

**Looking for a Great Job! Do you want a Bright Future!  
You can do it...!**

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## **You Can Get a College Degree**

As the leading advocate for business in the Greater Monroe area, the Monroe Chamber of Commerce works to identify and solve common issues that restrict businesses from optimizing their investment in our community. Over the last eighteen months chamber representatives have been visiting with and listening to business leaders talk about the challenges and opportunities facing their industry. Their most frequent and pressing concern is the need for more trained and skilled employees.

For a variety of reasons, area employers are not able to find the workforce they need. The problem is not a lack of people wanting to work. We have many people searching for jobs in our area. The real problem is that there is a disconnect between the skills offered by the unemployed and the training required to fill available jobs.

We can increase employment in Ouachita Parish if we better align the skills of our workforce with available high demand jobs in our region. The good news is that there are several excellent training providers in the area who offer many affordable training options. In addition, there are a number of financial assistance programs that make training affordable.

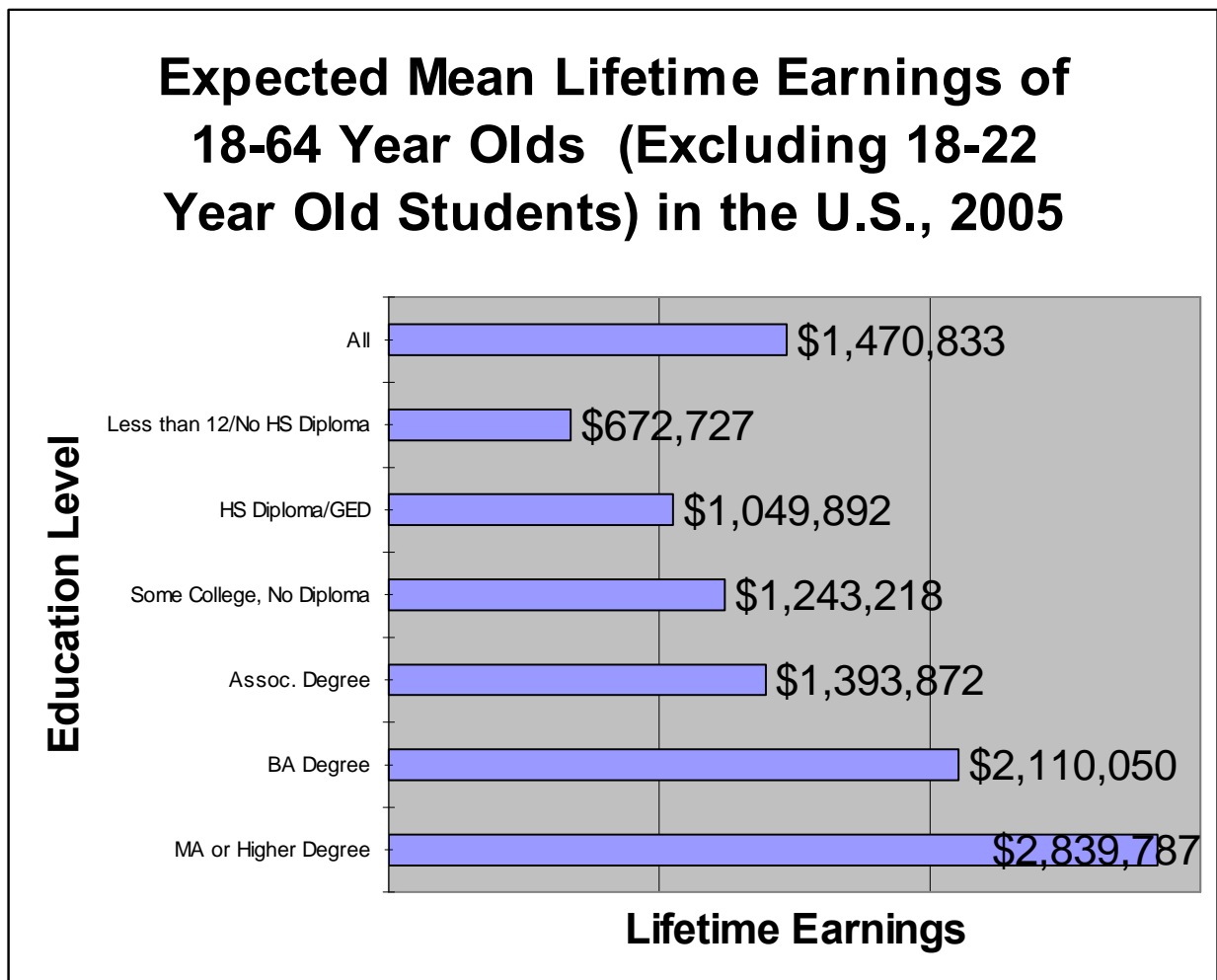
Research shows that college graduates, on average, earn more than high school graduates. According to Paul Harrington, Professor for the Center for Labor Market Studies at Northeastern University, high school graduates can expect to earn an average of \$1 million over their working life; associate degree holders will earn about \$1.4 million; and bachelor's degree holders will earn about \$2.1 million. Research also indicates a positive correlation between completion of higher education and good health, not only for oneself, but also for one's children largely because higher salary wage earners also have additional benefits, like health insurance.

Looking forward, there are many high demand, high growth and higher salary jobs that will be available for trained employees right here in Ouachita parish in the next 3 to 5 years. What are they, how much do they pay and what skills are necessary to fill them? In this tabloid, you will find the answers to these questions. In addition, you will learn more about where you can go for training, how long it will take to gain the skills you need and how much training will cost.

Do you want a better paying job? Are you ready to take the next step, but do not know where to start? Not to worry. You can do it and there are several people who can help. Many of them are listed throughout this tab. In addition, you can contact the admission office at the University of Louisiana at Monroe at (318)342-5430 or 1-800-372-5127 or by email at [recruitment@ulm.edu](mailto:recruitment@ulm.edu). You can contact Delta Community College at (318) 342-3700 or toll free at (866) 500-5322 or by email at [admissions@ladelta.cc.la.us](mailto:admissions@ladelta.cc.la.us). Louisiana Technical College information is available by calling (318) 397 6 6144 or you can apply on the Louisiana Department of Labor's Internet web site at [www.laworks.net](http://www.laworks.net) or report in

person to the LAWWORKS Ouachita Career Center at 1301 Hudson Lane, Monroe, LA 71201 where you can receive personal assistance in work search and resume preparation..

The following chart was prepared by Paul Harrington, Professor for the Center for Labor Market Studies at Northeastern University, for a presentation hosted by the U.S. Department of Labor Employment and Training Administration on the effects of the high school drop out rate on America's competitiveness. The chart shows the expected mean lifetime earnings for 18-64 years old (excluding 18-22 year old students) in the United States in 2005.



## **High-Demand High-Growth Higher-Salary Jobs**

In an October, 2007 presentation on America's Competitiveness sponsored by the U.S. Department of Labor Employment and Training Administration, Martin Bean, General Manager, Education Strategy, Products & Solutions for Microsoft, Inc. estimated that there were 300,000 IT jobs in the last decade in the U. S. that have gone unfilled because there was no one qualified to fill them. He added that Microsoft, at any given time, has between 3,500 and 4,500 open positions in the U.S.

In a recent survey of U.S. manufacturers, 90% of employers reported moderate to severe shortages of skilled workers. This finding parallels a 2004 Council for a Better Louisiana survey that noted more than 70% of employers in Louisiana have a difficult time finding qualified workers and nearly 40% say recruitment is more difficult today than it was five years ago. In addition, 47% say the skill requirements of entry-level employees are rising.

According to Emily Stover DeRocco, Assistant Secretary for Employment and Training with the U.S. Department of Labor "Manufacturing is in the midst of an historic transformation. Since Henry Ford invented the assembly line, good jobs were available in manufacturing for unskilled labor. But in the last five years, those jobs have been replaced by robots and automated systems. As a result, the jobs that are now available require individuals with the skills to create, program and repair those automated systems. In effect, jobs in manufacturing are now available only to skilled labor."

Estimates are that over 90% of the fastest growing jobs in the U.S. require at least some postsecondary education. 63% of the fastest growing jobs require a college degree. Mary Crabbe Gershwin, Ph.D., Senior Fellow for the Center for Workforce Success said "The educational attainment of the American workforce is stagnant. College participation trends in the United States, when compared with trends in the global labor force, reveal the quiet emergence of a second class workforce that may threaten our productivity, our economic vitality, our quality of life and threaten our international competitiveness." In 2007, only 30% of our population has a college degree.

The bad news is that we have a lot of catching up to do in the U.S. to adequately prepare our workforce for the twenty first century workplace. In Louisiana, we are behind even more. According to Thomas Friedman, author of "The World is Flat," business goes where the "talent is". The good news is that as we raise the skill and education attainment level of our workforce, business will come to our community. In short, a skilled workforce is our field of dreams. If we build a great workforce, we can attract business. In essence, our best economic development effort begins with the training and skill development of each individual worker in our community.

The following article is a list of the high growth, high demand, higher salary jobs that will be available in our community over the next several years. If you have considered going to a technical college, community college or university, or going back to school to complete a degree, there has never been a better time than now.

Never before have there been more options on how and when you can train. There are several low or no cost programs. There are programs available for employers that can provide college credit for their employees. There are online and accelerated programs, compressed training, open entry/open exit method of delivery and evening classes.

Would you like a good job and a better income? You can do it. There are several places you can go for help:

Contact ULM at 1-800-372-5127 or, on the web at: <http://www.ulm.edu>

Contact Louisiana Delta Community College at (866) 500-5322 or on the web at: <http://www.ladelta.cc.la.us>

Contact Louisiana Technical College at (318) 397-6100 or on the web at <http://www.region8.ltc.edu/>

Workforce Investment Board at 318-651-7025 or on the web at: <http://www.ouachitaonestop.org/wfboard.html>

Louisiana Department of Labor at (318) 362-5111 or on the web at: <http://www.laworks.net/>

The Bureau of Labor Statistics Occupational Outlook Handbook 2006-2007 at: <http://www.bls.gov/oco/>

## **The Medical Field**

### **Medical Assistants**

Most medical assistants work in doctors' offices. Some assistants are trained on the job. Others learn their skill through specialized programs at a technical college. Medical Assistants perform administrative and clinical tasks to keep doctors' offices running smoothly. Daily tasks may include answering telephones, greeting patients, updating and filing patients' records, filling out insurance forms, handling correspondence, scheduling appointments, arranging for hospital admissions and laboratory services and handling billing and bookkeeping.

Medical Assistants are projected to be one of the fastest growing occupations. The average salary for medical assistants in Ouachita Parish is approximately \$10.50 per hour.

The Louisiana Technical College offers training needed in this field through a 35 credit hour/two semester certificate program. Graduates of the Medical Office Assistant program can receive Microsoft Office Specialists Certifications upon graduation. Courses include Basic Body Structure and Function, Medical Terminology, Medical Transcription, and Medical Administrative Procedures. Online and evening classes are available through an Open Entry/Open Exit method of delivery where students can work

at their own pace. The average semester cost for tuition, fees, books and supplies is approximately \$1,235.

Delta Community College offers an online, non-credit Administrative Medical Assistant program and graduates may receive a certificate. The program can be completed in 300 contact hours. The average cost per semester with tuition, fees, books and supplies is approximately \$1,995. Financial Aid is not available for this non-credit program.

The Division of Continuing Education at the University of Louisiana at Monroe offers several online certificate programs for training medical assistants. Offerings include programs for dental assistants, coding for physician's office and hospital coding, human resources for healthcare professionals, medical transcription, medical billing, and administrative medical specialists. The prices for these programs range from \$1,395 to \$1995 and estimated completion time from 80 to 300 contact hours. In some cases, funding may be available through the Department of Labor's Workforce Investment Act funds.

### **Registered Nurses**

Registered Nurses perform jobs that include treating patients, recording patient medical information and symptoms, performing diagnostic tests and analyzing results. They operate medical machinery and administer medications and treatment. Most nursing jobs are in hospitals where RNs work as staff nurses along side surgeons, doctors and other health care professionals. RNs can specialize in a particular area or they can enter other health care occupations such as nurse practitioners, nurse midwife, and nurse anesthetists.

Over the next few years, Registered Nurses are projected to create the second largest number of new jobs in all occupations. In northeast Louisiana, job opportunities are expected to be excellent with some employers reporting difficulty in hiring and retaining enough RNs. RNs can expect to make on average approximately \$24.00 per hour.

To become an RN in the United States, all students must graduate from an approved nursing program and pass a national licensing examination in order to obtain a nursing license. There are several options to becoming a registered nurse, a bachelor of science degree in nursing (BSN) or an associate degree in nursing (ADN).

The BSN degree offered by the University of Louisiana at Monroe takes about 4 years to complete. A list of the courses required for a BSN is available online at [www.ulm.edu/nursing/](http://www.ulm.edu/nursing/). The average cost per semester including tuition, fees, books and supplies runs approximately \$3,000.

Delta Community College is currently working on the development of an ADN program, which is subject to Board of Nursing and System approval. Once in place, the program is expected to take about 2 to 3 years to complete. Courses include math, science, anatomy & physiology, psychology and microbiology. The average cost per semester including tuition, fees, books and supplies will be determined when the program is fully developed. Once the program is up and running, standard financial aid assistance is expected to be

available for students enrolling in this program. Once developed, graduates of the program can receive an Associate of Applied Science degree.

### **Licensed Practical & Licensed Vocational Nurses**

Licensed practical nurses (LPNs) care for the sick, injured, convalescent, and disabled under the direction of doctors and registered nurses. Most licensed practical nurses work in hospitals and nursing care facilities. LPNs provide basic care and take and record vital signs, like respiration and pulse. They also prepare and give injections, monitor catheters, and apply dressings. They collect samples and record food and fluid intake and output. LPNs assist with bathing, dressing, and personal hygiene. In nursing care facilities LPNs evaluate residents' needs and supervise their care. In doctors' offices and clinics, they also may make appointments, keep records, and perform other clerical duties.

As the population ages, employment of LPNs is expected to grow. In northeast Louisiana, LPNs can expect to make approximately \$15.00 per hour.

Louisiana Technical College has a 56 credit hour/four semester Practical Nursing program that leads to a Practical Nursing Diploma. Graduates of this program can take a Licensed Practical Nurses exam. The Louisiana Technical College is preparing for an accelerated LPN program that is expected to begin in 2008 at the Winnsboro and Tallulah campuses. The average cost of tuition, books, supplies and fees is \$1,270 per semester.

### **Dental Assistants**

Dental Assistants carry out a variety of tasks, including patient care and laboratory duties. They work beside dentists as they examine and treat patients. They make patients comfortable, prepare them for treatment, hand instruments and materials to the dentists, sterilize and disinfect instruments and prepare instruments for procedures.

Some dental assistants learn their skills on the job. Others obtain training through an accredited Dental Assistant training program. Louisiana Delta Community College offers an online, non-credit Administrative Dental Assistant program that is 240 contact hours, which can be completed in one year. The cost of tuition, fees, books and supplies is approximately \$1,595. Financial aid is not available for this non-credit program.

The Division of Continuing Education at the University of Louisiana at Monroe offers an online certificate program for individuals who want to become administrative dental assistants. Through this program individuals learn the essential administrative tasks for managing the business aspects of a dental practice. Instruction in dental terminology and anatomy, medical records management, insurance and patient billing, patient scheduling, and procedural and diagnostic coding are included. The cost of the program is \$1595, and the estimated time for completion is 240 contact hours. In some cases, funding may be available through the Department of Labor's Workforce Investment Act.

### **Dental Hygienists**

Dental Hygiene is one of the most rapidly expanding professions in the health care field. Dental hygienists are licensed professionals who focus on preventing and treating oral

diseases. As part of the dental team, the dental hygienist works closely with the dentist. Professional roles in dental hygiene include those of a clinician, educator, patient advocate or administrator. Dental hygienist can expect to make approximately \$20 per hour.

The Bachelor of Science Degree Program at ULM is composed of two segments; pre-dental hygiene and professional dental hygiene. Pre-dental hygiene is comprised of four academic semesters, or the equivalent in an accredited college or university. Dental hygienists must complete an accredited university curriculum and pass national and state board examinations in order to be licensed to practice. Upon completion of the dental hygiene program, he/she is eligible to apply for state licensing exams. The average cost per semester including tuition, fees, books and supplies runs approximately \$3,000.

### **Occupational Therapy Assistant**

Careers as an Occupational Therapy Assistant are enjoying a faster than average job growth in recent years. Occupational Therapy Assistants work under the supervision of a registered occupational therapist. Occupational Therapy Assistants work in rehabilitation settings, hospitals, nursing homes, long term care centers, school systems, and in early intervention centers. Occupational Therapy Assistants can expect to make \$20.20 per hour.

The Associate of Science (A.S.) Degree Program for the Occupational Therapy Assistant at ULM consists of two years of classroom preparation and clinical experience, including both general courses in the behavioral and biological sciences and specific Occupational Therapy Assistant courses. The first year is spent in the Pre-Occupational Therapy Assistant Program. Entry into the Occupational Therapy Assistant Program is based on competitive admission. The professional program requires two eight-week clinical fieldwork experiences off-campus. Average cost per semester for tuition, fees, books and supplies is approximately \$2,794.

### **Exercise Science/Physical Therapy Concentration**

The demand for physical therapists continues to grow nation wide, and job opportunities are expected to be excellent for the next several years. Students that apply to Physical Therapy Schools across the nation need to have an undergraduate degree and course work that meets the academic requirements to be accepted into the program. Generally speaking, students need to have extensive course work in the science areas (biology, chemistry, and physics) and a strong background in human anatomy. Students should have an undergraduate grade point average of 3.3 and above as well as demonstrate involvement in student activities during their university tenure (leadership positions, volunteer work, research, etc). Acceptance into Physical Therapy School is a very competitive process, and students need to have an alternative plan if they are not admitted to the program. Students who successfully complete the three year program at Physical Therapy School graduate with a Doctor of Physical Therapy (DPT).

The University of Louisiana at Monroe, through the Department of Kinesiology, offers a B.S. degree in Kinesiology, concentration Exercise Science/Pre-Physical Therapy. The four year degree (125 hrs) meets the academic requirements of Physical Therapy Schools in the southern states, and over the past five years 92% of the students applying from the Department of Kinesiology have been accepted into Physical Therapy programs nation wide. More information about the degree can be received by contacting Dr. Wilson Campbell at [wcampbell@ulm.edu](mailto:wcampbell@ulm.edu) or Dr. Kelly Friery at [friery@ulm.edu](mailto:friery@ulm.edu). Average cost per semester for tuition, fees, books and supplies is approximately \$2,500.

### **Pharmacists**

Pharmacists play a vital role in the health care system through the medicine and information they provide. Pharmacist responsibilities include dispensing medications and monitoring patient health. Pharmacists also educate patients on the use of prescription medications and advise physicians and other health professionals on drug decisions. The principal goal of pharmaceutical care is to achieve positive outcomes from the use of medication which improves patients' quality of life with minimum risk.

The demand for trained pharmacy professionals has exploded in recent years due the rapid growth of the health care and pharmaceutical industries, especially for the growing elderly population. Most pharmacy graduates can expect to receive multiple job offers at the time of graduation. Average salaries for pharmacists in northeast Louisiana is \$24.50 per hour. There is great potential for advancement.

To practice pharmacy in the United States requires a license and a degree from an accredited pharmacy program. The University of Louisiana at Monroe offers a Pharm D program. Graduates may earn a Pharm D degree. The professional program takes four years to complete. The average cost per semester for tuition, fees, books and supplies is approximately \$4,100.

### **Pharmacy Techs**

Pharmacy Techs assist the pharmacist in preparing prescriptions and medications prescribed by physicians. They label and package prescriptions and deliver medications. They may also place orders and stock shelves. Pharmacy Techs must be supervised by a registered pharmacist.

Pharmacy Techs must have a high school diploma/GED and complete a six-month program in pharmacy technology. Once a student completes the Pharmacy Tech Program, they must pass an examination to receive licensure from the state board.

Careers as a Pharmacy Tech are expected to grow rapidly due the expansion of the pharmaceutical industry and an aging population. People employed as Pharmacy Techs in northeast Louisiana can expect to make approximately \$10.50 per hour.

The Division of Continuing Education at the University of Louisiana at Monroe offers an online Pharmacy Technician Program. The coursework includes pharmacy theory courses, pharmacology, calculations and pharmacy management; internship in a hospital

or retail pharmacy is required. The cost of the certificate program is \$1795, and the estimated time for completion is 240 contact hours. In some cases, funding may be available through the Department of Labor's Workforce Investment Act funds.

Louisiana Delta Community College offers on-line, non-credit Pharmacy Tech training. The program is 240 contact hours and costs \$1,795. Financial aid is not available for this non-credit program.

## **The Service Industry**

### **Automotive Service Technicians and Mechanics**

Technicians inspect, maintain, and repair automobiles and light trucks. The work of automotive service technicians and mechanics has evolved from mechanical repair to a high tech job. The increasing sophistication of automotive technology now requires workers who can use computerized shop equipment and work with electronic components while maintaining their skills with traditional hand tools.

Job opportunities in this occupation are expected to be very good for persons who complete automotive training programs. People employed as an Automotive Service Technician can expect to make approximately \$13.95 per hour.

Because of the growing complexity, most dealerships in northeast Louisiana strongly recommend that persons seeking automotive service technician and mechanic jobs complete a formal training program through the Louisiana Technical College. The Automotive Technology program at the Louisiana Technical College is 4 semesters or 60 credit hours. Compressed scheduling is available. Average cost of the program for tuition, fees, books and supplies is \$800 per semester.

The Division of Continuing Education for the University of Louisiana at Monroe offers the online certificate program, Modern Automotive Service Technician. The cost of the program is \$2695, and approximately 380 contact hours are required for completion. The Modern Automotive Service Technician online program teaches the construction, operation, diagnosis, service, and repair of late-model automobiles and light trucks. This comprehensive program uses a building-block approach that starts with the fundamental principles of system operation and progresses gradually to complex diagnostic and service procedures. Students and professionals learn quickly and easily, helped by thousands of color illustrations, scores of 2-D and 3-D animations, built-in quizzes, and other interactive features. Organized around the eight ASE automobile test areas, this program is a valuable resource for students preparing for a career in automotive technology, as well as experienced technicians preparing for ASE Certification/Recertification Tests. The program is correlated to standards set by the National automotive Technicians Education Foundation (NATEF).

# **The Social Service Arena**

## **Law Enforcement**

Law Enforcement officers generally have duties that include maintaining regular patrols, responding to calls, directing traffic, working accident and crime scenes, investigating, identifying, pursuing and arresting suspected criminals and similar duties. Some officers will specialize in specific fields like firearms instruction, handwriting and fingerprint identification, or chemical and microscopic analysis. Others may work in special units, for example a bicycle patrol, a special weapons and tactics (SWAT) team or on an emergency response team. Other law enforcement officers will perform jail related duties. Officers may work on the local, parish or state level. Some law enforcement officers work with the Fish and Game Departments, as detectives or with the Federal Bureau of Investigations, U.S. Drug Enforcement Administration or the Department of Homeland Security. Average salary in the Greater Monroe area is approximately \$14.50 per hour.

The University of Louisiana at Monroe offers an Associate and a Bachelor Degree in Criminal Justice. The associate degree consists of 65 hours of coursework, and the bachelor degree consists of 125 hours of coursework. The average cost per semester is \$2,500 for tuition, fees, books and supplies.

## **Education**

### **Elementary and Special Education**

Elementary School Teachers and Special Education teachers must have at least a bachelor's degree, complete an approved teacher education program, and be licensed in order to teach. Teachers help students develop new skills and gain knowledge.

The job outlook for teachers is expected to be excellent, especially as more teachers retire. In northeast Louisiana, average pay for beginning teachers is approximately \$13.45 per hour.

Public school teachers are required to be licensed. Licensure is generally not required for teachers in private schools. Teachers may be licensed to teach the early elementary grades, the elementary grades, the middle grades, or with a secondary-education subject area, like special education, or in a special subject, such as reading or music.

Students at the University of Louisiana at Monroe who are preparing for a career in education take 60 to 65 hours of general education courses and 60 to 65 hours of professional course work. They must also pass the PRAXIS exam. Students completing a four year program will graduate with a Bachelor Degree. Students who take an additional 36 hours of graduate course work, completed in approximately two years, can earn the Masters of Education. The average cost per semester for tuition, fees, books and supplies is \$2,400.

# **Business and Information Technology**

## **Customer Service Representatives**

Many types of businesses employ customer service representatives to serve as a direct point of contact with customers. They are responsible for ensuring that the customer receives a good level of service. Most customer service representatives use computers and telephones much of the day. In some companies, customer service representatives answer the phone. In other businesses, they answer email or call customers to follow up. Some may have face to face interaction with customers. All customer service representatives interact with customers to take orders, resolve complaints, and respond to inquiries about products or services.

Louisiana Technical College offers several classes within all curriculums to meet the demand for Customer Service Representatives. In addition, graduates may receive a National Retailers Federation Certification. The course is just three credit hours and lasts one class and evening classes are available. Average cost for the program is \$200 for tuition, fees, books and supplies.

## **General Operations Managers**

General Operations Managers work throughout private industry and government and have a wide range of responsibilities, experience, earnings, and education. Managers perform a broad range of duties in virtually every area of the community. They coordinate and direct support services to organizations as diverse as insurance companies, manufacturing, and government. Managers are responsible for the efficient operation of their organization, including administration, payroll, data processing, scheduling and distribution.

Educational requirements for managers vary widely. In small organizations, experience may be the only requirement needed. Large organizations, however, generally require managers to have formal education and experience. Some managers have advanced degrees.

Employment of General Operations Managers is projected to grow steadily in the next few years. In northeast Louisiana, the average salary for managers is \$38.72 per hour.

To meet the training needs for general operations managers, The University of Louisiana at Monroe offers a Bachelor's of Business Administration degree. The program runs for 120 semester hours and should take 8 semesters to complete. The average cost per semester is \$2,300 for tuition, fees, books and supplies.

Louisiana Delta Community offers an Associate of Applied Science in Business and Technology, which provides the essentials of management. The program is 61 credit hours and takes 4 semesters to complete. Graduates will receive an Associate of Applied Science degree and a certificate. Of the 20 courses a student must take, six are currently

offered on-line. The average cost per semester including tuition, fees, books and supplies varies according to the number of courses taken each semester but will run between \$1,000 and \$1,995.

The Division of Continuing Education for the University of Louisiana at Monroe offers an online program in Management Training. The cost of the program is \$2095, and the number of contact hours suggested for completion is 360. The Management Training program will provide participants with an understanding of financial and accounting terms, the successful negotiation strategies for most environments, and any necessary issues in the management of the marketing process, employment law, compliance and regulatory requirements, as well as licensing, permits and taxes, and successful negotiation strategies for most environments.

### **Network Systems and Data Communications Analysts**

The rapid growth and development of computers and information technology has created a need for highly trained workers. These workers include a wide range of computer specialists. People working in Network Systems and Data Communications Analysts carry out a wide array of duties including research, development, problem solving, and analysis.

Rapidly changing technology requires an increasing level of skill and education. Education requirements range from an associate degree to a doctoral degree. Companies look for professionals with an ever-broader background and range of skills, including technical knowledge, communication and other interpersonal skills. A bachelor's degree is a prerequisite for many jobs. Some jobs, however, may require only an associate degree.

Employment is expected to increase much faster than the average as organizations continue to adopt increasingly sophisticated technologies. Locally people employed in Network Systems and Data Communications Analysts can expect to make \$24.75 or more per hour.

The University of Louisiana at Monroe offers a Bachelor's degree in Business Administration in Computer Information Systems and a Bachelor's of Science program in Computer Science. Both programs last 8 semesters. The average cost per semester for tuition, fees, books and supplies is \$2,300.

Louisiana Delta Community College offers a Network+/Server + Certification Training and Microsoft Certification. The average time to complete these programs and cost of tuition and fees depends on the specific coursework for which a student enrolls.

Louisiana Technical College offers a Computer Applications Specialist program that runs 73 credit hours, or approximately five semesters. Online and evening classes are available. Also Open Entry/Open Exit (work at your own pace) is also available. Average cost per semester is \$1,235 for tuition, books, fees and supplies.

The Division of Continuing Education for the University of Louisiana at Monroe offers online certificate programs in Networking and CompTIA Certification as well as Microsoft Certification Training Programs. Fees for the programs range from \$1,495 to \$3,295, and suggested contact hours for program completion range from 80 to 700.

### **Executive Secretaries and Administrative Assistants**

Continuing advances in technology will expand and change the role of secretaries. More and more, secretaries and administrative assistants assume responsibilities once reserved for managers and professional staff. The core responsibilities, however, are still the same: performing and coordinating administrative and clerical duties necessary to run an efficient organization.

High school graduates who have basic office skills may qualify for entry-level secretarial positions. However, employers increasingly require extensive knowledge of software applications, such as word processing, spreadsheets, and database management.

Employment of secretaries and administrative assistants is expected to remain steady over the next few years. Locally, executive secretaries and assistants can expect to earn on average \$14.35 per hour.

Delta Community College offers an Associate of Applied Science in Business and Technology and an Administrative Professional in Microsoft Office Systems. The program runs approximately 61 credit hours or 4 semesters. Graduates can expect to earn the Associate of Applied Science Degree and a certificate. Up to six of the 20 required courses are offered on line. The approximate cost of the program will run between \$1,000 and \$1,995 depending on specific coursework.

Louisiana Technical College offers Office Systems Technology or a Computer Specialists Applications Diploma and/or an Associate of Applied Science degree. The programs require 73 credit hours or 5 semesters. Graduates may receive their certification in Microsoft Office Specialists. Classes are available on line as in the evening. Open Entry/Open Exit (work at your own pace) is also available. Average cost per semester with tuition, fees, books and supplies is \$1,000 to \$1,250.

The Division of Continuing Education for the University of Louisiana at Monroe offers the online certificate program Administrative Professional with Microsoft Certified Application Specialists Training. Cost of the program is \$1,995, and suggested contact hours for completion are 240. This online course and training program teaches the skill that students must acquire to be successful as an Administrative Professional using the Microsoft Office suite of programs. Students receive training on the most popular Microsoft Office 2007 programs including Word, Excel, Access, Power Point, and Outlook. An introduction to QuickBooks is also provided. In some cases, funding may be available through the Department of Labor's Workforce Investment Act funds.

### **Accounts Receivable/Collections**

Bookkeeping and accounting clerks are an organization's financial record keepers. They update and maintain financial records, including expenditures, receipts, accounts payable and receivable, and profit and loss. They record all transactions, post debits and credits, produce financial statements, and prepare reports and summaries for supervisors and managers. Bookkeepers also prepare bank deposits. They also may handle payroll, make purchases, prepare invoices, and keep track of overdue accounts.

Most bookkeeping and accounting clerks are required to have a high school degree. Some college is increasingly important and an associate degree in business or accounting is required for many positions. Experience in a related job and working in an office environment also is recommended. Employment of bookkeeping and auditing clerks is projected to grow steadily over the next few years. Locally bookkeeping and accounting jobs pay an average of \$12.00 per hour.

Louisiana Technical College offers an Office System Technology Diploma and/or an Associate of Applied Science degree. The program takes 73 credit hours or 5 semesters. Graduates can earn a Microsoft Office Specialist Certification. Classes are available on line or in the evening. Also, Open Entry/Open Exit (work at your own pace) is available. Average cost per semester with tuition, fees, books and supplies is \$1,000 to \$1,250.

Delta Community College offers a degree as an Associate of Applied Science in Business & Technology. The program is 61 credit hours or 4 semesters. Graduates earn an Associate of Applied Science Degree. Of the 20 required courses, 6 are available on line. Many evening classes are available. The average cost of the program depends on the specific coursework, but will run between \$1,000 and \$1,995.

The Division of Continuing Education for the University of Louisiana at Monroe offers the online certificate program Bookkeeping the Easy Way. The cost is \$1,695, and the estimated contact hours for completion are 140. This course is designed for students who are interested in gaining knowledge of basic bookkeeping practices in planning a more profitable future seeking a new career. In some cases, funding may be available through the Department of Labor's Workforce Investment Act funds.

### **Accountants and Auditors**

Accountants and auditors help to ensure that businesses are run efficiently and their records are kept accurately. In addition, they ensure that taxes are paid correctly and in a timely manner. The services accountants provide include preparing, analyzing, and verifying financial documents in order to provide accurate information. Frequently, the job duties of accountants and auditors will include budget analysis, financial and investment planning, information technology consulting, and limited legal services.

Job opportunities in accounting are expected to be excellent over the next few years as the number of businesses increase, financial laws change and regulations and scrutiny of company finances become more rigorous. Accountants in northeast Louisiana on average make approximately \$23.43 per hour.

The University of Louisiana at Monroe offers a Bachelor of Business Administration program and graduates may sit for the rigorous four-part Uniform CPA Examination prepared by the AICPA. Those who pass the exam receive their certification. A portion of the course work for the Business Administration Program is available through an evening study program. Average cost per semester is \$2,300 for tuition, fees, books and supplies.

### **Front Line Supervisors**

Supervisors oversee the work of salespeople, customer service representatives, stock clerks and sales representatives, in retail, wholesale and manufacturing. Supervisors are responsible for hiring and training employees, as well as for preparing work schedules and assigning workers to specific duties. Locally front line supervisors make approximately \$10.50 per hour.

Supervisors learn management principles and practices through work experience. Many supervisors begin their careers on the sales floor or as customer service representatives. The educational backgrounds of supervisors vary widely. Important courses include accounting, marketing, management, sales and communication. Supervisors also must be computer literate.

The University of Louisiana at Monroe offers a variety of courses through the College of Business, the Division of Continuing Education or the Small Business Development Center. The cost for these classes and programs varies from a nominal fee for short courses provided by the Small Business Development Center to tuition, fees, books and supplies to enroll as a full time student.

## **Manufacturing and Industry**

### **Manufacturing-Metal and Plastic**

Metal and plastic manufacturing jobs can be separated into two groups— setting up machines for operation and monitoring the machines during the manufacturing process. Job duties usually vary with the size of the firm and the type of machine being operated. Some workers specialize on one piece of machinery, while others rotate between several machines.

The complexity of the equipment largely determines the time required to become an operator. Most operators learn the basic machine operations and functions in a few weeks, but more highly specialized skills may require specialized training and a year or more experience.

Employment in metal and plastic manufacturing in northeast Louisiana is expected to remain steady as existing employees retire. Locally workers in Metal and Plastic earn on average \$23.50 per hour.

Louisiana Technical College offers Industrial Electronics Technology or an Industrial Instrumentation Technology or an Industrial Maintenance Technology Diploma and or an

Associate of Applied Science. The programs take 60 to 76 credit hours or 4 to 5 semesters. Graduates may receive an OSHA 10 Certification. Compressed scheduling, online and evening classes are available. Average cost of tuition, fees, books and supplies is \$655 per semester.

Delta Community College offers a Certified Manufacturing Specialists (CMS) and Process Technology (PTEC). CMS is a non-credit, 166 contact hours training program. Students receive a certificate upon completion of the program. PTEC requires 67 credit hours and will take 4 semesters to complete. Graduates will receive an Associate Degree and Certification in Process Technology. Evening classes are available, as are on line courses. Cost for the Process Technology program is approximately \$1,000 per semester for tuition, fees, books and supplies. The Certified Manufacturing Specialists is free under the Pathways for Construction program.

## **Construction and the Trades**

### **Carpenters**

Carpenters are involved in various kinds of construction work. They help build homes, highways and bridges and many other structures. Carpenters construct, build, install, and repair buildings. Carpenters may specialize in one or two activities or may be required to know how to perform many different tasks. Job opportunities for carpenters are excellent. Locally, carpenters can expect to make \$14.35 per hour.

Carpenters learn their trade through formal and informal training programs. It generally takes 3 to 4 years of both formal training and on-the-job experience to become a skilled carpenter.

The Louisiana Technical College offers a diploma in Carpentry. The program requires 57 semester hours or four semesters. Graduates of the program can apply for certification from the National Center for Construction Education and Research (NCCER). Both compressed scheduling and evening classes are available. Currently, tuition for this program is available through a Pathways to Construction grant.

### **Electricians**

Electricians install, connect and maintain electrical systems. They also may install and maintain the electronic controls for machines in business and industry. Electricians work at construction sites, in homes, and in businesses or factories. In northeast Louisiana, the employment of electricians is expected to remain steady over the next few years. Average salary is \$20.00 per hour.

Most electricians learn their trade through apprenticeship programs. These programs combine on-the-job training with related classroom instruction. The Louisiana Technical College offers a diploma program that requires 47 credit hours or 3 semesters. Graduates may receive an OSHA 10 certification upon graduation. Compressed scheduling is available. The average cost per semester for tuition, fees, books and supplies is \$755.

### **Welders/Cutters, Solderers & Brazers**

Welders melt and fuse metal together to form a permanent bond. Welding is used in the aerospace industry, shipbuilding, automobile manufacturing, and other manufacturing activities. Welding also is used in construction, pipelines, power plants, and refineries.

Employment of welders is expected to grow steadily over the next few years. In northeast Louisiana, welders can expect to make approximately \$11.00 per hour.

Training for welders can range from a few weeks of on-the-job training to several years of combined school and on-the-job training for highly skilled jobs.

The Louisiana Technical College offers a welding diploma. Students enrolled in the welding program take up to 60 credit hours or up to 4 semesters. Graduates can earn certification from the National Center for Construction Education and Research (NCCER). Compressed scheduling and evening classes are available. The average cost of tuition, books, fees and supplies is approximately \$655 per semester.

### **Maintenance and Repair Workers/General**

General maintenance and repair workers have skills in many different crafts. They repair and maintain machines, mechanical equipment, and buildings. They work on plumbing, electrical systems, and air-conditioning systems. They repair and fix roofs, windows, doors and other building structures. They also maintain and repair specialized equipment and machinery, including computer controlled systems. Locally, general maintenance workers can expect to make \$14.25 per hour.

Many general maintenance and repair workers learn their skills informally on the job. Skills can also be learned at a technical college. Louisiana Technical College offers several programs: Industrial Electronics Technology; Industrial Instrumentation Technology; Industrial Maintenance Technology and: an Associate of Applied Science. These programs require from 60 to 76 credit hours or 4 to 5 semesters. Graduates of these programs may receive OSHA 10 certification. Compressed scheduling, online and evening classes are available.

## **Transportation**

### **Truck Driving**

Truck drivers pick up and deliver goods. Deliveries may be made locally or across the country. Truck drivers deliver everything from computers to canned goods. In northeast Louisiana, job opportunities will be favorable for truck drivers over the next several years. Truck drivers in northeast Louisiana can expect to make an average of \$14.25 per hour.

State and Federal regulations govern the qualifications and standards for truck drivers. All drivers must comply with federal and state regulations. Locally, truck drivers must

have a Louisiana commercial driver's license (CDL) and a clean driving record. Truck drivers who haul hazardous material must meet additional requirements.

Students graduating from the Commercial Vehicle Operations program at the Louisiana Technical College may earn a certificate and a Commercial Driver's License (CDL). The program is 10 credit hours and it takes 8 weeks to complete the course. The Louisiana Technical College system is currently expanding this program through a Department of Transportation grant that provides tuition assistance to qualifying applicants who qualify as low income, as a displaced worker or is a hurricane evacuee. The average cost of tuition, fees, books and supplies is \$765.

## **Incumbent Worker Training Program**

The Incumbent Worker Training Program (IWTP) is a partnership among the Louisiana Department of Labor (LDOL), business and industry, and training providers. The IWTP is designed to benefit business and industry by assisting in the skill development of existing employees, thereby increasing employee productivity and the growth of the company. These improvements are expected to result in the creation of new jobs, the retention of jobs that otherwise may have been eliminated, and an increase in wages for trained workers. The program is funded by a portion of Unemployment Insurance (UI) tax contributions dedicated solely for customized training.

Securing an IWTP grant is a relatively simple process. The employer decides what training is needed and selects a suitable training provider(s). The employer and the training provider jointly develop a customized training plan to meet the needs of the company. The application is reviewed to assure that all IWTP requirements are met. A contract is developed specifying the goals to be accomplished, the scope of work and the line item budget and then sent to the Secretary of Labor for approval. The LDOL approved contract is emailed to the employer and training provider for signatures. Once all parties have signed, the final draft is sent to the Louisiana Department of labor Contract Unit for final approval before the training can begin.

In Northeast Louisiana, employers have several excellent options for training providers. Preeminent among the public training providers are the University of Louisiana at Monroe, Louisiana Delta Community College and the Louisiana Technical College campuses in Region 8.

The ULM Incumbent Worker Training Program has reached out to businesses throughout the state and has administered \$19.6 million to train over 15,400 Louisiana employees. These funds have gone to companies ranging in size from 23 to 2059 employees through individual grants ranging from \$24,000 to over \$4 million. Training for the businesses, through IWTP, is customized for employees needs and includes non-credit courses as well as courses that yield university credit.

In currently active ULM grants 7,383 employees have the opportunity to receive training valued at \$7,949,226. These companies include: Faulk & Foster Real Estate, Caldwell Memorial Hospital, CenturyTel, The Wellspring, Bountiful Foods, Central Management, Tara Cares, PHM Corp, Delta American Healthcare, Golden Age Nursing Center, Lakeview Nursing Home, Union Christian Academy, Chase Home Finance, Cornerstone, The Center for Children & Families, Town & Country Nursing Center, Quality Care Dialysis, Care Solutions, Haven, Delhi Guest Home and Vantage Health.

Louisiana Delta Community College's IWTP Program is directed and staffed with personnel who have extensive corporate, business and industrial experience. Unless otherwise directed by clients, the emphasis is on the practical instead of the theoretical. In each assignment, Delta Community College staff assesses capabilities and experience throughout the Louisiana Community & Technical College System in order to begin with the best practices in each program design.

One example was providing surgical technology training for P & S Surgical Hospital. P & S has a strong commitment to quality patient care and wanted its technologists to have the opportunity to obtain national certification in their field. Working in collaboration with Delgado Community College in New Orleans under the IWTP grant, Delta was able to provide the necessary training, as well as other training within P & S designed to increase the skill level of its employees.

Another example of collaboration is the development of training for Direct Support Personnel (DSPs) for agencies and hospitals that provide services to developmentally delayed clients. Working with other training providers in the state, as well as local agencies, Delta helped create a program for these workers. Currently Delta is providing this specialized training to employees of ARCO in Monroe.

Louisiana Technical Colleges have provided training grants to businesses and industries for decades and LTC Region 8 has excelled in its commitment to providing training to employers and their employees in northeast Louisiana. Over the past five years, LTC

Region 8 IWTP grants have totaled \$10 million and have trained over 4,000 workers in the area. The LTC Region 8 campuses have the ability to offer customized training through a variety of methods. Through the IWTP grants, the Technical College is able to help business and industry improve the skills of existing employees which leads to increased productivity and to increased ability to compete in the global market.

Presently LTC Delta Ouachita is working with three local companies-Central Oil and Supply, Louisiana Corrugated, and Monroe Packaging. As one of the largest fully integrated petroleum distributors in the United States, Central Oil leads the way in used oil management. The specialized training they receive from Delta Ouachita includes Haz Mat, Safety Training, Forklift Operations and Microsoft Office applications. Louisiana Corrugated training includes basic electronics, PLC and motor control, leadership skills and technology. The specialized training for Monroe Packaging includes safety, OSHA 10, and Forklift Operation.

In addition, LTC recently completed a large training grant for International Paper in Bastrop and will end a program for Smurfit Stone in December. Louisiana Technical College Delta Ouachita Campus has the ability to offer customized training programs to large and small businesses that are portable, modular and accessible with the ability to be deliverable through a variety of methods.

The IWTP Small Business Employee Training Program (SBET) is designed to benefit businesses with 50 or fewer employees by assisting in the skill development of existing employees through standardized training. Employers are reimbursed for tuition and required textbooks once the training has been completed and all proper documentation has been submitted to the Louisiana Department of labor. Up to \$3,000 in training costs can be reimbursed per trainee per fiscal year.

Since 2000, the Incumbent Worker Training Program has awarded grants totaling \$27,894,515 to 164 northeast Louisiana employers. Employers have contributed \$4,002,407, bringing the total spent through IWTP to \$31,896,922. Training was provided to 21,588 employees. Because of training, 9,223 employees were able to retain

their employment. In addition, 817 new jobs were created and the average salary for the employees receiving training increased 6.2%.

Increasing employee productivity and developing the skills of existing employees can mean increased productivity and growth of our Louisiana Industries. For information about IWTP, contact Jim Morgan at Louisiana Technical College, Delta-Ouachita Campus, 318-397-6117, [jim.morgan@ltc.edu](mailto:jim.morgan@ltc.edu) or Bob Hammack at Delta Community College, 318-812-0223, [bhammack@LaDelta.cc.la.us](mailto:bhammack@LaDelta.cc.la.us) or Georgia Sanderson at the University of Louisiana at Monroe, 318-342-3023, [sanderson@ulm.edu](mailto:sanderson@ulm.edu). To see if your business will qualify for an IWTP grant, contact Glenda Calhoun at the Louisiana Department of labor, 318-362-4659, [gcalhoun@ldol.state.la.us](mailto:gcalhoun@ldol.state.la.us).

# Financial Aid 101

## How to Apply for Financial Aid

Are you ready to start or complete college? If you are then you will probably be needing assistance to help cover the cost of things like: tuition and fees, books, living expenses, etc. This is where financial aid and the Office of Financial Aid Services at ULM, or the Office of Student Services & Financial Aid at Delta Community College or the Office of Financial Aid at Louisiana Technical College-Delta Ouachita Campus can help.

Applying for financial aid is easy, and it can be broken down into three simple steps.

**Step 1:** Apply for a PIN (personal identification number) at [www.pin.ed.gov](http://www.pin.ed.gov). The PIN allows you to sign your FAFSA electronically, which creates a totally paperless application. Be sure to retain your PIN number as you may need it later.

**Step 2:** File your Free Application for Federal Student Aid (FAFSA) at: [www.fafsa.ed.gov](http://www.fafsa.ed.gov). The FAFSA is your application for grants, loans, and federal work-study. There is no charge for submitting or receiving help with your FAFSA. It's FREE! This application must be renewed each academic year for you to continue receiving Institutional Financial Aid. If you completed a FAFSA for the previous year, you may fill out a Renewal FAFSA.

**Step 3:** The Department of Education will send you your Student Aid Report (SAR), which is the result of your FAFSA. Review your Student Aid Report (SAR). It is the summary of your FAFSA. Review your SAR for errors, because the amount of your financial aid is based on this report. If you have problems completing any of the above steps, you can contact the Department of Education at 1-800-433-3243.

*The financial aid process takes time and some funds are limited. We encourage you to apply as soon as possible. Please check with the institution financial Aid Office for deadlines. Generally, you will need to apply by April 1 for the Fall semester, by November 1 for the Spring semester and by March 1 for the Summer semester.*

For More Information Call:

**ULM Office of Financial Aid**

Phone: 318/342-5320

email: [finaid@ulm.edu](mailto:finaid@ulm.edu)

**Delta Community College Office of Student Services & Financial Aid**

Phone: 318.342.3769

[http://www.ladelta.cc.la.us/documents/Institutional\\_Aid.pdf](http://www.ladelta.cc.la.us/documents/Institutional_Aid.pdf)

**Louisiana Technical College-Delta/Ouachita Campus-Office of Financial Aid**

Phone: (318) 397-6100

<http://www.region8.ltc.edu>

# University of Louisiana at Monroe

Source of Aid	Award Amount(s)	Description	How to Apply
Pell Grant	\$200-\$2155/Semester	A grant awarded to undergraduate students seeking their first bachelor's degree. The grant does not have to be paid back. The federal government determines the maximum award amounts based on your FAFSA results.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>
Academic Competitiveness Grant (ACG)	\$375/Semester	A grant awarded to those undergraduate students enrolled in their first two years of a 4-year baccalaureate program. The student must be enrolled full time and maintain an overall 3.0 GPA at the end of his/her first year of school.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> You must be Pell eligible to receive the award.
Louisiana GO Grant	\$1000/Semester for full time students \$500/Semester for less than full time students \$250/Semester for less than half time students	Students must be admitted and enrolled as a certificate or degree-seeking undergraduate student at a Louisiana public or private college or university: (1) as a first time freshman or (2) aged 25 or older and not having enrolled in a college or university in credit bearing courses for at least two consecutive semesters.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> You must be Pell eligible to receive the award
Supplemental Educational Opportunity Grant	\$375/Semester	The Federal Supplemental Educational Opportunity Grant (FSEOG) program is for undergraduates with exceptional financial need.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> You must be Pell eligible to be considered for the award
Leveraging Educational Assistance Partnership Program (LEAPP) Grant	\$375/Semester	Student must be a Louisiana resident and a full time undergraduate with at least a 2.0 GPA. Beginning freshman must have at least a 20 on their ACT composite score and must have a high school diploma with at least a 2.0 cumulative GPA.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>
Tuition Opportunity Program for Students (TOPS)	\$1228-\$1628/Semester	The TOPS Program awards eligible students who attend a Louisiana public college or university an amount equal to tuition at the school attended.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>

Institutional - Merit Scholarships - Talent Grants	Merit Scholarships \$250-\$3000/Semester  Talent Grants \$250-\$2000/Semester	Merit Scholarships are awarded based on GPA and ACT scores.  Talent Grants are awarded by auditioning within the department you are applying.	To apply for Merit Scholarships must complete an application for admissions  To apply for talent grants you will need to speak directly to a talent or spirit group representative.
Workforce Investment Act (WIA)	Varies, but usually pays tuition/fees/books	Assistance is based on household size, income, and employment status. Program approval varies.	Contact your local Employment Office for applications.
Louisiana Rehabilitation Services	Varies, but may pay all tuition/fees/books/ transportation	Assistance provided on basis of approved disability by LRS	Contact LRS. 800-737-2966
Louisiana Veterans Affairs (VA)	Monthly benefits vary	Educational benefits to qualifying veterans and dependents	Contact local Veterans Office 888-GI-BILL-1 <a href="http://www.gibill.va.gov">www.gibill.va.gov</a> See school Certifying Official, Ms. Linda Jackson at 318-342-5224
Tuition Fee Waiver	Cost of Tuition for one 3 credit hour class (does not include fees)	Students who are 60 years or older may be exempt from tuition costs for one 3 or less credit hour course. Students are responsible for all other required fees.	Complete application in the Admissions Office 318-342-5252 Must provide proof of age
National Guard	Cost of Tuition (does not include fees)	Active members of the Louisiana National Guard are eligible for a tuition waiver. Must be in good academic standing.	Contact Local Guard Unit and School Certifying Official in Student Account Services at 318-342-5116
ROTC	Full tuition Tuition/fees/books/room and board	4, 3, and 2-year Army ROTC Scholarships are available. Must be a U.S. citizen, score a minimum of 19 on the ACT or 850 on the SAT, pass a medical/physical exam, and be able to graduate prior to your 25 <sup>th</sup> birthday. Applicants for the 3 or 2-year scholarship must have a 2.5 GPA on a 4.0 scale to apply.	Contact ROTC office on campus
Subsidized Loans	\$1750-\$2750/ Semester depending on grade classification	Loan program in which the interest on the loan is paid for you while you are in school. Repayment begins 6 months after graduation, date of last class attendance, or when you are enrolled in less than 6 hours.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>

Unsubsidized Loans	\$2000-\$2500/ Semester depending on grade classification	Loan program for those who do not qualify for Federal Subsidized Loans. The interest will not be paid for you. Repayment is the same as the Subsidized loans.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>
Parent PLUS Loans	Varies	Loan is available to creditworthy parents and step-parents of dependant undergraduate students. Repayment on Plus loans is determined by the lender you select.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> then apply for the loan at <a href="http://finaid.ulm.edu">http://finaid.ulm.edu</a>
Alternative Loans	Varies	This program is offered to students by lenders; however the interest rates and loan terms vary from lender to lender.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> then apply for the loan at <a href="http://finaid.ulm.edu">http://finaid.ulm.edu</a>

## Louisiana Delta Community College

Source of Aid	Award Amount(s)	Description	How to Apply
Institutional Aid	\$205-\$820/Semester	Funds provided by the State of Louisiana to assist students with tuition costs Be a Louisiana resident Be admitted to Delta and seeking a degree in an eligible program Enrolled in at least 6 hours Must have not earned an Associates or Bachelors Degree Deadlines to apply: April 15 . Fall Semester; November 15- Spring Semester; March 15 . Summer Semester	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>  Complete a Delta Financial Aid Application at <a href="http://www.ladelta.cc.la.us">www.ladelta.cc.la.us</a>
Louisiana GO Grant	\$1000/Semester for full time students  \$500/Semester for less than full time students  \$250/Semester for less than half time students	Students must be admitted and enrolled as a certificate or degree-seeking undergraduate student at a Louisiana public or private college or university: (1) as a first time freshman or (2) aged 25 or older and not having enrolled in a college or university in credit bearing courses for at least three years. Deadlines to apply: April 15 . Fall Semester; November 15 . Spring Semester; March 15 . Summer Sessions	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>  Complete a Delta Financial Aid Application at <a href="http://www.ladelta.cc.la.us">www.ladelta.cc.la.us</a>

Foundation Scholarship	\$200-\$1299/Semester	Covers a portion of tuition and fees for eligible students High school applicants must have a 2.5 grade point average (GPA); 3.0 GPA for continuing college students Limited number of scholarships available Deadlines: June 30 . Fall Semester; November 11 . Spring Semester	Complete a Foundation Scholarship Application at <a href="http://www.ladelta.cc.la.us">www.ladelta.cc.la.us</a>
Process Technology Scholarship	\$1,399/Semester	Covers tuition and fees for eligible students Available for eligible students majoring in General Studies with an emphasis in Process Technology Limited number of scholarships available  Transfer students must have a minimum 2.0 GPA and first time college students must have 3.0 GPA  Deadlines: May 30 . Fall Semester; November 1 . Spring Semester	Complete the Process Technology Scholarship Application available online at <a href="http://www.ladelta.cc.la.us">www.ladelta.cc.la.us</a>
Tops and Tops Tech	\$781/Semester	Sponsored by the State of Louisiana and administered by the Louisiana Office of Student Financial Assistance (LOSFA) Covers tuition costs for qualified students Three levels of awards: Opportunity, Performance and Honors Tops Tech available to Business Technology majors Determination based on Louisiana residency, completion of TOPS core curriculum, cumulative high school GPA on those courses, ACT scores and completion of the FAFSA	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>
Louisiana Pathways Scholarship	Cost of Tuition	Statewide scholarship program open to students working or wanting to work with Louisiana children ages birth . 8 years	Complete Admissions process at Delta Be enrolled in The Care and Development of Young Children degree program at Delta Be enrolled and actively participating in the LA Pathways Child Care Center Development System
National Guard (State Tuition Exemption Program)	Cost of Tuition (does not include fees)	Active members of the Louisiana National Guard are eligible for a tuition waiver. Must be in good academic standing	Complete Admissions process at Delta Exemption may be claimed for 5 separate academic years or until the receipt of a bachelor's degree, whichever comes first

Senior Citizen Waiver	Cost of Tuition for one 3 credit hour class (does not include fees)	Students who are 55 years or older may be exempt from tuition costs for one 3 credit hour course. Students are responsible for all other required fees.	Complete the Admissions process at Delta Enroll in at least one 3 credit hour course Submit proof of age to Office of Financial Aid
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## Louisiana Technical College

Source of Aid	Award Amount(s)	Description	How to Apply
Pell Grant	\$200-2125 per semester	A grant award that does not have to be repaid. Award is based on household size/income	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>
Louisiana GO Grant	Full time Students \$1000 per semester  Half time Students \$500 per semester  < ½ Time Students \$250 per semester	Students must be admitted and enrolled: (1) as a first time freshman (any age) or (2) aged 25 or older and not having enrolled in a postsecondary school for one academic year.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a>  You must also receive the Pell Grant.
Academic Competitiveness Grant (ACG)	\$375 per semester	A grant award for first- and second year students graduating high school after January 1, 2006 & January 1, 2005, respectively.	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> You must be enrolled in an A.A.S. program and be Pell eligible and meet other established criteria.
Tuition Opportunity Program for Students (TOPS TECH)	\$276 per semester	The TOPS TECH Program awards eligible students an amount equal to school's tuition	Complete your FAFSA at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> ACT Score of 17
Strategies to Empower People (STEP)	Varies, but may pay all school costs, transportation	Assistance to students receiving FITAP through OFS. Assists with child care expense.	Contact Office of Family Support in local parish.
Workforce Investment Act (WIA)	Varies, but usually pays tuition/fees/books	Assistance based on household size/income, employment status. Program approval varies by LTC Campus.	Contact your local Employment Office for applications.
Pathways to Construction	Varies, but usually pays tuition/fees/books	Funding for qualified students in basic construction, carpentry, welding, & drafting through the Pathways to Construction Grant	Contact LTC Pathways to Construction Coordinator 318-397-6100
Department of Transportation Grant	Pays tuition/school fees and materials	Truck driving students may qualify for DOT Grant funding if they are low-income, displaced worker, or hurricane evacuee	Contact LTC Delta Ouachita CVO Grant Coordinator 318-397-6136
Veterans Affairs Vocational Rehabilitation	Pays school costs & monthly benefit	Voc-Rehab Assistance to qualified veterans	Dept. of VA, Voc Rehab 318-676-3425

National Guard	\$276 per semester	Tuition exemption for qualified Guardsmen.	Contact Guard Unit and School Certifying Official
Louisiana Rehabilitation Services	Varies, but may pay all tuition/fees/books/transportation	Assistance provided on basis of approved disability by LRS.	Contact LRS. 800-737-2966
Louisiana Veterans Affairs (VA)	Monthly benefits vary	Educational benefits to qualifying veterans and dependents.	Contact local Veterans Office 888-GI-BILL-1 <a href="http://www.gibill.va.gov">www.gibill.va.gov</a> See school Certifying Official.
TOPS Tech Early Start	\$50-300 per semester for costs	Assistance to Qualified HS Jrs and Srs entering high-demand programs & meeting criteria	Contact HS Counselor and Schools Admissions Office
Dual Enrollment Program	Pays school costs up to \$100 per credit hr	Assistance to Qualified HS Jrs and Srs entering Work Skills Courses & meeting criteria	Contact HS Counselor and School Admissions Office

## **OTHER PROGRAMS DESIGNED TO HELP...**

### **High School Junior or Senior?**

#### **Would you like to earn college credit while you finish high school?**

Would you like to see what a college course is all about? Louisiana has two state financial assistance programs designed for high school students. The TOPS Tech Early Start Program and the Dual Enrollment Program provide scholarships to qualified junior and seniors in public high school to earn college credit while finishing high school.

Students enrolled in "high-demand" programs at a technical or community college while attending high school may qualify for the TOPS Tech Early Start Program.

Criteria for TOPS Tech include:

- 11<sup>th</sup> or 12<sup>th</sup> Grade Student
- Five year Education and Career Plan completed
- High School GPA of 2.0 or above on a 4.0 scale
- Passing of Mathematics AND English/Language Arts portion of the GEE
- Score at least a 15 on the mathematics and English portion of the PLAN assessment
- In good standing with as defined by the high school

The TOPS Tech Early Start Program funds a maximum of six credit hours per semester.

The Dual Enrollment Program is designed to give qualifying high school students the opportunity to earn simultaneous credit for high school courses and courses at universities, community colleges, and technical colleges.

There are three categories in which students may enroll:

- Advanced/ College Level Courses
- Enrichment/Developmental Courses
- Technical/Work Skills Courses

Interested students should check with the college financial aid office and high school counselors since the qualifying criteria vary for each category.

## **Louisiana Contractor Accreditation Institute**

The Louisiana Contractor Accreditation Institute (LCAI), a partnership between the Louisiana Community and Technical College System (LCTCS), Louisiana Economic Development (LED), and Louisiana Small Business Development, assist small and emerging construction businesses. The institute is now accepting applications for courses this fall. Taught by Industry leaders, participants will learn about construction management and how to prepare for the General Contractors State Licensing Exam.

LCAI will be held at the Louisiana Technical College-Baton Rouge campus and transmitted by compressed satellite video to locations in New Orleans, Lake Charles, Shreveport, Lafayette, Hammond, Alexandria and West Monroe.

The course includes the following topics: Bid processes, contract management, estimating, equipment and business management, scheduling, occupational safety, risk management, financial management, bonding/access to capital, certifications, entrepreneurship training, and Louisiana Contractor Licensing Exam review.

The classes will be held on Tuesdays and Thursdays, October 30 through November 15 and November 27 through December 13 from 6 to 8 p.m.. Classes will not be held during the week of Thanksgiving.

Locally, the classes will be taught via satellite at the Louisiana Technical College Delta Ouachita Campus in West Monroe. To register, log on to [www.adultedreg.com/lctcs](http://www.adultedreg.com/lctcs) or call the LCTCS Call Center at 866-310-1586. Payment for the Contractor Accreditation Institute is \$100 which should be paid upon registration at the Call Center or when registering online.

## **Certified Manufacturing Specialist**

As the world becomes more interconnected, our community must reassess and realign our strengths in order to stay competitive. Foreign countries like China and India, our competitors for jobs, are now providing more highly trained workers than the United States. In order to compete successfully, our businesses are requiring that American workers gain new skills and proficiency.

Locally, Delta Community College and the Northeast Louisiana Economic Alliance (NELEA) worked together to establish Certified Manufacturing Specialist (CMS) training to develop programs that enhance the quality and skill of the region's workforce. The program was developed at the insistence of several area manufacturers, including Tifton Alco, Smurfit Stone, Martin Brothers Manufacturing, International Paper and others who are pursuing a higher level of workforce preparedness for our existing manufacturing workers.

According to Tana Trichel, President and CEO for NELEA the level of skill and education expected of the local workforce has been low for too long. "This is an effort to turn that around," Trichel said.

CMS was developed by the State of Georgia in collaboration with industries in that state that wanted a quality workforce. Industry was directly involved in developing the curriculum. Last year, the Louisiana Community and Technical College System acquired a license for the program. Delta Community College is the second institution in Louisiana to provide the training.

The Certified Manufacturing Specialist program is an intense 166 hours of training that covers every aspect of manufacturing designed to prepare people for entry level work. Subjects covered include Introduction to Manufacturing, Introduction to Business Principals, Quality and Productivity, Basic Manufacturing, Manufacturing Skills, Computers and Automation Principals and Workplace Skills. To qualify for the program, students must be at least 17 years old.

Several area companies have already indicated that they will make CMS a standard to work at their plants in the future. Others have indicated they will give a preference to those who complete the program.

For more information, contact Bob Hammack, Director of Workforce Development, at Delta Community College by calling 318-812-0223.

## **Continuum for All Louisiana Learners**

Have you always wanted to earn a college degree but work and family commitments kept you from it? Do you have some hours of college credit that you would like to use to complete that degree? If you answered affirmatively to either of these questions, the CALL initiative (Continuum for All Louisiana Learners) may be for you, andô Good News!ô ULM is a partner in CALL.

Beginning the fall semester of 2008, ULM will offer students accepted into the CALL program the opportunity to earn a Bachelor's Degree in General Studies. All courses for the degree will be available online, but students in the ULM service region can combine on campus and online classes if they choose. Course schedules will vary and will include classes offered in four-week, eight-week, and 15-week sessions. Students will have the opportunity to earn a degree in less time if they choose the fast-track classes.

Another feature of the CALL program will be the opportunity to earn college credit for learning acquired through work or life experiences. Credit for prior learning will be earned through successfully completing standardized tests and/or developing portfolios that demonstrate college level learning.

According to Dr. Joseph Savoie, Louisiana Commissioner of Higher Education, the CALL program will boost economic development by improving the education attainment and skill level of adult workers. "Our state desperately needs more adults with college credentials. Not only more four-year degrees, but associate's degrees and other skills certification beyond the high school diploma as well," said Savoie.

For more information on CALL ULM, contact Dr. Rhonda Jones at 318-342-1030 or [jones@ulm.edu](mailto:jones@ulm.edu).

## **Pathways to Construction**

A \$15 million federal grant has created Construction Centers of Excellence in Louisiana to provide short-term training to Louisiana workers in the construction industry, giving them the skills required for rapid employment during rebuilding the state's gulf coast.

Workers gain access to opportunities in high-wage career pathways in the construction industry. Through the partnership between the Labor Department and the Louisiana Community and Technical College System, the Centers of Excellence help workers enter the construction industry through two pathways.

The first pathway focuses on unskilled workers and provides basic construction skills training. Workers are assessed for foundational skills and occupational fit for construction trade opportunities, including safety training. Modularized curricula helps workers secure immediate placement in high-demand jobs.

The second pathway is geared toward workers who already have the technical skills needed to acquire a construction job, but lack academic credentials needed for advancement. After completing training, participants can continue and build upon their initial training through continued education, advanced programs, and joint apprenticeship programs.

This tuition free job training program is available now at one of the Louisiana Community and Technical College System's Centers of Excellence, conveniently located near you. To find out more, call toll free at 866-310-1586 or for free training, call the Delta Ouachita campus at 318-397-6100.

### **Accelerated Practical Nursing Program**

The Louisiana Technical College Practical Nursing programs of study in the state of Louisiana are considered high demand and are receiving much public notice. The Louisiana Board of Regents and the state legislature have obligated \$5 million dollars to the Louisiana Community and Technical College System to increase capacity in the Practical Nursing programs. Through funding provided by this initiative, the Louisiana Technical College campuses in Winnsboro and Tallulah will begin an accelerated program in Practical Nursing in 2008. Each campus will admit a cohort of 25 new students. The program will be considered a "Fast Track" program that will be completed in 54 weeks. For information regarding enrollment, contact the Winnsboro campus at 318-435-2163 or the Tallulah campus at 318-574-4820.

### **Commercial Vehicle Operations DOT Funded Training**

The Commercial Vehicle Operations program at the Louisiana Technical College, Delta Ouachita Campus has a long standing reputation for training and placing CDL licensed truck drivers through its program that can be completed in eight weeks. The campus recently received a Department of Transportation grant in the amount of \$124,480 that will be used to assist students enrolling in the program who are either low income, displaced workers, or hurricane evacuees. With a minimal amount of out-of-pocket expense to the student, entry in the program can provide training for one of the highest demand occupations in the nation. The financial assistance provided through the grant will provide tuition, fees, and supplies for those who qualify. For more information regarding enrollment, contact Hubert Reeves at 318-397-6136.