to form one Industrial Systems Technology (IST) program in 2010

Computer Science Needs Survey

Following a consultant’s redesign of the Computer Science program, the Computer Science Advisory Committee agreed that collecting information from area businesses regarding the design of a Computer Science program at BBCC was an important next step to validate the consultant’s work. As a follow-up to the redesign process, BBCC staff met with IT representatives from 10 major industries in Grant and Adams counties. It was agreed that a survey would be conducted to identify a program area of study for computer science. An electronic survey was created and a link to the survey was emailed to area business representatives in December of 2010. Everyone who was contacted responded to the survey, providing information confirming the redesign of the Computer Science program at BBCC.

From this needs assessment, it was clearly determined that five core courses should be required as part of both a Computer Science transfer degree program and a Computer Science technical degree program at BBCC. Respondents also indicated that a Systems Administration pathway would be the best technical degree program for the college to pursue. The survey also provided insight as to which classes would be essential for various one-year Computer Science certificate pathways (Software Development, Web Development & Design, and Systems Administration) and which certifications would be most valuable for BBCC students to prepare for. The survey confirmed that a strong focus on certification should be given to students in the first year of the program.

After reviewing the survey results, BBCC staff are drafting an outline of a Systems Administrator program with a strong certification component. This information will be distributed to the previously mentioned industry IT representatives for review. A follow-up meeting will provide discussion for change and to confirm a program design. The IT representatives will then assist in evaluating our labs and equipment to determine next steps for instructional lab design.

Assessment also includes outreach efforts, wherein representatives of the college interact with community members and businesses to learn how the college can adapt to better provide training and services. Whenever and wherever BBCC employees go off campus they represent the college. As such, they become a point of contact, a reference point, a source of information, and a collector of information. When feedback from these off campus interactions is analyzed, the college becomes better informed regarding its effectiveness throughout the district. All of this creates and enhances partnerships throughout the service district and provides a formal and/or informal assessment of need. (For a complete list of Outreach Activities, please see Appendices D and E.)

Community Assessment of Need

Adams County Development Council (ACDC)
BBCC participates on the ACDC, which provides a conduit to the economic development climate in Adams County, through the BBCC Center for Business and Industry Services (CBIS). From

time to time we are requested to make formal presentations to the council, which also serves to create resource awareness within Adams County—an outcome of our Academic Master Plan (AMP). There are citizens on the council from most of the small communities in the county. We have the opportunity to hear about their training needs and are able to engage in conversations to gather more information or clarify other points of interest.

The most recent annual meeting of the ACDC (held in January 2011) facilitated conversations with the Othello School District, representatives of the Lind community, the City of Othello, and the Ritzville community. Each conversation focused on a need in these communities to receive instruction and training directly in their towns. Work that has occurred under the RUS grant in these communities continues to move forward (p. 7) and these kinds of conversations with community members provide insight on how to improve on current practices. Currently, plans are to install work stations in the Ritzville high school in February 2011; however, there are continuing discussions concerning the location of these work stations. Providing work stations in a public community facility would be ideal in these small communities, but many lack any municipal building that would provide public access, besides school district locations. The Lind community is working to create a community location for the college work stations currently located in Lind School District buildings. We are still seeking a location for work stations in Othello, but have requested the USDA allow us (under the RUS grant) to relocate these work stations to Warden, where a location for immediate installation has been identified. Whether or not we can make these changes is under consideration, but each provides an excellent example of how interacting with and talking to service district community members provides valuable feedback on needed or desired changes. As a result, additional conversations to explore community needs are being scheduled.

Grant County School District Superintendents

Thirteen school districts are contained within the BBCC service district. For the past three years, several school district superintendents have been meeting on the BBCC campus. When they are here, college representatives regularly have the opportunity to be on the meeting agenda. From these meetings, conversations abound concerning school districts' needs and the mutual advantages

of partnerships with the college. Districts that do not regularly attend these meetings are visited by BBCC personnel on an individual basis throughout the year.

This year, BBCC personnel have visited all 13 school districts and BBCC President Bonaudi and other administrative staff have had meetings with superintendents and principals in several districts. Invitations for board-to-board meetings have been extended to the Othello, Ritzville, Lind, Washtucna, Wilson Creek, Almira/Coulee/Hartline,

Grand Coulee Dam, and Wahluke school districts. At this time, none of these invitations have resulted in a confirmed joint board meeting, but several are in discussion. The BBCC Board of Trustees encourages these meetings and places a high value on them. Previous meetings have created or reinforced partnerships between the school district boards and the college board and provided a means for BBCC representatives to share information on the opportunities and resources BBCC can provide the school districts.



BBCC students on campus

1.3 Counseling and Advising

Academic Master Plan: Appendix L, p. 5

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In order to assess and improve student services we must first fully understand the process and how it affects student success. Discussions stemming from our annual all-campus Outcomes data analysis turned to the lack of detailed information about advising at BBCC (*How often do students use it? Do they see the same advisor each time? How does advising affect student retention and success?*). To answer these questions, we must first collect enough data at a level of detail sufficient enough to provide a clearer picture of advising efforts at the college. BBCC Institutional Research (IR) conducts student surveys each year (Assessment Tools, Appendix A) to understand how often students seek advising and how satisfied they are with it (2010 Spring Enrollment Survey Results, Appendix B). Although this data is important, it only provides a broad picture of what is going on with advising and there is no way to directly link a student's use of the service with their retention and success in courses.

To collect more detailed information, Institutional Research—with input from faculty and staff—designed online logs where faculty and staff can

enter their advising sessions (with related details) beginning in fall 2010. Alternately, advisors can enter their advising information directly on their electronic calendars and export it to a spreadsheet for later analysis. Approximately 2,000 advising contacts have been recorded (reflecting advising activity from fall quarter 2010) using these methods. All BBCC Counselors, Outreach staff, Financial Aid advisors, and the Disabilities Services Coordinator are collecting and providing their advising information. However, only a small number of teaching faculty have collected and provided their information. Each quarter, teaching faculty are assigned advisees and provided a list of those names. In addition, we know (anecdotally) that students often connect with their instructors and rely on them for advising—even if they are not “assigned” to that instructor for this service. In order to better capture advising contacts across campus, efforts to improve the data collection process are underway. This information is critical in providing a better understanding of the nature of advising at BBCC and will be linked to student retention and success in future analysis.

The screenshot shows a web browser window titled "Faculty Staff Advising Log - New Item". The page is titled "Report Center" and contains a navigation menu with "My Big Bend Portal", "Faculty & Staff Workspace", "Big Bend Home Page", "Search Center", "Report Center", and "Site Actions". The main content area is titled "Faculty Staff Advising Log: Respond to this Survey" and includes a "Finish" button and a "Cancel" button. The form fields are: "Date" (with a calendar icon), "Advisee Name" (text input), "SID" (text input), "Session Length" (text input), "Session Type" (checkboxes for "Face-to-Face", "Telephone", "Online", and "Specify your own value:" with a text input), and "Adviser Name" (text input). There are "Finish" and "Cancel" buttons at the bottom of the form.

Online Advising Log

1.4 Marketing Plan and 1.8 Communication

Academic Master Plan: Appendix L, p. 6 (Sec 1.4) and 9 (Sec 1.8)

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E-6 Multiculturalism

The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.



The brochure is titled "Number of students who got a Running Start on their education:" and features a large "R" graphic with "UNIONING START" written vertically. It includes contact information for BBCC Admissions (509.793.2061) and BBCC Counseling/Advising Office (509.793.2035). A section titled "What are the costs?" lists expenses like textbooks, supplies, lab fees, and transportation. It also mentions that the Running Start program is not available during the summer. The brochure includes photos of students in a classroom and two graduates in caps and gowns. The Big Bend Community College logo is in the bottom right corner.

Running Start Brochure

Marketing and communication focuses on efforts to create and deliver messages about the college to various audiences. Advertising in the BBCC Class Schedule and Course Catalog, on the college website, in program fliers and brochures, community newspapers, on the radio and television, at Fairchild Cinemas (Moses Lake), on social networking sites (Facebook), and on the college's own reader board, located at the entrance of campus, are all examples of marketing efforts. (Please see Appendix C for a complete list of marketing efforts.)

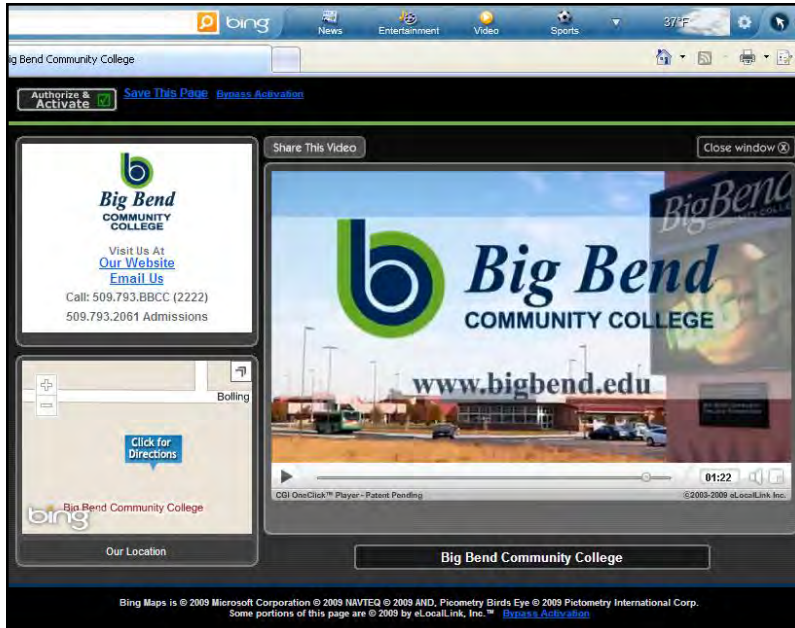
In 2010, Director of Public Information Dietrich began the process of collaborating with various people on campus to create specific targeted marketing plans for transfer, professional-technical,

community education, and basic skills programs. Her original goal was to have this completed by the end of summer 2010; however, personnel changes and other factors have delayed this process. This year, Director Dietrich and Vice President of Instruction and Student Services Mohrbacher will push forward with the project to gather the information necessary to create effective and successful targeted marketing plans. Their new goal is to have this completed by the end of 2011. On a more program-specific level, updated informative brochures have been created for Running Start, College Transfer, and programs such as Business Information Management (BIM), Mechanized Irrigation System Technology (MIST), and Industrial Systems Technology (IST).

Grant County Commercial

Grant County contracted with CGI Communications (New York) to launch a program that is expected to have a significant impact on the promotion of Grant County. The contract is a three-year

60-second high definition (HD) video. The video is currently uploaded to the BBCC and Grant County websites, in addition to being posted on the BBCC Facebook wall. It will be linked to the Grant County website for 12 months.



BBCC video available on the Grant County website

commitment to produce a series of streaming videos highlighting what Grant County has to offer its residents, visitors, and businesses. BBCC joined the sponsors of the project and moved into a production timeline for its own commercial in August 2010.

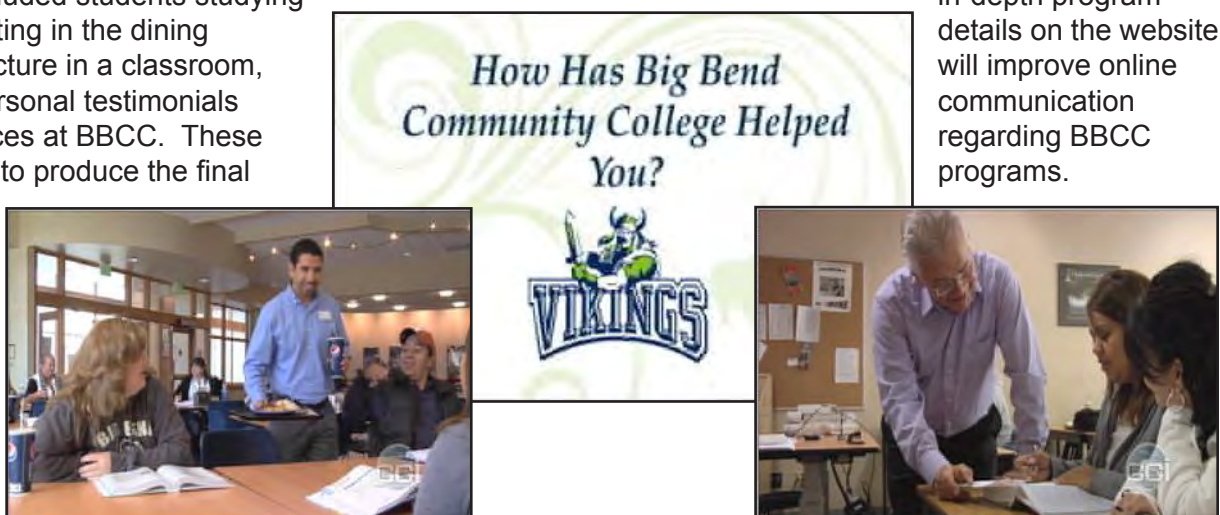
The video was shot on October 19, 2010 and was finalized in early January 2011. Director Dietrich interviewed several SSS TRiO students and ultimately had six students available for the video shoot. Shots included students studying in the library, visiting in the dining hall, attending lecture in a classroom, and providing personal testimonials of their experiences at BBCC. These shots were used to produce the final

Director Dietrich negotiated rights to the video that allow BBCC to post it on the college's website for years to come, as well as replace the current "still picture" advertisement at Fairchild Cinemas with the live video. A link to the video can be emailed to unlimited people with technology that collects information regarding whether or not recipients opened it and/or forwarded it and to whom. BBCC will receive an email with a time/date stamp and email address of the account that received the video link.

BBCC Website

On the 2010 Spring Enrollment Survey, nearly 500 students were asked questions about their computer and internet access from home. Of those who responded, 93% stated they currently had a computer at home and nearly 90% had access to the internet from it. This year, Director Dietrich will work to help improve information available online by collecting and posting details regarding the goals and outcomes of each instructional program on each program's site (on the BBCC website). Critical to this effort, is collecting the data in a consistent manner. Therefore, Director Dietrich is working with Vice President Mohrbacher and Director of Information and Communications Systems Beard to create a template for each program representative to fill out with the necessary information. Providing more

in-depth program details on the website will improve online communication regarding BBCC programs.



Additional screen shots from the BBCC video. Custodio Valencia, BBCC Academic Advisor/Learning Strategist, enjoys lunch with students on campus (left) and Gene Donat, BBCC Faculty, works with students in class (right).

1.5 Partnerships

Academic Master Plan: Appendix L, p. 7

Related Board of Trustees' Ends Statements:

E-2 Access

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

E-3 Partnerships

BBCC works with organizations and agencies to enhance access and service for our district population.

E-4 Student Achievement

BBCC students and clients develop and achieve their goals supported by the staff and resources of the college and its partners.

E-6 Multiculturalism

The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

Mechanized Irrigation System Technology Program (MIST)

The new Mechanized Irrigation System Technology (MIST), or center pivot, program started at BBCC this fall with support from business partnerships across the states. The need for trained technicians to install, maintain, and repair highly mechanized center pivot irrigation systems in the Columbia Basin is high; however, recent budget cuts in higher education made it close to impossible for BBCC to start a new program without support from industry partnerships.



BBCC President Bill Bonaudi discusses the new Mechanized Irrigation System Technology (MIST) Program with Erik Skone of Skone Irrigation Inc.

Reinke Manufacturing Company, Inc. (Nebraska) was the first to support the program by donating a small-scale center pivot system model that fits in a classroom and a full-scale center pivot system that was installed on 11 acres owned by the college. (Reinke distributor, Skone Irrigation of Warden, installed the full-scale system.) Center pivot manufacturers Zimmatic and Valley will also provide equipment. In addition to equipment donations and installation services, all of these industry partners play an important role in helping find qualified instructors and recruiting students. On a financial level, the Washington State Potato Commission provided eight \$2,000 scholarships to give the program a boost in getting started and provide immediate access to students needing additional financial support.

Additional partnerships have been formed locally with Lad Irrigation, Irrigators Inc., Skone Irrigation Inc. and Elliot Kooy. These arrangements are a perfect example of the mutually supportive relationships we want to develop with our various partners: we provide training to meet their needs and they help to provide equipment and teaching personnel. (Please see Appendix H for a complete list of partnerships.)

U.S. Air Force (Fairchild Air Force Base)

Recently, the college completed negotiations with the U.S. Air Force for the use of college facilities by crews from Fairchild Air Force Base. Fairchild has transferred fixed wing operations to Moses Lake while runways and taxi ways are being rebuilt at Fairchild. They anticipate this repair taking 45 weeks to complete.

U.S. Airmen have been on campus since January 13, 2011. Housing, food service, and recreational activities have been described in the contracts and we currently house 130 airmen in Viking Hall. An additional 70 airmen are staying off campus and

all 200 are eating in the BBCC Dining Commons. The revenue from the contracts has allowed us to proceed with improvements to our residence halls that could not have been funded in any other way. In addition, they are using the gym for hours beyond our normal operations.

This is a great partnership that allows BBCC to update the residence halls, acquire a new buffet server and other service pieces in the Dining Commons, and purchase some new fitness equipment for the gym. In extensive discussions with the U.S. Air Force, we are exploring the potential of offering classes for Air Force personnel while they are stationed in Moses Lake.



U.S. Airmen from Fairchild Air Force Base use the BBCC Dining Commons for daily meals

1.6 Recruitment

Academic Master Plan: Appendix L, p. 8

Related Board of Trustees' Ends Statements:

E-2 Access

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

E-3 Partnerships

BBCC works with organizations and agencies to enhance access and service for our district population.

E-5 Climate

BBCC provides and maintains a climate of purpose, respect, and safety for students, staff, and partners.

E-6 Multiculturalism

The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

A new campus group, the Potential Student Team (PST), was formed this fall to improve how we serve students at the first point of contact, including engaging them with the previously mentioned software, Azorus. The group consists of BBCC faculty and staff from various student services departments and programs. The team's primary goal is to establish uniform campus-wide procedures

for handling potential students' inquiries about programs and services available at the college. Steps are being developed to ensure that precise information is being captured and follow-up responses occur in a timely manner—with a strong emphasis on customer service. All data will then be uploaded into Azorus. The previously mentioned Azorus training will be part of this process and will include topics such as communications management, prospect management, creating and editing reports, distribution lists, bounce back management, and staff permissions. (Please see Appendices I, J, and K for enrollment trends throughout the service district.)



Liberty Bell High School (Winthrop) students tour the BBCC campus, including the Aviation program (bottom). Mike O'Konek, BBCC Faculty, also informs these students about the Automotive program on campus (top).

1.7 College Services

Academic Master Plan: Appendix L, p. 9

Related Board of Trustees' Ends Statements:

E-2 Access

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

E-3 Partnerships

BBCC works with organizations and agencies to enhance access and service for our district population.

E-4 Student Achievement

BBCC students and clients develop and achieve their goals supported by the staff and resources of the college and its partners.

E-5 Climate

BBCC provides and maintains a climate of purpose, respect, and safety for students, staff, and partners.

E-6 Multiculturalism

The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

Efforts to find ways to provide services to outlying communities in our service district is an ongoing process. Grants such as Achieving the Dream, the RUS grant, and Title V provide monies to purchase technology to deliver educational programs and support services to distance students. One example of how delivery methods evolve and become more effective and efficient over time is seen in our distance education efforts.

BBCC has made many investments in technology over the last 15 years in support of distance education. Two technologies used at BBCC are *video conferencing* and *lecture capture* modes of

course delivery. Video conferencing refers to *live* interactive classes, where students watch, listen to, and communicate with the instructor (who is typically at a different location) in real time. Video conferencing classes are usually not recorded and therefore cannot be archived for later viewing. If a student misses class, there is no way for that student to recover the information at a later time.



ITV classroom in Soap Lake

Lecture capture refers to live classes that are also *recorded*. Students interact with their instructor as he/she is lecturing in real time—just as with video conference technology, but if the student misses class in this format, he/she can access the recorded lecture and watch it at a later time. BBCC initially offered distance classes via video conferencing called Interactive Television (ITV), but later moved to the use of a lecture capture product called MediaSite after analysis of cost of delivery data (Appendix G).

In 2004, BBCC received funding from the U.S. Department of Agriculture's Rural Utilities Services (RUS) Program. At that time, the existing video conferencing infrastructure was upgraded to support video over Internet Protocol (IP). The college also upgraded one classroom on the main campus and installed three new classrooms within the service district, one each in Soap Lake, Mattawa, and Warden to deliver courses via ITV. Over the next four years, BBCC used ITV to broadcast courses to the three new sites as well as to sites in Othello, Grand Coulee, and Royal City. Over five years (2004-05 through 2008-09), these

Last year alone (fall 2009 through fall 2010), enrollment in MediaSite classes generated 95.9 FTE for the college—a huge increase over the 88.6 FTE generated over five years via ITV

ITV classes generated 88.6 FTE for the college. One of the most challenging factors in using ITV was the technology. It was not wholly reliable and training faculty in its use was a steep curve. Often, the classroom technology required more attention than the delivery of the course.

In 2007, BBCC began looking for solutions that would record the ITV session so that, in the event of a connectivity issue, distance students would be able to see the material they had missed. BBCC purchased their first MediaSite bundle in the spring of 2007 and began using it that fall. Over the course of the next year, the college was impacted by the first of several budget reductions and had to start looking at more effective ways of generating FTEs—both at a distance and on-site. BBCC conducted a cost analysis that evaluated the ongoing expense of supporting the use of ITV along with the number students reached. As a result, the college determined that all of these classes should be delivered using the MediaSite platform and discontinued the use of ITV at the end of spring quarter 2009.

Beginning in fall 2009, all lecture capture classes were recorded using the MediaSite platform. Two classrooms on campus were equipped for this purpose. By winter 2010, it was clear that increased faculty satisfaction level with the technology and broader student access warranted an expanded approach. BBCC applied for and received an additional RUS grant that allowed for three new MediaSite classrooms to be configured on campus, in addition to expanding the capacity of the server that streams the broadcast to students. Instructors were engaged from the very start of the design process for the classrooms and, as a result, the college has enjoyed a completely different

approach to classroom use. In fact, the demand from instructors has been so positive that, in 2010, the college added a fourth MediaSite classroom and a separate studio for recording lectures without a classroom full of students.

The financial investment in this approach has been approximately one-third of that required for ITV (Appendix G). Additionally, the support and maintenance of the MediaSite platform is less than half the annual expense that was incurred using ITV.

MediaSite not only delivers classes to distance students effectively, but it also delivers other college information to distance sites. Since 2008, the college has used MediaSite to provide college resources and college progress information throughout the district and beyond. Streaming video of the President's State of the College Address, the Annual Commencement Ceremony, and all BBCC Board of Trustee meetings can be seen live throughout the district and the world, for that matter. MediaSite presentations are all archived for later retrieval.



Kathleen Duvall, BBCC Faculty, uses MediaSite to teach a class

Conclusion

The ongoing efforts to improve our collection and delivery of information about college resources have led to a broad distribution of enrollments from communities throughout our vast service district (Appendix I). Each year, as we refine our data collection tools, we see that we are making a greater effort in all areas of ACCESS with positive results in enrollment, retention, and student success.

Areas for continuing improvement include refinement and expansion of advising efforts to include more detail regarding faculty advising. In the wings, we are preparing to launch an Early

Warning System that will enable college staff to offer support to students experiencing difficulty in class or those who have stopped attending classes. Research supported by the Lumina Foundation and others shows the positive effects this student intervention strategy has on persistence and retention, if implemented as soon as student challenges arise.



BBCC President Bill Bonaudi delivers the annual State of the College address to attendees on campus and beyond. This address is captured and broadcast via MediaSite and can be seen around the world.

Appendix A

Appendix A: BBCC Assessment Tools Summary

Spring Enrollment Survey

The Spring Enrollment Survey (formerly known as the Winter Enrollment Questionnaire) is an institutional survey that was created at BBCC and has been in use at the college for over 10 years. It is administered at a time in the academic year when most students have had at least one quarter to experience services and instruction at BBCC. The pencil and paper survey gathers information on subjects such as: student engagement, campus safety, quality of relationships on campus, campus culture, and student services. The survey is administered in randomly chosen classes across campus and at all times of day when classes are offered. In 2010, nearly 500 students participated in the Spring Enrollment Survey, administered online for the first time. This survey is given every other year, alternated with the CCSSE survey. This survey includes questions similar to the CCSSE survey to better compare data between these two assessment tools. CCSSE is a national survey where our results can be compared to those of similar schools across the nation. We believe it is important to participate in nationally normalized surveys, but it is also critical to collect local data on a regular basis. The next Spring Enrollment Survey will be administered online next spring (2012). (Please see Appendix B for a comparison of Spring Enrollment Survey and CCSSE results.)

Community College Survey of Student Engagement (CCSSE)

CCSSE is a national survey designed to provide information on student engagement, a key indicator of learning and, therefore, of the quality of community colleges (research done by the Community College Leadership Program at the University of Texas at Austin). The survey asks questions that assess institutional practices and student behaviors that are correlated highly with student learning and retention. The survey is used to identify areas in which the college can enhance students' educational experiences and document and improve institutional effectiveness over time. This pencil and paper survey is administered during spring quarter and is designed to identify events, attitudes, responsibilities, and college resources that students associate with their success. BBCC joined CCSSE in 2007 and has participated in two administrations of the survey so far. This survey is administered every other year, alternated with the Spring Enrollment Survey. Our CCSSE results can be compared to those of similar schools across the nation. The next CCSSE survey will be administered in spring 2011. (Please see Appendix B for a comparison of Spring Enrollment Survey and CCSSE results.)

Community College Faculty Survey of Student Engagement (CCFSSE)

The CCFSSE, designed as a companion to the CCSSE, elicits information from faculty about their teaching practices, the ways they spend their professional time (both in and out of class), and their perceptions regarding students' educational experience. All faculty members who taught spring credit courses were invited (via email) to participate in the online survey. CCFSSE results enable us to compare faculty expectations and perceptions of student engagement to student responses and are useful for campus discussions—especially in areas where students and faculty seem to report different perceptions of the

same experience. BBCC first participated in the CCFSSSE in spring 2009. The next CCFSSSE will be administered in 2012.

Survey of Entering Student Engagement (SENSE)

SENSE is a national survey designed to collect and analyze data about institutional practices and student behaviors in the earliest weeks of college. Questions include topics such as: admission and registration processes, assessment and placement, orientation, financial aid, how students spend their time as they begin college, how they view their earliest interactions with instructors, advisors, and other students, how the college supports their learning in the first few weeks of college, etc. Data collected from this survey can help the college understand students' critical early experiences and improve institutional practices that affect student success in the first college year. SENSE is administered during the third and fourth weeks of the fall academic term to students in courses randomly selected from those most likely to enroll entering students. Data can be used to improve programs and services for entering students, ultimately leading to improved course completion rates and the rate at which students persist beyond the first term of enrollment. BBCC first participated in SENSE in 2008 and, more recently, in 2010. Over 450 students participated in the most recent survey administration; however, results will not be available until February 2011. (SENSE is part of the Community College Leadership Program at the University of Texas at Austin.)

Online Instructor Evaluations

In fall quarter 2009, the college conducted a test project to administer student online faculty evaluations electronically versus the traditional pencil and paper ScanTron evaluation forms. Electronic evaluations were created for each class and a link to the appropriate evaluation was posted on each class's Angel site for a predetermined length of time, during which students could submit their opinions on the course and instructor. Results were then summarized and distributed to the appropriate review committees on campus (just as the paper evaluation results typically are) for discussion. This process is very successful and has been employed in fall, winter, and spring of 2009-10 and fall of 2010-11, thus far.

Arts & Sciences Former Student Survey

The Arts & Sciences Former Student Survey is an institutional survey that was created at BBCC and has been in use at the college for over 10 years. Students who receive the survey have accumulated at least 45 credits and are no longer enrolled at BBCC at the time of the survey. Former students are not surveyed immediately after they leave the college, but after they have had time to experience the transfer process and new classes at a transfer school. The purpose of this survey is to learn about former students' perception of the education and services they received while at BBCC. This includes how well their education prepared them for transfer, their involvement in cultural activities, and the quality of services provided to them. The survey is administered every other year. In an attempt to reduce printing and mailing costs, we administered this survey electronically in 2010—providing former students with a link they could follow to access and complete the survey. The next Arts & Sciences Former Student Survey is scheduled for 2012.

Professional-Technical Former Student Survey

The Professional-Technical Former Student Survey is an institutional survey that was created at BBCC and has been in use at the college for over 10 years. Students who receive the survey have accumulated at least 45 credits with a 2.0 GPA or higher or have received a degree, certificate, or completion credential. Former students are not surveyed immediately after they leave the college, but after they have had time to enter the workplace and determine if their educational experience at BBCC adequately prepared them for an entry-level position in their field of study. The purpose of this survey is to learn about former Professional-Technical students' experience at BBCC and how well it prepared them for employment or continuing education. Questions focus on former students' employment status, continuing education status, perception of their programs' relevance, and the quality of services provided to them by the college. The survey is administered every other year. In an attempt to reduce printing and mailing costs, we administered this survey electronically in 2010—providing former students with a link they could follow to access and complete the survey. The next Professional-Technical Former Student Survey is scheduled for 2012.

Employer Needs Surveys

Needs surveys are institutional surveys created by BBCC and are conducted with area employers to help determine if new programs are needed at the college. Employers are asked how many yearly openings they anticipate for students graduating from the proposed program, how their current employees in related fields are trained, the educational level they require for such positions, the approximately hourly wage such a position would earn, and if a new program at the college would benefit their organization's personnel needs. Employers are also asked to rank lists of skills sets in order of importance for employees to have at their organization and are provided opportunity to provide comments and suggestions to the college. Surveys are administered in an online format where a link to an electronic survey is emailed to employers. The response rate to the online surveys is higher than paper and pencil format and it is a more efficient use of resources for all involved.

Student Focus Groups

Focus Group with Developmental Math Students – One of BBCC's priorities is to address student progress through developmental math. In fall 2009, our Achieving the Dream Data Coach and Data Facilitator facilitated a Developmental Math Focus Group with current developmental math students. The purpose of the focus group was to get students' input on what was helping students succeed in their developmental math classes and to learn what students believe will improve student success and progress through the developmental math sequence. Focus Group results were shared with math faculty.

Industrial Technology Focus Group – BBCC's Industrial Technology Division held a focus group in spring 2009 to get student feedback on whether students were prepared for their first job in the industry, if there are areas that should be added to the individual programs, and if facilities were adequate. Feedback is used by the individual programs to help prioritize any program needs and make any

Prepared by Institutional Research

adjustments necessary in the programs. The programs that participated were Automotive Technology, Aviation Maintenance Technology, Commercial Driver's License Program, Industrial Electrical Program, Maintenance Mechanics Technology, and Welding Technology.

Community Focus Groups

In 2007, the BBCC Board of Trustees directed that Community Focus Groups be held to determine how the college is perceived in BBCC district communities and to discover how community members believe BBCC can improve outreach efforts to district residents. Typically, these focus groups are interactive sessions where members throughout the service district community are invited to campus and answer questions about how well the college is satisfying the Board's Ends Statements on Mission, Access, and Student Achievement. However, in an attempt to interact with as many communities as possible, plans to continue this activity include expanding the focus group locations to within service district communities, in addition to on-campus sessions. Participation in these focus groups ranges from 5-25 attendees each session. BBCC has conducted focus groups each year since spring 2007 and continues to plan more and expand to different groups of constituents in 2010.

Transfer Student Focus Groups

Transfer Student Focus Groups are conducted every three to four years at the three most common four-year universities our former students transfer to—typically CWU, EWU, and WSU. BBCC staff and faculty travel to these campuses to talk to former BBCC students about the transfer process, the services they accessed while at BBCC, suggestions they have for improvement, etc. Former students are contacted ahead of time to inform them that their former teachers will be on their campus and, typically, 5-15 students participate. The last Transfer Focus Groups were conducted in spring 2010 and future focus groups will be planned accordingly.

**For more information about these surveys, please contact BBCC Institutional Research at
509.793.2390**

Appendix B



2010

Spring Enrollment Survey

Summary

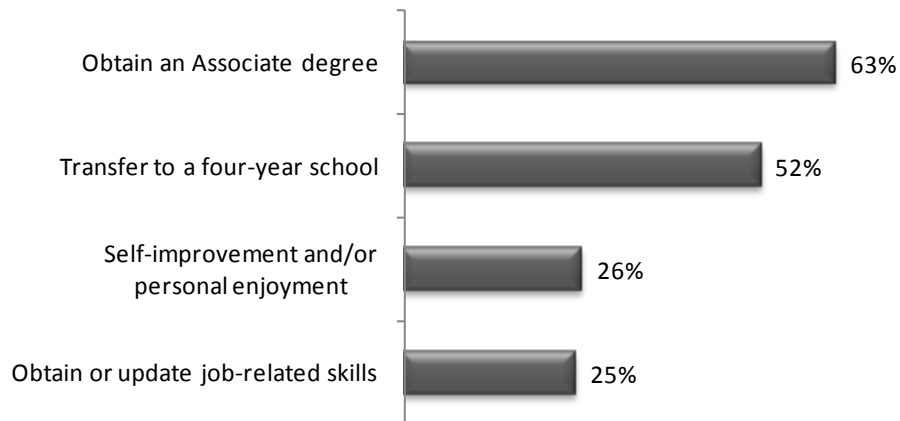
Spring Enrollment Survey 2010

Last spring (2010), 486 students participated in the Spring Enrollment Survey (SES)—the second highest number of respondents in the past five years. The SES is administered at a time in the academic year when most students have had at least one quarter to experience instruction and services at BBCC. Last spring, the survey was administered online for the first time and was met with an excellent response. This online delivery method not only saved resources for BBCC, it was less time-consuming for students to complete and allowed us to gather more information than paper surveys without adding additional response time. The results of the 2010 Spring Enrollment Survey are provided here and include an executive summary (pp. 1-5), a comparison of key results from the past five years (pp. 7-8), and a compilation of all responses (pp. 9-25).

Executive Summary

The typical student who completed this survey was a full-time white female in an Academic/Transfer program. Of students who participated in this survey: 76% were female, 63% were white, 84% were full-time students, and 69% were in Academic/Transfer programs. (For more information on the demographics of the respondent population, see page 2.) These students were attending BBCC to earn a degree and/or transfer to a four-year school, as evidenced in the chart below. This trend is consistent with results from the past four years. Consistent with responses from the 2006 and 2008 Spring Enrollment Surveys, approximately one-in-four students chose Central Washington University as their transfer school of choice.

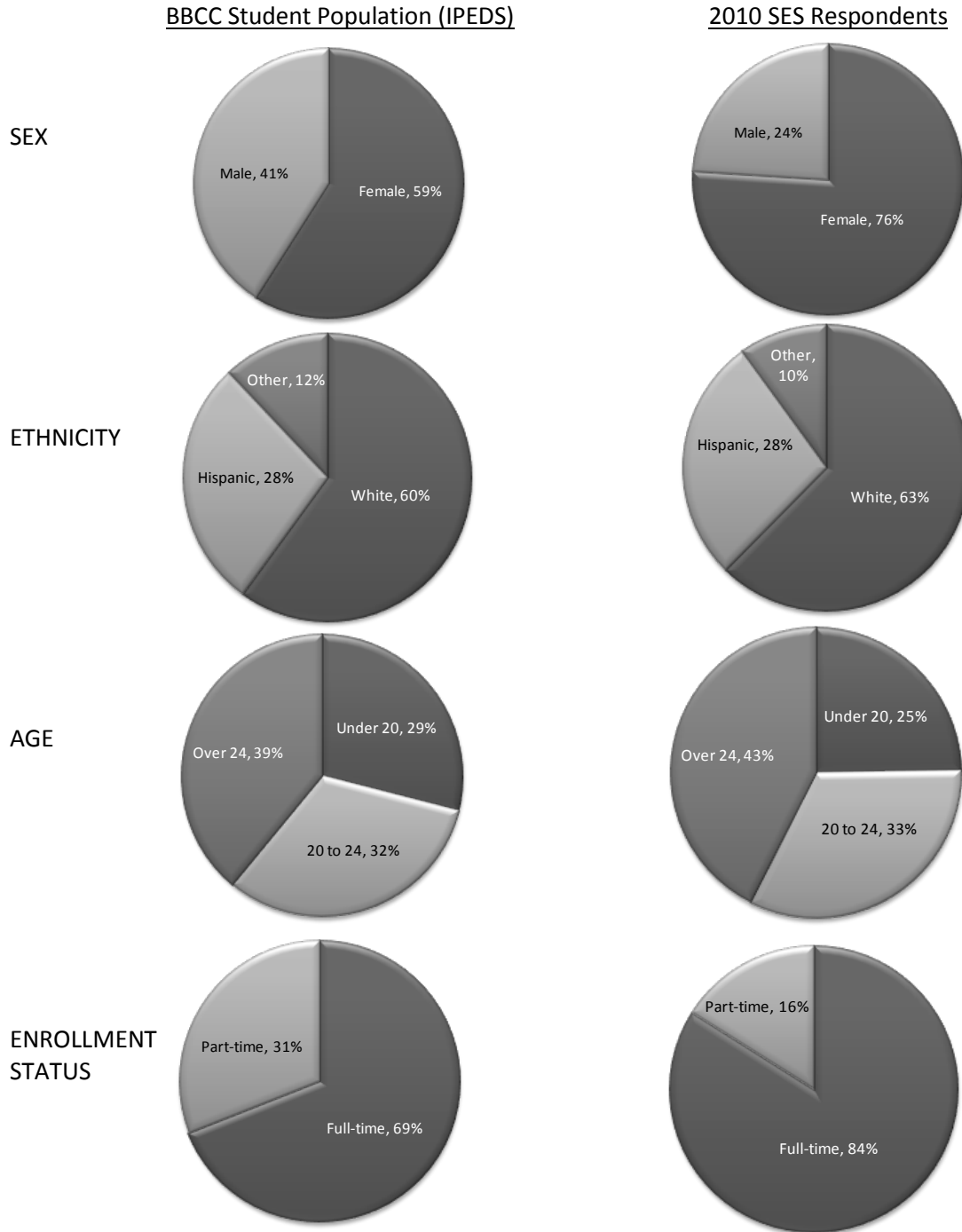
Why do students attend BBCC?



Data note¹: percentages reported here pertain to the population who answered that particular question, **not** the survey population as a whole.

Data note²: percentages may not equal 100% due to rounding of decimals.

HOW REPRESENTATIVE IS THE SES RESPONDENT POPULATION OF OUR ACTUAL STUDENT POPULATION?



Data note¹: percentages reported here pertain to the population who answered that particular question, **not** the survey population as a whole.

Data note²: percentages may not equal 100% due to rounding of decimals.

Student Engagement

Results from the 2010 SES suggest that students are more engaged—how much time and effort they invest in their education—than they were in 2008. CCSSE research indicates that the more actively engaged students are, the more likely they are to learn, stay in college, and reach their academic goals.

Nearly 80% of BBCC students were *very often* or *often* active in their classes (78%)—an increase from 70% in 2008. This included asking questions and contributing to class discussions. Although slightly more students worked with other students on projects outside of class in 2010 (32%) than 2008 (30%), the percentage is still quite low. Engagement with instructors in regards to discussing grades or assignments increased from 54% (2008) to 63% (2010). Additionally, more students discussed ideas from their classes with people outside of class. In 2008, just over half (54%) did so; whereas in 2010, 62% did.

Campus Safety

Nearly all respondents felt safe on campus (98%). Seventy-two percent (72%) *always* felt safe on campus and 26% *usually* felt safe on campus. Of those who did not feel safe and indicated why, 25% said that the actions and demeanor of other people on campus made them uneasy. Additionally, 9% were concerned with theft on campus.

Suggestions for improving campus safety included:

- Installing additional lights around campus, including in the parking lots (52%)
- Increasing the presence of security on campus (12%)
- Installing security cameras in parking lots, emergency buttons, and emergency phones around campus (8%)

Quality of Relationships

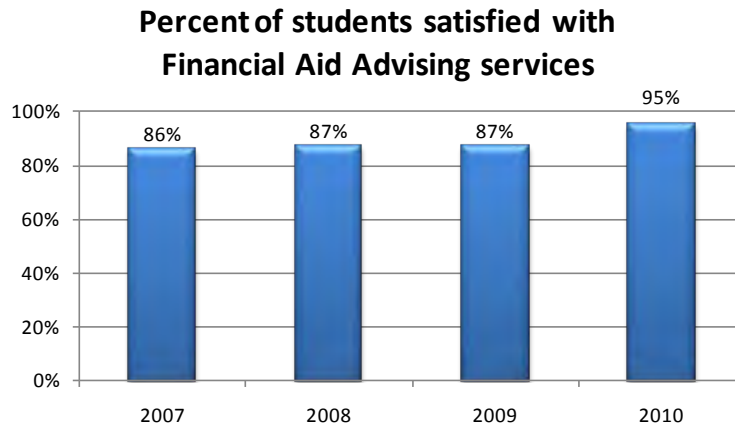
CCSSE research shows that students perform better and are more satisfied at colleges that cultivate positive working and social relationships. Because of this, we asked students to rate the quality of their relationships with different people at BBCC.

BBCC students consistently rate their relationships on campus very highly. Similar to our 2008 SES results, 94% of students rated their relationships with other students as *good* to *excellent* in 2010. Ninety-six percent (96%) rated relationships with instructors the same. Interestingly, the 2010 survey results showed a large increase in quality of relationships with administrative personnel and offices (90%

Data note¹: percentages reported here pertain to the population who answered that particular question, **not** the survey population as a whole.

Data note²: percentages may not equal 100% due to rounding of decimals.

rated as *good or excellent*) over the 2008 results (81% rated the same). This could be due, in part, to an increased satisfaction rating with Financial Aid Advising services. As indicated in the chart below, 95% of respondents were satisfied with this service in 2010 versus 87% for the past two years.



Culture on Campus

In 2008, only half (54%) of students felt their experiences at BBCC increased their understanding of music, art, literature, or other fine arts. This increased 8% in 2010, with 62% of students claiming BBCC helped increase their cultural understanding.

BBCC strives to create a welcoming and accepting environment on campus. Results from the 2010 survey indicate that we are not only achieving this, but we have improved since 2008. In 2010, 81% stated their experience at the college increased their ability to understand or accept cultures different from their own. Eighty-nine percent (89%) said that BBCC made them feel that their own cultural background was accepted by others on campus and 97% said that they felt welcomed at BBCC. All three of these points improved 6%-10% over the 2008 results.

Student Services

Top student services rated as *very important* were:

1. Library and BBCC Portal (tied) – 87%
2. Financial Aid advising – 79%
3. BBCC email account – 77%
4. Academic Advising and English or math lab (tied) – 73%
5. Computer lab – 66%

Data note¹: percentages reported here pertain to the population who answered that particular question, **not** the survey population as a whole.

Data note²: percentages may not equal 100% due to rounding of decimals.

The following table shows how often students used these *very* important services and how satisfied they were with them.

**Frequency of use and satisfaction with the most important student services
(as rated by students)**

	Frequency of Use		Satisfaction	
	<i>Often</i>	<i>Sometimes</i>	<i>Very</i>	<i>Somewhat</i>
Library	59%	32%	88%	12%
BBCC Portal	81%	14%	78%	21%
Financial aid advising	26%	40%	68%	27%
BBCC email account	71%	21%	80%	18%
Academic Advising*	23%	40%	61%	34%
English or math lab	27%	33%	74%	24%
Computer lab	32%	20%	73%	24%

*Eighty-four percent (84%) of students were able to meet with an advisor at convenient times and with enough time to get sufficient information.

Approximately one-third of students who indicated why they did not use student services stated that they were not sure where to go to access services (34%), they didn't think they needed services (33%), or they were not aware that the services were available to them (30%).

Data note¹: percentages reported here pertain to the population who answered that particular question, **not** the survey population as a whole.

Data note²: percentages may not equal 100% due to rounding of decimals.

Spring Surveys Basic Comparison

Question	2006 Spring Enrollment	2007 Spring CCSSE	2008 Spring Enrollment	2009 Spring CCSSE	2010 Spring Enrollment
Number of completed surveys	315	469	507	423	486
How often have you asked questions in class or contributed to class discussions?	n/a	64% often or very often	70% often or very often	70% often or very often	78% often or very often
How often have you worked with other students on projects outside of class?	n/a	33% often or very often	30% often or very often	27% often or very often	32% often or very often
How often have you discussed grades or assignments with an instructor?	n/a	49% often or very often	54% often or very often	51% often or very often	63% often or very often
Do you feel safe on campus?	98% usually or always	97% very or somewhat	94% usually or always	n/a	98% usually or always
Please rate the quality of your relationships with other students.	n/a	81% felt other students were friendly, supportive, and gave a sense of belonging	94% good to excellent	78% felt other students were friendly, supportive, and gave a sense of belonging	94% good to excellent
Please rate the quality of your relationships with instructors.	97% good to excellent*	87% felt instructors were available, helpful, and sympathetic	95% good to excellent	85% felt instructors were available, helpful, and sympathetic	96% good to excellent
Please rate the quality of your relationships with administrative personnel and offices.		72% felt personnel were helpful, considerate, and flexible	81% good to excellent	72% felt personnel were helpful, considerate, and flexible	90% good to excellent
Has your experience at BBCC increased your understanding of music, art, literature, or other fine arts?	56% yes	n/a	54% yes	n/a	62% yes
Has your experience at BBCC increased your ability to understand or accept cultures different from your own?	62% yes	78% some, quite a bit, or very much	71% yes	79% some, quite a bit, or very much	81% yes
Has your experience at BBCC made you feel that your own cultural background is accepted by others on campus?	80% yes	n/a	82% yes	n/a	89% yes

*This question on the 2006 Spring Enrollment Survey was stated: "How would you rate the treatment you receive from BBCC faculty and staff?"

Question	2006 Spring Enrollment	2007 Spring CCSSE	2008 Spring Enrollment	2009 Spring CCSSE	2010 Spring Enrollment
Has your experience at BBCC made you feel welcomed on campus?	97% yes	n/a	91% yes	n/a	97% yes
How often do you use Academic Advising services?	73% had seen an advisor	62% sometimes or often	67% sometimes or often	61% sometimes or often	63% sometimes or often
How satisfied are you with Academic Advising services?	93% were happy with their advising	91% were satisfied	92% were satisfied	92% were satisfied	94% were satisfied
How often do you use Tutoring services?	n/a	30% sometimes or often	35% sometimes or often	33% sometimes or often	36% sometimes or often
How satisfied are you with Tutoring services?		86% were satisfied	74% were satisfied	87% were satisfied	95% were satisfied
How often do you use Financial Aid Advising services?	n/a	57% sometimes or often	71% sometimes or often	56% sometimes or often	67% sometimes or often
How satisfied are you with Financial Aid Advising services?		86% were satisfied	87% were satisfied	87% were satisfied	95% were satisfied
How often do you use the BBCC Portal?	83% daily, weekly, or occasionally	n/a	89% sometimes or often	n/a	95% sometimes or often
How satisfied are you with the BBCC Portal?	n/a		89% were satisfied		99% were satisfied

2010 Spring Enrollment Survey Results

1. How would you currently characterize your enrollment at BBCC?

	Count	Percent
Full-time	410	84%
Less than full-time	76	16%
Total	486	100%

2. What type of program are you currently enrolled in at BBCC?

	Count	Percent
Academic/Transfer	333	69%
Professional-Technical	152	31%
Total	485	100%

3. Which of the following are your reasons for attending BBCC? (Mark all that apply.)

	Count	Percent of students who marked one or more answer*
Obtain an Associate degree	305	63%
Transfer to a four-year school	253	52%
Self-improvement and/or personal enjoyment	125	26%
Obtain or update job-related skills	120	25%

*Students could select more than one answer.

Transfer school:

	Count	Percent
Central Washington University	46	21%
Washington State University	30	14%
Eastern Washington University	26	12%
University of Washington	16	7%
Heritage University	11	5%
Brigham Young University	8	4%
Gonzaga University	5	2%
Wenatchee Valley College	5	2%
Northwest University	2	1%
Western Washington University	2	1%
University of Oregon	2	1%
Oklahoma State University	2	1%
Columbia Basin College	1	<1%
Seattle Pacific University	1	<1%
Embry-Riddle Aeronautical University	1	<1%
Other (out-of-state universities)	13	6%
Undecided	50	23%
Total	221	100%

4. Did you develop a written plan for how and when you will achieve your academic goals at BBCC?

	Count	Percent
Yes	290	61%
No	163	34%
Don't know	26	5%
Total	479	100%

5a. If you developed a written plan for achieving your educational goals, please mark the person/people who helped you accomplish this.

	Count	Percent of students who marked one or more answer*
Advisor	149	43%
Counselor	116	34%
No one, I developed a plan on my own	77	22%
Friend or family member	73	21%
Other	34	10%
Instructor	30	9%

*Students could select more than one answer.

5b. Please list "other" below.

Have not met with my counselor enough. This is my lacking not the availability of counselor	I came up with my own written plan and then spoke with my advisor about it.
To all the Latino students who achieve their goals in life make me think, "If they can, I can do it too."	I am a senior at WSU and my academic advisor there creates a progress report for me. I need the class I am taking at BBCC to transfer for my minor.
Job skills Job services	Mandy Mann
Student Support Services (2)	My husband (2)
Trio staff (2)	Loralyn Allen
I am taking prerequisites to get into the nursing program and mapping out the courses I need to take to be able to apply for the program has filled my schedule until winter of 2012! I used the course catalogue, the nursing prerequisite sheet, and the transfer Pre-Nursing program guidelines to find the classes I should and need to take.	Student Support Services has helped greatly. They have helped explain credits and scheduling, and worked very well with me on deciding the order in which to take classes!
High school counselors	The staff at the Opportunity Center
Myself (3)	Clubs, Student Support Services
I have received help from a number of the counseling staff. I can only say nice things about them.	I developed my own plan, with the help of my advisor and my skill source counselor.
Custodio Valencia of Student Supports Services	Self motivation due to a dead end job situation

It was my personal tutor who helped me	Heidi Brown, Vocational Counselor helping me through L & I
José Esparza	Pat Teitzel (2)
I developed my plan because I applied for commissioner approved training through unemployment. Also for my scholarship applications	Max Heinzmann, Jerry Workman, Tennille Kimball, and Custodio Valencia, have all been instrumental in helping to plan out my academic goals.
My Careers class my senior year of high school	Max

6. How often have you done each of the following at BBCC during the current school year?

	Very Often		Often		Sometimes		Never		Total	
	n	%	n	%	n	%	n	%	n	%
Asked questions in class or contributed to class discussions	231	48%	140	29%	99	21%	8	2%	478	100%
Worked with other students on projects outside of class	63	13%	91	19%	214	45%	109	23%	477	100%
Used e-mail to communicate with an instructor	193	41%	145	31%	107	23%	30	6%	475	100%
Discussed grades or assignments with an instructor	133	28%	168	35%	141	29%	37	8%	479	100%
Discussed ideas from your classes with others outside of class	132	28%	167	35%	135	28%	45	9%	479	100%

7. Do you feel safe on campus?

	Count	Percent
Always	343	72%
Usually	125	26%
Sometimes	9	2%
Never	2	<1%
Total	479	100%

8. If you have ever felt unsafe on campus, please explain the circumstances and suggest what could be done to make you feel safer. (Comments grouped by topic.)

Topic	Number of Comments	Theme(s)
Poor lighting	24	<ul style="list-style-type: none"> • More lights in parking lots • More lights around dorms and classroom buildings
Demeanor/actions of other people	14	<ul style="list-style-type: none"> • People who are not students loiter around campus • Strange people hang out at the bus stop • Gang-like activity • Implement ID cards or some other means to allow only students, children/spouse of students, and staff on campus
Lack of security presence	11	<ul style="list-style-type: none"> • Increase number of security guards on campus at night • Install security cameras in parking lots • Install emergency phones/buttons around campus
Theft	5	<ul style="list-style-type: none"> • Heard reports of car burglaries on campus • Nervous to leave bags in locker rooms or restrooms
Other	3	<ul style="list-style-type: none"> • Enforce non-smoking rules near buildings

9a. Mark the number that best represents the quality of your relationships with people at BBCC.

	Poor		1		2		3		Good		5		6		7		Excellent	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Other students (N=477)	4	<1%	4	<1%	11	2%	9	2%	152	32%	39	8%	77	16%	68	14%	113	24%
Instructors (N=475)	3	<1%	3	<1%	4	<1%	9	2%	112	24%	44	9%	88	19%	76	16%	136	29%
Administrative personnel and offices (N=471)	4	<1%	7	2%	11	2%	26	6%	141	30%	33	7%	66	14%	65	14%	118	25%

9b. Please provide additional information to support your answer, if necessary. (Comments grouped by topic.)

Topic	Number of Comments	Theme(s)
General comments	37	<ul style="list-style-type: none"> Students who take online classes don't interact much with other people Always get the help needed Always have positive interactions with others
Administration/Staff	24	<ul style="list-style-type: none"> Finding a person for the first time can be difficult Staff is generally helpful Some offices are intimidating and expect you to know what you're doing Some staff are rude to students or have bad attitudes
Instructors	15	<ul style="list-style-type: none"> Instructors are helpful and informational Most instructors are great
Other students	6	<ul style="list-style-type: none"> Don't have much interaction with other students, unless required by instructor Students are helpful directing where you need to go Running Start students can be difficult to get along with

10. Has your experience at BBCC:

	Yes		No		Total	
	n	%	n	%	n	%
Increased your understanding of music, art, literature, or other fine arts?	290	62%	179	38%	469	100%
Increased your ability to understand or accept cultures different from your own?	377	81%	90	19%	467	100%
Made you feel that your own cultural background is accepted by others on campus?	418	89%	50	11%	468	100%
Made you feel welcomed on campus?	456	97%	15	3%	471	100%

11. Please mark which placement test(s) you took when entering BBCC.

	Count	Percent of students who marked one or more answer*
Math Placement Test	418	89%
English Placement Test	411	87%
I did not take any placement tests	40	4%

*Students would select more than one answer.

12. If you took a placement test, was it given at a time and location that was convenient for you?

	Count	Percent
Yes	413	96%
No	18	4%
Total	431	100%

13. If the test was not convenient for you to take, please explain why and what we could do to improve the process. (Comments grouped by topic.)

Topic	Number of Comments	Theme(s)
Inconvenient time of day	15	<ul style="list-style-type: none"> • Offer tests in the afternoon, morning tests are not good • Offer tests in the evening for working people and/or high school students
Inconvenient day of week	9	<ul style="list-style-type: none"> • Offer tests on two or three days a week, not just Friday • Offer tests on weekends
Other	2	<ul style="list-style-type: none"> • Allow calculators • Keep size of test group smaller

14. If you took a placement test, did you receive your score in a timely fashion?

	Count	Percent
Yes	425	99%
No	5	1%
Total	430	100%

15. If you did not receive your placement test in a timely fashion, please explain how we could improve the process.

I don't even care. I didn't know if I passed or not and guessed on the answers. Scored too high.	
The ones I took at another school were given on a computer and the scores were given right away. Also you could come in anytime to take it during school hours.	
I did receive my placement scores in a timely fashion but not in a very confidential way. The instructor came to me in front of a big group and told me that I had placed into the same math as last time but lower this time. That really embarrassed me.	
I was unaware of the procedure on how to get my score as a letter at the time.	
We also got our scores right after we took the test (2)	No, took like 30 minutes. Who has 30 minutes these days?
I never received my score. (2)	I received it in the mail in about a week and half.

16. How often do you use the following services at BBCC?

	(1) Frequency of Use							
	Often		Sometimes		Rarely/Never		Total	
	n	%	n	%	n	%	n	%
Academic advising	109	23%	185	40%	172	37%	466	100%
Career counseling	44	10%	117	25%	303	65%	464	100%
Job placement services	20	4%	56	12%	388	84%	464	100%
Tutoring services (online or other)	67	15%	99	21%	297	64%	463	100%
Library	273	59%	147	32%	45	10%	465	100%
Financial aid advising	122	26%	187	40%	154	33%	463	100%
English or math lab	125	27%	152	33%	187	40%	464	100%
Computer lab	147	32%	94	20%	221	48%	462	100%
BBCC e-mail account	328	71%	97	21%	37	8%	462	100%
BBCC Portal	377	81%	66	14%	23	5%	466	100%
Personal e-mail account	312	67%	91	20%	60	13%	463	100%
Student Support Services (SSS) services	112	24%	76	17%	273	59%	461	100%
Transfer assistance	29	6%	74	16%	354	78%	457	100%

17. Please indicate why you do not use these services. (Please mark all that apply.)

	Count	Percent of students who marked one or more answer*
Not sure where to go to access services	128	34%
Services not needed	125	33%
Was not aware services were available to me	111	30%
Other (specified below)	41	11%

Institutional Research and Planning

Services not offered during a convenient time for my schedule	39	10%
Services not offered in a convenient location for me	8	2%

*Students could select more than one answer.

Additional comments (grouped by topic):

Topic	Number of Comments	Theme(s)
General comments	42	<ul style="list-style-type: none"> • Not enough time to access services • Services not needed
Advising	5	<ul style="list-style-type: none"> • Difficulty finding advisors or knowing who to talk to
Labs (English and math)	4	<ul style="list-style-type: none"> • Both labs do a great job
Technical	2	<ul style="list-style-type: none"> • Difficulties with BBCC e-mail and ANGEL
Tutoring	2	<ul style="list-style-type: none"> • No tutor available • Some tutors don't know how to help
Job Placement	2	<ul style="list-style-type: none"> • Unaware of job placement for flight students • Service was unhelpful
Financial Aid	1	<ul style="list-style-type: none"> • Intimidating when people get frustrated with students' Financial Aid questions
Instructors	1	<ul style="list-style-type: none"> • Great at making students aware of help that is available
Transfer Assistance	1	<ul style="list-style-type: none"> • Looking into the service, but haven't used it yet
Student Support Services (SSS)	1	<ul style="list-style-type: none"> • SSS couldn't help until next quarter

18. How satisfied are you with the following services at BBCC?

	(2) Satisfaction							
	Very		Somewhat		Not at all		Total	
	n	%	n	%	n	%	n	%
Academic advising	242	61%	134	34%	23	6%	399	100%
Career counseling	142	51%	107	39%	27	10%	276	100%
Job placement services	78	40%	83	43%	32	17%	193	100%
Tutoring services (online or other)	157	63%	80	32%	12	5%	249	100%
Library	381	88%	51	12%	1	<1%	433	100%
Financial aid advising	247	68%	98	27%	19	5%	364	100%
English or math lab	248	74%	82	24%	7	2%	337	100%
Computer lab	216	73%	71	24%	9	3%	296	100%
BBCC e-mail account	361	80%	83	18%	7	2%	451	100%
BBCC Portal	349	78%	95	21%	4	1%	448	100%
Personal e-mail account	326	81%	68	17%	7	2%	401	100%
Student Support Services (SSS) services	172	70%	56	23%	17	7%	245	100%
Transfer assistance	92	44%	81	39%	34	16%	207	100%

19. If you were not satisfied with any of the above services, please explain what we can do to improve them in the future. (Comments grouped by topic.)

Topic	Number of Comments	Theme(s)
Technology	13	<ul style="list-style-type: none"> Issue one email account for everything (BBCC, ANGEL, etc.) BBCC email is unreliable and doesn't work a lot of the time Portal needs better maintenance, students have difficulty accessing things for classes
General comments	10	<ul style="list-style-type: none"> Not aware services are available or where to access them Improve communication about services, make sure students are aware of them

Institutional Research and Planning

Advising	8	<ul style="list-style-type: none"> • Advisors provide incorrect information or misguide students toward unnecessary classes • Advisors are busy • One advisor never returned phone calls or emails
Financial Aid	7	<ul style="list-style-type: none"> • Some financial aid staff did not provide good customer service • I was never allowed to make an appointment with a financial aid advisor
Labs	7	<ul style="list-style-type: none"> • Some labs are unwelcoming • Computer lab is uncomfortable and busy
Transfer Assistance	3	<ul style="list-style-type: none"> • Not aware of this service • Need a centralized location for all transfer information
Library	2	<ul style="list-style-type: none"> • Some books in library are outdated, making them obsolete to current application • Some staff are intimidating
Tutoring	2	<ul style="list-style-type: none"> • Tutors are very busy and aren't much help • Not aware of tutoring services
Administration/Staff	1	<ul style="list-style-type: none"> • Have had some unfriendly interactions with staff
Job Placement	1	<ul style="list-style-type: none"> • Need job placement services for flight students

20. How important are the following services to you at BBCC?

	(3) Importance							
	Very		Somewhat		Not at all		Total	
	n	%	n	%	n	%	n	%
Academic advising	315	73%	96	22%	18	4%	429	100%
Career counseling	237	60%	119	30%	37	9%	393	100%
Job placement services	179	50%	132	37%	47	13%	358	100%
Tutoring services (online or other)	239	62%	109	28%	40	10%	388	100%
Library	388	87%	55	12%	5	1%	448	100%
Financial aid advising	328	79%	64	15%	22	5%	414	100%
English or math lab	295	73%	88	22%	21	5%	404	100%
Computer lab	259	66%	106	27%	28	7%	393	100%
BBCC e-mail account	347	77%	87	19%	15	3%	449	100%
BBCC Portal	389	87%	51	11%	9	2%	449	100%
Personal e-mail account	313	73%	92	21%	23	5%	428	100%
Student Support Services (SSS) services	217	61%	100	28%	37	10%	354	100%
Transfer assistance	197	63%	89	28%	28	9%	314	100%

21. Were you able to meet with an advisor at times convenient for you?

	Count	Percent
Yes	378	84%
No	74	16%
Total	452	100%

22. Did you have enough time to meet with an advisor to get sufficient information?

	Count	Percent
Yes	380	84%
No	72	16%
Total	452	100%

23. Do you currently have a computer at home?

	Count	Percent
Yes	419	93%
No	34	8%
Total	453	100%

24. If you currently have a computer at home, can you access the internet from it?

	Count	Percent
Yes	385	87%
No	60	14%
Total	445	100%

25. How did you learn about BBCC?

	Count	Percent of students who marked one or more answer*
Friend	171	38%
High school counselor	143	32%
BBCC Class Schedule	130	29%
Relative	125	28%
Other (specified below)	109	24%
Flier, brochure	88	20%
High school teacher	83	18%
Newspaper	24	5%
Radio	17	4%
Theater ad	16	4%
Television	7	2%

*Students could select more than one answer.

Live in the area (52)	Teacher from Green River Community College
Athletic recruit (8)	Location and program offered
Columbia Basin Job Corps (6)	I just walked in and talked with a counselor
Internet/BBCC website (4)	Came to my school for college fair.
Coworker (2)	I moved here and my only options were BBCC or WVC
Unemployment Services (2)	José Esparza
Running Start program (2)	André Guzman
Skill Source (2)	Recruited
Came to BBCC for GED classes and then continued with my education here.	College Bound allowed me to explore many colleges and BBCC.
People for People helped me find a school best suited for the career field I was going for.	Used to attend fundraisers for the BBCC Foundation and lived near Dr. Bonaudi.
Job and Career Fair	Just tired of low paying job

Came to visit the college	People in the community.
Moved to Moses Lake, looked up the nearest college/community college	Most of the teachers and counselors at BBCC 1000 building helped me learn more about college
self interest	Enedelia Nicholson
When my husband and I moved here I went to BBCC and enrolled full time because it was my goal to go back to school and finish my AA degree.	I knew about the flight program for years and finally applied

26. Please mark your age group.

	Count	Percent
Under 20	114	25%
20 to 24	148	33%
Over 24	194	43%
Total	456	100%

27. Please mark your sex/gender.

	Count	Percent
Male	110	24%
Female	345	76%
Total	455	100%

28. Is English your native (first) language?

	Count	Percent
Yes	366	80%
No	89	20%
Total	455	100%

29. Which languages are spoken in your home? (Mark all that apply.)

	Count	Percent of students who marked one or more answer*
English	391	88%
Spanish	123	28%
Russian/Ukrainian	21	5%
Other (specified below)	15	3%

*Students could select more than one answer.

Other languages spoken at home:	Count
American Sign Language	2
Punjabi	2
French	1
German	1
Arabic	1
Italian	1
Romanian/Moldovian	1
Portuguese	1
Oromifa and Amharic	1
Estonian	1

30. Please mark your race/ethnicity. (Please mark ONE only.)

	Count	Percent
White/Caucasian	287	63%
Hispanic, Latino, Spanish	126	28%
Mixed Race	24	5%
Native American	7	2%
African American	4	1%
Asian or Pacific Islander	3	1%
Other Race	3	1%
Total	454	100%

Appendix C

Quarterly Marketing Efforts (Outcome 1.4.1)

Activities	Topic	Language	Dates	Audience
Press Releases				
	PET Kick Off	English	01-08-10	Media List
	Fall Honors	English	01-13-10	Media List
	Central WA JOBS	English	02-02-10	Media List
	Lindsey Wakelam	English	02-18-10	Media List
	Gear Up	English	03-05-10	Media List
	PTK Induction	English	03-10-10	Media List
	Winter Honors	English	04-05-10	Media List
	Distilling Success	English	04-06-10	Media List
	Aviation Open House	English	04-19-10	Media List
	Dell Scholarship	English	04-20-10	Media List
	JATP Release	English	04-28-10	Media List
	Winter Graduates	English	04-29-10	Media List
	PTK Induction	English	05-10-10	Media List
	Camp Quest	English	05-12-10	Media List
	CPASA Post Event	English	05-12-10	Media List
	Summer Camps	English	05-14-10	Media List
	WSPC Scholarship	English	06-17-10	Media List
	Spring Honors	English	06-29-10	Media List
	Craft Distilling	English	07-21-10	Media List
	CBIS Fall Class	English	08-31-10	Media List
	Military Friendly List	English	09-01-10	Media List
	Spring Graduates	English	09-03-10	Media List
	PET Guest Editorial	English	09-20-10	Media List
	TRiO Award	English	09-21-10	Media List
	Artisan Craft Distilling	English	09-28-10	Media List
	College/Fin Aid Info	English	09-28-10	Media List
	Upward Bound – Jennifer Nordstrom	English	10-01-10	Media List
	Title V Award	English	10-05-10	Media List
	Into the Fire	English	10-22-10	Media List
	Winter Serenade	English	11-29-10	Venue Magazine
	CBIS Dreamweaver	English	11-30-10	Media List
	Volleyball All-Academic	English	12-01-10	Media List
	Floch Games	English	12-06-10	Media List
	Lane BOT Appointment	English	12-06-10	Media List
	Foundation 2011 Scholarships	English	12-27-10	Media List
Print Advertising				
<i>Columbia Basin Herald</i>	2x5 – OIT	English	01-01-10	CBH Readers
	Ed Page – Math Refresher	English	01-05-10	CBH Readers
	2x5 – AMT	English	01-08-10	CBH Readers
	Ed Page – Winter Serenade	English	01-12-10	CBH Readers

*Media list is all newsprint outlets, all radio stations, and Chamber of Commerce contacts in the BCC service district.

Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	2x5 - Nursing	English	01-15-10	CBH Readers
	Ed Page - Dream	English	01-19-10	CBH Readers
	2x5 - Auto	English	01-22-10	CBH Readers
	Ed Page – Spring Quarter	English	1-26-10	CBH Readers
	2x5 - Fly with Us	English	1-29-10	CBH Readers
	Ed Page – Spring Quarter	English	02-02-10	CBH Readers
	2x5 – ATEC	English	02-05-10	CBH Readers
	Ed Page – College Goal Sunday	English	02-09-10	CBH Readers
	2x5 – IET	English	02-12-10	CBH Readers
	Ed Page – Dream	English	02-16-10	CBH Readers
	2x5 – College Goal Sunday	English	02-19-10	CBH Readers
	Ed Page – Tuition Comparison	English	02-23-10	CBH Readers
	2x5 – AMT	English	02-26-10	CBH Readers
	Ed Page – Baseball/Softball Schedules	English	03-02-10	CBH Readers
	2x5 – ATEC	English	03-05-10	CBH Readers
	Ed Page – Flagging Course	English	03-09-10	CBH Readers
	2x5 – College Planning Day	English	03-12-10	CBH Readers
	Ed Page – Math Refresher	English	03-16-10	CBH Readers
	2x5 – College Planning Day	English	03-19-10	CBH Readers
	Ed Page – Job & Career Fair	English	03-23-10	CBH Readers
	2x5 – Math Refresher	English	03-26-10	CBH Readers
	Ed Page – Nursing	English	03-30-10	CBH Readers
	2x5 – Fly with Us	English	04-02-10	CBH Readers
	Ed Page – Cellarbration	English	04-06-10	CBH Readers
	2x5 – Job & Career Fair	English	04-09-10	CBH Readers
	Ed Page – Cellarbration	English	04-13-10	CBH Readers
	2x5 – Fly with Us	English	04-16-10	CBH Readers
	Ed Page – Job & Career Fair	English	04-20-10	CBH Readers
	2x5 – Running Start	English	04-23-10	CBH Readers
	Ed Page – Supreme Court Visit	English	04-27-10	CBH Readers
	2x5 – IET	English	04-30-10	CBH Readers
	Ed Page - Educate	English	05-04-10	CBH Readers
	2x5 – Flagging	English	05-07-10	CBH Readers

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	Ed Page – Cellarbration	English	05-11-10	CBH Readers
	2x5 – ATEC	English	05-14-10	CBH Readers
	Ed Page – Summer/Fall Register	English	05-18-10	CBH Readers
	2x5 – AMT	English	05-21-10	CBH Readers
	Ed Page – New Career	English	05-25-10	CBH Readers
	2x5 – Auto	English	05-28-10	CBH Readers
	Ed Page – BBCC Camps	English	06-01-10	CBH Readers
	2x5 – Math Jam	English	06-04-10	CBH Readers
	Ed Page – Graduation Details	English	06-08-10	CBH Readers
	2x5 – Math Jam	English	06-11-10	CBH Readers
	Ed Page – Your Community	English	06-15-10	CBH Readers
	2x5 – AMT	English	06-18-10	CBH Readers
	Ed Page – Connecting Learning to Life	English	06-22-10	CBH Readers
	2x5 – Welding	English	06-25-10	CBH Readers
	Ed Page – Congrats	English	06-29-10	CBH Readers
	2x5 - MIST	English	07-09-10	CBH Readers
	Ed Page – MIST	English	07-13-10	CBH Readers
	2x5 - Nursing	English	07-16-10	CBH Readers
	Ed Page – Important Dates	English	07-19-10	CBH Readers
	2x5 - Welding	English	07-23-10	CBH Readers
	Ed Page – Connecting Learning to Life	English	07-26-10	CBH Readers
	2x5 – Fly with Us	English	07-30-10	CBH Readers
	Directions Ad	English	08-03-10	CBH Readers
	Fall Schedule Out	English	08-10-10	CBH Readers
	ATEC	English	08-17-10	CBH Readers
	Get Started	English	08-24-10	CBH Readers
	ABE	English	08-31-10	CBH Readers
	PET	English	09-14-10	CBH Readers
	Viking Booster Club	English	09-16-10	CBH Readers
	Back to School	English	09-21-10	CBH Readers
	PET	English	09-28-10	CBH Readers
	Volunteer Literacy Tutors	English	10-06-10	CBH Readers
	Holiday Hiring Event	English	10-12-10	CBH Readers
	ATEC	English	10-19-10	CBH Readers
	Into the Fire	English	10-26-10	CBH Readers
	Into the Fire	English	11-02-10	CBH Readers
	Winter Schedules	English	11-09-10	CBH Readers
	Get Started	English	11-16-10	CBH Readers
	PET	English	11-23-10	CBH Readers

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	ATEC	English	11-30-10	CBH Readers
	Basketball Schedules	English	12-07-10	CBH Readers
	Winter Serenade	English	12-14-10	CBH Readers
	Winter Quarter Start	English	12-21-10	CBH Readers
	Winter Serenade	English	12-28-10	CBH Readers
<i>CBH Community Calendar</i>	Exclusive of BBCC	English	2010 Calendar	CBH Readers
<i>CBH Spring Fest Publication</i>	BBCC Generic Ad	English	05-07-10	CBH Readers/Moses Lake Residents
<i>Moses Lake Magazine</i>	BBCC Generic Ad	English	06-14-10	Moses Lake Area/Visitors
<i>Odessa Record</i>	New Year's Promotion	English	01-02-10	Odessa Record Readers
	FFA Promotion	English	03-09-10	Odessa Record Readers
	Memorial Day Promotion	English	06-14-10	Odessa Record Readers
	Fall Schedule	English	08/03/10	Odessa Record Readers
	Fair Promotion	English	08-26-10	Odessa Record Readers
	Deutschesfest Promotion	English	09-18-10	Odessa Record Readers
	Winter Schedule	English	11-08-10	
	Veterans Day	English	11-11-10	Odessa Record Readers
<i>Civil Air Patrol</i>	BBCC Aviation Ad	English	04-27-10	Civil Air Patrol Readers
<i>Nickel Saver</i>	Job & Career Fair Insert (20,000 copies)	English	04-22-10	Eastern Washington
	IET Ad	English	06-03-10	Eastern Washington
	Aviation	English	06-10-10	Eastern Washington
	Auto	English	06-17-10	Eastern Washington
	Nursing	English	06-24-10	Eastern Washington
	CDL	English	07-01-10	Eastern Washington
	Welding	English	07-08-10	Eastern Washington
	New Career	English	07-15-10	Eastern Washington
	Aviation	English	07-22-10	Eastern Washington
	CDL	English	08-05-10	Eastern Washington
	CDL I-Best	English	08-12-10	Eastern Washington
	Fall Schedule	English	08-19-10	Eastern Washington
	Fall Schedule	English	08-25-10	Eastern Washington
	CDL	English	09-02-10	Eastern Washington
	CDL I-Best	English	09-09-10	Eastern Washington
	CDL	English	09-16-10	Eastern Washington
	CDL I-Best	English	09-23-10	Eastern Washington
	Football Programs	English	09-30-10	Eastern Washington

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	Domestic Violence	English	10-30-10	Eastern Washington
	Winter Schedule	English	11-11-10	Eastern Washington
	Don't Drink & Drive	English	12-23-10	Eastern Washington
<i>Grant County Journal</i>	iEducate @ Big Bend! Latino Education Fair	English	05-04-10	Grant County Readers
	iEducate @ Big Bend! Latino Education Fair	English	05-06-10	Grant County Readers
	Nursing Week	English	05-10-10	Grant County Readers
	Ephrata Football Program	English	08-19-10	Grant County Readers
	Fall Schedule	English	09-13-10	Grant County Readers
	Winter Schedule	English	11-11-10	Grant County Readers
<i>AACC Convention Program</i>	BBCA Aviation Booth	English	04-01-10	AACC Convention Attendees
<i>Rotary Conference</i>	BBCA Generic Ad	English	05-01-10	Rotary Conference Attendees
<i>Alert Magazine</i>	BBCA Ad	English	07-07-10	Alert Magazine Readers
<i>Quincy Post Register</i>	iEducate @ Big Bend! Latino Education Fair	English	05-04-10	Quincy Post Register Readers
	Fall Schedule	English	09-13-10	Quincy Post Register Readers
	Winter Schedule	English	11-11-10	Quincy Post Register Readers
<i>Independent Review</i>	Spring Schedule	English	03-09-10	Independent Review Readers
<i>Othello Outlook</i>	Graduation Tab Ad	English	06-14-10	Othello Outlook Readers
	Fall Schedule	English	08-19-10	Othello Outlook Readers
	Winter Schedule	English	11-11-10	Othello Outlook Readers
<i>Mattawa Area News (MAN)</i>	Fall Schedule	English	08-31-10	MAN Readers
	Winter Schedule	English	11-10-10	MAN Readers
<i>Ritzville Journal</i>	Fall Schedule	English	09-13-10	Ritzville Journal Readers
	Winter Schedule	English	11-11-10	Ritzville Journal Readers
<i>Athletic</i>	Moses Lake Fall Sports Card	English	02-23-10	Moses Lake Residents
	Soap Lake 2010-2011 Sports Poster	English	03-30-09	Soap Lake Residents
	Moses Lake Winter Sports Card	English	04-05-10	Moses Lake Residents
	Warden Fall Sports Poster	English	04-05-10	Warden Residents
	Wahluke Fall Sports Poster	English	04-05-10	Mattawa Residents

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	Othello Fall Sports Poster	English	04-05-10	Othello Residents
	Warden Fall Sports Card	English	05-07-10	Warden Residents
	Moses Lake Fall Sports Poster	English	07-07-10	Moses Lake Residents
	Moses Lake Winter Sports Poster	English	08-31-10	Moses Lake Residents
Radio Spots				
	Shop Local Advertising	English	January 2010	KWIK Radio
	Shop Local Advertising	English	February 2010	KWIK Radio
	Shop Local Advertising	English	March 2010	KWIK Radio
	Shop Local Advertising	English	May 2010	KWIK Radio
	Shop Local Advertising	English	June 2010	KWIK Radio
	Shop Local Advertising	English	July 2010	KWIK Radio
	Shop Local Advertising	English	August 2010	KWIK Radio
	Shop Local Advertising	English	September 2010	KWIK Radio
	Shop Local Advertising	English	October 2010	KWIK Radio
	Shop Local Advertising	English	November 2010	KWIK Radio
	Shop Local Advertising	English	December 2010	KWIK Radio
	Butch Bare Interview	English	03-18-10	KBSN Radio
	Butch Bare Interview	English	04-09-10	KBSN Radio
	Butch Bare Interview	English	04-22-10	KBSN Radio
	Butch Bare Interview	English	09-07-10	KBSN Radio
	Butch Bare Interview	English	09-28-10	KBSN Radio
	Butch Bare Interview	English	12-21-10	KBSN Radio
Public Service Announcements (PSA's)				
	All press releases are sent to a comprehensive media list* that includes Radio so that releases may be ran as PSA's.			
Web Announcements				
	All press releases are posted to www.bigbend.edu			
CBH Website	Web based commercial	English	11-2010	Viewers of 4A District Volleyball Tournament and CBH website viewers
Social Networking				
	Facebook Account			
Theater Advertising				
	Fairchild Cinema Ad	English	2010-2011	All Moses Lake movie attendees

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
Reader Board				
	Dining Hall Closed	English	01-04-10	Campus
	Library Closed	English	01-04-10	Campus
	Menu	English	01-06-10	Campus
	Menu	English	01-07-10	Campus
	Menu	English	01-08-10	Campus
	Basketball	English	01-09-10	Campus
	H1N1 Clinic	English	01-14-10	Campus
	Basketball	English	01-18-10	Campus
	Menu	English	01-19-10	Campus
	Menu	English	01-21-10	Campus
	Basketball	English	01-27-10	Campus
	MLSD	English	01-29-10	Campus
	GCPUD	English	01-29-10	Campus
	ECEAP	English	01-31-10	Campus
	FAFSA	English	02-01-10	Campus
	Scholarship	English	02-01-10	Campus
	Menu	English	02-01-10	Campus
	Menu	English	02-02-10	Campus
	Basketball	English	02-08-10	Campus
	NLNAC	English	02-11-10	Campus
	Basketball	English	02-12-10	Campus
	Basketball	English	02-20-10	Campus
	College Goal Sunday	English	02-22-10	Campus
	Davis	English	02-22-10	Campus
	Bake Sale	English	03-18-10	Campus
	Library	English	03-18-10	Campus
	Running Start	English	03-18-10	Campus
	Fire District 5	English	03-19-10	Campus
	Book Buy Back	English	03-19-10	Campus
	New Student Orientation	English	03-22-10	Campus
	State of the College	English	03-23-10	Campus
	Distilling Class	English	03-27-10	Campus
	Softball	English	03-29-10	Campus
	JATP	English	03-29-10	Campus
	Spring Registration	English	03-30-10	Campus
	Red Cross	English	03-31-10	Campus
	Mohrbacher	English	04-05-10	Campus
	Pribble	English	04-06-10	Campus
	Hilgersom	English	04-07-10	Campus
	Sciffner	English	04-08-10	Campus
	Job Fair	English	04-23-10	Campus
	Financial Aid Checks	English	05-01-10	Campus
	Aviation	English	05-03-10	Campus

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	Mayors	English	05-04-10	Campus
	CWU Info	English	05-05-10	Campus
	iÉdúcate @ Big Bend! Latino Education Fair	English	05-08-10	Campus
	Silent Auction	English	05-12-10	Campus
	Preschool	English	05-14-10	Campus
	Supreme Court Justices	English	05-17-10	Campus
	Cellarbration	English	05-17-10	Campus
	CC Presidents	English	05-28-10	Campus
	Library Closed	English	06-01-10	Campus
	Memorial Day	English	06-01-10	Campus
	Mike Lang	English	06-03-10	Campus
	CDL Graduates	English	06-09-10	Campus
	Book Buy Back	English	06-14-10	Campus
	Graduates	English	06-14-10	Campus
	Nursing	English	06-14-10	Campus
	College Bound	English	06-21-10	Campus
	Camp Quest	English	06-28-10	Campus
	College Bound	English	06-29-10	Campus
	Heritage	English	06-30-10	Campus
	New Student Registration	English	07-12-10	Campus
	Library Closed	English	08-13-10	Campus
	New Student Orientation	English	08-25-10	Campus
	Welcome Prof/Tech Instructors	English	08-26-10	Campus
	College Electric Trade Fair	English	08-26-10	Campus
	New Student Orientation	English	08-26-10	Campus
	New Student Orientation	English	08-31-10	Campus
	Preschool Registration	English	09-01-10	Campus
	GTA Welcome	English	09-03-10	Campus
	Labor Day – Closed	English	09-07-10	Campus
	Welcome Faculty	English	09-13-10	Campus
	New Student Orientation	English	09-15-10	Campus
	New Student Orientation	English	09-16-10	Campus
	Volleyball	English	06-16-10	Campus
	Distilling Class	English	09-17-10	Campus
	Closet Donation	English	09-17-10	Campus
	Fall Quarter Start	English	09-20-10	Campus
	Welcome Back Students	English	09-20-10	Campus

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	GC Energy Summit	English	09-21-10	Campus
	Volleyball	English	09-23-10	Campus
	Volleyball	English	09-30-10	Campus
	CWU President Welcome	English	10-01-10	Campus
	Volleyball	English	10-04-10	Campus
	Flu Shots	English	10-05-10	Campus
	Heritage President Welcome	English	10-06-10	Campus
	Volleyball	English	10-07-10	Campus
	Volleyball	English	10-11-10	Campus
	Star Night	English	10-20-10	Campus
	Operations Council	English	10-25-10	Campus
	Refund Checks	English	10-25-10	Campus
	Bollywood Play	English	10-27-10	Campus
	Volleyball	English	10-28-10	Campus
	Halloween Dance	English	10-29-10	Campus
	STEPP Payments	English	11-01-10	Campus
	Into the Fire	English	11-05-10	Campus
	Veterans Day Closed	English	11-12-10	Campus
	CAMPUS CLOSED	English	11-23-10	Campus
	Happy Thanksgiving	English	11-29-10	Campus
	WSU Tri-Cities Here	English	11-30-10	Campus
	Welcome MACC	English	12-01-10	Campus
	Book Buy Back	English	12-08-10	Campus
	NSO	English	12-13-10	Campus
	CWU General	English	Ongoing	Campus
	Heritage General	English	Ongoing	Campus
	Holiday Closures	English	01-03-11	Campus
	Library Hours	English	01-03-11	Campus
BBCC Brochures				
	Accounting	English	2009/2010	General Public
	Adult Basic Skills	English	2009/2010	General Public
	Automotive Technology	English	2009/2010	General Public
	Aviation	English	2009/2010	General Public
	Aviation Maintenance	English	2009/2010	General Public
	College Bound	English	2009/2010	General Public
	CDL	English	2009/2010	General Public
	CDL- I-Best	English	2009/2010	General Public
	I-Best	English	2009/2010	General Public
	Industrial Electrical	English	2009/2010	General Public
	Maintenance Mechanic	English	2009/2010	General Public
	Math & English Placement	English	2009/2010	General Public
	Medical Assistant	English	2009/2010	General Public

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Prepared by the Director of Public Information

Activities	Topic	Language	Dates	Audience
	Nursing	English	2009/2010	General Public
	Nursing Assistant	English	2009/2010	General Public
	Residence Halls	English	2009/2010	General Public
	Running Start	English	2009/2010	General Public
	Support Services for Diabilities	English	2009/2010	General Public
	STEPP	English	2009/2010	General Public
	Student Support Services	English	2009/2010	General Public
	Tech Prep	English	2009/2010	General Public
	Transfer	English	2009/2010	General Public
	Welding	English	2009/2010	General Public
	Industrial Systems Technology	English	2010/2011	General Public
	Mechanized Irrigation System Technology	English	2010/2011	General Public
	Business Information Management	English	2010/2011	General Public
	College Transfer	English	2010/2011	General Public
	Running Start	English	2010/2011	General Public
	Math/English Placement	English	2010/2011	General Public

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Prepared by the Director of Public Information

Appendix D

2010 Administration Activity Log

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
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1/06/10	VP Hamburg	OIT	SkillSource Grant	BBCC	
1/06/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
1/08/10	President Bonaudi	Seattle City Club	Legislative Preview	Seattle	
1/12/10	VP Hamburg	Gates Foundation	Open Source Library Project	BBCC	
1/12/10	President Bonaudi; Director Sly	BBCC Board of Trustees	College Guidance	BBCC	
1/13/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
1/13/10	President Bonaudi	Ephrata City Council	Meet WA Tire representatives	Ephrata	
1/13/10	VP Hamburg	USDA	RUS Grant	BBCC	
1/14/10	President Bonaudi; VP Hamburg; Director Sly	BBCC Foundation Annual Meeting	College support, networking	BBCC	Budget and goals for 2010
1/15/10	President Bonaudi	Dave Bailey, Port of Moses Lake, Foundation Board Member	College support	BBCC	
1/18/10	President Bonaudi	Representative Hinkle Representative Hagen Representative Warnick Representative Armstrong Senator Parlette Senator Schoesler Senator Holmquist	Legislative Visits, college support	Olympia	
1/19/10	President Bonaudi	WA Tire Rep, Grant Co EDC	Business partnership	Moses Lake	
1/20/10	President Bonaudi	Lind Superintendent John McGregor	Collaboration	Lind	
1/20/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
1/21/10	President Bonaudi	Wes Sieg, Hartline Commissioner	College support	Hartline	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
1/21/10	President Bonaudi	Ron Covey	Community contact	BBCC	
1/22/10	President Bonaudi; VP Hamburg	Classified Staff Awards Luncheon	Staff support	BBCC	
1/25/10	President Bonaudi	TACTC Conference	Accompanied Trustees	Olympia	
1/26/10	President Bonaudi	Aerospace Council	Collaboration, Program support	Olympia	
1/26/10	President Bonaudi	Representative Schmick	Legislative visit	Olympia	
1/27/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
1/30/10	President Bonaudi; VP Hamburg; Director Sly	Winter Serenade	College support	BBCC	
2/02/10	President Bonaudi	Grant/Adams WorkSource	Community collaboration	Moses Lake	
2/02/10	Director Sly	Business After Hours	Outreach/networking	Moses Lake	
2/03/10	President Bonaudi	Legislative Testimony with Port of Quincy	Community support	Olympia	
2/03/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	Presenter
2/04/10	President Bonaudi	Representative Warnick	Legislative visit	Olympia	
2/04/10	President Bonaudi	SBCTC Meeting	College support	Olympia	
2/05/10	VP Hamburg	NIMS	Safety and Security	BBCC	
2/08-09/10	VP Hamburg	BAC	Meet with Business College Leaders	Olympia	
2/09/10	President Bonaudi	National League for Nursing Accreditation Commission Team/Board of Trustees	Nursing Program Accreditation	BBCC	
2/09/10	Director Sly	Business After Hours	Networking	Moses Lake	
2/10/10	President	Washtucna Superintendent Bob	Collaboration	Washtucna	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
2/10/10	Bonaudi VP Hamburg; Director Sly	Allen Nursing Accreditation	Support of Nursing	BBCC	Presented information (Sly)
2/10/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
2/11/10	President Bonaudi	National League for Nursing Accreditation Commission Team Exit Conference	Nursing Program Accreditation	BBCC	
2/11/10	VP Hamburg	Special Board Meeting	College issues	BBCC	
2/11/10	Director Sly	Moses Lake Yacht Club	Photo for donation (CBH)	Moses Lake	New scholarship started
2/15/10	Director Sly	Agnes Holloway	Scholarship support	Moses Lake	Helped Ginna Fontaine
2/17/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
2/19/10	President Bonaudi	Northwest Commission on Colleges and Universities	Accreditation Training	Seattle	
2/22/10	Director Sly	Ephrata School Board	Local enrollment report	Ephrata	Presenter
2/24/10	Director Sly	JATP	Visa discussion	BBCC	
2/24/10	Director Sly	Cellarbration! Committee Special Event Fundraiser	Event discussion	BBCC	
2/25/10	President Bonaudi	WACTC Meeting	Higher Ed support	Olympia	
2/25/10	Director Sly	Moses Lake School Board	Local enrollment report	Moses Lake	Presenter
2/26/10	President Bonaudi	Governor's Prayer Breakfast	Legislative support	Olympia	
2/26/10	President Bonaudi	Aerospace Council Meeting	Program support	Olympia	
2/26/10	Director Sly	EDC Annual Banquet	Outreach/networking	BBCC	
2/26/10	Director Sly	Basketball recruits & parents	Scholarship information	BBCC	Arranged by Preston Wilks
3/02/10	President Bonaudi; VP Hamburg; Director Sly	Board of Trustees Meeting	College Guidance	BBCC	
3/02/10	Director Sly	Moses Lake Rotary	District Conference planning	BBCC	
3/02/10	Director Sly	Business After Hours	Networking	Moses Lake	
3/03/10	Director Sly	Moses Lake Response Team	Information exchange	Moses Lake	
3/04/10	President	Foundation Meeting	Charitable Trusts Presentation	College support	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
	Bonaudi; VP Hamburg		Tom Colbertson		
3/04/10	Director Sly	Jerry Rein	Planned Giving workshop	BBCC	Sponsored by Foundation
3/8-12/10	President Bonaudi	National Association of Workforce Boards/ACCT Conference	Higher Ed support, Collaboration, Business/Industry networking	Washington, D.C.	Funded by North Central WorkForce
3/16/10	VP Hamburg	Construction meeting	Construction in 1400 building	BBCC	
3/17/10	President Bonaudi	CDL IBest Graduation	Student success celebration	BBCC	
3/17/10	Director Sly	Cellarbration! Committee	Event planning	BBCC	
3/19/10	Director Sly	Patrick Malone	WSU Horizons Program	BBCC	
3/22/10	President Bonaudi	New Student Orientation	Welcome students	BBCC	
3/23/10	President Bonaudi	University of Idaho Math Faculty	Math program collaboration	Moscow, ID	
3/23/10	VP Hamburg	Sodexo/Yates	Status of Sodexo	BBCC	
3/25/10	President Bonaudi	All WA Academic Team Celebration	Celebrate student success	South Puget Sound CC	
3/25-26/10	President Bonaudi	WACTC Meeting	Presidents/SBCTC collaboration	Olympia	
3/29/10	President Bonaudi; Director Sly	JATP Celebration	Program support	BBCC	Speaker (Sly)
3/30/10	President Bonaudi	State of the College	Community sharing	BBCC	
4/02/10	VP Hamburg	Pat Molitor	Parking lot rental	BBCC	
4/06/10	President Bonaudi	BMW Press Conference Governor Gregoire	College support	Seattle	
4/06/10	Director Sly	Trusteeship Committee	Discuss new board members	BBCC	
4/06/10	Director Sly	Business After Hours	Networking	Moses Lake	
4/07/10	President Bonaudi	Kate Woods, Congressman Doc Hastings, Legislative Assistant	College support	BBCC	
4/07/10	President	Lynn Lynch, Columbia Basin	College promotion	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
	Bonaudi	Herald			
4/07/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
4/08/10	President Bonaudi	Foundation Meeting	College support	BBCC	
4/09/10	President Bonaudi	Classified Staff Breakaway Welcome	Employee support	BBCC	
4/12/10	VP Hamburg	Fairchild AFB Rep	Air Force renting campus space	BBCC	
4/12/10	VP Hamburg	President, Kinzel, Moos, Lang, Tyler Wallace	Open Course Library Project	BBCC	
4/13/10	VP Hamburg; Director Sly	BBCC Trustees	Monthly Board meeting	BBCC	
4/13/10	Director Sly	Quincy School Board	Local enrollment report	George Elementary	Presenter
4/15/10	VP Hamburg	Russ Beard	Democracy Live Request	BBCC	
4/15-16/10	President Bonaudi	Accreditation Visit College of Southern Idaho	Higher Ed support, Accreditation professional development	Twin Falls, ID	
4/16/10	Director Sly	Allied Arts	Networking at fundraiser	Moses Lake	
4/19/10	VP Hamburg	Doug Sly & Nancy Tracy	Cellarbration	BBCC	
4/20/10	President Bonaudi	Aerospace Advisory Committee Meeting	Program support	Everett	
4/21/10	President Bonaudi	Grant County EDC Meeting	Community collaboration	BBCC	
4/22/10	President Bonaudi	Warden School Board meeting	K-12 partnership	Warden	
4/22/10	Director Sly	KBSN	Radio interview – Cellarbration!	Moses Lake	Presenter
4/22/10	Director Sly	Warden School Board	Local enrollment report	Warden	Presenter
4/22/10	Director Sly	BBCC Trustees	Board meeting	BBCC	Report on activities
4/22/10	VP Hamburg	USAF Rep	Renting Campus	BBCC	
4/26/10	President Bonaudi	Blue Mountain Community College President John Turner, Columbia Basin College President Rich Cummins	Higher Ed collaboration	Tri-Cities	
4/26/10	President	Wahluke Superintendent Gary	K-12 partnership	Wahluke	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
4/29-30/10	Bonaudi President Bonaudi	Greene WACTC Meeting	Presidents/SBCTC collaboration	Seattle	
4/30/10	President Bonaudi	Aerospace Meeting	College support	Seattle	
5/03/10	Director Sly Bonaudi	Juan Perales, Warden School District	Scholarships	BBCC	RE: Warden students
5/04/10	President Bonaudi	Mayor's Prayer breakfast	Community support	BBCC	
5/04/10	Director Sly	PTK	Initiation Ceremony	BBCC	
5/04/10	Director Sly	Business After Hours	Networking	Moses Lake	
5/05/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
5/07/10	President Bonaudi	JATP TJ Yoshikawa	Program support	BBCC	
5/07/10	Director Sly	Latino Education Fair	Networking/outreach	BBCC	
5/12/10	President Bonaudi	Othello Superintendent George Juarez	K-12 partnership	Othello	
5/12/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
5/15/10	Director Sly	Cellarbration!	Fundraising/networking	BBCC	Special event
5/17/10	Director Sly	State Supreme Court	Outreach/PR	BBCC	Sponsored event
5/19/10	Director Sly	Jeff Rask, Kirk Nelson	Meeting with Quest executives	BBCC	Met with Dr. Bonaudi
5/20/10	VP Hamburg	NIMS Training	Safety Training	BBCC	
5/20-21/10	President Bonaudi	TACTC Conference	Trustee collaboration	Wenatchee	
5/21/10	Director Sly	Rotary District Conference	Welcome speech	BBCC	On behalf of Dr. Bonaudi
5/25/10	President Bonaudi; VP Hamburg	Board of Trustees Meeting	College Guidance	BBCC	
5/26/10	President Bonaudi	Moses Lake Rotary Luncheon	Introduce VP Bob Mohrbacher	Moses Lake	
5/27-28/10	President Bonaudi	WACTC Meeting	Presidents/SBCTC collaboration	BBCC	
6/01/10	Director Sly	Business After Hours	Networking	Moses Lake	
6/02/10	VP Hamburg	Reinke Co	Irrigation Class	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
6/02/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
6/03/10	VP Hamburg	USAF Rep	Renting Campus	BBCC	
6/04/10	President Bonaudi	Grant Co Superintendents Meeting	K-12 partnership	BBCC	
6/08/10	VP Hamburg	Bob Wills	1400 Construction	BBCC	
6/09/10	President Bonaudi	GED Graduation	Student success	BBCC	
6/09/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
6/10/10	Director Sly	BBCC Automotive	Automotive BBQ for BBCC family	BBCC Auto Shop	Sponsored event
6/11/10	President Bonaudi	Commencement	Student success	BBCC	
6/11/10	Director Sly	BBCC Commencement Attendees	Commencement	BBCC	
6/11/10	Director Sly	Commencement Reception	Networking	Moses Lake	
6/12/10	President Bonaudi	Nurses' Pinning	Student success	BBCC	
6/14/10	President Bonaudi	Aviation Curriculum Project Meeting	Program support	Union, WA	
6/16/10	VP Hamburg	CBH Paper Rep	Budget	BBCC	
6/16/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
6/17/10	VP Hamburg	Skone Irrigation	Pump for South Campus Well	BBCC	
6/18/10	President Bonaudi	Grant Co EDC Meeting	Strategic Planning	BBCC	
6/21/10	President Bonaudi	Port of Quincy Legislative Reception	Community networking	Quincy	
6/22/10	VP Hamburg	BAC	VP from the state meeting	BBCC	
6/23/10	VP Hamburg	Lind School district	In-Service and Placement testing	BBCC	
6/23/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
6/29/10	President Bonaudi; VP Hamburg	Board of Trustees Meeting	College Guidance	BBCC	
7/01/10	VP Hamburg	Nursing Department	Grant County Nursing	BBCC	
7/06/10	VP Hamburg	Todd Davis	Soil Conservation Proper	Conservation Property	Progress w/cleanup

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
7/06/10	VP Hamburg	Sue Workman	College Bound	BBCC	Campus projects
7/06/10	President Bonaudi	CWU Provost Quirk	Higher Education collaboration	CWU	
7/06/10	Director Sly	Business After Hours	Networking	Moses Lake	
7/07/10	President Bonaudi	SGL Groundbreaking	Community support	Moses Lake	
7/07/10	President Bonaudi	President's Foundation dinner	College support	BBCC	
7/09/10	VP Hamburg	Dale Yates	Sodexo productivity	BBCC	
7/09/10	President Bonaudi; VP Hamburg; Director Sly	MIST Open house	Ribbon Cutting	Moses Lake (BBCC property)	
7/10/10	President Bonaudi; Director Sly	Million Air Open House	Community support	Moses Lake	
7/14/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	PUD candidate forum
7/15/10	President Bonaudi	Grant County EDC Luncheon	Community collaboration	BBCC	
7/15/10	President Bonaudi	Foundation Meeting	College support	BBCC	
7/15/10	VP Hamburg	Possible Bidders for Construction in 1400	Walk through building before bid	BBCC	
7/15/10	VP Hamburg	Allan, Clyde, Julia	CBIS	BBCC	
7/15/10	VP Hamburg	EDC	EDC Luncheon	BBCC	
7/15/10	Director Sly	BBCC Foundation	Board meeting	BBCC	
7/16/10	VP Hamburg	Mike Millhouse	Safety in Welding	BBCC	
7/20/10	VP Hamburg	CBH, Harlan & Velma	CBH Paper Contract	BBCC	
7/20/10	President Bonaudi	Columbia Basin Herald Staff	College promotion	BBCC	
7/21/10	VP Hamburg	Russ Beard & Dr. Bonaudi	TLR Discussion	BBCC	
7/21/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
7/27/10	President Bonaudi	Aerospace Council Meeting	Program support	Seattle	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
7/27-29/10	VP Mohrbacher	Rural Alliance Partnership	Work with rural schools	Spokane	
7/28/10	VP Hamburg	Dave Loughrango	Capital Bid opening	BBCC	
7/28-30/10	President Bonaudi	WACTC Meeting	Presidents collaboration	Pierce College	
7/28/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
7/29/10	VP Hamburg	Mike Milhouse	Safety Inspection Results	BBCC	
7/29/10	VP Hamburg	SBCTC	Budget Hearing	Spokane	
8/02/10	VP Hamburg	President Bonaudi, Bob M, Clyde R.	737 Donation	BBCC	
8/03/10	VP Hamburg	Indirect Cost Training	Grant Cost Training	BBCC	
8/04/10	VP Hamburg	Clyde R, Julia, Holly M	CBIS Regroup	BBCC	
8/04/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
8/05/10	President Bonaudi; VP Hamburg	SBCTC Meeting	System support	Columbia Basin College	
8/06/10	President Bonaudi	Gary Chandler, AWB	College support	BBCC	
8/11/10	VP Hamburg	Major Mansfield	USAF Locating at BBCC	BBCC	
8/11/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
8/12/10	VP Hamburg	Lee Sticklemeyer	Gym Floor	BBCC	
8/17/10	VP Hamburg	Holly and Job Corp	Hiring Painters	BBCC	
8/18/10	VP Hamburg	Bob Mohrbacher	JATP Dorms	BBCC	
8/23/10	President Bonaudi	Blue Mountain Community College President John Turner, Columbia Basin College President Rich Cummins,	Higher Ed collaboration	Hermiston, OR	
8/25/10	President Bonaudi	Board/Admin Retreat	College guidance, collaboration	Vantage	
8/26/10	VP Hamburg	Bob Mohrbacher	ARFF Contracts	BBCC	
8/27/10	President Bonaudi	WACTC Meeting	Presidents collaboration	BBCC ITV	
8/30/10	President Bonaudi	Bonnie Lamb Port of Moses Lake Retirement	Community networking	Moses Lake	
8/30/10	VP Hamburg	Architects	1400 Construction	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
8/31/10	VP Mohrbacher	Ephrata High School	Plan College in the High School courses	Ephrata	
8/31/10 - 9/01/10	President Bonaudi	TACTC Meeting	System collaboration, support	Seattle	
9/01/10	VP Hamburg	Bill Saraceno/CBC	Capital Project	CBC	
9/02/10	VP Hamburg	State Wide VP	BAC	ITV	
9/02/10	President Bonaudi	Aerospace Council Meeting	Program support	Everett	
9/02/10	Director Sly	REC Luncheon	Partnerships	BBCC	
9/03/10	Director Sly	Business After Hours	Networking	Moses Lake	
9/07/10	President Bonaudi; VP Hamburg; Director Sly	Board of Trustee Meeting	College Guidance	BBCC	Activities Report (Sly)
9/07/10	Director Sly	Business After Hours	Outreach/networking	BBCC	
9/08/10	VP Hamburg	Dale Yates	Sodexo menu	BBCC	
9/10/10	VP Hamburg	JATP Ceremony	Honor Mike Lang	Seattle	
9/10/10	Director Sly	JATP	Farewell Ceremony	Seattle	Counsel General contact
9/13/10	VP Hamburg	Ron Baker	NWCCU Review Standards I/S	BBCC	
9/13/10	Director Sly	Bob Fisk	Scholarship discussion	Moses Lake	New scholarship started
9/13/10	Director Sly	Faculty In-service	Information	BBCC	
9/14/10	Director Sly	Ron Jacobus	Donation of aircraft	BBCC	Aircraft donated
9/14/10	VP Hamburg	NIMS Training	Mapping Training	BBCC	
9/14/10	President Bonaudi	Energy Summit Prep Meeting	College collaboration	Ephrata	
9/15/10	President Bonaudi	Grant County EDC	Community collaboration	BBCC	
9/15/10	VP Hamburg	Pat Molitor	Renting Parking lot	BBCC	
9/17/10	President Bonaudi	Representative Schmick	College support	Pullman	
9/17/10	President Bonaudi	Representative Fagan	College support	Pullman	
9/20/10	President Bonaudi	Energy Summit Meeting	Community support	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
9/20/10	Director Sly	Quincy Library Board	Foundation presentation	BBCC	At Tim's request
9/22/10	Director Sly	Foundation Executive Committee	Needs of the college/work plan	BBCC	
9/22/10	VP Hamburg	BBCC Foundation	Foundation meeting	BBCC	
9/28/10	VP Hamburg	Robert Uhrich	New Architect for BBCC	BBCC	
9/28/10	VP Hamburg	Bob Wills	Title V capital project	BBCC	
9/28/10	President Bonaudi	Larry Godden, Million Air	College support	Moses Lake	
9/30/10	VP Hamburg	Autumn and CBH	Advertising Budget	BBCC	
9/30/10	President Bonaudi; VP Mohrbacher; VP Hamburg, Director Sly	CWU Reception	Higher Ed collaboration	BBCC	
10/01/10	President Bonaudi	CWU Board Meeting	Higher Ed support	BBCC	
10/05/10	VP Hamburg	Bob Wills	Title V Construction	BBCC	
10/05/10	President Bonaudi	Ritzville Public Facilities Group	Community collaboration	Ritzville	
10/05/10	President Bonaudi	Phi Theta Kappa Officers	Student support	BBCC	
10/05/10	VP Mohrbacher	Ritzville School District Superintendent	Talk about alliance with BBCC	Ritzville	
10/05/10	Director Sly	Business After Hours	Networking	Moses Lake	
10/06/10	President Bonaudi	Heritage University President Dr. Bassett	Higher Ed collaboration	BBCC	
10/06/10	VP Mohrbacher	Warden School District Superintendent	Talk about alliance with BBCC	Warden	
10/06/10	Director Sly	Moses Lake Rotary	Outreach/networking	Moses Lake	
10/7-8/10	President Bonaudi	WACTC Meeting	Presidents collaboration	Clark College	
10/08/10	President Bonaudi	Aerospace Meeting	Program support	Clark College	
10/11/10	VP Mohrbacher;	REC Silicon	REC Silicon Open House	Moses Lake	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
	VP Hamburg; Director Sly				
10/12/10	President Bonaudi	Joseph Akers, Chemicon	PET Program support	Moses Lake	
10/13/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
10/14/10	President Bonaudi	Shantra, Columbia Basin Herald	College promotion	BBCC	
10/14/10	President Bonaudi	Joint Advisory Dinner Foundation Meeting	Community collaboration College support	BBCC	
10/14/10	Director Sly	Professional/Technical Advisory Dinner	Networking	BBCC	Sponsored event
10/14/10	Director Sly	Foundation Board	Board meeting	BBCC	
10/18/10	President Bonaudi	Senator Parlette	College support	Wenatchee	
10/18/10	President Bonaudi	Representative Armstrong	College support	Wenatchee	
10/19/10	President Bonaudi; VP Hamburg	Board of Trustees Meeting	College guidance	BBCC	
10/19/10	President Bonaudi; Director Sly	Star Night	Celebrate scholarship donors and recipients	BBCC	
10/20/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
10/21/10	President Bonaudi	Bill Stevenson, Columbia Basin Herald	Program development	Moses Lake	
10/21-22/10	VP Mohrbacher	WA Student Services Fall Meeting	Discuss state student services	Vancouver, WA	
10/22/10	President Bonaudi	Gonzaga President Thayne McCulloh Inauguration	Higher Ed collaboration	Spokane	
10/22/10	Director Sly	Holiday Hiring Event	Intervention Fund information	BBCC	
10/26/10	President Bonaudi	Senator Honeyford	College support	Sunnyside	
10/26/10	President Bonaudi	Columbia Basin Development League Annual Meeting	Community collaboration	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
10/27/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
11/01/10	President Bonaudi; VP Mohrbacher; Director Sly	Bill Stevenson luncheon (CBH)	Mass Communications Program development	BBCC	
11/03/10	President Bonaudi	Spokane Community College President Christine Johnson visit	College collaboration	BBCC	
11/03-05/10	VP Mohrbacher	WA Instructional Commission Meeting	Discuss instructional services	Seattle	
11/03/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
11/04/10	President Bonaudi	Rural Economic Development Freight Mobility Summit	Community collaboration Legislative contact	Cave B, Quincy	
11/08/10	President Bonaudi	EWU President Rodolfo Arévalo & Staff	Luncheon, Grant County Trends Kickoff Celebration	BBCC	
11/08/10	VP Hamburg	EWU President	Education	BBCC	
11/08/10	Director Sly	Host EWU Administrators	Partnerships	BBCC	Campus tour included
11/10-12/10	President Bonaudi	AACC Commission Meeting	Higher Ed support	Washington, D.C.	
11/10/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
11/15-16/10	VP Mohrbacher	Pre-college Summit (SBCTC)	Discuss pre-college work for students	Bellevue	
11/16/10	VP Hamburg	Bob Wills	Construction on Transfer Center	BBCC	
11/16/10	VP Hamburg	RGU Architecture	Master Plan for College	BBCC	
11/17/10	Director Sly	Moses Lake Rotary	Networking/outreach	Moses Lake	
11/18-19/10	President Bonaudi	NWCCU Accreditation	Accreditation Training	Salt Lake City, UT	
11/22/10	President Bonaudi	Wilson Creek Superintendent Brad Smedley	K-12 partnerships	Wilson Creek	
11/22/10	President Bonaudi	Coulee City Superintendent Jim Evans	K-12 partnerships	Coulee City	
11/22/10	Director Sly	Host ASB Dinner	Thank-you for ASB help	Moses Lake (Inca's)	Sponsored event
11/23/10	VP Hamburg	BBCC Foundation	Budget	BBCC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
11/23/10	Director Sly	Foundation Executive Committee	Budget discussions	BBCC	
11/30/10	President Bonaudi; VP Hamburg	Board of Trustees Meeting	College guidance	BBCC	
12/01/10	VP Mohrbacher; VP Hamburg	NWCCU Evaluator Training	Certification for Accreditation	SeaTac, WA	
12/02/10	President Bonaudi	Japanese Emperor's Birthday Celebration	JATP support	Seattle	
12/03/10	President Bonaudi; Director Sly	Foundation Executive Committee Meeting	College support	BBCC	
12/04/10	President Bonaudi; Director Sly	Million Air Christmas Party	Community collaboration	Moses Lake	
12/08/10	President Bonaudi	Blue Mountain Community College President John Turner, Columbia Basin College President Rich Cummins,	Higher Ed collaboration	Tri-Cities	
12/09/10	President Bonaudi	Aerospace Council Meeting	Program support	Seattle	
12/10/10	President Bonaudi	Grand Coulee Supt Dennis Carlson	K-12 Partnership		
12/10/10	President Bonaudi; Director Sly	BBCC Holiday Potluck	Employee celebration	BBCC	
12/10/10	VP Mohrbacher	Grand Coulee School District Superintendent	Discuss alliance with BBCC	Grand Coulee	
12/10/10	VP Hamburg	BAC Meeting	VP of Administration from all Colleges	Highline	
12/14/10	VP Hamburg	Construction Meeting	Transfer Center	BBCC	
12/14/10	VP Hamburg	RGU Architecture	Master planning	BBCC	
12/14/10	Director Sly	Floch Memorial Games	Scholarship fundraiser	Odessa	
12/15/10	President	WACTC Meeting	Presidents collaboration	Shoreline CC	

Date	BBCC Rep	Group met with	Purpose of meeting	Location	Comments
12/21/10	Bonaudi President Bonaudi	KBSN Butch Bare Radio Show	College promotion	Moses Lake	
12/28/10	President Bonaudi	Foundation Trusteeship Meeting	College support	BBCC	

Appendix E

Counselor and Advisor Outreach Efforts 2010

Date	BBCC Campus Rep	Event/Group met with	Location	Contacts
Year-round	BBCC Counselors	Phone Consultation with Service District High School Staff	BBCC Campus	n/a
Year-round	Mary Shannon	WorkSource/SkillSource	Moses Lake	20
Monthly	Mary Shannon	Moses Lake Chamber of Commerce Education Committee	Moses Lake	10
Quarterly	Mary Shannon	Basin Tech Prep Coordinating Committee	BBCC Campus	14
1/6/2010	Mary Shannon	Royal High School	Royal City	8
1/7/2010	José Esparza	Quincy High Tech High Presentation	Quincy	20
1/11/2010	Rita Delgado	Financial Aid Night -- Warden High School	Warden	15
1/15/2010	José Esparza	Ephrata High School Testing	Ephrata	21
1/19/2010	José Esparza	Moses Lake HS Presentation	Moses Lake	30
1/21/2010	José Esparza	Moses Lake High School ESL Class Presentation	Moses Lake	15
1/27/2010	José Esparza	Sage Hills HS Presentation	Ephrata	50
1/28/2010	José Esparza	Tonasket GEAR UP Campus Tour	BBCC Campus	135
1/28/2010	Rita Delgado	Financial Aid Night -- Royal High School	Royal City	n/a
1/29/2010	Mary Shannon	Lind High School	Lind	12
2/3/2010	José Esparza	Job Corps Military & Career Fair	Moses Lake	120
2/3/2010	Mary Shannon	Columbia Basin Job Corps Presentation	Moses Lake	96
2/4/2010	José Esparza	Othello SkillSource Presentation	Othello	20
2/8/2010	José Esparza	Sage Hills HS Campus Tour	Ephrata	20
2/8/2010	Rita Delgado	Financial Aid Night -- Sage Hills High School	Ephrata	n/a
2/10/2010	Mary Shannon	Washtucna High School	Washtucna	7
2/17/2010	José Esparza	ALPS HS Presentation	Othello	35
2/17/2010	José Esparza	Othello SkillSource Presentation	Othello	20
2/18/2010	José Esparza	Ephrata GEAR UP	Ephrata	40
2/18/2010	Mary Shannon	Moses Lake High School	Moses Lake	20
2/21/2010	Financial Aid Department, BBCC Counselors, Volunteers	College Goal Sunday	BBCC Campus	80
2/23/2010	Rita Delgado, Elizabeth Mendoza, José Esparza	Funding info for IBEST CDL	BBCC Campus	10

Counselor and Advisor Outreach Efforts 2010

Date	BBCC Campus Rep	Event/Group met with	Location	Contacts
2/24/2010	Mary Shannon	Odesa High School	Odesa	4
2/25/2010	BBCC Counselors	Running Start Information Session*	BBCC Campus	104
2/25/2010	Rita Delgado	Financial Aid Night -- Quincy High School Gear Up	Quincy	30
3/3/2010	José Esparza	Ephrata HS Presentation	Ephrata	30
3/4/2010	José Esparza	Ephrata HS Presentation	Ephrata	30
3/4/2010	Rita Delgado (in place of José Esparza)	Frontier Middle School -- BBCC Opportunities	Moses Lake	10
3/8/2010	Mary Shannon	Ephrata High School	Ephrata	16
3/11/2010	Mary Shannon	Columbia Basin Job Corps Job & Career Fair Presentation	Moses Lake	35
3/15/2010	José Esparza	Bridgeport HS Presentation	Bridgeport	100
3/16/2010	Counselors	Running Start Information Session*	BBCC Campus	35
3/17/2010	Rita Delgado, Russ Beard, MariAnne Zavala-Lopez, José Esparza	Lind School District	Lind	15
3/23/2010	BBCC Counselors, Mary Shannon	"College Planning Day" for High School Students (WA Council for High School-College Relations)	BBCC Campus	n/a
3/26/2010	José Esparza	8th Grade College Plannin Day	Cheney	250
4/13/2010	Mary Shannon	Moses Lake High School Area Ag Teachers	Moses Lake	11
4/15/2010	José Esparza	Mabton HS Campus Tour	BBCC	40
4/20/2010	BBCC Counselors	Running Start Information Night*	BBCC Campus	10
4/22/2010	Mary Shannon	Job & Career Fair	BBCC Campus	1,800 (est.)
4/27/2010	BBCC Counselors	Running Start Information Session*	BBCC Campus	2
4/27/2010	José Esparza	BBCC Opportunity Center Presentation	BBCC	20
4/28/2010	José Esparza, Custodio Valencia, Ana Ellsworth, Ene delia Nicholson, Rita Delgado	Moses Lake HS Presentation	Moses Lake	150
5/3/2010	Mary Shannon	Moses Lake High School	Moses Lake	20
5/7/2010	BBCC Counselors, Advisors, Outreach Staff, Financial Aid Staff, Volunteers	<i>iEducate @ Big Bend! Latino Education Fair</i>	BBCC Campus	350
5/11/2010	BBCC Counselors	Running Start Information Session*	BBCC Campus	16
5/11/2010	José Esparza	Fort Simko Job Corps Campus Tour	BBCC	25
5/25/2010	BBCC Counselors	Running Start Information Session*	BBCC Campus	17
5/25/2010	José Esparza	Soap Lake Placement Testing	Soap Lake	20

Counselor and Advisor Outreach Efforts 2010

Date	BBCC Campus Rep	Event/Group met with	Location	Contacts
5/26/2010	LoraLyn Allen	IEP Meeting and New Student/DSS Information	Moses Lake High School	1
5/26/2010	LoraLyn Allen	BBCC Presentation and New Student Information	Othello GED class	30
6/9/2010	MariAnne Zavala-Lopez, José Esparza	Wahluke High School Principal and Counselors	Wahluke High School	3
6/19/2010	Mary Shannon	Food Pavilion Rapid Response	Moses Lake WorkSource office	11
6/25/2010	MariAnne Zavala-Lopez	Washington State Migrant Council	Othello	8
6/29/2010	MariAnne Zavala-Lopez	Washington State Migrant Council	Othello	8
8/24/2010	Mary Shannon	Columbia Basin Job Corps Anniversary	Moses Lake	n/a
9/7/2010	Mary Shannon	Moses Lake High School area Ag Teachers	Moses Lake	10
9/14/2010	José Esparza	Washtucna HS Placement Testing	Washtucna	10
9/14/2010	LoraLyn Allen	IEP Meeting and New Student/DSS Information	Moses Lake High School	1
9/15/2010	Mary Shannon	Basin Tech Prep Consortium meeting	BBCC Campus	20
9/16/2010	José Esparza	Washtucna HS Placement Testing	Washtucna	10
9/17/2010	José Esparza	Ephrata HS Presentation	Ephrata	50
9/28/2010	Mary Shannon	Agriculture Teacher In-service	BBCC Campus	10
9/30/2010	Mary Shannon	Agriculture Teacher In-service	BBCC Campus	10
9/30/2010	José Esparza	BBCC Opportunity Center Presentation	BBCC	30
10/4/2010	Mary Shannon	Columbia Basin Secondary School	Moses Lake	30
10/5/2010	Mary Shannon	Warden High School	Warden	6
10/6/2010	Rita Delgado & BBCC Counselors	Fall College Tour and Financial Aid Information Night (WA Council for High School-College Relations)	BBCC Campus	n/a
10/6/2010	José Esparza	Lake Roosevelt HS Presentation	Grand Coulee	300
10/6/2010	José Esparza	Grand Coulee Dam Middle School Presentation	Grand Coulee	100
10/7/2010	Mary Shannon	ACH High School	Coulee City	6
10/8/2010	Mary Shannon	Soap Lake High School	Soap Lake	4
10/13/2010	José Esparza	Moses Lake SkillSource Presentation	Moses Lake	50
10/14/2010	Mary Shannon	Basin Tech Prep Steering Committee	BBCC Campus	7
10/18/2010	Mary Shannon	Moses Lake High School	Moses lake	4

Counselor and Advisor Outreach Efforts 2010

Date	BCC Campus Rep	Event/Group met with	Location	Contacts
10/19/2010	Mary Shannon	Royal High School	Royal City	8
10/19/2010	José Esparza, Kara Garrett, Mary Shannon	Royal HS Campus Tour	BBCC	25
10/20/2010	José Esparza	Pasco HS College Fair	Pasco	200
10/27/2010	Mary Shannon	Royal High School	Royal City	4
10/28/2010	Mary Shannon	Lake Roosevelt High School	Grand Coulee	7
11/2/2010	Mary Shannon	Columbia Basin Job Corps	Moses Lake	7
11/2/2010	José Esparza	Eastmont HS College Fair	East Wenatchee	400
11/8/2010	Mary Shannon	Warden High School	Warden	3
11/9/2010	BBCC Counselors	Running Start Information Session*	BBCC Campus	12
11/15/2010	Mary Shannon	Lind high School	Lind	5
11/16/2010	Mary Shannon	Ephrata High School	Ephrata	15
11/16/2010	Mary Shannon	Wilson Creek High School	Wilson Creek	14
11/17/2010	José Esparza	Lind HS Placement Testing	Lind	5
11/18/2010	Mary Shannon	Moses Lake High School	Moses Lake	6
11/20/2010	Mary Shannon	Quincy High School	Quincy	10
12/6/2010	Mary Shannon	Moses Lake High School	Moses Lake	6
12/7/2010	Rita Delgado, Elizabeth Mendoza, José Esparza	Funding info for IBEST CDL	BBCC Campus	10
12/10/2010	Mary Shannon	Warden High School	Warden	2
12/15/2010	José Esparza	Ephrata HS Placement Testing	Ephrata	30
1/5/2011	Rita Delgado	Financial Aid Night --- Wilson Creek High School	Wilson Creek	8
1/7/2011	Mary Shannon	Moses Lake WorkSource	Moses Lake	20
1/10/2011	Mary Shannon	Odessa High School	Odessa	6
1/12/2011	Mary Shannon	Wahluke High School	Mattawa	15
1/18/2011	José Esparza, Rita Delgado, Loralyn Allen	Quincy HS Financial Aid Night	Quincy	55
1/18/2011	José Esparza	Lind HS Placement Testing	Lind	5
1/20/2011	José Esparza	Moses Lake HS Presentation	Moses Lake	20
1/24/2011	Rita Delgado	Financial Aid Night --- Royal High School	Royal City	8
1/28/2011	José Esparza	Liberty Bell HS Campus Tour	BBCC	28

* Available in Spanish
 Compiled by Institutional Research

Appendix F

ABE/ESL Enrollment FTE Generation
Summer 2008 - Fall 2010

	Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Winter 2010	Spring 2010	Summer 2010	Fall 2010
Ephrata (ABE only)										
Enrollment	21	18	0	19	0	12	12	17	0	13
Headcount	20	18	0	18	0	10	12	17	0	13
FTE	0.8	1.1	0.0	1.1	0.0	0.7	0.7	0.9	0.0	0.8
Grand Coulee (ABE only)										
Enrollment	0	14	13	9	0	8	17	19	0	12
Headcount	0	13	12	9	0	6	15	19	0	12
FTE	0.0	1.2	0.4	0.3	0.0	0.6	1.3	1.1	0.0	1.0
Mattawa (ESL only)										
Enrollment	40	83	106	65	34	67	63	46	25	22
Headcount	40	82	96	65	34	60	63	46	25	22
FTE	3.0	10.9	19.4	7.5	2.3	9.9	13.5	6.1	1.9	4.6
Moses Lake (off campus) day										
Enrollment	4	6	0	0	0	0	0	0	0	0
ESL	0	24	13	0	0	0	0	0	0	0
Total	4	30	13	0	0	0	0	0	0	0
Headcount	4	5	0	0	0	0	0	0	0	0
ESL	0	24	13	0	0	0	0	0	0	0
Total	4	29	13	0	0	0	0	0	0	0
FTE	0.4	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
ESL	0.0	3.2	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	0.4	4.1	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0

ABE/ESL Enrollment FTE Generation
Summer 2008 - Fall 2010

	Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Winter 2010	Spring 2010	Summer 2010	Fall 2010
Moses Lake (off campus) evening										
Enrollment	ABE 11	22	25	22	0	30	23	20	0	12
	ESL 0	16	71	55	0	67	67	52	19	0
	Total 11	38	96	77	0	97	90	72	19	12
Headcount	ABE 11	17	24	22	0	27	23	20	0	12
	ESL 0	16	67	47	0	39	41	29	19	0
	Total 11	33	91	69	0	66	64	49	19	12
FTE	ABE 0.7	1.8	2.0	1.4	0.0	2.7	2.0	1.6	0.0	1.3
	ESL 0.0	1.0	7.3	4.0	0.0	6.6	6.6	4.4	1.1	0.0
	Total 0.7	2.8	9.3	5.5	0.0	9.3	8.6	6.0	1.1	1.3
On campus day										
Enrollment	ABE 64	98	120	108	66	107	109	108	61	87
	ESL 19	49	62	54	14	66	82	58	19	50
	Total 83	147	182	162	80	173	191	166	80	137
Headcount	ABE 39	90	118	105	53	104	102	106	50	87
	ESL 17	43	62	47	14	66	81	58	19	50
	Total 56	133	180	152	67	170	183	164	69	137
FTE	ABE 8.2	19.5	20.8	19.1	9.9	19.7	20.4	16.2	9.2	18.9
	ESL 3.2	10.0	13.3	10.9	3.1	14.1	19.6	13.4	4.6	12.3
	Total 11.4	29.5	34.1	30.0	13.0	33.9	40.0	29.7	13.8	31.2
On campus evening										
Enrollment	ABE 0	0	0	0	0	0	0	29	0	6
	ESL 0	33	37	19	0	43	36	0	0	68
	Total 0	33	37	19	0	43	36	29	0	74
Headcount	ABE 0	0	0	0	0	0	0	29	0	5
	ESL 0	33	36	19	0	18	36	0	0	68
	Total 0	33	36	19	0	18	36	29	0	73
FTE	ABE 0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	0.0	0.3
	ESL 0.0	3.7	3.7	1.8	0.0	3.5	3.9	0.0	0.0	7.3
	Total 0.0	3.7	3.7	1.8	0.0	3.5	3.9	1.2	0.0	7.5

ABE/ESL Enrollment FTE Generation
Summer 2008 - Fall 2010

	Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Winter 2010	Spring 2010	Summer 2010	Fall 2010
Online										
ABE	20	34	37	28	11	21	23	12	11	4
ESL	31	41	52	52	42	41	57	51	11	21
Total	51	75	89	80	53	62	80	63	22	25
ABE	13	34	36	27	11	21	23	12	8	4
ESL	31	41	52	52	42	41	57	51	11	21
Total	44	75	88	79	53	62	80	63	19	25
ABE	0.7	1.9	2.7	1.7	0.4	1.6	1.9	0.6	0.3	0.2
ESL	1.5	2.9	3.8	3.6	0.9	3.1	1.9	2.0	0.2	1.0
Total	2.2	4.8	6.6	5.3	1.3	4.7	3.8	2.6	0.6	1.2
Othello										
ABE	18	34	36	24	0	30	30	29	0	16
ESL	0	70	55	35	0	37	40	35	0	38
Total	18	104	91	59	0	67	70	64	0	54
ABE	18	32	35	24	0	30	29	28	0	16
ESL	0	69	54	35	0	37	40	35	0	38
Total	18	101	89	59	0	67	69	63	0	54
ABE	0.7	4.0	3.8	1.6	0.0	2.3	2.3	1.9	0.0	1.2
ESL	0.0	6.3	6.2	4.2	0.0	5.8	6.5	4.5	0.0	6.5
Total	0.7	10.3	10.1	5.8	0.0	8.1	8.8	6.4	0.0	7.7
Quincy										
ABE	0	9	23	14	0	13	17	19	0	10
ESL	15	39	47	32	0	21	21	19	0	11
Total	15	48	70	46	0	34	38	38	0	21
ABE	0	8	23	14	0	13	17	20	0	10
ESL	15	39	46	32	0	21	19	19	0	11
Total	15	47	69	46	0	34	36	39	0	21
ABE	0.0	1.1	2.7	1.5	0.0	1.5	2.4	2.2	0.0	1.3
ESL	1.2	5.4	6.9	3.6	0.0	3.0	3.3	2.4	0.0	1.8
Total	1.2	6.5	9.6	5.1	0.0	4.5	5.7	4.6	0.0	3.1

Source: SMS (B012 CLASS DUMP), retrieved 11/30/10
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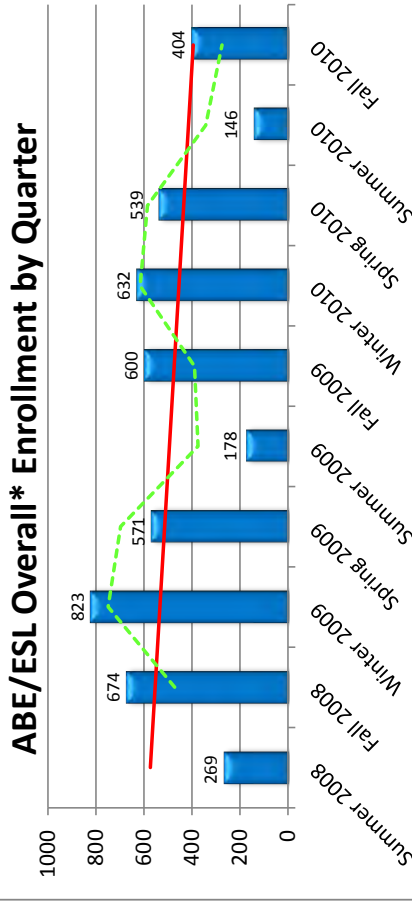
**ABE/ESL Enrollment FTE Generation
Summer 2008 - Fall 2010**

	Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Winter 2010	Spring 2010	Summer 2010	Fall 2010
Royal City										
ABE	0	9	20	11	0	0	0	0	0	0
ESL	14	24	27	10	11	11	13	10	0	0
Total	14	33	47	21	11	11	13	10	0	0
ABE	0	9	19	11	0	0	0	0	0	0
ESL	13	22	25	10	8	11	13	10	0	0
Total	13	31	44	21	8	11	13	10	0	0
ABE	0.0	0.6	1.8	0.8	0.0	0.0	0.0	0.0	0.0	0.0
ESL	1.0	2.0	2.9	1.1	0.6	1.5	1.6	1.3	0.0	0.0
Total	1.0	2.6	4.7	1.9	0.6	1.5	1.6	1.3	0.0	0.0
Soap Lake (ABE only)										
Enrollment	0	28	21	0	0	0	0	0	0	17
Headcount	0	28	20	0	0	0	0	0	0	17
FTE	0.0	3.4	2.1	0.0	0.0	0.0	0.0	0.0	0.0	1.1
Warden (ESL only)										
Enrollment	12	23	58	14	0	26	22	15	0	17
Headcount	12	23	58	14	0	26	22	15	0	17
FTE	1.3	1.2	3.6	0.7	0.0	1.4	1.6	0.9	0.0	1.3

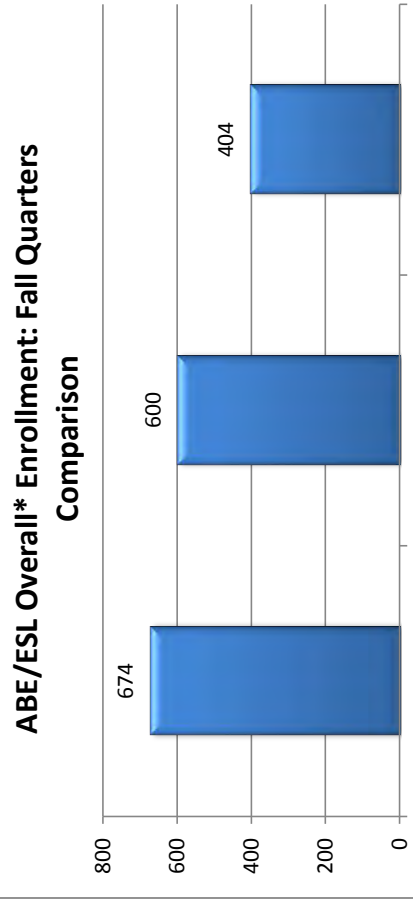
ABE/ESL Enrollment FTE Generation
Summer 2008 - Fall 2010

Summer 2008	Fall 2008	Winter 2009	Spring 2009	Summer 2009	Fall 2009	Winter 2010	Spring 2010	Summer 2010	Fall 2010
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OVERALL (all sites)									
Enrollment	269	674	823	571	178	632	539	146	404
Headcount	233	646	796	551	162	593	504	132	384
FTE	22.69	82.25	104.73	64.94	17.15	89.39	60.64	17.45	60.85



*ALL sites, including on-campus and Moses Lake sites



*ALL sites, including on-campus and Moses Lake sites

Appendix G

Distance Education Equipment Costs

ITV Costs 2004 - 2009					
2004 -05	2005 -06	2006 - 07	2007 - 08		
MCU Bridge, campus classroom	MCU and classroom maintenance	MCU and classroom maintenance	MCU and classroom maintenance	\$690,000	\$32,000
Soap Lake Classroom	Soap Lake maintenance	Soap Lake maintenance	Soap Lake maintenance	\$50,000	\$2,175
Warden Classroom	Warden maintenance	Warden maintenance	Warden maintenance	\$50,000	\$2,175
Wahluke Classroom	Wahluke maintenance	Wahluke maintenance	Wahluke maintenance	\$50,000	\$2,175
Total 2004 Equipment Investment	Total 2005 Equipment Investment	Total 2006 Equipment Investment	Total 2007 Equipment Investment	\$840,000	\$23,775
\$38,525					

Total Equipment and Maintenance Investment in ITV 2004 through 2009: \$964,600

2008 - 09	
MCU and classroom maintenance	\$32,000
Soap Lake maintenance	\$2,175
Warden maintenance	\$2,175
Wahluke maintenance	\$2,175
Total 2008 Equipment Investment	\$38,525

MediaSite Costs 2007 - 2011

MediaSite Costs 2007 - 2011					
2007 - 08	2008 - 09	2009 - 10	2010 - 11		
MediaSite Bundle	MediaSite Maintenance	Three MediaSite Classrooms	One MediaSite Classroom	\$55,345	\$55,000
Mobile Recorder		MediaSite Maintenance	MediaSite Maintenance	\$25,000	\$16,856
Total 2007 Equipment Investment	Total 2008 Equipment Investment	Total 2009 Equipment Investment	Total 2010 Equipment Investment	\$80,345	\$71,856
\$168,343					

Total Equipment and Maintenance Investment for MediaSite 2007 through 2011: \$322,394

Appendix H

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
American Association of Community Colleges (AACC)	<ul style="list-style-type: none"> • President Bonaudi participated in a commission meeting and engagement with the Community College Completion Initiative
Adams County Development Council (ACDC)	<ul style="list-style-type: none"> • Economic development agency that has gained state recognition • CBIS provides BBCC representation on the ACDC • BBCC provides support to ACDC through CBIS, the Professional-Technical and Arts & Sciences divisions, and the BBCC Foundation
Aerospace Advisory Committee	<ul style="list-style-type: none"> • President Bonaudi chaired the advisory committee for the Center of Excellence in Aerospace Technology for Edmonds and Everett community colleges
Aerospace Joint Apprenticeship Committee	<ul style="list-style-type: none"> • “Fighting 147s” (Washington State Aviation Maintenance Technicians Schools (AMTS) Development Force) is working to create one common integrated AMTS curriculum across Washington State
Alaska Airlines	<ul style="list-style-type: none"> • Internship opportunities for Aviation and Aviation Maintenance Technology students
Association of Washington Businesses	<ul style="list-style-type: none"> • Supports workforce training legislation in Legislature
Basin Tech Prep Consortium	<ul style="list-style-type: none"> • Partnership between BBCC and participating area high schools that allows high school students to earn college credit for articulated high school vocational courses • All Grant and Adams counties school districts participate (except Washtucna) • The Basin Tech Prep Steering Committee sponsors two \$500 Tech Prep scholarships • Summer welding training is provided for high school teachers • Agriculture Teacher In-Service September 2010
BBCC Child Care Center	<ul style="list-style-type: none"> • Early Childhood Education Assistance Program (ECEAP) • WorkFirst (DSHS) program work experience site • Work experience site for Heritage Education program students • Childcare for Columbia Basin Secondary School students

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
BBCC Foundation	<ul style="list-style-type: none"> • Provides scholarship funding for students through more than 75 scholarship funds • Provides scholarship opportunities for students enrolled in the new Mechanized Irrigation Technology Systems (MIST) program at BBCC • Partners with many private donors and foundations to provide funding for facilities, equipment, outreach, and staff development at BBCC • Is the U.S. sponsor of the Japanese Agricultural Training Program (JATP) and contracts with BBCC to provide training to JATP trainees • Manages and raises matching funds for the Exceptional Faculty Awards Endowment for BBCC faculty • Maintains financial accounts for BBCC's athletic booster club, Phi Theta Kappa (PTK), Nursing Program, ASB, Aviation, and Volunteer Literacy Program • Partners with the Rho Zeta chapter of PTK to pay \$60 national dues for needy students to join PTK; several of these students have become PTK officers • Owns the Opportunity Center and leases it back to the college to provide classroom space for programs • Leases office space to the Grant County Economic Development Council (EDC), which nurtures partnerships between the college and the EDC • Partners with donors like Weinstein Beverage Company to provide intervention scholarships to help students cope with financial emergencies • Established a Nursing Educators Fund to assist nursing instructors with the costs of earning a Master's Degree so they can teach in the BBCC nursing program • Partnered with BBCC to provide hiring bonuses for nursing educators to enhance the application pool for nursing educator positions • Partners with the Ritzville Public Development Authority to plan a learning center in Ritzville • Partners with the Odessa School District to conduct fundraising basketball games, with proceeds going to a scholarship fund in memory of two students who were from Odessa and attended BBCC; the location of games alternates each year between Odessa and BBCC campus • Partners with various groups to sponsor events on campus of value to the BBCC family and local communities. These include: the State Supreme Court visit, Planning Giving Seminars, CWU Trustees reception, and the Automotive BBQ for the BBCC family at the end of the academic year

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Central Washington JOBS (PET program)	<ul style="list-style-type: none"> • Community group that is industry-driven for the purpose of obtaining and retaining qualified employees, convened by BBCC • Consortium of member organizations consisting of food processors and manufacturers; members include: SVZ-USA, McCain Foods, Simplot, Columbia ColStor, Lamb Weston BSW, Genie, Laser Fab, Quincy Foods LLC, Basic American Foods, CemiCon, SGL-ACF • Focuses on Pre-employment Training (PET), recruiting, and hiring workers for local employment • Facilitated by BBCC's Professional-Technical division and CBIS • First PET held in March of 2009; held nine classes since 2009 with 110 graduates • Participated in job and career fairs at the high school level
Central Washington University (CWU)	<ul style="list-style-type: none"> • Offers upper division classes on the BBCC campus towards: <ul style="list-style-type: none"> ○ Bachelor of Science in Business Administration and Accounting ○ Master of Education, pro-certification program ○ The professional core sequence ○ Bachelor of Science in Flight Technology, Aviation Management Specialization ○ Bachelor of Science in Interdisciplinary Studies, Social Sciences • Bachelor of Applied Science Information Technology and Administrative Management degree is available to students earning Applied Science Degrees at BBCC • Implemented a Dual Admission program to provide a smooth and successful transition for BBCC students to the CWU University Center; students who participate are considered fully admitted to BBCC and conditionally admitted to CWU; the standard \$50.00 application fee is waived for students in this program • In an agreement with BBCC for a shared commercial pilot flight instructor position; this instructor will be located on the BBCC campus to instruct BBCC and CWU students • Equips two interactive TV rooms on the BBCC campus (Building 1800) that are available for CWU and BBCC instructional and administrative use • Engaged in an agreement that allows students attending both CWU and BBCC to receive financial aid at CWU based on the sum of credits taken at both schools • The Central Theatre Ensemble is in its fifth year of offering a FREE stage play geared for K-12 students on BBCC campus • Continual discussions between CWU and BBCC leadership of baccalaureate partnerships between the two schools
City of Moses Lake	<ul style="list-style-type: none"> • A committee was formed to meet on a monthly basis to work on bringing more trails and bike lanes to the Moses Lake area • Current and former BBCC employees Charlene Rios, Gale Haley, Joe Rogers, and Brenda Teals are members of the trail planning committee

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Clinical Site Agreements	<ul style="list-style-type: none"> • Provide BBCC nursing students with opportunities to gain hands-on experience in the medical field • Participating sites: <ul style="list-style-type: none"> ○ Adams County Health Department (Ritzville) ○ Avalon Care Center (Othello) ○ BBCC Childcare Center (Moses Lake) ○ Central Basin Home Health and Hospice (Moses Lake) ○ Central Washington Hospital (Wenatchee) ○ Columbia Basin Health Clinic (Othello) ○ Columbia Basin Hospital (Ephrata) ○ Columbia Basin Secondary School (Moses Lake) ○ Coulee Community Hospital (Grand Coulee) ○ Coventry House Assisted Living Community (Othello) ○ East Adams Rural Hospital (Ritzville) ○ Eastern Washington State Hospital (Medical Lake) ○ 14th Avenue Medical Center (Othello) ○ Fresenius Medical Care DBA M.L. Dialysis (Moses Lake) ○ Grant County Head Start (Ephrata) ○ Grant County Health District (Ephrata) ○ Grant Mental Healthcare (Moses Lake) ○ Hearthstone Inn (Moses Lake) ○ Kennewick General Hospital (Kennewick) ○ McKay Health Care and Rehabilitation (Soap Lake) ○ Moses Lake Community Health Center (Moses Lake) ○ Moses Lake School District (Moses Lake) ○ Odessa Memorial Healthcare Center (Odessa) ○ Othello Community Health Center (Othello) ○ Parkview Pediatrics & Family Medicine (Moses Lake) ○ Quincy Valley Hospital (Quincy) ○ Renal Care Group of Northwest (Moses Lake) ○ Rockwood Clinic (Spokane) ○ Sacred Heart Medical Center (Spokane) ○ Samaritan Healthcare (Moses Lake) ○ Summerwood Alzheimer's Special Care Center (Moses Lake) ○ Sunbridge Care and Rehab Center (Moses Lake) ○ Sunbridge Special Care/Lakeridge (Moses Lake) ○ Washington State Migrant Council (Moses Lake) ○ Wenatchee Valley Clinic (Moses Lake branch) ○ Yakima Valley Memorial Hospital (Yakima)
Columbia Basin Allied Arts	<ul style="list-style-type: none"> • Brings the performing arts to BBCC students, staff, and community members
Columbia Basin Development League	<ul style="list-style-type: none"> • District water issues
Columbia Basin Herald	<ul style="list-style-type: none"> • Discussions of Mass Communication course description

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Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Columbia Basin Job Corps	<ul style="list-style-type: none"> • BBCC is an educational contractor for Job Corps and continues to enroll Job Corps students in college programs and includes on-campus housing for these students • BBCC provides GED testing services for Job Corps students • Provide GED testing services for Camp Outlook Boot Camp in Connell
Community Concerts	<ul style="list-style-type: none"> • Rents space for concerts on campus, providing BBCC students with the opportunity to attend performing art events
Community College Partners	<ul style="list-style-type: none"> • Green River Community College – articulation agreement for students to complete their flight training at BBCC • Wenatchee Valley College – Lab Tech program includes training at BBCC; collaborative Ag degree is offered between WVC and BBCC; collaborates with BBCC on basic skills and WorkFirst professional development • Columbia Basin College (CBC) <ul style="list-style-type: none"> ○ provides BBCC Maintenance and Operations department with rebuilt pickups from the CBC Auto Body Repair program at very reasonable prices ○ Meeting between BBCC and CBC presidents to discuss collaboration • Community Colleges of Spokane – President Bonaudi in discussions with Chancellor Christine Johnson about collaboration between BBCC and the Community Colleges of Spokane • Blue Mountain Community College (BMCC) – meeting between BBCC and BMCC presidents to discuss collaboration
Community Partnership Against Substance Abuse (5 th Annual)	<ul style="list-style-type: none"> • Partnership between BBCC and Central Basin Traffic Safety Task Force to teach the public about effects of drugs and alcohol on people and their communities • Representatives from Grant County Emergency Management, Grant County Sheriff Department, Moses lake Police Department, Grant County Coroner’s Office, Grant County Fire District #5, Moses Lake Fire, and the Washington State Patrol participate in an annual substance abuse awareness event held on the BBCC campus • The event is organized by Ryann Leonard (BBCC Faculty) and admission is free
Department of Corrections (DOC)	<ul style="list-style-type: none"> • Assists BBCC to remove underground fuel storage tanks and perform asbestos abatement
Department of Social Health Services (DSHS)	<ul style="list-style-type: none"> • Allowed BBCC to develop childcare facility with 44 slots for BBCC students, staff, and community
Education Partners Network	<ul style="list-style-type: none"> • CBIS partners with Development Dimensions International, VisionPoint, Gatlin Education Services, Washington Manufacturing, and Ed2Go to provide training and online courses
Ellensburg Distillery	<ul style="list-style-type: none"> • Partnered with the BBCC Center for Business and Industry Services (CBIS) to offer an Artisan Craft Distilling class last spring 2010 and this fall (2010) • The class was extremely popular with 65 attendees so far; students from as far away as New York to China attended the class

Prepared by Institutional Research

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Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Embry Riddle Aeronautical University (ERAU)	<ul style="list-style-type: none"> • Articulation agreement between ERAU and BBCC facilitates the transfer of BBCC students
Endeavor ORCA Consortium	<ul style="list-style-type: none"> • Consortium of 16 community and technical college libraries in Washington State • Owns, manages, and supports Endeavor's Voyager system and servers that house databases and contracts with SBCTC-IT
Ephrata Airport	<ul style="list-style-type: none"> • Training site for BBCC Aviation students
Fairchild Air Force Base	<ul style="list-style-type: none"> • Transferred fixed wing operations to Moses Lake in January 2011 while runways and taxi ways at Fairchild are being rebuilt • One-hundred thirty (130) Fairchild personnel are staying in BBCC Viking Hall on campus and another 70 are staying in Job Corp dorms • All 200 personnel are eating in the dining commons on BBCC campus. • Fairchild has also negotiated a contract to use the DeVries Activity Center gym during their stay; they will be in Moses Lake for approximately 10 months.
Federal Aviation Administration (FAA)	<ul style="list-style-type: none"> • BBCC Aviation program operates a FAA Computerized Knowledge/Testing Site • BBCC performs CWU's initial flight instructor check rides • CWU's flight contractor performs BBCC students' initial Certified Flight Instructor checks
Freeman Holdings	<ul style="list-style-type: none"> • BBCC representatives attended the Million Air reception at the Port of Moses Lake • Partnership that provides mutual support for all parties
Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP) Grant	<ul style="list-style-type: none"> • Brings 8th graders and parents to BBCC campus for early exposure to higher education • WSU contracts with BBCC for GEAR UP activities for Soap Lake and Moses Lake • Ephrata is a GEAR UP site
Glass House Car & Dog Wash	<ul style="list-style-type: none"> • Donates gift certificates for the "Dirtiest Car Contest" during BBCC home basketball games
Gonzaga University (GU)	<ul style="list-style-type: none"> • President Bonaudi attended the installation of GU President Thayne McCulloch
Governor's Aerospace Council	<ul style="list-style-type: none"> • Partners with aerospace industry, including BBCC Aviation program • BBCC representatives participate in aerospace-related activities from all community colleges • BBCC regularly reports on aerospace training activity and is included in a community college system report

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Grant County	<ul style="list-style-type: none"> • Partners with BBCC in funding the ATEC building • Grant County Health District may use the BBCC Nursing building for the triage and/or short-stay treatment of patients who cannot be treated in regular healthcare settings due to a major public health emergency <ul style="list-style-type: none"> ○ Use of college property will occur only as a result of college closure, unless the property is only accessed to provide an immunization clinic or point of dispensing medication • BBCC is part of the Grant County Health District alert network and receives notifications of local or worldwide problems, including: <ul style="list-style-type: none"> ○ Communicable disease ○ Pandemic incidents ○ Other major health incidents
Grant County Economic Development Council	<ul style="list-style-type: none"> • BBCC partners with grant county Economic Development Council to promote economic development in Grant County
Grant County Fire District #5	<ul style="list-style-type: none"> • Responds to campus security and emergency situations
Grant County Head Start	<ul style="list-style-type: none"> • Partners with BBCC to present the “Family Day” and “Literacy Night” events • Contracts with BBCC to provide ECEAP services
Grant County Jail and Work Release Facility	<ul style="list-style-type: none"> • Collaborates with BBCC to offer GED classes to inmates
Grant County PUD	<ul style="list-style-type: none"> • President Bonaudi served as a moderator for a community discussion on energy
Grant County School District Superintendents	<ul style="list-style-type: none"> • BBCC hosts a monthly meeting for the superintendents; a BBCC administrator usually attends these meetings to collaborate and share information about BBCC student services and instructional programs
Grant County Sheriff	<ul style="list-style-type: none"> • Primary security responder for the BBCC campus
Hastings Bookstore	<ul style="list-style-type: none"> • Provides funding for GED testing fees and study materials for students
Heritage University (HU)	<ul style="list-style-type: none"> • Offers on BBCC campus: <ul style="list-style-type: none"> ○ Bachelor of Arts in Elementary Education with an ESL or Bilingual Education endorsement ○ Bachelor of Social Work ○ Master of Education ○ Various certifications • Dual enrollment agreement with BBCC by which students may enroll in Heritage University while working toward their Associate of Arts degree at BBCC • Engaged in an agreement that allows students attending both HU and BBCC to receive financial aid at HU based on the sum of credits taken at both schools • Co-wrote and managed two Title V grants • Continual discussions between BBCC and HU of on-going relationships, including Title V
Housing Authority of Grant County	<ul style="list-style-type: none"> • Provides space for the Even Start and Migrant Even Start project in Mattawa
Inland Tarp & Cover	<ul style="list-style-type: none"> • Collaborates with BBCC to offer on-site ESL classes for their employees

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Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Japanese Agricultural Training Council	<ul style="list-style-type: none"> Assisted with training program assessment
Japanese Council General	<ul style="list-style-type: none"> BBCC maintains close ties to the Japanese government
Job & Career Fair	<ul style="list-style-type: none"> Annual Job & Career Fair had 75 employers and over 1,500 visitors WorkSource, SkillSource, and Grant County EDC partnered in organizing the event Job Corps, BBCC CJST students, and BBCC staff volunteered to assist during the event
Katana Summit	<ul style="list-style-type: none"> College instruction has been provided to support the needs of Katana both on-campus and on-site Welding processes specific to Katana are provided through BBCC instruction, making BBCC students more employable to Katana
Lad Irrigation Co.	<ul style="list-style-type: none"> BBCC has partnered with Lad Irrigation, Irrigators Inc., Skoan Irrigation, and Elliot Kooy to help provide equipment, materials, and instructors to support the BBCC MIST program (Center Pivot)
Lake Bowl (Moses Lake)	<ul style="list-style-type: none"> Donates free bowling passes that the BBCC ASB includes in their welcome gift bags to the dorm students
Lamb Weston/Ochoa Foods (Warden)	<ul style="list-style-type: none"> Provides classroom facilities for workplace ESL classes Provides incentives to workers to attend classes
Mattawa Clinic	<ul style="list-style-type: none"> Provides childcare licensing required facility checks
Microsoft	<ul style="list-style-type: none"> Provides BBCC with an educational discount for software projects used in classrooms, labs, and other college operations
Migrant Education Even Start (MEES) Department of Education Grant	<ul style="list-style-type: none"> BBCC provided basic skills and family literacy training Royal City and Mattawa provided facilities and office space Grant followed migrant workers from Grant County to Texas, allowing students to maintain connections to uninterrupted education using technology In partnership with the Washington State Migrant Council, offered Parent Education classes online to parents at the Royal City site; these parents were also enrolled in BBCC ESL classes MEES grant ended fall of 2010, but Even Start in Mattawa continues
Moses Lake Breastfeeding Coalition	<ul style="list-style-type: none"> BBCC student nurses work with new mothers to research and teach breastfeeding methods
Moses Lake Chamber of Commerce	<ul style="list-style-type: none"> Education committee members include BBCC, Moses Lake School District, Tech Prep, Customized Job Skills Training, Skill Source, and area businesses. CBIS partners with the chamber on quarterly business learning opportunities at ATEC
Moses Lake Literacy Council	<ul style="list-style-type: none"> Partners with BBCC Regional Literacy Council for training
Moses Lake Parks & Recreation	<ul style="list-style-type: none"> Collaborates with BBCC and CBIS to publish the weekly education schedule page in the Columbia Basin Herald Char Rios serves on the Moses Lake Parks & Recreation Board
Moses Lake Public Library Foundation	<ul style="list-style-type: none"> Dean Fuhrman is serving as president and architect liaison for the group as it works to do a major remodel and add approximately 20,000 square feet to the Moses Lake Public Library

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Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Moses Lake Senior Living Community	<ul style="list-style-type: none"> • BBCC agrees to permit the use of its physical facilities for Moses Lake Senior Living Community residents in the event of a disaster
National Association of Workforce Boards	<ul style="list-style-type: none"> • Federal legislative contacts in support of local workforce development council
Northwest Commission on Colleges and Universities (NWCCU)	<ul style="list-style-type: none"> • BBCC representatives participated in accreditation evaluator training
Off-campus Employment Opportunities for Students	<ul style="list-style-type: none"> • Partners include: <ul style="list-style-type: none"> ○ 1-2-3 Fit ○ A Practical Way to Rent ○ Air America ○ Boys and Girls Club of America ○ Cascade Valley Home Care ○ Columbia Pacific Aviation ○ DSHS ○ 21st century Grant ○ Quiznos Sub
One Stop Partnership	<ul style="list-style-type: none"> • One Stop centers are located in Moses Lake and Mattawa • BBCC rents office space in Moses Lake and provides regular part-time office hours through WorkSource funding • One Stop partners include: WorkSource, DSHS, Grant County Mental Health, North Central/Columbia Basin Workforce Development Council, Opportunities Industrialization Center, Division of Vocational Rehabilitation, Housing Authority of Grant County, WVC, Washington State Migrant Council, Community Action Council, Columbia Basin Job Corps, Goodwill Industries, and SkillSource
Opportunity Industrialization Center (OIC)	<ul style="list-style-type: none"> • Collaborates with BBCC to provide tuition and wraparound support services for basic skills students, including assisting in recruitment and job placement • Works closely with BBCC I-BEST programs • Has provided facilities for GED classes • OIC-HEP Program of Washington provides GED testing services (mostly in Spanish) for the HEP Program students; classes are held in Moses Lake, Mattawa, Othello, Quincy, and Royal City
Orbis Cascade Alliance	<ul style="list-style-type: none"> • Consortium of libraries from 36 universities, colleges, and community colleges in Oregon and Washington, serving 213,000 students; enables the library to purchase online resources at a significantly discounted price due to large group buying
ORCA Consortium	<ul style="list-style-type: none"> • This partnership includes 17 other Washington State community and technical college libraries that share the cost of operating the Voyager library management system
Papa John's Pizza (Moses Lake)	<ul style="list-style-type: none"> • Donates pizza to BBCC ASB during basketball season for the Couch Potato Fund Raiser

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
People for People/Grant Transit Authority	<ul style="list-style-type: none"> • Provide public transportation for students to BBCC, job sites, and daycare • Partner with BBCC WorkFirst office to provide fuel cost assistance to WorkFirst students
Phi Theta Kappa (PTK) Rho Zeta chapter (local chapter of National Honor Society)	<ul style="list-style-type: none"> • Co-hosted a Greater Northwest Regional Conference with Wenatchee Valley College (Omak) at the BBCC campus during fall 2010 • Assisted with the Washington State Supreme Court Justice visit to BBCC campus • Two members were honored at the All-Washington Academic Team celebration (Olympia, WA); Kathtrina Komfloske received additional honors when she was selected to the Gold Team (top 25 in the nation) • Donated Yoplait lids to the Susan G. Koman Cancer Foundation • Collected books for Better World Books • Assisted at BBCC graduation ceremonies as Grey Gowns • Provide concessions at Allied Arts events throughout the year • Recycled aluminum pop cans and donated pop tabs to the Ronald McDonald house (Spokane, WA) • Recycled used cell phones, batteries, and computer printer ink toners • Assisted during special events on campus, such as Star Night, Winter Serenade, and Cellarbration! • Rho Zeta PTK officers have served on probationary/tenure committees for faculty this past year
Port of Ephrata	<ul style="list-style-type: none"> • Allows BBCC flight students to use Port of Ephrata runways on a regular basis
Port of Moses Lake	<ul style="list-style-type: none"> • Backup response to BBCC security and emergency situations • BBCC partners with the Port in the operation of Aircraft Rescue and Fire Fighting (ARFF) training • Partner in economic development of the area
Port of Quincy	<ul style="list-style-type: none"> • Presents with BBCC during legislative visits in support of tax breaks for server farms in Grant County • President Bonaudi attended the Governor's reception for Port of Quincy • BBCC attended the Freight Mobility Summit • BBCC participates in Port of Quincy economic development seminars
Professional-Technical Advisory Committees	<ul style="list-style-type: none"> • Composed of individuals employed or involved in the industry specific to each Professional-Technical program • Provide feedback on current industry standards, information on required industry competencies, and guidance for development of new programs and/or alternative direction for current programs
REC Silicon	<ul style="list-style-type: none"> • REC Safety Team has offered to provide several safety trainings free of charge to BBCC staff to help us update our knowledge and be able to teach students relevant safety practices
Relay for Life	<ul style="list-style-type: none"> • A team of BBCC employees, supported by the college and BBCC Foundation, participates in various activates to raise money for the American Cancer Society

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Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
SBCTC IT Bellevue	<ul style="list-style-type: none"> • Removed the Disaster Recovery Site from BBCC campus, although BBCC still provides that service to a few colleges • BBCC offers offsite storage to Pierce, Highline, and Cascadia districts currently
Service District Schools	<ul style="list-style-type: none"> • The following school districts currently partner with BBCC on Community Knowledge Centers located in school district buildings: <ul style="list-style-type: none"> ○ Lind (five system lab installed) ○ Wahluke (10 system lab installed) ○ Washtucna (five system lab installed) • The following school districts are in discussions with BBCC about installing Community Knowledge Centers in school district buildings: Ritzville, Wilson Creek, Othello, Almira/Coulee/Hartline, Grand Coulee Dam, Quincy, Odessa, Royal City, Mattawa • All elementary schools and Head Start in Moses Lake, Warden, Othello, Royal City, Quincy, Ephrata, and Soap Lake • Basic Skills classes are offered in classrooms in Royal City, Mattawa, Soap Lake, and Grand Coulee • BBCC either rents or shares space on a quid pro quo basis for instruction • BBCC provides reading and math tutors through the federal work-study program, <i>America Reads * America Counts</i> • Students in all of BBCC's service district high schools are able to earn high school and college credit simultaneously, working toward high school diplomas and Associate Degrees in Arts and Science and the Associate in Science • Mattawa School District <ul style="list-style-type: none"> ○ Provides transportation services for children in the Even Start and Migrant Even Start preschool in Mattawa ○ Provides classroom space for ESL and GED classes and a computer lab for Computer Literacy classes • Moses Lake School District <ul style="list-style-type: none"> ○ BBCC provides a High School Automotive Program on BBCC campus ○ BBCC Nursing students provide information on breast and testicular cancer during Cancer Awareness Week ○ Child and Family Education students use MLSD classrooms for hands-on experiences • Quincy School District <ul style="list-style-type: none"> ○ High Tech High provides classroom space to BBCC for ABE and Continuing Education classes ○ Quincy HS provides classroom space and childcare for adults attending college evening ESL classes • Soap Lake School District <ul style="list-style-type: none"> ○ provides classroom space for evening ABE classes at the alternative high school

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
SGL	<ul style="list-style-type: none"> • President Bonaudi attended the Governor's announcement of SGL coming to Moses Lake • BBCC representatives attended the SGL ground breaking ceremonies in Moses Lake
SkillSource	<ul style="list-style-type: none"> • BBCC collaborates with SkillSource on incumbent worker training, primary trainer/contractor worker retraining and basic skills training, providing facilities and adjunct faculty for basic skills classes • SkillSource and BBCC work with the food processing manufacturers to provide employees with skills upgrading to meet employment needs • Contracted with BBCC to offer Office Information Technology Program classes at the SkillSource Moses Lake facility for SkillSource clients days and evenings • Has paid tuition and provided wraparound services for students
SL Start	<ul style="list-style-type: none"> • A human and health services company focused on a wide range of social, employment and long-term care services • BBCC provides ABE, ESL and employment related short term training courses for WorkFirst participants enrolled in SL Start programs and space for training in maintenance, information technology, and childcare
Small and Rural Schools Consortium	<ul style="list-style-type: none"> • Increase the capacity of students in small and rural school districts to succeed in higher education, including increased communication between school districts and institutions of higher education for college readiness, credit articulation, student access, support and enrollment
Society of Human Resource Managers (SHRM)	<ul style="list-style-type: none"> • CBIS hosts the monthly SHRM meetings on BBCC campus in the ATEC building
Sodexho	<ul style="list-style-type: none"> • Sodexho is BBCC's contracted food service provider
St. Paul Lutheran Church (Quincy)	<ul style="list-style-type: none"> • Provides facilities for basic skills classes at no charge • Refers adults to basic skills classes
Student Aid	<ul style="list-style-type: none"> • Provided through these and many other agencies: <ul style="list-style-type: none"> ○ Department of Vocational Rehabilitation ○ Department of Labor & Industry ○ SkillSource ○ Colville Tribal Educational Assistance Program ○ Department of Employment Security
Sunbridge Special Care/Lakeridge (Moses Lake)	<ul style="list-style-type: none"> • Provides Certified Nursing instruction for BBCC WorkFirst students
United Way	<ul style="list-style-type: none"> • Provides funding for GED testing fees and study materials for students
Viking Booster Club	<ul style="list-style-type: none"> • Supports BBCC athletic program by raising money to help support athletic scholarships and employment for athletes within NWAACC guidelines • Provides up to \$250 per coach for recruiting and incidentals • Provides each sporting group \$750 per year from the Club's Annual Golf Tournament revenue to support recruiting efforts

Continuing or Ongoing Partnerships between BBCC and Community Partners

Partnership	Brief Description (highlighted text indicates new partnerships)
Wal-Mart	<ul style="list-style-type: none"> • Provides funding for GED testing fees and study materials for students
Washington Business Week	<ul style="list-style-type: none"> • Partners with Tech Prep and area school districts to deliver Destination: Healthcare • BBCC Nursing students assist with Destination: Healthcare workshops
Washington Department of Early Learning (DEL)	<ul style="list-style-type: none"> • Funded a collaborative effort of Family Services of Grant County and BBCC to serve 20 low-income, at-risk children in an Early Childhood Education Assistance Program (ECEAP) • BBCC students receive priority for service in the ECEAP • Funds Building Bridges to Higher Education grant that provides modularized college coursework to childcare providers with mentoring support from Catholic Family Services Childcare Resource and Referral
Washington Online	<ul style="list-style-type: none"> • Washington Online provides training for Migrant Education Even Start faculty to develop and implement ESL classes delivered online
Washington State Library	<ul style="list-style-type: none"> • This partnership allows the coordination of database purchases with other libraries in the state
Washington State Migrant Council (WSMC)	<ul style="list-style-type: none"> • Provides classroom and childcare space for the Migrant Education Even Start (MEES) project in Royal City • Provides dental screenings for MEES and Even Start children • Shares program staff in the Early Childhood Education program for Even Start and MEES; contracted with BBCC to provide ESL classes at site locations in Quincy, Othello, Moses Lake, Mattawa, Warden and Royal City
Washington Tire	<ul style="list-style-type: none"> • BBCC representatives participated in a community briefing in Ephrata • Discussed training needs along with Grant County Economic Development Council representatives
Weinstein Beverage	<ul style="list-style-type: none"> • Provides intervention scholarships to help students cope with financial emergencies • Donates soda for the quarterly ASB sponsored library “campouts” • Gives ASB a discount on bottled water for ASB to sell as a fundraiser during BBCC graduation ceremony
WorkFirst Local Planning Area Group	<ul style="list-style-type: none"> • Partnership that operates WorkFirst at the local level • Meet regularly to review plans and performance data, discuss program issues, develop strategies to increase outcomes, and solve problems • Primary partners: BBCC, Employment Security, DSHS, and SL Start • Secondary partners: SkillSource, People for People, Grant Mental Healthcare, PARC, DOC, OIC, North Columbia Community Action Council, and DCFS
WorkSource and Department of Social and Health Services (DSHS)	<ul style="list-style-type: none"> • A One-Stop partnership is located in Mattawa to provide multiple services through a one-stop facility that supports unemployed and under employed workers in the Mattawa community

Appendix I

**BBC District Enrollment: All Students by Resident Zip Code
(regardless of type of courses students are taking)**

City	2007-08		2008-09		2009-10	
	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)
Almira	2	<1%	1	<1%	3	<1%
Coulee City	19	<1%	7	<1%	20	<1%
Coulee Dam	3	<1%	13	<1%	11	<1%
Electric City	8	<1%	10	<1%	11	<1%
Elmer City	3	<1%	2	<1%	0	0%
Ephrata	443	10%	481	11%	526	12%
Grand Coulee	13	<1%	19	<1%	13	<1%
Hartline	2	<1%	0	0%	4	<1%
Lind	18	<1%	10	<1%	21	<1%
Mattawa	238	6%	203	5%	142	3%
Moses Lake	2052	48%	2185	51%	2321	53%
Odessa	23	<1%	16	<1%	19	<1%
Othello	586	14%	430	10%	408	9%
Quincy	312	7%	344	8%	338	8%
Ritzville	31	<1%	28	1%	39	1%
Royal City	217	5%	157	4%	139	3%
Soap Lake	148	3%	147	3%	143	3%
Warden	180	4%	202	5%	176	4%
Washtucna	4	<1%	3	<1%	4	<1%
Wilson Creek	13	<1%	14	<1%	13	<1%
TOTAL*	4315	100%	4272	100%	4351	100%

*May not equal 100% due to rounding of decimals.

Appendix J

**Degree-seeking Students from the BBCC Service District
(by resident's zip code)****

City	2007-08		2008-09		2009-10	
	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)
Almira	2	<1%	0	0%	0	0%
Coulee City	16	1%	6	<1%	13	<1%
Coulee Dam	2	<1%	8	<1%	3	<1%
Electric City	3	<1%	5	<1%	4	<1%
Elmer City	1	<1%	1	<1%	0	0%
Ephrata	303	12%	327	13%	362	13%
Grand Coulee	2	<1%	8	<1%	3	<1%
Hartline	2	<1%	0	0%	3	<1%
Lind	10	<1%	5	<1%	9	<1%
Mattawa	44	2%	35	1%	19	1%
Moses Lake	1343	55%	1425	58%	1621	59%
Odessa	12	<1%	12	<1%	15	1%
Othello	272	11%	178	7%	174	6%
Quincy	125	5%	151	6%	184	7%
Ritzville	10	<1%	11	<1%	13	<1%
Royal City	100	4%	79	3%	85	3%
Soap Lake	89	4%	97	4%	106	4%
Warden	97	4%	114	5%	112	4%
Washtucna	1	<1%	0	0%	2	<1%
Wilson Creek	8	<1%	6	<1%	8	<1%
TOTAL*	2442	100%	2468	100%	2736	100%

*May not equal 100% due to rounding of decimals.

**Intent codes: A, B, F, G

Appendix K

Degree-seeking Students from BBCC Service District High Schools**

High School	2007-08		2008-09		2009-10	
	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)	Number of students (n)	Percent of total* (%)
Almira-Coulee Hartline	12	<1%	9	1%	17	1%
Columbia Basin Secondary	41	3%	44	3%	47	3%
Ephrata	201	14%	191	14%	230	15%
Lake Roosevelt	2	<1%	17	1%	10	1%
Lind Jr/Sr High	9	<1%	9	1%	8	1%
Moses Lake	600	41%	609	44%	680	43%
Odessa	13	<1%	10	1%	7	<1%
Othello	196	13%	123	9%	128	8%
Quincy	118	8%	118	8%	142	9%
Ritzville	4	<1%	3	<1%	7	<1%
Royal City	109	7%	91	7%	106	7%
Soap Lake	46	3%	44	3%	59	4%
Wahluke	43	3%	31	2%	23	1%
Warden	70	5%	86	6%	89	6%
Washtucna	0	0%	0	0%	1	<1%
Wilson Creek	8	<1%	10	1%	14	1%
TOTAL	1472	100%	1395	100%	1568	100%

*May not equal 100% due to rounding of decimals.

**Intent codes: A, B, F, G

Appendix L

STUDENT SUCCESS

INTRODUCTION

The Big Bend Community College (BBCC) Academic Master Plan (AMP) 2009-2014, is the Strategic Plan for the college. Not only does it craft a vision of where the college expects to be in five years, but it describes the processes we believe will be useful to hold our focus on the Board of Trustees Ends Statements while continuing to promote student success and retention strategies and be responsive to the developing and changing needs of our district's citizens. The AMP is reviewed annually, updated biennially, and re-written every five years.

Identifying student needs and framing them in terms of outcomes, setting priorities for the use of college resources to achieve the outcomes, and reporting on the results of these efforts to the campus, the district, and the Board of Trustees, is the thrust of this cornerstone-planning document. Additionally, the provision for regular (biennial) and extraordinary (annual) review as provided for in the structure of the AMP establishes procedures for dealing with new issues as they arise.

The Board of Trustees' Ends Statements set and give substance to the college mission, vision statement, and AMP goals and objectives. This most recent Academic Master Plan is a product of continuous planning efforts dating back to 1993, including the Comprehensive Development Plan, BBCC Title III, the 1997-2002 and the 2003-2008 AMP.

The core of our strategic planning as contained in the Academic Master Plan (AMP) is the direction provided by our Board of Trustees via their Ends Statements. Careful review and reflection on our two most recent versions of the AMP identified the obvious central focus of our mission--Student Success. Interested readers will find that we have used this as the genesis of our vision and process for the next five years, still using the Ends Statements as our mission focus.

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 to help promote student access, success and retention

VISION

The residents of the Big Bend Community College service district will recognize the college as a regional resource to provide learning opportunities that are accessible, professional, innovative, and service-oriented. They will view the college as supporting regional economic development through partnerships with local business and industry that address current and emerging workforce challenges.

BOARD OF TRUSTEES ENDS STATEMENTS

ENDS STATEMENT E-1 MISSION

- BBCC is dedicated to our mission as noted above.

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.

ENDS STATEMENT E-3 PARTNERSHIPS

- BBCC works with organizations and agencies to enhance access and service for our district population.

This is seen through active participation by the BBCC Board, staff and students at the local, state, and national and international levels, in planning and implementation of both policy and service.

ENDS STATEMENT E-4 STUDENT ACHIEVEMENT

- BBCC students and clients develop and achieve their goals supported by the staff and resources of the college and its partners.

Accordingly, the college develops and utilizes a comprehensive range of assessment tools and practices, consistent with the college mission.

ENDS STATEMENT E-5 CLIMATE

- BBCC provides and maintains a climate of purpose, respect, and safety for students, staff, and partners.

This means the college will establish, maintain, and review standards of service, safety, and ethical conduct for students and staff. The college efforts in its personnel and student recruitment policies reflect a commitment to cultural inclusiveness.

ENDS STATEMENT E-6 MULTICULTURALISM

- The Board will promote a climate of cultural understanding to be reflected in an approach for both students and college employees that results in an attitude of inquiry and openness. In the workplace and community, this approach sets a standard for customer service and civility in all interactions. In the classroom it leads to understanding of our world and the people in it.

AMP OUTCOME: Big Bend Community College devotes its resources and efforts to student success. Student success is indicated by increased momentum points, student enrollment, student retention, and number of certificates and degrees awarded.

A new direction for the 2009-2014 AMP is to report on the synergy of Ends Statements and the AMP Outcome in three reports that address STUDENT SUCCESS. Previous strategic plans have approached this focus through each Ends Statement Monitoring Report, with an end-of-the-year synthesis of the five individual monitoring reports contained in two documents, the Annual Assessment Report and the Mission Monitoring Report. This new approach for the 2009-2014 AMP envisions three comprehensive reports to the Board of Trustees and community, each reflecting the interrelationships of the Ends Statements. The first report is titled *ACCESS*. Presented to the Board of Trustees each February, it reports and analyzes all college activities focused on informing our community of our resources, and engaging residents/clients in a manner

that results in “signing up” (enrolling) for a workshop or class. The series of action plans for the Access Report refer to the relevant Board Ends Statements.

Our students’ interest and awareness of the college and its resources is stimulated with activities and goals around the focus of access. The achievement of the AMP Outcome begins with recognition and understanding of college resources and opportunities and an engagement of students with the college, leading to enrollment in workshops, courses, and programs.

FIRST COMPREHENSIVE REPORT – ACCESS – Due Winter Quarter

A. ACCESS - ENROLLMENT

Outcome A.1. An increase in the use of college resources.

Outcome A.2. An increase in the total number of students/clients enrolled throughout the college district for educational planning and/or instructional activities.

Outcome A.3. An increase student/client revenues and state-funded FTEs.

Resource awareness is the first activity that leads to enrollment. BBCC will help potential students throughout the district gain an understanding and appreciation for the resources it can provide to support their educational aspirations. As a result of the following actions, there will be a recorded increase in the use of college facilities such as the library, WEB access, and attendance at college-sponsored events. Surveys and focus group reports will indicate a greater knowledge of the college as well as the source(s) of the college information reported.

1.1 Action Plan: RESOURCE/SERVICE INVENTORY

Ends Statements: E-2 Access, E-6 Multiculturalism

LEAD: Vice President of Instruction & Student Services, Associate Vice President of Student Services, Dean of Arts & Sciences

Representatives of Instruction and Student Services will create a resource/service inventory. Working in conjunction with the Office of Public Information and the Department of Institutional Research and Planning, this group will craft messages regarding the inventory appropriate to specific audiences throughout the district. This collaboration will devise schemes to deliver this information to all parts of the college district, and evaluate the effectiveness of the message and the methods of delivery.

Outcome 1.1.1 Student/client responses on surveys and in focus groups will indicate effective communication about services the college offers to increase access and student success.

1.2 Action Plan: ASSESSMENT OF NEED

Ends Statements: E-2 Access, E-3 Partnerships

LEAD: Dean of Professional/Technical Education, Dean of Education, Health, & Language Skills, Dean of Arts & Sciences, Dean of Institutional Research & Planning

A group from Instruction, in conjunction with the Department of Institutional Research and Planning and the Office of Public Information, will conduct needs surveys. As required, these surveys will be scheduled throughout the year with communities, employers, and employee groups. This information may be collected in a variety of ways including focus groups, on-line surveys, visits to employers, employment data reports, and other sources. The results will be analyzed upon completion, to clearly define identified needs, college resources including staff to meet the needs, and projected costs. A recommendation will then be made to the Vice President of Instruction and Student Services regarding meeting the need, if possible.

Outcome 1.2.1 Assessment of identified needs broken down by community and employer groups.

Outcome 1.2.2 Validate needs expressed in report according to the criteria noted in the action plan.

Outcome 1.2.3 Recommended action plans from the needs assessment will be reported.

1.3 Action Plan: COUNSELING AND ADVISING

Ends Statements: E-2 Access, E-3 Partnerships, E-4 Student Achievement, E-5 Climate

LEAD: Vice President of Instruction & Student Services, Associate Vice President of Student Services

Student Services and Instruction provide counseling and advising services, according to a schedule published district-wide at the beginning of each academic quarter, noting services provided on campus and in other locations. Services to be provided may include skill assessment, academic placement, career exploration, availability of financial aid, job placement, information services such as the BBCC library, the portal, and other on-line services/activities, information regarding student activities, and referrals to other agencies. This group will collaborate with the Department of Institutional Research and Planning to devise tools to monitor the use and effectiveness of these services. The results are to be reported to Cabinet at the end of each academic quarter.

Outcome 1.3.1 On-line surveys and focus groups will indicate awareness of services and satisfaction with services used (library, portal, on-line tutoring, tutoring, etc.).

Outcome 1.3.2 Student Services will report the increase in numbers of students served to assess resource needs allocations.

Outcome 1.3.3 Student Services will set goals for service numbers after the 2008-09 academic year.

1.4 Action Plan: MARKETING PLAN

Ends Statements: E-2 Access, E-4 Student Achievement

LEAD: Associate Vice President of Student Services, Associated Student Body Executive Officer, Coordinated by Director of Public Information

The Director of Public Information will coordinate the actions of staff from Student Services and Instruction in the implementation of the updated BBCC Marketing Plan. Various communication strategies will be used to inform district residents of the resources and opportunities available through the college (see Resource Inventory above). College messages will be crafted and delivered, in audience-appropriate language, using proven effective media including the Web, brochures and other college publications, direct advertising, public service announcements and reports to the community using print and electronic media. The Director of Public Information will lead a collaboration of instructional, student representatives and student services staff, to build subsidiary marketing plans for Transfer, Professional/Technical, Community Education, and Basic Skills programs under the overall umbrella of the College Marketing Plan.

Outcome 1.4.1 Create a quarterly matrix that tracks marketing efforts such as marketing brochures, press releases, radio spots, public service announcements, web announcements, etc. by topic, language, dates, and locations (Appendix A). Measure the effectiveness of marketing efforts through student questions on registration and new student orientation evaluations.

Outcome 1.4.2 Create and implement a Transfer Marketing Plan assessing the effectiveness of each marketing effort.

Outcome 1.4.3 Create and implement a Professional/Technical Marketing Plan assessing the effectiveness of each marketing effort.

Outcome 1.4.4 Create and implement a Community Education marketing plan, assessing the effectiveness of each marketing effort.

Outcome 1.4.5 Create and implement a Basic Skills marketing plan, assessing the effectiveness of each marketing effort.

1.5 Action Plan – PARTNERSHIPS

Ends Statements: E-2 Access, E-3 Partnerships

LEAD: Vice President of Instruction & Student Services

The college will maintain and utilize current and active advisory and training relationships with all of our partners. The Instruction Division will develop new business and industry partners for Professional/Technical programs either as clients for training or as new members of occupational advisory committees. New training for existing partners will be noted. Instructors and/or Deans will have the responsibility to ensure that all programs with occupational advisory committees will provide to the appropriate dean summary minutes of meetings, highlighting recommendations of each committee, the data used as a basis for the recommendations, and the subsequent action taken by the college.

Instruction will establish an Arts and Science Advisory Committee to address the effectiveness of our academic programs, modeled after the occupational advisory committees. This committee will be established by the start of spring quarter, 2009.

The college has built many important relationships with businesses and agencies throughout the district, across the state and nation, and internationally. These

affiliations are client/resident relationships as well as partnerships. Recognizing the need to leverage limited resources, the college and its partners consult and plan to enhance these resources to provide local and regional training opportunities, based on community and employer needs. . Our business and industry partners play a key role as members of our occupational and skills panels, by keeping our instructional programs relevant and up to date. Partners share or donate equipment, trainers, and training facilities.

Outcome 1.5.1 New business and industry partners will participate in training or serve as new members of occupational advisory committees.

Outcome 1.5.2 New training for existing partners will be noted.

Outcome 1.5.3 Form and utilize an Arts and Science advisory committee. Reports from the committee will show an increase of contacts and relationships with area high schools and colleges.

Outcome 1.5.4 Increase service district transfer students and subsequent transfers to Baccalaureate Institutions.

Outcome 1.5.5 Create a quarterly matrix that shows contacts, the relationship with the partner(s), and topic of discussion. (Appendix B)

Recruitment is another activity that leads to enrollment.

1.6 Action Plan – Recruitment

Ends Statements: E-2 Access, E-3 Partnerships, E-5 Climate

Lead: Associate Vice President of Student Services

The Associate Vice President of Student Services will be assisted by the Public Information Officer to coordinate all activities specifically designed to recruit students throughout the college district. Materials will be prepared for use in all presentations that are based on elements of the college Marketing Plan, expressed and diagnosed community and student/client needs, and current or planned college activities. Individuals and groups representing the college will be knowledgeable about college admissions procedures/personnel, in addition to any other purpose of their presentation. Information collected will be formally shared with the college recruitment team, chaired by the Associate Vice President of Student Services.

Outcome 1.6.1 Create a quarterly matrix showing dates and locations of recruiting activities, the number of contacts made at each activity, and the number of those contacts who enrolled. (Appendix C)

Outcome 1.6.2 Form and utilize a College recruitment team

Outcome 1.6.3 Perform an assessment of recruitment activities, tools, and recommendations.

1.7 Action Plan – COLLEGE SERVICES

Ends Statements: E-4 Student Achievement, E-5 Climate

Lead: Associate Vice President of Student Services, Dean of Information Resources

College services are available to all students, 24-hours a day (where reasonable) and at locations convenient to them. All means of delivering services are considered. Services are monitored to ensure efforts are devoted to the most effective modalities.

Outcome 1.7.1 Student comments on surveys and in focus groups will express satisfaction with student services.

Outcome 1.7.2 Student Services track the number of students served by Financial Aid, Advising, Counseling, on-line tutoring, and information resources; ie. Library, portal, registrations, etc.

1.8 Action Plan – COMMUNICATION

Ends Statements: E-4 Student Achievement, E-5 Climate, E-6 Multiculturalism

Lead: Associate Vice President of Student Services

A renewed focus on customer service centered on an environment involving personal contact between college personnel and the student/client.. For college recruiting purposes, individual student/client contacts are entered into a database.

Outcome 1.8.1 These students/clients receive a prompt response and extended follow up if necessary.

Outcome 1.8.2 Increase the number of contacts with prospective students requiring additional follow-up.

Outcome 1.8.3 On student surveys and in focus groups students express satisfaction with college personnel and student/client contact.

SECOND COMPREHENSIVE REPORT – PROGRAMS – Due Spring Quarter

B. PROGRAMS – ACHIEVEMENT (Retention and progression toward goals)

Outcome B.1. Students complete courses or workshops with a grade of passing or 2.0 GPA or better.

Outcome B.2. Students establish Educational Plans.

Outcome B.3. Students persist to attain completions, certificates or degrees or workshops and are retained quarter to quarter and year to year to achieve their goals. *(Revised 9/8/09 Board of Trustees)*

Programs, whether they are collections of support services or instructional activities, are the basis of a student's Educational Plan. This focus area reflects college efforts to provide the resources, including services and instruction, leading to student success. Student goals are achieved with access to, and use of services and instructional programs. College resources are devoted to a high touch student/client interaction that celebrates achievements, diagnoses challenges, recommends options, encourages continuation, and charts learning pathways. Once students/clients are aware of the resources and opportunities at the college and have enrolled in a program, they are at a point where BBCC can help them achieve their goals.

2.1 Action Plan: SERVICE PROGRAMS – PLACEMENT TESTING

Ends Statements: E-2 Access, E-4 Student Achievement

Lead: Associate Vice President of Student Services and Dean of Arts & Sciences

Placement testing is an essential tool for student success, but it should not be a barrier to admission. Staff from Student Services and Instruction will examine current placement testing practices with a view to improving college practice in this area so that all placement tests are available at times and locations convenient to students/clients. The above noted placement testing team will investigate alternative placement testing schemes. (e.g. crosswalk to accept scores from other colleges/universities).

Outcome 2.1.1 Students indicate the placement tests were given at convenient locations and times, were scored in a timely fashion, and did not present a barrier when first enrolling at BBCC.

2.2 Action Plan: SERVICE PROGRAMS - ADVISING/TRAINING

Ends Statements: E-2 Access, E-4 Student Achievement

LEAD: Associate Vice President of Student Services

Timely, accurate advising is a powerful tool to keep students on track with their educational plan. Each student/client brings a unique blend of experiences, achievements, and aptitudes that should be considered to support his/her educational goals. All staff identified as advisors will be provided regular on-going advisor training provided by staff and/or consultants. Such training must include updates on the various services available for students/clients such as childcare, peer/student mentoring, tutoring, supplemental instruction, information services, financial aid, and job placement services.

Outcome 2.2.1 On student surveys and in student focus groups, students indicate their advisor provided them with accurate information on college support services.

Outcome 2.2.2 On student surveys and in student focus groups, students indicate satisfaction with the advising process at BBCC.

2.3 Action Plan: SERVICE PROGRAMS - ADVISING /AVAILABILITY

Ends Statements: E-2 Access, E-4 Student Achievement

LEAD: Associate Vice President of Student Services

Whenever a staff advisor is available, s/he must have adequate time scheduled for the number of students/clients to be seen. A team from Instruction and Student Services will study the advising process and make recommendations as to the advising load and time allotted per advisee.

Outcome 2.3.1 On student surveys and in student focus groups, students indicate they were able to meet with their advisor at a convenient time and for as much time as needed.

Outcome 2.3.2 Students indicate that they met with their advisors and had ample time to get needed information. Opportunities to meet with advisors.

2.4 Action Plan: SERVICE PROGRAMS – AUDIT and NEEDS

Ends Statements: E-4 Student Achievement, E-5 Climate, E-6 Multiculturalism

LEAD: Vice President of Instruction & Student Services, Vice President of Financial & Administrative Services, Vice President of Human Resources, Associate Vice President of Student Services

Student Services and Financial/Administrative Services Divisions conduct an audit of each area or department. Observations will include student/public contact by each employee, availability of services with respect to times and location, adequacy of staffing, equipment and facilities, student assessment of quality of service, and assessment of need for existing or additional (new) services. Audits of Student Services are to be completed by June 2010. Recommendations for changes will be based on assessments contained in the Audit.

Outcome 2.4.1 Review all service program audits and implement recommended changes, when possible.

2.5 Action Plan: SERVICE PROGRAMS – STAFFING

Ends Statements: E-4 Student Achievement, E-5 Climate

LEAD: Vice President of Instruction & Student Services, Vice President of Financial & Administrative Services, Associate Vice President of Student Services, Dean of Institutional Research & Planning

An annual assessment of individual student service staff workloads including clients served and time expended per client will be completed. The report will describe the ratios of staff to students/clients served, with a goal of recommending staffing ratios based on workload.

Outcome 2.5.1 Analyze the workload and staffing report; will provide recommendations for restructuring the department or additional staff if necessary.

Outcome 2.5.2 Student/client surveys and focus group will indicate satisfaction with services on surveys and in focus groups.

2.6 Action Plan: INSTRUCTIONAL PROGRAMS-AUDIT/ NEEDS ASSESSMENT

Ends Statements: E-2 Access, E-4 Student Achievement, E-6 Multiculturalism

LEAD: Vice President of Instruction & Student Services, Dean of Professional/Technical Education, Dean of Health Education & Language Skills, Dean of Institutional Research & Planning, Dean of Arts & Sciences, Dean of Information Resources

Assess the effectiveness of all instructional programs and disciplines by June 2013. Assessment will focus on the needs of the program/discipline as expressed by student interest and/or employer interest, the instructional cost per student FTE (annual), equipment and facility suitability and costs of improvement, student enrollment, persistence, and success in the program/discipline/job placement, FTE generation in the program/discipline, availability of qualified faculty, instructor's overload in the program/discipline, and suitability for alternate scheduling or different modalities of instruction. Recommendations for changes will be based on assessment.

Outcome 2.6.1 Review annually completed assessments..

Outcome 2.6.2 Consider recommended changes for implementation based on assessment.

2.7 Action Plan: INSTRUCTIONAL PROGRAMS- STAFFING

Ends Statements: E-2 Access, E-3 Partnerships, E-4 Student Achievement

LEAD: Vice President of Instruction & Student Services, Dean of Professional/Technical Education, Dean of Health Education & Language Skills, Dean of Institutional Research & Planning, Dean of Information Resources, Dean of Arts & Sciences

When an annual report of program/discipline FTE generation indicates programs or disciplines with growing, stable, low, or declining enrollments, the lack of available part-time faculty and use of full-time faculty for overloads, new faculty positions will be identified and recommended based on an analysis of the report. Position replacements are not assured until the above report has been analyzed, Division Chairs are involved, and the replacements are justified within the context of overall student/college need.

Outcome 2.7.1 Review the annual FTE report for all programs/disciplines.

Outcome 2.7.2 Consider recommended changes for implementation.

THIRD COMPREHENSIVE REPORT – OUTCOMES – Due During Summer

C. OUTCOMES

This is a summary of the data obtained for all of the Board of Trustees Ends Statements and AMP outcomes, with analysis, appraisal, and recommendation.

Outcome C.1. Matriculation and Enrollment

Percent Increase from Last Year - Cohort Comparison - Establish targets

- On Campus
- Off Campus
- Distance Learning
- Transfer
- Professional/Technical
- Continuing Education
- Developmental
- Basic Skills
- Student Characteristics
 - Race/Ethnicity
 - Sex/Gender
 - Age
 - Socioeconomic status
 - Full-time
 - Part-time
 - First-Generation

Outcome C.2. Retention

Percent Increase from Last Year - Cohort Comparison – Establish targets

- Fall to Fall
- Academic Year to Academic Year
- Quarter to Quarter
- Basic Skills
- Developmental
- Transfer
- Professional/Technical
- Student Characteristics

Race/Ethnicity
Sex/Gender
Age
Socioeconomic status
Full-time
Part-time
First Generation

Outcome C.3. Achievement

Percent Increase from Last Year - Cohort Comparison - Establish targets

Met Personal Goals

Acquired Credentials

Certificates

Degrees

Accumulation of Momentum Points

1st Stage 2nd Stage

Employment - % increase

Wage Progression

Student Characteristics

Race/Ethnicity

Sex/Gender

Age

Socioeconomic Status

Full-time

Part-time

First Generation

Appendix A – Quarterly Marketing Efforts (Outcome 1.4.1)

Activities	Topic	Language	Dates	Audience
Brochures				
Press Releases				
Radio Spots				
Public Service Announcements				
Web Announcements				
Social Networking				

Appendix B – Partnership Contacts (Outcome 1.5.5)

Partnership	Contacts	Topic/Need or Collaboration	Dates	Location

Appendix C – Quarterly Recruiting Activities (Outcome 1.6.1)

Activity	Contacts (it may be necessary to list the number of contacts at each activity)	Contacts that applied for admission (recruiting/admission)	Number of contacts that enrolled	Topic	Dates	Location

Appendix M

List of Acronyms	
AACC	American Association of Community Colleges
AAS	Associate in Applied Science
AAS-T	Associate of Arts & Sciences (Transfer)
ABE	Adult Basic Education
ACCT	Association of Community College Trustees
ACDC	Adams County Development Council
AG	Attorney General
AMP	Academic Master Plan
AMT	Aviation Maintenance Technology
ARFF	Aircraft Rescue & Fire Fighting
ASB	Associated Student Body
AtD	Achieving the Dream
ATEC	Advanced Technologies Education Center
AVP	Associate Vice President
BBT	Big Bend Technology
BIM	Business Information Management
BMS	Business Medical Services
CAD	Computer Aided Drafting
CBC	Community Basin College
CBIS	Center for Business and Industry Services
CBJC	Columbia Basin Job Corps
CCFSSE	Community College Faculty Survey of Student Engagement
CCSSE	Community College Survey of Student Engagement
CDL	Commercial Driver's License
CHEA	Council for Higher Education Accreditation
CIS	Center for Information Services
CJST	Customized Job Skills Training
CRM	Customer Relationship Management
CTCs	Community and Technical Colleges
CTED	Community Trade Economic Development
CWU	Central Washington University
DBA	Doing Business As
DCFS	Department of Children and Family Services
DEL	Department of Early Learning
DOC	Department of Corrections
DSHS	Department of Social and Health Services
ECEAP	Early Childhood Education Assistance Program
EDC	Economic Development Council
ELC	Electricity (Industrial)
ESL	English as a Second Language
EWU	Eastern Washington University
FAA	Federal Aviation Administration
FAFSA	Free Application for Federal Student Aid

List of Acronyms	
FEMA	Federal Emergency Management Agency
FTE	Full-time Equivalent
GCEDC	Grant County Economic Development Council
GCHD	Grant County Health District
GEAR UP	Gaining Early Awareness and Readiness for Undergraduate Programs
GED	General Equivalency Diploma
GTA	Grant Transit Authority
HAGC	Housing Authority of Grant County
HD	High Definition
HECB	Higher Education Coordinating Board
HR	Human Resources
HSC	Higher Education Solutions Collaborative
HSI	Hispanic Serving Institution
HU	Heritage University
I-BEST	Integrated Basic Education Skills Training
IC	Instructional Council
IET	Industrial Electrical Technology
IR	Institutional Research
IST	Industrial Systems Technology
IT	Information Technology
ITV	Interactive Television
JAEC	Japanese Agricultural Exchange Council
JATP	Japanese Agricultural Training Program
JOBS	Jobs Oriented Business Strategies
M.E.Ch.A	Movimiento Estudiantil Chicano de Aztlán
MEES	Migrant Education Even Start
MIST	Mechanized Irrigation System Technology
MLSD	Moses Lake School District
MLT	Medical Lab Technician
MMT	Maintenance Mechanics Technology
NIMS	National Incident Management System
NISOD	National Institute for Staff and Organization Development
NWAACC	Northwest Athletic Association of Community Colleges
OIC	Opportunity Industrialization Center
OIT	Office of Information Technology
PARC	(Grant County) Prevention and Recovery Center
PDA	Public Development Authority
PET	Pre-employment Training
PIO	Public Information Officer
PST	Potential Student Team
PUD	Public Utility District
RS	Running Start
RUS	Rural Utilities Services

List of Acronyms	
SBCTC	State Board for Community and Technical Colleges
SENSE	Survey of Entering Student Engagement
SES	Spring Enrollment Survey
SHB	Substitute House Bill
SHRM	Society of Human Resource Managers
SI	Supplemental Instruction
SIDNE	Simulated Impaired Driving Experience
SSS	Student Support Services
TAC	Technology Advisory Committee
TACTC	Trustees Association of Community & Technical Colleges
USDA	U.S. Department of Agriculture
WABO	Washington Association of Building Officials
WACTC	Presidents Association of Washington Community & Technical Colleges
WIA	Workforce Investment Act
WSMC	Washington State Migrant Council
WSU	Washington State University
WVC	Wenatchee Valley College