

The Southern University System



**Year 4 - GRAD Act Remediation Plan
Quarterly Report – Fourth Quarter
4/15/2015 – 6/15/2015**

SUPPORTING DOCUMENTATION

Southern University System
Quarterly Progress Report – 4th Quarter
Attachments

1. Legislative Auditor Report and SUSLA response
2. Training Participant Lists and Survey Responses
3. SUBR Enrollment Services Graduation Checklist

Overall Results

The Southern University System (SUS) consists of two four-year universities, one two-year college, and one law center. The following is a list of these institutions' GRAD Act targeted performance measures for Year 5:²

- 1st to 2nd Year Retention Rate
- 1st to 3rd Year Retention Rate
- Same Institution Graduation Rate
- Percent Change in Program Completers
- Median Professional School Entrance Exam Score
- Passage Rates on Licensure/Certification Exams
- Passage Rate on Licensure Exam in Education
- Passage Rate on Licensure Exam in Nursing (RN)
- 1st to 2nd Year Retention Rate of Full-time, Baccalaureate Degree-seeking Transfer Students with a Minimum Student Level of Sophomore
- Number of Students Enrolled in a Transfer Degree Program
- Number of Programs Offered through 100% Distance Education
- Placement Rates of Graduates
- Percent of Eligible Programs that are Discipline Accredited

Overall, we found that all but two institutions (Southern University at New Orleans and Southern University at Shreveport) within SUS had sufficiently reliable data. Exhibit 4 provides a summary of our results on whether Statewide Student Profile System (SSPS) and Student Completer System (SCS) data submitted to BoR during the indicated time frames for the purposes of calculating GRAD Act measures is sufficiently reliable. More detailed results on each of the institutions are included in the sections that follow.

² Not all targeted performance measures listed are applicable to all institutions.

Exhibit 4			
Summary of Year 5 Reliability Results for SUS			
Institution	Student Data (SSPS) Fall 2014	Completer Data (SCS) Academic Year 2013 – 2014	Page Number
Southern University and A&M College	Sufficiently reliable	Sufficiently reliable	
Southern University at New Orleans	Sufficiently reliable	Sufficiently reliable	
Southern University at Shreveport	Sufficiently reliable	Not Sufficiently reliable	
Southern University Law Center	Sufficiently reliable	Sufficiently reliable	
Source: Prepared by legislative auditor's staff using results from pages 18-24.			

Appendix A-1 contains the response of SUS.

Southern University and A&M College

Overall Conclusion

We determined that the Southern University and A&M College (SUBR) Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions to BoR were **sufficiently reliable** for GRAD Act calculations. We based this conclusion on a combination of assessments, including sample testing, review of queries, reasonableness testing, and assessment of identified IS control weaknesses. The scope and methodology section in Appendix B provides a detailed description of these assessments, including the criteria we used to determine sample size.

Sample Testing

We reviewed a compliance sample of 29 students from the Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data and did not identify any errors in the data elements. As a result, the analyzed sample indicates a reliable data submission.

Review of Query

We determined SUBR uses queries to extract SSPS and SCS data that is reported to BoR; however, manual processes are used to format and create the final SSPS and SCS data files. The data files reported to BoR comply with BoR specifications regarding in-coding formatting, data replacement, and excluding/including students.

Reasonableness Testing

Our reasonableness testing identified that two student's *student level* were incorrectly reported in the Fall 2014 SSPS file. We communicated this potential error with SUBR staff. SUBR informed us that these students' *student level* was incorrectly entered as sophomore when both students should have been post-baccalaureate in Fall 2014. This error could affect the calculations for "1st to 2nd Year Retention Rate of Transfer Students (full time, baccalaureate, sophomore)."

Assessment of IS Controls

Based on the assessment of IS controls, we did not identify any instances where control weaknesses affected the Fall 2014 SSPS or Academic Year 2013 - 2014 SCS data submissions. Appendix C provides details on what controls were assessed and the potential risk of not having each control.

Southern University at New Orleans

Overall Conclusion

We determined that the Southern University at New Orleans (SUNO) Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions to BoR were **sufficiently reliable** for GRAD Act calculations. We based this conclusion on a combination of assessments, including sample testing, review of queries, reasonableness testing, and assessment of identified IS control weaknesses. The scope and methodology section in Appendix B provides a detailed description of these assessments, including the criteria we used to determine sample size.

Sample Testing

During sample testing of the SUNO's Fall 2014 SSPS file, we found discrepancies with the following data elements:

- In a compliance sample of 61 students, the data element of *admission status* was incorrectly reported for one student in the Fall 2014 SSPS data file. This error did not exceed the amount of allowable data discrepancies based on AICPA guidelines for compliance samples. As a result, the analyzed sample indicates a reliable data submission. The specific error and its implication for GRAD Act calculations was as follows:
 - One student was classified as a new graduate student, but should have been reported as a continuing student. This error would not affect the calculations for targeted GRAD Act performance measures.

We reviewed a compliance sample of 29 students from the Academic Year 2013 - 2014 SCS data and did not identify any errors in the data elements used for GRAD Act calculations. As a result, the analyzed sample indicates a reliable data submission.

Review of Query

Our review of the final SSPS and SCS queries used by SUNO to extract, format, and create the final data files sent to BoR did not note any instances where the queries did not comply with BoR specifications regarding in-coding formatting, data replacement, and excluding/including students.

Reasonableness Testing

We did not identify any concerns with the reasonableness of SUBR's Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions.

Assessment of IS Controls

Based on the assessment of IS controls, we did not identify any instances where control weaknesses affected the Fall 2014 SSPS or Academic Year 2013 - 2014 SCS data submissions. Appendix C provides details on what controls were assessed and the potential risk of not having each control.

Southern University at Shreveport

Overall Conclusion

We determined that the Southern University at Shreveport (SUSLA) Academic Year 2013 - 2014 SCS data submission to BoR was **sufficiently reliable** for GRAD Act calculations. However, SUSLA's Fall 2014 SSPS data submission was **not sufficiently reliable**. We based this conclusion on a combination of assessments, including sample testing, review of queries, reasonableness testing, and assessment of identified IS control weaknesses. The scope and methodology section in Appendix B provides a detailed description of these assessments, including the criteria we used to determine sample size.

Sample Testing

During sample testing of the Academic Year 2013-2014 SCS data file, we found discrepancies with the following data elements:

- In a compliance sample of 61 students, the data element of *graduation date* was incorrectly reported for six students in the Academic Year 2013-2014 SCS data file. The six errors exceeded the amount of allowable data discrepancies based on AICPA guidelines for compliance samples. As a result, the analyzed sample indicates that more errors potentially exist in the data submission. The specific errors and their implications for GRAD Act calculations were as follows:
 - Six students were reported as completers in Fall 2013, but should have been reported as completers in Summer 2013. All six of these students earned and were awarded their degrees in Summer 2013. This error could affect the number of completers in the calculation for “Same Institution Graduation Rate,” “Award Productivity,” and “Percent Change in Program Completers” measures.
 - SUSLA informed us that because they do not have a summer commencement, all completers are reported to BoR as Spring or Fall completers. Through discussions with BoR, we determined that reporting completers in this manner is not in accordance with the SCS reporting requirements. Students should be reported as completers based on when they earn the award and not when the commencement takes place.

We reviewed a compliance sample of 29 students from the Fall 2014 SSPS data file and did not identify any errors in the data elements. As a result, the analyzed sample indicates a reliable data submission.

Review of Query

Our review of the final SSPS and SCS queries used by SUSLA to extract, format, and create the final data files sent to BoR did not note any instances where the queries did not comply with BoR specifications regarding in-coding formatting, data replacement, and excluding/including students.

Reasonableness Testing

Our reasonableness testing identified that ten students' *total student credit hours scheduled* were over-reported in the Fall 2014 SSPS file. We communicated these potential errors with SUSLA staff. SUSLA provided us with documentation showing that all ten of these students had a class added after the census date. SUSLA was unable to determine how the *total student credit hours scheduled* was incorrectly changed to reflect those credit hours. These potential errors could affect the calculations for "1st to 2nd Year Retention Rate" and "Same Institution Graduation Rate" measures by overstating the number of cohort students (first-time, full-time, degree-seeking freshmen).

Assessment of IS Controls

We identified the following key IS control weaknesses which could affect the reliability of data used for GRAD Act calculations (see Appendix C for details on what controls were assessed and the potential risk of not having each control):

- SUSLA lacks error reports that are designed to detect errors in data elements that are used in the calculations for GRAD Act performance measures. For example, a student classified as a first-time freshman should not have attended SUSLA or any other higher education institution in the past as a degree-seeking student.
- Although access to change GRAD Act queries and/or query results is limited, the same people are executing and submitting this data to BoR.

Recommendations

Recommendation 1: SUSLA should develop procedures for detecting errors and generating error reports in the data elements that are to be used in the calculations for GRAD Act performance measures.

Recommendation 2: SUSLA should implement segregation of duties during the process of designing, developing, testing, and executing GRAD Act queries. In addition, SUSLA should ensure query results are reviewed independently for accuracy and completeness.

Southern University Law Center

Overall Conclusion

We determined that the Southern University Law Center (SULC) Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions to BoR were **sufficiently reliable** for GRAD Act calculations. We based this conclusion on a combination of assessments, including sample testing, review of queries, reasonableness testing, and assessment of identified IS control weaknesses. The scope and methodology section in Appendix B provides a detailed description of these assessments, including the criteria we used to determine sample size.

Sample Testing

We reviewed a compliance sample of 29 students from Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data and did not identify any errors in the data elements. As a result, the analyzed sample indicates a reliable data submission.

Review of Query

We determined SULC uses queries to extract SSPS and SCS data that is reported to BoR; however, manual processes are used to format and create the final SSPS and SCS data files. The data files reported to BoR comply with BoR specifications regarding in-coding formatting, data replacement, and excluding/including students.

Reasonableness Testing

We did not identify any concerns with the reasonableness of SULC's Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions.

Assessment of IS Controls

Based on the assessment of IS controls, we did not identify any instances where control weaknesses affected the Fall 2014 SSPS and Academic Year 2013 - 2014 SCS data submissions. Appendix C provides details on what controls were assessed and the potential risk of not having each control.



Louisiana Legislative Auditor
Performance Audit Services

Checklist for Audit Recommendations

Instructions to Audited Agency: Please check the appropriate box below for each recommendation. A summary of your response for each recommendation will be included in the body of the report. The entire text of your response will be included as an appendix to the audit report.

RECOMMENDATIONS	AGREE	DISAGREE
Recommendation 1: SUSLA should develop procedures for detecting errors and generating error reports in the data elements that are to be used in the calculations for GRAD Act performance measures.		
Recommendation 2: SUSLA should implement segregation of duties during the process of designing, developing, testing, and executing GRAD Act queries. In addition, SUSLA should ensure query results are reviewed independently for accuracy and completeness.		



SOUTHERN UNIVERSITY AND A&M COLLEGE SYSTEM
J. S. CLARK ADMINISTRATION BUILDING, 4TH FLOOR
BATON ROUGE, LOUISIANA 70813

Office of the President
(225) 771-4680

Fax Number
(225) 771-5522

June 4, 2015

Mr. Daryl Purpera, CPA, DFE
Legislative Auditor
1600 Third Street
Post Office Box 94397
Baton Rouge, Louisiana 70804

Dear Mr. Purpera:

We have received the Southern University System (SUS) Audit as required by Act 741 of the 2010 Regular Session, the Louisiana Granting Resources and Autonomy for Diplomas (GRAD) Act. Over the past year, the System staff has worked closely with campus data officers to underscore the importance of data reliability. Along these lines we have ratified a Data Governance Policy which includes a system-wide Data Governance Committee to continue monitoring data integrity. We remain committed to addressing the recommendations for the SUSLA campus in the next reporting cycle.

We genuinely appreciate the support from you and your staff throughout this audit process.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald Mason, Jr." with a stylized flourish at the end.

Ronald Mason, Jr.
President
Southern University System

Enclosures



Louisiana Legislative Auditor
Performance Audit Services

Checklist for Audit Recommendations

Instructions to Audited Agency: Please check the appropriate box below for each recommendation. A summary of your response for each recommendation will be included in the body of the report. The entire text of your response will be included as an appendix to the audit report.

RECOMMENDATIONS	AGREE	DISAGREE
Recommendation 1: SUSLA should develop procedures for detecting errors and generating error reports in the data elements that are to be used in the calculations for GRAD Act performance measures.		✓
Recommendation 2: SUSLA should implement segregation of duties during the process of designing, developing, testing, and executing GRAD Act queries. In addition, SUSLA should ensure query results are reviewed independently for accuracy and completeness.		✓

Southern University at Shreveport Louisiana (SUSLA) Response Summary to Audit Recommendations 2014-2015

Per audit review, no errors in the data elements were identified during sample testing and in the review of queries. Minor issues were noted, however corrected, during reasonableness testing. Recommendations resulted from review of the assessment of IS Controls. The audit recommendations presented for this fiscal year 2014-2015 are the same recommendations presented in the prior year. Notwithstanding the improvements made regarding each of the audit recommendations for Southern University at Shreveport Louisiana (SUSLA), SUSLA again disagrees with the recommendations. However, noting that improvement is ongoing, SUSLA continues to implement additional strategies that will strengthen the activity of each said recommendation (*see attached policy*).

Below are statements of said recommendations and SUSLA’s response summary of each. Policies indicating new strategies are attached.

RECOMMENDATIONS	AGREE	DISAGREE																		
<p>Recommendation 1: SUSLA should develop procedures for detecting errors and generating error reports in the data elements that are to be used in the calculations for GRAD Act performance measures.</p>		<p><u>DISAGREE.</u> In spring 2014, SUSLA implemented procedures for detecting errors. In addition to the edit checks for correct admissions application data, other GRAD Act data elements are checked in a number of ways. Student type codes (see below) are provided for information continually during the registration/admission process.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tbody> <tr><td style="padding: 2px;">C</td><td style="padding: 2px;">Continuing</td></tr> <tr><td style="padding: 2px;">F</td><td style="padding: 2px;">Readmit Transfer</td></tr> <tr><td style="padding: 2px;">N</td><td style="padding: 2px;">New First-time Freshman</td></tr> <tr><td style="padding: 2px;">O</td><td style="padding: 2px;">Cross Registered</td></tr> <tr><td style="padding: 2px;">R</td><td style="padding: 2px;">Readmit</td></tr> <tr><td style="padding: 2px;">S</td><td style="padding: 2px;">Special Student</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">Transfer</td></tr> <tr><td style="padding: 2px;">V</td><td style="padding: 2px;">Visiting</td></tr> <tr><td style="padding: 2px;">X</td><td style="padding: 2px;">Summer Only</td></tr> </tbody> </table> <p style="text-align: right; color: blue; font-style: italic; margin-top: 10px;">*New strategies are presented below in blue italics.</p>	C	Continuing	F	Readmit Transfer	N	New First-time Freshman	O	Cross Registered	R	Readmit	S	Special Student	T	Transfer	V	Visiting	X	Summer Only
C	Continuing																			
F	Readmit Transfer																			
N	New First-time Freshman																			
O	Cross Registered																			
R	Readmit																			
S	Special Student																			
T	Transfer																			
V	Visiting																			
X	Summer Only																			

A previously presented example of data checking is as follows: The Argos reports that are pulled for edit checking cannot **readily** show if errors were made in regards to student types or SSNs. However, this checking is done by cross-referencing other data and reports.

- **SSN**
 - Banner has a duplicate ID check which prevents/alerts the user of duplicate SSN's.
 - During the online admission application process, the SSN entered by the applicant is pushed into SPAPERS. The SSN is verified against the official transcript. If there is a discrepancy, a copy of the SS card is requested. (Page 9 of Admissions Procedures)
 - The SSN is a required data item on the online admission application. The SSN is used to pull transcripts from the Board of Regents' STS, and to check the National Student Clearinghouse Student Tracker. If there is a discrepancy, a copy of the SS card is requested. (Page 11 of Admissions Procedures)
 - During registration, the Registrar's Office sends out daily registration reports listing students who have completed registration. From that report, we check for missing, incomplete, or suspect SSN's.
 - Another way SSN's are cross-checked: the SSN is also the student's alternate ID. If the student's SSN is incorrect in our database, the student will not be able to log into Banner using their SSN. Student must contact the Admissions Office to correct the SSN.
 - The IT department also runs a report which checks for missing or duplicate SSN's.
- **Admission Statutes** – to ensure the appropriate student type is being applied, the following procedures are used when processing the admission applications. (Page 20 of Admissions Procedures)

- An applicant's birthdate is cross-referenced with the high school graduate date.
- The National Student Clearinghouse Student Tracker is used to ensure there are no prior college enrollments.
- Banner's SHATERM is used to check for prior enrollments at SUSLA.
- During registration, the Registrar's daily registration report is checked to ensure student types are correct based on other data (*date of birth, high school graduation date, last term enrolled*).

- **Degree Level**

- All academic programs are built with the appropriate levels attached. When the applicant selects a plan of study, all program data are automatically pulled into Banner. The admissions processors only update the curriculum data when an applicant requests to change majors. (Note: after the student has registered, all major changes are done through the Registrar's Office).
- For transfer students, the degree and degree date are entered on SOAPCOL if a student has earned a degree from a previous institution. The data is informational only.

- **Additional Student Data (SGASADD)** – For tracking purposes, certain student cohorts are applied to students.

- Student cohorts are coded during the admissions process and once admitted, the cohorts are attached to students by term until they are no longer applicable. (Page 16 of Admissions Procedures)

**New strategy for all activity: Validity of all data is the responsibility of the Division of Research, Sponsored Programs & Institutional Effectiveness (RSPIE); specifically, the Department of Institutional Planning & Research (IPAR). The department has organized a special task force, Data Integrity and Management (DIM) Committee, which is responsible, not only to ensure the integrity of data,*

Attachment 1: Legislative Audit Response

	<p><i>but to oversee the management and governance of data. Error report activity is submitted to this task force for review and feedback to appropriate entities.</i></p>
<p>Recommendation 2: SUSLA should implement segregation of duties during the process of designing, developing, testing, and executing GRAD Act queries. In addition, SUSLA should ensure query results are reviewed independently for accuracy and completeness.</p>	<p>DISAGREE. In spring 2014, SUSLA implemented a segregation of duties in regards to GRAD Act queries. Additional strategies to ensure segregation of duties have been added to the existing procedure (noted in <i>blue italics</i>) and are as follows:</p> <ul style="list-style-type: none"> • ITC designs and develops data queries. • <i>Query results are reviewed by DIM and through the Department of Institutional Planning & Research, to ensure appropriateness for GRAD Act or any other external reporting and to ensure accuracy and completeness.</i> • The Admissions Office tests and executes the GRAD Act queries. <ul style="list-style-type: none"> ○ Admissions Counselors generate error reports weekly. ○ Admissions Director reviews Counselors’ report weekly. ○ <i>Error Reports are forwarded to DIM for review and feedback</i> • <i>Queries/data are reviewed by DIM through the department of Institutional Planning & Research for validation.</i> • The Registrar submits the data to BOR.

SUSLA POLICY STATEMENT**TITLE: Segregation of Duties for External Reporting****POLICY NUMBER: 5****SUBMITTED BY:** Assistant Vice
Chancellor of Enrollment Management**REVIEWED BY:**Vice Chancellor for Academic and
Student Affairs

Data Integrity & Management Committee

EFFECTIVE DATE: Spring 2014**APPROVED BY:** Vice Chancellor for
Research, Sponsored Programs &
Institutional Effectiveness**PAGE:** 1 of 1**Background**

Southern University at Shreveport Louisiana (SUSLA), an institution within the Southern University A&M System, seeks to provide a quality education for its students while being committed to the total community. We recognize that serving our students, supporting SUSLA, and meeting the expectations of the general public requires continuous vigilance, focus, and dedication.

The Office of the Academic and Student Affairs needs to effectively and efficiently develop, implement, and communicate new or revised policies and procedures to SUSLA staff. Policy changes need to be instantaneously communicated to staff to provide the most current procedures and thus reduces misinformation and the need for paper copies. Staff should be able to frequently view policy updates to ensure that they have up-to-the-minute information when researching SUSLA's guidance.

Policy Statement 5

Southern University at Shreveport is committed to reviewing and updating current policies and procedures with a focus of ensuring we continually produce accurate, complete and reliable information. This policy outlines the segregation of duties during the process of designing, developing, testing, reviewing, and executing queries for external reporting.

- The Information Technology Center (ITC) designs and develops data queries
- *Query reports are reviewed by the Data Integrity and Management (DIM) Committee/Task Force for appropriateness, ensuring accuracy and completeness*
- The Admissions Office tests and executes the queries with the Admissions Counselors generating error reports weekly and the Admissions Director reviewing the Counselors' reports weekly.
- *Error reports are forwarded to DIM for review and feedback*

DATA GOVERNANCE AND MANAGEMENT

- *Queries/data are reviewed by DIM through the Department of Institutional Planning & Research (IPAR), Division of Research, Sponsored Programs & Institutional Effectiveness (RSPIE) for validation.*
- *Data is submitted to reporting entity by the Registrar.*

This process was implemented in Spring 2015. To ensure relevance, the policy will be regularly monitored by DIM/IPAR and adjusted as needed.

Submitted: AVC of Enrollment Management

Reviewed: VC Academic and Student Affairs

Reviewed by Data Integrity & Management Committee

Approved: Vice Chancellor for Research,
Sponsored Programs & Institutional
Effectiveness

Attachment 2: Customer Service Training Sign-In Sheets

1

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

	First Name	Last Name	Email address	Signature			
1	Amreen	Ajaz	harmanmeeran@yahoo.com				
2	Anthony	ALLEN SR.	anthony_allen@subr.edu				
3	Richard	Baker	richard_baker@subr.edu	<i>Richard Baker</i>			
4	Maya	Banks	maya_banks@subr.edu				
5	Sanjay	Batra	sanjay_batra@subr.edu	<i>Sanjay Batra</i>			
6	Mila	Berhane	milagro_berhane@suagcenter.com	<i>Mila Berhane</i>			
7	Mesomeh	Bibi Fatemi	masi_baghian@yahoo.com				
8	Frank	Boudreaux	frank_boudreaux@subr.edu	<i>Frank Boudreaux</i>			
9	Eric	Breud	eric_breud@subr.edu				
10	Helen	Brown	helen_brown@subr.edu	<i>Helen Brown</i>			
11	Alma	Brown	alma_brown@subr.edu	<i>Alma Brown</i>			
12	Luecreasie	Brown-Hill	luecreasie_brownhill@subr.edu	<i>Luecreasie Brown Hill</i>			
13	Cynthia	Bryant	cynthia_bryant@subr.edu				
14	Sandra	Byrd	sandra_byrd@subr.edu				
15	Glenda	Caine	glenda_caine@subr.edu	<i>Glenda Caine</i>			
16	Eric	Cantrelle	eric_cantrelle@subr.edu	<i>Eric Cantrelle</i>			
17	Charlotte	Carter-Milli	charlotte_carter@subr.edu				
18	Fatima	Chajia	fatima_chajia@subr.edu	<i>Fatima Chajia</i>			
19	Carla	Chappell	0622txt@rheg.follett.com	<i>Carla Chappell</i>			
20	Tamiko	Chatman	tchatman@sulc.edu	<i>Tamiko Chatman</i>			

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

TT Allain, Room 313

April 2, 2015 8:30 - 11:30 am

21	Kim	Chavis	kim_chavis@subr.edu	<i>Kim Chavis</i>			
22	Anthony	Clarke	anthony_clarke@subr.edu	<i>Anthony Clarke</i>			
23	La'Trina	Collins	latrina_collins@subr.edu				
24	Walter	Craig	walter_craig@subr.edu	<i>Walter G. Craig</i>			
25	Linda	Crawford	linda_crawford@subr.edu	<i>Linda Crawford</i>			
26	Christina	Crump	christina_crump@subr.edu	<i>Christina Crump</i>			
27	Katrina	Cunningham	katrina_cunningham@subr.edu	<i>Katrina M. Cunningham</i>			
28	Patricia	Doucet	patricia_doucet@subr.edu	<i>Patricia Doucet</i>			
29	Justin	Egbe	justin_egbe@suagcenter.com				
30	Otis	Elliott	otis_elliott@subr.edu				
31	Keith	Ellis	keith_ellis@subr.edu	<i>Keith D. Ellis</i>			
32	Irma	Farfan-Cobb	irma_cobb@subr.edu	<i>Irma Farfan Cobb</i>			
33	Vanessa	Ferchaud	vanessa_ferchaud@subr.edu	<i>Vanessa Ferchaud</i>			
34	Norma	Frank	norma_lemond@subr.edu				
35	Debora	Frost	debora_frost@subr.edu				
36	Devon	Gause	dgause@follett.com				
37	Frank	Gipson	frank_gipson@subr.edu				
38	Mfamara	Goita	mfamara_goita@suagcenter.com				
39	Nicolette	Gordon	nicolette_gordon@suagcenter.com				
40	Carl	Grant	carl_r_grant@subr.edu				

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Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

41	Daryl	Guerin	daryl_guerin@subr.edu			
42	Eli	Guillory	eli_guillory@subr.edu			
43	Leonard	Harris	leonard_harris@subr.edu			
44	James	Henson	james_henson@suagcenter.com			
45	Joyce	honeysucker	joyce_honeysucker@subr.edu			
46	Chun-Ling	Huang	chun-ling_huang@subr.edu			
47	ValaRay	Irvin	valaray_irvin@subr.edu			
48	Norman	Jackson	norman_jackson@subr.edu			
49	Linda	Jackson	linda_jackson@subr.edu			
50	Walfredo	Javier	waljavi9@aol.com			
51	Emelda	Jefferson	emelda_jefferson@subr.edu			
52	Harlan	Jerro	dwayne_jerro@subr.edu			
53	Jacqueline	Johnson	jacqueline_johnson@subr.edu			
54	Mary	Johnson	mary_johnson@subr.edu			
55	Cynthia W	Johnson	cynthia_johnson@subr.edu			
56	Ghanashyam	Joshi	ghanashyam_joshi@subr.edu			
57	Margarita	Khachatury	margarita_khachaturyan@suagcenter.com			
58	Benny	LaBran	benny_labran@subr.edu			
59	Fred	Lacy	fred_lacy@subr.edu			
60	Derrick	Lee	derrick_lee@subr.edu			
61	Oreather	Lee	oreather_lee@subr.edu			

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T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

62	Carlton	Long	carlon_long@subr.edu			
63	ONYUMBE (LUKONGO	onyumbe_lukongo@suagcenter.com			
64	Fatemeh	Malekian	fatemeh_malekian@suagcenter.com			
65	Athel	Martin	athel_martin@subr.edu			
66	Kimberly	McCoy	kimberlymccoy@subr.edu			
67	francesca	mellieon-w	francesca_williams@subr.edu			
68	Patrick	Mensah	patrick_mensah@subr.edu			
69	Thomas`	Miller	thomas_miller@subr.edu			
70	Jerry	Morris	jerry_morris@subr.edu			
71	Humberto	Munoz Bar	humberto_munoz@subr.edu			
72	S	Murthy	s_murthy@subr.edu			
73	Robert	Nissen	robert_nissen@subr.edu			
74	Chris	Odinet	codinet@sulc.edu			
75	Naville	Oubre	naville_oubre@subr.edu			
76	Doris	Patterson	doristpat@aol.com			
77	Joyce	Peralta	joyce_peralta@subr.edu			
78	Gwendolyn	Perkins	gwendolyn_perkins@subr.edu			
79	Edward	Pratt	edward_pratt@subr.edu			
80	Patsy	price	patsy_price@subr.edu			
81	Angela	Proctor	angela_proctor@subr.edu			
82	Jermaine	Proshee	jermaine_proshee@subr.edu			
83	Mysore	Ramaswam	mysore_ramaswamy@subr.edu			

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

84	Kenneth	Rivitie	kenneth_rivitie@subr.edu			
85	Linda	Roberson	linda_roberson@subr.edu			
86	Carolyn	Robinson	carolyn_robinson@suagcenter.com			
87	Jane	Robinson	jane_robinson@subr.edu			
88	sumita	roy	sumita_roy@subr.edu			
89	Kyle	Russell	kyle_russell@subr.edu			
90	sandra	scarborough	sandra_scarborough@subr.edu			
91	Joyce	Selders Tub	joyce_tubbs@suagcenter.com			
92	Tamika	Self	tamika_self@subr.edu			
93	Claudette	Smith-Brow	csmithbrown@sulc.edu			
94	Tyrone	Tanner	tyrone_tanner@subr.edu			
95	James	Taylor	james_taylor@subr.edu			
96	Henry	Thurman	henry_thurman@subr.edu			
97	Richard	Troullier	richard_troullier@subr.edu			
98	charles	vincent	charles_vincent@subr.edu			
99	Samuel	Washington	samuel_washington@subr.edu			
100	Deborah	Washington	deborah_washington@subr.edu			
101	Phillip	Watkins	philip_watkins@subr.edu			
102	Kim	Wilkinson	kimberly_wilkinson@subr.edu			
103	Sonita	Williams	sonita_williams@subr.edu			
104	Anner	Young	anner_young@subr.edu			

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

105	Luria	Young	luria_young@subr.edu			
106	WADSW	CHAMBERS	WADSW_CHAMBERS@SUBR.EDU			
107	Yotunde	Downing	Yotunde_Downing@subr.edu			
108	Curtis	Chisley	Curtis-Chisley@SUAgCenter.com			
109	Arthur	Dantzer	Arthur-Dantzer@SUAgCenter.com			
110						
111						
112						
113						
114						
115						
116						
117						
118						
119						
120						

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

	First Name	Last Name	Email address	Signature			
1	Amreen	Ajaz	harmanmeeran@yahoo.com				
2	Anthony	ALLEN SR.	anthony_allen@subr.edu				
3	Richard	Baker	richard_baker@subr.edu				
4	Maya	Banks	maya_banks@subr.edu				
5	Sanjay	Batra	sanjay_batra@subr.edu				
6	Mila	Berhane	milagro_berhane@suagcenter.com				
7	Mesomeh	Bibi Fatemi	masi_baghian@yahoo.com				
8	Frank	Boudreaux	frank_boudreaux@subr.edu				
9	Eric	Breud	eric_breud@subr.edu				
10	Helen	Brown	helen_brown@subr.edu				
11	Alma	Brown	alma_brown@subr.edu				
12	Luecreasie	Brown-Hill	luecreasie_brownhill@subr.edu				
13	Cynthia	Bryant	cynthia_bryant@subr.edu				
14	Sandra	Byrd	sandra_byrd@subr.edu				
15	Glenda	Caine	glenda_caine@subr.edu				
16	Eric	Cantrelle	eric_cantrelle@subr.edu				
17	Charlotte	Carter-Milli	charlotte_carter@subr.edu				
18	Fatima	Chajia	fatima_chajia@subr.edu				
19	Carla	Chappell	0622txt@rhcg.follett.com				
20	Tamiko	Chatman	tchatman@sulc.edu				

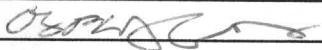
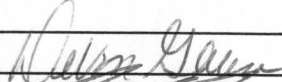
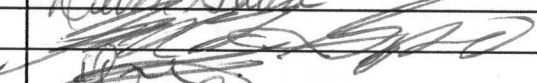

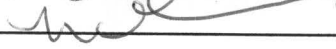
Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

21	Kim	Chavis	kim_chavis@subr.edu				
22	Anthony	Clarke	anthony_clarke@subr.edu				
23	La'Trina	Collins	latrina_collins@subr.edu				
24	Walter	Craig	walter_craig@subr.edu				
25	Linda	Crawford	linda_crawford@subr.edu				
26	Christina	Crump	christina_crump@subr.edu				
27	Katrina	Cunningham	katrina_cunningham@subr.edu				
28	Patricia	Doucet	patricia_doucet@subr.edu				
29	Justin	Egbe	justin_egbe@suagcenter.com				
30	Otis	Elliott	otis_elliott@subr.edu				
31	Keith	Ellis	keith_ellis@subr.edu				
32	Irma	Farfan-Cobb	irma_cobb@subr.edu				
33	Vanessa	Ferchaud	vanessa_ferchaud@subr.edu				
34	Norma	Frank	norma_lemond@subr.edu				
35	Debora	Frost	debora_frost@subr.edu				
36	Devon	Gause	dgause@follett.com				
37	Frank	Gipson	frank_gipson@subr.edu				
38	Mfamara	Goita	mfamara_goita@suagcenter.com				
39	Nicolette	Gordon	nicolette_gordon@suagcenter.com				
40	Carl	Grant	carl_r_grant@subr.edu				

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet
 Excellence in Customer Service
 T T Allain, Room 313
 April 2, 2015 8:30 - 11:30 am

41	Daryl	Guerin	daryl_guerin@subr.edu	<i>Daryl Guerin</i>			
42	Eli	Guillory	eli_guillory@subr.edu	<i>Eli Guillory</i>			
43	Leonard	Harris	leonard_harris@subr.edu	<i>Leonard Harris</i>			
44	James	Henson	james_henson@suagcenter.com	<i>James T. Henson</i>			
45	Joyce	honeysucker	joyce_honeysucker@subr.edu				
46	Chun-Ling	Huang	chun-ling_huang@subr.edu	<i>Chun-Ling Huang</i>			
47	ValaRay	Irvin	valaray_irvin@subr.edu	<i>ValaRay Irvin</i>			
48	Norman	Jackson	norman_jackson@subr.edu				
49	Linda	Jackson	linda_jackson@subr.edu	<i>Linda Jackson</i>			
50	Walfredo	Javier	waljavi9@aol.com	<i>W. Javier</i>			
51	Emelda	Jefferson	emelda_jefferson@subr.edu				
52	Harlan	Jerro	dwayne_jerro@subr.edu	<i>Dwayne Jerro</i>			
53	Jacqueline	Johnson	jacqueline_johnson@subr.edu	<i>Jacqueline Johnson</i>			
54	Mary	Johnson	mary_johnson@subr.edu	<i>Mary Johnson</i>			
55	Cynthia W	Johnson	cynthia_johnson@subr.edu	<i>Cynthia W. Johnson</i>			
56	Ghanashyan	Joshi	ghanashyam_joshi@subr.edu	<i>Ghanashyam Joshi</i>			
57	Margarita	Khachatury	margarita_khachaturyan@suagcenter.com	<i>Margarita</i>			
58	Benny	LaBran	benny_labran@subr.edu	<i>Benny LaBran</i>			
59	Fred	Lacy	fred_lacy@subr.edu	<i>Fred Lacy</i>			
60	Derrick	Lee	derrick_lee@subr.edu	<i>Derrick Lee</i>			
61	Oreather	Lee	oreather_lee@subr.edu	<i>Oreather Lee</i>			

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

62	Carlton	Long	carlon_long@subr.edu	<i>Carlton N Long</i>			
63	ONYUMBE	LUKONGO	onyumbe_lukongo@suagcenter.com	<i>onyumbe lukongo</i>			
64	Fatemeh	Malekian	fatemeh_malekian@suagcenter.com	<i>Fatemeh Malekian</i>			
65	Athel	Martin	athel_martin@subr.edu	<i>Athel Martin</i>			
66	Kimberly	McCoy	kimberlymccoy@subr.edu				
67	francesca	mellieon-w	francesca_williams@subr.edu	<i>francesca m. mellieon-w</i>			
68	Patrick	Mensah	patrick_mensah@subr.edu				
69	Thomas`	Miller	thomas_miller@subr.edu				
70	Jerry	Morris	jerry_morris@subr.edu	<i>Jerry Morris</i>			
71	Humberto	Munoz Bar	humberto_munoz@subr.edu	<i>Humberto Munoz Bar</i>			
72	S	Murthy	s_murthy@subr.edu	<i>S Murthy</i>			
73	Robert	Nissen	robert_nissen@subr.edu				
74	Chris	Odinet	codinet@sulc.edu				
75	Naville	Oubre	naville_oubre@subr.edu				
76	Doris	Patterson	doristpat@aol.com				
77	Joyce	Peralta	joyce_peralta@subr.edu				
78	Gwendolyn	Perkins	gwendolyn_perkins@subr.edu				
79	Edward	Pratt	edward_pratt@subr.edu	<i>Edward Pratt</i>			
80	Patsy	price	patsy_price@subr.edu				
81	Angela	Proctor	angela_proctor@subr.edu				
82	Jermaine	Proshee	jermaine_proshee@subr.edu				
83	Mysore	Ramaswam	mysore_ramaswamy@subr.edu				

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

84	Kenneth	Rivitie	kenneth_rivitie@subr.edu			
85	Linda	Roberson	linda_roberson@subr.edu			
86	Carolyn	Robinson	carolyn_robinson@suagcenter.com			
87	Jane	Robinson	jane_robinson@subr.edu			
88	sumita	roy	sumita_roy@subr.edu			
89	Kyle	Russell	kyle_russell@subr.edu			
90	sandra	scarboroug	sandra_scarborough@subr.edu			
91	Joyce	Selders Tub	joyce_tubbs@suagcenter.com			
92	Tamika	Self	tamika_self@subr.edu			
93	Claudette	Smith-Brow	csmithbrown@sulc.edu			
94	Tyrone	Tanner	tyrone_tanner@subr.edu			
95	James	Taylor	james_taylor@subr.edu			
96	Henry	Thurman	henry_thurman@subr.edu			
97	Richard	Troullier	richard_troullier@subr.edu			
98	charles	vincent	charles_vincent@subr.edu			
99	Samuel	Washington	samuel_washington@subr.edu			
100	Deborah	Washington	deborah_washington@subr.edu			
101	Phillip	Watkins	philip_watkins@subr.edu			
102	Kim	Wilkinson	kimberly_wilkinson@subr.edu			
103	Sonita	Williams	sonita_williams@subr.edu			
104	Anner	Young	anner_young@subr.edu			

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet
Excellence in Customer Service
T T Allain, Room 313
April 2, 2015 8:30 - 11:30 am

105	Luria	Young	luria_young@subr.edu			
106	MASOMEH	FATEMI	masi-bagliani@yahoo.com			
107	Deshawn	Julian	D622mqr@Follett.com			
108	EARL	Collins				
109	Kevin	Lewis	Kevin-Lewis@subr.edu			
110	Douglas	Ellis				
111	Rau	Uppu	rau_uppu@subr.edu			
112						
113						
114						
115						
116						
117						
118						
119						
120						

BLEVINS, EDGAR EDGAR_BLEVIN@SUBR.EDU. Edgar RB

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet
Excellence in Customer Service

T T Allain, Room 313
April 2, 2015 8:30 - 11:30 am

	First Name	Last Name	Email address	Signature			
1	Amreen	Ajaz	harmanmeeran@yahoo.com				
2	Anthony	ALLEN SR.	anthony_allen@subr.edu				
3	Richard	Baker	richard_baker@subr.edu				
4	Maya	Banks	maya_banks@subr.edu				
5	Sanjay	Batra	sanjay_batra@subr.edu				
6	Mila	Berhane	milagro_berhane@suagcenter.com				
7	Mesomeh	Bibi Fatemi	masi_baghian@yahoo.com				
8	Frank	Boudreaux	frank_boudreaux@subr.edu				
9	Eric	Breud	eric_breud@subr.edu				
10	Helen	Brown	helen_brown@subr.edu				
11	Alma	Brown	alma_brown@subr.edu				
12	Luecreasie	Brown-Hill	luecreasie_brownhill@subr.edu				
13	Cynthia	Bryant	cynthia_bryant@subr.edu				
14	Sandra	Byrd	sandra_byrd@subr.edu				
15	Glenda	Caine	glenda_caine@subr.edu				
16	Eric	Cantrelle	eric_cantrelle@subr.edu				
17	Charlotte	Carter-Milli	charlotte_carter@subr.edu				
18	Fatima	Chajia	fatima_chajia@subr.edu				
19	Carla	Chappell	0622txt@rheg.follett.com				
20	Tamiko	Chatman	tchatman@sulc.edu				

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Training Sign in Sheet

Excellence in Customer Service

T T Allain, Room 313

April 2, 2015 8:30 - 11:30 am

21	Kim	Chavis	kim_chavis@subr.edu				
22	Anthony	Clarke	anthony_clarke@subr.edu				
23	La'Trina	Collins	latrina_collins@subr.edu				
24	Walter	Craig	walter_craig@subr.edu				
25	Linda	Crawford	linda_crawford@subr.edu				
26	Christina	Crump	christina_crump@subr.edu				
27	Katrina	Cunningham	katrina_cunningham@subr.edu				
28	Patricia	Doucet	patricia_doucet@subr.edu				
29	Justin	Egbe	justin_egbe@suagcenter.com				
30	Otis	Elliott	otis_elliott@subr.edu				
31	Keith	Ellis	keith_ellis@subr.edu				
32	Irma	Farfan-Cobb	irma_cobb@subr.edu				
33	Vanessa	Ferchaud	vanessa_ferchaud@subr.edu				
34	Norma	Frank	norma_lemond@subr.edu				
35	Debora	Frost	debora_frost@subr.edu				
36	Devon	Gause	dgause@follett.com				
37	Frank	Gipson	frank_gipson@subr.edu				
38	Mfamara	Goita	mfamara_goita@suagcenter.com				
39	Nicolette	Gordon	nicolette_gordon@suagcenter.com				
40	Carl	Grant	carl_r_grant@subr.edu				

Attachment 2: Customer Service Training Sign-In Sheets

Training Sign in Sheet
 Excellence in Customer Service



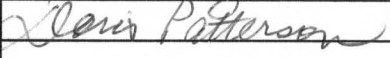
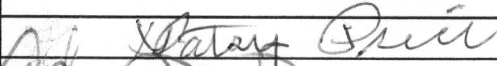


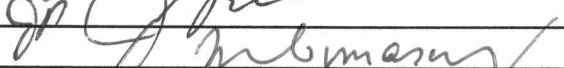
T T Allain, Room 313
 April 2, 2015 8:30 - 11:30 am

41	Daryl	Guerin	daryl_guerin@subr.edu			
42	Eli	Guillory	eli_guillory@subr.edu			
43	Leonard	Harris	leonard_harris@subr.edu			
44	James	Henson	james_henson@suagcenter.com			
45	Joyce	honeysucker	joyce_honeysucker@subr.edu			
46	Chun-Ling	Huang	chun-ling_huang@subr.edu			
47	ValaRay	Irvin	valaray_irvin@subr.edu			
48	Norman	Jackson	norman_jackson@subr.edu			
49	Linda	Jackson	linda_jackson@subr.edu			
50	Walfredo	Javier	waljavi9@aol.com			
51	Emelda	Jefferson	emelda_jefferson@subr.edu			
52	Harlan	Jerro	dwayne_jerro@subr.edu			
53	Jacqueline	Johnson	jacqueline_johnson@subr.edu			
54	Mary	Johnson	mary_johnson@subr.edu			
55	Cynthia W	Johnson	cynthia_johnson@subr.edu			
56	Ghanashyam	Joshi	ghanashyam_joshi@subr.edu			
57	Margarita	Khachatury	margarita_khachaturyan@suagcenter.com			
58	Benny	LaBran	benny_labran@subr.edu			
59	Fred	Lacy	fred_lacy@subr.edu			
60	Derrick	Lee	derrick_lee@subr.edu			
61	Oreather	Lee	oreather_lee@subr.edu			

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Training Sign in Sheet
 Excellence in Customer Service

T T Allain, Room 313
 April 2, 2015 8:30 - 11:30 am

62	Carlton	Long	carlon_long@subr.edu			
63	ONYUMBE (LUKONGO	onyumbe_lukongo@suagcenter.com			
64	Fatemeh	Malekian	fatemeh_malekian@suagcenter.com			
65	Athel	Martin	athel_martin@subr.edu			
66	Kimberly	McCoy	kimberlymccoy@subr.edu			
67	francesca	mellieon-w	francesca_williams@subr.edu			
68	Patrick	Mensah	patrick_mensah@subr.edu			
69	Thomas`	Miller	thomas_miller@subr.edu			
70	Jerry	Morris	jerry_morris@subr.edu			
71	Humberto	Munoz Bar	humberto_munoz@subr.edu			
72	S	Murthy	s_murthy@subr.edu			
73	Robert	Nissen	robert_nissen@subr.edu			
74	Chris	Odinet	codinet@sulc.edu			
75	Naville	Oubre	naville_oubre@subr.edu			
76	Doris	Patterson	doristpat@aol.com			
77	Joyce	Peralta	joyce_peralta@subr.edu			
78	Gwendolyn	Perkins	gwendolyn_perkins@subr.edu			
79	Edward	Pratt	edward_pratt@subr.edu			
80	Patsy	price	patsy_price@subr.edu			
81	Angela	Proctor	angela_proctor@subr.edu			
82	Jermaine	Proshee	jermaine_proshee@subr.edu			
83	Mysore	Ramaswam	mysore_ramaswamy@subr.edu			

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Training Sign in Sheet
Excellence in Customer Service

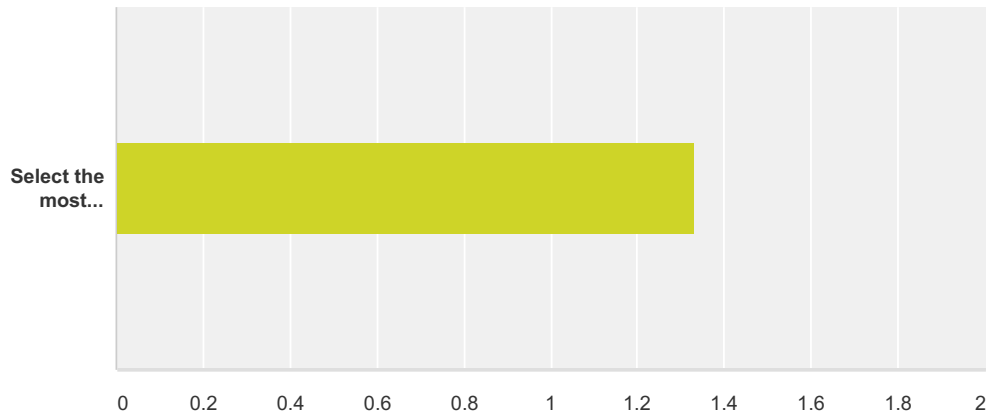
T T Allain, Room 313
April 2, 2015 8:30 - 11:30 am

84	Kenneth	Rivitie	kenneth_rivitie@subr.edu				
85	Linda	Roberson	linda_roberson@subr.edu	Linda Roberson			
86	Carolyn	Robinson	carolyn_robinson@suagcenter.com				
87	Jane	Robinson	jane_robinson@subr.edu				
88	sumita	roy	sumita_roy@subr.edu	Sumita Roy			
89	Kyle	Russell	kyle_russell@subr.edu				
90	sandra	scarboroug	sandra_scarborough@subr.edu				
91	Joyce	Selders Tub	joyce_tubbs@suagcenter.com				
92	Tamika	Self	tamika_self@subr.edu				
93	Claudette	Smith-Brow	csmithbrown@sulc.edu				
94	Tyrone	Tanner	tyrone_tanner@subr.edu				
95	James	Taylor	james_taylor@subr.edu	James Taylor			
96	Henry	Thurman	henry_thurman@subr.edu				
97	Richard	Troullier	richard_troullier@subr.edu	Richard Troullier			
98	charles	vincent	charles_vincent@subr.edu	Charles Vincent			
99	Samuel	Washington	samuel_washington@subr.edu	Samuel Washington			
100	Deborah	Washington	deborah_washington@subr.edu	Deborah Washington			
101	Phillip	Watkins	philip_watkins@subr.edu	Phillip Watkins			
102	Kim	Wilkinson	kimberly_wilkinson@subr.edu	Kim Wilkinson			
103	Sonita	Williams	sonita_williams@subr.edu	Sonita Williams			
104	Anner	Young	anner_young@subr.edu	Anner Young			

Attachment 2: Customer Service Participant Survey

Q1 I am clear on how to apply what I learned on the job.

Answered: 48 Skipped: 1



	Strongly agree	Agree	Disagree	Strongly disagree	Total	Weighted Average
Select the most appropriate answer.	75.00% 36	20.83% 10	0.00% 0	4.17% 2	48	1.33

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature		
1	Ksmran	Abdollahi	kamran_abdollahi@suagcenter.com				
2	Kamran	Abdollahi	kamran_abdollahi@subr.edu				
3	steven	alfred	steven_alfred@subr.edu				
4	ANTHONY	ALLEN	anthony_allen@subr.edu		<i>Anthony Allen</i>		
5	Pamela	Anderson	panderson@sulc.edu				
6	Donald	Anderson	donald_anderson@subr.edu				
7	Deidra	Atkins-Ball	deidra_atkinsball@subr.edu				
8	Tracey	Barton	tracey_barton@subr.edu				
9	Abe	Bonham	abe_bonham@subr.edu				
10	Kathy	Bowersox	kathlyn_bowersox@subr.edu		<i>Kathy Bowersox</i>		
11	Mahmoud	Braima	mahmoud_braima@subr.edu				
12	Joy	Bundy	joybundy@gmail.com				
12	Mary	Carruth	mary_carruth@subr.edu				
13	spencer	CARTER	spencer_carter@subr.edu				
14	Deborah	Clark	teachlearners@yahoo.com		<i>Deborah Clark</i>		
15	Calaundra	Clarke	cclarke@sulc.edu		<i>Calaundra M. Clarke</i>		
16	Shawn	Comminey	shawn_comminey@subr.edu				
17	oswald	dauvergne	odove@yahoo.com				
18	Natalie	D'Auvergne-La	natalie_dauvergnel@subr.edu				
19	Roxanne	Davidson	roxanne_davidson@subr.edu		<i>Roxanne M. Davidson</i>		
20	Dorothy	Davis	tworare@bellsouth.net				
21	Bronwyn	Dickson	bronwyn_dickson@subr.edu				
22	Brandon	Dumas	brandon_dumas@subr.edu				
23	Sheena	Dunbar	sheena_dunbar@subr.edu				
24	Beulah	Edwards	beulah_edwards@subr.edu				
25	Damien	Ejigiri	dejigiri@yahoo.com		<i>Damien</i>		

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet


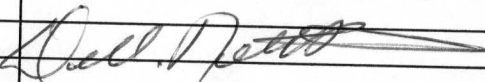
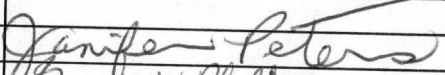
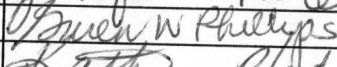

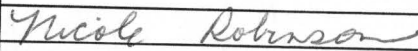
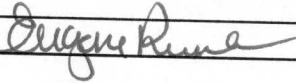
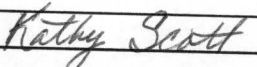

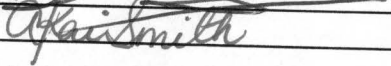
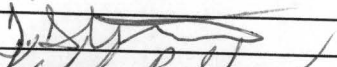
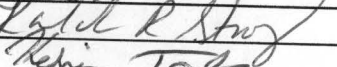
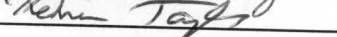
	First name	Last name	Email address	P number	Signature		
26	Cheryl	Ferrygood	cheryl_ferrygood@subr.edu				
27	Felicia	Forman	fforman@sulc.edu				
26	Jessie	Foster	jessie_foster@subr.edu		<i>Jessie Foster</i>		
28	Jocha	Gordon	jocha_gordon@subr.edu				
29	nicole	gray	latasha_gray@subr.edu		<i>Nicole Gray</i>		
30	Ebony	Gray	colleggyrl18@gmail.com				
31	LaTonya	Green-Jones	latonya_greenjones@subr.edu				
32	robert	guess	robert_guess@subr.edu				
33	olevia	harris	olevia_harris@subr.edu				
34	Joycelyn	Harrison	joycelyn_harrison@subr.edu				
35	L.	Hart	lorenzo_hart@subr.edu				
36	Nathan	Haymer	nathan_haymer@subr.edu				
37	Don	Hernandez	don_hernandez@subr.edu				
38	Veronica	Hill	veronica_hill@subr.edu				
39	Cary	Hollins	cary_clark@subr.edu		<i>Veronica B Hill</i>		
40	Beante	Holmes	beante_beverly_00@subr.edu		<i>Cary Hollins</i>		
41	Stephen	Jaros	stephen_jaros@subr.edu		<i>Beante Holmes</i>		
42	Delores	Johnson	delores_johnson@subr.edu				
43	SHELDON	JONES	lataya_cryer@subr.edu				
44	Angela	Jones	angela_jones@subr.edu				
45	DeShawn	Julian	djulian@follett.com				
46	Diana	Kelly	diana_kelly@subr.edu				
47	George	Kirk	george_kirk@subr.edu				
48	Sanjay	Kodiyalam	sanjay_kodiyalam@subr.edu				
49	jarrett	landor	jarrett_landor@subr.edu				
50	Teresa	Lavastida	tlavastida@cox.net				

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

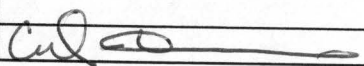
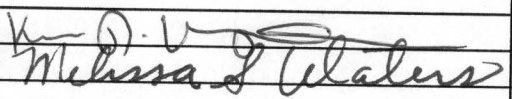
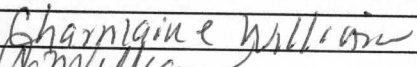
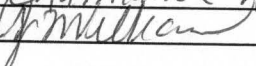
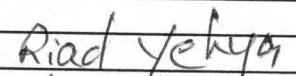
	First name	Last name	Email address	P number	Signature		
51	Cynthia	Manson	cynthia_manson@subr.edu				
52	LOUIS	METEVIEWA	louis_meteviewa@subr.edu				
53	Alva	Millican	alva_millican@subr.edu				
54	Della	Netter-Perkins	della_netterperkins@subr.edu				
55	Joyce	O'Rourke	joyce_orourke@subr.edu				
56	Maletta	Payne	maletta_payne@subr.edu				
57	Janifer	Peters	janifer_peters@subr.edu				
58	Gwendolyn	Phillips	gwendolyn_phillips@subr.edu				
59	Katherine	Plant	katherine_plant@subr.edu				
60	Eric	Pugh	eric_pugh@subr.edu				
61	A	Richard	travis_richard@subr.edu				
62	Roslyn	Richardson	roslyn_richardson@subr.edu				
63	Nicole	Robinson	nicole_robinson@subr.edu				
64	MELVIN	ROBINSON	melvin_robinson@subr.edu				
65	Tonya	Rose	tonya_rose@subr.edu				
66	Eugene	Runles	eugene_runles@suagcenter.com				
67	Bernice	Ruth	bernice_ruth@subr.edu				
68	MAJOR	SAUNDERS	major_saunders@subr.edu				
69	Kathy	Scott					
70	Carol	Septs	csepts@sulc.edu				
71	Brian	Simmons	brian_simmons@subr.edu				
72	Akai	Smith	akai_smith@subr.edu				
73	Jeriece	Snowden	jeriece_snowden@subr.edu				
74	Tonya	Stewart	tstewart@follett.com				
75	Kamilah	Stroy	kamilah_stroy@subr.edu				
76	Kedric	Taylor	kedric_taylor_01@subr.edu				

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015


Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature		
77	Netter	Thomas	regina_thomas@subr.edu				
78	Cedric	Upshaw	cedric_upshaw@sus.edu				
79	Erika	Valentine	erika_edwards@subr.edu				
80	Brenda	Walton	brenda_walton@subr.edu				
81	Weihua	Wang	weihua_wang@subr.edu				
82	Krystle	Washington	krystle_washington@suagcenter.com				
83	Melissa	Waters	melissawaters@cox.net				
84	Paula	Whitmore	paula_whitmore@subr.edu				
85	Charmaine	Williams	charmaine_williams@subr.edu				
86	Juliette	Williams	juliette_williams@subr.edu				
87	Loyce	Williams	lwilliams@sulc.edu				
88	George	Williams, Jr.	george_williams@subr.edu				
89	Riad	Yehya	riad_yehya@subr.edu				

90 | AMITAVA JANA amitava_jana@subr.edu

Bynum, Veronica

Jana


Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature		
1	Ksmran	Abdollahi	kamran_abdollahi@suagcenter.com				
2	Kamran	Abdollahi	kamran_abdollahi@subr.edu				
3	steven	alfred	steven_alfred@subr.edu				
4	ANTHONY	ALLEN	anthony_allen@subr.edu				
5	Pamela	Anderson	panderson@sulc.edu				
6	Donald	Anderson	donald_anderson@subr.edu		<i>Pamela Anderson</i>		
7	Deidra	Atkins-Ball	deidra_atkinsball@subr.edu		<i>Deidra Atkins Ball</i>		
8	Tracey	Barton	tracey_barton@subr.edu		<i>Tracey Barton</i>		
9	Abe	Bonham	abe_bonham@subr.edu		<i>Abe Bonham</i>		
10	Kathy	Bowersox	kathlyn_bowersox@subr.edu				
11	Mahmoud	Braima	mahmoud_braima@subr.edu		<i>Mahmoud Braima</i>		
12	Joy	Bundy	joybundy@gmail.com				
12	Mary	Carruth	mary_carruth@subr.edu				
13	spencer	CARTER	spencer_carter@subr.edu				
14	Deborah	Clark	teachlearners@yahoo.com				
15	Calaundra	Clarke	cclarke@sulc.edu				
16	Shawn	Comminey	shawn_comminey@subr.edu		<i>Shawn Comminey</i>		
17	oswald	dauvergne	odove@yahoo.com				
18	Natalie	D'Auvergne-La	natalie_dauvergnel@subr.edu		<i>Natalie D'Auvergne-La</i>		
19	Roxanne	Davidson	roxanne_davidson@subr.edu				
20	Dorothy	Davis	tworare@bellsouth.net				
21	Bronwyn	Dickson	bronwyn_dickson@subr.edu		<i>Bronwyn Dickson</i>		
22	Brandon	Dumas	brandon_dumas@subr.edu				
23	Sheena	Dunbar	sheena_dunbar@subr.edu				
24	Beulah	Edwards	beulah_edwards@subr.edu		<i>Beulah Edwards</i>		
25	Damien	Ejigiri	dejigiri@yahoo.com				

Raymond Clarke raymond_clarke@subr.edu

Raymond Clark

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature
26	Cheryl	Ferrygood	cheryl_ferrygood@subr.edu		Cheryl E Ferrygood
27	Felicia	Forman	fforman@sulc.edu		
26	Jessie	Foster	jessie_foster@subr.edu		Jessie Foster
28	Jocha	Gordon	jocha_gordon@subr.edu		
29	nicole	gray	latasha_gray@subr.edu		
30	Ebony	Gray	collegetyrl18@gmail.com		
31	LaTonya	Green-Jones	latonya_greenjones@subr.edu		LaTonya Green-Jones
32	robert	guess	robert_guess@subr.edu		Robert Guess
33	olevia	harris	olevia_harris@subr.edu		Olevia Harris
34	Joycelyn	Harrison	joycelyn_harrison@subr.edu		Joycelyn Harrison
35	L.	Hart	lorenzo_hart@subr.edu		L. Hart
36	Nathan	Haymer	nathan_haymer@subr.edu		Nathan Haymer
37	Don	Hernandez	don_hernandez@subr.edu		Don Hernandez
38	Veronica	Hill	veronica_hill@subr.edu		Veronica Hill
39	Cary	Hollins	cary_clark@subr.edu		Cary Hollins
40	Beante	Holmes	beante_beverly_00@subr.edu		Beante Holmes
41	Stephen	Jaros	stephen_jaros@subr.edu		Stephen Jaros
42	Delores	Johnson	delores_johnson@subr.edu		Delores Johnson
43	SHELDON	JONES	lataya_cryer@subr.edu		Sheldon Jones
44	Angela	Jones	angela_jones@subr.edu		Angela Jones
45	DeShawn	Julian	djulian@follett.com		DeShawn Julian
46	Diana	Kelly	diana_kelly@subr.edu		Diana Kelly
47	George	Kirk	george_kirk@subr.edu		George Kirk
48	Sanjay	Kodiyalam	sanjay_kodiyalam@subr.edu		K. Sanjay
49	jarrett	landor	jarrett_landor@subr.edu		Jarrett Landor
50	Teresa	Lavastida	tlavastida@cox.net		Teresa Lavastida

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature		
51	Cynthia	Manson	cynthia_manson@subr.edu		<i>Cynthia D. Manson</i>		
52	LOUIS	METEVI	louis_metevia@subr.edu				
53	Alva	Millican	alva_millican@subr.edu				
54	Della	Netter-Perkins	della_netterperkins@subr.edu				
55	Joyce	O'Rourke	joyce_orourke@subr.edu		<i>Joyce O'Rourke</i>		
56	Maletta	Payne	maletta_payne@subr.edu				
57	Janifer	Peters	janifer_peters@subr.edu				
58	Gwendolyn	Phillips	gwendolyn_phillips@subr.edu				
59	Katherine	Plant	katherine_plant@subr.edu				
60	Eric	Pugh	eric_pugh@subr.edu		<i>Eric Pugh</i>		
61	A T	Richard	travis_richard@subr.edu		<i>Travis Richard</i>		
62	Roslyn	Richardson	roslyn_richardson@subr.edu				
63	Nicole	Robinson	nicole_robinson@subr.edu				
64	MELVIN	ROBINSON	melvin_robinson@subr.edu				
65	Tonya	Rose	tonya_rose@subr.edu		<i>MAJ</i>		
66	Eugene	Runles	eugene_runles@suagcenter.com		<i>E. Runles</i>		
67	Bernice	Ruth	bernice_ruth@subr.edu		<i>B. Ruth</i>		
68	MAJOR	SAUNDERS	major_saunders@subr.edu				
69	Kathy	Scott					
70	Carol	Septs	csepts@sulc.edu				
71	Brian	Simmons	brian_simmons@subr.edu				
72	Akai	Smith	akai_smith@subr.edu				
73	Jeriece	Snowden	jeriece_snowden@subr.edu		<i>Jeriece Snowden</i>		
74	Tonya	Stewart	tstewart@follett.com				
75	Kamilah	Stroy	kamilah_stroy@subr.edu				
76	Kedric	Taylor	kedric_taylor_01@subr.edu				

Attachment 2: Customer Service Training Sign-In Sheets

5/4/2015

Southern University
Customer Service

Sign in sheet

	First name	Last name	Email address	P number	Signature		
77	Regina	Netter-Thomas	regina_thomas@subr.edu		Regina Thomas		
78	Cedric	Upshaw	cedric_upshaw@sus.edu				
79	Erika	Valentine	erika_edwards@subr.edu		Erika Edwards Valentine		
80	Brenda	Walton	brenda_walton@subr.edu		Brenda Walton		
81	Weihua	Wang	weihua_wang@subr.edu				
82	Krystle	Washington	krystle_washington@suagcenter.com				
83	Melissa	Waters	melissawaters@cox.net				
84	Paula	Whitmore	paula_whitmore@subr.edu				
85	Charmaine	Williams	charmaine_williams@subr.edu				
86	Juliette	Williams	juliette_williams@subr.edu				
87	Loyce	Williams	lwilliams@sulc.edu		Loyce Williams		
88	George	Williams, Jr.	george_williams@subr.edu				
89	Riad	Yehya	riad_yehya@subr.edu				

Brandi Johnson brandi-johnson@subr.edu

B. O. Johnson

77- Regina Netter-Thomas

Ty JACKSON 1369mgr@bollett.com

Tyrone Tanner

Tyrone Tanner

Jessica Lawal 5028412@gmail.com

Jessica Lawal

Ian Hollins Ian.Hollins@subr

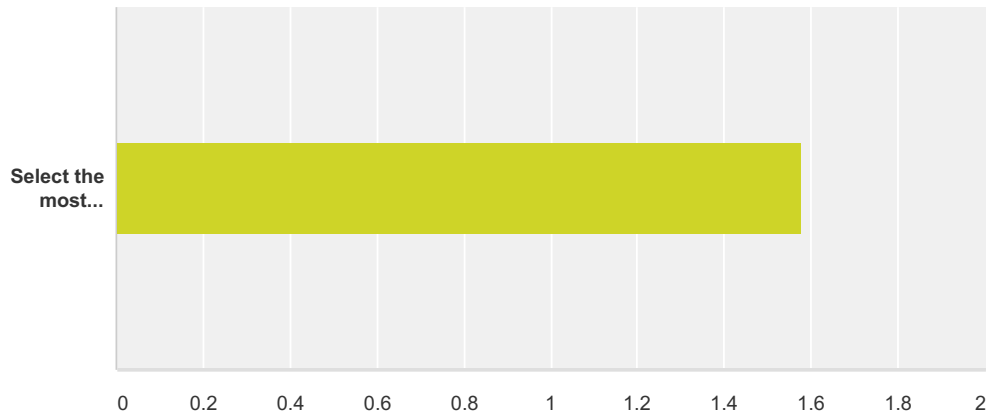
Ian Hollins

Michelle Anderson Michelle.Anderson@subr.edu

Michelle Anderson

Q1 I am clear on how to apply what I learned on the job.

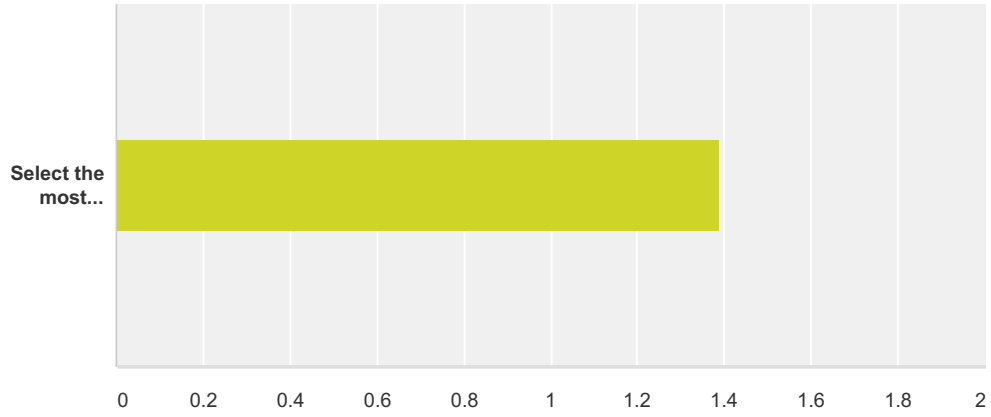
Answered: 26 Skipped: 0



	Strongly agree	Agree	Disagree	Strongly disagree	Total	Weighted Average
Select the most appropriate answer.	46.15% 12	50.00% 13	3.85% 1	0.00% 0	26	1.58

Q1 I am clear on how to apply what I learned on the job.

Answered: 38 Skipped: 0



	Strongly agree	Agree	Disagree	Strongly disagree	Total	Weighted Average
Select the most appropriate answer.	71.05% 27	23.68% 9	0.00% 0	5.26% 2	38	1.39

8:30 - 11:30 am

Customer Service

	Last name	First name	Email address	P number	Signature		
1	Adams	Latania	latania_adams@subr.edu		<i>Latania Adams</i>		
2	Addison	Anissa	anissa_addison@subr.edu				
3	Anderson	Dwayne	dwayne_anderson@subr.edu				
4	Augustine	Zanetta	zanetta_augustine@suagcenter.com		<i>Zanetta Augustine</i>		
5	Betts	Silvia	sbetts@sulc.edu				
6	Brown	Ivory	ivory_brown@subr.edu				
7	Bundy	Joy	joy_bundy@subr.edu		<i>Joy Bundy</i>		
8	coleman	Kaye	kaye_coleman@subr.edu		<i>Patricia Coleman</i>		
9	Coleman	Patricia	patricia_coleman@subr.edu				
10	Dabney	Katrina	ms.trina07@yahoo.com				
11	Davis	Sharon	sharon_davis@subr.edu				
12	Doherty	Marilyn	marilyn_doherty@subr.edu				
12	Dukes	Cheryl	dukes225@yahoo.com				
13	Dyson	Alice	alice_dyson@suagcenter.com				
14	Egbe	Justin	justin_egbe@suagcenter.com				
15	Fair	Kamilla	kamilla_fair_00@subr.edu		<i>Kamilla Fair</i>		
16	Ford	Marlin	marlin_ford@suagcenter.com		<i>Marlin Ford</i>		
17	Friendship	De'Shoin	deshoin_york@suagcenter.com				
18	Giddens	LaKeeshia	lakeeshia_giddens@suagcenter.com		<i>LaKeeshia D. Giddens</i>		
19	Gilbeaux	Gabe	gabe_gilbeaux@suagcenter.com				
20	Goree	Machelle	machelle_goree@subr.edu		<i>Machelle Goree</i>		
21	Hall	Eual	eual_hall@suagcenter.com		<i>Eual Hall</i>		
22	Hawkins	Candice	cohawkins@sulc.edu				
23	Henderson	Keegel	khenderson@sulc.edu		<i>Keegel Henderson</i>		
24	Henderson	Keegel	khendersdon@sulc.edu				
25	Herbert	Rose	rherbert@sulc.edu		<i>Rose Herbert</i>		

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HUMAN RESOURCES
2257715617
05/26/2015 09:24

8:30 - 11:30 am

Customer Service

	Last name	First name	Email address	P number	Signature		
26	Holden	Lois	lholden@sulc.edu				
27	Holmes	Adelea	adelea_holmes@subr.edu		<i>Adelea Holmes</i>		
26	Jackson	Courtland	courtland_jackson@subr.edu				
28	Johnson	Andra	andra_johnson@subr.edu		<i>Andra Johnson</i>		
29	Johnson	Evelyn	evelyn_johnson@suagcenter.com		<i>Evelyn Johnson</i>		
30	Johnson	Joycelyn	joycelyn_johnson@subr.edu				
31	Jones	Sandra	sjones@sulc.edu		<i>Sandra Jones</i>		
32	Knox	Anthony	another_knox@subr.edu				
33	Lane-Mackey	Cheria	cheria_lane@subr.edu				
34	Lindsey	Yvonne	yvonne_lindsey@subr.edu		<i>Chery Lane-Mackey</i>		
35	Mack	Belinda	belinda_mack@suagcenter.com		<i>Belinda Mack</i>		
36	Martin	Rosalie	rosalie_martin@subr.edu		<i>Rosalie W. Martin</i>		
37	McLavy	Abbey	abbey_mclavy@subr.edu				
38	McLendon	Shirley	shirley_mclendon@sus.edu		<i>Shirley A. McLendon</i>		
39	Mellion Patin	Dawn	dawn_mellion@suagcenter.com		<i>Dawn Mellion Patin</i>		
40	Millican	Alva	alva_millican@subr.edu				
41	Mohamadian	Habib	habib_mohamadian@subr.edu				
42	Moore	Julius	julius_moore@subr.edu				
43	Parker	Dorothy	dparker@sulc.edu				
44	Payne	Maletta	maletta_payne@subr.edu		<i>Maletta Payne</i>		
45	Peralta	Joyce	joyce_peralta@subr.edu		<i>Joyce Peralta</i>		
46	Pooler	Kimala	kpooler@sulc.edu		<i>Kimala Pooler</i>		
47	Powell	Demetris	demetrius_powell@subr.edu				
48	Powell	Beverly	beverly_powell@subr.edu		<i>Beverly Powell</i>		
49	Reaux	Tallya	tallya_reaux_00@subr.edu		<i>Tallya Reaux</i>		
50	Richardson	Veronica	veronica_richardson@subr.edu				

8:30 - 11:30 am

Customer Service

	Last name	First name	Email address	P number	Signature		
51	Roberson	Yvonne	yvonne_roberson@sus.edu				
52	Robertson	Alberta	alberta_robertson@subr.edu	771-4597	Alberta Robertson		
53	Robertson	Barbara	barbara_robertson@subr.edu				
54	Sanders	Janice	janice_sanders@subr.edu				
55	SAUNDERS	MAJOR	major_saunders@subr.edu	937-2185			
56	Savoie	Consuella	consuella_savoie@subr.edu	771-5100	Consuella Savoie		
57	Schofield	Yvone	yschofield@sulc.edu	771-2552	Yvonne Schofield		
58	Segura	Donovan	donoven_segura_00@subr.edu				
59	Selvage	Nikita	nikita_selvage@subr.edu	771-4743	Nikita Selvage		
60	Sept	Carol	carol_sept@subr.edu				
61	Smith	Kendrick	kendrick_smith@subr.edu				
62	Steward	Terry	terry_steward@subr.edu	771-2861	Terry Steward		
63	Thornton	Alfred	alfred_thornton@subr.edu				
64	Tillotson	Mattie	mattie_tillotson@suagcenter.com		Mattie Tillotson		
65	Tilson	Debra	debra_tilson@subr.edu				
66	Tolliver	Annette	annette_tolliver@suagcenter.com				
67	Umeasiegbu	Veronica	veronica_umeasiegbu@subr.edu				
68	Wade	Shirley	shirley_wade@subr.edu	771-0620	Shirley Wade		
69	Wallace	Idell	idell_wallace@subr.edu				
70	Watson	Cariola	cariola_watson@subr.edu	771-5266	Cariola Watson		
71	Wells	Michael	michael_wells@subr.edu				
72	wessinger	Shonda	shonda_wessinger@sus.edu				
73	Weston	Mattie	mweston@sulc.edu		Mattie Weston		
74	Wilkins	Linda	linda_wilkins@subr.edu		Linda Wilkins		
75	Williams	Jesse	jesse_williams@subr.edu				
76	Wilson	Donovan	donovan_wilson@subr.edu				

8:30 - 11:30 am

Customer Service

	Last name	First name	Email address	P number	Signature
77	Youngblood	Evelda	evalda_youngblood@subr.edu		
78	Zeno	Lionel	lionel_zeno@subr.edu		
79	Smith	Rubery			Rubery Smith
80	Thomas	Tyra	hammondwifey12@gmail.com		Jynal Thomas
81	BRADEN	TERRIE	TERRIE - BRADEN@subr.edu		
82	Davis	Miracle	miracle-davis@subr.edu		Miracle Davis
83	M.				
84	Key	Arien	KeyArien@yahoo.com		Arien Key
85	Segura	Donovan	donovan-segura@subr.edu		
86	Tilson	Debra	debra_tilson@subr.edu		Debra Tilson
87	Randy	Brown			Randy Brown
88	DONALD	GRIMES			Donald Grimes
89					
90					
91					
92					
93					
94					
95					

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8:30 - 11:30 am

Customer Service

	Last name	First name	Email address	P number	Signature		
1	Adams	Latania	latania_adams@subr.edu				
2	Addison	Anissa	anissa_addison@subr.edu				
3	Anderson	Dwayne	dwayne_anderson@subr.edu				
4	Augustine	Zanetta	zanetta_augustine@suagcenter.com				
5	Betts	Silvia	sbetts@sulc.edu		<i>Sylvia Betts</i>		
6	Brown	Ivory	ivory_brown@subr.edu				
7	Bundy	Joy	joy_bundy@subr.edu				
8	coleman	Kaye	kaye_coleman@subr.edu				
9	Coleman	Patricia	patricia_coleman@subr.edu				
10	Dabney	Katrina	ms.trina07@yahoo.com				
11	Davis	Sharon	sharon_davis@subr.edu		<i>Sharon Davis</i>		
12	Doherty	Marilyn	marilyn_doherty@subr.edu				
12	Dukes	Cheryl	dukes225@yahoo.com		<i>Cheryl Dukes</i>		
13	Dyson	Alice	alice_dyson@suagcenter.com		<i>Alice Dyson</i>		
14	Egbe	Justin	justin_egbe@suagcenter.com				
15	Fair	Kamilla	kamilla_fair_00@subr.edu				
16	Ford	Marlin	marlin_ford@suagcenter.com				
17	Friendship	De'Shoin	deshoin_york@suagcenter.com		<i>De'Shoin York</i>		
18	Giddens	LaKeeshia	lakeeshia_giddens@suagcenter.com				
19	Gilbeaux	Gabe	gabe_gilbeaux@suagcenter.com		<i>Gabe Gilbeaux</i>		
20	Goree	Machelle	machelle_goree@subr.edu		<i>Machelle Goree</i>		
21	Hall	Eual	eual_hall@suagcenter.com				
22	Hawkins	Candice	cohawkins@sulc.edu		<i>Candice Hawkins</i>		
23	Henderson	Keegel	khenderson@sulc.edu				
24	Henderson	Keegel	khendersdon@sulc.edu				
25	Herbert	Rose	rherbert@sulc.edu				

*Barnes Brian**Brian Barnes*

Southern University
Customer Service

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8:30 - 11:30 am

	Last name	First name	Email address	P number	Signature
					<i>Barbara Halder</i>
26	Holden	Lois	lholden@sulc.edu		
27	Holmes	Adelea	adelea_holmes@subr.edu		
26	Jackson	Courtland	courtland_jackson@subr.edu		
28	Johnson	Andra	andra_johnson@subr.edu		
29	Johnson	Evelyn	evelyn_johnson@suagcenter.com		
30	Johnson	Joycelyn	joycelyn_johnson@subr.edu		
31	Jones	Sandra	sjones@sulc.edu		
32	Knox	Anthony	another_knox@subr.edu		
33	Lane-Mackey	Cheria	cheria_lane@subr.edu		<i>Yvonne Lindsey</i>
34	Lindsey	Yvonne	yvonne_lindsey@subr.edu		
35	Mack	Belinda	belinda_mack@suagcenter.com		
36	Martin	Rosalie	rosalie_martin@subr.edu		
37	McLavy	Abbey	abbey_mclavy@subr.edu		
38	McLendon	Shirley	shirley_mclendon@sus.edu		
39	Mellion Patin	Dawn	dawn_mellion@suagcenter.com		<i>Alva Millican</i>
40	Millican	Alva	alva_millican@subr.edu		<i>Alva Millican</i>
41	Mohamadian	Habib	habib_mohamadian@subr.edu		
42	Moore	Julius	julius_moore@subr.edu		
43	Parker	Dorothy	dparker@sulc.edu		<i>Dorothy S. Parker</i>
44	Payne	Maletta	maletta_payne@subr.edu		
45	Peralta	Joyce	joyce_peralta@subr.edu		
46	Pooler	Kimala	kpooler@sulc.edu		<i>Demetrius Powell</i>
47	Powell	Demetris	demetrius_powell@subr.edu		
48	Powell	Beverly	beverly_powell@subr.edu		
49	Reaux	Tallya	tallya_reaux_00@subr.edu		
50	Richardson	Veronica	veronica_richardson@subr.edu		

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Customer Service

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Attachment 2: Customer Service Training Sign-In Sheets

8:30 - 11:30 am

	Last name	First name	Email address	P number	Signature
51	Roberson	Yvonne	yvonne_roberson@sus.edu		
52	Robertson	Alberta	alberta_robertson@subr.edu	3-5845	Alberta Robertson
53	Robertson	Barbara	barbara_robertson@subr.edu	3-4012	Janice H. Sanders
54	Sanders	Janice	janice_sanders@subr.edu		
55	SAUNDERS	MAJOR	major_saunders@subr.edu		
56	Savoie	Consuella	consuella_savoie@subr.edu		
57	Schofield	Yvone	yschofield@sulc.edu		
58	Segura	Donovan	donoven_segura_00@subr.edu		
59	Selvage	Nikita	nikita_selvage@subr.edu		
60	Sept	Carol	carol_sept@subr.edu		
61	Smith	Kendrick	kendrick_smith@subr.edu		
62	Steward	Terry	terry_steward@subr.edu		
63	Thornton	Alfred	alfred_thornton@subr.edu		
64	Tillotson	Mattie	mattie_tillotson@suagcenter.com		
65	Tilson	Debra	debra_tilson@subr.edu		Annette Tolliver
66	Tolliver	Annette	annette_tolliver@suagcenter.com		
67	Umeasiegbu	Veronica	veronica_umeasiegbu@subr.edu		
68	Wade	Shirley	shirley_wade@subr.edu		
69	Wallace	Idell	idell_wallace@subr.edu		
70	Watson	Cariola	cariola_watson@subr.edu		Michael Wells
71	Wells	Michael	michael_wells@subr.edu		Shonda Wessinger
72	wessinger	Shonda	shonda_wessinger@sus.edu		
73	Weston	Mattie	mweston@sulc.edu		
74	Wilklins	Linda	linda_wilkins@subr.edu		
75	Williams	Jesse	jesse_williams@subr.edu		Durron Wilson
76	Wilson	Donovan	donovan_wilson@subr.edu		

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Attachment 2: Customer Service Training Sign-In Sheets

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Customer Service

8:30 - 11:30 am

	Last name	First name	Email address	P number	Signature
77	Youngblood	Evelda	evalda_youngblood@subr.edu		
78	Zeno	Lionel	lionel_zeno@subr.edu		
79	Sensley	Quintessa	Quintessa.Sensley@subr.edu		Quintessa Sensley
80	Gray	Valerie	Valerie.gray@sos.la.gov		Jocelyn Lewis
81	Lewis	Jocelyn	jocelyn-akins@sus.edu		Eric Davis
82	DAVIS	ERIC			Shawn Bates
83	Bates	Shawn			Marilyn Gail Hill
84	Hill	Marilyn Gail	gail-hill@subr.edu		Alba Brown
85	Alice Brown				Mikaya Wiggins
86	Wiggins	Mikaya			Kevin Odell
87	Michael	Yanley			
88	Kelvin	Odell			
89					
90					
91					
92					
93					
94					
95					

Southern University
Customer Service

05/20/15 Attachment 2: Customer Service Training Sign-In Sheets
12:30 - 3:30 pm

	Last name	First name	Email address	P number	Signature
1	Abdollahi	Kamran	kamran_abdollahi@subr.edu		
2	Butler	Decobea	decobea_butler@suagcenter.com		
3	Carruth	Mary	mary_carruth@subr.edu	225-771-2770	<i>Mary Carruth</i>
4	Dabney	Katrina	ms.trina07@yahoo.com		
5	Evans	Mary	mary_evans@subr.edu		
6	Freeman	Heather	heather_freeman@subr.edu		
7	gager	janet	janet_gager@suagcenter.com		
8	Gardner	Camelia	camelia_gardner@subr.edu	225-771-3841	<i>Sebhat Gebrelul</i>
9	Gebrelul	Sebhatu	sebhatu_gebrelul@suagcenter.com		
10	Henderson	Charlotte	charlotte_henderson@subr.edu		<i>Erma Hines</i> <i>Tina Hollins</i>
11	Hines	Erma	erma_hines@subr.edu		
12	Hollins	Tina	tina_hollins@subr.edu		
13	Isaac	Dana	dana_isaac@suagcenter.com		
14	Jefferson	Towanda	towanda_jefferson@subr.edu		
15	Johnson	Delores	delores_johnson@suagcenter.com		
16	Johnson	Jacki	jacqueline_fjohnson@subr.edu		
17	Johnson	Glenda	glenda_johnson@subr.edu		
18	Johnson	Jameka	jameka_johnson@subr.edu		
19	JONES	VALERY	valery_pollar@subr.edu		
20	Joseph	Candis	candis_joseph@subr.edu		
21	Lockhart	William	william_lockhart@subr.edu		
22	Mahomes	James	mahomesj@bellsouth.net		
23	Mahomes	James	james_mahomes@suagcenter.com		
24	Majlesein	Hamid	hamid_majlesein@subr.edu		
25	Mastin	Jasmine	jasmine_mastin_00@subr.edu		
26	Matthews	Paula	pmatthews@sulc.edu		

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Attachment 2: Customer Service Training Sign-In Sheets

12:30 - 3:30 pm

	Last name	First name	Email address	P number	Signature
27	Montgomer	Tamara	tamara_montgomery@subr.edu		
28	Muse	Lakirkus	lakirkus_muse@subr.edu		
29	Ning	Zhu	zhu_ning@subr.edu		
30	Parker	Dorothy	dparker@sulc.edu		
31	Ricard	Deirdra	deirdra_ricard@subr.edu		
32	Robin	Claudia	claudia_robin@subr.edu		
33	Robinson	Jane	jane_robinson@subr.edu		
34	Sam	Thomandra	thomandra_sam@subr.edu		
35	Sam	Thomandra	dr.t.samiam@gmail.com		
36	Sargent	Famika	famika_sargent@subr.edu		
37	Schofield	Yvonne	yschofield@sulc.edu		
38	Shields	Adrienne	ashields@sulc.edu		
39	Singh	Elizabeth	elizabeth_singh@subr.edu		
40	smart	reshonsi	rshonsi_smart@subr.edu		
41	Smith	Ethel	ethel_smith@subr.edu		
42	Wade	Shirley	shirley_wade@subr.edu		
43	Washington	Josie	jwashington@sulc.edu		
44	Wilkinson	Celeste	celeste_wilkinson@subr.edu		
45	Williams	Warren	warren_williams@subr.edu		
46	Yoseph	Aster	aster_yoseph@suagcenter.com		
47	OTKINS	CHARLIE	COTKINS@SULC.EDU		
48	MATTHEWS	ROSE	rose-matthews@suor.edu		
49	MONROE	CHRISTIE	CHRISTIE.MONROE@SUAGCENTER.COM		
50	WILLIAMS	KRISTEN	cyka2244@hotmail.com		
51	MOORE	JULIUS			
52	FUGLER	RUSTON			

Southern University

Customer Service

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Attachment 2: Customer Service Training Sign-In Sheets

12:30 - 3:30 pm

	Last name	First name	Email address	P number	Signature
53	Williams ROSS	MURSHIA	myeshia81@yahoo.com	#	MURSHIA WILLIAMS ROSS
54	Henderson	Charlotte	Charlotte-henderson@subr.edu		Charlotte Henderson
55	Grimes	Chris	christopher-grimes		Chris Grimes
56	Doherty	Marilyn	marilyn-doherty@subr.edu		Marilyn Doherty
57	GUY	Kenneth	Kenneth-Guy@SUBR.edu		Kenneth Guy
58	ANTOINE	ERVIN	erwin-antoine@SUAgcenter.com		Ervin Antoine
59	Johnson	Edward	EDJOHNSON@yahoo.com		Edward Johnson
60	Noguera	Jose	jose-noguera@subr.edu	771-5998	Jose Noguera R.
61	Martin	Tonda	tondamartin@bellsouth.net	771-3328	Tonda Martin
62	Lionel	Zeno			- Lionel Zeno
63					
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76					
77					
78					

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	Last name	First name	Email address	P number	Signature
1	Abdollahi	Kamran	kamran_abdollahi@subr.edu		DeCobea Butler
2	Butler	Decobea	decobea_butler@suagcenter.com		Mary Carruth
3	Carruth	Mary	mary_carruth@subr.edu		
4	Dabney	Katrina	ms.trina07@yahoo.com		
5	Evans	Mary	mary_evans@subr.edu		
6	Freeman	Heather	heather_freeman@subr.edu		
7	gager	janet	janet_gager@suagcenter.com		
8	Gardner	Camelia	camelia_gardner@subr.edu		
9	Gebrelul	Sebhatu	sebhatu_gebrelul@suagcenter.com		
10	Henderson	Charlotte	charlotte_henderson@subr.edu		
11	Hines	Erma	erma_hines@subr.edu		
12	Hollins	Tina	tina_hollins@subr.edu		
13	Isaac	Dana	dana_isaac@suagcenter.com		
14	Jefferson	Towanda	towanda_jefferson@subr.edu		
15	Johnson	Delores	delores_johnson@suagcenter.com		
16	Johnson	Jacki	jacqueline_fjohnson@subr.edu		
17	Johnson	Glenda	glenda_johnson@subr.edu		
18	Johnson	Jameka	jameka_johnson@subr.edu		
19	JONES	VALERY	valery_pollar@subr.edu		
20	Joseph	Candis	candis_joseph@subr.edu		
21	Lockhart	William	william_lockhart@subr.edu		
22	Mahomes	James	mahomesj@bellsouth.net		
23	Mahomes	James	james_mahomes@suagcenter.com		
24	Majlesein	Hamid	hamid_majlesein@subr.edu		
25	Mastin	Jasmine	jasmine_mastin_00@subr.edu		
26	Matthews	Paula	pmatthews@sulc.edu		

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12:30 - 3:30 pm

	Last name	First name	Email address	P number	Signature
53	Darby	Mary Alice	Mary-Darby@subr.edu		Mary Alice Darby
54	Johnson	Joycelyn	joycelyn.johnson@subr.edu		Joycelyn Johnson
55	JOHNSON	KEVIN	Kevin-Johnson@Subr.edu		Kevin Johnson
56	Cyril	Terrence	Terrence-cyril@Subr.edu		Terrence Cyril
57	Sept	Carol	CSept@sulc.edu		Carol Sept
58	Anderson	Albert	AAnderson@sulc.edu		Albert Anderson
59	Love	Andrea	ALove@sulc.edu		Andrea Love
60	Matthews	Paula	Pmatt@sulc.edu		Paula Matthews
61	Knox	Anthony	AKnox-AK@4@gmail.com		Anthony Knox
62	Smith	Kendrick	Kendrick-smith@subr.edu		Kendrick Smith
63					
64					
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78					

Southern University
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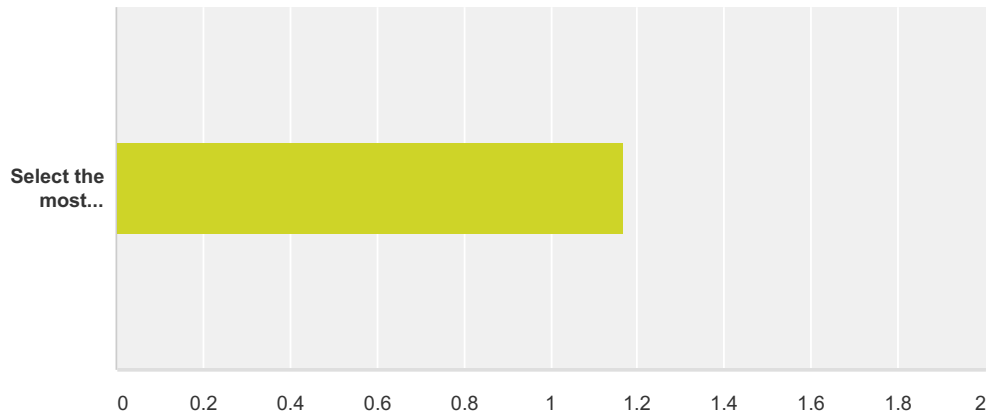
12:30 - 3:30 pm

	Last name	First name	Email address	P number	Signature
27	Montgomer	Tamara	tamara_montgomery@subr.edu		
28	Muse	Lakirkus	lakirkus_muse@subr.edu		
29	Ning	Zhu	zhu_ning@subr.edu		
30	Parker	Dorothy	dparker@sulc.edu		
31	Ricard	Deirdra	deirdra_ricard@subr.edu		
32	Robin	Claudia	claudia_robin@subr.edu		Claudia Robin
33	Robinson	Jane	jane_robinson@subr.edu		
34	Sam	Thomandra	thomandra_sam@subr.edu		
35	Sam	Thomandra	dr.t.samiam@gmail.com		
36	Sargent	Famika	famika_sargent@subr.edu		
37	Schofield	Yvonne	yschofield@sulc.edu		
38	Shields	Adrienne	ashields@sulc.edu		Adrienne M. Shields
39	Singh	Elizabeth	elizabeth_singh@subr.edu		
40	smart	reshonsi	rshonsi_smart@subr.edu		
41	Smith	Ethel	ethel_smith@subr.edu		
42	Wade	Shirley	shirley_wade@subr.edu		
43	Washington	Josie	jwashington@sulc.edu		
44	Wilkinson	Celeste	celeste_wilkinson@subr.edu		
45	Williams	Warren	warren_williams@subr.edu		
46	Yoseph	Aster	aster_yoseph@suagcenter.com		
47	Johnson	Delores	delores_johnson@suagcenter.com		
48	ISAAC	Dana	isaac_dana@suagcenter.com		
49	Latimer	Daisy	daisy-latimer@SUBR.edu		
50	Pendergrass	Alona	alona_pendergrass@subr.edu		
51	Bridgeton	Celina	jacksoncelina@hotmail.com		
52	Hayes	Robin	robin-hayes@subr.edu		

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Q1 I am clear on how to apply what I learned on the job.

Answered: 35 Skipped: 0



	Strongly agree	Agree	Disagree	Strongly disagree	Total	Weighted Average
Select the most appropriate answer.	82.86% 29	17.14% 6	0.00% 0	0.00% 0	35	1.17

	Last name	First name	Email address	P number	Signature
1	Ali-Balogun	Monsurat	monsurat_balogun@subr.edu		
2	Anderson	Elnora C.	elnora_anderson@subr.edu		<i>Elnora C Anderson</i>
3	Andrews	Kenya	kenya_andrews@subr.edu		
4	Armelin	Stacey	sarmelin@sulc.edu		
5	Augustine	william	william_augustine@suagcenter.com		
6	badon	donna	donna_badon@suagcenter.com		
7	Banks	Donise	dcbanks@sulc.edu		
8	Bolden	Carla	carla_bolden@subr.edu		
9	Booker	Toni	toni_booker@sus.edu		
10	Bowie	John	john_bowie@subr.edu		
11	Bowie	Sandra	sandra_bowie@subr.edu		<i>[Signature]</i>
12	Bowie	Welton	welton_bowie@subr.edu		<i>[Signature]</i>
13	Bowman	Ernest	ernest_bowman@subr.edu		
14	Braxton	Dashonda	dabraxton@hotmail.com		
15	Brown	Linda	linda_brown@subr.edu		
16	Butler	Doze Y.	doze_butler@subr.edu		<i>[Signature]</i>
17	Cage	Byron	byron_cage@subr.edu		
18	Carriere	Rachel	rachel_carriere@subr.edu		<i>Rachel Carriere</i>
19	Chambliss	Cheryl	cheryl_chambliss@subr.edu		<i>Cheryl Chambliss</i>
20	cockrham	victoria	victoria_cockrham@subr.edu		<i>[Signature]</i>
21	Collins	Reginald	reginald_collins@subr.edu		<i>Reginald Collins</i>
22	Davis	Latonya	latonya_davis@subr.edu		<i>Latonya Davis</i>
23	Deloach	Tiffany	tiffany_deloach_00@subr.edu		

	Last name	First name	Email address	P number	Signature
24	dennis	jacqueline	jacquelin_dennis@subr.edu		Jacqueline Dennis
25	DeRouen	Felton	fderouen@sulc.edu		
26	Dodor	Koffi	koffi_dodor@subr.edu		Koffi Dodor
27	Donaldson	Candace	candace_donaldson@subr.edu		C.D. Donaldson
28	Dorsey-Waits	Waree	waree_dorsey@subr.edu		
29	Douzier	Consuela	consuela_douzier@subr.edu		
30	Duhe	Myrtis	myrtis_duhe@subr.edu		
31	Duncan	Lois	lois_duncan@subr.edu		
32	Dutta	Alo	alodutta1992@aol.com		AD
33	Egbe	Justin	justin_egbe@suagcenter.com		
34	Flowers	Nedina	nedina_flowers@subr.edu		
35	Franklin	Taylor	taylorkfranklin@yahoo.com		
36	Gaines	Angela	againes@sulc.edu		
37	Garner	Juanita	juanita_garner@subr.edu		Juanita Garner
38	Gray	Ebony	collegetyrl18@gmail.com		
39	Hammond	Lisa	<u>Lisa_Hammond@subr.edu</u>		
40	Handy	Patricia	patricia_handy@sus.edu		Patricia Handy
41	Hawkins	Marva	marva_hawkins@subr.edu		Marva Hawkins
42	Henderson	Vaneshette	vaneshette_henderson@subr.edu		Vaneshette Henderson
43	Henry	Randell	randell_henry@subr.edu		Randell Henry
44	Hightower	Louis	louis_hightower@subr.edu		
45	Hill	Robin	robin_hill@subr.edu		
46	Hingorani	Vineeta	vineeta_hingorani@subr.edu		Vineeta Hingorani

	Last name	First name	Email address	P number	Signature
47	Igiede	Anthony	anthony_igiede@subr.edu		
48	Isadore	Harold	hisadore@sulc.edu		<i>Harold Isadore</i>
49	Jackson	Peggy	peggy_jackson@subr.edu		
50	Jacque	Brittany	brittany_jacque@subr.edu		
51	Johnson	Lena	lmjohnson@sulc.edu		
52	Johnson	Tanganika	tanganika_johnson@subr.edu		
53	Jordan	goldie	goldie_jordan@suagcenter.com		
54	Kight	Dawn	dawn_ventress@subr.edu		<i>D. Kite</i>
55	Kourouma	Mathieu	mathieu_kourouma@subr.edu		
56	Lewis	Brent	brent_lewis@subr.edu		
57	Major	Shire	shire_major@subr.edu		<i>Shire Major</i>
58	Mccoy	Anthony	anthony_mccoy@subr.edu		
59	McLavy	Abby	abby_mclavy@subr.edu		
60	Montgomery	Tamara	tamara_montgomery@subr.edu		<i>Tamara</i>
61	Murray	Pearlie	pearlie_murray@subr.edu		
62	Mustiful	Curtis	curtis_mustiful@subr.edu		
63	Nelson-Smith	Kenyetta	kenyetta_smith@suagcenter.com		
64	Netters	Jada	jada_netters@subr.edu		
65	Newman	Dexter	dexter_newman@suagcenter.com		
66	Palle	Sanjay	sanjay_palle@suagcenter.com		
67	Prabakaran	Kanagarajah	rajprabakaran@yahoo.com		
68	Ricard	Ronyelle	ronyelle_ricard@subr.edu		<i>Ronyelle B. Ricard</i>
69	Richardson	Veronica	veronica_richardson@subr.edu		

	Last name	First name	Email address	P number	Signature
70	Roberson	Ashantia	ashantia_roberson@subr.edu		
71	Rodney	Ajohnee	ajohnee_rodney@subr.edu		
72	Rogers	Christopher	chris_rogers@suagcenter.com		
73	S Tate	Maia	maia_tate@subr.edu		
74	Sampson	Nicole	nicole_sampson@subr.edu		
75	Scott	Andre	andre_scott@subr.edu		
76	Smart	Antiqua	antiqua_smart@subr.edu		
77	Tennie	Saletter	salette_tennie@suagcenter.com		
78	Thornton	Bobby	bobby_thornton@subr.edu		
79	Thornton	Freda	freda_thornton@subr.edu		
80	Umeasiegbu	Veronica	veronica_umeasiegbu@subr.edu		
81	Wang	Weihua	weihua_wang@subr.edu		
82	Warren	Rantana	ratana_warren@subr.edu		
83	Washington	Tina	<u>tina_washington@sulc.edu</u>		
84	Washington	Wilbert	wilbert_washington@subr.edu		
85	Whitmore	Paula	paula_whitmore@subr.edu		
86	Wilkins	Henry	henry_wilkins@subr.edu		
87	Williams	Eugene	eugene_williams_00@subr.edu		
88	Williams	Chatnel	chantel_williams@subr.edu		
89	Williams	Janice	jwilliams@sulc.edu		
90	Winbush	Hazel	hazel_winbush@subr.edu		
91	WITHROW	CRISTAL	cristal_withrow@hotmail.com		
92	EVANS	MARY	mary.evans@subr.edu	225-921-4581	

W

	Last name	First name	Email address	P number	Signature
93	HUGHES	MARVEL	Marvel-hughes@subr.edu	4746	Marvel W. Hughes
94	Collier	Zoe	zoe_collier@subr.edu		Zoe Collier
95	YOUNG	Mark	Mark-Young@subr.edu	501	Mark Young

96 Hogan Quinton quinton-hogan@subr.edu 5319

97 Browe Bianca bianca-growe@subr.edu

Rene Robert robert-rene@subr.edu

Philson Brian brian-philson@subr.edu

Smith, Ethel ethel_smith@subr.edu

Walker, Ebony Ebony-Adams@subr.edu

Sharon Porter Sharon-Porter@subr.edu

Kendrea

Campbell Barbara barbara-campbell@subr.edu 3-3747

Hamilton, Ezekiel ezekiel-hamilton_00@subr.edu 3-4064

Edgerson, Garrett garrett-edgerson_00@subr.edu

Edgerson

	Last name	First name	Email address	P number	Signature
1	Ali-Balogun	Monsurat	monsurat_balogun@subr.edu	P	
2	Anderson	Elnora C.	elnora_anderson@subr.edu		
3	Andrews	Kenya	kenya_andrews@subr.edu		
4	Armelin	Stacey	sarmelin@sulc.edu		
5	Augustine	william	william_augustine@suagcenter.com		
6	badon	donna	donna_badon@suagcenter.com		
7	Banks	Donise	dcbanks@sulc.edu		
8	Bolden	Carla	carla_bolden@subr.edu		
9	Booker	Toni	toni_booker@sus.edu		
10	Bowie	John	john_bowie@subr.edu		
11	Bowie	Sandra	sandra_bowie@subr.edu		
12	Bowie	Welton	welton_bowie@subr.edu		
13	Bowman	Ernest	ernest_bowman@subr.edu		
14	Braxton	Dashonda	dabraxton@hotmail.com		
15	Brown	Linda	linda_brown@subr.edu		
16	Butler	Doze Y.	doze_butler@subr.edu		
17	Cage	Byron	byron_cage@subr.edu		
18	Carriere	Rachel	rachel_carriere@subr.edu		
19	Chambliss	Cheryl	cheryl_chambliss@subr.edu		
20	cockrham	victoria	victoria_cockrham@subr.edu		
21	Collins	Reginald	reginald_collins@subr.edu		
22	Davis	Latonya	latonya_davis@subr.edu		
23	Deloach	Tiffany	tiffany_deloach_00@subr.edu		

	Last name	First name	Email address	P number	Signature
24	dennis	jacqueline	jacquelin_dennis@subr.edu		
25	DeRouen	Felton	fderouen@sulc.edu	UAF3 #	<i>Felton DeRouen</i>
26	Dodor	Koffi	koffi_dodor@subr.edu		<i>Koffi Dodor</i>
27	Donaldson	Candace	candace_donaldson@subr.edu		
28	Dorsey-Waits	Waree	waree_dorsey@subr.edu		
29	Douzier	Consuela	consuela_douzier@subr.edu		<i>Consuela Douzier</i>
30	Duhe	Myrtis	myrtis_duhe@subr.edu		<i>Myrtis Duhe</i>
31	Duncan	Lois	lois_duncan@subr.edu		<i>Lois Duncan</i>
32	Dutta	Alo	alodutta1992@aol.com		
33	Egbe	Justin	justin_egbe@suagcenter.com		
34	Flowers	Nedina	nedina_flowers@subr.edu		<i>Nedina Flowers</i>
35	Franklin	Taylor	taylorfranklin@yahoo.com		
36	Gaines	Angela	againes@sulc.edu		<i>Angela Gaines</i>
37	Garner	Juanita	juanita_garner@subr.edu		
38	Gray	Ebony	collegegyrl18@gmail.com		<i>Ebony Gray</i>
39	Hammond	Lisa	Lisa_Hammond@subr.edu		<i>Lisa Hammond</i>
40	Handy	Patricia	patricia_handy@sus.edu		
41	Hawkins	Marva	marva_hawkins@subr.edu		
42	Henderson	Vaneshette	vaneshette_henderson@subr.edu		
43	Henry	Randell	randell_henry@subr.edu		
44	Hightower	Louis	louis_hightower@subr.edu		
45	Hill	Robin	robin_hill@subr.edu		<i>Robin Hill</i>
46	Hingorani	Vineeta	vineeta_hingorani@subr.edu		<i>Vineeta Hingorani</i>

*Lillis**Samuel**Samuel*

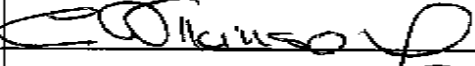

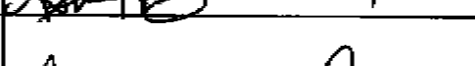

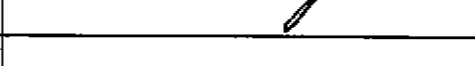
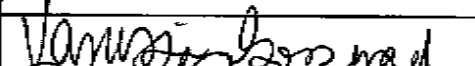




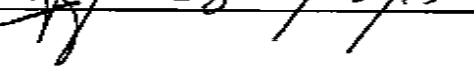


	Last name	First name	Email address	P number	Signature
47	Igiede	Anthony	anthony_igiede@subr.edu		
48	Isadore	Harold	hisadore@sulc.edu		
49	Jackson	Peggy	peggy_jackson@subr.edu		
50	Jacque	Brittany	brittany_jacque@subr.edu		
51	Johnson	Lena	lmjohnson@sulc.edu		
52	Johnson	Tanganika	tanganika_johnson@subr.edu		
53	Jordan	goldie	goldie_jordan@suagcenter.com		
54	Kight	Dawn	dawn_ventress@subr.edu		
55	Kourouma	Mathieu	mathieu_kourouma@subr.edu		
56	Lewis	Brent	brent_lewis@subr.edu		
57	Major	Shire	shire_major@subr.edu		
58	Mccoy	Anthony	anthony_mccoy@subr.edu		
59	McLavy	Abby	abby_mclavy@subr.edu		
60	Montgomery	Tamara	tamara_montgomery@subr.edu		
61	Murray	Pearlie	pearlie_murray@subr.edu		
62	Mustiful	Curtis	curtis_mustiful@subr.edu		
63	Nelson-Smith	Kenyetta	kenyetta_smith@suagcenter.com		
64	Netters	Jada	jada_netters@subr.edu		
65	Newman	Dexter	dexter_newman@suagcenter.com		
66	Palle	Sanjay	sanjay_palle@suagcenter.com		
67	Prabaharan	Kanagarajah	rajprabaharan@yahoo.com		
68	Ricard	Ronyelle	ronyelle_ricard@subr.edu		
69	Richardson	Veronica	veronica_richardson@subr.edu		

	Last name	First name	Email address	P number	Signature
70	Roberson	Ashantia	ashantia_roberson@subr.edu		Ashantia Roberson
71	Rodney	Ajohnee	ajohnee_rodney@subr.edu		
72	Rogers	Christopher	chris_rogers@suagcenter.com		
73	S Tate	Maia	maia_tate@subr.edu		
74	Sampson	Nicole	nicole_sampson@subr.edu		Nicole Sampson
75	Scott	Andre	andre_scott@subr.edu		
76	Smart	Antiqua	antiqua_smart@subr.edu		Antiqua Smart
77	Tennie	Saletter	salette_tennie@suagcenter.com		
78	Thornton	Bobby	bobby_thornton@subr.edu		
79	Thornton	Freda	freda_thornton@subr.edu		
80	Umeasiegbu	Veronica	veronica_umeasiegbu@subr.edu		Veronica
81	Wang	Weihua	weihua_wang@subr.edu		Weihua Wang
82	Warren	Rantana	ratana_warren@subr.edu		
83	Washington	Tina	tina_washington@sulc.edu		Tina Washington
84	Washington	Wilbert	wilbert_washington@subr.edu		Wilbert Washington
85	Whitmore	Paula	paula_whitmore@subr.edu		Paula Whitmore
86	Wilkins	Henry	henry_wilkins@subr.edu		
87	Williams	Eugene	eugene_williams_00@subr.edu		Eugene Williams
88	Williams	Chatnel	chantel_williams@subr.edu		Chatnel Williams
89	Williams	Janice	jwilliams@sulc.edu		
90	Winbush	Hazel	hazel_winbush@subr.edu		Hazel Winbush
91	WITHROW	CRISTAL	cristal_withrow@hotmail.com		
92	Williams	Christian	Christian_williams@subr.edu		Christian Williams

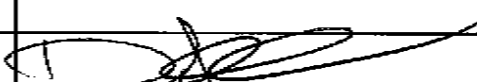
	Last name	First name	Email address	P number	Signature
93	FORTUNE	MICHAEL	michael_fortune@subr.edu		<i>Michael Fortune</i>
94	Northern	Donnie			<i>Donnie Northern</i>
95					

96 Burke Wanda wanda_burke@sugarcreek.com
 97 Walker Tavares twalker@sulc.edu
 98 Thomas Yolanda yolanda-thomas-00@subr.edu
 99 Askew Angel angel_askew@subr.edu
 100, Rachelle Green rachelle-green-00@subr.edu
 101 Owido Martin owido-martin@subr.edu
 102 Giveny Nolan

Wanda Burke
[Signature]
[Signature]
Rachelle Green
[Signature]
[Signature]

	Last name	First name	Email address	P number	Signature
1	Atkinson	Cheryl	cheryl_atkinson@subr.edu		
2	Badon	Donna	donna_badon@suagcenter.com		
3	Banks	Maya	maya_banks@subr.edu		
4	BARNES	ASHANTE	ashante_barnes@subr.edu		
5	Bator	Sharon	sharon_bator@subr.edu		
6	Cain	Twyana	twyana_cain@subr.edu		
7	Carpenter	Dana	dana_carpenter@subr.edu		
8	Dabney	Katrina	ms.trina07@yahoo.com		
9	Douzier	Alice	alice_douzier@sus.edu		
10	Forbes	Ramon	ricoblaq68@gmail.com		
11	Franklin	Kanecia	kanecia_franklin@subr.edu		
12	Franklin	Lashaunda	lashaunda_franklin@subr.edu		
13	George	Demetria	dgeorge@sulc.edu		
14	Gordon	Kristan	kristan_gordon@subr.edu		
15	Gosserand	Vanissa	vanissa_ely@subr.edu		
16	guess	robert	robert_guess@subr.edu		
17	Hitchens	Lori	lori_hitchens@subr.edu		
18	Hogans	Shonte'	shonte_hogans@subr.edu		
19	Johnson	Octavia	octavia_johnson@subr.edu		
20	Johnson	Velena	velena_johnson@subr.edu		
21	Jones	Thelma	tjones1972@cox.net		
22	Jones	Yolanda	Yolanda_Jones@subr.edu		
23	JONES	VALERY	valery_pollar@subr.edu		

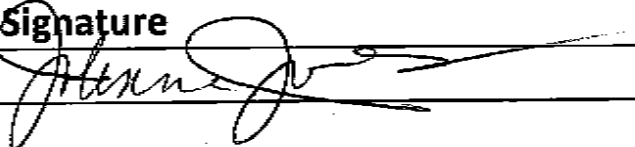
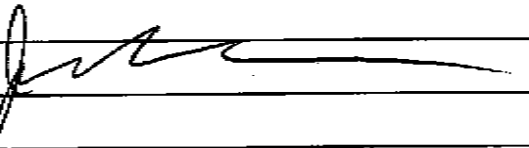
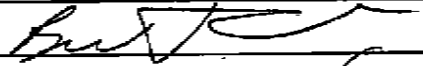
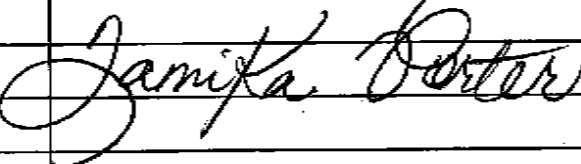

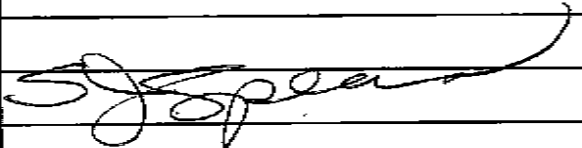
	Last name	First name	Email address	P number	Signature
24	Jones	JoAnne	joanne_jones@subr.edu		
25	Kado	Chiquita	ckado@sulc.edu		<i>Chiquita Kado</i>
26	Kundu	Madan	madan_kundu@subr.edu		<i>Madan Kundu</i>
27	Latimer	Daisy (Dee)	daisy_latimer@subr.edu		
28	Lawrence	Anthony	anthony_lawrence@subr.edu		<i>Anthony Lawrence</i>
29	Mahomes	James	james_mahomes@suagcenter.com		
30	Muse	Lakirkus	lakirkus_muse@subr.edu		
31	Newman	Dexter	dexter_newman@suagcenter.com		<i>Dexter Newman</i>
32	Ordogne	Jason	jason_ordogne@subr.edu		
33	Palle	Sanjay	sanjay_palle@suagcenter.com		
34	Parker	Brandon	brandon_parker_00@subr.edu		
35	Pendergras	Gloria	gloria_pendergrass@subr.edu		
36	Porter	Tamika	tamika_porter@subr.edu		
37	Richardson	Veronica	veronica_richardson@subr.edu		<i>Veronica Richardson</i>
38	Richardson	Roslyn	roslyn_richardson@subr.edu		
39	Roberson	Ashantia	ashantia_roberson@subr.edu		
40	Robins	Rosa	rosa_robins@subr.edu		<i>Rosa Robins</i>
41	Rollins	Arleda	arleda12@gmail.com		
42	Seymour	Natasha	natasha_seymour@subr.edu		
43	Sims	Rosemary	rosemary_sims@subr.edu		
44	Snowden	Janana	janana_snowden@suagcenter.com		<i>Janana Snowden</i>
45	Spears	Stephanie	stephaniespears28@yahoo.com		
46	Sulcer	Devora	devora_sulcer@subr.edu		

	Last name	First name	Email address	P number	Signature
47	Turner	Johlana	johlana_turner_00@subr.edu		
48	Warren	Ratana	ratana_warren@subr.edu		
49	Wilkinson	Celeste	celeste_wilkinson@subr.edu		
50	Williams	Jamala	jamala_williams_00@subr.edu		
51	Stephenson	DeVan	devan_stephenson@subr.edu		
52	Christopher	Chappell	Chris-Chappell@suagcenter.com		Chris Chappell
53	CHIN	KIT	kit_chin@suagcenter.com		Kit Chin
54	STAFFORD	SAM			Sam Stafford
55	THORNTON	FREDA			Freda Thornton
56	Thornton	Bobby	bobby_Thornton@Subr.Edu		Bobby Thornton
57	GRACE	GOP. W. GIVENS, JR.	Melvin Givens, JR.		
58	Donald	Bobby			
59	Chisley	Kretnee	Kretnee-chisley@sus.edu	124121	Kretnee Chisley
60	Brown	JACK	JACK-Brown@subr.edu		Jack Brown
61	Green	Brittany	mrjacque@icloud.com	527938	Brittany Green
62	Andre	Scott			Scott Andre
63	Shorty	Ursula	ursula_shorty@subr.edu		Ursula Shorty
64	Williams	Floyd	Floyd W. Williams@SUBR.EDU	711-2468	Floyd Williams
65	Jones	Donovan	Donovan-Jones@SUBR.EDU	5741	Donovan Jones
66	Kim				
67	Butler	Kim	kim-butler@suagcenter.com	5880	Kim Butler
68					
69					

	Last name	First name	Email address	P number	Signature
93	Handy	TROY			
94	COLEMAN	KAYE	Kaye - Coleman@Subr.lib.edu	2671	Kaye G. Coleman
95			Pearlie Murray		

Sims Rosemary rosemary-sims@subr.edu 33060 Rosemary Sims

	Last name	First name	Email address	P number	Signature
1	Atkinson	Cheryl	cheryl_atkinson@subr.edu		
2	Badon	Donna	donna_badon@suagcenter.com		<i>Donna Charles Badon</i>
3	Banks	Maya	maya_banks@subr.edu		
4	BARNES	ASHANTE	ashante_barnes@subr.edu		
5	Bator	Sharon	sharon_bator@subr.edu		<i>Sharon Bator</i>
6	Cain	Twyana	twyana_cain@subr.edu		
7	Carpenter	Dana	dana_carpenter@subr.edu		
8	Dabney	Katrina	ms.trina07@yahoo.com		
9	Douzier	Alice	alice_douzier@sus.edu		<i>Alice Douzier</i>
10	Forbes	Ramon	ricoblaq68@gmail.com		<i>Ramon Forbes</i>
11	Franklin	Kanecia	kanecia_franklin@subr.edu		<i>Kanecia Franklin</i>
12	Franklin	Lashaunda	lashaunda_franklin@subr.edu		
13	George	Demetria	dgeorge@sulc.edu		
14	Gordon	Kristan	kristan_gordon@subr.edu		<i>Kristan Gordon</i>
15	Gosserand	Vanissa	vanissa_ely@subr.edu		
16	guess	robert	robert_guess@subr.edu		
17	Hitchens	Lori	lori_hitchens@subr.edu		
18	Hogans	Shonte'	shonte_hogans@subr.edu		
19	Johnson	Octavia	octavia_johnson@subr.edu		
20	Johnson	Velena	velena_johnson@subr.edu		
21	Jones	Thelma	tjones1972@cox.net		
22	Jones	Yolanda	Yolanda_Jones@subr.edu		<i>Yolanda Jones</i>
23	JONES	VALERY	valery_pollar@subr.edu		

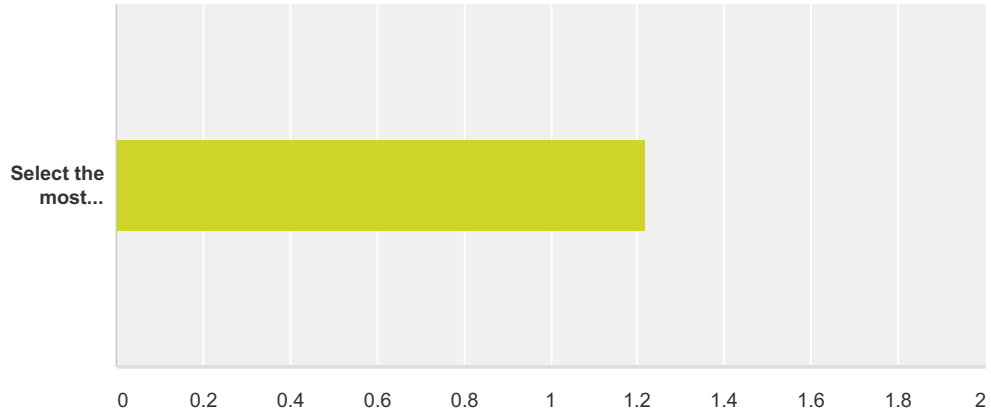
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24	Jones	JoAnne	joanne_jones@subr.edu		
25	Kado	Chiquita	ckado@sulc.edu		
26	Kundu	Madan	madan_kundu@subr.edu		
27	Latimer	Daisy (Dee)	daisy_latimer@subr.edu		
28	Lawrence	Anthony	anthony_lawrence@subr.edu		
29	Mahomes	James	james_mahomes@suagcenter.com		
30	Muse	Lakirkus	lakirkus_muse@subr.edu		
31	Newman	Dexter	dexter_newman@suagcenter.com		
32	Ordogne	Jason	jason_ordogne@subr.edu		
33	Palle	Sanjay	sanjay_palle@suagcenter.com		
34	Parker	Brandon	brandon_parker_00@subr.edu		
35	Pendergras	Gloria	gloria_pendergrass@subr.edu		
36	Porter	Tamika	tamika_porter@subr.edu		
37	Richardson	Veronica	veronica_richardson@subr.edu		
38	Richardson	Roslyn	roslyn_richardson@subr.edu		
39	Roberson	Ashantia	ashantia_roberson@subr.edu		
40	Robins	Rosa	rosa_robins@subr.edu		
41	Rollins	Arleda	arleda12@gmail.com		
42	Seymour	Natasha	natasha_seymour@subr.edu		
43	Sims	Rosemary	rosemary_sims@subr.edu		
44	Snowden	Janana	janana_snowden@suagcenter.com		
45	Spears	Stephanie	stephaniespears28@yahoo.com		
46	Sulcer	Devora	devora_sulcer@subr.edu		

	Last name	First name	Email address	P number	Signature
47	Turner	Johlana	johlana_turner_00@subr.edu		Johlana L. Juene
48	Warren	Ratana	ratana_warren@subr.edu		
49	Wilkinson	Celeste	celeste_wilkinson@subr.edu		
50	Williams	Jamala	jamala_williams_00@subr.edu	7	Jamala Williams
51	Jno Bo.	Elijah	Elijah@SUBR.EDU		
52	BROWN	MARCUS	Marcus - Brown@subr.edu		Marcus
53	Cavazos	Derrick	derrick - cavazos@subr.edu		Derrick
54	Sensley	Willie	willie.Sensley@subr.edu		Willie
55	Daniel	Daniel	Daniel		Daniel
56	CHAMBERS	HOSIET			Hosier Chambers
57	Herb Wallace		Hebert Wallace		Herb Wallace for
58	TATE	MAIDA	none		Maida Tate
59	Dowie	John	John.dowie@gmail.com		John C. Dowie
60	Allen	Lloyd	Lloydallen@subr.edu		Lloyd W. Allen
61	Powell	Kim	Kim.Powell@subr.edu		Kim Powell
62	Ademola Oloka				Ademola Oloka
63	NATAL	GORDON	gordon-natal@subr.edu		Natal Gordon
64	Lyndell	Rashad			Rashad
65	Veal	Gordell	Gordell.Veal@subr.edu		Gordell Veal
66	WILKINS	HENRY	henry-wilkins@yahoo.com		Henry D. Wilkins
67	Hollins	Kelli	kelli_hollins@suagcenter.com		Kelli Hollins
68					
69					

	Last name	First name	Email address	P number	Signature
70	GRANT	Carl	Carl_v-grant		<i>Carl Grant</i>
71					
72					
73					
74					
75					
76					
77					
78					
79					
80					
81					
82					
83					
84					
85					
86					
87					
88					
89					
90					
91					
92					

Q1 I am clear on how to apply what I learned on the job.

Answered: 23 Skipped: 0



	Strongly agree	Agree	Disagree	Strongly disagree	Total	Weighted Average
Select the most appropriate answer.	78.26% 18	21.74% 5	0.00% 0	0.00% 0	23	1.22

Attachment 3: SUBR Enrollment Services Graduation Checklist

Enrollment Services Graduation Checklist

S. _____ Degree Major Concentration
 BS FACS BS_FACS_AG

Admission Status: ST Entry Date Expected Term
 PR - Provisional Admit ST - Standard Admit 5/8/2015 201520

Type of Student: N Transfer Transcript:
 F - First-Time College Student T - Transfer Student

Holds	End Date	REASON	Owe	Origin
NS	11/03/11	New Freshman Admit		CTLE
RE	08/17/12	42		BUSO
RE	08/05/13	42		BUSO

Check List	Receive Date	COMMENTS
ACT1	5/4/2011	
AP20	5/4/2011	
APPL	5/4/2011	
CLSC	5/4/2011	WAIVED REQUIREMENT

Letters Mailed:

Graduation Application Status _____ Approved _____ Disapproved
 General graduation application information: _____

Reviewed: _____ Date _____
 Executive Director

Reviewed: _____ Date _____
 Enrollment Services Specialist

Attachment 3: SUBR Enrollment Services Graduation Checklist

Enrollment Services Graduation Checklist

S017

Degree Major Concentration
BS CRJU BS_CRJU_ES

Admission Status: ST
PR - Provisional Admit ST - Standard Admit

Entry Date Expected Term
5/8/2015 201520

Type of Student: N
F - First-Time College Student T - Transfer Student

Transfer Transcript:

Holds	End Date	REASON	Owe	Origin
NS	11/03/11	New Freshman Admit		CTLE
RE	05/02/12	Outstanding Balance		BUSO
RT	12/31/99	REGR - Due to Graduation		REGR

Check List	Receive Date	COMMENTS
APPL	9/28/2010	
MENG	1/3/2011	
MMU	1/3/2011	
SAT	1/20/2011	
HGT1	6/5/2011	ROSS SHAW STERLING HIGH SCHOOL
HGTF	6/5/2011	

Letters Mailed:

Graduation Application Status _____ Approved _____ Disapproved
 General graduation application information: _____

Reviewed: _____
Executive Director Date

Reviewed: _____
Enrollment Services Specialist Date

Attachment 3: SUBR Enrollment Services Graduation Checklist

Enrollment Services Graduation Checklist

S013 Degree Major Concentration
BS AGSC BS_AGSC_NA

Admission Status: ST Entry Date Expected Term
 PR - Provisional Admit ST - Standard Admit 5/8/2015 201520

Type of Student: T Transfer Transcript:
 F - First-Time College Student T - Transfer Student

Holds	End Date	REASON	Owe	Origin
RE	02/14/14	42		BUSO
RE	04/14/14	42Balance \$0 rsm		BUSO
RE	02/13/15	42		BUSO
RT	12/31/99	85-Athlete hold;see advisor		
RT	12/31/99	REGR - Due to Graduation		REGR

Check List	Receive Date	COMMENTS
APPF	8/16/2012	
CLTD	8/16/2012	
CTDD	8/16/2012	
LOGC	8/16/2012	
MMJ	8/21/2012	
MENG	8/21/2012	

Letters Mailed:

Graduation Application Status _____ Approved _____ Disapproved

General graduation application information: _____

Reviewed: _____ _____
Executive Director Date

Reviewed: _____ _____
Enrollment Services Specialist Date