1. Executive Summary

1.1 Lindy Boggs National Center for Community Literacy

1.2 The mission of the Lindy Boggs National Center for Community Literacy is to promote adult literacy as a vehicle for personal, economic, and community empowerment. The Boggs Center accomplishes this by:

- Preparing, supporting and promoting competence to address literacy in the community and in Loyola University students, faculty and staff.
- Developing and implementing a community-based research agenda focused on the connection between adult literacy and other social issues.
- Providing leadership and advocacy to increase the awareness of literacy and its impact on social justice, and economic and educational growth.

1.3 The goals of the Boggs Center strongly reflect the Jesuit commitment of service to others and the promotion of justice. The Lindy Boggs Literacy Center’s advisory board reviews annual goals reported by the executive director. Goals for FY 10-11 are part of the five year strategic business plan (see attached document) that was created one year ago. Goals for FY 10-11 were assessed by local, national and international literacy partners including the Literacy Alliance; and national and local practitioners, researchers and other stakeholders that work with low literate adults. This year members of the board provided guidance and support in the implementation of the plan’s five point strategic directions.

1.4 Summary of Achievements

- Transitioned into the College of Social Science and began to more fully integrate its work with other centers, institutes, staff, faculty and students.
- Implemented programs that assist in building capacity of Loyola students, faculty and staff to promote and address literacy.
- Served as convener and catalyst for over a half million dollars in funding to the City of New Orleans for the development of the Learner Web, a national best practice to increase computer skills and broadband use among vulnerable populations.
- Worked with grant writer and fund development staff person toward immediate and long-term funding goals as outlined in the strategic plan.

1.5 Review of past and current budgets

1.5.1 FY 10-11: Personnel - $108,310.57; Operations - $15,230.00; Total - $123,540.57

1.5.2 FY 11-12: Personnel - $109,584.27; Operations - $15,230.00; Total - $124,814.27

1.6 The Lindy Boggs National Center for Community Literacy has resumed an aggressive fundraising and fund development agenda to strengthen capacity.
2. Lindy Boggs National Center for Community Literacy

2.1 The mission of the Lindy Boggs National Center for Community Literacy is to promote adult literacy as a vehicle for personal, economic, and community empowerment. The center will accomplish this by:

- Serving as a catalyst in the local community to strengthen adult literacy
- Developing and implementing a community-based research agenda focused on the impact of poverty and racism on adult literacy
- Involving literacy providers in an information-sharing network of local, state, national, and international educators
- Providing local practitioners with access to contemporary research and best practices in adult literacy in the United States and internationally; and
- Fostering service-learning and community service opportunities for Loyola University students, staff, and faculty.

2.2 Located in Loyola University’s Monroe Library, The Lindy Boggs National Center for Community Literacy continues to be one of only a select group of national literacy organizations with the advantage of location on a university campus. The institutional encouragement and support of Loyola University New Orleans was instrumental in the creation of the Boggs Center and continues to be a key element in its positive development. Guided by its 2010 strategic business plan to more fully integrate into the University, this year the Boggs Center was placed under the auspice of the College of Social Science. This new location within the University allows for greater connections with students, faculty and staff interested in addressing literacy and its related social issues. The Boggs Center’s mission and efforts are consistent with the University’s mission and vision to create a student centered learning environment that prepares the whole student and allows them to immediately engage in opportunities to positively impact the rebuilding of New Orleans and the larger community in the future.

2.2.1 During fiscal year 10-11 the Boggs Center had a full-time Executive Director, and two part-time staff (a receptionist and a grant writer/fund-development specialist). Two full-time positions, research assistant and statewide coordinator, remain unfilled due to lack of funding.

2.2.2 N/A

2.2.3 The Boggs Center works with Loyola University students on several programs that provide opportunities for community service and engagement. This year the Boggs Center had three full-time work study students. Two additional student internships were also provided. One focused on public relations and marketing of Boggs Center activities internally within the university and externally to the larger community. The second internship was a research assistant to support the community-based Avondale Shipyard closing research initiative.

2.2.4 N/A

2.2.5 N/A

2.2.6 N/A
3. **Assessment**

3.1 The Lindy Boggs Literacy Center’s advisory board reviews annual goals reported by the executive director. Goals for FY 10-11 were assessed by local, national and international literacy partners that included the Boggs Center advisory board, the Literacy Alliance board and partners, researchers, practitioners, stakeholders that address the issue of adult literacy and adult learners. The goals of the Boggs Center strongly reflect the Jesuit commitment to service to others and the promotion of justice.

3.2 Strategic directions and goals based upon the Boggs Center’s strategic business plan:

**Strategic Direction 1: Integration into the University**

Goal: To become the vehicle through which Loyola University students, faculty and staff are prepared, supported and promoted in addressing literacy. This goal is aligned with the university’s mission “prepares them to lead meaningful lives with and for others.”

**Strategic Direction 2: Identification and Promotion of Community-based Research**

Goal: To develop and implement a community-based research agenda focused on the relationship between adult literacy and related social issues. This goal aligns with the university’s mission “to pursue truth, wisdom, and virtue.”

**Strategic Direction 3: Leadership and Advocacy for Literacy Initiatives**

Goal: To provide leadership and advocacy to increase the awareness of literacy issues and its impact on social, economic and educational growth. This goal aligns with the university’s mission to “work for a more just world.”

**Strategic Direction 4: Organizational Development**

Goal: To develop and implement an organizational structure that will position the Lindy Boggs Center to fulfill its mission and goals. This goal aligns with the university’s mission that “through teaching, research, creative activities, and service, the faculty, in cooperation with the staff, strives to educate the whole student and to benefit the larger community.”

**Strategic Direction 5: Resource Development**

Goal: To develop an immediate operating funding base for the organization’s financial stability and sustainability. This goal aligns with the university’s mission that “through teaching, research, creative activities, and service, the faculty, in cooperation with the staff, strives to educate the whole student and to benefit the larger community.”

3.3 Student learning outcomes based upon the Boggs Center’s goal to become a resource and training “hub”:

- Students will have raised awareness around the issue of adult literacy and its related social issues and the Boggs Center as a resource to assist them in their education and service around literacy.
- Students will become connected to community literacy programs and activities.
- Students will gain increased skills through training to enhance the quality of their roles as literacy tutors and mentors.
- Students will be exposed to national best practices in adult literacy.
- Students will become committed to the issue of literacy beyond the academic semester.
3.4 Assessment Activities

Internal

- Meetings to assess the work and strategy of the Boggs Center with the University administration and units including Financial Affairs and Institutional Advancement to address short and long-term funding opportunities; the President’s Office and the College of Social Science (CSS) to coordinate a smooth transition of the Boggs Center to the CSS and continued leadership in the rebuilding of an adult based community education agenda; and engagement of the office of Grants and Contracts to ensure that the Boggs Center continues to operate within established guidelines. All of the above internal University departments were crucial in supporting the internal assessment of the Boggs Center.

External

- The Boggs Center works both locally and nationally to achieve intermediate outcomes which include the enhancement in quality of service delivery and policy which impact low-literate individuals through training, professional development, research generation and dissemination, and advocacy. The ultimate end outcome of improved literacy of adult learnerns will be measurable by changes in community institutions and indicators related to low literacy in the community.

- Both quantitative and qualitative metrics on the Boggs Center’s community literacy activities provide insight into the impact that our activities have had on adult literacy. Dr. Pam Jenkins of the University of New Orleans continues to lead a comprehensive evaluation on the impact of the Boggs Center and the Literacy Alliance of Greater New Orleans. A comprehensive evaluation of the Bridge Project, a job-readiness initiative was conducted by Dr. Michael Cunningham of Tulane University. We are starting to collect data on the Learner Web project in partnership with national partner Portland State University and Goodwill Southeast Industries locally to assess the impact of digital and computer literacy skills on improving life options and opportunities for adult learners.

3.5 Assessment of community-based learning, community-engaged activities, or community related goals

The Boggs Center conducts continuous assessments to improve its community activities. These methods include evaluations, program reports, monitoring of program outcomes, surveys, focus groups, partner interviews and meetings. Together these multi-methods allow the Boggs Center to keep a “pulse” on the impact the work is making and continue improvement.

3.6 Briefly describe the results found through the assessment of the previous year’s program goals, student learning outcomes, and any community related goals.

The results from an assessment of the previous year’s goals show that the Boggs Center was successful in achieving short-term and intermediate outcomes and milestones as detailed in strategic business plan.
4. Summary of Achievements

4.1 The Lindy Boggs Literacy Center has accomplished the following in FY 2010-2011:

- The Boggs Center has a new home in the College of Social Science and now works more closely with students, faculty and staff.
- The Boggs Center continues to focus on its community-based research agenda to address the plight of black men and fathers. New research activities include becoming a new collaborative partner with the AFL-CIO and other local researchers on the Avondale shipyard closing research project. The Boggs Center is also monitoring the transition of GED graduates to post-secondary education, employment and continuing education opportunities.
- With support of the grant writing/fund development specialist, the Boggs Center is implementing an aggressive funding strategy that addresses immediate and long-term funding needs.
- Our national partnerships continue to be a source of strength for the Boggs Center. The strategic and intentional involvement of national and international experts on literacy will continue to pave the way for and support the work of the Boggs Center. National Center for Family Literacy (NCFL) – In partnership with NCFL the Boggs Center sends four representatives to the national NCFL family literacy conference. Women in Fatherhood (WIF) – The mission of Women in Fatherhood is to contribute to and advocate for family and community well-being through the support of positive father involvement and healthy family relationships. Through WIFI the Boggs Center has been able to bring national experts and best practices to local providers. Portland State University – The Boggs Center is working with Dr. Stephen Reder on adult learner persistence, self-study and technology.

4.2 Faculty achievements – N/A

4.3 The Executive Director of the center is a recognized leader both nationally and locally. She services at the university, local and national level as an advocate for literacy and its related social issues. At Loyola University she served on the Carnegie Community Engagement committee and presently serves on the Diversity committee. Her local service includes, Southeast Louisiana Regional Alliance – Chair; New Orleans Fatherhood Consortium – Convener and Chair of the Policy Committee; Literacy Alliance of Greater New Orleans – Board member; Neighborhood Story Project – Board member; Central City Renaissance Alliance – Board member and Secretary; The City of New Orleans Human Relations Commission – Commissioner; Orleans Parish Sheriff’s Office Re-entry Advisory Committee – Member; Common Good – Member; New Orleans Workforce Investment Board Youth Advisory Council. National service includes Women in Fatherhood Inc. – Board member and Chair of the Research, Advocacy and Policy Committee.

4.4 Student achievements/service include: (1) Over 500 students have been impacted by the Boggs Center’s activities and programs. (2) Student intern developed marketing and public relations agenda for The 13 Lessons and the national expert visit. (3) Student intern served as research assistant for the Avondale Shipyard closing research project. (4) The Boggs Center has provided training to students on working with adult learners, strategies for starting an adult literacy program, national best practices on persistence and self-study of adult learners, and using technology as a tool to enhance
learning and literacy. (5) A special session was held for Loyola University students with national expert Stephen Reder on working with adult learners and literacy. (6) Several students are volunteering over the summer either in literacy programs such as the Learner Web and the Family Literacy and Technology Project.

4.5 Community engagement activities

- Served as convener and catalyst of more than $500,000 dollars coming to the City of New Orleans for technology and literacy through the learner web.
- Expanded partnerships with non-profit, state and national partners.
- Served as host for the 3rd annual GED graduation of over 200 graduates.
- Implemented two technology and literacy initiatives to bridge the digital divide gap. The Family Literacy and Technology Initiative is being piloted with 20 families. The Learner Web Project is being offered in over 14 labs in the greater New Orleans community.
- Produced and re-commissioned The 13 Lessons performance in partnership with Ashe Cultural Arts Center that raised awareness of over 1,000 attendees including students, faculty, staff, literacy stakeholders and the general public.
- Hosted Engaging Literacy: Research to Policy to Practice presentation by Dr. Stephen Reder, a professor of applied linguistics at Portland State University attended by over 100 participants.

5. Budget

5.1 FY 10-11: Personnel - $108,310.57; Operations - $15,230.00; Total- $123,540.57

5.1.1 FY 10-11 Budget Narrative
Personnel
Salaries
Executive Director (FTE) – $77,250 cost of full-time executive director responsible for overseeing all administrative, financial, fundraising and programmatic initiatives of the Boggs Center.
Receptionist – part-time staff responsible for office management and basic clerical tasks. (8 hrs. X 25 hrs. per week = $200 per week = $800 per month X 12 months = $9,600 annually)

Fringe benefits:
ED benefits calculated at 26.83% = $20,726.17
Receptionist benefits calculated at 7.63% = $734.40

Operating Cost
Bookkeeping – accounting and bookkeeping services that includes internal monitoring of grants and funds. $50 per hour X 10 hours per quarter X 4 quarters = $2,000.

Office Supplies – cost of paper, materials, mailings and other supplies needed to implement the work of the Boggs Center. $212.50 per month X 12 months = $2,550.00.
Copier – maintenance/service fee for copier. $140 per month X 12 = $1,680.00

Copies – cost of development of Boggs Center brochure, fund development material, announcements, reports, white papers, and issue and/or policy briefs. $5 per document X 600 documents = $3,000.00

Meeting expense - cost of refreshments for advisory board, partners and student meetings. $100 per meeting X 10 meetings = $1,000.00.

Professional Development – fees for professional development associations and staff trainings, professional development, materials, conferences, and meetings cost of $5,000.00.

We continue actively to seek appropriate grant funding. The addition of the grant writing and fund development specialist has allowed the Boggs Center to move forward on an aggressive short term fund development plan to raise operating cost and the development of a long-term strategy. The resumption of the Boggs Center endowment campaign, diversification of funding and the development of social entrepreneurship strategies will gradually reduce the dependence of the Boggs Center on fluctuating grant funding.

5.2 FY 11-12: Personnel $109,584.27; Operations $15,230.00; Total - $124,814.27

5.2.1 Personnel
Salaries
Executive Director (FTE) – $78,254.25 ($77,250 + 1.3% raise) cost of full-time executive director responsible for overseeing all administrative, financial, fundraising and programmatic initiatives of the Boggs Center.

Receptionist – part-time staff responsible for office management and basic clerical tasks. (8 hrs. X 25 hrs. per week = $200 per week = $800 per month X 12 months = $9,600 annually)

Fringe benefits:
ED benefits calculated at 26.83% = $20,995.62
Receptionist benefits calculated at 7.63% = $734.40

Operating Cost
Bookkeeping – accounting and bookkeeping services that includes internal monitoring of grants and funds. $50 per hour X 10 hours per quarter X 4 quarters = $2,000.

Office Supplies – cost of paper, materials, mailings and other supplies needed to implement the work of the center. $212.50 per month X 12 months = $2,550.00.

Copier – maintenance/service fee for copier. $140 per month X 12 = $1,680.00
Copies – cost of development of Boggs Center brochure, fund development material, announcements, reports, white papers, and issue and/or policy briefs. $5 per document X 600 documents = $3,000.00

Meeting expense - cost of refreshments for advisory board, partners and student meetings. $100 per meeting X 10 meetings = $1,000.00.

Professional Development – fees for professional development associations and staff trainings, professional development, materials, conferences, and meetings cost of $5,000.00.

The FY 2011-2012 budget reflects basic administrative and operating cost. With continued university support the Boggs Center will continue to aggressively seek funding to strengthen organizational capacity to fully execute the strategic business plan and achieve program goals.

6. Planning and goals for the upcoming year

6.1 The Boggs Center underwent strategic planning one year ago in fiscal year 2009-2010(view attached plan). This plan serves as a guide for the Boggs Center’s strategic direction over the next five years.

6.2 The strategic business plan for the Lindy Boggs National Center for Community Literacy is the end result of a comprehensive strategic planning process that included university staff, faculty, students, national, state and local community partners, and recipients of the Boggs Center’s services. The plan lays out a future direction for the Boggs Center that is rooted in the Jesuit mission and values of Loyola University. The strategic business plan combines strong university integration and support with the Boggs Center’s community relationship assets. This business approach will strengthen our efforts to have a local and national impact on adult literacy and its related social issues.

6.3 Program Goals for 2011-12

Strategic Direction 1: Integration into the University
Goal: To become the vehicle through which Loyola University students, faculty and staff are prepared, supported and promoted in addressing literacy.

Strategic Direction 2: Identification and Promotion of Community-based Research
Goal: To develop and implement a community-based research agenda focused on the relationship between adult literacy and related social issues.

Strategic Direction 3: Leadership and Advocacy for Literacy Initiatives
Goal: To provide leadership and advocacy to increase the awareness of literacy issues and its impact on social, economic and educational growth.

Strategic Direction 4: Organizational Development
Goal: To develop and implement an organizational structure that will position the Lindy Boggs Center to fulfill its mission and goals.

Strategic Direction 5: Resource Development
Goal: To develop an immediate operating funding base for the organization’s financial stability and sustainability.

Program goals for 2011-12 are based upon the Boggs Center’s five year strategic business plan. Both internal and external assessment support continued implementation of these goals through defined objectives and identified activities.

6.4 Student learning outcomes for 2011-2012
The following outcomes are based upon the Boggs Center’s goal to become a resource and training “hub”:
- Students will have raised awareness around the issue of adult literacy and its related social issues and the Boggs Center as a resource to assist them in their education and service around literacy.
- Students will become connected to community literacy programs and activities.
- Students will gain increased skills through training to enhance the quality of their roles as literacy tutors and mentors.
- Students will be exposed to national best practices in adult literacy.
- Students will become committed to the issue of literacy beyond the academic semester.

Student learning outcomes for 2011-12 are based upon the Boggs Center’s five year strategic business plan. Internal assessment supports continued implementation of goals, objectives and activities that will assist the Boggs Center in achieving the stated student learning outcomes.

6.5 Planned involvement of non-Loyola community in strategic goals or the activities planned to achieve those goals

The Boggs Center has a history of being rooted in and focused on the community. To achieve our vision of a 100% literate community, every citizen has an important role in making this a reality. Engagement of diverse stakeholders that work with low literate and skilled adults will provide “community wisdom” to Loyola University faculty, students and staff. There are also plans for these stakeholders to provide training, opportunities for service and applied learning for the University community. The Research Advisory Committee, national and local research partners and practitioners will be involved, along with adult learners working as partners and advocates for change. National, state and local partners and stakeholders will continue to be involved in the activities of the Boggs Center. The Boggs Center will continue to combine research and practice to successfully move towards achieving the Boggs Center’s goals. The Boggs Center’s advisory board and other key strategic partners will continue to provide guidance around advocacy, organization and resource development.
6.6 Description of the resources that will support the goals for the upcoming year
Both internal and external funding sources will be garnered to successfully support and achieve proposed goals.

6.7 Assessment plan for upcoming year’s goals
The Boggs Center will continue to implement both internal and external assessment strategies.

- Internal assessment will include meetings to assess the work and strategy of the Boggs Center with Loyola University administration and units. With the support of the Office of Community Engagement Research and Assessment the Boggs Center would be interested in conducting a university-wide survey to measure the awareness and knowledge of the Boggs Center and its services. Externally the Boggs Center has plans to work with its research committee to assess and refine methods and strategies of assessment.

- A highlight of the strategic business plan is to build upon these existing data and relationships to strengthen and expand the community-based research agenda. A major aspect of the strategic plan is to create a research team with a strong evaluation component that will lead the Boggs Center’s programmatic agenda to maintain, publish and disseminate information on the impact that the Boggs Center’s work is having on literacy in this region.