

Education Administrator Activity Report (December 7, 2006 – February 1, 2007)

The following information represents the activities that the Education Administrator performed between December 7, 2006 and February 1, 2007 (37 work days).

Phone Calls

Approximately 250 phone calls were taken and/or responded to between 12/07/06 and 2/01/07. They lasted in length from 1-2 minutes to 10 minutes. Approximately two thirds of the calls were logged, with approximately one – third being handled away from the office. Probably 10-15 % of the calls were from other states. The major areas of inquiry for the calls are listed below with approximate percentages representing how many of a particular call were handled.

- Where to find a 2 hour course---for architects and interior designers (60%)
- Where to find the 4 hour core course (.5%)
- What courses do I need to fulfill my licensure requirements (10 %?)
- Where to find online courses (20%)
- Where to find courses in general (<5%)
- Where to find an accreditor (<5%)
- How to submit a course to an accreditor (<5%)

Emails

Approximately 120 emails were responded to between 12/07/06 and 2/01/07. The same kinds of areas were covered with emails as the above phone calls reflect. At least 60 % of the emails were asking “where to find a two-hour advanced course for architects or interior designers”.

Miscellaneous

- Developed February POC agenda
- Researching ways to make training related BCIS web pages more user friendly, including placing online procedures (such as how to find an accreditor) on the training page where it is more easily accessible

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