

# The Luna Light



*“The People’s College”  
Becoming The Premier Rural Community College in America*

Volume 3 Issue 40

Sept. 27-Oct. 3, 2010

## LCC Nursing Program: making an impact in the health field

Luna Community College is doing its share in providing a vital component to the health care system—nurses.

For nearly 40 years, Luna Community College has graduated LPN and RN nurses to now reach an average of 70 nurses annually—the majority of them work in New Mexico hospitals.

“It’s a wonderful field—nursing is a need worldwide,” said Luna Community College Allied Health Director Conni Reichert.

As we can imagine, the nursing field is a rigorous one. A typical week for a nursing student at Luna Community College includes two clinical days, two days of class work (one class in the morning and one in the afternoon) and one day off, which is widely used for studying.

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**Luna Community College nursing students Danyelle Romero, Jeanette Vigil, Amanda Gallegos, Felicia Torres, Melanie Chavez and Regina Catanach work on their critical thinking skills for pediatrics with a pediatric game in a simulation lab. Nurses have to know how to treat different problems, what to educate parents and how to respond to problems as you would in real life.**

**Luna Community College Gilbert Ledoux happily donates blood at a blood drive at the school last Thursday. According to an official from the United Blood Services, the LCC Blood Drive had 100 participants, five times the usual amount.**





## CRITERIA FOR ACCREDITATION

### **CRITERION ONE: *MISSION & INTEGRITY***

The organization operates with integrity to ensure the fulfillment of its mission through structures and processes that involve the board, administration, faculty, staff and students.

### **CRITERION TWO: *PREPARING FOR THE FUTURE***

The organization's allocation of resources and its processes for evaluation and planning demonstrate its capacity to fulfill its mission, improve the quality of its education, and respond to future challenges and opportunities.

### **CRITERION THREE: *STUDENT LEARNING & EFFECTIVE TEACHING***

The organization provides evidence of student learning and teaching effectiveness that demonstrates it is fulfilling its educational mission.

### **CRITERION FOUR: *ACQUISITION, DISCOVERY, & APPLICATION OF KNOWLEDGE***

The organization promotes a life of learning for its faculty, administration, staff, and students by fostering and supporting inquiry, creativity, practice, and social responsibility in ways consistent with its mission.

### **CRITERION FIVE: *ENGAGEMENT & SERVICE***

As called for by its mission, the organization identifies its constituencies and serves them in ways both value.



# LCC Nursing Program...

Continued from page 1

“If you are a nursing student, you have to study; if you party, you’re not going to make it,” says Reichert.

Last year alone, Luna Community College nursing students conducted their clinical experiences in 21 different clinical sites throughout the state. This included health care facilities in the cities of Las Vegas, Santa Fe, Albuquerque, Taos and Santa Rosa. Aside from hospitals, nursing students also gain practical experience from such entities as public schools and the New Mexico Behavioral Health Institute. A typical clinical day has an 8-1 nurse to student nurse ratio.

At Luna Community College, faculty doesn’t just stress the theory and practical aspects of nursing, they advise students to care about the patient.

“It’s important that nurses have warmth and concern,” said Reichert. “The best nurse cares for their patient with compassion and understanding.”

The college’s licensed practical nursing program (LPN) had its first graduates in 1970. The registered nursing program (RN) began in 1978.

“Over the years, we have seen that the typical nursing student is changing and we are teaching a different way,” says Reichert. “We try to make the classroom as active as we can. We are very student-oriented; we try to do all in our power to lead to the individual student success.”

Reichert is the first to tell anyone that the college’s nursing program is a rigorous one. It has to be.

“Nursing is stressful; you make life-threatening decisions all day long,” says Reichert. “It’s not all the doctor; a nurse has a very important role.”

At Luna Community College, a student has to take two semesters of pre-requisite courses, two additional semesters for their LPN certificate and two additional semesters for their RN certificate. After successful completion of the program of study, a nursing graduate has to apply to take the National Council Licensing Exam (NCLEX) to become licensed. The latest figures shows that Luna Community College 2009 graduates had an 83 pass rate for its first time takers of the RN-NCLEX graduates and a 97 pass rate for its LPN graduates.

“We’re really proud of this, the benchmark in New Mexico is 80 percent,” says Reichert.

As you can imagine, Luna Community College has no problem filling the classroom in its nursing program.

An example of this is last year when the nursing program sent our 385 packets to potential students. Of those, 85 were returned. Students are then ranked and admitted through a points system. Only 48 slots are filled per year.

“It’s all numerical,” says Reichert. “We don’t make deals with anyone.”

Reichert says that most of her students are from northeastern New Mexico—Las Vegas, Mora, Santa Rosa, Taos and Pecos.

Reichert says that nursing is one field that is recession-proof.

“Nurses typically can find a job depending on locality; there is still a shortage of nurses in New Mexico,” says Reichert. “It’s absolutely wonderful to see our students graduating. I’m thrilled to see when an individual has a guaranteed income for life to provide for their families.”

For more information on the Luna Community College Nursing Program, you can call 505/454-2521.

**Luna Community College nursing students Ruth Rosenbarker and Robin Pilley enjoy studying on one of two leather sofas that were recently placed at the Allied Health Department. The sofas were originally in the president’s office.**



# West LV Homecoming Parade



**LCC:**  
"The People's College"

# West LV Homecoming Parade



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**Las Vegas**

**New Mexico Small Business  
Development Center**

*At Luna Community College*

*"Building New Mexico's Economy One  
Business at a Time."*

**October 28, 2010  
(Thursday)**

**Good Customer Service Doesn't  
Cost you a Dime...  
Bad Customer Service Can Cost You  
Your Business...**

**Demonstrations & Role Playing!**

- Can I be wrong and not know it
- Is there room for kindness and compassion in business
- Types of customers - Students, Board, Other staff
- E-mail etiquette or communication style in general
- What if it's "not my job"
- Phone etiquette
- Answering student questions
- Knowing basic information
- Conflict resolution
- Professional confidence
- Assertive vs aggressive (even passive aggressive)
- Tools for implementing what we learn

# Customer Service

**Presenter:**

**Greg Barbee**

Greg has an extensive background in Managerial Organizational Development/Human Performance Technical Training, Broadcast Journalism & Video Production. He is Instructional Designer/Trainer for the Los Alamos National Labs, Has his own Business-Barbee Training/Consulting Business-clients nation wide, has worked as a Broadcast Journalist (TV-News Director, TV-Anchor, TV Reporter-ABC, NBC, CBS) Director of Training, DOR-Denver, CO. National Manager of Client Training- Denver, Dallas, Phoenix, Sacramento, Seattle, Portland, Reno/Tahoe Markets. Six Sigma Black Belt Training Certified, produced training video (used International)

**Session Times**

**8:00 am - 10:00am**

**10:30am - 12:30pm**

**1:30pm - 3: 30pm**

**(Attend Morning or Afternoon)**

**Place:**

**LCC LRC Lecture Hall**

**Co-sponsored by:**

**Luna Community College Small Business  
Development Center**

**RSVP:**

**to Theresa Romero at the SBDC  
email: tromero@luna.edu**



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# Setting sights on better customer service at Luna Community College

By Dr. Pete Campos

When you go to a restaurant, car dealership or convenience store you expect a waiter, car salesperson or clerk to be cordial, attentive, answer your questions to the best of their ability and appreciative of your business. After all, you are paying the bill! The same is true of our students who choose to attend Luna Community College. They chose us and the educational services we provide. They pay the bill either through financial aid, a loan or hard earned cash. When students choose us, that's how we earn our pay. We must provide the best educational services possible to our customers – the students – if we want to stay in business.

Susan A. Friedmann suggests ten points for great customer service. They are: 1] Know who is boss. We are in business to service customer needs. 2] Be a good listener. Take the time to identify customer needs by asking questions and concentrating on what the customer is really saying. 3] Identify and anticipate needs. Customers don't buy products or services. They buy good feelings and solutions to problems. 4] Make customers feel important and appreciated. Treat them as individuals. 5] Help customers understand your systems. Your organization may have the world's best systems for getting things done, but if customers don't understand them, they can get confused, impatient and angry. 6] Appreciate the power of "Yes." Always look for ways to help your customers. 7] Know how to apologize. When something goes wrong, apologize. Make it simple for customers to complain. Value their complaints. As much as we dis-

like it, it gives us an opportunity to improve. Even if customers are having a bad day, go out of your way to make them feel comfortable. 8] Give more than expected. Think of ways to elevate yourself above the competition. What can you give customer's that is totally unexpected? 9] Get regular feedback. Encourage and welcome suggestions about how you could improve. There are several ways you can find out what customers think and feel about your services – listen to what they say. 10] As employees, treat each other with respect. Treating customers and each other well is equally important.

For the past several weeks I have been enjoying the smiles, enthusiasm and dedication of our students. They are focused on learning. While they may have other things on their mind like how to pay for books, pay the bills or even raise their families, they are committed to a good education. They deserve all we can do to help them achieve their goals!

To our Luna Family members from Trustees to security; the way you are working together, addressing issues and keeping your focus on the education and well-being of students is first-rate. I wish to extend my wholehearted appreciation for a job well done! We've turned the corner, stepped it up several notches and most importantly, have zeroed in on the fact that we can only become better at customer service by truly caring for students and each other.

*In a couple of years, we'll look back, know no other way and the rest will be history!*

**Luna Community College Dental Assisting students Randee Cre-spin, Eliza Cordova and Valerie Tenorio take a break from class last week at the Rough Rider Grill. The trio, along with the rest of their class, will be participating at The First New Mexico Mission of Mercy in Albuquerque on Oct. 15-16. The First NM MOM is a large-scale dental clinic in which dental services are provided for adults and children who cannot afford dental care.**



# Pursuance of grant opportunities for Title V Sustainability Plan

## *Community Colleges play an important role in education*

By Lorraine Martinez

The Title V program is an endeavor that began in October of 2007 as a result of Luna Community College's successful submission of a Title V grant. The five-year, \$2.8 million grant is designed to improve and enhance services to the Hispanic population and low-income individuals in northeastern New Mexico. The Title V program timeline of pursuing a grant is an ongoing working document that exhibits where Title V is at, where it's going and future implementation.

Part of Luna Community Colleges goals are to increase the number of Hispanic and low-economic students who complete graduation requirements. We plan on achieving the goals by:

- *Expanding online course offerings in order to expand educational programming opportunities for residents of our rural, disadvantaged service area.*
- *Develop, implement, and expand educational delivery methods that are responsive to community and student needs.*
- *Provide faculty with the tools and resources needed to diversify teaching methods so as to effectively reach time and place bound students.*
- *Increase enrollment by expanding alternative delivery systems (online education) in order to tap new populations of potential students.*

Luna Community College places great importance on its ability to evaluate its progress toward achieving overall institutional goals by identification of specific measurable objectives to reach each goal. Through a well-conceived strategic plan, proactive visionary leadership and a combination of local, state and federal resources, Luna Community College endeavors to improve and enhance its services to its Hispanic population. With that being said, a timeline has been put formulated in pursuing grant opportunities for the college and the awareness of the one of the best kept secrets of higher education as referenced by Dr. Jill Biden.

Dr. Jill Biden, wife of Vice President Joe Biden, works to highlight the importance of community colleges. She also teaches English full-time at a community college not far from the White House. She feels that, "**community col-**

**leges are one of America's best kept secrets of higher education."** This issue is a priority for the Obama-Biden administration. President Obama and Vice President Joe Biden are committed to making community colleges better and more accessible to students across the nation. The article goes on to state that the passage of the Health Care and Education Reconciliation Act of 2010 was very successful for community colleges.

It continues to state that the president has asked Dr. Jill Biden to convene a national summit on community colleges by bringing business leaders, college presidents, instructors and other stakeholders to share best practices and successful models for helping students to gain the knowledge, training, certificates, and degrees needed to succeed in the work force. Community colleges serve as a gateway from high school diploma to a baccalaureate degree. The Community colleges offer an affordable option to high school students who want to attend a four year college, but cannot afford the tuition. In closing, Dr. Biden feels that community colleges educate over 40 percent of all post secondary students nationally and asks that there be a partnership to continue to build support for community colleges and work to improve their offerings and outcomes.

With that being referenced, Title V at Luna Community College continues to research and pursue grant opportunities that show that Community Colleges truly are one of America's best kept secrets and one of our best investments in higher education. Distance Learning services and onsite instruction, provide a vast opportunity to help students succeed.

### **September 2010**

- Continue grant opportunities in all areas
- UNM training and research – September 13, 2010
- Continue preparation for NCA Distance Services focus visit November 8-9<sup>th</sup> 2010
- Research other models such as:  
Retention and Student Success  
STEM model

Health Care

- Gather data and resources
- Create team to form implementation strategies

### **October 2010**

- Bring people together to organize, brainstorm, focus, and consolidate ideas
- Determine possible partnerships (e.g. NMSU, UNM, NMHU)
- Development of 2 + 2 + 2 partnerships
- VP of Academics to collaborate general meeting for triangulation
- Prepare for NCA Distance Learning focus visit November 8-9 2010
- Research other models which is ongoing
- Evaluation of the Title V Program by External Evaluators
- NMSU partnership meeting at Luna Community College

### **November 2010**

- Pursue expansion with 4-year institution (s) in grant pursuance
- Prepare for NCA Distance Learning focus visit November 8-9<sup>th</sup> 2010
- Research other models which is ongoing
- Identify grant(s)
- Create plan of action based on:
- Data gathered
- Advancing trends in economic development and health care
- Partnership opportunities
- Other

### **December 2010**

- Identification of grants

### **January 2011**

- Begin writing grant(s)

Community Colleges: Our Work Has Just Begun, by Jill Biden, April 14, 2010, [THE CHRONICLE of Higher Education](#)





## TO RECEIVE \$5,000,000.00 FROM EDUCATION BOND D

### Voters Can Support Education and Improve the Aging Infrastructure of New Mexico's Colleges and Universities on November 2

Las Vegas, N.M. – During this year's general election on November 2, New Mexican voters will have an opportunity to positively impact education and the economy of our state by supporting **Education Bond D**. Under this bond, **Luna Community College** is slated to receive **\$5,000,000.00** for much needed capital improvements.

The General Obligation Bond for Education also known as Bond D is placed on the ballot by the New Mexico State Legislature every two years. The 2010 cycle proposes allocating \$155.2 million in funding for capital improvements at the institutions of higher education and constitutional special schools throughout New Mexico if passed.

With the passage of Bond D, capital improvements slated for **Luna Community College** will include: renovations of the Vocational Programs Complex which include the following buildings on the main campus in Las Vegas, New Mexico.



For more information about Education Bond D visit

[www.EducationinNewMexico.com](http://www.EducationinNewMexico.com)



Luna Community College baseball player Matt Martinez takes a dive 10 feet before reaching third base in Saturday's game with the Colorado Bandits. As you can see, in the bottom photo, Martinez was safe. Martinez is a graduate of Valley High.

**LCC: "The People's College"**



# 8 WEEK COURSES

FOR A UPDATED LISTING OF CLASSES VISIT [www.luna.edu](http://www.luna.edu)

Course ↓	Sec	Hours	Title	Days	Dates	Times	Campus	Bldg	Room	Instructor
<a href="#">ASE101E</a>	01	3.0	Intrdtn to Renewable Energy (DL)	-M-W---	10/18/10 – 12/10/10	7:00PM – 9:50PM	EWEB	MAIN		Jencka, D
<a href="#">BT100</a>	21	4.0	Introduction to Building Trades	-M-WR--	10/18/10 – 12/10/10	8:00AM – 12:00PM	SPRG	BTRD		Kuhlman, P
<a href="#">BT112</a>	21	3.0	Building Construction I	----F-	10/15/10 – 12/10/10	8:00AM – 3:00PM	SPRG	BTRD		Kuhlman, P
<a href="#">CCT116</a>	01	3.0	Faculty and the Cmnty College	----FS	10/22/10 – 12/10/10	2:05PM – 8:00PM	MAIN	EARL	117	Martinez,V
<a href="#">CSA150</a>	06	3.0	Computer Fundamentals	-MTWR--	10/18/10 – 12/10/10	3:00PM – 4:40PM	MAIN	BUS	107	Lobato, B
<a href="#">CSA208E</a>	02	3.0	Microsoft Access (DL)	----RFS	10/18/10 – 12/10/10	5:00PM – 7:30PM	EWEB	MAIN		Lobato, B
<a href="#">DTEC107</a>	01	3.0	Intermediate AutoCAD	--T-R--	10/19/10 – 12/10/10	5:00PM – 8:50PM	MAIN	TECH	106	Ortega, L
<a href="#">DTEC109</a>	02	3.0	Intro. to Architectural Drafting	-M-W-F-	10/18/10 – 12/10/10	8:00AM – 10:20AM	MAIN	TECH	106	Ortega, L
<a href="#">DTEC130</a>	02	3.0	Intermediate Archtctrl Drafting	-M-W---	10/18/10 – 12/10/10	5:00PM – 8:50PM	MAIN	TECH	106	Ortega, L
<a href="#">ENG115E</a>	20	3.0	Freshman Composition II (DL)	-MTW---	10/18/10 – 12/10/10	3:00PM – 4:40PM	EWEB	SPRG		Goodyear,S
<a href="#">PE117</a>	02	1.0	Kickboxing and Step Combo	-MTW---	10/18/10 – 12/10/10	1:00PM – 2:15PM	MAIN	WELL		Marr-Monto
<a href="#">PSYC101E</a>	20	3.0	Introduction to Psychology (DL)	-M-W---	10/18/10 – 12/10/10	6:00PM – 8:50PM	EWEB	SPRG		Robbins, J
<a href="#">PSYC242E</a>	02	3.0	Developmental Life Span (DL)	---WR--	10/20/10 – 12/10/10	9:00AM – 11:50AM	EWEB	MAIN		Hughes, R
<a href="#">QUIL205</a>	20	3.0	Quilting and Sewing II	--T-R--	10/19/10 – 12/10/10	5:30PM – 9:20PM	SPRG	FORR	106	Brewer, L
<a href="#">READ105</a>	04	3.0	Developmental Reading	--T-R--	10/19/10 – 12/10/10	2:00PM – 4:50PM	MAIN	GEN	112	Dennis, L
<a href="#">SOC101</a>	02	3.0	Introduction to Sociology	-M-W---	10/18/10 – 12/10/10	3:00PM – 5:50PM	MAIN	GEN	102A	Armijo C
STGS143	02	3.0	Introduction to Film History	--T-R--	10/19/10 – 12/10/10	6:00PM – 8:50PM	MAIN	BUS	117	{Staff}
STGS148	02	3.0	Intrdtn to Film Prodctn Workflow	-M-W-F-	10/18/10 – 12/10/10	8:00AM – 9:40AM	MAIN	BUS	117	{Staff}

All WebCT courses are assessed a distance learning fee of \$25.00. All distance learning courses are signified by (DL).  
Contact instructor or academic department for actual meeting time for courses with a begin/end time of TBA.

## Recruitment activities

Monday, September 27, Socorro High College Day.

Tuesday, September 28, Senior Day at West Las Vegas High, 9:30 a.m. -10:30 a.m.

Wednesday, September 29, Jesse Gallegos KNMX Radio show.

Thursday, September 30, No Activities

Friday, October 1, Springer High Homecoming parade and Santa Rosa High Homecoming parade, 1 p.m.

Saturday, October 2, New Mexico Highlands Homecoming parade, 10 a.m.

LUNA COMMUNITY COLLEGE IS ACCEPTING APPLICATIONS FOR THE FOLLOWING VACANT JOB POSITIONS:

- Director-Allied Health Sciences
- Full-Time Faculty-Computer Science
- Nursing Retention Specialist/Instructor-Allied Health Sciences

FOR JOB DESCRIPTION(S) AND/OR CLOSING DATES, CONTACT THE HUMAN RESOURCES DEPARTMENT AT (505) 454-2503 OR VISIT OUR WEBSITE AT [WWW.LUNA.EDU](http://WWW.LUNA.EDU)



Luna Community College faculty and staff attend a regular Student Learning Outcome Assessment meeting at the LCC Learning Resource Center. For more on SLOA, call 505/454-5351.

## Weekly Activities

Monday, Sept. 27, 2010

8:00 a.m. – 10:00 a.m. Skills USA/Cosmetology Coffee & Donuts Sale (Allied Health Lobby, Admn. Hallway, General Studies Hallway)

5:00 p.m. – 8:00 p.m. Noches de Familia Event (IPC/Cafeteria)

5:00 p.m. – 9:00 p.m. DWI Class (General Studies/Room 102-B)

Tuesday, Sept. 28, 2010

8:30 a.m. – 2:00 p.m. Postmaster Training/Spons: US Postal Serv.(LRC/Lect. Hall)

1:00 p.m. – 5:00 p.m. 5-State Snow & Ice Conference/Sponsored: NMDOT (Allied Health/LO-1)

4:00 p.m. – 6:00 p.m. Math Dosage Calculations Class/Nursing (LRC/Lecture Hall)

Wednesday, Sept. 29, 2010

8:00 a.m. – 12:00 p.m. 5-State Snow & Ice Conference/Sponsored: NMDOT (Allied Health/LO-1)

8:00 a.m. – 1:00 p.m. Business Ethics Class Presentation (Bus./Prof. Studies Bldg/Business Studies)

9:30 a.m. – 4:30 p.m. NM State Mandated Training/Spons: Citizens for Developmentally Disabled (LRC/Lecture Hall)

Thursday, Sept. 30, 2010

8:00 a.m. – 5:00 p.m. Promotora Training (Student Services/Conference Room)

Friday, Oct. 1, 2010

8:00 a.m. – 5:00 p.m. Promotora Training (Student Services/Conference Room)



Luna Community College Food Services Manager Paul Sandoval sells breakfast burritos to members of the New Mexico National Guard recently. The Rough Rider Grill has experienced an increase in sales this semester.

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