

**Division of Outreach and Adult Access
Year in Review
2006-2007**

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Table of Contents
Outreach Year in Review 2006-2007

Contents, p. 2

Introduction and Overview, p. 3

Interdisciplinary Studies Adult Degree Program, p. 4

Small Business Development Center, p. 4

Outreach and Extension, p. 8

Appendix A: Numbers of Programs and Enrollments, p. 13

Appendix B: Quotes from Participants 2006-2007, p. 14

Introduction and Overview

The year 2006-07 was a good one for the people of Northeastern Wisconsin, our students, and the Division of Outreach and Adult Access at the University of Wisconsin-Green Bay. Achievements included UWGB faculty and UW Regent approval of the new Bachelor of Applied Studies Degree, implementation of the COBE project in collaboration with UW Oshkosh, the success of the NEW ERA Faculty Dialogue Group, continued growth in the Adult Degree Program, and the large step forward that the Small Business Development Center has taken under the leadership of the new director. In addition, the lives of more than 7,500 people were enriched through participation in more than 250 Outreach and Extension and SBDC programs, courses and camps.

The Division with its \$2.3 million budget, 88 percent of which is program revenue, infused hundreds of thousands of dollars into UWGB's economy, provided revenue streams for faculty units, and continued funding a number of campus initiatives.

We provided leadership and facilitation along with UW Oshkosh for the 2006-07 NEW ERA Faculty Dialogue Group, which the NEW ERA Board has said is among its most important initiatives. In its second year, the group jelled and presented a large conference for 100 faculty from all the NEW ERA institutions. At the urging of the Board, the group will expand in size and efforts in 2007-08. This group is ground-breaking as relationships and mutual respect among the faculty of UW four year and two year campuses and technical colleges develop on a one-on-one basis.

Our Division had two retirements: Bob Skorczewski, our long-time coordinator of Credit Outreach and College Credit in High Schools Program, officially retired in July and Wendy Pothour-Miller, assistant director of Education Outreach, has now assumed Bob's duties. With the approval of Dean Skejbal, we were granted an extra Fund 104 .52 FTE this year to add to Skorczewski's .48 (PR) FTE so that we could convert this position to an academic advisor position for the burgeoning Adult Degree Program. The other retirement was the 102-funded position of Bev Hendricks, long-time program assistant for Extended/Adult Degree, whom has been replaced by Micky Doyle. In addition, we increased the position of our distance education coordinator Zach Voelz from halftime to fulltime in FY '07 (as approved in the '07 IIA) and we elevated Barbara's McClure-Lukens' working title to Director of Outreach and Extension (from Assistant Director).

Finally, Outreach and Adult Access continued to receive strong support and visibility from our campus and this contributed to our Divisional staff's morale reaching an all time high. The Chancellor often mentioned accomplishments from our Division in public speeches. The Provost is Outreach's staunchest supporter. Our accomplishments were liberally mentioned in the Provost's and Chancellor's annual reports this year. We were asked to arrange for 8-10 community people (i.e., our "students") who had been served in one way or another by our programs to have lunch with the Chancellor's Council of Trustees. Our programs will be the feature attraction at this year's annual Founders Association Banquet. University Communications garners frequent coverage for our programs in the local press.

Interdisciplinary Studies Adult Degree Programs

The UW Board of Regents approved UWGB's new Bachelor of Applied Studies Degree in May which will create a more seamless public higher education system in Northeastern Wisconsin by accepting technical college associate degrees in transfer so that students start their UW careers as juniors. The UWGB degrees, offered through Adult Degree Programs, offer a curriculum of liberal learning as a complement to a technical college education and provide citizens with a ladder toward educational attainment for career advancement and personal fulfillment. (In April, the Regents also approved a BAS for UW Oshkosh.)

In 2006-07, we worked collaboratively with UW Oshkosh to implement our BAS degree with COBE funding that was granted to both institutions. As a result, we will hire a joint UWGB/UW Oshkosh Appleton-based staff member to provide visibility, marketing and student services to adults, especially those who hold technical college applied associate degrees in our region.

In the Adult Degree Program, enrollments, program quality and revenue continued to soar. Both Bachelor of Arts and Bachelor of Applied Studies degrees for working adults are offered. Since 2004, enrollments (i.e., number of three-credit courses taken) have increased more than 100 percent from 331 in fall 2004 to 670 in fall 2007. The number of individual (unduplicated) Interdisciplinary Studies majors has grown 120 percent in the same timeframe – from 148 to 325. We added, in collaboration with our faculty, two new popular areas of emphasis this year – *Organizational Communication* and *Emergency Management*. The vast majority of our Adult Degree courses continue to be taught by UWGB tenure-track faculty and their student evaluation ratings are high. Our Internet-enhanced courses have worked extremely well for our students, who mostly live within a 60 mile radius of the campus. They appreciate the flexibility afforded by an essentially Internet course but find that the class meetings on Saturdays create rich learning experiences. In addition, the courses we offer entirely through the Internet have increased to nearly 50 percent of our offerings each semester.

Small Business Development Center

The Small Business Development Center came to full staff in Fiscal year 2007 with the hiring of Chuck Brys as business counselor. Chuck comes with over thirty years' experience in manufacturing. He has served as Director of Finance, Director of Sales and Marketing and as President and is also a CPA. He began counseling clients immediately and the SBDC has seen vast improvement in both number of clients served and increased hours per clients. A full report of numbers, impact and success stories is included in this report.

Training also grew as a result of increased offerings, strategic partnerships and better marketing. While the first part of the fiscal year remained relatively flat, the second semester provided a substantial increase in training participants and increased revenue. Additionally, several strategic and administrative changes provided a new direction. With increased training attendance and changes in strategy, the SBDC, after struggling financially the past few years, was able to break even.

The Business Assistance Center (BAC) partnership continues to strengthen. The partners completed a strategic plan, developed a service matrix to lessen both external and internal

confusion, and created strategies for providing more collaborative programming. The SBDC serves as Vice-Chair/Secretary for the BAC. Plans have also been developed for a co-sponsored “Business Plan Boot Camp” to be offered in August.

The Entrepreneurship Connection Conference was held in early spring. The event, hosted by the City of Green Bay and the Business Assistance Center, is designed to help mobilize resources for emerging and existing businesses. The SBDC chaired the planning committee and provided registration oversight. Over 300 people attended the event, which included a first-ever elevator pitch contest where \$1,500 was awarded to three winners. The conference received an overall rating of 4.22 out of 5 from participants.

Comments from attendees:

- Excellent – Very informative. The panelists did a great job and were knowledgeable.
- Great speaker. Thanks for bringing him in. Liked his story. The good, the bad, looking at challenges as opportunities, and how he overcame them.
- Excellent training/learning for me. I will certainly improve my 90 second speech.

The new SBDC Website was launched in June, 2007 as part of the overall shift in marketing strategy. The new website provides a cleaner look, better resources, and easy-to-use registration links. The website provides a stronger source of information found online with updates of important entrepreneurial news, success stories and new resources. Early feedback from both clients and partners is very positive.

The Management Development Certificate Program continues to grow in scope and attendees. In the second half of the fiscal year, we added three new elective seminars and three new instructors. Marketing efforts were improved with a new look for the brochure and increased strategic direct mail strategies. Total revenue for this program was over \$26,000.

Comments from attendees:

- Content from workbook easy to follow. Instructor made the class/content very interesting, got very good interaction – excellent job!
- I can think of a number of employees that should attend this course.
- I went to other seminars and this was the best one.

Entrepreneurial Training Program (ETP), our business plan writing course, was offered in Manitowoc, Door and Brown Counties in FY 2007 with 32 participants. This program is provided in partnership with the Wisconsin Department of Commerce, which provides a 75% tuition reimbursement with a participant’s completion of his or her business plan. Although the deadline for completed business plans is after the publication of this report, there is an anticipated 80 percent completion rate, which would generate a total of \$27,350 in total revenue.

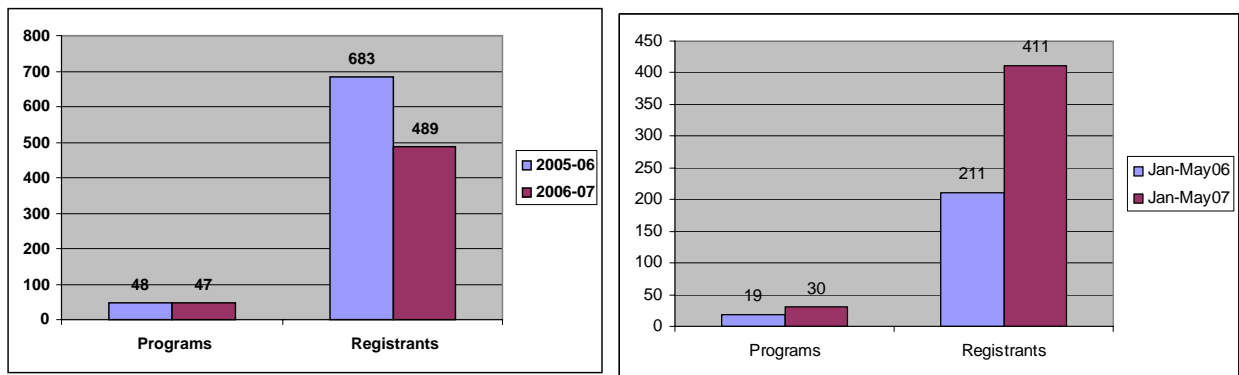
Comments from attendees:

- The environment was very welcoming; I felt safe in asking any question.
- The support of the SBDC staff was tremendous.
- The most valuable aspect was the availability of resources and information, including information sharing among participants.

Programs

Fiscal Year 2007 non-credit programs totaled 47 for small business owners with 489 in attendance (match programs). Green Bay also served on the planning committee for the Northeast Wisconsin Entrepreneur Networking Day (NEW END) with over 300 entrepreneurs in attendance.

The following charts show that the SBDC saw significant growth in programming in the second semester of this fiscal year. Compared to the same time last year, program attendees nearly doubled. These charts indicate that programming continues to grow with our new strategic direction. We anticipate that this trend will continue as we look to offer more diverse programming to identifiable, targeted customer bases.



Faculty Involvement

The following faculty were involved in planning or delivering programs, providing counseling to SBDC clients, or assisting the SBDC: Sally Dresdow, Meir Russ, Ann Selk and Karl Zehms (Business); Phil Clampitt and Tim Meyer (Information and Computing Science).

Building an Entrepreneurial Culture

Green Bay SBDC met with membership groups and civic groups to discuss issues affecting small business, to promote the services of the SBDC and stimulate an entrepreneurial culture in the New North.

- Represent the SBDC at the Brown County Inventor's and Entrepreneur's Club
- Hosted Joe Kremer, director of the Wisconsin Angel Network
- Co-Hosted Lori Keating Heinemann, Secretary of the Wisconsin Department of Financial Institutions
- Serve on the Board of Directors for Downtown Green Bay, Inc.
- Serve on a sub-committee for NEW ERA, a regional initiative of higher education
- Attended legislative luncheon sponsored by the NWTC for the purpose of discussing issues with elected officials
- Elected to serve on the UW-Green Bay Joint Legislative and Regents Relations Committee
- Serve on the International Advisory Board for the Highway 41 Corridor organization

- Serve as Chair for the Leverage/Communication sub-committee and serve on the Small Business and Entrepreneur Council for New North

Training and advising have been provided in cooperation with several organizations. Most notably, we have worked with the following organizations:

Door County Economic Development Corporation
 New North, Inc.
 Shawano County Economic Progress, Inc.
 Kewaunee County Economic Development Corporation
 Manitowoc County Economic Development Corporation
 Northwest Wisconsin Technical College
 Greater Green Bay Area Chamber of Commerce
 Business Assistance Center
 Florence County Co-op Extension
 Brown County Extension Office
 Brown County Inventors and Entrepreneurs' Club
 SCORE
 Society for Human Resource Managers – Green Bay Chapter
 University of Wisconsin-Cooperative Extension
 UWGB College of Business Administration (CBA)
 UWGB Office of Outreach and Extension
 UW-Oshkosh Center for Community Partnership
 Wisconsin Department of Commerce

Business Counseling

A total of 106 counseling clients were served in this fiscal year even though the SBDC did not have a full-time business counselor until the second half of the year. Thirty clients have five or more hours of counseling. Thirty-five clients have started their businesses.

Two economic development corporations in the SBDC service territory provided travel dollars to support counseling in their counties. Both Door County and Kewaunee County Economic Development Corporations support having a counselor on-site. Counseling cases have been seen in both counties with good success.

Client Success Stories

Teaosity, owned by Reva and Quasan Shaw

Reva and Quasan Shaw opened Teaosity in May of 2007. The Shaw's entrepreneurial path began with several partners at the Business Assistance Center, ultimately landing in the SBDC's Entrepreneurial Training Program where they completed their business plan and working with a business advisor. They submitted their plan in the NEW REP business plan competition, winning the second place prize of \$6,000

Teaosity is a tea lounge in Green Bay offering specialty, high quality teas. The teas can be purchased by the cup, teapot, in bulk quantities, or in pre-bottled varieties. There will be a small selection of alternative beverages offered as well as and there will be some pastry items available

for purchase. Teasosity is located in Ashwaubenon at the Shoppes at the Village lifestyle center on Oneida Street.



The SBDC, BAC and community shows their support for the new business.

Outreach and Extension

The following overview of the activities of the Office of Outreach and Extension this year highlights examples of how our programming initiatives have fostered positive change and improved people's lives, while operating in a dynamic, challenging and highly competitive environment. The following four areas of focus demonstrate how we make this happen: **Success Stories, Faculty Expertise, Successful Collaborations** and **Leading Edge Initiatives**.

Success Stories: Outreach Impacts

These exemplary success stories are drawn from over 257 continuing professional education and enrichment learning programs that served 7,516 participants.

Exploring Hmong in Transitions: Enhancing Teaching and Learning for Hmong Students and Community. Eighteen educators and community members from Northeast Wisconsin gathered together this past winter 2007 to learn more about the Hmong and to explore innovative, culturally-based strategies to better serve Hmong community and students. This community-focused program was developed by Dr. Pao Lor, Assistant Professor of Education at UW-Green Bay, and coordinated by Education Outreach. Numerous guest presenters from the Hmong community joined Dr. Lor at the last session to share their life experiences with the participants. **Participant comment:** *"I found it very fascinating to learn the history and journey of the migration of the Hmong to the U.S. and to learn about their culture. In my job as volunteer director at the Red Cross, it is important to know the people in your community to be able to recruit new volunteers who represent the demographics of that community. After taking this course, I feel I can do that more effectively than I could have before."*

College Credit in High School. UW-Green Bay credit courses taught at area high schools provide an opportunity for academically qualified students to engage in a special college-level learning experience. Three hundred and ninety-six of the best and brightest area high school students participated in 28 courses as part of Outreach's College Credit in High School (CCIHS) program last year, generating more than \$247,000 in tuition revenue. Courses such as "Principles of Chemistry," "College Writing," "Fundamentals of Public Address," "Calculus and Analytic Geometry," and "Introduction to Psychology" were taught on-site at Bonduel, Clintonville, Crivitz, Goodman-Armstrong Creek, Little Chute, Menominee Indian, N.E.W. Lutheran, Seymour, Shawano, Sturgeon Bay, Wausaukee, and Wrightstown school districts.

A 2007 survey showed these impacts on students one year after high school:

- The credits counted as an elective or satisfied a specific requirement for graduation [89%]
- Forty-one percent of the respondents took the next level of college course in the content area 91% earned a letter grade of AB or above.
- Nearly everyone [95%] felt that the UW-Green Bay/High School learning experience had a positive affect on their achievement in college.
- A significant number [45%] of the respondents received a scholarship to attend the college or university they are attending now.

Participant comment: *"First of all, thank you for preparing me for college. To have such a scary experience be cushioned by a familiar, caring, and flexible teacher/friend was such an opportunity. I'm ahead of the game here; coming in with six credits is not something most freshmen have the opportunity to do."* Student, N.E.W. Lutheran High School

Summer Camps. The summer camps experience includes the Middle and High School Orchestra, Band and Art Studio Camps, Vocal Jazz and Gospel Choir, plus two Bellin College of Nursing Camps, the new Grandparents University, the Wisconsin School of Music Camps and the Space Experience Camp. The camps provide internal revenue streams of more than \$288,000 for the campus and garner registration numbers of more than 3,000 students. The camps, which drew more than 100 out-of-state young people last year, are a significant recruitment tool for UWGB music and art students. UWGB faculty are featured as instructors and camp directors so students learn from experts in their field in a variety of areas.

Parent comment: *"We feel this camp experience was very positive for our son. This was his 1st week- long experience away from home and we could not have asked for a better one. The camp is very well organized and the instructors very knowledgeable. We were very impressed with the quality of music played during the concert. The instructors did a great job getting the students ready. Thank you for a terrific week and a wonderful final concert!!"* Parents, Middle School Camper.

Anti-Bullying Conference. More than 166 educators in teams representing eight Brown County school districts came together in Green Bay in February 2007 for a two-day Anti-Bullying Conference with internationally respected speaker Michael Dorn to focus on issues of school safety and strategies for reducing bullying. Participants included teachers, principals, superintendents, liaison officers, social workers, psychologists, bus drivers, food service staff, parents and even three students.

Participant comment: *“This conference has made us aware of issues that have become commonplace that are really dangerous situations. We have been able to develop a plan and goals/timelines. We are leaving this workshop with a clear vision as to where we should start.”*

Faculty Expertise and Relationships Are Central to Outreach

Spanish Immersion for Professionals – A Creative Approach to Language Learning. The early positive response from a wide range of professionals to the first offering in summer 2007 of the new Spanish Immersion for Professionals (SIP) is due in large part to the enthusiastic commitment of Professor Christina Ortiz. Dr. Ortiz designed a curriculum providing an intensive week of language study and cultural understanding, with classes tailored to both specific career fields and to language proficiency levels. In her role as SIP Director, Professor Ortiz is coordinating the instruction provided by six faculty, who will be teaching approximately 100 professionals. Participants may further customize their learning experience by choosing a credit or noncredit option. Utilizing the expertise of Dr. Ortiz and her colleagues, the Spanish Immersion for Professionals experience will be unique, a “learning vacation” at Stone Harbor Resort in Door County.

Governmental Affairs: Working with Faculty to Secure Internships for Undergraduates. Professor Terri Johnson, Public and Environmental Affairs asked Outreach Program Manager Kassie Van Remortel for suggestions on how to help PEA undergraduates find jobs when they graduated. Van Remortel contacted her network of clerks and treasurers who attend the annual Clerks and Treasurers Institute. The strong links with these professionals in the field resulted in six undergraduate UWGB students being placed in internships in communities throughout the state. Professor Johnson will continue to turn to Outreach when seeking job placements and career paths for her students.

Institute on Dying, Death and Bereavement: Showcasing a Senior Faculty Member’s Expertise. Founded in 1998, the Institute on Dying, Death and Bereavement is a collaborative effort of the UW-Green Bay Human Development faculty and Outreach. Institute projects are developed in partnership with community agencies and in consultation with the DDB Advisory Board. Professor Illene Noppe initiated the founding of the Institute as an extension of her research interests in the field of death and dying. Dr. Noppe’s contributions have been central to the continuing success of the DDB annual conference series. She has frequently shared her research findings with the DDB conference audience of bereavement professionals, social workers, counselors, clergy and funeral directors. In addition, Dr. Noppe has drawn on her extensive network of contacts to help bring leaders in the field to our campus as keynote speakers.

Grandparents University: A New Intergenerational Learning Opportunity. The success of GPU 2006 was due to the expertise of dedicated faculty members Donna Ritch (Forensic Science), Alison Gates (Fiber Arts), Tom Erdmann (Biodiversity) and Jenny Mokren (Art Enameling). Of the 66 grandparents and grandchildren (ages 7-14) who attended, 80% agreed that GPU brought their relationship closer together and 100% said they would return in the future. Offered in partnership with the UWGB Alumni Association and featuring programs in the arts that showcase our campus faculty, GPU drew praise in an above-the-fold editorial in the local media: *“The whole event is just a neat way for grandparents and grandkids to spend some fun time*

together and for the University to provide a snapshot of what it has to offer to the community.”
Green Bay Press Gazette.

Successful Collaborations: The Power of Partnerships

The Northeast Wisconsin Alliance for Social Worker Continuing Education. Founded in the spring of 2000 to provide high quality programs for social workers to meet their mandatory continuing education requirements, the Northeast Wisconsin Alliance for Social Worker Continuing Education has proven to be a productive partnership of the UWGB and University of Wisconsin-Oshkosh Outreach and Social Work Departments. The Alliance sponsors 6-10 workshops per year, planned in consultation with UW-O and UWGB social work faculty and offered in multiple locations in northeast Wisconsin. These programs each draw a registration of 50-150 professionals.

In spring, 2007 the Alliance collaborated with a new partner, the Fox Valley Mental Health Emergency Preparedness Consortium, to host “*When Disaster Happens: Strategies for Professionals*” a two-day workshop which addressed the needs of professionals who are called upon to provide early intervention and crisis response. The Consortium provided underwriting to partially offset the costs of the training, consultation as to conference content, plus e-mail and print mailing lists. This partnership enabled the Alliance to reach the new segment of human service providers who are emergency responders, and resulted in attendance of over 150 professionals in the training. In addition, the workshop showcased the research of UWGB Professors Illene Noppe and Dan Alesch.

Alternatives to Suspension, Expulsion and Dropping Out of School: At Risk Issues at the Forefront. More than 300 teachers and administrators who work with at-risk students in alternative education settings gathered in Lake Buena Vista Florida for a three-day annual conference hosted by the UWGB International Center for the Study of Social Issues and the Division of Outreach. UWGB Professor Mark Kiehn, addressed 2007 conference attendees on the subject of “Music Education and the At-Risk Student.” Educators from across the country attend this annual conference, designed to “renew energy and commitment at a best practices forum.” Conference planning is coordinated by Outreach program managers with program consultation provided by Dean Fritz Erickson.

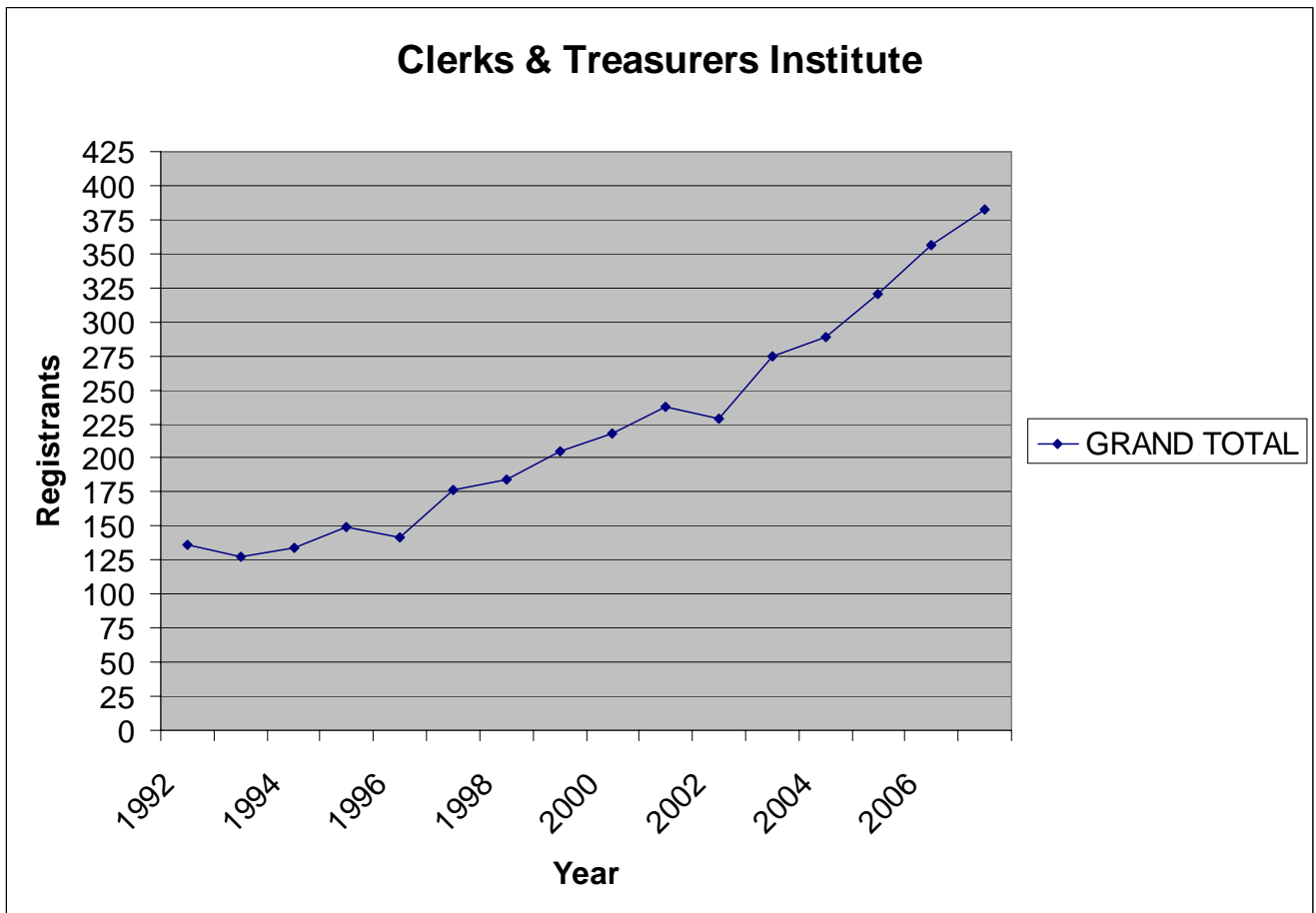
Leading Edge Initiatives

Outreach program managers are entrepreneurial and adaptive. Their efforts illustrate leadership theorist Margaret Wheatley’s observation: “Leaders can tolerate a high level of ambiguity. They understand that disequilibrium is the necessary condition for a system’s growth, and that a system needs to be *resilient rather than stable*.”

Emergency Management Certificate: A Groundbreaking Program in the State. The Emergency Management, Planning, and Administration Certificate, initiated as a stand-alone certificate program and the first to be offered in Wisconsin, was designed in close consultation with our UWGB faculty. The graduation of the first seven EM graduates in spring, 2006, was a landmark in this program, which is being sought out as a component for multiple graduate and undergraduate degrees. The ground-breaking and timely EM courses have just been announced as an Area of Emphasis in the Adult Degree Program as of spring, 2007.

Participant comment: *In Marathon County there was an emergency situation this fall due to a weather related event. As a result of the knowledge I gained in your emergency management class, Principles and Practices of Emergency Management, I was able to feel confident and competent as to what the protocol was in this situation. I knew who the proper people were to contact and how everything needed to proceed. This course was well worth the money I spent.*
 Tony, American Red Cross.

The Green Bay Heritage Center: A New “Front Porch” for Our Community. The Brown County Diversity Circles project has led to several major initiatives in the community, including the spring, 2006 Diversity Summit and the “Do You Know Your Neighbors” video project. A new planning collaborative has garnered endorsement from civic leaders in 2007 for a Green Bay Cultural Center. Outreach is joined in this project by leaders from NWTC, Brown County UW-Extension, 3N Productions, Strategic Management Associates and the Institute for Learning Partnership. Next steps are a key informant survey and a business plan to solicit underwriting to launch the Center.



Appendix A
 Numbers of Programs and Enrollments
Noncredit Programs

Program	Number of Programs	Enrollments
Business	47	489
K-12 Educators	29	323
Continuing Professional Education	4	175
Cosponsored Disaster Preparedness workshops (UW-O processed registrations)	2	157
Liberal Studies	10	217
Governmental Affairs	21	860
Summer Camps (music, art, computer, Spanish)	14	2362
Outside Summer Camps (Wis. School Music Assoc., Bellin College of Nursing, Universal Cheer, Navy Sea Cadets, McKinley Charter, GB Boys/Girls Choir, Volleyball)	8	1035
National Alternatives to Suspension, Expulsion and Dropping Out Conference	1	391
Learning in Retirement Institute	Membership-driven	850
Total Noncredit	136	6,859

Credit Outreach Programs

(Excluding Adult Degree Interdisciplinary Studies Degree Program)

Program Area	Number of Programs	Enrollments
K-12 Educators	131	637
Miscellaneous	9	112
High School College Credit	28	397
Total Credit	168	1146
GRAND TOTAL (Credit and Noncredit Programs)	304	8,005

Business Counseling Cases – CY 2006	121
Business Counseling Hours – CY 2007	481

Appendix B
Quotes from Participants - 2006-2007

College Credit in High Schools

As every incoming freshman might say, they have no idea what to expect, where to go, or what to do. The CCIHS program helped to clarify and take away some of those worries and problems. The program is a really neat idea, and it is wonderful to earn some college credit in the process.
~Comment from CCIHS Alumni Survey

The college pace allowed me to adjust easily to the pace of college life (homework, labs, etc.) at UW-Fox. I wasn't so stressed with the immediate overload of homework. I also had an idea for the content that might be taught at school.
~Comment from CCIHS Alumni Survey

My writing has improved dramatically. This class pushes one's writing abilities and has been a good stepping stone towards college.
~Participant, College Writing, Shawano High School

The course was challenging but was manageable because help was always available and our instructor made sure we knew what was needed to know before we moved on. It was fun to see where calculus ties into the world.
~Participant, Calculus and Analytic Geometry I, Goodman Armstrong Creek High School

Anti-Bullying Workshop

I have been teaching for ten years and this conference has been one of the most productive and beneficial events that I have attended. I got a number of good ideas about how to view safety and supervision issues.

I learned so much! This will most definitely impact so many students and teachers. What a wonderful opportunity!

Excellent workshop! One of the best ever for me as a professional!

What we've learned here has helped us better understand what we need to accomplish to stop bullying in our school and district. We now know where to start and what we need to work on.

Our school now has a very extensive plan for continuing to build upon our existing plan. We are planning staff development for August to implement new policies for all our staff. Already this year we will be increasing communication to all stakeholders and changing our supervision for our school.

This workshop raised my awareness of issues that can arise in regards to prevention (supervision, bullying). This workshop has helped our school develop a plan to address any issues that may arise.

It has made us aware of issues that have become common place that are really dangerous situations. We have been able to develop a plan and goals/timelines. We are leaving this workshop with a clear vision as to where we should start.

Exploring Hmong Culture

I have a better sense of the history of the Hmong and a greater awareness of how that history impacts the Hmong today.

Since I teach mostly Hmong students this gave me a good understanding of where they came from, the obligation and role the US has in their presence here in the U.S.

I gained a tremendous amount of information from the program. This information has helped me in my personal relationships with the Hmong community. My understanding of “where they are coming from” has helped me when I talk to students as well as parents.

Before I took this course I did not have a lot of knowledge on the Hmong people or culture. I found it very fascinating to learn the history and journey of the migration of the Hmong to the US and to learn about their culture. In my job as volunteer director at the Red Cross, it is important to know the people in your community to be able to recruit new volunteers which represents the demographics of that community. After taking this course, I feel I can do that more effectively than I could have before.

The course gave me some direction for further study and development. I think it will allow me to be more understanding when I meet with Hmong students and will help me ask more effective and respective questions during advising sessions.

It gave me more passion to help the students learn English. Also it gave me more confidence to speak up for the Hmong when I hear people making negative comments.

The second day of class, having a panel of well spoken Hmong representatives was fascinating and I have made some follow up contacts with those individuals to ask questions and use their knowledge to hopefully be able to recruit new volunteers and be able to deliver services in a more effective way to the Hmong people if they need us.

When Disaster Happens...

What impact do you anticipate this workshop will have on your work or your clients?

Better prepared to work front line in major emergencies & disasters.

Encourage county to establish emergency response team.

Help develop plan to cover all bases if traumatic event occurs.

If an emergency/disaster happens, I will have more resources to engage our clients/caregivers

More confident & capable to provide early intervention after disasters & increased awareness of when & how to use psychological debriefings and more formal mental health interventions.

I now have greater insight into the need for coordinated, comprehensive efforts & what happens without it.

I will certainly follow up with information re: grieving/mourning process.

Has given me more tools & skills to be more effective with clients I serve, especially those who have faced a trauma or disaster.

Children, Grief and Resilience: Helping Children Cope with Traumatic Grief in Today's World

I will now have more specific techniques for talking with children about their grief.

I will be looking for symptoms of grief and seeing them as grief—not misinterpreting them as a behavioral issue.

Thank you for including bullying in your presentation. Professionals need to be aware of bullying and harassment among children.

Excellent job, lots of concrete examples, good material, timely topic.

Increased my awareness of children's grieving, intervention techniques, and strategies.

Emergency Management: Strategic Planning and Implementation

The readings and homework assignments were pertinent to the class. The guest speakers also were interesting. Learning how to do hazard analysis and write an emergency plan were aspects that I wanted to get out of this class.

The professor's knowledge of the course material was excellent and I enjoyed being in the class.

I liked having the speakers come in.

I think the readings as well as the real world scenarios do a good job of familiarizing us with material.

Annual Alternatives to Expulsion, Suspension and Dropping Out of School Conference

It is always good to network with educators from other areas to obtain new ideas. So many times we get "stagnant" in our ideas. This conference allows us to take home fresh ideas not only to staff, but to students. This is an excellent conference.

Many of the breakout sessions provided conference attendees with opportunities to share ideas and strategies. This provided me with valuable information.

Keynoter Dr. Rita Pierson was the best luncheon speaker I have ever heard! I am so glad I attended. Her topic, "A Framework for Understanding Poverty" really makes me think about how I am treating my students.

Refreshing, invigorating. Can't wait to come back next year!

It is inspiring to meet so many educators who are dedicated to helping students—often very challenging students—find success.

Grandparents University (inaugural session summer 2006)

I loved the quality time I spent with my grandma!

*Loved the educational opportunity to spend one-on-one time with my grandchild.
“College” was fun!*

GPU gave us a common experience and helped my grandchild realize her potential.

As a result of GPU, we will do more together in the future.

Music Camps

(Parent) There were two very wonderful experiences. One was the chance to work with an exceptional and motivating Director. This really gave our child renewed desire to play her instrument when she returned home. Also, the other kids she met were great- she formed many new friendships.

I improved in the skills for my instrument.

I learned tips to be a better player.

(Parent) My child felt that having a conductor who made him feel as though they were all a “team” from the start was a great start for the band. My child felt a real sense of camaraderie all week as a result.

I really enjoyed the entire experience. The instructors were excellent, so were all the counselors. I really found out that I could do so much more than I knew before I came.

Wow!!! The Band Camps are amazing. What the instructors can do in just one week is remarkable! Kevin Collins and staff are to be commended. We love the program and our daughter has a great time! Thank you, 2nd year Band Camp parent.

We brought our son from Indianapolis, Indiana. We found the process very good, we felt it was a good balance between instruction time and activity time. We thought this was an excellent program and our son cannot wait to come back next year. We intend to register online again.