

Education Administrator Activity Report (June 28, 2007 – August 17, 2007)

The following information represents the activities that the Education Administrator performed between June 28, 2007, and August 17, 2007 (37 work days).

Phone Calls

Approximately 80 phone calls were taken and/or responded to between 6/28/07 and 8/17/07. They lasted in length from 1-2 minutes to 5 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 advanced courses (20%)
- Where to find the 4 hour core course (30%)
- What courses do I need to fulfill my licensure requirements (20 %)
- Where to find online courses (20%)
- Where to find an accreditor (5%)
- How to submit a course to an accreditor (5%)

Emails

Approximately 50 emails were responded to between 6/28/07 and 8/17/07. The same kinds of areas were covered with emails as the above phone calls reflect. At least 30 % of the emails were asking “where to find advanced courses”.

Miscellaneous

- Developed August 2007 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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