



SHEILA HICKMAN RECEIVES 2009 SEYMOUR WEISS EXCELLENCE IN TEACHING AWARD

Delgado Community College is proud to announce that Sheila M. Hickman, M.Ed., MT (ASCP) SBB, is the 2009 recipient of the annual Seymour Weiss Endowed Professorship for Excellence in Teaching Award, the highest honor the college bestows upon its faculty. Hickman, Delgado Allied Health professor, has served as director of the college's Medical Laboratory Technician program since its inception in 1992. She has also been director of the Phlebotomy program from 2000-2004 and 2006 to present.

Prior to joining Delgado in 1992, Hickman was a laboratory training advisor at the Centers for Disease Control in Atlanta, Ga., for three years. Before that, her impressive hospital experience spanned 23 years including positions as coordinator of Allied Health Education and Medical Technology program director for Touro Infirmary; director of the Blood Bank Technology program and Medical Technology program for Ochsner Medical Foundation; Blood Bank technologist for in new Orleans and medical technologist for Southern Baptist Hospital in Alexandria (now Rapides General Hospital); and medical technologist for Hotel Dieu Hospital.

Hickman is a member of the American Society for Clinical Laboratory Science (ASCLS), Louisiana State Society for Clinical Laboratory Science (LSCLS) and an associate member of the American Society of Clinical Pathologists. She earned a Masters of Education from the University of New Orleans and a Bachelor of Science in Medical Technology from Loyola University.

Among her many awards, Hickman has received the Pendleton Memorial Methodist Hospital Endowed Professorship, Delgado's Dolphin Award for Excellence in Teaching Nominee, LSCLS Omicron Sigma, Delgado Presenter, Mini, SGA Retention and STEP Grants, and LSSMT Educator of the Year, Presidential Service and Omicron Sigma awards.

"Seventeen years ago, Professor Hickman was hired to direct and teach in the Medical Laboratory Technician program, which was new and had to be built from nothing to the highly respected program that it is today," said Harold Gaspard, dean of Delgado's Allied Health Division. "When our Phlebotomy Technician program director transferred to another division, Professor Hickman quickly volunteered to step in and perform those duties also. She successfully completed four program accreditation site visits resulting in the awarding of the maximum granted years with no deficiencies, an unheard of accomplishment. Every one of her program graduates has passed the national certification exam, and 100 percent of her students seeking work have been employed within 30 days of graduation. Her professional involvement has been equally exemplary at the local, state and national levels, and she continues to be a much sought-after lecturer around the country."

Other 2009 Seymour Weiss Endowed Professorship for Excellence in Teaching Award nominees were: Malene Arnaud-Davis, Dr. Isaac Brumfield, Glenda Butler Marilyn Ciolino, Candace Clanton, Lisette Copping, Gregory Dawson, Jeanne Gagliano, Terri Gonzales-Kreisman, Susan Hague, Barbara Hebert, Sheila Hickman, Christine Mitchell, Wendy Rihner and Diane Sehr.

About the Seymour Weiss Excellence in Teaching Award

The Seymour Weiss Excellence in Teaching Award is the College's most prestigious award presented to a faculty member. The recipient receives a gold lapel pin, an embossed plaque, a certificate of excellence and a monetary award. The faculty member's monetary award is funded through a permanent endowed trust fund, the Delgado Community College Seymour Weiss Endowed Professorship. This endowment is made possible through the Board of Regents' Louisiana Education Quality Support Fund (LEQSF) program and is jointly funded by the LEQSF and the Delgado Community College Foundation Seymour Weiss Trust Fund. In addition, all Excellence in Teaching nominees have first preference for funding to attend the current year's National Institute for Staff and Organizational Development (NISOD) Conference.

Following are a sampling of quotes from letters of support from students, graduates, faculty/staff and industry partners for Sheila Hickman's nomination:

"Sheila demonstrates an enormous wealth of knowledge with [future clinical medical laboratory technician and phlebotomist] students, as well as with other fellow educators and healthcare professionals. Sheila is well respected by her peers because of her special talents as an educator...Because Sheila is such an outstanding teacher, I believe that is why many of the MLT and Phlebotomy students that graduate from these two programs are hired by Ochsner. The healthcare profession is in great need of competent individuals to fill the number of vacancies in our area. Delgado Community College, along with one of your finest educators, Sheila Hickman, is performing a great service in our area."

- Judith Valenza, MT(ASCP)SH, Ochsner Medical Center Clinical Education Coordinator

"My experience with Sheila over the past 20 years has been wonderful. She has always been very involved in multiple aspects of the Clinical Laboratory Science profession including holding several offices in the Louisiana State Society for Clinical Laboratory Science, New Orleans Society of Medical Technologists, American Society for Clinical Laboratory Science, and American Society of Clinical Pathologists. Her role as an educator has extended from Delgado to the presentation of many seminars, workshops, and publications for these organizations...She is one of the most popular speakers at [continuing education] seminars...She has a special gift for making difficult topics simple, interesting, and easy to understand...The Department of Clinical Laboratory Sciences has recently established a program for medical laboratory technicians to articulate into our medical technology program. The Delgado graduates participating in this option have been well prepared by their MLT program and have performed extremely well in our Bachelor of Science program."

- Patsy C. Jarreau, MHS, program coordinator and associate professor, LSU Health Sciences Center School of Allied Health Professions, Department of Clinical Laboratory Sciences

"Sheila has created – and expertly executes – a curriculum that dramatically improves the lives of her students and improves the outcomes of patients served in our community hospital system. I know this because I supervised many of her students as the director of client Services in the Pathology Department at Charity Hospital. As we hired her graduates, I saw them grow into leaders in our lab and take on problematic tasks to solve problems for our patients. I attribute their can-do spirit and their fearless zeal for excellence to their teacher at Delgado...Many of our employees possessed the knowledge and skills necessary for the job but Sheila's students knew how to care at a special level. This is why – even though they worked at entry levels – they were admired and quickly became our go-to people."

- Daniel Haun, MT(ASCP)H, eLearning Consultant, LSUHSC, Department of Clinical Laboratory Sciences and instructor, Delgado Phlebotomy program

"I am amazed by her level of enthusiasm and her love of her students. Even though she has been teaching for a long time, she is always open to new ideas. She is always searching for better ways to do things in the classroom and improve the quality of education for her students...She has a wonderful balance of what to give the student and what to expect from the student to make them successful in their career and in life."

- Shannon A. Skena, MT(ASCP), CLS(NCA), instructor, Delgado MLT program

"She gets [advisory board members'] input with regard to the importance of the material included, its currency and its application in the clinical setting. To me this is truly what excellence in teaching is about – not only how the material is presented, but the quality and pertinence of what is presented."

- Deborah Lea, vice chancellor for Learning and Student Development

"I have to say, of all the teachers I've learned under, Sheila Hickman has shown the utmost teaching talent of all. The subjects that she's taught me haven't been easy subjects. Mrs. Hickman has shown the ability to take these subjects and make them seem a lot easier and attainable than what they really are. As a student, I can't ask for anything more from a teacher."

- Chris Hendrix, third year student

"Mrs. Hickman is one of the most knowledgeable teachers in her subjects that I have met. I have been taught by other teachers in the same subject before . . . I was a Medical Lab Tech in the U.S. Air Force in the middle 1980's. I never received my degree while there and have returned to fix this problem. She is pleasant, helpful and attentive to her students. She has sacrificed personal time and effort to see to it that we understand and are prepared for our quizzes or exams. She shows enthusiasm and humor, as well as diligence and expertise, in all of her courses."

- James "Red" Trent, class of 2009

"During my time in the MLT program, I have been faced with challenges that I have never had to deal with before. Mrs. Hickman has always found the time to assist me no matter how long it took me to understand. . . she has even stayed late just to help me. Mrs. Hickman is a genuine teacher at heart. I must admit she isn't the easiest of teachers, but I believe that is who she has to be in order to effectively teach this program. I have met students that have already passed the MLT program, and they all say the same thing: 'If it wasn't for Mrs. Hickman, I would have never made it through.' "

- Vivian Reed, MLT student

"I truly believe that she is an asset for the teaching profession and she represents all that we should strive to be. She is an understanding, caring and enthusiastic woman. She is dedicated to helping her students succeed in every aspect of life. Being a high school-drop out and returning to college after so many years I was very intimidated by the whole process, but she made me feel at ease and confident in my abilities. Because of her, I'm now a graduate of Delgado and interested in pursuing further education. She was not only a teacher but our mentor and friend."

- Debra Howell, Delgado alumna

"Mrs. Hickman was the reason why I joined the MLT program. I still remember her positive attitude and her beautiful smile since the first day I met her in her office. . . She supports me all the time, even after my graduation. . .She worked hard to make sure that everybody in my class had good jobs with good opportunities."

- Maysoun Ziadeh, class of 2008

"Her method of teaching was truly outstanding and necessary for the process of learning. Although the topic of study is hard, she helped us through in every way she thought of as needed. Her excellence in teaching her students also speaks well of her responsibility as a professor who cares for them. I have only great things to say about Professor Hickman. Her teaching ability is a strong reflection of her character. As a professor, she is a very dynamic person with a respectable and strong sense of ethics. She is a very professional, motivating, hard-working and very cheerful person."

- Cesia A. Funez, class of 2005

"She has always been an exceptional instructor and inspires confidence in her students. Her lectures are well prepared and showed with enthusiasm that keeps her students interested and thoroughly informed. Earnest to her students' success and well-being, she has remained close to each one, giving her personal phone numbers and keeping them informed of their progress and opportunities to earn scholarships and future employment."

- Phuong Kim Nguyen, Delgado alumna

"Not only did she teach me the skills for the profession that I chose. She also taught me self confidence, positivity, how to set goals and not to be afraid to reach them...It's amazing how she takes each one of her students under her wing and forms a bond that lasts a lifetime."

- Samantha Adams, Delgado alumna

"After Katrina, and also most of 2004, I went through some rough times personally, and if it wasn't for her words of encouragement on a daily basis I don't think I would have made it through. There is no other human being or instructor that deserves honor and recognition more than Mrs. Sheila Hickman."

- Demetrius Ransom, Delgado alumnus

"Mrs. Hickman is an outstanding teacher. She is very passionate and knowledgeable in the courses that she teaches. Her enthusiasm and excitement made students want to learn. I have never met anyone that excited about urinalysis."

- Hope Barrilleaux, class of 2006

"There are so many good things I could say about Sheila Hickman as a teacher and person. One word that best describes her would be Mentor. She dedicated much of her time and effort to make us, student, the best we could be. She is intelligent, energetic, thoughtful, caring, and determined."

- Andrea Price, class of 1996

"She is the true model of a great teacher and friend...She makes you feel that you can tackle any task as long as you are willing to put forth a little effort. Along with her great teaching skills is a very caring and concerned friend...About halfway through the MLT program my mother passed away. I almost quit and gave up on school, but her compassion and interest in what was going on in my life was enough for me to realize that when life throws you a curveball, don't step out the batter's box. Hang in there and step up to the plate again."

- Lionel Crossland Jr., Delgado alumnus

"I learned so much from her and can't find the words to thank her for preparing me and for passing on her vast knowledge to all the students who had the opportunity to know her. I think she deserves to be recognized for her work, which comes from her heart as much as from her head."

- Zaida I. Martinez, class of 2002

"Since graduation, I am working at the Medical Center of Louisiana in New Orleans and I am enrolled at LSUHSC working toward my Bachelor's degree in Clinical Laboratory Science. I plan to graduate at the end of this year. I find that my study at Delgado completely prepared me for work and for my studies. I am getting A's at LSU and this is in large part due to the excellent Delgado program."

- Nory P. Buck, class of 2003