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Division of Administration
Division of Administration (Chancellor's Office)
Chancellor's Office

EMPLOYEE LISTING

Professional, unclassified staff

Tom Carleton, M.A.
Cindy Darby, M.A.
Juanita Epps, B.S.
Ellen Hinton, M.S.
John Hoffmann, Ed.D.
Della Jeter, B.A.
Karen J. Musgrove, M.Ed.
Karen Recchia, M.A.
Stephanie Rogers, A.D.
Linda Hunter-Scott, M.S.
Monette Smith, A.D.
Stan Wilkins, Ph.D.
Tom Williams, M.A.

Classified staff

Jessie Darby, A.D.

DIVISION SUMMARY

Each year Bossier Parish Community College meets challenges and celebrates victories. Across Northwest Louisiana and the nation, retention, illiteracy, unemployment, and the safety of our campuses are major concerns.

BPCC is addressing these concerns. The Chancellor has instituted a college-wide response to address retention at Bossier Parish Community College. In doing so, he has appointed a core team to begin reviewing data and recommending possible solutions. The core team is conducting this work through an agreement with the LCTCS for Bossier Parish Community College to participate as one of two pilot sites in planning and implementing strategies learned from the "Achieving the Dream" model. All faculty and staff were invited to participate in a campus-wide workshop concerning the "BPCC 1st" initiative.

BPCC's commitment to education goes beyond the normal college curriculum. Educationally disadvantaged citizens have the opportunity to learn through the Project READ program. Tutors have volunteered over 450 hours teaching people to read. The number of visits to the Center for Learning Assistance for tutoring has surpassed the 2005-2006 data by a large margin. Success/pass rates are improved by those utilizing these services. Fast-track programs are being developed to
meet the demands of business, industry, and citizens in need of short-term training.

The film industry has opened doors of opportunities in this area from technology-based careers to acting. The BPCC Telecommunications Division has placed the College in the heart of the film industry in our area by providing training in broadcasting, music, computer animation, film, graphic design, makeup, media for the ministry, photography, radio, sound recording technology and television production.

In light of recent events at Virginia Tech University, all campuses are reviewing their emergency plans. Chancellor Carleton has implemented additional security measures by requesting that all classroom doors be locked at the beginning of classes, a new module was installed in the computerized alert system for campus lockdown emergencies, and SWAT training has been scheduled on campus to give officers the layout of the campus prior to a catastrophic event. The Chancellor has an obligation to provide not only sound educational programs, but also a safe environment for the faculty, staff and students.

The Chancellor's Office has hosted numerous dignitary visits and events including, but not limited to, U.S. Representative Jim McCrery, U.S. Senator David Vitter, LCTCS System President Dr. Joe May, the Louisiana State Troopers, the Lumina Foundation, Skills USA Awards Ceremony, and the 40th Anniversary of BPCC Celebration.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Chancellor Tom Carleton was inducted into the Long Purple Line in October 2006. This honor is given in recognition and appreciation to former NSU students whose career accomplishments have enhanced the reputation of Northwestern State University.

Monette Smith, Executive Secretary to the Chancellor, received the "LCTCS Outstanding Professional Support Staff" award in August 2006 at the LCTCS Leadership Development Conference. Monette is a charter board member for the BPCC Lion's Club, which was organized in the spring of 2007.

**PROFESSIONAL DEVELOPMENT**

<table>
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<tr>
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<th>Professional Development (other location)</th>
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<tr>
<td>Monette Smith</td>
<td>&quot;Managing Stress for a Healthier, Happier You&quot; Seminar</td>
<td>Zig Ziglar &quot;Get Motivated&quot; Seminar</td>
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<td>Veteran's Day Convocation</td>
<td>IAAP Professional Administrative Assistants Seminar</td>
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<td>LCTCS Leadership Development Conference</td>
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<td></td>
<td>Staff Development Seminar with Patty Tymon</td>
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<td></td>
<td>BPCC Foundation 5K Run/Walk</td>
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</table>
SIGNIFICANT CONTRACTS OR GRANTS:

Bossier Parish Community College signed a Memorandum of Understanding (MOU) with LTC-Northwest Region to offer courses via compressed video to the LTC, Minden campus, and MOU

Tom Carleton  Consortium for Education Research and Technology (CERT)
Continuum for All Louisiana Learners (CALL)
Committee of 100
LA e-portal
Lumina Meetings for the "BPCC 1st" initiative
Advocacy Training, Baton Rouge, LA
Community and Technical College Day at the State Capitol
Board of Regents Meetings, Baton Rouge, LA
LCTCS Leadership Teams Meeting, Baton Rouge, LA
LCTCS Board Meetings, Baton Rouge, LA
LCTCS Leadership Development Conference, New Orleans, LA
CERT Meetings, Baton Rouge, LA, Shreveport, LA
Biomedical Research Meetings, Shreveport, LA
Biomedical Education Subcommittee Meetings, Shreveport, LA
Bossier Chamber of Commerce Meetings
Coordinating and Development Corporation Meetings
Dual Enrollment Meetings, Bossier, Caddo, and Webster Parishes
SACS-COC 2006 Institute on Quality Enhancement and Accreditation, Atlanta, GA
SACS Annual Meeting, Orlando, FL
Shreveport Chamber of Commerce Meetings
SkillsUSA, LTC-Shreveport, LA
Bossier City Fire Department
Bossier City Lions Club
Kiwanis Club
LTC-Northwest Region, Keynote Speaker at Graduation Tech Prep

Jessie Darby  Financial Forms Training
Online Purchase Training
Black History Convocation
Faith Seminar
Holocaust Convocation
Veteran's Day Convocation
Women's Money Matters Seminar
Body Language Seminar with Jim Conerly
Staff Development Seminar with Patty Tymon

Linda Hunter-Scott  Gingerbread House Motivational Speaker
Money Matters Workshop
Team building Workshop
Disability Awareness Day
"Look Who's Coming to BPCC" Seminar
"Student Success is Everyone's Responsibility" Seminar
National Day to Eliminate Racism - YWCA
National Tech Prep Network Conference - Dallas, TX

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between BPCC and NSU for the BPCC at NSU program. In April 2007, the College signed an articulation agreement between BPCC and LSUS for the Associate Degree in Teacher Education.

Bossier Parish Community College was one of two pilot sites for the Lumina Foundation grant. The Lumina "BPCC 1st" initiative is based on the "Achieving the Dream" model.

In January 2007, BPCC was chosen as one of two pilot sites for the CALL (Continuum for All Louisiana Learners) program. BPCC and Northwestern State University are working to create fast-track degree completion programs.

STRATEGIC PLANNING

Department Measurable Strategy:
Expand marketing strategies to increase enrollment.

   Performance Indicators:
   1. Increase total number of recruitment programs
   2. 14th day headcount enrollment

Assessment Results:
   1. In 2006/2007, the BPCC Recruiting Department developed and implemented the following projects and programs;

   Hosted the fall and spring College Transfer Days for 15 four-year institutions.
   Conducted tours (individual and group and presentations for prospective students on campus.)
   Set-up display and visited with new personnel at BAFB.
   Co-hosted the fifth annual "Senior Fling."
   Participated in numerous high school fairs, college and career fairs, and trade fairs.
   Presented information to high school counselors at three LACRAO Articulation Workshops.
   Hosted the Zone V, LACRAO Articulation Workshop on campus for high school counselors.
   Over 200 visitors from high schools and colleges attended.
   Doubled the number of visits to elementary schools and read to the kindergarten and first grade classes.
   Mailed birthday postcards to prospective and currently enrolled students weekly.
   Sent out recruiting packets to prospective students who inquired about BPCC through web, career fairs, and by phone on a daily basis.
   Setup a data base and established contact with interested participants for the CALL initiative.
   Over 250 contacts have been made as a result of this initiative.
   Created a webpage for the Recruiting Department
   2. 14th-day headcount enrollment for fall 2006 - 4,688
      14th-day headcount enrollment for spring 2007 - 4,609

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Expand marketing strategies to increase enrollment.
Department Measurable Strategy:
Research the feasibility of developing the following programs when the Board of Regents lifts the moratorium: Certificate of General Studies, A.A.S. in Biotechnology, A.S. in Tech Education, and A.A.S. in Occupational Therapy.

Performance Indicators:
Number of feasibility studies for new associate degrees

Assessment Results:
Bossier Parish Community College signed a Memorandum of Understanding with LSUS on April 26, 2007, to accept courses from BPCC's Associate of Science in Teaching Degree.

Bossier Parish Community College was chosen as one of two pilot sites for the CALL (Continuum for All Louisiana Learners) program. CALL is an initiative funded by the Louisiana Board of Regents and the Southern Regional Education Board (SREB) which is part of the Regents' Education...Go for More! campaign. BPCC and Northwestern State University (NSU) are working to create fast-track degree completion programs with adult-friendly student services and prior learning assessment options.

Fast-track courses at BPCC will be offered in a 4-week format, 100% online. Faculty members are currently designing courses for two associate degree programs - Business Administration and Computer Information Systems with a concentration in Software Applications.

The LCTCS Board of Supervisors approved Bossier Parish Community College's request to offer an Associate of Applied Science in Business Administration through distance learning. The program was approved by the Board of Regents on April 20, 2007. The A.A.S. in Computer Information Systems was previously approved for distance delivery.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Research the feasibility of developing the following programs when the Board of Regents lifts the moratorium: Certificate of General Studies, A.A.S. in Biotechnology, A.S. in Tech Education, and A.A.S. in Occupational Therapy.

Department Measurable Strategy:
Expand recruiting in minority populations.

Performance Indicators:
2. Minority headcount for spring 2007

Assessment Results:
1. Fall 2006 - 1,462
2. Spring 2007 - 1,569

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Expand recruiting in minority populations.

**Department Measurable Strategy:**
Promote student engagement in the learning process.

**Performance Indicators:**
1. Monitor learning outcomes and make adjustments as necessary.
2. Measure student satisfaction using ACT-SOS.

**Assessment Results:**
1. All course syllabi were converted to a learning outcomes basis and assessment measures were established for each learning outcome. The learning outcomes focus on student achievement and engagement in each course.

2. In spring 2006, BPCC students gave BPCC an overall 4.27 rating compared with the national mean of 4.08. The ACT Student Opinion Survey was administered to BPCC students in March 2007. Results are expected in summer 2007. Additional questions were included to gather information for the "BPCC 1st" Lumina Foundation initiative.

In addition, the College is administering the Community College Survey of Student Engagement (CCSSE) and the Community College Faculty Survey of Engagement (CCFSSE.) Results of these surveys are expected in the summer of 2007.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Promote student engagement in the learning process.

**Department Measurable Strategy:**
Continue to expand the number of online courses and work toward adding hybrid courses where students take courses online and meet face-to-face with the instructor either once monthly or more often. This will add more flexibility in the scheduling of classes for the non-traditional students.

**Performance Indicators:**
Number of courses offered electronically

**Assessment Results:**
In spring 2007, 63 e-learning courses were offered. This is up from 57 offered in spring of 2006. There were 81 duplicated online courses in spring 2007 and 5 duplicated compressed video course offerings. The 14th day headcount enrollment for spring 2007 internet courses was 2,015 and the 14th day headcount enrollment for compressed video courses was 73. BPCC online students were located in 10 states and 24 Louisiana parishes.

In spring 2007, BPCC entered into an agreement with LTC-Region 7 to provide general education classes via compressed video to the Minden Campus. Courses offered in spring 2007 included English and mathematics. In summer of 2007, compressed video courses offerings from BPCC to Minden will be expanded to include psychology and physical science.

**Changes Based on Assessment Outcomes:**
**Strategy(ies) for the Future:**
Expand the number of online and web-enhanced course offerings to allow for more flexibility in scheduling of classes for our students.

**Department Measurable Strategy:**
Ensure that area adults have opportunities to participate in literacy programs that prepare them for further education.

**Performance Indicators:**
1. Number of students in Project MOMS sponsored programs.
2. Number of tutors and students served in Project READ.

**Assessment Results:**
1. Currently, there are 160 pre-GED participants in the MOMS program, an increase of 136 participants over the 2005-2006 academic year. Forty-two participants are enrolled in college-level courses, an increase of 37 participants over the 2005-2006 academic year.

2. Since the beginning of the 2006-2007 academic year, 36 Project READ tutors have volunteered over 450 hours to the program. Currently, there are 25 active tutors in the Project READ program working with 77 students. Twenty-two students have progressed to higher levels in the program.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Ensure that area adults have opportunities to participate in literacy programs that prepare them for further education.

**Department Measurable Strategy:**
Promote programs which allow high school juniors and seniors opportunities to receive college credit prior to high school graduation.

**Performance Indicators:**
Number of students enrolled in EXCEL, AIM, and dual enrollment programs.

**Assessment Results:**

AIM -

<table>
<thead>
<tr>
<th>Summer 2005 - 0</th>
<th>Summer 2006 - 0</th>
</tr>
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<tbody>
<tr>
<td>Fall 2005 - 72</td>
<td>Fall 2006 - 84</td>
</tr>
<tr>
<td>Spring 2006 - 90</td>
<td>Spring 2007 - 102</td>
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Dual Enrollment

<table>
<thead>
<tr>
<th>Summer 2005 - 1</th>
<th>Summer 2006 - 2</th>
</tr>
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<tbody>
<tr>
<td>Fall 2005 - 37</td>
<td>Fall 2006 - 55</td>
</tr>
<tr>
<td>Spring 2006 - 22</td>
<td>Spring 2007 - *182</td>
</tr>
</tbody>
</table>

*The increase in dual enrollment numbers is because the courses were expanded to additional schools.*
EXCEL
Summer 2005 - 5    Summer 2006 - 6
Fall 2005 - 8    Fall 2006 - 10
Spring 2006 - 6    Spring 2007 - 13

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Promote programs which allow high school juniors and seniors opportunities to receive college credit prior to high school graduation.

Department Measurable Strategy:
Promote entrepreneurship.

Performance Indicators:
Number of entrepreneurship programs developed.

Assessment Results:
The Bossier Parish Community College Student Incubator/Entrepreneurship program began in August 2006 with three student tenants. Funding for our Student Business Incubator SBI was received via two external grants. One grant from the Community Foundation of Shreveport-Bossier was in the amount of $30,000, and one from the Greater Bossier Economic Development Foundation was for $15,000. Both grants are utilized for the seminars mandated for the students and open to the general public. These seminars include such topics as Preparing to Own Your Own Business, Business Plan Development, Business Record Keeping, and Doing Business in Louisiana. The Student Business Incubator had its grand opening to the public February 14, 2007. This is an ongoing program with tremendous support from the local community.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Promote entrepreneurship.

Department Measurable Strategy:
Ensure that financial resources are available for students.

Performance Indicators:
Amount of financial aid available in the form of scholarships, Pell Grants, and student loans.

Assessment Results:
Scholarships (includes waivers, tuition exemptions etc) $1,409,603.

Pell Grants $4,597,822.
Student Loans $7,527,922.
SEOG (grant) $94,878.
LEAP(grant) $16,706.
ACG(grant) $78,875.
FWS(work study) $125,000
Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Ensure that financial resources are available for students.

Department Measurable Strategy:
Develop additional partnerships with area businesses and industries for workforce training opportunities.

Performance Indicators:
Increase in the total number of contracts for workforce training completed with Bossier Parish Community College.

Assessment Results:
Bossier Parish Community College's Workforce Development Department under the Economic Development Division is the number one provider in the state for Incumbent Worker Training Grants, having trained over 10,000 participants throughout the state.

Since 1999, the College has received funding of over 12 million dollars for IWTP training. Additionally, BPCC has partnered with local companies for corporate training. Through our Pathways to Construction grant, the College is working jointly with the plumbers and electricians' unions, something that has not occurred in this area previously.

The Economic Development Division constantly has a presence in the community through our ACT Center, Workforce Investment Act, Literacy program, and partnership with the Bossier Chamber of Commerce. The Community Education Division continues to serve those in need of short-term training and leisure activities.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Develop additional partnerships with area businesses and industries for workforce training opportunities.

Department Measurable Strategy:
Establish and maintain employee development programs which promote learning and diversity.

Performance Indicators:
List of employee programs offered.

Assessment Results:
Faculty/staff development programs for 2006/2007 included the following:
Finance Department hosted financial forms training sessions.
Twenty staff attended the Zig Ziglar "Get Motivated" seminar held at the Shreveport Municipal Auditorium on December 5, 2006.
Jessica Miller of the Gingerbread House was invited to speak to staff about community service.
Andy Sibley, BPCC Licensed Counselor, spoke to staff on "Managing Stress for a Healthier, Happier You."
The Education Technology Division provided numerous training sessions on Blackboard.
Training, Blackboard WYSIWYG, "Utilizing Blackboard Effectively," Protecting the Integrity of Your Online Exams.
MERLOT Webinars
CAMTASIA Studio Training SMARTTHINKING Webinars.
The Student Activities Department presented a Leadership Training Seminar on September 8, 2006.
Plato Learning System Training - December 1, 2006
Roy Wlolowski - Creating Accelerated Programs - January 31, 2007
CAEL Faculty Assessor Training - February 22-23, 2007
National Society of Leadership and Success scheduled several motivational speakers.
PowerPoint Training "Getting Started: and PowerPoint Training "Advanced Tools"
Library Training
Online Purchase Order training
Teambuilding Workshop with Dr. Timothy Winters, Ph.D., Chair of the Department of Kinesiology and Health Science at LSUS
Women's "Money Matters, " Workshop
The BPCC Faculty Senate presented the following faculty/staff development activities:
"Look Who's Coming to Bossier Parish Community College" - Techniques to use while working with various generations at BPCC.
"Supporting Student Success"
"Student Success is Everyone's Responsibility"

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Establish and maintain employee development programs which promote learning and diversity.

Department Measurable Strategy:
Promote employee diversity.

Performance Indicators:
1. Demographic information on new and current employees.
2. List of Multicultural Programs offered.

Assessment Results:

Current Employees: Total - 312
Staff: 36 African American females, 1 Hispanic female, 113 Caucasian females, 10 African American males, 52 Caucasian males.
Faculty: 7 African American females, 1 Asian female, 58 Caucasian females, 3 African American males, 31 Caucasian males.
2. The Multicultural Affairs Office presented the following programs/events:
Black History Month Convocation
Women's History Month
Diversity Health Fair
Faith Seminar
Holocaust Convocation
Unity Celebration
Church Relations Minority Recruitment and Outreach Events
Early Outreach with K-12 Students Events
National Poetry Month
National Denim Day
Veteran's Day Convocation
Cultural Awareness Celebrations
HIV/AIDS Awareness (World Aids Day)
Women's Money Matters Workshop

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**

Promote employee diversity.

**Department Measurable Strategy:**

Encourage grant writing and external funding for existing and new programs.

**Performance Indicators:**

List of grants pursued and grants funded.

**Assessment Results:**

Bossier Parish Community College received $1,037,735 in grants from LCTCS Carl Perkins, Board of Regents, US Department of Education, and other agencies for the 2006-2007 academic year.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**

Encourage grant writing and external funding for existing and new programs.

**Department Measurable Strategy:**

Inform all area legislators of the percentage of students enrolled in Bossier Parish Community College who are their constituents.

**Performance Indicators:**

Letter to all area legislators with the number and percentage of students enrolled at Bossier Parish Community College who are their constituents.

**Assessment Results:**

In April 2007, 35 letters were sent to state senators and 93 letters were sent to state representatives updating them on the number of students attending BPCC from their districts.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Inform all area legislators of the percentage of students enrolled in Bossier Parish Community College who are their constituents.

**Department Measurable Strategy:**
Develop an operational budget.

**Performance Indicators:**
Approved operational budget.

**Assessment Results:**
The College's "operational budget" was approved by the Louisiana Community and Technical College System in September 2006 and approved by the Board of Regents in October 2006.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Develop an operational budget.

**Department Measurable Strategy:**
Promote programs that increase graduation rates.

**Performance Indicators:**
Implement the Title III Grant if approved by the Department of Education.

**Assessment Results:**
The Title III Co-op Proposal between BPCC and NSU was submitted to the Department of Education in the summer of 2006. In September 2006, the DOE sent notification that the proposal was denied. As a result, BPCC and NSU are working together to make changes to the original proposal and to resubmit a revised proposal in 2007-2008.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Promote programs that increase graduation rates.

**Department Measurable Strategy:**
Support institutional efforts to improve retention rates.

**Performance Indicators:**
Increase in retention rates as measured from fall to spring semesters and from fall to fall semesters.

**Assessment Results:**
Retention rate from fall 2006 to spring 2007 is 67.94%.

Retention rate from fall 2005 to fall 2006 is 44.89%.

**Changes Based on Assessment Outcomes:**
Dedicate cash funds and in-kind contributions to support retention related items.

**Strategy(ies) for the Future:**
Support institutional efforts to improve retention rates.

**Department Measurable Strategy:**
Encourage accreditation of academic and non-academic programs.

**Performance Indicators:**
Number of accredited programs.

**Assessment Results:**
All eleven of Bossier Parish Community College's eligible academic programs are accredited. The accredited programs include the following:

**DEGREES:**
- Medical Assistant, AS, 1981, CAAHEP-AAMA
- Physical Therapist Assistant, AS, 1995, CAPTE
- Respiratory Therapy, AS, 1991, CAAHEP
- Paramedic, AS, 1995, CAAHEP
- Pharmacy Technician, AAS, 2001, ASHP

**CERTIFICATE:**
- Respiratory Therapy Technology, 1982, CAAHEP
- Surgical Technology, 1982, CAAHEP-ARC-ST
- Phlebotomy, 1993, CAAHEP-AAMA
- Pharmacy Technician, 1999, ASHP
- Culinary Arts, 2000, ACF

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Encourage accreditation of academic programs.

**Department Measurable Strategy:**
Ensure that all units of the College actively plan, assess, and evaluate, and that College goals support the Master Plan for Education in Louisiana and the goals and priorities of the Louisiana Community and Technical College System.

**Performance Indicators:**
1. Publication of the Strategies for Success
2. Publication of the Annual Report

**Assessment Results:**
1. The 2006-2007 Strategies for Success was published electronically in fall 2006 and is available on the BPCC Institutional Research website at http://www.bpcc.edu/research/index/html.


**Changes Based on Assessment Outcomes:**
Strategy(ies) for the Future:
Ensure that all units of the College actively plan, assess, and evaluate, and that College goals support the Master Plan for Education in Louisiana and the goals and priorities of the Louisiana Community and Technical College System.

Department Measurable Strategy:
Continue the reaffirmation process.

Performance Indicators:
1. Completion of the "Compliance Audit"
2. Continue development of the "Quality Enhancement Plan"

Assessment Results:
1. Key personnel were appointed and SACS Committees were established in fall 2005. Committees began the "Compliance Audit" in spring 2006.

BPCC's SACS personnel attended the SACS-COC 2006 Institute on Quality Enhancement and Accreditation in July 2006.

In December 2006, the BPCC Leadership Team attended the SACS Annual Meeting in Orlando, FL. At the SACS-COC December meeting, the accreditation criteria were revised. The College revised the "Compliance Report" to align with the newly established criteria.

The Leadership Team from Bossier Parish Community College attended an orientation session January 30, 2006, for undergraduate institutions in the 2008 Reaffirmation Class.

In March 2007, the "Compliance Report" was sent to the SACS-COC offsite review team. As a result of the "Compliance Audit" and "Quality Enhancement Plan," the following changes have been made: the entire College has converted to Learning Outcomes; an alternate credentialing committee has been established, and a policy has been developed and posted at the Registrar's Office on "Student Privacy" which includes guidelines for access to student records.

2. Work on the "Quality Enhancement Plan" continues and will be submitted in August of 2007. The QEP will focus on mathematics. The SACS on-site team visit is scheduled for September 25-27, 2007.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Complete the Reaffirmation Process.

Department Measurable Strategy:
Serve as an advocate for Bossier Parish Community College.

Performance Indicators:
List of meetings and presentations and awards/recognitions.

Assessment Results:
Chancellor Carleton has attended numerous meetings on-campus, in the community, and at the state level on behalf of Bossier Parish Community College. These meetings include, but are not limited to, the monthly LCTCS Board meetings, Board of Regents meetings, Tech Prep, Dual Enrollment, Tourism Center in Shreveport, LA e-portal, CALL, Lumina, Biomedical Foundation, CERT, Committee of 100, Bossier and Shreveport Chambers of Commerce, BPCC Foundation, mentoring meetings for the LCTCS Leadership Development Institute, SkillsUSA, Coordinating and Development Corporation, and the Bossier City Fire Department.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
    Serve as an advocate for Bossier Parish Community College.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Chancellor's Office has had a very effective year. The majority (over 90%) of the goals set were achieved.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Increase retention
Develop new programs
Promote the Dual Enrollment program
Expand online course offerings
Attain additional funding for the Lumina "BPCC 1st" initiative
Develop fast-track programs in Business Administration and Computer Information Systems with a concentration in Software Applications
Division of Administration (Chancellor's Office)
Alumni Affairs/Development

EMPLOYEE LISTING

Professional, unclassified staff

Stephanie Rogers, B.A., Interim Director of Alumni Affairs/Development

DIVISION SUMMARY

During the 2006 - 2007 fiscal year, in an effort to raise funds for student scholarships, the Office of Alumni Affairs and Development conducted two fundraising events which included the annual drive campaign for faculty and staff pledges and the annual 5k Run/Walk. Corporate appeal letters and pledge cards were also mailed to area businesses in preparation for the next fiscal year campaign. A record number of scholarships were awarded, and there were a number of upgrades and/or enhancements made to operating procedures as detailed in the "Strategic Planning" section of this report.

ADVANCED DEGREES OR CERTIFICATIONS:

Stephanie Rogers, B.A.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

2006: Athena Award Nominee
2007: Bachelor of Business Administration, Wiley College, Honors (Cum laude)

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephanie Rogers</td>
<td>March '07 - Intuit QuickBooks&lt;br&gt;Accounting Training Seminar by Real World Training Seminars (2-day seminar) at Holiday Inn in Shreveport, LA</td>
<td>April '07 - “Look Who's Coming to Bossier Parish Community College” with Dr. Tonjua Williams. Sponsored by BPCC Office of External Funding</td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy:
Increase the number of scholarships awarded to students who meet eligibility criteria

   Performance Indicators:
   Number of scholarships awarded over previous academic year.

   Assessment Results:
   Awarded 34 scholarships with a record 23 awarded in the spring '07 semester totaling $32,338.

   Changes Based on Assessment Outcomes:
   Increased number of scholarship awards by 15 over previous year.

   Increased scholarship dollars paid to school by $16,330 over previous year.

   Strategy(ies) for the Future:
   Continue to increase scholarship awards and dollar amounts over previous year.

Department Measurable Strategy:
Update Foundation data and record keeping practices to accurately reflect changes in policies and procedures, pledges and contributions, budget, investments and Board correspondence

   Performance Indicators:
   1. On-going Internal Audits
   2. External Auditor
   3. Board Meeting minutes

   Assessment Results:
   1 - 3: Created new, more donor-friendly contribution forms; Created three new student scholarship funds and/or awards:
   - "Christine Tuminello LeGrand" Scholarship Fund
   - Paxton Moreland Math Scholarship Award
   Scholarship "Open Application Period" posted on Blackboard for student access
   - The CALL Scholarship Awards
   -Upgraded the website to include:
     - New Scholarship Applications & Criteria
     - New Scholarship Funds/Awards
Changes Based on Assessment Outcomes:
More scholarship applications; more dollars awarded to assist students; increased awareness to campus of services offered; more access to information/forms for students, faculty and staff; tighter controls for accounting purposes; board more informed

Strategy(ies) for the Future:
Use BPCC Report Card to continue to enhance offerings and services to students; faculty and staff

Department Measurable Strategy:
Increase employee participation of Annual Fund drive

Performance Indicators:
Increase in amount of payroll deductions over previous year

Assessment Results:
Annual Drive "Come Grow with BPCC" was kicked off in August '06 to garner support from employees and outside contributors for student scholarships and school enhancement projects.

Changes Based on Assessment Outcomes:
Total Annual Drive contributions increased by 41% with employee contributions and pledges showing a 26% decrease from previous

Strategy(ies) for the Future:
Engage all departments in planning and implementation of Annual Drive beginning with Chancellor and Vice Chancellors. Select team captains to represent each department to motivate and maintain communication among co-workers to increase giving levels

Department Measurable Strategy:
Support Entrepreneurial Education Initiatives

Performance Indicators:
1. Amount of assistance provided to support students pursuing entrepreneurial /business -based studies
2. Amount of assistance provided to support development of Entrepreneurial Advisory Board
3. Amount of assistance provided to help increase collaborative partnerships to support Entrepreneurial Education

Assessment Results:
Provided support for Entrepreneurship Activities through funding and fiscal accountability over grants for this project.

Changes Based on Assessment Outcomes:
Disbursed $45,000 to support Entrepreneurship Activities.
Strategy(ies) for the Future:
Continue to nurture existing relationships with funding sources and increase business supporters to nurture on-campus entrepreneurial climate

Department Measurable Strategy:
Plan repeat of annual 5k Run fundraiser to promote community involvement

Performance Indicators:
1. Number of participants/supporters over previous year
2. Amount of pledges/contributions received over previous year
3. Increase visibility of Foundation and its mission within community

Assessment Results:
1 - 3. Solicited support from local TV personalities for fundraisers; solicited sponsorships from more corporations for fundraisers; posted more communication throughout the community and on campus. Introduced Annual Drive at the Back-to-School Breakfast. To increase participation at the half way point, we conducted a "Mid-Year Push" to encourage more participation.

3. Submitted Press Releases and community service announcements as well as paid ads to promote events and activities throughout the year; hosted Scholarship Receptions for fall and spring semesters to (1) introduce scholarship recipients and (2) thank contributors

Changes Based on Assessment Outcomes:
1 - 3 KTBS 3 Personalities served as emcees; helped to promote and participated in event. Number of participants an income doubled from previous year. Helped to increase awareness among contributors about how contribution dollars are spent; promote the "alumni" loyalty within the recipients at an early stage.

Strategy(ies) for the Future:
Continue to solicit feedback from participants on how to improve fundraisers; implement best practices; identify and implement opportunities to include community participation.

Department Measurable Strategy:
Provide Professional Development funding/support to faculty and staff

Performance Indicators:
Number of professional activities funded

Assessment Results:
Provided funding to support development opportunities for members of BPCC staff and faculty

Changes Based on Assessment Outcomes:
Partnered w/ Staff Senate to fund four staff development functions which were open to all staff members for a total of $1,617. Funded Faculty Development-related seminars and conferences at a total of $1,968.
Funded additional school programs and initiatives at a level of $6,057

**Strategy(ies) for the Future:**
Increase staff within the Alumni/Development Office to enhance services and increase fundraising programs which will raise more funds to support the students and school

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

By upgrading inter-office procedures, increasing the number of scholarships and support programs, increasing visibility within the community and strengthening donor relations, the Office of Alumni Affairs and Development has effected a higher standard of service to donors, BPCC students, faculty and staff as well as the community at large.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Continue to monitor effectiveness of existing programs and services and make changes to enhance low-performing areas; increase staff level to achieve the items listed above to result in an optimum level of service from this office.
Division of Administration (Chancellor's Office)
Grants and External Funding

EMPLOYEE LISTING

Professional, unclassified staff

Ellen Hinton, B.A., M.A.
Penny Carroll-Jeter, M.A.

Classified staff

Sandra Guy, B. S.

DIVISION SUMMARY

The Grants Office--the Director of Grants and External Funding, a Grants Specialist, and an Administrative Assistant III--has a dual responsibility: to encourage, facilitate, and assist faculty and staff members in their search and application for external funds and to assist project directors in complying with the complex requirements of federal and state laws and regulations and College policies and procedures regarding grant programs.

From July 1, 2006, to present, 26 proposals have been submitted to sponsors. Fourteen proposals have been funded.

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td></td>
<td>Lumina Foundation Planning Grant Committee: Core Team Member</td>
<td>Perkins IV Meeting - Sponsored by LCTCS - December 7 - 8, 2006 - Baton Rouge LA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial Aid Appeals - Chair</td>
<td>Joint Secondary and Postsecondary Perkins Meeting - Sponsored by LCTCS - April 29 - May 1, 2007 - Baton Rouge LA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Technology Fee - Member</td>
<td></td>
<td>National Association for Career and Technical Education Information Conference - May 14 - 18, 2007 - Savannah GA</td>
</tr>
<tr>
<td></td>
<td>Workshop: &quot;Look Who's Coming to Bossier Parish Community College,&quot;</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Presenter - Dr. Tonjua Williams, League for Innovation in the Community College, April 27, 2007</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SIGNIFICANT CONTRACTS OR GRANTS

Proposal Submissions/Awards 2006-2007
<table>
<thead>
<tr>
<th>Agency</th>
<th>Title</th>
<th>Project Director</th>
<th>Requested Amount</th>
<th>Status</th>
<th>Funded Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Department of Education Title III</td>
<td>Building Bridges for College/University Transfer and Student Success</td>
<td>Stan Wilkins</td>
<td>$2,247,765.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>LCTCS</td>
<td>Carl Perkins Basic Grant</td>
<td>Ellen Hinton</td>
<td>$502,550.00</td>
<td>Funded</td>
<td>$502,550.00</td>
</tr>
<tr>
<td>Charles Beard Foundation</td>
<td>Writing Support Services Learning Lab</td>
<td>Luke Dowden</td>
<td>$16,300.00</td>
<td>Funded</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>JC Penney Corporation - Letter of Inquiry</td>
<td>Job Shadowing Day at BPCC</td>
<td>Linda Hunter Scott</td>
<td>$3,500.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Temple-Inland Foundation</td>
<td>Writing Support Services Learning Lab</td>
<td>Luke Dowden</td>
<td>$16,300.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents SELECT</td>
<td>Evaluation &amp; Plan of Online Student Services</td>
<td>Luke Dowden</td>
<td>$41,500.00</td>
<td>Funded</td>
<td>$32,500.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement - Undergraduate Program</td>
<td>Training for Pharmacy Technicians</td>
<td>Terri Mundy</td>
<td>$42,409.00</td>
<td>Funded</td>
<td>$42,409.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Success for Students</td>
<td>Ellen Hinton</td>
<td>$69,200.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Writing Support Services Learning Laboratory</td>
<td>Luke Dowden</td>
<td>$53,290.00</td>
<td>Funded</td>
<td>$46,790.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Enhancing Learning Opportunities for Business &amp; Computer Science Students</td>
<td>Achla Agarwal</td>
<td>$30,268.00</td>
<td>Funded</td>
<td>$15,134.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Multipurpose Classroom &amp; Learning Environment</td>
<td>Kay Boston</td>
<td>$55,124.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Enhancing Student Learning &amp; Engagement of Teacher Education Candidates Through Technology</td>
<td>Gail Hendrix</td>
<td>$66,339.00</td>
<td>Funded</td>
<td>$60,339.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Liberal Arts &amp; Allied Health Materials for the Library</td>
<td>Kim Pullen</td>
<td>$20,000.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Creating a Biotech Pipeline</td>
<td>Elaine Cox</td>
<td>$41,894.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Enhanced Culture Experiences</td>
<td>Elaine Cox</td>
<td>$76,780.00</td>
<td>Funded</td>
<td>$66,780.00</td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Improving Student Success in Human Physiology</td>
<td>Roishene Johnson</td>
<td>$56,707.00</td>
<td>Funded</td>
<td>$46,707.00</td>
</tr>
</tbody>
</table>
Board of Regents Enhancement for 2-year Institutions  
**Training Students to be Avid Editors**
Larry Powell  
Bill Bruce  
$39,183.00 Not Funded

Board of Regents Enhancement for 2-year Institutions  
**Preparing Students for Jobs in the Movie Industry**
Larry Powell  
Liz Dickson  
$53,155.00 Not Funded

Board of Regents Enhancement for 2-year Institutions  
**Advanced Computer Technology**
Larry Powell  
$72,600.00 Not Funded

Board of Regents Enhancement for 2-year Institutions  
**A Pilot for an Early Warning System in Developmental Mathematics**
Luke Dowden  
Ed Thomas  
$61,510.00 Funded  
$51,344.00

U.S. Department of Education – Upward Bound  
**Upward Bound at BPCC**
Ellen Hinton  
$1,000,000.00 Not Funded

Lumina Foundation for Education  
**Lumina Demonstration Grant at BPCC**
Luke Dowden  
$11,600.00 Funded  
$11,600.00

Board of Regents LA CALL  
**CALL at BPCC**
Luke Dowden  
$107,720.00 Funded  
$107,720.00

LCTCS  
**Perkins Carryover**
Ellen Hinton  
$39,995.00 Funded  
$39,995.00

Board of Regents  
**Provision of Community College Services at the Learning Center for Rapides Parish**
Stan Wilkins  
Not Approved

LCTCS – Perkins  
**Resources for Allied Health**
Ellen Hinton  
$8,867.00 Funded  
$8,867.00

**TOTAL**  
$1,037,735

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Increase the number of funded grants.

**Performance Indicators:**
1. Number of submitted proposals.
2. Change in ratio of submitted versus funded proposals.

**Assessment Results:**
Twenty six proposals were submitted; fourteen were funded.

**Changes Based on Assessment Outcomes:**
There was a significant increase in the ratio of submitted versus funded proposals. Last year 42.8% of submitted proposals were funded; this year 53.8% of submitted proposals were funded.

**Strategy(ies) for the Future:**
1. To increase the number of submitted proposals by 10%.
2. To increase the number of funded proposals by 10%.

**Department Measurable Strategy:**
Complete a comprehensive evaluation of funded projects.
Performance Indicators:
1. Completed final reports as required by agencies.
2. Audits by funding agencies and by BPCC Internal Auditor.
3. Results of BPCC Report Card.

Assessment Results:
1. Final reports for all funded projects were completed prior to deadlines.
2. A monitoring visit on Perkins (federal funds) Basic Grant was completed by the State Perkins Office.
3. The Report Card results will be used by the staff in the Grants Office for planning for the upcoming year.

Changes Based on Assessment Outcomes:
Project Directors submitted needed items for the final reports to Director of Grants in a timely manner.

Prior to the annual monitoring visit, Director of Grants put together a three-ring binder with the requested items readily available to the Auditor. The Perkins Auditor will continue to use this binder as a 'model' for other two-year institutions in the State.

The College received an outstanding rating in the monitoring visit.

Staff will meet periodically to review upcoming grant deadlines and audit reviews and to monitor grant expenditures.

Strategy(ies) for the Future:
The staff in the Grants Office will continue to provide services to faculty and staff:

Grant development
Proposal preparation
Budget preparation
Proposal transmittal to agency

Director will continue to closely monitor federal and state laws and regulations and College policies and procedures regarding grant programs.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Office of Grants and External Funding continued to expand and improve opportunities for grant writing activities for all disciplines within the College. The Director continued to coordinate grant development activities for the College and to encourage, facilitate, and assist faculty and staff members in their search and application for external funds by providing the following services:

Grant Development
Proposal Preparation
Budget Preparation
Proposal Transmittal

The Director and Administrative Assistant III continued to closely monitor all grant expenditures to ensure they are in compliance with the terms of the contract budgets.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

To increase faculty/staff awareness of the services provided by the Office of Grants and External Funding.

To increase faculty/staff participation in grant activities.
Division of Administration (Chancellor's Office)
Internal Auditor

EMPLOYEE LISTING

Professional, unclassified staff

Juanita Epps, B.S.

DIVISION SUMMARY

The overall system of controls evaluated were adequate, effective, efficient and functioning properly. Discrepancies noted were brought to the attention of management and corrective action taken where necessary.

PROFESSIONAL DEVELOPMENT

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STRATEGIC PLANNING

Department Measurable Strategy:
Maintain a documented Audit Plan in compliance with general and industry-specific standards that fulfills the expectations and needs of the College and is in agreement with the provisions of the BPCC Audit Charter.

Performance Indicators:
1. Evaluate College activities to ensure compliance with College Policies and Procedures, State & Federal laws and regulations; Contractual obligations, Board Rules and good business practices.
2. Evaluate the reliability and adequacy of the accounting, financial and reporting systems and procedures.
3. Examine the controls in each College Department unit or activity under audit to ensure it is adequate, effective, efficient, and functioning properly.
4. Verify the extent to which College assets are accounted for and safeguarded from losses of all kinds; and, as appropriate, physically inventory such assets.
Assessment Results:
Audit tests performed noted overall compliance with College Policies and Procedures; State and Federal laws and regulations.

The accounting, financial and reporting systems and procedures are considered adequate for the period under review.

No major trends were noted.

College assets are appropriately tagged, accounted for and safeguarded.

Changes Based on Assessment Outcomes:
Discrepancies noted were satisfactorily addressed by management.

No material changes to policy and procedures were required.

Physical inventories are annually performed by each department and verified by Property Control.

Strategy(ies) for the Future:
Consider areas of high risk and increase follow-up testing procedures.

Identify areas where significant personnel changes have occurred where internal controls would be affected.

Utilize a departmental self-assessment where a full scope audit is not feasible.

100% verification of all assets less than $1,000.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
Management was provided an independent appraisal of the overall system of internal control for various functions and operating procedures for the period under review.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Departmental Audits
Division of Administration (Chancellor's Office)
Multicultural Affairs

EMPLOYEE LISTING

Professional, unclassified staff

Cindy Darby, M.S.

DIVISION SUMMARY

The Multicultural Affairs Office is responsible for promoting cultural awareness by providing campus wide diversity awareness for the multicultural community. The office also provides programs and services that support the academic mission of the College by enhancing the educational, personal, cultural, and social development of students.

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SIGNIFICANT CONTRACTS OR GRANTS

Technology Grant $3,463 proposal funding for Gospel Choir to purchase music equipment.
STRATEGIC PLANNING

Department Measurable Strategy:
Improve programs by attending workshops regarding student/multicultural affairs (e.g. cultural diversity and student retention) so that effective programs and best practices can be implemented.

Performance Indicators:
Degree of satisfaction as measured by program evaluation instruments

Assessment Results:
Program evaluation forms have been effective in evaluating programs offered by Office of Multicultural Affairs. The evaluation forms showed satisfaction with programs provided by Multicultural Affairs.

Changes Based on Assessment Outcomes:
More evaluation forms will be created this year.

Strategy(ies) for the Future:
Continue to use evaluation forms to evaluate programs.

Department Measurable Strategy:
Monitor multicultural programs by conducting evaluation of multicultural events.

Performance Indicators:
The Office of Multicultural Affairs will evaluate multicultural programs/events by a pen and paper survey completed by participants.

Assessment Results:
Pen and paper surveys completed by participants showed satisfaction with multicultural events.

Changes Based on Assessment Outcomes:
Multicultural Affairs will change the times of events to increase student and faculty participation at a more convenient time.

Strategy(ies) for the Future:
Continue to monitor multicultural programs by evaluations.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Office of Multicultural Affairs continued to improve efforts to sustain cultural diversity for students, faculty and staff within and outside the College. The Director will continue to coordinate cultural awareness within and outside the College by collaborating with various departments and providing the following cultural awareness events:
- Hispanic Heritage Awareness
- Black History Month Awareness
- Breast Cancer Awareness Month
- Women's History Month
- Veterans Day
- National Poetry Month
- Diversity Health Fair/Aids Awareness
- Annual Unity Celebration
- Disability Awareness
- Leadership Speaker Series

PRIORITIES FOR THE COMING ACADEMIC YEAR:

To increase student, faculty and staff awareness of events sponsored by the Office of Multicultural Affairs.
To increase student, faculty, and staff awareness about issues related to the appreciation for various faith, spiritual, and religious programs among the entire college community.
Division of Administration (Chancellor's Office)
Project MOMS

EMPLOYEE LISTING

Professional, unclassified staff

Della Jeter, B.A.
Amanda Belcher, A.A.

DIVISION SUMMARY

For fiscal year 2006-2007, Project MOMS assisted students with services to help them reach their educational goals. We assisted them with transportation, childcare assistance, and incentives. Amanda Belcher was hired as the assistant director for Project MOMS; another class was offered in the afternoon to give the students more time to work at reaching their goals.

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<tr>
<td>Amanda Belcher and Della Jeter</td>
<td>June, 2007 PLATO training</td>
<td>Annual Youth Banquet at Springhill CivicCenter</td>
<td>Presentation at the Lions Club. Radio spot with Kiss country Radio Spot with KEEL This is BPCC Bossier Office of Community Services Ribbon Cutting at Cullen pre-GED site</td>
</tr>
</tbody>
</table>

STRATEGIC PLANNING

Department Measurable Strategy:
Recruit and enroll potential MOMS clients interested in returning to school.

Performance Indicators:
1. Number of MOMS clients participating in post-secondary programs.

Assessment Results:
This past year we were able to assist 159 students through enrollment in pre-GED classes as well as college courses.
We have a database consisting of 418 people who have been contacted and we are helping to enroll. These numbers are progressive ones and we hope to double them for the next fiscal year.

Changes Based on Assessment Outcomes:
We will continue to recruit and enroll students in the program and will continue to strive to make the program better by providing necessary resources in order to assist MOMS clients in their educational goals.

**Strategy(ies) for the Future:**
Project MOMS will refer students interested in enrolling in pre-GED and college courses. We will monitor their progress and track attendance at both the GED and college levels. In 2006 we were funded a $47,000 grant to enhance our Cullen lab, and we will assist students in Webster and other BPCC service areas.

**Department Measurable Strategy:**
Evaluate services provided by the Project MOMS Program.

**Performance Indicators:**
The BPCC Report Card, the Project MOMS evaluation form, and referral forms to other programs.

**Assessment Results:**
This has been successful as well. It makes the process of referring students to necessary programs easier for the staff as well as the student.

**Changes Based on Assessment Outcomes:**
We will continue to utilize what is in place and continue to develop the program.

**Strategy(ies) for the Future:**
To continue to use the methods of the Project MOMS evaluation form. A standard form used to refer to other programs. And the BPCC Report Card.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

For fiscal year 2006-2007, Project MOMS continues to serve students interested in pursuing education at both the GED and college level. We will continue to utilize available services and continue to look for other resources to make students successful in reaching their goals.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Undertake innovative ways of locating services geared toward helping MOMS to pursue more education by aggressive recruitment.
Division of Administration (Chancellor's Office)
Public Relations

EMPLOYEE LISTING

Professional, unclassified staff

Karen J. Musgrove, M.Ed, Director
Brenda Wingard, A.S
Media Assistant

Classified staff

Laney Boyd
Christy Moore

DIVISION SUMMARY

The Public Relations Office serves as the publication office/media relations office for Bossier Parish Community College. In 2006-2007, the Office produced the following publications for the College: the 2006-2007 and 2007-2008 General College Catalog; all program/degree brochures; the General Brochure (or view book); the Application Packet; the recruitment poster; 32 pushcards for "at risk" programs and other programs; fall, spring, summer Academic Bulletins and Schedule of Classes; the Employee Directory; fall and spring issues of This is BPCC and the Economic Development newsletter; bi-monthly issues of Inside BPCC; three graduation programs; Fast Facts (an informational booklet about the College); fall, spring, and summer issues of BPCC@NSU; recruitment birthday card; and a 40th anniversary bookmark. The Office produced 70 publications this year--up from 55 publications for 2005-2006.

The Public Relations Office coordinates all campus memos generated for campus use. This year, the Public Relations Office logged in 1,144 memos for the calendar year. This number is 159 more than last year. Campus-wide the memo system is a positive solution to communication among the employees.

Media relations plays a major role in the daily activities in the Public Relations Office. This year, the Office issued 422 press releases to local media--which is almost double the number released the previous year. However, the number of printed articles dropped from 352 last year to 232 this year. With the newness of the campus fading, the media is not printing as much about BPCC as in the previous couple of years.

The Public Relations Office coordinates the Speakers' Bureau, which is a program comprised of BPCC personnel who agree to speak to civic and community groups during the year. Twenty-two faculty/staff spoke to various groups this year.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Christy Moore: Incoming Vice President for Staff Senate 2007-2008; Incoming Board of Directors/Charter Member for BPCC Lion's Club 2007-2008
Brenda Wingard: President for Staff Senate 2006-2007 and Incoming President for 2007-2008; Outstanding Staff Senate Member for 2006-2007
Karen Musgrove: Member of LA e-Portal; Steering Committee Member of LA CALL--chairman of Marketing; United Way Coordinator for BPCC

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<tr>
<td>Laney Boyd</td>
<td>Christmas Committee, Protocol Committee, Graduation Committee, Foundation Check Presentation, Safety Meeting on Incident and Accident Reporting, Bossier Parish School Board Meeting, Foundation Scholarship Presentation, Sweet Tarts Luncheon, Chris LeGrand Check Presentation, Athletic Foundation Auction, Motivational Speaker: Andy Sibley, Veterans Day Ceremony, Motivational Speaker: Jim Conerly, Christmas Show, Safety Meeting on Bloodborn Pathogen, Purchasing Training, Motivational Speaker: Patty Tymon, Dr. Joe May's visit, Ms. BPCC Pageant, Motivational Speaker Dr. Tim Winter, 40th Anniversary Fish Fry, Professional Development Workshop: Dr. Ron Baker</td>
<td>LCTCS Conference in New Orleans August 13-14, 2006; Motivational Speaker: Zig Ziglar in Shreveport December 5, 2006; IAAP Luncheon and Seminar: &quot;Financial Planning and Managing Stress for a Healthier You&quot;</td>
<td>Publications: Spring Academic Bulletin 2006; Summer/Fall Academic Bulletin 2007; Spring Academic Bulletin 2007; nine program brochures</td>
</tr>
</tbody>
</table>
Christy Moore  
Staff Senate member; Presentation on Gingerbread House; Managing Stress; Motivational Speaker: Jim Conerly; Essential Relationships; Student Success Workshop; Team Building Workshop; Student Success is Everyone's Responsibility; Staff Senate Luncheon Awards Recognition; Protocol Committee, Christmas Committee; BPCC Lions Club; Ms. BPCC Committee; Incident/Accident Safety Meeting; Bloodborne Pathogens Safety Meeting; Purchasing Training; Bossier School Board Meeting; Athletic Fundraiser Auction; Dr. Joe May's visit to campus; Senior Fling; Check Presentation in Chancellor's Board Room; Foundation Scholarship Presentation; Chris LeGrand Check Presentation; 40th Anniversary Cake Cutting and Fish Fry; Sweet Tarts Luncheon; Veterans Day Ceremony; October Fest in the Quad  

LCTCS Conference in New Orleans August 13-14, 2006; IAAP Luncheon and Meeting Shreveport April 3, 2007  

BPCC@NSU booklet fall, spring, and summer 2006/2007; General College Catalog 2006-2007 and 2007/2008; Spring Academic Bulletin 2006; Spring Academic Bulletin 2007; Summer/Fall Academic Bulletin 2007; nine program brochures; 33 program pushcards; Employee Directory.
Brenda Wingard

Seminar: Bird Flu Outbreak by Homeland Security; Summer Graduation 2006; New Student Orientation--decorating; Safety Meeting on Incident and Accident Reporting; Bossier Parish School Board meeting; Articulation Agreement between BPCC and NSU; Learning Center Open House; Sweet Tart's Luncheon; Athletic Fundraiser; Financial Forms Training; Christmas Luncheon meeting; Safety Meeting on BloodBorne Pathogens; Reception for US Representative Jim McCrery; Defensive Driving Renewal Workshop; Faculty/Staff Development workshop: Student Success; Ms. BPCC Interviews; Ms. BPCC Pageant; Senior Fling; Professional Development Workshop: Student Success is Everyone's Responsibility; Spring Graduation 2007; Protocol Committee Secretary; Christmas Show Committee; Planning Council representative for Staff Senate; Representative on BPCC Foundation for Staff Senate; Staff Development opportunity: Jessica Milan with Gingerbread House; Staff Development opportunity: Andy Sibley--Managing Stress for a Healthier, Happier You; Staff Development opportunity--Jim Conerly; Staff Senate Motivational Speaker--Patty Tymon; Staff Development opportunity--Dr. Tim Winter on Team Building.

LCTCS Conference Day in New Orleans August 13-14, 2006; Emergency Preparedness Drill at Pierre Bossier Mall October 19, 2006; Professional Development Workshop: Get Motivated with Zig Ziglar in Shreveport on December 5, 2006; Professional Development workshop: Creating Excellence at the IAAP Administrative Professionals Day April 28, 2007; Ribbon cutting for Project MOMS in Cullen, LA, on May 3, 2007

Fast Facts; This is BPCC fall and spring issues; General College Catalog 2006-2007 and 2007-2008; off-campus inserts for Minden Press Herald; all ads for registrations fall, spring, and summer.
STRATEGIC PLANNING

Department Measurable Strategy:
Continue using marketing plan for new and/or under-enrolled academic programs.

Performance Indicators:
1. Run ads in local papers to advertise new and/or under-enrolled programs.
2. Create full color pushcards for recruitment

Assessment Results:
Pushcards have proven to be very effective marketing tools. The number of requests for creating pushcards has jumped to 32—an increase of 10 over last year. Program directors claim the pushcards assist in recruitment

Because of budgetary constraints, no print ads were purchased for under-enrolled programs.

Changes Based on Assessment Outcomes:
More pushcards are being created this year.

Money has been allocated for print ads to advertise for under-enrolled programs for the upcoming year.

Strategy(ies) for the Future:
Continue to use the pushcards and add more as needed.

As money is available, advertise new and under-enrolled programs in print and on the
Department Measurable Strategy:
Evaluate services and programs utilizing results of the Annual Report Card.

Performance Indicators:
1. Report Card result percentages will increase for the upcoming year.
2. The office will receive none to few negative comments in the comment section of the Report Card.

Assessment Results:
The Report Card results have not been released to the individual offices at the time of this Annual Report entry. However, the PR Office made a concerted effort to "market" itself to the College so its efforts would be recognized by the campus leaders.

Changes Based on Assessment Outcomes:
The PR Office has worked this year to be more dynamic in its efforts to be noticed on campus. The Director made comments to the Planning Council explaining some of the problems associated with publication deadlines, which was a negative point made on last year's Report Card.

Strategy(ies) for the Future:
The PR Office will continue to communicate to the campus its purpose to the College. This will be done through the campus-memo system and through Planning Council activities.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

With four employees, the Public Relations Office is able to function more effectively and efficiently. Each one of the four has specific duties/tasks; however, the Office operates as a team which allows major events to be produced in an organized and consistent fashion. A record number of documents (70 different ones) are currently being produced. Each member of the Office works on various documents.

Two interesting points have surfaced which substantiate the effectiveness of the Office: 1. The Director of Institutional Research and Assessment shared the following statistic: of the 175 students who completed the off-campus survey in fall 2006, 42.3% indicated that they knew about the off-campus program because of the Academic Bulletin and Schedule of Classes, which is produced by the PR Office. This statistic indicates that the Bulletin is an effective marketing tool.
2. In fall 2006, the PR Office began advertising on the Spanish radio station. Since that time, the number of Hispanic student enrollments has jumped 22%.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Continue to serve as communication link on campus
2. Strengthen advertising to promote the College and its programs
Division of Academic Affairs
Division of Academic Affairs
Vice Chancellor for Academic Affairs

EMPLOYEE LISTING

Professional, unclassified staff
Stan Wilkins, Ph.D.

Classified staff
Mary M. Vines

DIVISION SUMMARY

The Vice Chancellor for Academic Affairs is responsible for supervision of the divisions that comprise the Division of Academic Affairs. He directs and administers all operations and activities of the academic departments/divisions and the academic support areas. During the 2006-07 academic year, the Division of Academic Affairs assisted in improving academic services offered to the various academic divisions of Bossier Parish Community College and to the students.

Service:
* Served as lead proposer of BPCC @ LCRP initiative
* Served as liaison to BPCC @ NSU Joint Endeavor
* Served as ex-officio member of LA CALL Project
* Served as ex-officio member of Lumina Foundation Project
* Served as ex-officio member of Achieving the Dream Initiative
* Served as chair of the Chancellor's ad-hoc committee on Internet Course Evaluation
* Served as liaison on Electronic Learning Committee
* Served as liaison to the College Promotion Committee
* Served as liaison to the Alternate Credentialing Committee
* Served as the Teacher Institute Coordinator
* Served as a member of the BPCC Step Committee
* Served as a member of the Planning Council
* Served as a member of the Institutional Effectiveness Committee of the Planning Council
* Served as chair of the COC/SACS Focused Report Committee

This year the Division of Academic Affairs achieved the following major initiatives:

1. Continued the SACS re-affirmation cycle.
2. Assisted with Title III NSU co-op grant initiative.
3. Revised course syllabi to reflect learning centered outcomes.
4. Continued finalizing BPCC @ NSU Joint Endeavor.
5. Assisted in finalizing general education competencies.
6. Assisted with academic program review.

Major accomplishments of the year included:

* assisting in establishing learning outcomes on the course and programmatic level;
* guiding the compliance audit process for COC/SACS re-affirmation;
* serving as chair of the educational programs committee for COC/SACS compliance audit;
* guiding the academic divisions in formulating division mission statements;
* assisted with revising and updating the general catalog;
* assisting with faculty development seminars and workshops;
* revising Internet course delivery and evaluation policies.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<tbody>
<tr>
<td>Dr. Stan Wilkins</td>
<td>Member of BPCC Staff Senate</td>
<td>Louisiana Board of Regents Meetings</td>
<td>Presented information to LCRS Council of Chief Academic Officers</td>
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<td>Member of BPCC Foundation</td>
<td>LCTCS meetings</td>
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<td>Attended &quot;Supporting Student</td>
<td>BPCC@NSU meetings</td>
<td>Presented candidates for graduation to chancellor</td>
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<td>Success&quot; seminar</td>
<td>Annual meeting of the Commission on</td>
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<td>Attended faculty development</td>
<td>Colleges of the Southern Association</td>
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<td>programs</td>
<td>of Colleges and Schools.</td>
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<td>BPCC/Caddo Dual Enrollment Kick-</td>
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<td>Off Orientation at Caddo Career</td>
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<td>Center</td>
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<td>Mary Vines</td>
<td>Motivational Speaker Jim Conerly -</td>
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<td>&quot;Body Language&quot;</td>
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<td>Veteran's Day Convocation</td>
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<td>Staff Development with Patty Tymon</td>
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<td>Staff Development Workshop</td>
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<td>&quot;Supporting Student Success&quot;</td>
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<td></td>
<td>Graduation Committee meetings</td>
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ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2006-2007 academic year: (refer to the individual division reports for analysis and recommendations)

Associate Degree:  
Web Development and Design  
Medical Assistant  
Physical Therapist Assistant  
Respiratory Therapy  
Pharmacy Technician  
General Science

Certificates/Diplomas:  
Respiratory Therapy  
Surgical Technology  
Phlebotomy  
Medical Assistant  
Pharmacy Technician

STRATEGIC PLANNING

Department Measurable Strategy:
Prepare program proposals in:
*Associate of Science in Teacher Education  
*Associate of Science in Biotechnology  
*Associate of Science in Occupational Therapy Assistant

Performance Indicators:
Proposal submitted to the Louisiana Community & Technical College Board of Supervisors & the Louisiana Board of Regents.

Assessment Results:
The AAS in Teacher Education was approved on 2/14/07 by the LCTCS Board. The AS in Biotechnology and the AS in OTA were continued to 2007-08

Changes Based on Assessment Outcomes:
The curriculum was expanded and additional courses have been added.

Strategy(ies) for the Future:
To study opportunities for additional programs in Occupational Therapy Assistant; Histotechnology; Early Childhood Education; Medical Laboratory Technology; Diagnostic Medical Sonography; Echocardiography Technology and Biotechnology.

Department Measurable Strategy:
Market under-enrolled programs.

Performance Indicators:
Number of students enrolled.

Assessment Results:
All academic programs were emphasized in recruitment activities of the various academic departments.

Changes Based on Assessment Outcomes:
All academic programs will continue to be marketed.

**Strategy(ies) for the Future:**

**Department Measurable Strategy:**
Increase dual enrollment in off-campus classes.

**Performance Indicators:**
Increase from 26 students in 2005-06 to 100 for 2006-07.

**Assessment Results:**
Increased enrollment from 26 to 230.

**Changes Based on Assessment Outcomes:**
Continue to increase enrollment in off-campus classes.

**Strategy(ies) for the Future:**
To study opportunities for offering additional courses for dual enrollment credit in Caddo, Bossier, and Webster parish high schools.

**Department Measurable Strategy:**
Prepare Quality Enhancement Plan for the Southern Association of Colleges and Schools.

**Performance Indicators:**
Preparation of the plan and submission to the Southern Association of Colleges and Schools.

**Assessment Results:**
Plan prepared for submission to COC/SACS to increase success rate in math classes.

**Changes Based on Assessment Outcomes:**
TBD

**Strategy(ies) for the Future:**
Increase success rates in math classes.

**Department Measurable Strategy:**
Complete compliance audit.

**Performance Indicators:**
Compliance audit submitted to the Commission on Colleges of the Southern Association of Colleges and Schools in March, 2007.

**Assessment Results:**
COC/SACS Off-Site Review Committee completed report.

**Changes Based on Assessment Outcomes:**
Focused report addressed Off-Site Review Committee concerns.

**Strategy(ies) for the Future:**

**Department Measurable Strategy:**
Schedule and monitor academic program reviews.
Performance Indicators:
Submission of scheduled academic program reviews.

Assessment Results:
Results of individual program reviews are included with each academic division report.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Monitor the achievement of course learning outcomes.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

* Responded to requests for information from the LCTCS
* Assisting with academic program review
* Coordinating joint meeting of BPCC and LSU-S Deans
* Guiding faculty professional development seminars/convocations
* Assisting with the continued revision of academic policies and standards to promote academic achievement and excellence
* Sustained a commitment to academic improvement in all areas of course offerings, program availability, and standards of rigor

The Division of Academic Affairs has had a successful 2006-07 academic year. New academic programs were added and existing programs were strengthened. All courses were redesigned to reflect a student learning outcomes centered approach. Faculty and staff proceeded at a fast pace and included on and off-campus professional development opportunities. Faculty were encouraged to participate in professional development opportunities with expenses and salary paid for by the College. The Division also provided conspicuous leadership to the Academic Affairs Division of the Louisiana Community and Technical College System by serving as a model for formulation of system procedures for academic activities. In addition, the Academic Division took the lead role in the Compliance Audit for SACS re-affirmation of accreditation. The Division continued to provide leadership in the following programs and initiatives: dual enrollment; teacher institute, Planning Council activities, Internet course evaluation; promotions and rank, BPCC @ Northwestern State University, program review, music and drama activities; and Academic Advisory Committee activities. The Division has also begun efforts to completely automate databases and provide electronic availability of College publications available to faculty and students, including an automated General Catalog and Academic Affairs Policies and Procedures Manual. The Division has had a busy and successful year and looks forward to building on accomplishments to achieve expanded goals in 2007-08.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Prepare COC/SACS Focused Report
Complete COC/SACS QEP
Receive COC/SACS on site visit
Achieve COC/SACS Reaffirmation Accreditation
Revise Faculty Evaluation Plan
Implement New Faculty Language Proficiency Requirement
Upgrade Faculty Computers
Study opportunities for additional programs in Occupational Therapy Assistant; Histotechnology; Early Childhood Education; Medical Laboratory Technology; Diagnostic Medical Sonography; Echocardiography; Biotechnology
Increase retention rates
Increase course success rates
Lower number of suspensions, withdrawals, and probations.
Division of Academic Affairs
Academic Planning

EMPLOYEE LISTING

Professional, unclassified staff

Lesa Taylor-Dupree

Classified staff

Peggy Spilker

DIVISION SUMMARY

The Academic Planning Division consisting of the Office of the Executive Dean of Instruction worked under the guidance of Dr. Stan Wilkins and was instrumental in conferring candidates for three (3) graduations and in providing information for graduation programs, reports to the LCTCS Board, the Louisiana Board of Regents, the College community, and area newspapers. Bossier Parish Community College held four (4) commencement ceremonies: one in summer 2006, one in fall 2006 and two in spring 2007. This was the first time in school history, the College held two spring ceremonies. The number of graduates conferred for the 2006-2007 academic year was 422, an increase of three percent (3%) over the previous year. The College awarded a record number of 540 associate degrees, certificates, and technical competency areas to the 422 graduates.

The Office of the Executive Dean of Instruction was responsible for many activities this academic year. The Office provided ninety-five (95) regularly scheduled and on demand placement testing opportunities. During the 2006-2007 academic year, 2426 placement tests were administered, and fifty-three (53) Ability-to-Benefit tests were administered.

This year, this Office also engaged in the following responsibilities: monitored all aspects of the graduation process; monitored the Planning Council and scheduled all meetings of the Planning Council; assigned every student an advisor, reassigned students to appropriate advisors as students changed matriculations, and conducted student/advisor audits; coordinated the student evaluations of faculty each fall and spring semester and provided student evaluation statistics to Administration, Division Chairs, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants; and maintained and updated the Blackboard site for the Planning Council and updated the Placement Tests site and the Candidates for Graduation site on the College website each semester.

Mrs. Lesa Taylor-Dupree, Executive Dean of Instruction, attended several conferences and professional development seminars relating to college administration, student success, student learning outcomes, developmental education, academic advising, and promotion and rank policies. She served as the leader of the Planning Council. Mrs. Taylor-Dupree served on many committees,
councils and teams including the Planning Council, the Division Chair Council, the STEP Council, the SACS Federal Requirements Committee, the Christmas Committee, the Online Student Services Vision Team, the Honors Program Selection Committee, the PLA Policy Committee of the CALL Project, the BPCC First Core Team, several search and interview committees for hiring College faculty and staff, and several committees regarding student learning outcomes and general education core competencies for certificates and degrees. Additionally, the Executive Dean served as a resource person for the Division Chairs and faculty and counseled students regarding requirements for certificates and degrees. Mrs. Taylor-Dupree, also, attended various Allied Health advisory committee meetings. Mrs. Peggy Spilker, the administrative assistant, attended several professional development seminars focusing on student learning outcomes, purchasing, student success, team building, body language, and the CALL Project. Additionally, Mrs. Spilker was a member of the Planning Council and the Graduation Committee.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<tbody>
<tr>
<td>Lesa Taylor-Dupree</td>
<td>Planning Council Meetings</td>
<td>LCTCS Conference</td>
<td>Division Chair Presentation Concerning Graduation, Testing, Advising and Strategies for Success August 10, 2006</td>
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<td></td>
<td>August 2006 - May 2007</td>
<td>New Orleans, LA</td>
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<td>Division Chair Council</td>
<td>August 12-13, 2006</td>
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<td>August 2006 - May 2007</td>
<td>Twenty-fourth Annual LADE State Conference</td>
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<td>STEP Council</td>
<td>Baton Rouge, LA</td>
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<td>August 2006 - May 2007</td>
<td>October 12, 2006</td>
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<td>SACS Federal Requirements Committee</td>
<td>BPCC/LSUS Administrators' Lunch</td>
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<td>August 2006 - May 2007</td>
<td>LSUS - Shreveport, LA</td>
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<td>October 17, 2006</td>
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<td>Christmas Committee</td>
<td>Registration for BPCC at NSU</td>
<td>Zone V LACRAO Articulation Workshop</td>
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<td>Online Student Services Vision Team</td>
<td>LACADA Annual State Conference</td>
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<td>August 2006 - May 2007</td>
<td>Lafayette, LA</td>
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<td>PLA Policy Committee of the CALL Project</td>
<td>March 22-23, 2007</td>
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<td>January 2007 - May 2007</td>
<td>Caddo Career &amp; Technology Center</td>
<td>Bossier Parish Community College Convocation</td>
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<td>Honors Program Selection Committee</td>
<td>Bossier Parish Community College Tour</td>
<td>Mistress of Ceremonies</td>
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<td>Fall 2006 - Spring 2007</td>
<td>Shreveport, LA</td>
<td>November 8, 2006</td>
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<td>BPCC First Core Team (Lumina)</td>
<td>LCTCS Rank and Promotion Statewide Workshop</td>
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<td>New Student Orientation</td>
<td>May 30, 2007</td>
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<td>July 10, 12, 24, &amp; 26, 2006</td>
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<td>August 10, 2006</td>
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<td></td>
<td>Cavalier Players</td>
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<td></td>
<td>&quot;Private Wars&quot;</td>
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<td>July 28, 2006</td>
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</table>
Bossier Parish School Board Meeting  
Performing Arts Theatre  
September 7, 2006

Online Student Services Vision  
Team Meeting  
September 19, 2006

STEP Council Meeting  
September 20, 2006

The Learning Center Fall 2006 Open House  
September 21, 2006

2006 BPCC Foundation Scholarship Awards Reception  
September 21, 2006

Student Learning Outcomes Presentation  
Dr. Larry Kelley  
October 6, 2006

Cavalier Players  
"Peter Pan"  
October 19-20, 2006

Maroon and Gold Madness  
Cavalier Athletic Foundation  
October 21, 2006

Gospel Choir Fall Concert  
November 16, 2006

Developmental Services Evaluation Team Luncheon  
December 4, 2006

"Santa's Runaway Elves" Christmas Show  
December 6-7, 2006

SELECT Grant Overview  
December 7, 2006

BPCC Foundation Christmas Social Hour  
December 12, 2006

BPCC Fall 2006 Commencement  
December 14, 2006

WCET/BPCC Online Student Services (BOSS) Vision Team "Kick-Off" Presentation  
January 18, 2007

CALL Overview Session
January 19, 2007

Recruiting and Retention Meeting
Chancellor Carleton
January 23, 2007

BPCC Student Business Incubator Grand Opening
February 14, 2007

Writing Center Consultant Meeting
February 16, 2007

"Essential Relationships"
Patty Tymon Presentation
February 16, 2007

Purchasing Training
February 19, 2007

2007 BPCC Foundation Scholarship Awards Reception
February 22, 2007

CAEL Faculty Assessor Training
February 23, 2007

"Campus-Wide Student Success Workshop"
February 26, 2007

Dr. Joe May Presentation
February 27, 2007

Cavalier Players' Children's Show
March 2, 2007

CCLA Web Conference
March 12, 2007

WCET Online Audit Interview
March 13, 2007

Respiratory Therapy Advisory Committee Meeting
March 14, 2007

CALL-BPCC Support Staff Luncheon Meeting
April 11, 2007

Surgical Technology Advisory Committee Meeting
April 13, 2007

Creative Art Connection's First Annual College Art Fest
April 18, 2007

Medical Office Specialist Advisory
Committee Meeting
April 20, 2007

Pharmacy Technician Advisory Committee Meeting
April 27, 2007

Cavalier Players
"You Can't Take It With You"
April 27, 2007

"Look Who's Coming to Bossier Parish Community College"
Dr. Tonjua Williams
April 27, 2007

PLA Policy Committee Meeting
April 30, 2007

Jazz Ensemble Presentation
"A Romantic Musical Reprise"
May 1, 2007

WCET CENTSS Final Report Presentation
May 2, 2007

BPCC Spring 2007 Commencement
May 10 & 11, 2007

IT Encryption Policy Presentation
Vonita Scott
May 14, 2007
STRATEGIC PLANNING

Department Measurable Strategy:
Provide additional opportunities for students to take placement tests

Performance Indicators:
Increase the number of opportunities for placement tests
Assessment Results:
The Office of the Executive Dean of Instruction provided ninety-five (95) opportunities for students to take placement tests which was a nine percent (9%) increase from the previous year.

Changes Based on Assessment Outcomes:
All scheduled and on demand placement tests were administered by the Office of the Executive Dean of Instruction.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will provide scheduled and on demand placement testing opportunities. The Division will utilize the Technology Resource Center within the Library to administer placement tests during registration and will use a designated computer laboratory classroom to administer placement tests throughout the semester.

Department Measurable Strategy:
Provide support to Division Chairs for the implementation and assessment of learning outcomes

Performance Indicators:
Conduct seminars to provide assistance for implementation and assessment of learning outcomes

Assessment Results:
The Executive Dean provided assistance to Division Chairs for implementation and assessment of learning outcomes each semester.

Changes Based on Assessment Outcomes:
All course syllabi contain student learning outcomes and revisions have been made to syllabi when necessary.

Strategy(ies) for the Future:
Division Chairs will revise syllabi when necessary. The appropriate Division Chairs are beginning the process of tracking and validating learning outcomes for courses.

Department Measurable Strategy:
Maintain Planning Council support and Blackboard website

Performance Indicators:
Schedule and conduct meetings of the Planning Council and/or subcommittees of the Planning Council, monitor progress, and update the website

Assessment Results:
The Planning Council had four (4) regularly scheduled meetings, one (1) meeting for planning priorities, and two (2) special meetings called by the Chancellor. The subcommittees had three (3) regularly scheduled meetings.

Changes Based on Assessment Outcomes:
Several additional Planning Council meetings were held this academic year. The meeting for planning priorities was held in March this academic year rather than May to enhance planning. The Bossier Parish Community College Strategies for Success Plan (2007-2012) was approved by the Planning Council.
**Strategy(ies) for the Future:**
The Office of the Executive Dean of Instruction will schedule and conduct meetings of the Planning Council and update the Planning Council support and Blackboard website.

**Department Measurable Strategy:**
Provide educational opportunities for prospective students not otherwise eligible for college admission

**Performance Indicators:**
Administer the Ability-to-Benefit test

**Assessment Results:**
The Office of the Executive Dean of Instruction provided fifty-three (53) Ability-to-Benefit tests during the academic year.

**Changes Based on Assessment Outcomes:**
All Ability-to-Benefit tests were administered by the Office of the Executive Dean of Instruction.

**Strategy(ies) for the Future:**
The Office of the Executive Dean of Instruction will administer the Ability-to-Benefit test.

**Department Measurable Strategy:**
Provide development opportunities for Division Chairs for the review process of curriculums for students who are candidates for graduation

**Performance Indicators:**
Conduct in-service training for Division Chairs to promote accuracy for the review process of graduation folders for candidates for graduation

**Assessment Results:**
The Executive Dean of Instruction conducted two training opportunities for Division Chairs concerning the review process of graduation folders for candidates for graduation.

**Changes Based on Assessment Outcomes:**
The Executive Dean of Instruction and the Division Chair Council created a General Education Core Competency Assessment matrix for certificate and associate degrees. This material aligns course learning outcomes with established general education competencies. This matrix will be used when auditing graduation folders for candidates for graduation.

**Strategy(ies) for the Future:**
The Office of the Executive Dean of Instruction will update and revise the Application for Graduation and revise, update and improve the information sheet for candidates for graduation.

**Department Measurable Strategy:**
Conduct faculty in-service training for professional development

**Performance Indicators:**
Conduct academic advising seminars for faculty

**Assessment Results:**
The Executive Dean of Instruction informed faculty of policy changes and disseminated information to faculty regarding academic advising at the beginning of each fall and spring semester on August 15, 2006, and January 19, 2007.

Changes Based on Assessment Outcomes:
The Executive Dean of Instruction revised and updated advising information regarding placement testing and ACT score placement in academic classes each semester for the faculty.

Strategy(ies) for the Future:
The Executive Dean of Instruction will provide updated information to faculty regarding academic advising.

Department Measurable Strategy:
Coordinate and conduct the student evaluation of faculty instruction of classes

Performance Indicators:
Coordinate the student evaluation of faculty instruction of classes and disseminate the evaluations to the appropriate Division Chairs

Assessment Results:
The Office of the Executive Dean of Instruction coordinated and conducted student evaluation of faculty instruction of classes each fall and spring semester during the weeks of October 23-28, 2006 and March 19-24, 2007.

Changes Based on Assessment Outcomes:
All evaluation results were disseminated to Division Chairs and Administration.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will coordinate and conduct the student evaluation of faculty instruction of classes each fall and spring semester.

Department Measurable Strategy:
Monitor the AIM Program students

Performance Indicators:
Monitor, disseminate, and collect student progress reports

Assessment Results:
The Office of the Executive Dean of Instruction monitored, disseminated and collected progress reports for the AIM students twice (October 2-5, 2006 and November 27-December 1, 2006) during the fall semester for 83 students and twice (February 26-March 2, 2007 and April 23-27, 2007) during the spring semester for 108 students.

Changes Based on Assessment Outcomes:
All AIM progress reports were given to the Bossier Parish Gifted Education Coordinator for his review.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will improve the distribution progress for AIM progress reports.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Academic Planning Division consisting of the Office of the Executive Dean of Instruction had a productive and successful year. The Division confirmed 422 graduates during the 2006-2007 academic year. The 422 graduates are a three percent (3%) increase in the number of graduates from the previous year. The 422 graduates were awarded 540 associate degrees, certificates, and technical competency areas, a Bossier Parish Community College record. The Division offered ninety-five (95) placement testing opportunities for the academic year, a nine percent (9%) increase of offerings from the previous year. The total number of tests administered were 2426 placement tests and fifty-three (53) Ability-to-Benefit tests. This year, this Division actively participated in many projects which directly affected College policy to enhance student success. The primary focus for this Division for 2006-2007 was to serve students, faculty, staff, and Administration.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Provide scheduled and on demand placement testing opportunities.
2. Revise, update, and improve the Application for Graduation and the information sheet for candidates for graduation.
3. Train faculty regarding advising policies and procedures.
4. Update the Blackboard site for the Planning Council and update the Placement Test site and the Candidates for Graduation site on the BPCC website each semester.
5. Improve the distribution process for the progress reports for the AIM students.
Division of Academic Affairs
Center for Learning Assistance

EMPLOYEE LISTING

Professional, unclassified staff

Luke Dowden, M.Ed.
Norman A. Bernard, A.A.
Donna J. Earley, B.S.
O.J. King, B.A.

Classified staff

Linda N. Lofton, A.A.

DIVISION SUMMARY

The Center for Learning Assistance has experienced a transformational academic year that has positioned the Division to fulfill its mission “to enhance academic skills by providing high quality instructional support services in The Learning Center and with all initiatives in order to assist all learners at all levels in achieving academic success, gaining self-confidence, and becoming independent learners.” Much of the academic year was spent realigning Center priorities. This realignment was accomplished by hiring external consultants to evaluate the Division and its departments, The Learning Center and Project READ, from October through December 2006. Upon receipt of the final report in January 2007, the Division worked to (a) transition Project READ to a unit within the Workplace Literacy department, (b) prepare for the management of Smarthinking, an online tutoring service, beginning fall 2007, and (c) change the Division name to better reflect the total mission of the Division. Additionally, the Division staff worked to create a web presence for The Learning Center and the Division (www.bpcc.edu/learningassistance and www.bpcc.edu/thelearningcenter).

Division staff members provided leadership on five major campus-wide initiatives: 1) the development of fast-track online associate degree programs for adult students through the CALL program, 2) the semester-long creation of an implementation proposal to The Lumina Foundation for Education for a 3-year student success initiative targeting a cohort of first-time, full-time Associate degree-seeking students, 3) studying the status of online student services available to all BPCC students through the BPCC Online Student Services Vision Team (BOSS) and creating new services, 4) piloting a Writing Support Services learning laboratory within The Learning Center in cooperation with the Division of Liberal Arts and conducting an external evaluation on how to expand writing support services, and 5) creating policies and procedures so that students may have an opportunity to gain college credit through portfolio assessment.
ADVANCED DEGREES OR CERTIFICATIONS


Donna Earley received certification as a basic level tutor trainer from the National Tutoring Association (NTA).

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Luke Dowden received the Chancellor’s Administrator Award for Outstanding Service for the 2006-07 Academic Year.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sonny Bernard</td>
<td>Plato Learning System Training (12/1/06).</td>
<td>Tutor Orientation &amp; Training (8/25/06).</td>
<td></td>
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<tr>
<td></td>
<td>Plato Learning System Training (6/1/07).</td>
<td>Learning Center Open House (9/21/06).</td>
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<tr>
<td>OJ King</td>
<td>Plato Learning System Training (12/1/06)</td>
<td>Learning Center Uses for Developmental Math Students. 29 course sections</td>
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<td></td>
<td></td>
<td>of developmental math (September 2007).</td>
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<td></td>
<td></td>
<td>The Learning Center @ BPCC Job Fair (10/25/06).</td>
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<tr>
<td></td>
<td></td>
<td>Mobile Learning Center in Building F (2/27-28/07).</td>
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</tr>
<tr>
<td>Linda Lofton</td>
<td>Financial Forms Training (11/14/06).</td>
<td>Faculty/Staff Orientation (8/24/06).</td>
<td></td>
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<td></td>
<td>Human Resources Training Session for New/Rehire Paperwork, Contracts, and</td>
<td>Coordinated Food Drive (11/12/2006).</td>
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</tr>
<tr>
<td></td>
<td>Timesheet Information (5/4/07).</td>
<td>Served as secretary of Faculty/Staff Orientation Committee (Fall 06-Spring</td>
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<tr>
<td>Plato Learning System Training</td>
<td>12/1/06</td>
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<td>Writing Support Services Training with Consultant Jill Pennington</td>
<td>2/15-16/07</td>
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<td>“Look Who’s Coming to BPCC” Generational Differences Workshop</td>
<td>4/27/07</td>
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<td>Plato Learning System Training</td>
<td>6/1/07</td>
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<td>National Conference of the National Tutoring Association</td>
<td>4/15-19/07</td>
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<td>Tutor Orientation &amp; Training</td>
<td>8/25/06</td>
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<tr>
<td>The Learning Center Presentation during BPCC Fall Orientation</td>
<td>August 2006</td>
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<td>Learning Center Open House</td>
<td>9/21/07</td>
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<td>Mid-Semester Tutor Training</td>
<td>10/25/06</td>
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<td>Conducted 41 class tours of TLC (Fall 2006)</td>
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<td>Caddo Career and Technology Center Faculty Tour at BPCC</td>
<td>1/3/07</td>
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<td>Spring semester Tutor Training</td>
<td>1/9/07</td>
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<tr>
<td>Conducted 44 class tours of TLC (Spring 2007)</td>
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<tr>
<td>Coordinated Math Workshop for students</td>
<td>2/1/07</td>
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<td>Coordinated English Workshop for students</td>
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<tr>
<td>Coordinated a tutor Chemistry Workshop for students</td>
<td>2/17/07</td>
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<tr>
<td>Mobile Learning Center in Building F</td>
<td>2/27-28/07</td>
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<tr>
<td>College Work Study Student Assistant Training</td>
<td>3/6/07</td>
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<tr>
<td>The Learning Center at BPCC Job Fair</td>
<td>3/28/07</td>
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<td>Mobile TLC in conjunction with “Disability Awareness Day”</td>
<td>4/12/07</td>
<td></td>
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<tr>
<td>Summer Tutor Training</td>
<td>5/17/07</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Luke Dowden

Camtasia Training 1 in Electronic Learning (11/14/06).
Plato Learning System Training (12/1/06).
Accelerated Fast-Track Program Workshop (1/31/07).
Workshop on How to Start a Writing Learning Lab with Jill Pennington (2/16/07).
CAEL Prior Learning Assessment Faculty Assessor Training (2/22-23/07).

This is BPCC! TV Show about The Division (9/22/06).
New Opportunities for Louisiana Community Colleges. Presentation at the LACRAO Conference (10/5/06).
A Role for The Learning Center in the QEP. Presentation to the Quality Enhancement Plan Committee (10/31/06).
The Learning Center – Serving Local Students. Presentation at the Caddo School District Principals Meeting (12/06/06).
Writing Support Services – A New Concept in TLC. Presentation to English Faculty (2/15/07).
CALL @ BPCC. Presentation to the BPCC Foundation (2/21/07).
BPCC 1st Student Success Initiative. Campus Presentation (2/26/07).
Designing Courses for Fast-Track Online Delivery. Presentation to BPCC faculty course designers (3/15/07).
Career and Educational Options. Presentation to High School Graduating Seniors at Parkway High School (3/22/07).
This is BPCC! TV Show about The Division (3/30/07).
Promising Practices for Online Instruction from an Online Student’s Perspective. BPCC CALL course designers (4/10/07).
Continuum for All Louisiana Learners (CALL). Mini-Session at Teaching in Higher
SIGNIFICANT CONTRACTS OR GRANTS:

The Center distinguished itself with the receipt of 6 grant awards totaling $344,224 additional dollars to support Division activities:

September 2006    BPCC Student Technology Fee Grant
•$49,880 to purchase and to install 43 new computer stations in The Learning Center.

November 2006    Charles T. Beaird Foundation Grant
•$5,000 to pilot the Writing Support Services learning laboratory within The Learning Center.

December 2007    Louisiana Board of Regents Supporting Electronic Learning and Essential Campus Transitions (SELECT) Grant
•$32,500 for evaluation and plan of online student services

January 2007    Louisiana Board of Regents CALL Grant
•$147,120 for the creation fast-track, adult-friendly degree programs and services to launch fall 2007.

January 2007    Louisiana Community and Technical College System Planning Grant
•$11,600 to develop a 3-year implementation grant proposal to The Lumina Foundation for Education.

April 2007    Louisiana Board of Regents Enhancement Grants
•$51,334 to implement a pilot program for an Early Warning System in Developmental Mathematics during the 2007-2008 academic year.
•$46,790 to implement a pilot program for a Writing Support Services Learning Laboratory during the 2007-2008 academic year.

Continuum for All Louisiana Learners (CALL). Presentation to the Louisiana Board of Regents (5/24/07).

Continuum for All Louisiana Learners (CALL). Presentation to Potential Adjunct CALL faculty (6/4/07).
STRATEGIC PLANNING

Department Measurable Strategy:
Transition Division to a Student Success and Retention model with an expanded mission and matching goals, objectives, and strategies geared towards high quality instructional support services and coordinated retention initiatives.

Performance Indicators:
1. Self-Study Report completed by national experts and presented to BPCC Chancellor, Vice Chancellor for Academic Affairs, and Division Chairs.
2. Funds in College budget dedicated towards retention initiatives.

Assessment Results:
1. Two consultants, Dr. Jim Olliver and Dr. Bruce Chaloux, conduct on-site review of the Division from December 3-5, 2006. Division received final report from consultants on January 18, 2007.
2. BPCC 1st core team of faculty and staff convened on January 26, 2007, to begin research for student success grant to Lumina Foundation. Chancellor Carleton dedicated $100,000 for an in-cash institutional match for the student success initiative on May 10, 2007. BPCC proposal for 3-year student success initiative submitted to Lumina Foundation on June 16, 2007.

Changes Based on Assessment Outcomes:
• Division name changed to Center for Learning Assistance to reflect comprehensive learning activities.
• Space reconfigured in The Learning Center to better assist students with increase in tutoring space, storage for learning modules, and staff office space.

Strategy(ies) for the Future:
• Beginning fall 2007, management of Smarthinking, the online tutoring service, will move to the Center for Learning Assistance.
• Provide printing options for students using TLC computers beginning fall 2007.

Department Measurable Strategy:
Develop quality instructional support services through The Learning Center

Performance Indicators:
1. Statistics of student visits and subjects tutored.
2. Student surveys conducted and compiled.

Assessment Results:
1. Visits to The Learning Center increased by 851 in the fall 2006 semester from the previous fall semester and by 2,245 in spring 2007 semester from the previous spring semester.
2. The Learning Center collected 104 student satisfaction surveys in the fall 2006 semester and 94 student satisfaction surveys in the spring 2007 semester.

**Changes Based on Assessment Outcomes:**

- The Learning Center staff created a tutor priority help system that combines an enhanced check-in system and Center set-up to minimize wait times for students.

**Strategy(ies) for the Future:**

- Gain program certification as a recognized National Tutoring Association (NTA) site.
- Certify tutors and staff through NTA.
- Collaborate with other community colleges on statewide training program for staff in The Learning Center.

Implement data collection methods to link student success in courses to Learning Center visits.

**Department Measurable Strategy:**
Create electronic instructional support services and resource materials.

**Performance Indicators:**

1. Web applications and other electronic resources developed for learners to access through www.bpcc.edu.
2. Online help desk established.
3. Universal Icon hosted on www.bpcc.edu and linked to online instructional support.

**Assessment Results:**

1. Division website established with information provided for students at www.bpcc.edu/thelarningcenter.

2. Board of Regents Supporting Electronic Learning and Essential Campus Transitions (SELECT) Grant received to audit online student services, audit conducted, and final report received on May 2, 2007.

**Changes Based on Assessment Outcomes:**

- BPCC Online Student Services Vision Team formed.
- Team will recommend a set of priorities for the campus to improve online student services based on the audit report.

**Strategy(ies) for the Future:**

- Assist BPCC Division and Departments with increasing the level of online student services from level 1 in the WCET model to levels 3 or 4.
- Create online help desk button to appear on major BPCC websites.

**Department Measurable Strategy:**
Increase supplemental resources in The Learning Center that support curriculum-linked learning
outside the classroom.

**Performance Indicators:**
“The Learning Center Inventory – Student Version” binder and CD updated with new learning resources.

**Assessment Results:**
1. Funds from The Charles T. Beaird Foundation Grant and the BPCC Library Fund used to increase science models and slides and writing.

**Changes Based on Assessment Outcomes:**
- Supplemental resources list provided online at www.bpcc.edu/thelarningcenter/.

**Strategy(ies) for the Future:**
- Continue to provide all learning resources congruent with course designs, texts, and learning outcomes.

**Department Measurable Strategy:**
Improve adult literacy

**Performance Indicators:**
Number of participants enrolled and persistence data.

**Assessment Results:**
1. Two consultants, Dr. Jim Olliver and Dr. Bruce Chaloux, conduct on-site review of the Division from December 3-5, 2006. Division received final report from consultants on January 18, 2007.

**Changes Based on Assessment Outcomes:**
- The Division evaluation report determined that Project READ was a better fit in Workplace Literacy where participants could move from the Project READ pipeline into adult literacy classes and then to preparation for the GED. Project READ was moved to Workplace Literacy in January 2007.

**Strategy(ies) for the Future:**
None.

**Department Measurable Strategy:**
Write grants and offer workshops to address special needs (i.e. writing, math, etc.).

**Performance Indicators:**
1. Grants received for special projects.
2. Workshops conducted to address special needs.

**Assessment Results:**
1. See grants and contracts received portion of the Division report.

2. The Learning Center conducted 6 specialized workshops for students and increased specialized writing services for 100 students in a pilot program.
Changes Based on Assessment Outcomes:
• The Division garnered $344,224 in grant funds during the 06-07 academic year that support its mission. These awards required changes in responsibilities of staff and the enhancement of personnel skills.

Strategy(ies) for the Future:
• Successfully institutionalize the successful outcomes of the grants received this year in the next 2 years.

• Match or surpass the total amount of grants received this year through collaborative projects with BPCC Divisions and other colleges across the state.

• Increase the quality and frequency of workshops for students including virtual workshops.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Center for Learning Assistance focused heavily on two core areas of effectiveness: professional development for all staff and outreach to the campus-wide stakeholders. Professional development of staff occurred through the internal and external training opportunities. Outreach to campus-stakeholders included recruiting students to use services in The Learning Center, conducting approximately 85 class tours, hosting special events and workshops, and forming collaborative partnerships with other Divisions to compete for grant funds. Center administrators increased the web presence of both the Center for Learning Assistance (the Division) and The Learning Center (peer tutoring and computer-assisted instruction center) through the creation, launching, and updating of new websites.

The effectiveness of the Division’s department, The Learning Center, is evident from a review of several data sources. Student evaluations collected from both fall and spring semesters reveal overall student satisfaction with the staff, hours of operation, and service. Over both semesters, an average of 90% of students surveyed indicated they strongly agree or agree with the statement, “I would recommend TLC to other students.”

A particular area of improvement from the previous year was in the area of collaborative projects to improve student learning. Two grants were implemented, pilot for writing support services and audit of online students services, to understand how to increase support for students in English courses and to understand how to better serve online learners through 11 student services areas. Two grants have been received to work specifically in the math and writing areas in the 2007-2008 academic year. Several campus departments became involved and continue to be involved in the CALL initiative.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

The Center for Learning Assistance priorities for the 2007-2008 academic year are organized within the major initiatives of the Division:

The Learning Center:
The Learning Center Program Coordinator and Lab Manager have identified program certification of The Learning Center (TLC) through the National Tutoring Association as a primary goal. As part of this program level certification process, TLC tutors and staff will receive certification in content areas. TLC staff will work to increase recruitment of upper level students to The Learning Center as well as work to develop a comprehensive tutor training program for new as well as existing tutors. The creation and piloting of “in-house” and contracted online student services for learning assistance remains a top priority for the coming year. Learning Center staff will work to implement new student tracking software in order to demonstrate potential relationships between student success in courses and visits to The Learning Center.

CALL (Continuum for All Louisiana Learners):
The Division will continue developing and enhancing online student services as recommended by
the BPCC audit of online student services conducted by the Western Commission on Educational Telecommunications (WCET). The implementation and evaluation of new online student services will be one of the primary thrusts in retention efforts of CALL online students.

BPCC 1st Student Success Initiative:
The Center for Learning Assistance anticipates the receipt of a 3-year implementation grant from The Lumina Foundation for Education. The proposal requires project management from the Division Director as well as the development and implementation of intervention strategies in The Learning Center. Managing this initiative will become a primary responsibility of the Division during the 2007-2008 academic year.

Writing Support Services Learning Laboratory:
Creating a sustainable, student-centered writing support services learning laboratory is a primary thrust of a collaborative expanded pilot project between the Center for Learning Assistance and the Division of Liberal Arts. Through an enhancement grant from the Board of Regents, writing specialist(s) will be hired and trained to work with students in English courses. The long-term plan for the learning laboratory is to serve all students with writing assignments in any course or discipline.

Early Warning System for Developmental Mathematics:
Two math faculty and The Learning Center staff will implement an early warning system for students struggling in developmental mathematics and college algebra. The work is funded through a Board of Regents enhancement grant and is part of the Quality Enhancement Plan student support services initiatives.

Professional Development:
Staff professional development will be an even greater focus in the 2007-2008 academic year with topics ranging from technology to crisis management addressed within the Division. These opportunities will prepare staff for the ever changing academic environment. Some of the topics to be addressed include, but are not limited to: training in Microsoft WORD, EXCEL, and POWERPOINT; handling potential sexual harassment issues; and managing conflicts. Staff participation in campus-wide professional development events and activities will remain a primary goal.
Division of Academic Affairs
Division of Behavioral and Social Science

EMPLOYEE LISTING

Professional, unclassified staff
Dee Dee Mitchell, M.A., M.A.
Angie Friend, M.Ed.

Classified staff
Karen Ward

FACULTY LISTING

Professor
Dr. Dawn Young, Ed.D.

Associate Professor
Carol Adkins, M.Ed.
Kay Boston, M.A., M.A.
Dan Cain, M.A.
Barbara James, M.S
Brookie Walker, M.A.

Assistant Professor
Judy Kendrick, M.A.
Mike Montgomery, M.A.
Jennifer Nawas, M.S.
Becky Nohse, M.Ed
Richard Pool, M.A.
Sandy Todaro, Specialist in School Psychology

Instructor
John Agan, M.A.
Ashley Grisham, M.A.
Gail Hendrix, M.Ed.
Sharonda Mikle, M.A.
Sandra Theus, M.A.
John Unger, M.Ed.
Aaron Vorachek, M.S.
DIVISION SUMMARY

During the 2006-2007 academic year, the Division of Behavioral and Social Sciences made many contributions toward the continued success and growth of the Bossier Parish Community College community. There were 28 graduates in the AASCJ program for the 2006-2007 year. The Division continues to offer the Certificate of General Studies, which satisfies Board of Regents general education requirements for many baccalaureate degrees, and anticipates offering the Associate of Science in Teaching degree for 2007-2008.

In response to the demand for qualified, trained personnel in local and regional law enforcement and corrections communities, the division continues to offer the Associate of Applied Science in Criminal Justice. Through an agreement with Northwestern State University, graduates with an AASCJ can enter the Criminal Justice program with full transferability of all hours completed at BPCC. Additionally, through a collaborative effort with the North Louisiana Criminal Justice Academy, the Division is planning to offer criminal justice courses for Bossier Parish Sheriff’s Office personnel. These courses will be taught on site and can all be applied toward degree requirements for the AASCJ. The first course, Introduction to Criminal Justice, will be offered in the fall of 2007.

Twenty (20) political science students received city, parish and regional recognition (television and news articles) for assistance to local first responders and emergency management officials as they helped facilitate a realistic disaster drill event at Pierre Bossier Mall. Students played numerous roles as patients, crime scene witnesses and concerned family members forcing local response agency to deploy various specialized teams to address the mock terrorist incident. This successful relationship has propelled the Caddo/Bossier Office of Homeland Security and Emergency Preparedness to enter into a partnership for fall 2007 in which criminal justice and political science majors will work daily with professional emergency managers in a Practicum in Homeland Security course offering (both for criminal justice and political science students). In support of this initiative, the Division has added a full time political science instructor effective for the fall of 2007.

All instructors in the Division who teach First Aid updated their First Aid and CPR certification to meet the new guidelines for Emergency Cardiac Care.

College Success was moved from The Learning Center to the Division of Behavioral and Social Sciences in the fall of 2006. This change resulted in two additional full time positions for the Division.

In an effort to prepare students for a lifetime of responsible and active community involvement and leadership, this Division will offer a new service learning course in the fall of 2007. The course, entitled Service Learning and Interdisciplinary Studies, will examine learning and career exploration in the context of service and community involvement. Students will have the opportunity to gain an understanding of service for the "common good," analyze the setting in
which service takes place, and actively participate in a community service setting. Students will gain hands on knowledge, skills, and experience about a specific community organization and develop an understanding of civic responsibility in a community setting.

The Division also seeks to increase the number of highly qualified and effective teachers in Louisiana’s classrooms. Work toward the Associate of Science in Teaching degree has been progressing, with the proposal receiving full approval from LCTCS. We have addressed program stipulations and are awaiting full approval from the Board of Regents during the June board meeting. In preparation for this program, the Division has added a full time A.S.T. program coordinator. Responsibilities of the coordinator include curriculum design, recruitment and selection into the program, instruction, coordinating and supervising field experience, PRAXIS advising and preparation, design and implementation of the program’s electronic portfolio, and student advising. Participants in the AST program will be able to transfer all of the coursework taken at BPCC to any four year teacher program in the state of Louisiana. AST participants will be better prepared for entry into a teaching program than traditional course-by-course transfer students, as they will have taken and passed two parts of the PRAXIS (necessary for teacher licensure in the state of Louisiana), participated in rigorous and varied classroom field experience, and created and assimilated artifacts in an electronic portfolio to be imported at their chosen receiving institution. Anticipated launch of the program is fall 2007, with entrance interviews planned for July/August. As part of the new program, the Division will be adding two new courses, TEAC 201 and TEAC 203. These courses offer AST participants enhanced field experiences with a focus on grades 1-5. In May, Gail Hendrix, Instructor of Education, received notification of funding for a $60,000 PLATO PRAXIS education lab. This lab will allow AST participants to complete tutorials in preparation for the PRAXIS, as well as create the electronic portfolio that will transfer to the receiving institution’s electronic portfolio system.

In addition to the PLATO PRAXIS education lab, the Division also upgraded/replaced equipment in seven classrooms through a $36,000 Technology Fee Proposal by Kay Boston, Associate Professor of Sociology, and Brookie Walker, Associate Professor of History. The proposal funded 6 Creative Presentations Projectors, 7 Gateway computers, and 2 Digital Document Cameras. Ms. Boston also received 24 reallocated computers for the purpose of creating a Behavioral and Social Science Lab. This dedicated lab facility will allow students and instructors to utilize MySocLab, MyPsycLab, and MyHistLab, currently required components of many of the courses offered by this Division.

The Division remains committed to both understanding and participating in the restructure of the educational system in the state of Louisiana. As such, representatives from this Division have participated in the planning stages of the Care and Development of Young Children certification process currently being negotiated at the state level.

**ADVANCED DEGREES OR CERTIFICATIONS:**

Kay Boston completed the required years of licensure and training for the LPC Counseling Supervisor certification in July 2006. Also, Ms. Boston met requirements for renewal of the LMFT licensure in December 2006, as well as completed requirements for renewal of the LPC licensure in April 2007.
Dee Dee Mitchell received a M.A. in Counseling and Guidance on May 24, 2007.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Gail Hendrix was named to the Board of Mental Health Solutions in July 2006.
Rebecca Nohse received the NISOD Excellence in Teaching award for the 2006-2007 academic year.
Richard Pool was approved for promotion to Assistant Professor on August 8, 2006.
Sandra Willis-Theus received recognition as commencement speaker for BPCC Fall 2006 Graduation on December 14, 2006.
Brookie Walker received the Chancellor's Award for Outstanding Faculty member for the 2006-2007 academic year. Also, Mrs. Walker received the Louisiana Community and Technical College Conference Day - Outstanding Faculty Member Award in August 2006.

**PROFESSIONAL DEVELOPMENT**

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<thead>
<tr>
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<tbody>
<tr>
<td>John Agan</td>
<td>Served as Vice-Chair for the Faculty Handbook committee.</td>
<td>Board member of the Minden-Germantown Commission, Public Museum.</td>
<td>Writer of &quot;Echoes of Our Past&quot; newspaper column - Minden Press-Herald, every Friday.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Board member on the Board of Trustees-First Baptist Church.</td>
<td>Gave a presentation on Minden in the 1920s to an American History Class at Minden High School.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Board of Directors member of the Dorcheat Historical Association and Museum.</td>
<td>Gave a presentation on The Search for Camp Magruder to the United Daughters of the Confederacy on November 4, 2006.</td>
</tr>
<tr>
<td></td>
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<td>Board member on the Shadows Folk-Life Museum Advisory Commission, State Historic Site Oversight Board.</td>
<td>Gave a presentation on The University of Louisiana at Minden to The Book Club on October 18, 2006.</td>
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<td></td>
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<td>Gave a presentation on Early</td>
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<tr>
<td></td>
<td>Attended a Bloodborne Pathogens safety seminar on January 9, 2007</td>
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<tr>
<td></td>
<td>Attended a CALL workshop in February 2007.</td>
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<td></td>
<td>Attended a Quality Matters workshop in March 2007.</td>
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<tr>
<td></td>
<td>Served as Chair on the Academic Admissions &amp; Appeals Faculty Standing committee.</td>
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<tr>
<td></td>
<td>Served as Chair on the SACS Review: Federal Requirements Committee.</td>
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<tr>
<td></td>
<td>Served as Secretary on the Division Promotion Committee.</td>
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</tr>
<tr>
<td>Dan Cain</td>
<td>Attended a Campus-Wide Student Success workshop on February 26, 2007.</td>
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<tr>
<td></td>
<td>Served as Vice-Chair on the Alternate Credentialing Committee.</td>
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</tr>
</tbody>
</table>
Angie Friend  
- Attended a Campus-Wide Student Success Workshop on February 26, 2007.
- Attended the Library Faculty orientation on January 9, 2007.
- Attended Board of Regents monthly meeting in Baton Rouge on June 27, 2007.
- Member of the QEP Implementation Committee.

Ashley Grisham  
- Attended the Embedding Assessment of Student Learning Outcomes on October 6, 2006.
- Member of the Athletic Committee.
- Member of the Student Life Committee.
- Member of the Faculty Senate.

Gail Hendrix  
- Attended a Campus-Wide Student Success Workshop on February 26, 2007.
- Member of the Student Life committee.
- Member of the Faculty Handbook committee.
- Member of SACS Leader Team Committee on Committees.
- Member of Institution Review Board for Research.
- Member of Lumina Foundation-Achieving the Dream.
- Committee Chair for QEP Team.
- Advisor for Phi Theata Kappa.

- Attended the Campus Compact Winter Quarterly Meeting in Ruston on February 5, 2007.
- Attended the LSUS/BPCC A.S.T. Program Memorandum of Understanding signing on April 26, 2007.
- Member of the STAR Planning committee through LSUS.
- Attended the Care of Young Children Workgroup meeting at LCTCS in Baton Rouge on June 11, 2007.
- Attended CAEL advising meeting at NSU on June 21, 2007.
- Attended a BoR committee meeting in Baton Rouge on June 27, 2007.

Served as Costume Director of the Shreveport Little Theatre's "A Trailer Park Musical". Currently working on costumes for their summer production of "Ain't Misbehavin".
Barbara James
Attended a Blackboard-Discussion Board workshop on September 13, 2006.
Attended a Blackboard-WYSIWYG workshop on September 19, 2006.
Attended the Embedding Assessment of Student Learning Outcomes into Regularly Scheduled Assignment workshop on October 6, 2006.
Attended a Blackboard-Application Pack 3 training on October 10, 2006.
Attended the Library Open House on February 8, 2007.
Attended a Campus-Wide Student Success workshop on February 26, 2007.
Member of the Academic Admission and Appeals committee.
Served as Chair for the Behavioral & Social Science Division Promotion committee.
Served as Assistant Treasurer on the Faculty Senate Executive Council.
Member of the SACS Federal Requirements committee.
Member of the Faculty Senate.
Served as Assistant Treasurer on the Faculty Senate Executive Council.

Sharonda Mikle
Attended a Camtasia Training workshop on October 18, 2006.
Attended a Learning Outcomes workshop on October 6, 2006.
Attended a Blackboard Discussion Board workshop on October 31, 2006.
Attended a Compressed Video training on April 20, 2007.
Member of the Academic Appeals committee.
Member of the Committee on Committees.
Member of the Faculty Senate.
Dee Dee Mitchell

Attended a Tools for Success Open House at the Learning Center on September 21, 2006.
Attended the 2006 BPCC Foundation Scholarship awards Reception on September 21, 2006.
Attended an Embedding Assessments of Student Learning Outcomes in Regularly Scheduled Assignments workshop on October 6, 2006.
Attended a Financial Forms training on November 14, 2006.
Attended a Campus-Wide Student Success workshop on February 26, 2007.
Attended an AIM Recruiting seminar at Airline High School on November 28, 2006.
Attended a CAEL workshop at Northwestern State University on February 8, 2007.
Attended a Caddo Career Center meeting at the Caddo Career Center on March 27, 2007.
Attended the Certification of Young Children Workgroup meeting at LCTCS in Baton Rouge on June 11, 2007.
Attended a BoR committee meeting in Baton Rouge on June 27, 2007.

Presented Behavioral & Social Science Division programs at the Cavalier Connection New Student Orientation on July 10, 12, 24 & 26, 2006.
Presented Behavioral & Social Science Division programs at the Cavalier Connection New Student Orientation on August 10, 2006.
Presented Behavioral & Social Science Division programs at the AIM Recruiting Seminar on November 28, 2006.

Mike Montgomery

Served as Vice-Chair for Library Committee.
Member of the Faculty Senate.

Presented Behavioral & Social Science Division programs at the Cavalier Connection New Student Orientation on July 10, 12, 24 & 26, 2006.
Presented Behavioral & Social Science Division programs at the Cavalier Connection New Student Orientation on August 10, 2006.
Presented Behavioral & Social Science Division programs at the AIM Recruiting Seminar on November 28, 2006.

Presented Behavioral & Social Science Division programs at the AIM Recruiting Seminar on November 28, 2006.
Rebecca Nohse

Attended a Blackboard Discussion workshop on October 31, 2006.
Attended a PowerPoint Basics workshop on February 6, 2007.
Member of the Graduation committee.

Gave a speech on The Constitution at the Methodist Church on November 15, 2006.
Gave a speech on The Constitution at the Forcht Wade prison on September 22, 2006.

Richard Pool

Served as Chair on the Violence in the Workplace committee.
Member of the SACS Education Program committee.
Faculty advisor for the Ancient Altars, Student Activity committee.
Member of the Faculty Senate.
Served as Planning Council Representative on the Faculty Senate Executive Council.

Submitted for publication, "Across Cultural Study; Domestic Violence Crime in the U.S. and the U.K Methodology and Results - A Continuum" in the publication Police Practice and Research: An International Journal.
Received letter of intent on March 16, 2007.
Gave a presentation on Workplace & Domestic Violence at Broadmoore Baptist Church on June 1, 2006.
Gave a presentation for the International Association of Administrative Professionals on April 19, 2007.
Sandra Theus

Attended a Blackboard WYSIWYG training on September 5, 2006.
Attended a Blackboard Discussion Board workshop on October 5, 2006.
Attended a Embedding Assessment of Student Learning Outcomes into Regularly Scheduled Assignments workshop on October 6, 2006.
Attended the "Protecting the Integrity of Your Online Exams" workshop on October 26, 2006.
Attended a Campus-Wide Student Success workshop on February 26, 2007.
Attended "Look Who's Coming to BPCC" on April 27, 2007.
Attended the Student Success is Everyone's Responsibility workshop on May 8, 2007.
Served as Faculty Senate President 2006-2007.
Member of Planning Council.
Served as Secretary on the Disciplinary Hearings committee.
Member of the Lumina Foundation Core Team.
Member of the Faculty Senate President for BPCC Foundation.
Member of the SACS Access and Success committee.

Attended a CLCU conference in Darrow, LA on March 1, 2007.
Attended an LCTCS Advocacy Training seminar in Baton Rouge on May 1, 2007.

Sandy Todaro

Served as Secretary on the Student Life committee.
Member of the Library committee.

Attended a conference on Suicide at LSUS on April 14, 2007.
Attended the Alliance for Education at Willis-Knighton in Shreveport on March 1, 2007.

Gave a presentation on Fashion in the 20th Century at BPCC continuing education workshop on February 24, 2007.
Gave a presentation on Vintage Jewelry at Broadmoore Baptist Church on March 4, 2007.
Gave a presentation on Vintage Jewelry to the Widows Organization on March 4, 2007.
Gave a presentation of Fashion and Jewelry of the 20th Century to the Circle of Love and Hope organization on May 23, 2007.
Served as Costume Director of the Shreveport Little Theatre's "A Trailer Park Musical".
Currently working on costumes for their summer production of "Ain't Misbehavin".
Aaron Vorachek  
Attended a Library Faculty orientation on January 9, 2007.
Member of the BPCC Athletic Council.
Member of the Faculty Senate.

Brookie Walker  
Attended a Check Out our Movies and Ebooks training at the BPCC Library on March 1, 2007.
Member of the Academic Misconduct Appeals committee.
Member of the Division Promotion Committee.
Committee Chair for the College Promotion Committee.
Member of the Ron Munn Memorial Scholarship committee, Spring 2007.
Member of the Faculty Senate.

Karen Ward  
Attended the Campus-Wide Student Success workshop on February 26, 2007.
Attended a staff development workshop "Team Building" on April 3, 2007.
Attended the "Student Success is Everyone's Responsibility" professional development workshop on May 8, 2007.
Member of the Business and Industry committee.
Sub-Committee Chairperson for procurement of signs and banners for the 2nd Annual BPCC 5K Run/Walk committee.
Member of the Staff Senate.

Gave a presentation on Recognizing Different Learning Styles workshop for the NCLB Title I In-Service Bossier Parish School Board on August 7, 2006.
Brenda Woods
Attended a Blackboard WYSIWYG training on September 9, 2006.
Attended a Driver Safety Course: Next Step Coaching on September 14, 2006.
Attended a Plato Learning training on December 1, 2006.
Attended a Utilization of Blackboard workshop on February 2, February 9, and February 27, 2007.
Attended a Library Orientation and Database training on February 27, 2007.
Attended "Look Who's Coming to BPCC" on April 27, 2007.
Attended the Supporting Student Success workshop on May 1, 2007.
Attended the Student Success is Everyone's Responsibility workshop on May 8, 2007.
Member of the Faculty Evaluation committee.
Member of the Faculty Senate.

John Unger
Attended a Blackboard training workshop on February 27, 2007.
Member of the Athletic Council.

Dr. Dawn Young
Attended a Blackboard: Discussion Board workshop on October 5, 2006.
Member of the Institutional Review Board committee.
Member of the AERA 2008 Program Reviewer organization.
Member of the Editorial Advisory Board, Journal of College Reading organization.
Member of the Student Life committee.
Member of the Faculty Senate.
Served as faculty advisor for Campus Ministry 2006-2007.

Attended a Financial Literacy Workshop at Baton Rouge Community College on December 7, 2006.

Attended a First Aid Instructor training at the American Red Cross in Shreveport on November 27-29, 2006.

Attended a College Reading and Learning conference in Austin, TX on October 16-18, 2006.
Attended the American Educational Research Association conference in Chicago, IL on April 9-14, 2007.
Gave a presentation, "Using Technology to Embed Self-regulation Instructional Support" at the annual meeting of College Reading and Learning Association workshop in Austin, TX on October 18, 2006.
Gave a presentation on Self Regulation Models: Implications for Instructional Support at the annual meeting of the American Education Research Association in Chicago, IL on April 11, 2007.
Served as Instructional Designer for the production of Live BIG curriculum developed for UM COMM.
No program reviews were required during this academic year for the Behavioral and Social Science Division.

SIGNIFICANT CONTRACTS OR GRANTS:

Kay Boston and Brookie Walker were awarded $36,000 to upgrade/replace equipment in seven classrooms through Bossier Parish Community College Student Technology Fee funds. Also, Ms. Boston was awarded the reallocation of 24 computers and monitors by Bossier Parish Community College Student Government Association for a new Behavioral & Social Science computer lab. Gail Hendrix was awarded a Board of Regents Grant in May 2007 for the funding of a PLATO PRAXIS education lab totaling $60,300.

ACADEMIC PROGRAM REVIEW

No program reviews were required during this academic year for the Behavioral and Social Science Division.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement a 2 + 2 Agreement between Northwestern State University and Bossier Parish Community College for the Associate of Applied Science in Criminal Justice.

Performance Indicators:
Memorandum of Understanding will be signed.

Assessment Results:
Memorandum of Understanding signed September 15, 2006.

Changes Based on Assessment Outcomes:
No changes

Strategy(ies) for the Future:
Strategy complete

Department Measurable Strategy:
Write a proposal for the Associate of Science in Teacher Education.
Performance Indicators:
Submit for board approval.

Assessment Results:
Received LCTCS board approval and received BOR approval with stipulations.

Changes Based on Assessment Outcomes:
Submit rejoinders to BOR.

Strategy(ies) for the Future:
Full program implementation effective fall 2007.

Department Measurable Strategy:
Implement new syllabi within the Division of Behavioral and Social Science.

Performance Indicators:
Assessment of the learning outcomes for all courses taught in the Division of Behavioral and Social Science.

Assessment Results:
Instituted new syllabi within the Division of Behavioral and Social Science for fall and spring semester.

Changes Based on Assessment Outcomes:
Division Chair and Behavioral and Social Science faculty will gather information based on the implementation of the learning outcomes within each course.

Strategy(ies) for the Future:
The Division Chair and the Behavioral and Social Science faculty will update, revise, and modify learning outcomes on each course syllabi as deemed necessary based on the assessment of the learning outcomes.

Department Measurable Strategy:
Promote the Certificate of General Studies.

Performance Indicators:
The number of students enrolled in the certificate program.

Assessment Results:
Information was provided to faculty advisors concerning the new Certificate of General Studies degree program.

Changes Based on Assessment Outcomes:
The information concerning the Certificate of General Studies is now available in the 2007-2008 BPCC college catalog and on the BPCC website.

Strategy(ies) for the Future:
The Division Chair of Behavioral and Social Sciences, the faculty advisor, and Advising Center will continue to promote this certificate program and provide information to both students and the
public.

**Department Measurable Strategy:**
Write Board of Regents grant for computers and software to assist education students in passing Praxis I - general content knowledge.

**Performance Indicators:**
Submit grant to Board of Regents for approval.

**Assessment Results:**
Received approval for BOR grant

**Changes Based on Assessment Outcomes:**
No changes

**Strategy(ies) for the Future:**
Strategy complete

**Department Measurable Strategy:**
Complete annual evaluations of services offered, including instruction.

**Performance Indicators:**
Documentation of annual faculty evaluations, including student evaluations and classroom observations.

**Assessment Results:**
Evaluations completed for 2006-2007 academic year faculty.

**Changes Based on Assessment Outcomes:**
No changes

**Strategy(ies) for the Future:**
Strategy complete
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The 2006-2007 year has been eventful and productive for the Division of Behavioral and Social Sciences, with the Division attaining all of its priorities for the academic year. The greatest strength of the Division lies in the collaborative efforts with four year institutions, allowing students the opportunity to supplement their studies completed at BPCC. Criminal Justice graduates will be able to transfer all coursework into a four year degree program through the partnership created with NSU. The proposal for the Associate of Science in Teaching program has been approved by LCTCS and is awaiting approval from the Board of Regents in the coming weeks. This program will allow graduates to transfer all coursework into any four year state institution. Board of Regents has approved the grant funding the computer lab with software designed to assist education students with PRAXIS I. The Certificate of General Studies has been included in the 2007-2008 Catalog, and will offer an option for successful program completion to those students who may not meet the requirements of other institutional certificates or degrees. New syllabi have been implemented for all classes taught within the Division, and an annual evaluation of services offered within the Division has been completed.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Full implementation of the PLATO PRAXIS lab with training for education faculty and staff.
2. Marketing Associate of Science in Teaching program through local media and STAR partnerships.
3. Strengthen partnership with North Louisiana Criminal Justice Academy by increasing on-site course offerings.
5. Create awareness among faculty advisors and students of the new Certificate of General Studies.
Division of Academic Affairs
Division of Business and Computer Science

EMPLOYEE LISTING

Professional, unclassified staff
Kimberly Harvell, M.B.A.
Division Chair

Classified staff
Toni Brown, A.S.

FACULTY LISTING

Associate Professor
Achla Agarwal, M.A.
Michelle Grant, M.B.A., CPA
Paxton Moreland, M.B.A.
Dr. Paul Weaver, Ph.D.
Patricia Wyatt, M.B.A.

Assistant Professor
Steve Fess, M.B.A.
Raymond Gaines, J. D., M.B.A.
Leonard Osborne, M.A.
Dr. Jack Raley, Ph.D.
Barbara Regan, M.S.
Chris Rondeau, M.Ed.

Instructor
Elizabeth Dickson, B.S.
Russell Ingram, M.S.
Pamela Milstead, M.S.
Annette Shows, M.B.A.

DIVISION SUMMARY

During the 2006-07 academic year, the Division of Business and Computer was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community. During summer 2006 semester, Bossier Parish Community College enrolled 1,724 students. The
enrollment in Business and Computer Science courses for the summer semester was 353 students. During fall 2006 semester, Bossier Parish Community College enrolled 4,688 students. The enrollment in Business and Computer Science courses for the fall semester was 1,886 students. During the spring 2007 semester, Bossier Parish Community College enrolled 4,609 students. The enrollment in Business and Computer Science courses for the spring semester was 1,807 students. The Division continues to offer more Internet classes each semester. During the summer 2006 semester, Bossier Parish Community College offered 63 Internet classes with over 712 students enrolled; Division offered 14 of these which included 219 students. During fall 2006 semester, Bossier Parish Community College offered 89 Internet classes with over 1,197 students enrolled; our Division offered 26 of these which included 528 students. During spring 2007 semester, Bossier Parish Community College offered 80 Internet classes with over 2,228 students enrolled; our Division offered 23 of these which included 450 students.

The Division of Business and Computer Science purchased software and licenses for the computer labs for student use, 512 MB memory for the Division laptop computer, three (3) 3M overhead projectors for classroom instruction, one HP LaserJet 4350 printer for G-219 computer lab, and four (4) Epson photo flatbed scanners. With Student Lab Fee funds, four (4) computer labs were updated with scanners. Also, the Division purchased two (2) new laptop computers for the Division’s use.

The Division continues to offer Business and Computer Science students media CDs containing software relevant to current courses with the purpose of installation on their home computers. These CDs are checked out and returned in a timely manner.

The Business and Computer Science Division funds the annual, student computer-related recurring costs. These include the following:
• Centurion Technologies, Inc. provides computer security software with technical support.
• Computer Associates International, Inc. provides the wireless network license.
• MSDN Academic Alliance provides the media CDs listed above.

The Division offered the following variety of courses of instruction:
During the summer 2006 semester, the following classes were offered:
ACCT
4 sections of Accounting, including 2 Internet sections;
BADM
1 section of General Business Administration;
1 Internet section of Finance;
4 sections of Economics;
1 Internet section of Management;
1 Internet section of Marketing;
1 Internet section of Business Law;
1 section of Organizational Behavior;
CIS
9 sections of Introduction to Computer Concepts, including 2 Internet sections;
1 Internet section of Microsoft Windows;
During the fall 2006 semester, the following classes were offered:

**ACCT**
11 sections of Accounting, including 3 Internet sections;
1 Internet section of Computerized Accounting;

**BADM**
8 sections of General Business Administration, including 1 Internet section;
3 sections of Finance, including 1 Internet section;
1 section of Business English;
6 sections of Economics;
3 sections of Management, including 1 Internet section;
1 section of Human Resource Management;
3 sections of Marketing, including 2 Internet sections;
3 sections of Business Law, including 2 Internet sections;
2 sections of Organizational Behavior;
3 sections of Business Communications, including 1 Internet section;

**CIS**
2 sections of Keyboarding;
1 section of Problem Solving, including 1 Internet section;
30 sections of Introduction to Computer Concepts, including 5 Internet sections;
1 Internet section of Microsoft Windows;
4 sections of Software Applications, including 1 Internet section;
2 sections of Introduction to Visual BASIC Programming;
1 Internet section of Advanced MS Word;
1 Internet section of Advanced MS Excel;
1 Internet section of Advanced MS Access;
1 section of Advanced MS PowerPoint;
1 section of Introduction to C++ Programming;
1 section of Advanced C++ Programming;
1 Internet section of Visual BASIC II Programming;
1 Internet section of Computer Systems Design;

**CULA**
1 section of Sanitation
1 section of Nutrition
1 section of Mathematics of Culinary Arts
2 sections of Food Preparation Principles
1 section of The Hospitality Industry

**CWD**
1 section of Internet Technology;
1 Internet section of Website Design I;
1 Internet section of Website Design II;
1 Internet section of Web Scripting II;
1 section of Information Assurance.

During the spring 2007 semester, the following classes were offered:

**ACCT**
10 sections of Accounting, including 1 Internet section;
1 Internet section of Income Tax Accounting;
1 Internet section of Computerized Accounting;

**BADM**
7 sections of General Business Administration, including 1 Internet section;
3 sections of Finance, including 1 Internet section;
2 sections of Business English;
7 sections of Economics;
3 sections of Management, including 1 Internet section;
2 sections of Human Resource Management;
3 sections of Marketing, including 1 Internet section;
3 sections of Business Law, including 1 Internet section;
3 sections of Organizational Behavior;
3 sections of Business Communications, including 1 Internet section;

**CIS**
2 sections of Keyboarding;
1 section of Problem Solving;
30 sections of Introduction to Computer Concepts, including 6 Internet sections;
1 section of Introduction to C++ Programming;
2 Internet sections of Microsoft Windows, including 1 Internet section;
5 sections of Software Applications, including 1 Internet section;
1 section of Introduction to Visual BASIC Programming;
1 section of Advanced MS Word;
1 section of Advanced MS Excel;
1 section of Advanced MS Access;
1 Internet section of Advanced MS PowerPoint;
1 section of Visual BASIC II Programming;
1 Internet section of Visual BASIC II Programming;
1 section of Computer Systems Design;

**CULA**
2 sections of Sanitation;
1 section of Menu Planning;
1 section of Dining Room Service;
1 section of Supervisory Management;
1 section of Culinary Arts Externship;

**CWD**
2 sections of Internet Technology, including 1 Internet section;
2 sections of Website Design I, including 1 Internet section;  
1 section of Designing Web Interfaces;  
1 Internet section of Introduction to Flash;  
1 section of Website Design II;  
LSEC  
1 section of Legal Office Concepts I;  
1 section of Legal Ethics and Professionalism;  
1 section of Legal Office Concepts II;  
MIS  
2 sections of Survey of E-commerce, including 1 Internet section;  
1 section of Case Studies in MIS.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Dr. Paul Weaver and Ms. Patricia Wyatt worked on the Continuum for All Louisiana Learners (CALL) Initiative and developed the two fast-track online programs that will begin in fall of 2007. Dr. Weaver is the program director for Computer Information Systems with a concentration in software applications and Ms. Wyatt is the program director for Business Administration. Both associate professors developed course sequencing for the degree plans to be offered online. They trained teachers recruited to develop fast-track courses. They served as mentors during the course development process with Chris Rondeau serving as the chief peer reviewer of fast-track course development.

Dr. Paul Weaver served as the chairman of a new campus committee, the Prior Learning Assessment (PLA) Policy Committee. Several meetings were held to review existing PLA policies and write new policies as needed to implement a portfolio assessment. Dr. Weaver and Ms. Wyatt, both members of this new policy committee, have been trained by CAEL (Council for Adult and Experiential Learning) concerning PLA standards and trends on a national level.

Ms. Kimberly Harvell, Dr. Paul Weaver, and Ms. Patricia Wyatt of the Division of Business and Computer Science represented BPCC along with Mr. Luke Dowden and Mrs. Peggy Fuller at Regis University in Denver, Colorado. The President of the LCTCS Board held an April meeting at the Regis campus with representatives of Regis University, Northwestern State University, and Bossier Parish Community College to study Regis University’s current practices concerning online and fast-track programs.

Quality Matters training was held on March 30 at the BPCC campus. Division faculty members that participated and were certified include Dr. Paul Weaver, Patricia Wyatt, Raymond Gaines, Ms. Kimberly Harvell (Division Chair), Annette Shows, Achla Agarwal, Pam Milstead, Michelle Grant, and Chris Rondeau.

In addition to four other faculty members, Mr. Chris Rondeau was recognized at the NISOD’s 29th annual International Conference on Teaching and Leadership Excellence in Austin, Texas. At the conference with 1300 teachers from around the world receiving teacher excellence awards, Chris Rondeau was one of twenty (20) chosen to have his interview shared in the closing program. In
addition, Mr. Rondeau was chosen to be in the 2006-07 Who’s Who among America’s Teachers.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achla Agarwal</td>
<td>Attended the following: Video presentation of society of success on October 6, 2006; Dr. Larry Kelley-Implementing/Assessing Student Learning Outcomes; WYSIWYG training on October 12, 2006; Camtasia Studio Training on October 17, 2006; Protecting the integrity of your online exams on October 26, 2006; Discussion Board on November 3, 2006; Blackboard Application Pack 3 training on November 16, 2006; Math Workshop on February 1, 2007; Smart Thinking Webinar on February 13, 2007; Student Success initiative workshop on February 26, 2007; Checkout our movies and eBooks on March 1, 2007; Participated and was certified during the Quality Matters training held on March 30, 2007. Wrote a proposal for a “Symposium” to enhance her teaching and improve student learning.</td>
<td>Currently writing a book on problem solving which utilizes VISIO 2003 extensively.</td>
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</tbody>
</table>
Elizabeth Dickson

Attended the ICES convention and presented a continuing education class in July, 2006.
In October 2006, Chef Dickson served as judge for the Oklahoma Sugar Art Show in Tulsa which was featured on the Food Network. In addition, she participated in six (6) hours of pulled and blown sugar and chocolate work.
Chef Dickson also judged in the Retail Bakers Association Creative Decorating Competition in Atlantic City, New Jersey, for certification of competitors.
In January 2007, Chef Dickson served as judge for the Red Cross Culinary Classic. Also, two of her students competed in this classic.
Attended the FENI (Food Educators Networking Institute Summit) conference and participated in master classes including eight (8) hours of Vietnamese Cuisine and six (6) hours of ice sculpting, four (4) hours of Course development, four (4) hours of managing successful culinary labs-received ceu’s from Purdue for these and other topics at the summit in February, 2007.
Prepared and presented a special class for Culinary Arts at the Texas Beef Council in February 2007.
Served as judge for the Commercial Baking contest at the Skills USA championship on April 12, 2007.
Attended the NISOD conference and participated in ten (10) hours of continuing education seminars in May 2007.

Stephen Fess

Pre-advised and advised students over the Internet, by telephone, and in person all during the school year so as to be available when the student needs advise.
Served on the Faculty Development Committee for the purpose of providing in lecture format personal financial planning information to faculty.
Raymond Gaines  Attended the CAEL Faculty Assessor Training February 22-23, 2007.
Attended the Faculty Training for the Fast-Track Program on March 15, 2007.
Attended the “Fast Track Faculty Training” on April 10, 2007.
Participated and was certified during the Quality Matters training held on March 30, 2007.
Employed some of the new protocols learned at the Quality Matters workshops.
Created a level of uniformity throughout his course sections the spring 2007 semester.

Michelle Grant  Participated in a workshop entitled “Utilizing Discussion Board” presented by the Division of Educational Technology and learned various ways to improve her online courses.
Participated and was certified during the Quality Matters training held on March 30, 2007.
Attended and completed a CPE conference entitled “QuickBooks for Accountants” in September 2006 in order to maintain/improve my knowledge of business.

Ms. Kimberly Harvell  Participated in Blackboard Discussion Board training on October 5, 2006.
Participated in staff development opportunity dealing with relationships on February 16, 2007.
Participated in a staff development opportunity dealing with team building on February 16, 2007.
Attended a meeting entitled “Campus Wide Student Success Workshop: on February 26, 2007 and learned various statistics about student enrollment and initiatives to improve it.
Attended Quality Matters Training during the spring 2007 semester.
Attended training on encryption technology.
Participated in online purchase requisition training.
Participated and was certified during the Quality Matters training held on March 30, 2007.
Prospectus was approved by dissertation committee at the University of Georgia.
<table>
<thead>
<tr>
<th>Name</th>
<th>Activities and Achievements</th>
</tr>
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<tbody>
<tr>
<td>Russell Ingram</td>
<td>Attended workshops and used “web for faculty” to advise students and enter grades. Subscribed to PC World Magazine and stayed abreast of technology in Computer Science. Researched colleges for attainment of PhD.</td>
</tr>
<tr>
<td>Pam Milstead</td>
<td>Attended workshops to further knowledge of Computer Information Systems (CIS) and classroom issues. Used “web for faculty” for advising students, suspending students, and posting grades. Completed the MOS certification in Word, Excel, PowerPoint, Access, and Outlook. Also completed IC3 (Internet and Computing Core) certification. Served as a judge for the BPCC LA Region I Science and Engineering Fair on March 8, 2007. Participated and was certified during the Quality Matters training held on March 30, 2007.</td>
</tr>
<tr>
<td>Paxton Moreland</td>
<td>Established a library of fifty (50) corporate annual reports in office for student and faculty use as needed. Maintained membership in two (2) professional organizations: TACTYC (Teachers of Accounting at Two-Year Colleges) and NATP (National Associatin of Tax Professionals). Maintained his prescription to Business Week and Smart Money magazines. In addition, he has subscribed to Money Magazine.</td>
</tr>
<tr>
<td>Leonard Osborne</td>
<td>Participation with the Fast Track Call Program. Attended two (2) CALL training sessions. Attended the Quality Matters Training Session.</td>
</tr>
<tr>
<td>Barbara Regan</td>
<td>Researched and applied new developments in human relations to improve personal growth and career success to her Organizational Behavior (BADM 217) classes. Researched and applied new developments and strategies on how to manage work-related stress to her Organizational Behavior (BADM 217) classes. Researched and applied new developments in the International Trade to her Introduction to Business (BADM 105) classes.</td>
</tr>
</tbody>
</table>
Chris Rondeau

Participation in workshop on academic advising and the use of Blackboard on March 23, 2007. Served as the chief peer reviewer of the fast-track courses developed. Researched, while working with Dreamweaver 2 (a component of Macromedia Studio 8), for new ways to enhance the learning process of with his classes. He discovered another text for his students to make use of while utilizing the Dreamweaver 2 program. Attended many Quality Matters meetings, including the Training Sessions. Participated and was certified during the Quality Matters training held on March 30, 2007.

Annette Shows

Utilized “web for faculty” software for advising students, suspending students, and posting grades. Completed the MOS certification in Word, Excel, PowerPoint, Access, and Outlook. Also completed IC3 (Internet and Computing Core) certification. Participated and was certified during the Quality Matters training held on March 30, 2007.

Dr. Paul Weaver

Increased knowledge of teaching through being a part of BPCC’s CALL (Continuum for All Louisiana Learners) program. Increased understanding of teaching at a distance by changing textbook to a new publisher and redesigning four (4) courses to match the learning outcomes. Improved skills in working with people in solving computer problems by participating in BPCC’s Speaker’s bureau, serving on the Electronic Learning committee and participating in presenting workshops for on-line learning. Participated and was certified during the Quality Matters training held on March 30, 2007.
The Associate of Applied Science in Web Design & Development academic program was reviewed with regard to program statistics, learning outcomes, and resource availability. The program review template adopted by the Office of Academic Affairs served as a model by which the degree was reviewed. Based on assessment data, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2007-2008 academic year.

SIGNIFICANT CONTRACTS OR GRANTS:

Through the student technology fee proposals, computers were purchased for the enhancement of classroom instruction in the Business and Computer Science Division. A Board of Regents grant for laptops in 2006-2007 was used to purchase eleven Gateway Notebooks and a notebook storage cart that can hold up to twenty-four units with wireless access and a dual band antenna.

ACADEMIC PROGRAM REVIEW

The Associate of Applied Science in Web Design & Development academic program was reviewed with regard to program statistics, learning outcomes, and resource availability. The program review template adopted by the Office of Academic Affairs served as a model by which the degree was reviewed. Based on assessment data, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2007-2008 academic year.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement Learning Outcomes and Assessments

Performance Indicators:
The Business and Computer Science faculty will implement the new course syllabi containing learning outcomes and achievement indicators by distributing these new syllabi to all students within the courses taught during the 2006 - 2007 academic year in this Division.

Assessment Results:
The learning outcomes were developed, implemented and distributed.

Changes Based on Assessment Outcomes:
Learning outcomes will be accessible online during the 2007-2008 academic year.

Strategy(ies) for the Future:
Learning outcomes will be assessed and any required changes to the learning outcomes will be made accordingly every academic year.

Department Measurable Strategy:
Monitor student success within each course
**Performance Indicators:**
The Business and Computer Science faculty at the end of the semester will calculate success rate per course.

**Assessment Results:**
The Division of Business and Computer Science faculty turned in statistics on the success rate per course at the end of each semester.

**Changes Based on Assessment Outcomes:**
The Division of Business and Computer Science faculty will make changes to their courses if the success rate is determined to be low.

**Strategy(ies) for the Future:**
Statistics will be taken from the two semesters and the data from both semesters will be calculated.

**Department Measurable Strategy:**
Monitor student success within each program

  **Performance Indicators:**
  Track the number of students that applied for graduation and successfully completed the requirements to earn the degree.

  **Assessment Results:**
  There were a total of ninety students that graduated from the three different degree programs from summer 2006 to spring 2007. There were also five students that graduated from the four technical competency areas and twenty-eight graduates from the two certificate programs.

  **Changes Based on Assessment Outcomes:**
The Division of Business and Computer Science will continue to develop productive ideas to have more graduates in the different programs, technical competency areas, and certificates.

  **Strategy(ies) for the Future:**
The Division of Business and Computer Science will come up with diverse ideas to increase student retention in the different programs, technical competency areas, and certificates.

**Department Measurable Strategy:**
Create an academic recruitment plan

  **Performance Indicators:**
The number of opportunities provided for perspective students to learn about academic programs in Business and Computer Science.

  **Assessment Results:**
  Research was done to see what things would be needed to recruit potential students for the Division of Business and Computer Science.

  **Changes Based on Assessment Outcomes:**
The faculty and staff in the Division of Business and Computer Science will implement the ideas
for recruitment in all academic areas of the division.

**Strategy(ies) for the Future:**
The Division of Business and Computer Science will continue to work at increasing enrollment.

**Department Measurable Strategy:**
Review and update the Division's web pages

**Performance Indicators:**
The Division Chair and the faculty will expand and update the web pages for the Division of Business and Computer Science.

**Assessment Results:**
The Division of Business and Computer Science web pages have been updated with new information.

**Changes Based on Assessment Outcomes:**
The updates to the Division of Business and Computer Science web pages have made it easier for the students to navigate the site.

**Strategy(ies) for the Future:**
The Division of Business and Computer Science will continue to update and make any changes to the website.

**Department Measurable Strategy:**
Implement the second mobile computer lab

**Performance Indicators:**
The Division will purchase equipment and coordinate the implementation of the mobile computer lab which is possible through the funding of a grant by the Board of Regents.

**Assessment Results:**
The Division of Business & Computer Science purchased one mobile cart along with laptops for the cart.

**Changes Based on Assessment Outcomes:**
Strategies will be developed to increase the use of the wireless laptops in the Division as well as the entire campus.

**Strategy(ies) for the Future:**
A future plan for the wireless laptops is that they are used in non-computer classrooms.

**Department Measurable Strategy:**
Provide data to the Bossier Parish Community College Library pertaining to course work housed in the Division of Business and Computer Science

**Performance Indicators:**
The Division Business and Computer Science will provide information to the Library to be placed on reserve to enhance student success.
**Assessment Results:**
The Library at Bossier Parish Community College will have the resources for the students in the Division of Business and Computer Science.

**Changes Based on Assessment Outcomes:**
The resources in the campus Library allow the students to have better accessibility.

**Strategy(ies) for the Future:**
The Division of Business and Computer Science hopes that they can add more resources in the campus Library.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The 2006-2007 academic year, has been one of excitement for the Division of Business and Computer Science. During the academic year the Division had 1,680 students enrolled in the Division of Business & Computer Science. The Division graduated forty-eight students in the Associate of Applied Science in Business Administration. The Associate of Applied Science in Computer Information Systems graduated seventeen students. Since being placed under the Division of Business and Computer Science, the Culinary Arts program has graduated twenty-seven students. Through the technical competency areas the Division graduated one student in Legal Secretary and two graduates in Bookkeeping. Through Student Technology Fees, equipment was purchased to update computer labs and enhance teaching with updated technology.

During the 2006-2007 academic year, the Division of Business and Computer Science was asked to participate in an accelerated degree program for adult learners. In preparation for this program, the Board of Regents approved the degrees of Associate of Applied Science in Computer Information Systems and Business Administration to be offered online for the CALL (Continuum for All Louisiana Learners) program. The Culinary Arts program has a total of six students working at the new Shreveport Hilton and four students working at Restaurant Giuseppie’s.

During the year of 2006-2007, the Division of Business and Computer Science offered 265 sections of classes in seven disciplines which allowed contact with 4,138 students throughout the Division. This shows that the Division of Business and Computer Science is keeping with the mission of providing quality instruction while helping students to develop their academic and vocational skills so they may compete in a diverse society.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. To review, update and expand the Division web pages.
2. Create and implement a survey to keep up with job placement for Division graduates.
3. Monitor student success with regards to learning outcomes.
4. To continue to revise and implement the Academic Recruitment Plan.
5. To update existing computer labs as needed.
6. Create and implement a Division survey to improve customer service while increasing retention efforts.
7. To promote all programs using some form of advertisement.
8. To establish a stronger connection between the Division of Business and Computer Science and the Bossier/Shreveport business community.
9. To move Division challenge exam testing to the testing center.
10. To offer support to the new accelerated adult learning program called CALL (Continuum for All Louisiana Learners) program.
Division of Academic Affairs
Division of Liberal Arts

EMPLOYEE LISTING

Professional, unclassified staff

Holly French, M.A., M.A., Division Chair
James Boyter, B.A.
Keith Bruce, B.A.
David White

Classified staff

Rachael Carter

FACULTY LISTING

Professor

Stephen W. Slaughter, M.A.
Kathryn DeFatta-Barattini, M.A.

Associate Professor

Ray Scott Crawford, M.A., M.A., Ph.D.
Catherine Hammel, M.A.
Gayle Labor, M.A.
Rona Leber, M.A.
Genevieve Tournebize-Iliev, M.A.
Danny Williams, M.F.A.

Assistant Professor

Ellen Boose, M.L.A.
Judy Greer, M.A.
Allison Martin, M.L.A.

Instructor

Cieltia Adams, M.A.
Kathleen Bozeman, M.A.
Jessica Cobbs, M.A.
Yolanda Cooper, B.A.
Candice Gibson, M.A.
Michael Hart, M.M., Ed.D.
Kelly McDade, B.A.
DIVISION SUMMARY

Under the guidance and supervision of the Vice Chancellor for Academic Affairs, the Division of Liberal Arts had a very successful and productive year. In August 2006, the Division began implementing new learning outcomes and assessments of those outcomes for each course offered within the Division. In summer 2006, 16 graduates received the Associate of General Studies degree and one A.A. in Music was conferred. In fall 2006, 28 graduates received the Associate of General Studies degree, and in spring 2007, 49 graduates received the Associate of General Studies degree, one graduate earned an A.A. in Music, and one graduate earned an A.A. in Theatre.

Throughout the academic year, the performing arts programs held numerous events for BPCC students, staff, faculty, and the community; and the Division hosted the Creative Arts Connection College Fest art show. In addition to the Festival of One Acts held each semester, the theatre program produced Peter Pan in fall 2006 and You Can’t Take It With You in spring 2007. The theatre program also did a production of Henny Penny for Bossier Parish elementary students. During the 2006 – 2007 year, these performances were attended by approximately 10,300 people. In summer 2007, six Cavalier Players members were employed in professional theatres throughout the nation. Likewise, the music program promoted student talent through various performances. The instrumental and vocal music ensembles had more than twenty-five appearances and concert presentations during the 2006 – 2007 year and performed before audiences totaling more than 7,500 for formal concerts, athletic events, campus recruiting performances, and off-campus appearances.

Additionally, through a Student Technology Fee grant, the foreign language lab was expanded from 24 computer stations to 30 computer stations, thus allowing higher enrollment in foreign language courses. Updated software was also purchased to enhance instruction.

Five faculty members were hired during the academic year: Cielitia Adams, Kathleen Bozeman, Jessica Cobbs, Candice Gibson, and Jennifer McMullen. These individuals were hired as a result of faculty retirements and resignations.

New staff were also added to the Division during the academic year. In fall 2007, Theatre Sound and Lighting Technician and Theatre Scenic Technician were hired. In January, an Administrative Assistant was hired, and in February 2007, a new Liberal Arts Division Program Coordinator was hired. These staff members have worked with college staff and administration to support the Division of Liberal Arts as well as coordinate numerous events held in the Performing Arts Theatre, including film premiers, speaking engagements, professional development workshops, tours by local organizations, and student orientations. They also attended several professional workshops on such topics as Student Success, Team Building, Financial Forms training, and Human Resources,
forms training. The Theatre Sound and Lighting Technician and Theatre Scenic Technician attended the Southwest Theatre and Film Association in Alexandria, Louisiana, in November 2006.

Ms. Holly French, Interim Chair of the Division of Liberal Arts, served on several College Committees such as the Christmas Show Committee, the Honors Program application review committee, and the CALL Policy Committee. She also served as the Director of the SACS Compliance Audit Report, which was submitted in March 2007, and as a co-director of the new BPCC Honors Program. Additionally, Ms. French attended several professional development workshops on such topics as Quality Matters and Online Course Evaluation, the CALL program, Financial Forms Training, Fast Track Faculty Training, Embedding Assessment of Student Learning Outcomes, and LCTCS new division chair training as well as attending the SACS Institute in July 2006, LCTCS Conference Day, the SACS annual meeting held in Orlando, Florida, in December 2006, and the AACC Annual Convention in April 2007.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Ellen Boose
Received the NISOD Excellence in Teaching Award in May 2007.

Ray Scott Crawford
Received Newspaper Reviews for Drama Production Direction for the following: Do I Hear a Waltz, PVT. Wars, Peter Pan, and You Can’t Take It With You; served as a Marshall for BPCC Graduation ceremonies for summer 2006, fall 2006 and spring 2007.

Holly French
Received service award from BPCC Faculty Senate
Received STAR award from BPCC Cavalier Players

Cathy Hammel
Received the Sigma Kappa Delta Certificate of Appreciation for Five Years of Service in May 2007; and also received the Bossier Parish Community College 10 years of service in May 2007.

Michael Hart
Served as a Guest Conductor for the United States Fourth Army Band concert of “Americans We” in June 2006; served as the co-conductor of The Prevailing Winds Concert Band and Jazz Ensemble from February – April 2007; served as the poster boy for the BPCC Library R.E.A.D. campaign from April-May 2007.

Gayle Labor

Kelly McDade
Received an Academic Award from LSUS for a 4.0 GPA Masters Liberal Arts Program.
Jennifer McMullen
Received the Gold Remi Award for the BPCC Film Brothers Two for her contributions as a songwriter and singer in April 2007.

Steve Slaughter
Received the National Adjudicator for American Association of Community Theater’s Act Fest ’07 in June 2007; served as a Marshall for BPCC Graduation ceremonies for summer 2006, fall 2006 and spring 2007.

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ellen Boose</td>
<td></td>
<td></td>
<td>Conducted a “Research Paper Workshop for 200 levels” in August 2006 and January 2007</td>
</tr>
<tr>
<td>Kathleen Bozeman</td>
<td>Attended the LACC in November 2006</td>
<td>Faculty Advisor for the Savior Faire</td>
<td></td>
</tr>
<tr>
<td>Jessica Cobbs</td>
<td>1) QM Training</td>
<td></td>
<td>Conducted a “Plagiarism Workshop” in September 2006</td>
</tr>
<tr>
<td></td>
<td>2) Discussion Board Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Camtasia Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Praxis Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yolanda Cooper</td>
<td>1) Praxis Training</td>
<td></td>
<td>Conducted a workshop “Study Skills Class for Seniors” in March 2007</td>
</tr>
<tr>
<td></td>
<td>2) Participation in Lumina Foundation Meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Secretary, Faculty Credentialing Committee</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Dr. Ray Scott Crawford

1) Production Director of PVT. Wars for BPCC Summer Theatre

2) Wrote Cavalier Spotlight and did layout for Drama Program Newsletter, 2 Issues for October 2006 and April 2007

3) Production Director for the BPCC/Cavalier Players Peter Pan from August 31 – October 29, 2006

4) Production Director for the BPCC/Cavalier Players’ Production of You Can’t Take It With You from February 9 – April 29, 2007

5) Created art design, writing, editing, and layout of posters, programs and press releases for PVT. Wars & Peter Pan

6) Created poster and program cover design for You Can’t Take It With You for Fall 2006 – Spring 2007

7) BPCC student talent coordinator for the Krewe of Apollo Mardi Gras Ball in January 2007

8) Assistant Director and Music Director for Cavalier Players Choir for The Runaway Elves in December 2006

9) Served as Juror for departmental professional auditions for students in November 2006 and April 2007

10) Member, Graduation Committee, the Christmas Show Committee, the Disciplinary Hearing Committee, the Search Committee for Program Coordinator, and the Search Committee for Music Faculty Position

1) Attended NISOD conference in Austin, Texas, in May 2006

2) Attended the Southwest Theatre Association Annual Conference in Alexandria, Louisiana, in November 2006

Kathryn DeFatta-Barattini

1) QM Workshop in April 2007

2) Secretary, Institutional Review Board for Research

3) Member, Division Promotion Committee

Candice Gibson

1) Blackboard Workshop in September 2006

2) Blackboard Discussion Board training in December 2006

3) Quality Matters Training in March 2007

4) Member, Promotion Committee

LACC Conference in Baton Rouge, Louisiana, in November 2006

Judy Greer

1) Member, Academic Affairs and Administration Policies Committee

2) CALL Program Course Designer

1) Production Director of Do I Hear a Waltz at the Canterbury Summer Theatre in Michigan City, Indiana, from June 3 - July 2, 2006

2) Scenic Designer of Talley’s Folly at the Canterbury Summer Theatre in Michigan City, Indiana, from June 3 - July 2, 2006

3) Scenic Designer of Do I Hear a Waltz at the Canterbury Summer Theatre in Michigan City, Indiana, from June 3 – July 2, 2006

4) Toured PVT. Wars to Canterbury Summer Theatre, Michigan City, Indiana, from July 3 – August 26, 2006

5) Music Director and Orchestration Sequencing for the production of Peter Pan from August – October 2006

6) Produced the Fall Festival of One Acts in November 2006

7) Produced the Spring Festival of One Acts in March 2007

8) Sang the national anthem for BPCC Summer 2006 and Spring 2007 Graduation ceremony

9) Performed “The Night Before Christmas” and “It’s the Most Wonderful Time of the Year” (song) at the Annual BPCC/Bossier City Christmas Show in December 2006

10) Composed and performed incidental music for the production of You Can’t Take It With You
Michael Hart
1) Member, Student Life Committee, Committee on Committees, the Liberal Arts Program Coordinator Search Committee, and the Music Faculty Search Committee
2) Vice-Chair on the Christmas Show Committee

1) Attended the SCRMC (South Central Regional Music Conference) in Monroe, Louisiana, in February 2006
2) Served as a Guest Conductor for the United States Fourth Army Band concert of “Americans We” in June 2006
3) Co-conductor of The Prevailing Winds Concert Band and Jazz Ensemble from February – April 2007
4) Conducted student recitals in November 2006, April and May 2007
6) Presented the Jazz Ensemble Concert at Barksdale Air Force Base in November 2006
7) Presente the Final Fall Concert for the Jazz Ensemble and Concert Winds in December 2006
8) Concert Winds performed at the 2006 BPCC Christmas Show
9) Provided music the Ceremonial and Incidental Music for the 2006 BPCC Graduation
11) Produced the Piano Dedication in March 2007
12) Presented the Spring Jazz Ensemble Concert and the Spring Music Showcase in May 2007
13) Provided the Ceremonial and Incidental Music for the 2007 BPCC Graduation

Genevieve Iliev
1) QM Training in March 2007
2) Member, Faculty Handbook Committee

Attended the Houghton Mifflin Conference in Dallas, Texas, April 2007

1) Presented "Music Opportunities at BPCC" at local area schools such as Parkway, Logansport, Airline and C.E. Byrd in Spring 2007
2) Produced the Goldspiel/Provost Guitar Duo in October 2006
3) Natorshau Davis and Theodore Hopkins performed a Faculty recital
4) Conducted student recitals in November 2006, April and May 2007
6) Presented the Jazz Ensemble Concert at Barksdale Air Force Base in November 2006
7) Presented the Final Fall Concert for the Jazz Ensemble and Concert Winds in December 2006
8) Concert Winds performed at the 2006 BPCC Christmas Show
9) Provided music the Ceremonial and Incidental Music for the 2006 BPCC Graduation
11) Produced the Piano Dedication in March 2007
12) Presented the Spring Jazz Ensemble Concert and the Spring Music Showcase in May 2007
13) Provided the Ceremonial and Incidental Music for the 2007 BPCC Graduation

Gayle Labor
1) Member, College Promotion Committee and Liberal Arts Division Promotion Committee
2) Member, Institutional Review Board


Attended Southwest Theatre and Film Association in Alexandria, Louisiana in November 2006

1) Conducted a workshop “Makeup for the Actor” at Parkway High School in May 2007 2) Conducted a workshop “Division Promotion Committee Training” in February 2007

Allison Martin

1) Attended Quality Matters Training in March 2007 2) Attended Compressed Video Training in January 2007 3) Assistant Editor for the SACS Reaccreditation Committee 4) Member of the Lumina Foundation Pilot

End of Studies Seminar at the University of Central England, Birmingham in May 2006

Kelly McDade

1) Quality Matters Training in March 2007 2) Blackboard Discussion Board Training in November 2006 3) Chairperson, Curriculum Committee 4) Member of the SACS Educational Programs Committee


1) Was interviewed on The Legacy of Donna Service Physm Radio Show in January 2007 2) Spoke at the Rotary International about the Turkish Culture and Political Climate in Downtown Shreveport Club, Marshall, Texas Club, Benton Club, West Shreveport Club and the All Soul’s Unitarian Univ. Church.
Jennifer McMullen
1) Library New Faculty Orientation in September 2006
2) WYSIWYG Training for Blackboard in September 2006
3) Blackboard Discussion Board Training in October 2006
4) Embedding Assessment of Student Learning Outcomes in October 2006
5) Camtasia Studio Training in October 2006
6) Blackboard Training Modules I, II, III in January 2007
7) PowerPoint Basics workshop in February 2007
8) Next Step Coaching: A Driver Safety Refresher Course in February 2007

Attended L.A.D.E.: Staying the Course for a Stronger Louisiana in October 2006

Stephen Slaughter
Member, the Student Life Committee, the Graduation Committee, and the Christmas Committee

Attended the Southwest Theatre and Film Association in Alexandria, Louisiana, in November 2006

1) Wrote and directed "Red, White, and Blue Christmas" in December 2006
2) Wrote and directed Henny Penny and the Little Red Hen in February 2007
3) Produced the musical Peter Pan from August – October 2006
4) Produced You Can’t Take It With You in April 2007
5) Designed the Gemini Ball in February 2007

Danny Williams
Chair, Liberal Arts Division Promotion Committee
Member, Library Committee
Quality Matters Training

1) Held the “Service with a Smile” art exhibition in February 2007
2) Juried the “9 X 12” Workshop Paper in Fort Worth, Texas in December 2006.

Holly French
1) Embedding Assessment of Learning Outcomes
2) Financial Forms Training
3) CAEL Faculty Assessor Training
4) Quality Matters Training
5) Fast Track Faculty Training

1) SACS-COC Institute
2) LCTCS Conference Day
3) LCTCS Professional Development Day
4) SACS-COC Annual Meeting
5) CAEL Workshop at NSU
6) AACC Annual Convention

Jim Boyter
1) Supporting Student Success May 1, 2007
2) “Student Success is Everyone’s Responsibility May 8, 2007

Keith Bruce
Southwest Theatre and Film Association
November 1-5, 2006
Alexandria, LA
SIGNIFICANT CONTRACTS ORGRANTS:

Holly French
Received Board of Regents grant for Honors Program at BPCC ($65,724.00).
Received Charles Beard Grant for Writing Support Services Lab in Learning Center ($5,000.00).
Received Louisiana Board of Regents Enhancement Grant for Writing Support Services Lab in Learning Center ($46,790.00).

Michael Hart
Awarded the Board of Regents Two-Year Institution Support Fund Grant for $50,327.00 for his proposal “A Grand Addition” to purchase a Yamaha Grand Piano Acquisition for the Performing Arts Theatre.

Genevieve Iliev
Awarded a Student Technology Grant for $117,014.00 to expand the foreign language lab to 30 computers with upgraded software.

Steve Slaughter
Awarded the Student Technology Grant for $17,636.50 for his proposal “Lighting and Keyboard;” awarded the Student Technology Grant for $5,568.40 for his proposal “Lighting Equipment.”

ACADEMIC PROGRAM REVIEW

There were no program reviews for the academic year 2006-2007.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement new syllabi indicating learning outcomes and achievement indicators for all courses offered in each discipline

Performance Indicators:
- Completed and distributed Master Syllabi indicating the learning outcomes for courses as well as the assessments of those learning outcomes

Assessment Results:
- All faculty distributed new syllabi indicating learning outcomes and achievement indicators for all courses offered in each discipline.
Changes Based on Assessment Outcomes:
None

Strategy(ies) for the Future:
Ongoing implementation of the new syllabi in our instruction.

Department Measurable Strategy:
Increase course offerings for students

Performance Indicators:
Number of courses added to the course curriculum

Assessment Results:
During the 2005-2006 academic year, 423 courses were offered within the Division of Liberal Arts; during the 2006-2007 academic year, 425 courses were offered within the Division of Liberal Arts.

Changes Based on Assessment Outcomes:
None

Strategy(ies) for the Future:
Ongoing increases in course offerings.

Department Measurable Strategy:
Update and expand the Division of Liberal Arts web page

Performance Indicators:
Completed, updated Liberal Arts web page

Assessment Results:
A new link for the Art classes offered was added to the Division of Liberal Arts web page. Additionally, information regarding new programs (General Studies Non-prescriptive curriculum) was added.

Changes Based on Assessment Outcomes:
None

Strategy(ies) for the Future:
Ongoing additions of new links for other disciplines in the Division.

Department Measurable Strategy:
Propose new certificate programs

Performance Indicators:
Number/Name of new certificate programs created by the Division of Liberal Arts for the College

Assessment Results:
The development of a certificate for the theatre program is currently in progress but has not been completed.

Changes Based on Assessment Outcomes:
None
Strategy(ies) for the Future:
Preliminary work has been done; however, ongoing work will be done to develop the certificate program for completion and submission.

Department Measurable Strategy:
Implement a Liberal Arts Recruitment Plan

Performance Indicators:
Number of attendees for recruitment event, or number of individuals receiving recruitment materials from the Division of Liberal Arts

Assessment Results:
The music program director visited Parkway (band), Airline (choir), Logansport (band), Byrd (band and jazz ensemble), and Caddo Magnet (band) high school classes consisting of approximately 198 students.
The theatre program director coordinated efforts for approximately 210 high school students to attend BPCC theatre productions. Director also visited Parkway High School and conducted a make-up workshop.

Changes Based on Assessment Outcomes:
None

Strategy(ies) for the Future:
Ongoing efforts to recruit for theatre and music programs, particularly in area high schools.

Department Measurable Strategy:
Complete annual evaluations of services offered by the Division of Liberal Arts, including instruction

Performance Indicators:
Documentation of annual faculty evaluations, including student evaluations and classroom observations.

Assessment Results:
Observations of all full-time and adjunct faculty were completed in spring 2007; additionally, student evaluations were administered for all classes offered in fall 2006 and spring 2007.

Changes Based on Assessment Outcomes:
None

Strategy(ies) for the Future:
Ongoing assessment of quality instruction will be practiced each academic year.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Division of Liberal Arts was very successful and effective in promoting college programs and quality instruction throughout the year. The overall retention rate for the Division for the 2006-2007 academic year was 86.07%.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

For the coming academic year, the priorities for the Division of Liberal Arts include the following:
1) To continue promoting quality education through evaluation of courses in the disciplines of English, Humanities, Religion, Theatre, Speech, Spanish, French, Art, Music, and Reading.
2) To complete work begun on a certificate program for the theatre program.
3) To recruit to increase student enrollment and to expand the theatre and music programs.
4) To update the Liberal Arts web page on the BPCC website so that it includes information on other disciplines within the Division.
5) To do preliminary program reviews linking program outcomes to specific courses and learning outcomes for those courses.
Division of Academic Affairs
Division of Library and Information Science

EMPLOYEE LISTING

Professional, unclassified staff

Ginger Bryan, M.L.S., Ed.S., Dean of Learning Resources
Judy R. Spears, B.S.
Pam Harris, A.S., A.A.S., TCA

Classified staff

Stephanie Cox, A.A.S.
Roxie Johnson, A.S., A.G.S.
Susie McDowell
Dorothy Smith

FACULTY LISTING

Associate Professor

Brenda Brantley, M.L.S.

Assistant Professor

Kristi Lobrano, M.L.I.S.

Instructor

Kim Pullen, M.L.I.S.
Teresa Rice, M.L.I.S.

DIVISION SUMMARY

The Library faculty and staff enjoyed a productive 2006-2007 academic year. All faculty and staff were engaged in a number of professional and community activities. Kristi Lobrano continued to serve on LALINC's Research and Development Committee, and Kim Pullen served on the board of LLA's Louisiana Support Staff Association of Libraries Section. Ginger Bryan, Brenda Brantley and Kristi Lobrano are members of the SACS Reaffirmation Committee Chair Council. Brenda Brantley serves as the Associate Director of SACS Reaffirmation and as Secretary of the Committee Chair Council. Ginger Bryan is Chair of the Learning Resources Committee and a member of the Leadership Team. Kristi Lobrano is chair of the Mission, Degree Authority and Governance Committee. Kim Pullen served as a representative of the Faculty Committee for part of the academic year.
College activities included involvement in College standing committees, the Faculty Senate, the Staff Senate, Planning Council, and Library standing committees. Recruitment and marketing activities involved contributions to Senior Fling and celebrating National Library Week with a greeting party in the Student Union to emphasize library services. Four Library exhibits and several displays were created to familiarize students, faculty and staff on a number of subjects.

Community services activities included Library faculty and staff volunteering for various projects. During the Thanksgiving - Christmas season the Library organized a food donation contest and collected 3800 pounds of nonperishable food items for the Northwest Louisiana Food Bank. A smaller food drive in the spring collected over 100 pounds. Members of the Library faculty and staff also served as committee chairs and members of the second annual BPCC Foundation 5K Run. Brenda Brantley served on the Bossier Parish Student of the Year Committee. This year the Division adopted the Humane Society of Northwest Louisiana as its community service project, volunteering numerous hours, collecting newspapers and raising over $75 from recycled aluminum cans. The Division also collected eyeglasses to ship to eye projects in developing countries.

The Library published a fall and spring issue of "BPCC Library News" with articles about Library activities and services. Campus wide email was utilized to promote Library exhibits and displays, services, and new acquisitions. In the Spring, the Library launched a new website that is user friendly and includes pages for faculty/staff, students, and distance learners. The Division was awarded $20,824 in Student Technology monies for the fall and spring semesters.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Brenda Brantley
Associate Director of the SACS Reaffirmation Committee. Bossier Parish Community College.

Secretary of the SACS Reaffirmation Committee Council of Committee Chairs. Bossier Parish Community College.

Ginger Bryan
Member, SACS Council of Committee Chairs. Bossier Parish Community College.

Chair, SACS Learning Resources Committee. Bossier Parish Community College.

Kristi Lobrano
Chair, SACS Mission, Degree Authority and Governance Committee. Bossier Parish Community College.

Member, SACS Council of Committee Chairs. Bossier Parish Community College.

Member, LALINC Research and Development Committee.

Chair, Library /Telecommunications/Math-Technical Education Division Promotion
Committee, Bossier Parish Community College.

Kim Pullen
Faculty Senate Executive Council, Planning Council Representative.

Served on SACS Council of Committee Chairs. Bossier Parish Community College.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
</table>
Ginger Bryan


“The Irish to America” exhibit. Bossier Parish Community College Library, March 5-May 18, 2007.


“The Irish to America” exhibit. Bossier Parish Community College Library, March 5-May 18, 2007.
<table>
<thead>
<tr>
<th>Workshops</th>
<th>Dates</th>
</tr>
</thead>
</table>
Smith, Dorothy  


Kim Pullen  


SACS Council of Committee Chairs. Bossier City, October-February 2007 (8 meetings).


Pam Harris


Roxie Johnson


Susie McDowell


Judy Spears


|---------------|--------------------------------------------------------------------------|

|----------|--------------------------------------------------------|

**SIGNIFICANT CONTRACTS OR GRANTS:**

Brenda Brantley  
Bossier Parish Community College Student Technology Fund, October 2006. $10,207.54.

Bossier Parish Community College Student Technology Fund, March 2007. $4,400.

Kristi Lobrano  
Bossier Parish Community College Student Technology Fund, October 2006. $6,216.

**STRATEGIC PLANNING**

**Department Measurable Strategy:**  
Augment Library website to comply with College template and strengthen Library's online presence.

**Performance Indicators:**  
Revision of Library website.

**Assessment Results:**  
Upon review of the Library’s website, it was decided to create a new Library website due to the large amount of changes needed. The new website was launched in April 2007.

**Changes Based on Assessment Outcomes:**
The new website contains additional information that was previously only available in the Library. The information is presented now in a more user friendly atmosphere with more information for remote users.

**Strategy(ies) for the Future:**
Review the new website periodically and make changes as needed.

**Department Measurable Strategy:**
Enhance collection focusing on specific disciplines.

**Performance Indicators:**
Appropriate materials ordered and outdated materials deselected.

**Assessment Results:**
Materials have been ordered to enhance the collection.

**Changes Based on Assessment Outcomes:**
The collection has been improved by recent purchases.

**Strategy(ies) for the Future:**
Continue to order and deselect materials by working with teaching faculty.

**Department Measurable Strategy:**
Increase library skills across the curriculum.

**Performance Indicators:**
Completion of library skills assessment.

**Assessment Results:**
To gauge library skills, a Library quiz was created in a Blackboard community. Additionally, an online survey was generated and posted on the Library’s website.

**Changes Based on Assessment Outcomes:**
Results of the survey and quiz outcomes noted areas of library skills that need to be addressed through library instruction and additional workshops.

**Strategy(ies) for the Future:**
Offer comprehensive instruction and need based workshops.

**Department Measurable Strategy:**
Add online survey as another means of evaluating Library services.

**Performance Indicators:**
Calculate results and review.

**Assessment Results:**
An Online Student Survey was added to Library’s website. Results were calculated and reviewed to make improvements in Library services.

**Changes Based on Assessment Outcomes:**
Quiet zones were established and wireless internet was made available.
**Strategy(ies) for the Future:**
Continue to gather Library feedback via an online survey (or quiz) to identify further areas for improvement.

**Department Measurable Strategy:**
Survey need of special equipment for other able individuals.

**Performance Indicators:**
Survey results analyzed to determine needs.

**Assessment Results:**
Needs are met at this time.

**Changes Based on Assessment Outcomes:**
None.

**Strategy(ies) for the Future:**
Reassess as needed.

**Department Measurable Strategy:**
Apply for external funding to enhance Library's collection.

**Performance Indicators:**
Submit grant proposals.

**Assessment Results:**
A Board of Regents grant to purchase Science & Allied Health/Computers & Information materials was submitted.

**Changes Based on Assessment Outcomes:**
External funding in the amount of $10,000.00 was awarded for the purchase of Science & Allied Health and Computers & Information materials. Also, six laptops and a cart were purchased with Student Technology monies.

**Strategy(ies) for the Future:**
Continue to apply for funding to enhance the Library’s collection.

**Department Measurable Strategy:**
Pursue and apply for funding to acquire electronic resources.

**Performance Indicators:**
Contact funding options and submit proposals.

**Assessment Results:**
Proposals for Student Technology and grant monies to purchase electronic books and wireless laptop computers were submitted.

**Changes Based on Assessment Outcomes:**
Proposals for EBooks in the areas of business, teacher resources, college success and college writing were funded. The Library also acquired wireless laptops for student use.
Strategy(ies) for the Future:
Continue to apply for funding for additional electronic resources.

Department Measurable Strategy:
Continue to produce electronic newsletter to promote Library programs and services.

Performance Indicators:
Publication of newsletter each semester.

Assessment Results:
Two newsletters were produced, one each semester.

Changes Based on Assessment Outcomes:
Increased interest in Library's collection and services. Increased circulation, knowledge and interest in AV collection. More off-campus usage.

Strategy(ies) for the Future:
Continue to use the newsletter format for promoting Library programs and services.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Library Division strives to provide the students, faculty, and staff of Bossier Parish Community College the very best of resources and services. Usage continues to increase, proving that the Library is an important part of student learning and faculty teaching.

During the academic year, a series of workshops for students and a number of curriculum designed seminars for faculty were presented and were well attended. Upgrades were made in the Library's operational software permitting easier use in finding information. Electronic books were added to the Library's collection allowing distance users more resources. Student and faculty survey results were very positive. Users are satisfied with Library resources and services.

The Division's greatest strength is its faculty and staff. Their dedication to excellence and a strong commitment to service has made the Library a fundamental component of the Bossier Parish Community College community.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Provide discipline specific workshops.
2. Request faculty and student reviews of Library website.
3. Produce subject portals on Library website.
4. Create a Library profile on social networking sites.
5. Enhance collection by adding reference works, ebooks and multimedia titles.
6. Pursue and apply for funding.
7. Review forms for evaluating Library services.
8. Teach all orientations in the Library.
9. Improve online tutorials with Camatias software.
10. Continue archival inventory.
Division of Academic Affairs
Division of Mathematics and Technical Education

EMPLOYEE LISTING

Professional, unclassified staff
Frank Viviano, M.S., Division Chair

Classified staff
Cynthia McCreary

FACULTY LISTING

Associate Professor
Sharon DeCarlo, M.S.
Donna Densmore, M.Ed.
Virginia Eaves, M.Ed.
Karen Moore, M.S.

Assistant Professor
Pam Stogsdill, M.S.

Instructor
Stacey Black, M.S.
Edward Chopin, M.S.
Deanna Hardy, M.S.
Miles Hitchcock, Sc. D.
James Scott, M.S.
Edward Thomas, Ph.D.
James Wilbanks, M. S.

DIVISION SUMMARY

The faculty and the staff of the Division of Mathematics and Technical Education were involved in many academic activities during the 2006 - 2007 year. The Division of Mathematics and Technical Education celebrated Pi Day on March 14, 2007. Ed Chopin was involved in the science fair. Frank Viviano was awarded $2,273.24 in a Student Technology Fee grant for equipment for a mathematics classroom. Ed Chopin was awarded $25,151.50 in a Student Technology Fee grant to purchase new computers for the Math/Technical Education lab. The Division spent $8,831 in
Library, Scientific, and Technology funds to update the classrooms and laboratories.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Edward Chopin</td>
<td>Attended Next Step Coaching-Driver Safety Course, Library Faculty Orientation, Camtasia Studio Training-Basic, and Library Workshop on Business Resources.</td>
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<tr>
<td>Sharon DeCarlo</td>
<td>Attended the Addison-Wesley presentation, Prentice-Hall presentation, Lumina Focus Group and Discussion Board Workshop.</td>
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<tr>
<td>Donna Densmore</td>
<td>Attended the following: WYSIWYG, Embedding Assessment of SLO, Camtasia Training, Student Success Workshop, Lumina Focus Group, Addison-Wesley Presentation, Prentice Hall Presentation, QEP meeting and CALL meeting.</td>
<td>Attended the Course Redesign Workshop in San Diego, CA. Using Personal Response Systems to increase class participation and retention, the ICTCM Conference in Boston, and Faculty Development Workshop on Mathematical Content Courses for PK - * in Lafayette.</td>
<td>Gave presentation on &quot;How Can Students Complete More than One Developmental Course in One Semester&quot; at the International Conference of Technology in Collegiate Mathematics on February 18, 2007 in Boston.</td>
</tr>
<tr>
<td>Virginia Eaves</td>
<td>Attended the Smarthinking Webina, Lumina Focus Group, Camtasia Studio Training, Prentice-Hall Presentation and the Addison-Wesley Presentation.</td>
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<tr>
<td>Deanna Hardy</td>
<td>Attended the Addison-Wesley Presentation and the Prentice-Hall Presentation, Blackboard Training, Drivers Safety, Lumina Focus Group and the QEP Implementation Plan Meeting in April 2007.</td>
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</tr>
<tr>
<td>Miles Hitchcock</td>
<td>Attended the following: Addison-Wesley Presentation, Prentice-Hall Presentation, Lumina Focus Group for Math 102, Smarthinking Webinar, Blackboard Discussion Board Training, Campus-wide Student Success Workshop, Quality Matters Peer Reviewer Training, Blackboard Training (3-sessions), and Camtasia Training, beginning and advanced.</td>
<td>Louisiana-Mississippi Mathematical Association of Two-Year Colleges Annual Conference. CALL training session at Northwestern for new programs of accelerated instructions.</td>
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</tbody>
</table>
Karen Moore  
Attended the Addison-Wesley Presentation and the Prentice-Hall Presentation.  
Gave a presentation to students at Booker T. Washington on November 17, 2006 to Ms. Holmes' Senior Math Class.

James Scott  
Attended the Addison-Wesley Presentation and the Prentice-Hall Presentation.

Pam Stogsdill  
Attended the following: Embedding Assessment of Student Learning Outcomes, Campus Wide Student Success Workshop, Lumina Focus Group, Quality Matters Training, Addison-Wesley Presentation and the Prentice-Hall Presentation.  

Frank Viviano  
July 21, 2006 Pandemic Meeting  
September 26, 2006 BPCC’s Quality Enhancement Plan  
“Enhancing Student Learning and Engagement in High Risk Math”  
October 5, 2006 Blackboard Discussion Board Training  
October 6, 2006 Faculty and Staff Development  
“Embedding Assessment of Student Learning Outcomes into Regularly Scheduled Assignments  
November 7, 2006 Camtasia Student Training  
November 8, 2006 BPCC Veterans Day Convocation  
November 30, 2006 Staff Development Opportunity  
“Body Language”  
January 3, 2007 Caddo Career & Technology Center BPCC Tour  
January 10-11, 2007 LCTCS Grant from the Lumina Foundation for Education-site visit  
January 25, 2007 Statewide Environmental and Engineering Program Meeting  
January 31, 2007 Introduction to Accelerated Programs Workshop  
February 8-9, 2007 CAEL Workshop  
March 13 & 20, 2007 PRAXIS Training  
March 15, 2007 CALL - Fast-Track Degree Program Training  
March 19, 2007 Developmental Education-Roundtable with Evaluation Team  
March 20, 2007 Library Workshop: Math Resources  
March 30, 2007 BPCC’S E-Learning Program “QM” Training Workshop  
November 14, 2006, Space Center Pre-Opening Educator’s Open House  
March 22, 2007 Caddo Career Center Visit  
May 30, 2007 LCTCS Statewide Rank & Promotion Kickoff Meeting
SIGNIFICANT CONTRACTS OR GRANTS:


Edward Chopin was awarded a Student Technology Fee Proposal for $25,151.50 on March 28, 2007.

Frank Viviano was awarded a Student Technology Fee Proposal for $2,273.21 on March 28, 2007.

ACADEMIC PROGRAM REVIEW

There were no program reviews for the academic year 2006-2007.

STRATEGIC PLANNING

Department Measurable Strategy:
Write a Carl Perkins grant in order to receive funding to purchase equipment for the construction technology program.

Performance Indicators:
Submit Carl Perkins grant.

Assessment Results:
The only equipment that was necessary for the construction technology instructors was a data collector for surveying. It was purchased with the Library, Scientific, and Technology funds. Therefore, a Carl Perkins grant was not written.

Changes Based on Assessment Outcomes:
Survey the construction technology instructors to determine if new equipment is needed.

Strategy(ies) for the Future:
New equipment is not necessary for the Certificate of Technical Studies in Construction Technology at this time.

Department Measurable Strategy:
Investigate strategies for improvement of enrollment in the associate degree and certificate programs.

Performance Indicators:
Number of students enrolled in each associate degree and certificate.

Assessment Results:
Edward Chopin visited a number of area high schools. He visited Caddo Career and Technology Center, Southwood, and Woodlawn.
Changes Based on Assessment Outcomes:
No changes were needed.

Strategy(ies) for the Future:
Continue to visit area high schools.

Department Measurable Strategy:
Implement learning outcomes.

Performance Indicators:
Assessment of learning outcomes.

Assessment Results:
Each instructor completed the Validation of Learning Outcome form.

Changes Based on Assessment Outcomes:
Review the results of the learning outcomes and make changes needed to improve results.
Strategy(ies) for the Future:
Update the learning outcomes and validation of learning outcomes as needed.

Department Measurable Strategy:
Use funds to update the mathematics and technical education classrooms and laboratories.

Performance Indicators:
Number of updated classrooms and laboratories.

Assessment Results:
$8,894 was spent on updating mathematics and technical education with the Library, Education, and Technology Fund.

Changes Based on Assessment Outcomes:
Proposals will be submitted if equipment is necessary.
Strategy(ies) for the Future:
Continue to update mathematics and technical education classrooms and laboratories.

Department Measurable Strategy:
Conduct an advisory committee meeting in order to evaluate each program.

Performance Indicators:
Document ways to evaluate each program.

Assessment Results:
An advisory committee meeting was postponed until next academic year because of a serious injury to James Wilbanks, Director of Industrial Control Systems. He has been on sick leave since February, 2007.

Changes Based on Assessment Outcomes:
This does not apply since the advisory committee meeting was not held.
Strategy(ies) for the Future:
Schedule a advisory committee meeting.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Division of Mathematics and Technical Education strives to provide the students of Bossier Parish Community College with excellent instruction in the disciplines of mathematics, technical education, and construction technology. Retention rate for the Division was 81% for the fall 2006 semester.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Secure funds in order to update classrooms and laboratories.
Investigate strategies for improvement of enrollment in the associate degree and certificate programs.
Conduct an advisory committee meeting.
Ongoing review of Validation of Learning Outcomes
Implement the QEP developmental mathematics five-year plan
Implement the LCTCS Grant from the Lumina Foundation for Education
Implement the Mathematics for Elementary School Teachers courses for the Associate of Science in Teaching.
Division of Academic Affairs
Division of Off-Campus Studies

EMPLOYEE LISTING

Professional, unclassified staff

Ronald A. Mitchell, B.S.  M.B.A.

Classified staff

Petra Battlefield

DIVISION SUMMARY

The academic year 2006-2007 was a success for the Off-Campus Studies Division as enrollment continues to meet expectations throughout Caddo, Webster, and Claiborne parishes. Total duplicated enrollment for 2006-2007 was 888 students, with classes held at 10 different locations.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Petra Battlefield:
Staff Senate Vice President 2006-2007

PROFESSIONAL DEVELOPMENT

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<td>Ron Mitchell</td>
<td>&quot;The Gingerbread House&quot;-sponsored by BPCC Foundation and Staff Senate  &quot;Managing Stress for a Healthier, Happier You&quot; sponsored by Staff Senate  Financial Forms Training  Financial Record Systems Training  &quot;Campus-Wide Student Success Workshop&quot;-sponsored by Developmental Services  Disabilities Awareness Day  40th Anniversary Ceremony  Veterans Day Convocation</td>
<td>LSU-S/State Department of Education Seminar on Literacy-Shreveport, LA</td>
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</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy:
Administer Service Survey once each semester to all off-campus sites

Performance Indicators:
Off-Campus Service Survey data.

Assessment Results:
80% of 175 students surveyed agree classes are offered at convenient times and meet their needs.

Changes Based on Assessment Outcomes:
Increase of 2% from 2006 to 2007.

Strategy(ies) for the Future:
Continue to administer service survey once per academic year.

Department Measurable Strategy:
Enhance enrollment opportunities for students

Performance Indicators:
Number of new class sections offered.

Assessment Results:
Classes offered-9; classes made-9.

Changes Based on Assessment Outcomes:
New class sections increased by 10% from academic year 2005-2006 to academic year 2006-2007.

Strategy(ies) for the Future:
Add new class sections on demand or as needed.

Department Measurable Strategy:
Use local advertising and make academic bulletins available
**Performance Indicators:**
1. Number of ads in the local newspaper.
2. Number of academic bulletins distributed.

**Assessment Results:**
1. 8 ads in local newspapers & 100 brochures mailed to prospective students.
2. 780 academic bulletins distributed.

**Changes Based on Assessment Outcomes:**
1. 8 ads in local newspapers (no change due to budget restraints) & increase from 60 to 100 brochures sent to students.
2. Increased distribution from 600 to 780 academic bulletins.

**Strategy(ies) for the Future:**
Continue use of current methods of advertising.

**Department Measurable Strategy:**
Increase opportunities to promote and attract students to Dual Enrollment courses

**Performance Indicators:**
Number of visits with school officials.

**Assessment Results:**
Increased contacts from 15 to 20 with principals, counselors, and instructors.

**Changes Based on Assessment Outcomes:**
Increased number of classes from 1 to 9 with total enrollment increase from 26 to 240.

**Strategy(ies) for the Future:**
Continue to contact high schools/personnel in order to generate interest in Dual Enrollment.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
The Off-Campus Studies Division continued to be successful in attracting the traditional and non-traditional student to all existing off-campus locations.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
Increase the number of courses offered on an as needed basis; offer an array of courses that will attract students and increase enrollment; hire the most highly qualified and experienced instructors available; continue advertising and promotions as needed in Webster and Claiborne parishes; promote the Dual Enrollment Program in Bossier, Caddo, Webster, and Claiborne parishes; operate within the planned program budget for 2007-2008 academic year; establish an off-campus site at Loyola College Prep.
Division of Academic Affairs
Division of Science and Allied Health

EMPLOYEE LISTING

Professional, unclassified staff
Carolyn Burroughs, M.S., Division Chair
Marilyn Persley, A.S.
Sandra Partain, M.H.S., Program Coordinator

Classified staff
Linda Stark
Wanda Buckley-Coody
Nancy Dantes

FACULTY LISTING

Professor
Elaine Cox, Ph.D.

Associate Professor
Bob Boykin, M.S.
Ty Bryan, M.S
Charles Kelley Corkern, M.S.
Rick Jones, M.Ed.
Charles Reed, M.S.
Pam Tully, M.S.

Assistant Professor
Laura Bryant, M.E.
Kim Cox, M.Ed.
Danny Huston, M.S.
Vernon Leggett, D.D.S.
Lola McGourty, M.S.N.
Al Smith, M.Ed.
Constance Winter, M.P.H.

Instructor
Austin Beard, B.S.
Thomas Carson, M.S.
Judith Coston, M.S.
During the 2006-2007 academic year, the faculty and staff of the Division of Science and Allied Health contributed to the continued success of Bossier Parish Community College. Major accomplishments for the year included an emphasis on recruiting, service to the community through sponsorship of the Region I Science and Engineering Fair and the Biotech Institute, excellence in securing grant funding for the upgrade of Science and Allied Health laboratories, maintenance of accreditation of programs, outstanding pass rates on licensure/certification exams and the continued development of a learning-centered emphasis.

Faculty hired for the fall 2006 were Paulette Holt, instructor for EMT Paramedic; Stephenie Nix, instructor of life sciences; Juanita Wheeler, evening program coordinator for EMT Paramedic; and Richard Skinner, instructor of Allied Health. In the spring semester Rose Whittington, instructor of Allied Health was hired.

The Division offered four hundred fifty-eight course sections in the disciplines of allied health, biology, biotechnology, chemistry, EMT Basic, paramedic, medical office specialist, meteorology, microbiology, pharmacy technician, physical science, physics, physical therapist assisting, surgical technology and zoology. The Division had a total enrollment of 8,100 students. One hundred forty-one students earned associate degrees, academic certificates, technical diplomas, or technical competencies in thirteen different programs of study offered by the Division. The Biotechnology program had its first program graduates.

The faculty and staff were actively involved in service to the community. The Division sponsored the MASH/ AHEC program, which allowed talented high school students the opportunity to earn college credit while participating in laboratory activities and learning about allied health and science careers. Bossier Parish Community College hosted the 2007 Louisiana Region I Science and Engineering Fair for the 33rd consecutive year. More than 600 students, grades 4-12, from 5 northwest Louisiana Parishes participate in the fair this year. Ninety-one different schools were
represented at the competition and the community provided 165 judges. Four of the winners competed in the International Science Fair in Albuquerque, New Mexico. Two students won awards in their category.

The Division sponsored the first Biotechnology Institute for middle and high school teachers in Bossier, Webster, and Caddo Parishes. A total of thirteen teachers attended the weeklong workshop. Dr. Elaine Cox and Judith Coston presented information on the emerging science of biotechnology and assisted the teachers with the development of laboratory skills that can be utilized with their students.

The faculty supported the Institution and the student body through sponsorship of student organizations and involvement in student activities. Laura Bryant and Kim Cox sponsored student involvement in a number of community fundraisers including the Parkinson's 5-K walk. Kim Cox served as the faculty sponsor for Hands-on-Wellness. Bob Boykin sponsored the (Baptist Campus Ministries), a student organization.

All faculty and staff were involved in institutional and program recruiting through participation in the BPCC Majors Fair and Spring Fling for high school students. Sandra Partain appeared on two "Coffee Break" programs to promote programs at BPCC.

The Division was very successful in securing grant funding, totaling $371,581. These awards, along with Carl Perkins funding, were used to update equipment and technology in classrooms and laboratories.

This year the Division placed an emphasis on development of a learning-centered approach to education. Learning outcomes and learning outcome assessments were developed and implemented for all courses. Course learning outcomes were linked to program learning outcomes and utilized to assess program effectiveness and develop strategies for improvement. All Division faculty participated in professional development training in the area of learning outcomes instruction and assessment.

ADVANCED DEGREES OR CERTIFICATIONS:

Marilyn Persley
* Associate of Science In General Science
* American Heart Association Basic Life Support Instruction

Paula Rhoades
* National Restaurant Association Educational Foundation ServSafe Instructor

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Pam Tully - 2006 NISOD Teaching Excellence Award

Judith Coston - 2006 NISOD Teaching Excellence Award
Bob Boykin - 2007 Chancellor's Teaching Award

Pam Tully- Promoted to Associate Professor

Ty Bryan- Promoted to Associate Professor

Charles Reed- Promoted to Associate Professor

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<tbody>
<tr>
<td>Austin Beard</td>
<td>Ethics and Law and LCTCS Policy - 5/15/06</td>
<td>EMS Plus - Bossier Civic Center - 10/25-10/27/06</td>
<td>Think First - BPCC - 3/7/07</td>
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<td>Flexibility and Fitness after Fifty - Broadmoor Baptist Church, Shreveport, LA - 3/28/07</td>
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<tr>
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<td>Think First - Parkway High School, Bossier City, LA - 4/18/07</td>
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<td>Wanda Buckley-Coody</td>
<td>Purchasing Procedures - 2/14/07</td>
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<td>Team Building Workshop - 4/3/07</td>
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<td>Supporting Student Success - 5/1/07</td>
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<tr>
<td>Thomas Carson</td>
<td>Medical Terminology Resources - 5/4/06</td>
<td>International Science and Engineering Fair - Indianapolis, IN - 5/6-5/13/06</td>
<td>Display and Safety for Pre-college Science Research - International Science and Engineering Fair, Indianapolis, IN - 5/11/06</td>
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<tr>
<td></td>
<td>Library Faculty Orientation - 1/9/07</td>
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<td>Technology in the Classroom - 2/13/07</td>
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<td>Ethics and Laws and LCTCS Policy - 5/17/06</td>
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<tr>
<td>Charles Kelley Corkern</td>
<td>Ethics and Laws and LCTCS Policy - 4/3/07</td>
<td>International Science and Engineering Fair - Indianapolis, IN - 5/6 - 5/13/06</td>
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<td><strong>Kenneth Franks</strong></td>
<td>Quality Matters - 3/30/07</td>
<td>Smart Thinking Webinar - 3/23/07</td>
<td>Uncovering the Evidence - Bossier City, LA - 8/06</td>
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- Embedding Assessment of Student Learning Outcomes into Regularly scheduled Assignments - 10/6/06
- Library Faculty Orientation - 1/9/07
- Smart Thinking Webinar - 8/10/06
- Camtasia I - 9/29/06
- Camtasia II - 4/4/07
- On-line Resources for Teaching Anatomy - 4/11/07
- Library Faculty Orientation - 1/9/07
- Technology in the Classroom - 2/13/07
- Soft Chalk Webinar - 4/12/07
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- Protecting the Integrity of Your Online Exams - 11/30/06
- WYSIWYG Training - 10/12/06
- Blackboard Discussion Board - 10/5/06
- Ethics and Law and LCTCS Policies - 4/3/07
- Technology in the Classroom: Soft Chalk - 4/12/07
- Utilizing Resources to Teach Medical Terminology - 5/4/06
- Library Faculty Orientation - 1/9/07
- Allied Health Resources in the BPCC Library - 3/22/07

- South Central Bio-Link Conference - Oklahoma City, OK - 9/14-9/16/06
- CIBU/Bio Research 06 - Louisiana Tech Center - Shreveport, LA - 5/1/06
- CCSSE Workshop - Austin, TX - 5/28/06
- Louisiana-Mississipi Bi-State Clinical Laboratory Science Annual Meeting - Shreveport, LA - 4/17-4/20/07
- Louisiana-Mississipi Bi-State Clinical Laboratory Science Annual Meeting - Austin, TX - 5/28/06
- Biotechnology Institute - BPCC - 7/28-8/4/06
- CIBU/Bio Research 06 - Louisiana Tech Center - Shreveport, LA - 5/1/06
- Bio-Link Regional Conference - Oklahoma City Community College - Oklahoma City, OK - 9/14-9/16/06
- Infectious Disease Alerts - American Health Consultants - 6/27/06
- Venier Software and Technology - Shreveport, LA - 4/17/07
- Biotechnology at BPCC - Biomanufacturing Center; Shreveport, LA - 10/10/06
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- Uncovering the Evidence - Bossier City, LA - 8/06
- The Aging Brain - Institute for Natural Resources - 6/28/06
- Fibromyalgia - Institute for Natural Resources - 4/28/06
- Rx for Women - Institute for Natural Resources - 6/28/06
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<td>Paulette Holt</td>
<td>Gathering of Eagles - Ft Worth, TX -</td>
<td>2/15-2/17/06</td>
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<td>Danny Hoston Blackboard Discussion Board Training - 11/3/06</td>
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<td>Wendy McGee</td>
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<td>Louisiana-Mississippi ASCLS Annual Meeting - Shreveport, LA - 4/16-4/20/07</td>
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<td>MANIA Conference - Dallas, TX - 8/25-8/27/06</td>
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<td>Vernier Software and Technology - Shreveport, LA - 4/17/07</td>
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<td>National Association of EMS Educators - Pittsburg, PA - 9/5-9/6/06</td>
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<td>Advanced Cardiac Life Support - North Caddo Medical Center; Vivian, LA - 3/07</td>
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<td>Pharmacy Technicians Educators Council Annual Meeting - Pittsburgh, PA - 8/13-8/16/06</td>
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<td>LSHP Mid-Year Meeting - Shreveport, LA - 10/7/06</td>
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Stephenie Nix: Utilization of Blackboard - 8/26/06
Library Faculty Orientation - 1/9/07

Sandra Partain: Louisiana Society of Respiratory Care: Fall Convention - Shreveport, LA - 11/2-11/3/06
"AARC Guidelines for Capillary Blood Gas Sampling"

Marilyn Persley: Team Building Workshop - 4/3/07
LSRC Convention - Shreveport, LA - 11/1-11/3/06

Charles Reed: Ethics and Laws and LCTCS Policies - 5/17/06

Paula Rhoades: Embedding Assessment of Student Learning Outcomes into Regularly Scheduled Assignments - 10/6/06
Quality Matters Training - 3/30/07
Camtasia Studio Training - Advanced - 3/9/07
Camtasia Studio Training - 11/7/06
Discussion Board Training - 9/28/06
BPCC Library Orientation - 2/8/07
Power Point: Advanced Tools - 2/22/07
Campus-wide Student Success Workshop - 2/26/07
Ethics and Laws and LCTCS Policies - 5/17/06
Allied Health Resources in the BPCC Library - 3/22/07
Protecting the Integrity of Your Online Exams - 11/30/06
WYSIWYG - 9/5/06

Al Smith: Library Faculty Orientation - 3/23/07
Camtasia Studio Training - 10/17/06
Blackboard Discussion Board - 9/28/06
Ethics and Laws and LCTCS Policies - 5/17/06

Linda Stark: Financial Procedures - 11/14/06
Purchasing Procedures - 2/14/07
Look Who's Coming to BPCC - 4/27/07

Pam Tully: Technology in the Classroom - Soft Chalk - 4/12/07
Technology in the Classroom - 2/13/07
Ethics and Laws and LCTCS Policies - 5/17/06
Campus Wide Student Success - 2/26/07
BPCC Library Orientation - 3/1/07
Library Faculty Orientation - 1/9/07

AST 37th Annual National Conference - Las Vegas, NV - 5/29-6/2/06

LSU Health Science Center - Fall 2006 Conference - Shreveport, LA - 11/4/06
NISOD Community College Convention - Austin, TX - 3/27-3/31/06
ASCLS 2007 Joint Annual Meeting - Shreveport, LA - 4/17-4/20/07
Bob Boykin
Ethics and Laws and LCTCS Policies - 5/17/07
Quality Matters - 3/30/07
Library Faculty Orientation - 1/9/07
Plato Learning System - 12/1/06

Ty Bryan
Ethics and Laws and LCTCS Policies - 5/17/06
Technology in the Classroom - 2/13/07
On-line Resources for Teaching Anatomy - 4/11/07

Sandra Vickers
Library Faculty Orientation - 1/9/07
Teaching Medical Terminology - 5/4/06
Allied Health Resources in the BPCC Library - 3/22/07
Quality Matters Training - 3/30/07
Blackboard Discussion Board Training - 10/31/06
Protecting the Integrity of On-line Exams - 10/26/06
Ethics and Laws and LCTCS Policies - 5/17/06
Technology in the Classroom: Soft Chalk - 4/12/07
PowerPoint Training - Advanced Tools - 2/21/07

CIBI/Bio Research 06 - Louisiana Tech Center - Shreveport, LA - 5/1/06
South Central Bio-Link - Oklahoma City Community College - Oklahoma City, OK - 9/14-9/16/06
Venier Software and Technology Data Collection Workshop - Bossier City, LA - 4/17/07

Louisiana/Mississippi Bi-State Clinical Laboratory Science Annual Meeting - Shreveport, LA - 4/17-4/21/07
Feist-Weiller Cancer Center Hematology - Oncology Grand Rounds - LSU Health Science Center - Shreveport, LA - 1/19/07
Feist-Weiller Cancer Center Hematology - Oncology Education Forum - LSU Health Science Center - Shreveport, LA - 12/14/06
Feist-Weiller Cancer Center Hematology - Oncology Grand Rounds - LSU Health Science Center - Shreveport, LA - 12/1/06
Feist-Weiller Cancer Center Hematology - Oncology Grand Rounds - LSU Health Science Center - Shreveport, LA - 11/17/06
Breast Health Awareness Seminar - Feist-Feiller Cancer Center - Shreveport, LA - 10/30/06
Venier Software and Technology - Shreveport, LA - 4/17/07
Charlotte Ware  
Library Faculty Orientation - 1/9/07  
Ethics and Laws and LCTCS  
Policies - 5/17/06

Achieving Coding Excellence - Little  
Rock, AR - 6/6-6/7/06  
Denial Roundtable and Network -  
Shreveport, LA - 6/13/06  
Revenue Management - Shreveport,  
LA - 6/29/06  
Using the Medicare Physician Fee  
Schedule - Shreveport, LA - 9/12/06  
Business Associate Physician Fee  
Schedule - Shreveport, LA - 10/26/06  
ICD-10-CM: A Primer - Shreveport,  
LA - 11/14/06  
CPT and HCPCS Codes for 2007 -  
Shreveport, LA - 1/9/07  
E & M Documentation and Self  
Auditing - Shreveport, LA - 2/15/07  
Coding Guideline Changes -  
Shreveport, LA - 4/10/07  
Louisiana Health Information  
Management Annual Meeting -  
Shreveport, LA - 4/24-4/26/07

Juanita Wheeler

National Association of EMS  
Educators Symposium - Pittsburg,  
PA - 9/5-9/10/06  
EMS PLUS - Bossier City, LA -  
10/25-10/27/06  
Paramedic Refresher - Texarkana,  
TX - Spring 2007

Constance Winter  
Camtasia Studio Training - Basic -  
4/12/07  
Technology in the Classroom -  
2/13/07  
BlackBoard Discussion Board -  
10/31/06  
Campus-wide Student Success -  
2/26/07  
Ethics and Laws and LCTCS  
Policies - 5/17/06  
Library Faculty Orientation - 1/9/07  
BlackBoard Application Pack-3 -  
10/10/06  
Protecting the Integrity of Your On- 
line Exams - 10/20/06  
Quality Matters - 3/30/07

Carolyn Burroughs  
Homeland Security and Emergency  
Preparedness - 7/21/06  
Technology in the Classroom -  
2/13/07  
Soft Chalk Webinar - 4/12/07  
Student Success Workshop - 2/26/07  
Prior Learning Assessment - 3/21/07  
Lumina Foundation - 1/10/07  
LCTCS Grant for Lumina  
Foundation - 1/4/07

CAEL Workshop - Northwestern  
State University - Natchitoches, LA -  
2/8-2/9/07
SIGNIFICANT CONTRACTS OR GRANTS:

DNA Sequencer - Ty Bryan, M. Elaine Cox; BPCC Student Technology - $53,380

Sympodium Interactive Pen Displays - Ty Bryan; BPCC Student Technology - $4,837

Microscope Cabinet - Ty Bryan; BPCC Student Technology - $755

Computer Lab - Ty Bryan; BPCC Student Technology - $23,200

Computer Lab - Laura Bryant; BPCC Student Technology - $37,504

Creating a Biotech Pipeline - Judith Coston, M. Elaine Cox; Board of Regents - Submitted / not funded

Enhancing Culture Experiences - Judith Coston and M. Elaine Cox; Board of Regents - $68,000

Electroporator - Judith Coston; BPCC Student Technology - $6,917

Licensure Preparation - Kim Cox; BPCC Student Technology - $3,105

Gel Documentation System - M. Elaine Cox; BPCC Student Technology - $8,235

Science Lending Library - M. Elaine Cox; BPCC Student Technology - $550

Improving Student Success in Human Physiology - M. Elaine Cox, Roishene Johnson and Sandra Vickers; Board of Regents - $47,000

Improving Student Success in Human Anatomy - Judith Coston, Rick Jones, Carolyn Burroughs; Board of Regents - $50,000

NLPI Stars - Judith Coston, M. Elaine Cox; National Science Foundation - $2,000

Ice Flaker - Judith Coston; BPCC Student Technology - $5,220

ZLGY 120 Lab Equipment - Cammie Emory; BPCC Student Technology - $1,572

Visual Communication Tools - Roishene Johnson; BPCC Student Technology - $2,664

Training for Pharmacy Technicians - Terri Mundy; Board of Regents - $42,409

Audiovisual Equipment for Nutrition - Paula Rhoades; BPCC Student Technology - $1,984

Nutrition and Dietary Management Visuals - Paula Rhoades; BPCC Student Technology - $810
ACADEMIC PROGRAM REVIEW

All programs offered by the Division of Science and Allied Health were reviewed with regard to program statistics, resource availability, graduate and employer input and student mastery of learning outcomes. Based on assessment data, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2007-2008 academic year.

DIETARY MANAGEMENT

Outcomes for 2006-2007 Improvement Strategies: (1) "Increase program completion rate by increasing enrollment numbers." The program director participated in a variety of informational and recruiting events to increase awareness of the program in the community. However enrollment remained fairly constant. (2) "Implement strategies to better prepare students for success on the DMA certification exam." The faculty implemented strategies, including CDM exam review sessions. Students are also required to demonstrate competency in reading during the first semester of program enrollment. The results of these efforts are unclear as results from March 07 are not yet available. (3) "Pilot math assessment and remediation plan." The program director worked with the Mathematics Division to identify basic mathematical skills needed in dietary management. An assessment exam was developed and piloted in the fall 2006. The exam was modified and administered in the spring 2007. Effective in the fall, the exam will be administered to entering students and referral for remediation will be made based on outcomes. (4) "Addition of computer exercises to the curriculum." A computer spreadsheet activity was added to the curriculum of DMTP 115. Students were also encouraged to utilize computers in the completion of field assignment reports.

Improvement Strategies for 2007 - 2008: (1) Increase program enrollment by 10% (2) implement simplified enrollment, registration and clinical screening for students (3) encourage student and instructor involvement in the locate Dietary Management Association (4) improve student learning outcomes through increased utilization of technology.

EMT PARAMEDIC

Outcomes for 2006-2007 Improvement Strategies: (1) "Seek increased access to intubation opportunities." The program faculty actively pursued access to additional intubation sites but were unsuccessful. The advisory committee recommended the utilization of cadavers and intubation mannequins to provide students with practice opportunities. (2) "Increase number of full time
faculty to meet the needs of anticipated increased enrollment in paramedic classes. An additional full time faculty member was hired. (3) "Implement item analysis on unit tests to help pin-point student strengths and weaknesses." Exams for students in the evening programs were item analyzed. Information from the analysis was utilized to structure re-teaching and review exercises. Additionally, all program students were given access to Adaptive Test review activities in preparation for completion of National Registry testing. (4) Implement strategies to increase student success on the EMT Basic certification exam. Adaptive testing practice was made available to EMT Basic students.

Improvement Strategies for 2007-2008: (1) In response to student and advisory committee input the program faculty will restructure the night program curriculum to enable students to complete the program in three semesters. (2) To increase student learning outcomes in pediatric emergency care clinical rotations will be added to the curriculum (3) To improve student learning in the clinical environment the program faculty will provide preceptor training materials for all clinical sites.

GENERAL SCIENCE

Outcomes for 2006-2007 Improvement Strategies: (1) "Organization of a General Science advisory board in order to solicit program development input from the community of interest." The General Science advisory committee was organized and the first meeting was held in the fall semester. Input from the committee will be utilized for program improvement and development. (2) "Implementation of strategies to increase student success in ZLGY 110 and 124." The faculty participated in a total of 5 professional development workshops aimed at increasing student success in ZLGY 110 and 124. Additional laboratory models and supplies were obtained for the instruction of ZLGY 124. Student success improved by 5% in ZLGY 110 and by 12% in ZLGY 124. (3) "Continued pursuit of external funding sources to improve availability of financial resources and professional growth opportunities." The science faculty implemented a Board of Regents grant for the improvement of student success in human anatomy. Grant funding provided for the purchase of additional laboratory equipment and provided for faculty training on the use of technology. Numerous student technology grants provided funding for the update of laboratory and classroom technology. Division faculty submitted four Board of Regents grants for possible funding for the next academic year.

Improvement Strategies for 2007-2008: (1) Improve student learning in ZLGY 125 lecture and laboratory classes by updating equipment, laboratory procedures and classroom instruction. (2) Improve student learning outcomes in all core science classes through implementation of strategies identified by instructors.

MEDICAL ASSISTANT

Outcomes for 2006-2007 Improvement Strategies: (1) " Continue to implement strategies to increase clinical student enrollment." Students were given the option of completing some of the general education courses after or during the clinical semester. Students not accepted into other clinical programs and students transferring from other programs were encouraged to apply to the medical assistant program. Clinical enrollment doubled from the previous year from 20% capacity to 60% of
capacity. (2) "Successfully complete the re-accreditation process through completion of the self-study and site visit." The self study was submitted in October 2006 and the site visit was conducted on February 5 and 6, 2007. The re-accreditation process is ongoing and the results should be received during the fall 2007 semester. (3) "Implementation of a laboratory class to accompany MOS 206: Medical Office Procedures to provide students with increased opportunities to master medical assistant administrative skills." The MOS 206 lab class was developed and offered in the fall semester 2006. This class allowed students additional opportunities to practice medical office procedures prior to their externship training. Mastery of medical assistant administrative skills will be assessed with the results of the June 2007 certification exam.

Improvement Strategies for 2007-2008: (1) Provide student with administrative performance opportunities in MOS 206L by initiating competency-based skill format for all required administrative skills. (2) Provide students with administrative performance opportunities in the externship sites by obtaining additional externship sites that offer administrative experiences. (3) Encourage medical assistant students to participate in College extracurricular activities through informing students of the availability and worth of the College activities (4) In order to improve student learning outcomes in the area of active listening and patient interview skills, the faculty will provide opportunities for students to practice skills through role-playing and other methods.

MEDICAL OFFICE SPECIALIST

Outcomes for 2006-2007 Improvement Strategies: (1) "Revise and improve the clinical application packet." The MOS application packet was revised and used for the fall 2006 applications process. The revised packet was more effective than the previously used packet. However, based on new requirement from clinical facilities it was determined that the packet needs to undergo further revisions for the fall 2007 application process. (2) "Update equipment, supplies, and references for transcription concentration classes." A student technology proposal was prepared and submitted in the fall semesters for new and advanced medical transcription CDS and foot pedals. A Carl Perkins grant is being submitted by the Division requesting new written reference materials for the transcription and coding programs. The proposal for the CDs and foot pedals was approved and funded. The students began using the new equipment in the spring 2007 semester. Funding for the Carl Perkins grant is pending. (3) "Investigate strategies to increase enrollment, especially in the transcription concentration." The program faculty prepared an information board about the MOS program which was used at the BPCC Major Fair and the Spring Fling. Strategies to increase enrollment was discussed at the spring 2007 advisory committee meeting. Several ideas were presented. These will be investigated as to practicality and implemented, as appropriate.

Improvement Strategies for 2007-2008: (1) Implement strategies to increase enrollment in the medical transcription concentration. (2) In order to improve the student learning outcome of proficiency in coding, the program will increase utilization of mock patient records. (3) Investigate possible changes in the MOS clinical rotation schedule, in response to concerns by the Advisory committee and clinical training sites.

PHARMACY TECHNICIAN
Outcomes for 2006-2007 Improvement Strategies: (1) "Increase use of new equipment and technology through the development of specific lab activities." Laboratory activities were developed and implemented for the inclusion of packaging of 30 day medicine carts and pick stations and utilization of the compounding mixer. (2) "Addition of updated competency skill sheets to the PHAR 110 lab class." Competency sheets were developed and utilized to document student attainment of the identified competencies. (3) "Initiate the process of re-accreditation." The program faculty initiated the completion of the pre-survey questionnaire and began to collect the required documentation. The completed self-study will be submitted in September 2007. An on-site visit by the accrediting agency is scheduled for October 2007.

Improvement Strategies for 2007-2008: (1) Successfully complete the process of re-accreditation of the program. (2) In order to improve student learning outcomes in the area of retail pharmacy practice the students will be instructed on retail compounding principles and procedures. (3) Implement strategies to recruit and retain program students.

PHLEBOTOMY

Outcomes for 2006-2007 Improvement Strategies: (1) "Increase library holding in the area of phlebotomy." Nine current books related to phlebotomy were purchased and made available for student use in the Library. (2) "Improve availability of clinical sites to provide experience with hard to stick patients." As suggested by the advisory committee the clinical coordinator increased students' clinical rotation time at nursing homes, on patient floors at Schumpert, and at Brentwood hospital, in order to give students more experience with hard to stick patients. (3) "Increase student enrollment in the spring semester." Individuals from area health care facilities were added to the program advisory committee to increase awareness of the program in the healthcare community. The program and division faculty participated in numerous recruiting events to promote the program. However, clinical enrollment decreased by 29%.

Improvement Strategies for 2007-2008: (1) Implement strategies to increase clinical enrollment. (2) Increase Library holding in the area of phlebotomy. (3) Improve student learning outcomes in the performance of point of care testing through utilization of up-to-date equipment (4) Improve learning outcome performance on critical thinking by having students evaluate medical journals.

PHYSICAL THERAPIST ASSISTANT

Outcomes for 2006-2007 Improve Strategies: (1) "Establish additional acute care clinical slots." The programs faculty established five additional clinical training slots in acute care. (2) "Clarify and/or establish additional clinical policies and procedures to address areas of concern." Areas of concern discussed included keeping contracts current; drug screen policy; student essential requirements, immunizations; release forms; criminal background checks and the collection and maintenance of clinical student records. New policies and forms were established. The clinical policy handbook is being updated to reflect new policies and will be utilized with the next clinical class. The new program coordinator will assist with collection and maintenance of student files. (3) "Use information from the FSBPT exam data for curriculum enhancement." Content area scores of the licensure examination indicated to weakness in pulmonary content. Additional guest lecturers
were scheduled to address this area of concern. Licensure prep tests were designed to be heavy on content that was related to the area of concern. The success of these strategies will be available upon receipt of scores from the current class. (3) "Secure funding to ensure student access to the NPTE Practice Exams." A technology fee proposal was funded to secure on-line access to the exams. Students will utilize this resource in preparation for the examination. Effectiveness of utilization of practice exams will be determined based on student exam success.

Improvement Strategies for 2007-2008: (1) Enhance student learning outcomes in the laboratory through the utilization of updated computer technology and software. (2) Pursue additional clinical contracts in addition to the 125% required for accreditation. (3) Monitor student success on the FSBPT exam to determine value of NPTE Practice Exams and secure funding for continued use of the practice exam as warranted. (4) Improve engagement of all students in active learning and practicing or skills during the time that they are not being tested.

RESPIRATORY THERAPY

Outcomes for 2006-2007 Improvement Strategies: (1) "Expand number of available clinical training sites." Clinical contracts were pursued at several facilities with an emphasis on long-term care facilities. However, no additional contracts were finalized. (2) "Implement the inclusion of the Registered Respiratory Therapy Self-Assessment Exam as a program requirement." The exam was administered in the spring 2007. One hundred percent of the students exceeded the cut-off score established by the National Board of Respiratory Care.

Improvement Strategies for 2007-2008: (1) Actively pursue additional clinical contracts to provide students with a variety of training opportunities. (2) Improve student learning in the respiratory therapy laboratories by developing a laboratory manual customized to utilize available equipment and strengthen student competency in respiratory skills. (3) Increase availability of hands-on teaching materials and equipment for use in didactic and laboratory classrooms. (4) Provide necessary support to improve student retention of second level students.

SURGICAL TECHNOLOGY

Outcomes for the 2006-2007 Improvement Strategies: (1) "Ensure completion of employer surveys." The program director contacted, via-email and phone calls, OR directors who had hired program graduates asking that they complete employer surveys. Thirty -three percent of the surveys were returned which represents an increase over previous return rates. One hundred percent of returned graduate surveys indicated that as new employees the graduates were "exceptionally well prepared for entry into the field of surgical technology." (2) "Expand available clinical sites." On Wednesdays, students were reassigned to a larger hospital which resulted in an increase of an average of 20 cases per student. (3) "Implement strategies to improve student PAE scores." The instructor developed individual reviews for each chapter and utilized a PAE practice exam as an exit exam. Student scores for the current year are not yet available.

Improvement Strategies for 2007-2008: (1) In order to improve student learning of proper draping techniques, increased practice time will be added to the laboratory curriculum. (2) In order to
increase student knowledge of anatomical landmarks important to specific surgical procedures, instructional strategies will be implemented. (3) Implement strategies to improve student retention and success in STEC 102.

### PROGRAM ENROLLMENT

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**CERTIFICATION / LICENSURE PASS RATE**

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**PROGRAM GRADUATION RATES**

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STRATEGIC PLANNING

Department Measurable Strategy:
Develop a recruiting plan for the Division of Science and Allied Health.

Performance Indicators:
Documentation of development and implementation of plan

Assessment Results:
The Division faculty and staff actively participated in recruitment of students to attend BPCC and the recruitment of BPCC students for enrollment in degree and certificate programs offered by the Division. Major recruiting efforts included development of display boards for each degree and certificate program, an informational booth at the Region I Science and Engineering Fair, participation in the Spring Fling high school recruiting event and the BPCC Career Fair.

Changes Based on Assessment Outcomes:
Total program enrollment in Divisional programs decreased by 11%, clinical enrollment decreased by 12% and graduation rate decreased by 2%.

Strategy(ies) for the Future:
The Division will continue to develop new recruiting strategies, develop new programs and courses and restructure existing programs, as dictated by student interest.

Department Measurable Strategy:
Increase program and course offerings available in the Division of Science and Allied Health.

Performance Indicators:
Documentation of submission of proposed programs and courses.

Assessment Results:
The Division developed four new courses to meet identified student needs and interest. Needs surveys were completed for a proposed Occupational Assistant program and a Practical Nursing program. Preliminary development of a Histological Technician program was completed.

Changes Based on Assessment Outcomes:
Based on needs assessments the Division will not pursue practical nursing training but will continue to pursue degree proposals in Occupational Assistant and Histological Technician.

Strategy(ies) for the Future:
Continue to pursue additional degree and certificate programs and courses.

Department Measurable Strategy:
Implement classroom learning outcome strategies and assessment.

Performance Indicators:
Inclusion of learning outcomes on course syllabi.

Assessment Results:
Learning Outcomes for all courses were developed by the faculty and were included on master
syllabi. Learning outcomes assessments were identified and piloted during the fall semester.

**Changes Based on Assessment Outcomes:**
Based on analysis of student performance and instructor input learning outcome assessment was reviewed and modified for spring semester 2007.

**Strategy(ies) for the Future:**
Continue to monitor student success on student learning outcome assessments and modify teaching, learning and assessment strategies to improve student learning.

**Department Measurable Strategy:**
Utilize technology to increase tutorial and instructional support for students enrolled in Science and Allied Health courses.

**Performance Indicators:**
Document and assess effectiveness of inclusion of educational technology.

**Assessment Results:**
The Division implemented a Board of Regents grant which allowed for the purchase of a computer server to be located in Building B. In order to increase convenience of use, media utilized by multiple course sections was loaded onto the server. Six faculty completed the Quality Matters training. Eighteen faculty completed at least one training class on utilization of technology.

**Changes Based on Assessment Outcomes:**
Implement a policy on review of all Internet courses based on QM criteria.

**Strategy(ies) for the Future:**
Continue to encourage the integration of technology into the instruction of face to face classes, expand the offering of Internet courses and systematically review and improve the quality of online instruction.

**Department Measurable Strategy:**
Solicit advisory committee input on curriculum, goals, training opportunities and proposed programs offered by the Division of Science and Allied Health.

**Performance Indicators:**
Meeting minutes from existing advisory committee documenting committee input

**Assessment Results:**
Advisory committee meetings were held for all certificate and degree programs offered by the Division.

**Changes Based on Assessment Outcomes:**
Minutes of advisory committees were included in the annual review of each program. Advisory committee input was reviewed by program faculty and integrated, as appropriate.

**Strategy(ies) for the Future:**
Continue to conduct advisory committee meetings to obtain input from the community of interest.
Department Measurable Strategy:
Provide opportunities for full-time faculty and staff to successfully complete professional growth plans.

Performance Indicators:
Documentation of completion of professional growth plans.

Assessment Results:
All full-time faculty developed and successfully completed a professional growth plan.

Changes Based on Assessment Outcomes:
Pursue financial support for continued professional development opportunities.

Strategy(ies) for the Future:
Continue to encourage faculty to pursue professional growth by providing financial support; provide information about opportunities and encourage faculty participation.

Department Measurable Strategy:
Submit a minimum of two external grant proposals.

Performance Indicators:
Documentation of submission of proposals.

Assessment Results:
The Division submitted 18 student technology grants, one NSF mini grant and 4 Board of Regents grants.

Changes Based on Assessment Outcomes:
The Division has experienced excellence success on submitted grant proposals.

Strategy(ies) for the Future:
Continue to pursue grant opportunities.

Department Measurable Strategy:
Implement strategies to increase student success in identified courses offered by the Division of Science and Allied Health.

Performance Indicators:
Documentation of implementation of strategies and analysis of changes in course success rates.

Assessment Results:
The Division monitored student success rates for all courses and compared rates to previous years. Core science courses which showed significant increases (at least 10%) included Chemistry 107, Physical Science 106, Zoology 120, Zoology 124, and Zoology 124 Lab. Courses showing significant decreases (at least 10%) included Biology 101, Chemistry 108, Microbiology 206 and Physical Science 105.

Changes Based on Assessment Outcomes:
The Division had identified Zoology 110 and 124 as the courses with the lowest success rates for the 2005-2006 academic year. Strategies to increase student success in these courses included
improvement in available instructional resources and professional development for the faculty. Two workshops for Zoology 110 instructors and three workshops for Zoology 124 instructors were held. Student success increased by 5% in Zoology 110 and by 12% in Zoology 124.

**Strategy(ies) for the Future:**
The Division will continue to monitor student success in core classes and develop strategies to improve student outcomes.

**Department Measurable Strategy:**
Implement strategies to address requirement for maintaining accreditation of all eligible programs.

**Performance Indicators:**
Documentation of accreditation status of all eligible programs.

**Assessment Results:**
Through the submission of annual reports and other required assessment and reporting information, all eligible programs maintained full accreditation status. The Medical Assistant program completed and submitted a self study to the American Association of Medical Assistants (AAMA). On February 5-6, 2007, an onsite survey team verified the submitted information and examined supporting documentation. Based on the recommendations of the survey team a follow up report was completed by the program faculty. Notification on the final decision on accreditation status from the Commission on Accreditation of Allied Health Education Programs is expected in the fall 2007.

**Changes Based on Assessment Outcomes:**
Based on recommendations by the AAMA site survey team, the program faculty developed a more comprehensive system of filing student work products to support student competency attainment.

**Strategy(ies) for the Future:**
The Pharmacy Technician program faculty will complete and submit a self-study report to the American Society of Health-System Pharmacists by September 2007. A campus survey team will review the program on October 23, 2007. The EMT Paramedic program faculty will complete and submit a self-study report to the Commission on Accreditation of Educational Program in the Emergency Medical Services Professions in the fall semester 2007. An on-site survey visit will then be scheduled.

**Department Measurable Strategy:**
Complete annual evaluations of all programs offered by the Division of Science and Allied Health

**Performance Indicators:**
Documentation of evaluations including identification of program strengths and weaknesses and implementation of improvement strategies.

**Assessment Results:**
An annual comprehensive evaluation of all certificate and degree programs was completed. Review of program statistics, including enrollment, graduation and employment rates, survey results, attainment of program learning outcomes and input from advisory committees was analyzed.
Changes Based on Assessment Outcomes:
Analysis of the assessments was utilized to identify program strengths and weaknesses and formulate strategies to improve student learning outcomes.

Strategy(ies) for the Future:
The program faculty will implement identified strategies to strengthen student learning and program outcomes. The Division will continue to complete annual program reviews to facilitate on-going program improvement.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Division of Science and Allied Health strives to provide the students of Bossier Parish Community College with excellent instruction in science and allied health. The greatest strength of the Division lies in the commitment of the outstanding faculty that combines exceptional academic preparation, strong teaching skills, and a commitment to the success of the students. The most outstanding accomplishments of the Science and Allied Health Division for the 2006-2007 academic year include maintaining accreditation of eligible programs, faculty commitment to community and institutional development and professional growth and a commitment by the Division to become a learning-centered college. The major obstacles of that face the Division include the need to provide for professional growth for the faculty and staff, demands of program accreditation standards, maintenance of and expansion of clinical site education, and a need to increase program and course offerings.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Emphasize formative and learning outcome assessment as a component of instruction
2. Increase enrollment and retention in existing programs and courses
3. Update clinical procedures and policies to ensure compliance with clinical site regulations
4. Utilize technology to improve recruiting, instruction and data collection
5. Develop new programs and courses to be offered by the Division
6. Secure additional clinical training sites
7. Encourage faculty and staff involvement in community service and professional growth
Division of Academic Affairs
Division of Telecommunications

EMPLOYEE LISTING

Professional, unclassified staff

Denise Chambers, B.A.
Russell Johnson, B.A.
Eric Tuxen, A.A.
Louis Williams, A.A.

Classified staff

Bill Bruce
Lendah Siah

FACULTY LISTING

Associate Professor

Paula Kaszuba, M. Ed.

Assistant Professor

Larry Powell, M. Ed.

Instructor

Peggy Byers, B.A.
Beverly Wasner, M. Ed.

DIVISION SUMMARY

It is the commitment of this Division to provide the most advanced and available technology on the market in each area of our curriculum to our students and to train our students in these various technologies so that they can become viable members of the community and the workforce. This Division maintains a stellar reputation with the citizens and organizations of Shreveport-Bossier. Every member of both the faculty and staff have attended meetings reflecting both academic and public concerns. The entire Division has been involved in presentations, shows, productions, and other highly visible activities that have been rewarded by excellent community relations.
ADVANCED DEGREES OR CERTIFICATIONS:

Peggy Byers (pursuing)
LSU-S
Master of Liberal Arts w/emphasis in Communications

Louis Williams (pursuing)
Second Associates Degree
BA in Mass Communications

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bill Bruce
Quoted on Student Filmmakers website regarding use of the magazine

Denise Chambers
Graduation from LTCS – Leadership Development Institution – 2006-07
Letter of Commendation - Chamber of Commerce Committee – “The 2006 Patriots Dinner”
Letter of Recognition - KTAL Channel 6 - Shreveport
Letter of Recognition - KSLA Channel 12 - Shreveport
Letter of Commendation - Southern Newspaper Publishers Associations
Letter of Commendation - YMCA – “Week Without Violence”
Letter of Recognition - Shreveport Times – Film Industry Contributions
Letter of Commendation - Comcast Cable
Letter of Commendation - “The Radio Group”
Letter of Recognition - Bossier Chamber of Commerce-Business Builders Committee
Letter of Appreciation - The Shreveport-Bossier Convention and Tourist Bureau
Letter of Appreciation - The Shreveport-Bossier Film Office
Letter of Acknowledgement - The Northwest Louisiana Film Alliance
Letter of Recognition - The Robinson Film Center
Letter of Appreciation - Louisiana Skills USA

Paula Kaszuba
Award - Louisiana Skills USA Championship
Certificate - AVID Media Composer Advanced Techniques
Guest Speaker - Evangel Career Day at Evangel Christian Academy – April, 2007
Certificate - Office of HOMELAND SECURITY AND EMERGENCY PREPAREDNESS – Training Video
World Fest International Film Festival Gold Remi Award – “Ray of Sunshine”

Larry Powell
Executive Producer – “Broken Dreams” 2006-07
Executive Producer - “Ray of Sunshine” – Full Length Feature Film
Executive Producer – Project Star II – Talent Competition - Music video
World Fest International Film Festival Bronze Remi Award - “Diedre and Friends” – Music Video
World Fest International Film Festival Gold Remi Award – “Brothers Two” – Music Video
Appreciation Award – Production of “Broken Dreams” - Bossier City Fire Department
Steering Committee for Red River Film Society
Steering Committee for Shreveport-Bossier Film Commission
Project Manager for LCTCS Conference and Leadership Day
LCTCS “Outstanding Administrator” Award Recipient
Louisiana Film Consortium Member
Board Member for Cultural Crossroads
Member, Broadcast Education Association
Member, Film Advisory Board
Member, National Association of Broadcasters
Member, NAPP
Member, Red River Film Society Advisory Board
Skills USA State Competition, Judge
Skills USA State Competition, Coordinator
Awarded Carl Perkins Grant for Avid Equipment
Quality Matters – Judge
Coordinator for Youth Day Annual Leadership Conference
Letter of Commendation - Bossier City Council – Production “Brothers Two”.
Several published articles in Shreveport Times recognizing BPCC film and television productions throughout 2006-07.
Broadcast of several news programs on stations KSLA, KTBS, and KTAL recognizing BPCC films, film industry support, training/workshop programs and television productions in the Telecommunications Division throughout 2006-07.

Beverly Wasner
Received NISOD Excellence Award - Annual Conference

Louis Williams
Gold Remi Award - Houston International Film Festival - “Best Music in Film” – BPCC Production, “Brothers Two”.
Pursuing Alternative Credentialing
Microsoft Office Specialist Certificate (Excel)

**PROFESSIONAL DEVELOPMENT**

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<td>Denise Chambers</td>
<td>BPCC Professional Development – “Look Who’s Coming to BPCC” – League for Innovation in Community</td>
<td>LCTCS Conference and Leadership Development New Media Consortium Conference National Media Consortium Conference - Indiana - 2007</td>
<td>Promoted to Interim Director - Telecommunication Division Host/Producer - BPCC “CoffeeBreak” Host/Producer - BPCC “This is BPCC” Producer - “News Break” EBiz South Northwest Louisiana Film Alliance</td>
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165
College
Camtasia Studio Intro & Advanced Training
Advanced Blackboard

Co-Producer - “Ray of Sunshine”
“The Guardian” Premiere
“Ray of Sunshine” Premiere
“Mr. Brooks” Premiere
Producer & Host - Public Service Radio for Radio Group
Actor - “Not Like Everyone Else”
Co-Producer for NSU’s “Long Purple Line” - Mr. Carleton
Coordinator for Youth Day Annual Leadership Conference
Assisted in coordinating Roy “Hoppy” Hopkins Memorial Service
Coordinated Panavision Workshop
Coordinator - “Set Etiquette and OSHA Training Workshop” - A Northwest Film Institute & Joint Venture of BPCC and LTC
Coordinator - Drive-In Presentation of “Grease” Film Meet-Up Group
Film and Television Consortium Meeting
Board of Supervisors Meetings
YWCA Committee Meetings
Northwest Louisiana Film Institute
Guest Speaker for BPCC Speaker’s Bureau
LDI – “Characteristics of a Leader”
NSU Journalism Division & BPCC – Telecommunications Division Presentation – “Transitioning students from BPCC to NSU”
Shreveport-Bossier Convention and Tourist Bureau
Shreveport-Bossier Film Commission
Century Tel Center Events Planning
Bossier Shreveport Mudbugs
Bossier Shreveport Battle Wings
Bossier Arts Council
Office of Emergency Preparedness
Fall 2006 Commencement Program
Spring 2007 Commencement Program
Louisiana Skills USA - Judge
Bossier City Council Meetings
Skills USA 2006-07
Red River Film Society
Rusty Johnson

Co-Producer of the BPCC "Morning News"
Co-Producer of the BPCC "CoffeeBreak"
Director/Camera Operator
Minden - St. Jude Telethon - 2006 Television Production
Edited/Production Crew - “Broken Dreams” - Bossier City Fire Department’s Anti-Drinking and Driving Campaign
Director Television Production of Bossier City Council

Beverly Wasner

Attended Smartthinking - Webinar
Library Faculty Orientation
Camtasia Training
Attended Annual NISOD Conference

Louis Williams

Blackboard Training
Camtasia Training

Co-Producer of the BPCC "Morning News"
Co-Producer of the BPCC "CoffeeBreak"
Wrote Music - BPCC Film Institute’s Production of “Ray of Sunshine”
Wrote Music Underscore - BPCC Film Institute’s Production of “Ray of Sunshine”
Audio Engineer - BPCC Film Institute’s Production of “Ray of Sunshine”
Production Crew - BPCC Christmas Show (2006)
Bossier City Council Society of Success Presentations
Campus-wide Audio Technician
Designed Poster for 5K Run
Created CD of :60 spots for Miracle 89.1 Radio Station
2007 “Broken Dreams” Presentation in Conjunction with the Bossier City Fire Department
Audio support for twenty individuals on campus events
Sound Engineer for “Second Annual 5K Run”
Staff Handbook Committee Member
Telecom Scholarship Committee member
5K Run Committee
Co-founded Music Meet-up Group, S.W.A.M.P.
Film Meet-up Group
Paula Kaszuba
Completed Camtasia Training
Attended NISOD May 2006

Film Meet-up group
Host/producer “Homework Hotline”
Producer “Evening Update” (pm news program)
Producer “Ray of Sunshine”
Hosted Premiere for “Brothers Two” – June 2, 2006
Hosted Premiere for “Ray of Sunshine” – May 2007
QM – Quality Matters – Peer Course Review Training
Student Technology Fee Committee Secretary
Quality Enhancement Plan (SACS) Committee - Secretary
Faculty Senate Meetings
LTCTS - June 14, 2006 - Presented awards for BPCC’s - Telecommunications Division
Attended Houston International Film Festival – April 30, 2006
BPCC’s Christmas Show – Director and Camera Operator – December 2006
Produced Video “Keep Bossier Beautiful” - Remembrance for September 11th
Assisted with Auditions for “Project Star II”
Producer/Host “Homework Hotline”
Producer with Peggy Byers – “Evening Update” PM News Show
Producer with Larry Powell – “Ray of Sunshine”
Producer our Premiere of “The Guardian”
Performed in “Ray of Sunshine”
Appeared on “This is BPCC”
Hosted segments of “Coffeebreak”
Producer Video - ” Keep Bossier Beautiful – Earth Day Fair, 2007”
Produced Training Video for Caddo-Bossier Office of HOMELAND SECURITY AND EMERGENCY PREPAREDNESS
Produced Auditions for “Criminal Justice 101”
Actor – “Roadhouse II”
Actor – “Premonition”
Actor – “Mr. Brooks”
Actor – “Ruffian”
Actor – “Homeland Security”
Actor – “Mad Money”
Senior Fling – April 2007
Larry Powell
BPCC Faculty Development – 
“Campus Wide Student Success Workshop”
Library Faculty Orientation
BPCC Faculty Development – 
“Embedding Assessment of Student Learning Outcomes into Regularly Scheduled Assignments”
Evaluating Online Course
Camtasia Studio Introduction & Advanced Training
Advanced Blackboard Training
Quality Matters

National Media Consortium Conference - Indiana - 2007
NISOD National Association of Broadcasters - NAB Exposition 2007
Radio Broadcasters Association Digital Media Conference

Northwest Louisiana Film Institute – Louisiana Technical College & BPCC – Joint Venture – “Set Etiquette and OSHA Training Workshop
Louisiana Business and Industry Association SACS Educational Programs Committee Meetings
Shreveport Bossier Tourist Bureau - Advisory Member
Louisiana Skills USA - Judge News Broadcasters Association Meeting
Ark-La-Tex Economic and Community Development Conference – Minden, LA AVIA. American Vocational Information Association Skills USA 2006-07 Bossier Arts Council Bossier City Council Meetings
Red River Film Society Senior Fling Day Fall 2006 Commencement Program
Spring 2007 Commencement Program
LCTCS Conference and Leadership Development Program
Film Consortium Development Meeting, Baton Rouge Louisiana Community and Technical College System Film and Television Consortium Meeting
Shreveport-Bossier Film Office Advisory Board Meeting
Broadmoor Baptist Church Guest Speaker
Film Consortium Meeting Film Advisory Board Meeting Red River Film Society Advisory Board Meeting Film Meet-Up Group
Songwriters Meet-up Group Attended Shreveport/Bossier Convention and Tourist Bureau “The Guardian” Premiere “Mr. Brooks” Premiere "Back to School Night" - Prepared Booth/Manned the Station
Guest Speaker for BPCC Speaker’s Bureau
Television on KTAL “How to Carve a Pumpkin” – October, 2006
Judged Skills USA State Competition
Quality Matters Certification
Camtasia Certification
Executive Producer – “Broken Dreams” 2006-07
Executive Producer - “Ray of Sunshine” – Full Length Feature Film
Executive Producer – Project Star II – Talent Competition
Executive Producer - 2006 Minden - St. Jude Telethon
Executive Producer – “2006 Long Purple Line” – Chancellor Tom Carleton
Executive Producer - Miss BPCC and Miss Tiny Cavalier Pageant
Assistant Producer of CD - Roy “Hoppy” Hopkins Memorial Service
Assistant Producer of BPCC Christmas Show
Introduction to Panavision Workshop
Northwest Louisiana Film Institute – Louisiana Technical College & BPCC – Joint Venture – “Set Etiquette and OSHA Training Workshop atBPCC BPCC Foundation Photography Louisiana Technical College & BPCC – Joint Venture – Courtroom Set Production for “Criminal Justice 101” Photography for various BPCC events Videography for various BPCC events
ACADEMIC PROGRAM REVIEW

1. Several faculty members received specialized training.
2. Each faculty member and appropriate staff members submitted/requested funding for the Division.
3. We received the following grants:
   - Fall Technology Fee Projects: $33,015
   - Spring Technology Fee Projects: $26,026
   - Board of Regents: $39,435
   - Carl Perkins Basic Grants: $120,679
   - Total: $186,640

4. Twelve new courses in Telecommunications have been included in the catalog.
5. One new degree program was added to the Telecommunications curriculum.
6. We are in production for the movie “Criminal Justice 101.”

The Division of Telecommunications attained and superseded the goals that had been set for the academic year of 2006-2007. Due to the vision, tutelage, dedication, and responsiveness of the faculty, staff and students, the Division has continued to maintain a stellar reputation within the community. Students and faculty alike have been recognized locally, statewide, and nationally for

SIGNIFICANT CONTRACTS OR GRANTS:

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- Total: $186,640

Actor – “Roadhouse II”
Actor – “Premonition”
Actor - “Criminal Justice 101?”
Actor – “Factory Girl”

Bill Bruce
BPCC Professional Development –
“Look Who’s Coming to BPCC” – League for Innovation in Community College
BPCC Professional Development –
“Student Success is Everyone’s Responsibility” – League for Innovation in Community College
Blackboard – Beginning and Advanced
Camtasia - Beginning and Advanced

Lendah Siah
BPCC Professional Development –
Outdoor Drive-In Presentation
“Grease”
“Ray of Sunshine” Premiere
“Mr. Brooks” Premiere

Lendah Siah
BPCC Professional Development –
“Look Who’s Coming to BPCC” – League for Innovation in Community College
BPCC Professional Development –
“Student Success is Everyone’s Responsibility” – League for Innovation in Community College
Blackboard – Beginning and Advanced
Camtasia - Beginning and Advanced

Bill Bruce
National Association of Broadcasting (NAB) Las Vegas, Nevada
Avid MC201 Training

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work that they have done in the Telecommunications Division. A recent example of this can be found at the annual NISOD convention where both Peggy Byers and Larry Powell were invited to be presenters.

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Offer advanced courses required for Degree, Certificate and Technical Competency Areas.

**Performance Indicators:**
The Division of Telecommunications will increase offerings by two new courses that will allow students a broader curriculum, thus increasing enrollment for more approved electives courses within the Telecommunications degree program.

**Assessment Results:**
The Division has been showcased widely and throughout the year via local television and radio news shows, our own cable channel, and published in numerous articles through local papers and periodicals. Received Bossier Fire Department's Life Saving Award, Chancellor's Award for Division Chair, Gold Remi Award for "Brothers II", Bronze Remi Award for "Deidre & Friends" Music Video, "Outstanding Administrator" awarded to Larry Powell from LCTCS, and the NISOD "Professor of the Year" Award for Beverly Wasner.

**Changes Based on Assessment Outcomes:**
None

**Strategy(ies) for the Future:**
Improve marketing strategies for the Division and its programs through the same mediums.
Update our webpage to showcase our achievements.

**Department Measurable Strategy:**
The Division will facilitate professional growth.

**Performance Indicators:**
The Division of Telecommunications will provide two professional growth opportunities.

**Assessment Results:**
Faculty has attended National Association of Broadcasters, Avid Editing, ProTools, and various other seminars and workshops

**Changes Based on Assessment Outcomes:**
Actively seek grant opportunities for training.

**Strategy(ies) for the Future:**
Improve technological advances through publications, Internet, podcasting, workshops, and seminars - to ensure students have the latest technology at their disposal.

**Department Measurable Strategy:**
The Division will organize an advisory committee to meet with administration a minimum of twice a year.
Performance Indicators:
The Division of Telecommunications will use the recommendations of the advisory committee to incorporate essential changes into the curricula.

Assessment Results:
Learning outcomes for programs and courses have been completed.

Changes Based on Assessment Outcomes:
Revise Learning Outcomes to reflect technological changes.

Strategy(ies) for the Future:
Bi-annual review of learning outcomes for courses and programs to ensure we are on track with both the programs and the curriculum.

Department Measurable Strategy:
Conduct regularly scheduled program reviews in all areas of instruction.

Performance Indicators:
Submission of the completed program reviews to the Vice Chancellor for Academic Affairs.

Assessment Results:
Data will be gathered from the program reviews and departmental meetings will be conducted to assess the results.

Changes Based on Assessment Outcomes:
Assessment results will be scrutinized and compared with technological research data and appropriate changes will be made to initiate needed changes.

Strategy(ies) for the Future:
Faculty and staff will attend and conduct technology-based workshops and apply these skills to provide improved instruction.

Department Measurable Strategy:
Monitor student success within each program.

Performance Indicators:
Track the number of students that applied for graduation and successfully completed the requirements to fulfill the requirements to earn the degree.

Assessment Results:
Data gathered from the performance indicators will be used to determine student success.

Changes Based on Assessment Outcomes:
Data will be processed from the assessment results to determine areas of strengths and weaknesses.

Strategy(ies) for the Future:
Assessment outcomes will be used to advise students toward additional areas of certification to complement their degree and better prepare them for the workforce.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

Overall the Division has seen remarkable growth in personnel, students, programs, and technology. This has been a stellar year for the Division and we are excited about its future. The advent of the movie industry to this area has enhanced the Division's programs and the marketability of our students. Our faculty, staff and students are excited by the new venues presented to us. Our third movie has won an award at the Houston International Film Festival. We have initiated our music program through "Project Star" and are excited at the opportunities available through this venue. We continue to actively pursue grants and technology awards in each of our programs to enhance our capabilities, marketability, and to promote the Division. This has allowed us to ensure that our students have the latest technology at their disposal, thus increasing the marketability of our students in the workforce.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Produce one movie each year.
2. Promote one musician each year.
3. Produce one documentary each year.
4. Continue to build on the current curricula in place.
5. Improve presence with the film industry in Northwest Louisiana.
6. Make presentations at conferences and venues around the state in Northwest Louisiana.
Division of Academic Affairs
Educational Technology

EMPLOYEE LISTING

Professional, unclassified staff

Merry Kathleen Gay, Director B.A., M.S.
Charley Cameron, Assistant Director B.A., & M.A.
Gary Ware, Instructional Technology Specialist
Mark Hardan, Instructional Technology Assistant

Classified staff

Jennifer Legaux, Administrative Assistance III

DIVISION SUMMARY

The Division of Educational Technology under the leadership of Dr. Stan Wilkins, Vice Chancellor for Academic Affairs, experienced continued growth, challenges and additional staff, as well as implementation of new technologies and strategies for improving upon and strengthening the College’s Electronic Learning Program. During the 2006 – 2007 academic year, our student enrollment in electronic courses was 4,675 which indicates that e-learning is popular among our student population. Our department also welcomed an addition to our family, an Assistant Director of Educational Technology, Mr. Charles Cameron. The Division of Educational Technology, under the leadership of our Instructional Technology Specialists and our College webmaster, made improvements and additions to our Educational Technology webpage (http://www.bpcc.edu/edtech/ex.htm) to aid and support our students engaged in an online environment and to improve upon the quality of support offered to our faculty and staff. Among those additions to our webpage were a new “Blackboard Student Orientation” that is completed by students totally online, a link to the E-Learning policies and procedures for the College, various audio/video tutorials as a resource and support for our online students, and a link to our Educational Technology newsletter that provides our faculty/staff with training opportunities as well as tips for teaching in the online environment. Our Division also added a new “Educational Technology” platform to the Blackboard Course Management System that provides our faculty and staff with additional information and resources about E-Learning principles and best practices.

In spring 2007, the Division of Educational Technology created an online version of our Blackboard Student Orientation. Students enrolled in online courses for the summer 2007 academic semester will have the opportunity to participate in this orientation totally online. Our online students still have the option of attending a face-to-face orientation and or picking up a CD from our Division. The Division of Educational Technology conducted 101 student orientation sessions between summer 2006 and spring 2007, in which 1,103 students participated. This is an increase from the previous
academic year in which participation was 745 students. Our staff clocked 4,645 hours of training
time with students, and our Blackboard usage for spring 2007 was 4,263.

The Division of Educational Technology completed several projects and implemented numerous
upgrades to the services and technical support already provided by this department, as well as
providing additional training in the utilization of new technologies. We purchased two new servers
for the purpose of improving upon the functionality of our Blackboard CMS and the delivery of our
online courses, acquired site licenses for several software packages that will enable our faculty to
create multi-media and interactive tutorials and documents for their online and web-enhanced
courses, purchased new high definition videoconferencing equipment for one of our compressed
video classrooms, purchased a webcam that allows us to demonstrate various uses of multi-media during our
trainings with faculty/staff, offered several informational seminars about the online environment for
potential online students, placed numerous books on E-Learning and the development and delivery
of online courses in the BPCC Library, and continued to expand our services to faculty and
students, as well as improve upon the overall delivery of E-Learning activities at BPCC.
SMARTTHINKING, the online academic support tutoring service for all BPCC students, continued
to be an invaluable resource provided by our Division to our BPCC students. However, starting in
the summer 2008 academic semester, this service will be under the purview of the Director for the
Center for Learning Assistance. From June 2006 through May 2007, 2,817 students registered to
utilize SMARTTHINKING services. The Division of Educational Technology conducted a
comparison study of students that utilized the tutoring services of SMARTTHINKING with those
who did not. We compared students in two core courses, College Algebra (Math 102), and
Composition & Rhetoric I (English 101). SMARTTHINKING users in English 101 had an overall
grade average of 82%, while non-users had an overall grade average of 69%. Those who used the
SMARTTHINKING services in Math 102 had an overall grade average of 74%, while non-users had
a 64%. The subject areas in which BPCC students requested the most help in were College
Algebra, English and Writing.

The Educational Technology staff attended, participated in, as well as presented at statewide, local,
national, and international meetings, conferences, and workshops dealing with E-Learning
initiatives, issues, and new developments. Our Division conducted 44 professional growth training
sessions involving various utilizations of e-technologies, and clocked over 100 hours of training
between summer 2006 and spring 2007. Faculty/staff attendance at these trainings totaled 210. The
Division began working with faculty/staff in the areas of ADA/508 compliance and accessibility in
their online courses as well as the traditional classroom setting. Plans are underway to incorporate
UDL (Universal Design for Learning) principles within Blackboard trainings and present this to our
faculty/staff. The Director of Educational Technology, Kathleen Gay, presented on “Universal
Design for Learning” at the 2007 Innovations Conference in New Orleans, Louisiana. The
Louisiana Board of Regents along with the statewide UDL Action Team, in which Ms. Gay is an
active member, has developed a Louisiana UDL website (http://udl.mcneese.edu), that provides
useful resources, training, and policies for both instructors and students. The launching of this new
website was a joint effort between the following campuses and educational entities: Bossier Parish
Community College, LCTCS (Louisiana Community & Technical College System), LA Department
of Education, Northwestern State University, McNeese State University, Nicholls State University,
LA Tech University, SOWELA Technical Community College, and LSU-Alexandria.
The Director of Educational Technology continued her efforts in networking with state and local contracts towards forming partnerships in electronic learning, participated in numerous statewide E-Learning committees/action teams, and helped to promote “Best Practices” in electronic learning by serving on numerous Louisiana Board of Regents action teams such as the Council of E-Learning Practitioners, LONI Academic Agenda action team, and the Quality Assurance Team for the purpose of ensuring the development and delivery of quality online courses. On March 30, 2007, our campus was one of several host sites for the Louisiana Board of Regents’ training initiative on “Quality Matters.” Over 70 faculty members participated in training on the principles of the “Quality Matters” Rubric. This was a statewide and campus initiative to improve upon the delivery of online courses and programs.

Charles Cameron, Assistant Director of Educational Technology, joined our team in October, 2006, and has proved to be a tremendous asset to our department. He is not new to E-Learning though, having worked with LSU-S and the Northwestern School of Nursing in the areas of e-technologies and multi-media. Mr. Cameron is responsible for presenting numerous professional growth opportunities to our faculty/staff in the utilization of e-technologies and multi-media such as CAMTASIA, PowerPoint, and Blackboard. He has participated in and attended many meetings, webinars, and workshops on E-technologies such as the Postsecondary IT Summit in Alexandria, LA, member of the Board of Regents UDL Action Team, member of the WCET (Western Cooperative for Telecommunications) Planning Committee for the 2007 Conference in Atlanta, Georgia, Student Success Workshops, PLA (Prior Learning Assessment) workshops and meetings, SoftChalk and Impatica webinars, and the MOODLE Learning Management System meeting at LA Tech in Ruston, Louisiana.

Gary Ware, Instructional Technology Specialist for the Division of Educational Technology clocked over 5000 service hours to maintain the Blackboard Course Management System, and devoted numerous hours to the training of our faculty and staff in the utilization of Blackboard. Gary has been instrumental in implementing many of the changes and improvements to the overall services provided by our Division. In addition to his many duties performed in our department, Mr. Ware attended and participated in the introductory course of setting up, loading, and the treatment of Panavision Film Cameras. This professional growth opportunity was made possible by BPCC and Panavision of Dallas, Texas. Gary was also instrumental in securing funding for our new servers that will continue to host our Blackboard CMS and our training modules for faculty/staff, built our "Student Self-Assessment," on our webpage, aided in the development of our student orientation tutorials, made improvements to our "Online Student Evaluations" and to our login procedures for SMARTTHINKING tutorial services. Mr. Ware also served on the BPCC Student Technology Committee and participated in training webinars on Blackboard Application Pack 3, Flash 8 with Dreamweaver, and Softchalk.

Mark Hardan, Instructional Technology Assistant for the Educational Technology Division, was instrumental in developing tutorials for our online version of the Blackboard Student Orientation, and for updating the information on our Division webpage. In December, 2006, Mr. Hardan attended and participated in a two-day training in the utilization of CAMTASIA, which is a software that allows for faculty to input multi-media, audio, and video into their online courses and
classroom presentations. Mr. Hardan also presented training on CAMTASIA to many of our faculty/staff here at BPCC.

Ms. Jennifer Legaux-Ybarra joined our staff full time as our Administrative Assistant III in summer 2006. Ms. Ybarra has been instrumental in providing assistance and support to our Division, students, staff, and faculty at BPCC. She is responsible for developing and implementing our new “Educational Technology Resource Center” within Blackboard, maintained our presence on the SREC (Southern Regional Electronic Campus), assisted with our Blackboard student orientation sessions, maintained the information on our Educational Technology statistics page on the web, developed our new “Technology Survey of Services” for faculty/staff which was launched spring 2007, and participated in several workshops on supporting student success.

During the 2006 -2007 academic year, the Division of Educational Technology introduced new training opportunities for our faculty and staff. Our Division offered several training sessions on the utilization of new multi-media software programs as well as ongoing training in the use of our Blackboard Course Management System. Eleven new online courses were developed and delivered during the 2006 – 2007 academic semesters from the following academic divisions: Behavioral & Social Sciences, Business and Computer Information Systems, Liberal Arts, Natural Science, Math & Technical Education, and Telecommunications. BPCC’s outreach to students via electronic learning continues to grow and flourish each semester. Our 14-day student enrollment in online courses for the summer 2006 semester was 1,172 with an end enrollment of 1,016. This was a retention rate of 87%. Our 14-day student enrollment in online courses for fall 2006 was 2,062, and our end enrollment was 1,730. The retention rate for fall 2006 was 84%. During the spring 2007 semester, our 14-day enrollment in online courses was 2,015, with an end enrollment of 1,763. This gave us an 87% retention rate for online courses. Retention rates in electronic learning have remained favorable since the inception of our online program seven years ago. BPCC has reached students enrolled in E-Learning across fifteen states, thirty-three parishes in Louisiana, and in the US Possession of Puerto Rico. We also meet the educational needs of many of our armed forces in Europe and the Middle East through BPCC’s E-Learning Program.

**ADVANCED DEGREES OR CERTIFICATIONS:**

Kathleen Gay, Director of Educational Technology
Certification as a "Quality Matters" Evaluator

Charles Cameron, Assistant Director of Educational Technology
Certification as a "Quality Matters" Evaluator

Mark Hardan, Instructional Technology Assistant
Certification in CAMTASIA Technology
Certification in Web Accessibility

Gary Ware, Instructional Technology Specialist
Certification in CASCADING Sheets & Web Design
Certification in Web Accessibility
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Kathleen Gay, Director of Educational Technology
"Who's Who" Among Executive And Professional Women Educators
Empire's "Who's Who"
Member of the Louisiana Board of Regents MERLOT Workforce Development Steering Committee
Member of the Louisiana Board of Regents Council of E-Learning Practitioners
Member of the Louisiana Board of Regents UDL (Universal Design for Learning) Action Team
Member of the Louisiana Board of Regents LONI Academic Agenda Action Team
Member of the SACS Special Committee Visiting Team to AIU in Chicago, Illinois
LCTCS Statewide E-Learning Coordinator for BPCC

Jennifer Legaux-Yabarra, Administrative Assistant III
Member of the BPCC Sigma Kappa Delta Honor Society
President of BPCC Sigma Kappa Delta Honor Society
Member of IAAP (International Association of Administrative Professionals)

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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</thead>
<tbody>
<tr>
<td>Blackboard Gradebook Training CAMTASIA Basic &amp; Advanced Training PowerPoint Basic &amp; Advanced Training &quot;Utilizing Discussion Board Effectively&quot; &quot;Protecting the Integrity of Your Online Assessments&quot; Blackboard Application Pack 3 Training Blackboard Student Orientation Seminars Louisiana Board of Regents SELECT/DEI Grant Writing Workshops &quot;Utilizing SMARTTHINKING&quot; Webinar Trainings Body Language Seminar &quot;Introduction to Accelerated Programs&quot; Workshop &quot;Campus-Wide Student Success Workshop&quot; &quot;Quality Matters&quot; Training Workshop &quot;Student Success Is Everyone's Responsibility&quot; Workshop &quot;Look Who's Coming to BPCC&quot; Workshop BPCC Electronic Learning Standing</td>
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The Division of Educational Technology at BPCC continues to cultivate and encourage E-Learning opportunities by participating in collaborative partnerships with other institutions of higher learning.

### SIGNIFICANT CONTRACTS OR GRANTS:

State of Louisiana and Board of Regents Contract Funding for Video Conferencing/Telecommunications Services  
FY 2006-2007  
$8,100

Board of Regents SELECT Grant  
FY 2006-2007  
$27,500

BPCC Student Technology Fund  
FY 2006-2007  
$28,623.24

### ACADEMIC PROGRAM REVIEW

<table>
<thead>
<tr>
<th>Charles Cameron</th>
<th>CAMTASIA Basic &amp; Advanced Training Workshops</th>
<th>2007 Postsecondary IT Summit Planning Committee</th>
<th>Online production of Blackboard Student Orientation</th>
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<td>PowerPoint Basic &amp; Advanced Training Workshops</td>
<td>WCET 19th Annual Conference Planning Committee</td>
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<td>&quot;Student Success Workshops&quot;</td>
<td>BPCC Academic Division Chair Meetings</td>
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<td>LA-CALL Committee Meetings</td>
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<td>BOSS (BPCC Online Student Services) Team Meetings</td>
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<th>Gary Ware</th>
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<th>2007 Postsecondary IT Summit</th>
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<th>Mark Hardan</th>
<th>&quot;Supporting Student Success&quot; Workshop</th>
<th>CAMTASIA Training Workshop in Lancaster, Michigan</th>
<th>CD-ROM Production of Student Blackboard Orientation</th>
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<td>CAMTASIA Basic &amp; Advanced Training</td>
<td>Board of Regents UDL/ADA Taskforce</td>
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<td>Financial Aid Forms Training</td>
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<td>Online Purchase Requisition Training</td>
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<td></td>
<td>&quot;Supporting Student Success&quot; Workshops</td>
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and by implementing internal improvements within our Division that would improve and extend upon the services provided to our students, faculty, and staff. Among the collaborative E-Learning partnerships created during the 2006-2007 are BPCC and the Minden, LA Technical Campus; Northwestern State University in Natchitoches, LA; and Rapides Learning Center in Alexandria, LA. Our Division has also networked and helped train faculty and E-Learning Coordinators at DELTA Community College, LA Tech, and River Parishes Community College. We have also opened our training on Blackboard and other E-Learning software programs to faculty within the Bossier Parish and Caddo Parish School Districts. In the fall of 2007, our Educational Technology staff will be training faculty from the technical college campuses of Delta-Ouachita, West Monroe, Baton Rouge, and the Teche Area Campus in New Iberia. In spring 2008, we will enter into a collaborative partnership with Caddo Career Center in Shreveport, LA, delivering Allied Health courses in a dual enrollment program via compressed video to high school seniors.

BPCC delivered 226 online course sections between summer 2006 and spring 2007. We also increased our new online course offerings by eleven within the academic areas of Behavioral and Social Sciences, Business and Computer Information Systems, Allied Health and Natural Sciences, Liberal Arts, Math and Technical Education, and Telecommunications. BPCC's projected number of online course sections for summer 2007 is 63, and for fall 2007, 86.

With the acquisition of additional technologies/software programs and service improvements made within our area, the Division of Educational Technology has been able to improve upon the technical support and services that we provide for our students, faculty, and staff. Students expect their instructors to utilize various e-technologies within their traditional, web-enhanced, and online courses. More than half of our student population is enrolled in at least one online course each semester. With the high demands created as a result of increased enrollments in online courses, the Division of Educational Technology has tried to keep up with new and innovative technologies, as well as the demands made on us by our student, faculty, and staff populations in the utilization of such technologies.

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Increase technological support/services by the Division of Educational Technology.

**Performance Indicators:**
1. Document effectiveness of assistance by keeping records of training.
2. Improve course delivery via online or web-enhanced courses by working closely with division chairs and documenting suggestions for improvements.

**Assessment Results:**
1. Between summer 2006 & spring 2007, our Division conducted 44 professional growth training sessions in the areas of e-technologies. Records of trainings are kept through participant sign-in sheets and evaluations of sessions. The above items are kept in the office of the Director of Educational Technology. Evaluations of sessions are used to improve upon delivery of training and to make informed decisions on new training topics. Two-hundred and ten faculty/staff participants in these trainings and evaluations were positive. Faculty/staff also have access to Presidium 24/7.
technology support services. Monthly reports on service tickets issued and usage are kept in the office of the Director of Educational Technology. These reports are used to determine areas of technical trouble our faculty/students are having with the Blackboard CMS, so those issues can be addressed by our department.

2. The Director of Educational Technology attends regular division chair meetings in which agendas and minutes are kept and copies distributed to the chairs. The Director takes this opportunity to receive feedback from the chairs on suggestions for improvements. The Division of Educational Technology also conducts a survey among faculty/staff on the services provided by our department. Copies of the results of the survey are housed in the Director's office. Evaluations of online courses are administered each semester and the results of those evaluations are given to the chairs with recommendations for improvements by the Director of Educational Technology.

Changes Based on Assessment Outcomes:
1. Due to the projected growth in the number of students enrolled in E-Learning and an increase in the number of faculty/staff utilizing e-technologies, the Division of Educational Technology extended our training sessions to include Saturdays and weekday nights so that we may better serve our adjunct faculty who utilize e-technologies in their classes. Because of the different types of training we offer and the increased number of trainings, the Division hired an Assistant Director of Educational Technology to help with the training and the operation of the Division. The Educational Technology staff will also develop online modules of training to better serve the needs of our faculty/staff, and the Division will also work on an "Instructional Design" piece to our Blackboard CMS Training. These changes are based upon evaluations of training presented by the Division and from conversations with faculty/staff.

2. In spring 2007, all online instructors and division chairs participated in a statewide training initiative called "Quality Matters." This training was provided by the Board of Regents in an effort to improve upon the quality and delivery of online and web-enhanced courses across the higher education systems. As a result of this training, faculty are utilizing the "Quality Matters" Rubric to improve upon existing online and web-enhanced courses and to develop new courses that adhere to this rubric.

Department Measurable Strategy:
Continue training efforts in the utilization of E-learning technologies, and increasing student/faculty/staff awareness of the importance and value of technology as it applies to everyday life.

Performance Indicators:
1. Participation of students in orientation training sessions utilizing a Course Management System.
2. Participation of faculty/staff in training and professional growth sessions on the utilization of new technologies.

Assessment Results:
1. During the summer 2006 and spring 2007 semesters, our student enrollment in electronic courses was 4,675 as documented by enrollment reports. The Division of Educational Technology conducted 101 orientations session in which 1,103 students participated. This is documented by sign-in sheets and evaluations of each session, and information about these sessions is posted in the academic bulletins, BPCC website, and the Educational Technology webpage. All documentation is kept in the office of the Director.

2. As a result of the performance indicators, the Division of Educational Technology presented over 100 hours of training for faculty/staff in the utilization of e-technologies. We presented forty-four training sessions between summer 2006 and spring 2007, in which 210 faculty/staff participated. This is documented by sign-in sheets at each training module and the evaluations completed by the participants, as well as announcements about training via the College E-mail system and flyers in faculty/staff mailboxes.

3. The Division continued to distribute our Technology Update Newsletter twice within the fiscal year, highlighting online instructors, providing tips and techniques for teaching online, news about training opportunities, and news about statewide E-Learning initiatives. This publication was distributed campus-wide electronically, posted to the College website, and hard copies given to all academic divisions and top administration.

Changes Based on Assessment Outcomes:

1. Changes made by the Educational Technology staff in regards to our student orientation sessions were based upon evaluations that students turned in and the needs of our students and faculty. We continued to extend the dates for these orientation sessions beyond registration times, provided orientation sessions for classes at the request of faculty, and distributed CD-ROMs with orientation information on them. Because of the demands of our students to be able to participate in orientation online, our staff developed an online version of our orientation. Starting with the summer 2007 academic semester, students taking online courses will be able to participate in the orientation online. Once students complete the orientation online, they will submit a self-assessment quiz to the office of Educational Technology. We will use these results to improve upon our online orientation to Blackboard.

2. The changes made based on the assessment outcomes were providing additional training dates and times that are more flexible for faculty/staff and to provide online modules of training. Our Division continued to offer Saturday trainings as well as evening sessions for adjunct instructors.

3. The Division will continue publication of our newsletter during the fiscal year and solicit more input by faculty/staff and students.

Department Measurable Strategy:
Increase the number of courses and academic programs offered online by 10%.

Performance Indicators:
1. Number of new courses successfully offered by the academic divisions as indicated in the fall/spring academic bulletins.
Assessment Results:
1. As a result of the Performance Indicators, eleven new online courses were delivered during the 2006-2007 academic year. This is approximately a 12 1/2 percent increase over 2005-2006 academic year.

Changes Based on Assessment Outcomes:
1. Continue to increase the number of courses and academic programs offered online by 10% over the next three semesters.

Department Measurable Strategy:
Monitor the effectiveness of training and services offered to faculty/staff/students by the Division of Educational Technology.

Performance Indicators:
1. Results from evaluations of training seminars and student orientation sessions.
2. Results from Educational Technology Surveys sent to BPCC students.
3. Reports generated from the results of service call log records kept in the Division of Educational Technology.
4. Recommendations and suggestions made by the Electronic Learning Standing Committee at BPCC.

Assessment Results:
1. As a result of the Performance Indicators, the evaluations of training and student orientation sessions reflect that training is valuable and needed. These evaluations are kept in the office of the Director.

2. As a result of the Educational Technology Surveys sent to BPCC students, the responses to the service provided by this Division were positive. Students strongly agreed that the orientation information provided to them was helpful in getting them started in their online courses, and that the technology support provided was helpful and responded quickly to their needs. Evaluation results are housed in the office of the Director.

3. As a result of the Performance Indicators, the number of our service calls to our Division increases each semester. For summer 2006, our numbers totaled 254, for fall 2006, 394; and for spring 2007, 693. These records are kept in the office of the Director as well as posted on our Educational Technology webpage under statistics. This is reflective of the increased number of students utilizing technology in their courses.

4. As a result of the performance indicators, the Electronic Learning Standing Committee at BPCC meets at least twice during the fiscal year. Minutes are kept of each meeting and housed in the office of the Director. Recommendations made by the Standing Committee for improvements or changes to BPCC Electronic Learning Program are discussed with the Vice Chancellor for Academic Affairs, Division Chairs, and the Chancellor.

Changes Based on Assessment Outcomes:
1. Because of the recent evaluations of student orientation sessions and the demand for more
flexibility in electronic learning, the Educational Technology developed an online version of our orientation to fit the needs of our students. We expanded the types of training in e-technologies to our faculty/staff to include Saturdays and weekdays after 4:30p.m. so as to reach our adjunct faculty. A new media work order form has been created by our Division for faculty who want the Educational Technology staff to help create multi-media for their online and web-enhanced courses.

2. The Division of Educational Technology out an Educational Technology Survey to our students at the end of the academic year. We post a local survey for those students who call into our Division during regular work hours, and a 24/7 survey for those students who utilize our BPCC Presidium Help Desk after hours. Because the information is similar on both surveys, the Division has decided to develop a separate survey for students who use the 24/7 Help Desk.

3.-4. We will continue to keep our service call logs each academic semester to improve upon services provided, and the Electronic Learning Standing Committee will continue to meet at least 3 times during academic year.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

With the continual support for E-Learning initiatives at the campus and statewide levels from the College, LCTCS, and the Louisiana Board of Regents, the Educational Technology Division and BPCC's E-Learning program has continued to grow and increase its support services to students/faculty/ and staff. All of our full time faculty have been trained in the utilization of Blackboard and other e-technologies, and our adjunct faculty participation in professional growth trainings increases each academic semester.

The Division of Educational Technology at BPCC has been able to purchase additional software technologies that will improve upon the delivery of our online and web-enhanced courses. We continue to improve upon our Division webpage by adding additional resources for our faculty/staff/ and students, as well as making the information more "user friendly" for our prospective students. We will launch our new online version of the Blackboard Student Orientation during the summer 2007 academic semester in an effort to reach students beyond our service area and to allow for more flexibility in participation. Results of our technology service survey sent to our students were positive. Overall our students are satisfied with the technology support services they receive from our Division. In fall 2006, our Division launched our new Educational Technology Resource Center within the Blackboard CMS. This site serves as a one-stop resource for faculty/staff and contains information concerning E-Learning polices, equipment request forms, links to useful websites, tips for promoting online communication, and instructional design tips. During the spring 2007 semester, the Division developed and implemented an Division of Educational Technology Survey for faculty/staff. Results showed that faculty/staff are also pleased with the support they receive from our staff. Information from these surveys will be used to improve upon our services and to plan for future professional growth opportunities for faculty/staff. As the demand for more online courses increases, BPCC's E-Learning Program will continue to improve as more faculty engage their students by utilizing technology in the online environment and traditional classroom settings.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. To increase technological/academic support service personnel in the Division of Educational Technology by adding an Instructional Designer to aid in the development of online and traditional courses.
2. To continue our training efforts in the utilization of E-Learning technologies.
3. To create a virtual tour of our campus to help in the marketing of BPCC and our E-Learning Program.
4. Implement training seminars in the principles of UDL (Universal Design For Learning).
5. Develop online training modules for Blackboard and Instructional Design.
6. To increase the number of online courses and academic program offerings at BPCC.
7. To continue support services to BPCC's LA-CALL Program.
8. Continue our efforts in establishing collaborative partnerships with public and private institutions for the purpose of delivering academic and technical courses/programs utilizing the online and compressed video environments.
9. To continue participation in collaborative efforts between the LCTCS, Board of Regents ELC, the SREB/SREC, and the Council of E-Learning Practitioners in an effort to provide for the educational needs of all students anywhere, anytime, anyplace.
Division of Academic Affairs  
Institutional Research and Assessment

**EMPLOYEE LISTING**

**Professional, unclassified staff**

Barbara Poole, Ph.D.  
Staci Phillips, M.S.  
Jonnie Young, A.A.S.

**Classified staff**

Christina Hughes

**DIVISION SUMMARY**

The Office of Institutional Research and Assessment supplied data and analyses to inform decisions made at Bossier Parish Community College. The IR Office also provided data to the Board of Regents and the Louisiana Community and Technical College System; submitted mandatory federal and state reports; oversaw survey administration; completed surveys for outside agencies; and coordinated the planning and assessment documentation for the College. Ms. Staci Phillips joined the Office as the Assistant Director in August 2006 and Ms. Christina Hughes became the Administrative Assistant in September 2006.

Some of the projects and reports generated by the Institutional Research Office include the BOR Employee Salary Data System Fall; LaPAS Q4 Performance Progress Report; Fall Preliminary 14th Class Day FTE & Headcount census; FY 2007-2008 Operational Plan; LaPAS Q3 Performance Progress Report; BOR Employee Salary Data System Spring; Institutional Needs Assessment Survey; Strategic Planning Data; IPEDS Registration; Fall enrollment; SACS Compliance Audit; Fall IPEDS Institutional characteristics & completer data; CCSSE Survey; ACT/COMPASS score data; LaPAS Q1 Performance Progress Report; Annual Survey of Colleges; TCA's for 2005-2006; Winter IPEDS Human Resources (&Finance); ACT-SOS Survey; LaPAS Q2 Performance Progress Report; Spring enrollment; Spring IPEDS Fall Enrollment (14th day), Graduation Rates for fall 2003 cohort, Financial Aid, and Finance; Fall Non-Credit Enrollment; Enrollment data (full-time/part-time, gender, ethnicity, and CIP code); Summer 2006 Graduation Exit Survey, Fall 2006 Graduation Exit Survey; Fall 2006 Retention Report; BPCC Report Card; and Legislative Letters.

During the fall 2006 semester, each unit of the College submitted its strategies for the 2006-2007 academic year. Each strategy was approved by a subcommittee of the Planning Council and the appropriate Vice Chancellor. The Office of Institutional Research and Assessment collected this information in an Access database and published the results electronically on the web. During May and June, the IR Office coordinated the collection of information for the 2006-2007 BPCC Annual
Report by assisting all areas of the College. The BPCC Annual Report for 2005-2006 was completed and published before the 2006-2007 academic year began. Hard copies of the Annual Report were given to all members of the College’s Planning Council. An electronic version was posted to the BPCC Institutional Research and Assessment website.

The Office of Institutional Research and Assessment coordinated the administration of the ACT Student Opinion Survey during March 2007. The survey was administered in seventy-four classes with a target population of 1503 students. Eight-hundred seventy-seven surveys were completed. Results from the survey were received in June 2007 and reports will be created and posted to the IR website and sent to individual units across the campus during the summer.

The Office of Institutional Research and Assessment coordinated the administration of the Community College Survey of Student Engagement (CCSSE) during March 2007. The survey was administered in 66 classes with a target population of 1317 students. Seven hundred fifty-eight surveys were completed. Results from the survey will be received in the latter part of summer 2007 and will be distributed to the appropriate College personnel.

The Office of Institutional Research and Assessment coordinated the administration of the Community College Faculty Survey of Student Engagement (CCFSSE) during March 2007. Invitations to participate in CCFSSE along with usernames and passwords were emailed to ninety-one full-time faculty. Forty-nine surveys were completed yielding a 53.8% participation rate. Results from the survey will be received in the latter part of summer 2007 and will be distributed to the appropriate College personnel.

The Office administered and tabulated the BPCC Report card with 44 of 48 members of the Planning Council and 195 of 272 employees returning forms that evaluated services provided by 26 College divisions. Nine surveys were developed for various departments of the College, including the Library, Human Resources Office, Technology Resources Center, Off-campus Studies, Learning Center, Admissions Office, and Counseling Center. The Office of Institutional Research and Assessment kept electronic minutes for all the Standing Committees and the SACS Committees for the College.

The Office of Institutional Research and Assessment was completely engaged with completing the SACS-COC Compliance Audit during fall 2006 and the first three months of 2007. The addition of Staci Phillips to the Office as Assistant Director was a great asset. Ms. Phillips assisted each person on the Compliance Certification Chair team in making sure that hyperlinks were correctly done in documents before they were sent to Jonnie Young, Research Assistant, who did a fantastic job creating the SACS website. Dr. Poole served as Compliance Committee Chair for Core Requirement 2.5 and Comprehensive Standard 3.3.1. Dr. Poole and Ms. Phillips worked with other chairs in writing, reviewing, and revising sections to assure that the Compliance Audit was completed. Christina Hughes, Administrative Assistant III, provided support by checking links once sections were completed, by creating hard copies of the Compliance Audit, and by assembling the final packets that were mailed to the off-site review team.

In December 2006, the College believed the Compliance Audit to be essentially complete. At the
SACS-COC December 2006 Annual Meeting, Dr. Poole learned of changes that were being made to the Core Requirements, Comprehensive Standards, and Federal Requirements. The changes were adopted by the SACS-COC membership at the December meeting and Bossier Parish Community College was faced with three choices (1) submit the Compliance Audit as defined by previous guidelines and make changes in the Focus Report, (2) submit the Compliance Audit as defined by previous guidelines and make changes after the onsite visit, or (3) make the changes to comply with the new guidelines before the March submission date. The College chose to make all changes before the March submission date.

In March 2007, the Office of Institutional Research and Assessment mailed the completed Compliance Audit packets to Dr. Cheryl Cardell and members of the Off-Site Review Team. The Compliance Audit was also posted to the BPCC webpage. Barbara Poole, Staci Phillips, and Jonnie Young were appointed to the SACS Focused Report Team and began work in June to respond to comments made by the SACS Off-Site Review Committee.

The Office of Institutional Research and Assessment was very involved with the Lumina Core Team and the development of the Lumina grant proposal. Both the Director and the Assistant Director served on the Core Team. The Office provided a plethora of data; conducted focus groups; analyzed data; made suggestions for implementation strategies; oversaw the assessment measures; and assisted in the final preparation of the proposal.

Jonnie Young is developing databases to collect learning outcomes data for programs and for general education competencies. The entire Institutional Research and Assessment Office strives to make continuous improvements in the Institutional Effectiveness measures of the College.

The Office of Institutional Research and Assessment scored an overall 3.38 on the 2007 BPCC Report Card. This compares with a 3.21 score in 2006. Thirty-five members of the Planning Council and 71 employees evaluated the Office this year, compared to 30 members of the Planning Council last year. The College as a whole scored a 3.10 compared with a 2.96 overall average in 2006.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Jonnie Young received the Chancellor's Staff Member Award for Outstanding Service for the 2006-2007 Academic Year.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<tr>
<td>Barbara Poole</td>
<td>Gingerbread House Executive Director Motivational</td>
<td>The Institute on Quality Enhancement and Accreditation</td>
<td>- Improving Undergraduate Education through the Assessment of Student Learning</td>
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<td>Speech 9-20-06</td>
<td>July 30-August 2, 2006 - Orlando, FL</td>
<td>- The Impact of Changing Pedagogies</td>
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<td>“Managing Stress for a Healthier, Happier You”</td>
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“Essential Relationships: Build, Relinquish, and Recover” 2-16-07
Campus-Wide Student Success Workshop 2-26-07
CCLA Web Conference 4-12-07
Look Who’s Coming to BPCC 4-27-07
Supporting Student Success 5-1-07
Student Success is Everyone’s Responsibility 5-8-07

Southern Association for Institutional Research
October 14-17, 2006
Arlington, VA
-Learning to Lead
-Navigating—and Surviving—the SACS Reaffirmation Process
-IR and IRBs: What Every IR Professional Needs to Know about the Ethics of Human Subjects Research
-Combining Methods of Tracking Graduate and Non-Graduate Community College Transfers and Assessing Transfer Success
-The Nuventive Enterprise Outcomes Assessment Solution: TracDat (Assessment Management Software) and iWebfolio (Electronic Portfolio System)
-Snap Survey Software – Survey Research, Assessments, Evaluations and more…!
-A Set of Alternative Measures of Success for Community College Students—Results of a Pilot Exploration

2006 Annual Meeting – Commission on Colleges
December 9-12, 2006
Orlando, FL
-Student Affairs and Services
-Integrity, Institutional Purpose, and Institutional Effectiveness
-Proposed Changes to the Principles of Accreditation: Foundations for Quality Enhancement
-The Road Ahead: Pathways to Innovation in the Decades to Come
-Establishing Successful Institutional Effectiveness Programs
-Excellence and Integrity in Higher
Education
- The Compliance Certification in the Electronic Age
- Strategic Planning and Institutional Effectiveness Software
- Writing and Editing for Compliance
- The Marriage of Quantitative and Qualitative Data to Enable Student Success
- Louisiana State Meeting
- Confidence: How Leaders Build a Culture of Innovation, Transformation, and Sustained Success
- SACS-COC Perspectives on the QEP

AIR 47th Annual Forum – Choice/Chance: Driving Change in Higher Education
June 2-6, 2007
Kansas City, MO
- Why AIR is Important to Higher Education: Sixteen Years of Choice and Chance
- Faculty Coaching for Under-Prepared Community College Freshmen Students: A Strategy for Improving Student Outcomes
- The Race to Third Week: How One Community College Combines Strategic Enrollment Management and Institutional Research to Combat Enrollment Leakage
- Creating a Culture of Evidence to Drive Improvement in Student Outcomes and Institutional Effectiveness at Community Colleges
- A Web Database System for Aligning and Monitoring Course Learning Outcomes: Approach, Results, and Lessons Learned
- Consultants: Their Effective Use for IR and Assessment
- Four Perspectives: How do Institutional Research and Assessment Work Together?
Assessment Workshop - Larry Kelley 10-6-06
Meeting with Developmental Services Consultants 12-4-06
CCSSE Conference Call 1-8-07
"Essential Relationships: Build, Relinquish, and Recover" - Patty Tymon 2-16-07
"Managing Stress for a Healthier, Happier You" - Andy Sibley 10-27-06
"Team Building" - Dr. Winter 4-3-07
"Look Who's Coming To BPCC" - Dr. Williams 4-27-07
"Retention - It's Everyone's Responsibility" - Dr. Baker 5-8-07
Campus-wide Student Success Workshop 2-26-07
CCLA Conference Call 3-12-07
"Body Language" - Jim Conerly
- An Overview of the Revised SACS Standards with a Special Emphasis on Institutional Effectiveness and Program/Learning Outcomes
- Expanding the Policy Toolbox
- Be Flat or Be Sharp - Staying in Tune with Planning, Assessment, and Accreditation
- Education Progress Outlook: How Demographic, State Budget and College Pricing Trends Threaten Continued Progress
- SACS Compliance Experience Highlights
- Using Assessment Findings to Make a Difference at Two-year Colleges
- Assessment Boot Camp for IR Professionals at Two-Year Colleges
- College-Wide Involvement in the QEP Topic Selection Process
- Community College Success: Numbers, Measures and Delusions
- Are Your Faculty Members Qualified? Prove it!
- How to be Successful with the SACS Process: A Review of the Approach and Process of the Queensboro Community and Technical College Web-based SACS Compliance Certification and Crafting of the Quality Enhancement Plan
- Past, Present and Future: Challenges and Opportunities for Two-Year Colleges
- A View from the Nation's Capitol: Factors Affecting Two-Year Colleges
- An Introduction to IPEDS COOL, DCT, PAS, and ExPT
LCTCS "How to Prepare an Operational Plan" 9-13-06
Lumina Focus Group Training 2-27 to 2-29-2007
Zig Ziglar "Getting Motivated Seminar" 12-5-06
Jonnie Young  Staff Development, "Gingerbread House" Presentation by Jessica Milan - September 20, 2006

"Essential Relationships: Build, Relinquish, and Recover" Presentation by Patty Tymon - February 16, 2007

Staff Development "Campuse Wide Student Success Workshop" on February 26, 2007

Zig Ziglar "Getting Motivated Seminar" December 5, 2006

Christina Hughes  Attended the Staff Development "Ginger Break House", presented by Jessica Milan on September 20, 2006

Attended the Staff Development "Managing Stress for a Healthier/Happier You", presented by Andy Sibley on October 27, 2006

Attended the Staff Development "Body Language", presented by Jim Conerly on November 20, 2006

Attended the Staff Development "Essential Relationships: Build, Relinquish, and Recover", presented by Patty Tymon on February 16, 2007

Attended the Staff Development "Campuse Wide Student Success Workshop" on February 26, 2007

Attended the "Team Building Workshop", presented by Tim Winters on April 3, 2007

STRATEGIC PLANNING

Department Measurable Strategy:
Show accountability of Bossier Parish Community College through federal and state reports

Performance Indicators:
1. Submit Integrated Postsecondary Education Data System (IPEDS) reports to the U.S. Department of Education.
2. Submit Board of Regents reports.
3. Submit Louisiana Performance Accountability System (LaPAS) reports for the Louisiana Office of Planning and Budget (OPB) in the Division of Administration.

Assessment Results:
1. Data for fall, winter, and spring IPEDS were submitted in a timely manner.
2. Reports were made to the Board of Regents before due dates.
3. Quarterly reports were submitted to LaPAS before due dates.

**Changes Based on Assessment Outcomes:**
No changes will be made. The Office will strive to submit all reports before due dates.

**Strategy(ies) for the Future:**
1. Submit Integrated Postsecondary Education Data System (IPEDS) reports to the U.S. Department of Education.
2. Submit Board of Regents reports.
3. Submit Louisiana Performance Accountability System (LaPAS) reports for the Louisiana Office of Planning and Budget (OPB) in the Division of Administration.

**Department Measurable Strategy:**
Provide information to units of the College which can be used to enhance effectiveness

**Performance Indicators:**
1. Produce student graduation and retention reports for the fall 2006 and spring 2007 semesters.

**Assessment Results:**
1. Student graduation and retention reports for the fall 2006 semester were generated. Data have been gathered for the spring 2007 reports.

**Changes Based on Assessment Outcomes:**
No changes will be made. The Office will produce these reports.

**Strategy(ies) for the Future:**
1. Produce student graduation and retention reports for the fall 2007 and spring 2008 semesters.

**Department Measurable Strategy:**
Increase use of technology in planning and reporting

**Performance Indicators:**
1. Strategies for Success and Annual Report will be collected and reported using a database.
2. The electronic fact book will be updated.

**Assessment Results:**
1. Strategies for Success and the Annual Report were both collected and reported using a database.
2. The electronic factbook was updated to include Fall 2006 data.
3. Strategies were collected earlier to allow for review time by the Planning Council Subcommittees. All Strategies were reviewed by these subcommittees before publication.

**Changes Based on Assessment Outcomes:**
1. Strategies for Success and Annual Report databases will be modified as needed. Specifically
areas for meetings and service will be added to the Annual Report.
2. Additional data will be added to the Factbook as requested.

**Strategy(ies) for the Future:**
1. Strategies and Annual Report will continue to be reported using a database.
2. Factbook will be updated.
3. Planning Council will review Strategies before publication.

**Department Measurable Strategy:**
Complete the SACS-COC reaffirmation website

**Performance Indicators:**
SACS-COC Compliance Audit will be posted to an intranet and parts of it will be posted on the BPCC website.

**Assessment Results:**
SACS-COC Compliance Audit was submitted electronically, posted to an intranet, and posted to the BPCC website.

**Changes Based on Assessment Outcomes:**
No changes needed.

**Strategy(ies) for the Future:**
Update SACS-COC website as needed.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Office of Institutional Research and Assessment has worked with every area of the College to assure that ongoing planning and evaluation processes are in place. More surveys are being created in a scannable format making it easier to analyze data. Reports and surveys have been completed in a timely manner. The Office has increased its capability to gather and distribute documents electronically. Entries for Strategies for Success and the Annual Report were collected in an ACCESS database for the third time. Strategies for Success and the BPCC Annual Report were published on the Office of Institutional Research and Assessment website. The electronic Factbook was updated. The Office of Institutional Research and Assessment has worked with all areas of the College to improve the effectiveness of programs and services at Bossier Parish Community College and has promoted the documentation of the planning and evaluation process.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Complete the SACS Reaffirmation Project.
Develop new databases for collecting results for learning outcomes.
Offer workshops on Strategic Planning and Assessment.
Create an Institutional Effectiveness Plan for the College.
Division of Student Services
Division of Student Services
Vice Chancellor for Student Services

EMPLOYEE LISTING

Professional, unclassified staff

Karen Recchia, B.A., M.Ed.
Nathalie Lamarand, A.A.S.

Classified staff

Denise Morgan, A.A.S.

DIVISION SUMMARY

As of 2006-2007, the Student Services Division (formerly the Student Affairs Division) consists of nine departments: Admissions/Registrar, Financial Aid, Athletics, Student Activities, Recruiting, Counseling, Job Placement, and Academic Advising. The Academic Advising department was created in February, 2007. The Office of the Vice Chancellor for Student Services is responsible for the supervision of the nine departments that constitute the Student Services Division. In addition, this office is responsible for overseeing the following: student Judicial Affairs, crisis management for students; Family Educational Rights and Privacy Act (FERPA) compliance; and the publication of all documents pertaining to all aspects of the Student Services Division. This year, Nathalie Miller Lamarand moved from Administrative Assistant IV to Student Services Specialist, and Denise Morgan was hired as the Administrative Assistant IV for this office. Creating the new position of Student Services Specialist has helped to increase the efficiency of this office. Together, the Student Services Specialist, the Administrative Assistant IV, and the Vice Chancellor are striving to enhance productivity, streamline procedures, and ensure improved customer service for our clients.

The mission of the Student Services Division is to maximize student success in achieving a well-rounded education. In order to achieve this mission, departments within the Student Services Division offer programs, seminars, access to student organizations, opportunities for community service, and access to on and off campus student activities. These activities include, but are not limited to, the following: A Maroon and Gold Madness Athletic fundraiser that generated $17,000 for the Cavalier Athletic Foundation; seminars for student/athletes including, but not limited to, the following: Diversity/Communication, Goals/Values/Self-Esteem, Study Skills/Learning Styles, Test-Taking Skills, Time Management Skills, Stress Management Skills, Career Exploration, and Alcohol Awareness, sponsored by the Educational Counselor for Athletics; Disability Awareness Day sponsored by the Counseling Center; seminars for students including Exploring Careers and Majors, Career Assessment, Resume and Interview workshops, Independent Living Skills, Test Taking Strategies, Stress Management, Domestic Violence, and Note Taking, sponsored by the Counseling Center; a Financial Aid Awareness Day, sponsored by the Financial Aid Department; a
Fall Job Fair and a Graduates Job Fair, sponsored by Job Placement; Senior Fling, co-hosted by the Recruiting Department; an Admissions Awareness Day, sponsored by the Admissions/Registrar's Office during Senior Fling; and a Safety Awareness Week and a Credit Card Debt Awareness Week, sponsored by the Office of the Vice Chancellor for Student Services. In summer 2006, the Office of Student Activities hosted a Cavalier Connection with the help of all departments in the Student Services Division, as well as help from the Academic Division. Of the 413 students who attended, 372 students enrolled in BPCC for the fall 2006 semester, proving the success of this activity.

In addition, community service is an important part of the mission of the Student Services Division. In all nine areas, we had 100% participation in community service activities by the staff. The community service activities include, but are not limited to, the following: mentoring programs and participation in National Kids Day by the Cavalier Basketball team; free clinics sponsored by the Cavalier Softball team; Bossier Chamber of Commerce networking events attended by Job Placement; personnel briefings at Barksdale Air Force Base attended by Recruiting; participation in Operation Santa Claus and Toys for Tots by Student Services personnel; participation in the Red River Revel; and participation in the Bossier Christmas Parade and sponsoring of Fall Family Fest, Spring Family Fest, and October Fest by the SGA and Student Activities. Furthermore, every campus student organization participated in various community service projects as evidenced by the Student Activities Annual Report.

Finally, the three staff members in the Office of the Vice Chancellor for Student Services participated in a combined total of approximately 160 hours of professional development and provided over 60 hours of community service.

ADVANCED DEGREES OR CERTIFICATIONS

Denise Morgan:
Associate Degree in General Studies, Spring 2007, BPCC.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Karen Recchia:
The National Committee for Employer Support of the Guard and Reserve Patriotic Employer Award.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karen Recchia</td>
<td>SACS Federal Requirements Committee Chair</td>
<td>LACUSPA Board--Two Year College Representative</td>
<td>Student Services Division Policy and Procedures Manual</td>
</tr>
<tr>
<td></td>
<td>SACS Committee Chair Member Planning Council Member</td>
<td>Louisiana Association of School Executives Member</td>
<td>Student Services Division Manual</td>
</tr>
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<td></td>
<td>Access and Success Planning Council Subcommittee Chair</td>
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<td>Student Handbook</td>
</tr>
<tr>
<td></td>
<td>Violence in the Workplace Committee Member</td>
<td></td>
<td>Athletic Title IX Compliance Manual</td>
</tr>
<tr>
<td></td>
<td>LCTCS Chief Academic and Student</td>
<td></td>
<td>FERPA Compliance Manual</td>
</tr>
</tbody>
</table>
Affairs Officers Committee Member
"Body Language" by Jim Conerly,
Fall 06
Cavalier Athletic Foundation
Registered Agent
FRS Financial Record Systems
Training
Basic Camtasia Training
Unity: Together Everyone Achieves
More
Lighten Up: Overcoming Terminal
Professionalism
Student Affairs Division Meetings

Nathalie Miller
Thirty-six hours towards
undergraduate degree
FRS Financial Record Systems
Training
Scholarship Committee
SACS Institutional Effectiveness
Compliance Committee
Senior Fling Committee
Ms. BPCC Core Group
Cavalier Connection
BPCC 1st Lumina Foundation Core
Group
Disciplinary Hearings
Academic Misconduct Hearings
Student Affairs Division Meetings
Body Language Seminar
Basic and Advanced Camtasia
Studio Training
Managing Stress Seminar
Essential Relationships Seminar
Ginger Bread House Advocacy
Center Seminar
Accessibility Awareness Seminar

Denise Morgan
Financial Training, Fall 2006
Purchasing Training, Spring, 2007
Essential Relationships: Build,
Relinquish, and Recover, Spring
2007
Student Success Workshop, Spring
2007
Basic and Advanced Camtasia
Training
Christmas Committee
BPCC Lions Club
Usher for Theater production of
"Grease"
Staff Senate
Second Associates Degree (General
Studies)

CAVS Presentation
Focus Groups
Safety Awareness Week Exhibit
Credit Card Debt Awareness
Week Exhibit
Voter Registration Exhibit
Judicial Affairs Disclosure
Notification
Student Affairs Division Manual
Student Affairs Policy and
Procedures Manual
Student Handbook

Office of the Vice Chancellor
for Student Services
Disciplinary, Disciplinary
Hearing, Academic
Misconduct, Crisis, and
Grievance Logs.
STRATEGIC PLANNING

Department Measurable Strategy:
Revise the online Student Handbook to make it more user friendly and to provide more links to important student information within the document.

Performance Indicators:
Completion of the changes and revisions to the Student Handbook on the College website.

Assessment Results:
With the help of the Student Services Specialist and the Web Master, the online Student Handbook has been made more user friendly and more links were made to important student information. In addition, a Judicial Affairs page has been created in order to give students more access to information concerning federal requirements and disclosures.

Changes Based on Assessment Outcomes:
We will continue to update the Student Handbook when necessary changes occur, and Disclosure Notification cards will be mailed out to each currently enrolled student.

Strategy(ies) for the Future:
The online Student Handbook will be made more interactive to include a Frequently Asked Questions section to better serve our students. In addition, we will include a more detailed index in order to make the handbook more user friendly.

Department Measurable Strategy:
Develop an online New Student Orientation program.

Performance Indicators:
The number of online modules created by the end of spring 2007.

Assessment Results:
The Assistant Director of Student Activities is presently developing the online New Student Orientation. The project was put on hold in order to fully develop and refine Cavalier Connection.

Changes Based on Assessment Outcomes:
No changes are implemented at this time because the online New Student Orientation is not completed.

Strategy(ies) for the Future:
Complete the online New Student Orientation by Spring 2008.

Department Measurable Strategy:
Increase student satisfaction levels by providing more customer service training to the employees within the Student Services Division.

Performance Indicators:
Results of the Student Satisfaction Survey.

Assessment Results:
The ACT Student Opinion Survey results are outlined in the Overall Assessment of Division Effectiveness for 2006.

**Changes Based on Assessment Outcomes:**
Ensure that each department conducts a meeting with a focus group of students in order to better survey student satisfaction results and to gain insight into student needs and issues.

**Strategy(ies) for the Future:**
Require each department to have at least one meeting with a student focus group per academic year.

**Department Measurable Strategy:**
Enhance evaluations of Student Services Division departments' programs and services by implementing a department Assessment Report for each department within the Division.

**Performance Indicators:**
The results of each department's Assessment Report.

**Assessment Results:**
In the Student Services Division, each department was required to complete a Department Assessment Report. The report requires assessment of each department via an inner departmental evaluation survey and/or the results of at least one focus group. The results of each department are as follows:

- **Financial Aid**: "Overall satisfaction with the Financial Aid Office": 4.807 average for 2006-2007 taken from the Financial Aid Office Satisfaction and Expectation Survey and the results from a focus group.
- **Recruiting**: "Overall satisfaction of Campus Tours": 100% satisfaction taken from the results of a written evaluation given to each prospective student who took a tour of the campus. The focus group that met to discuss the effectiveness of mailing a welcome letter to all first-time BPCC students unanimously agreed this practice should be continued.
- **Athletics**: "Overall satisfaction of the Athletic Department and programs": 83% of student/athletes were very satisfied with the department and the programs offered. The student/athletes were most dissatisfied with our not having fields on which to play on our campus. "Satisfactory Compliance with Title IX Rules and Regulations": This compliance audit is done by the Athletic Council, and 100% of the Council agreed that the Athletic Department is in compliance.
- **Admissions/Registrar**: "Overall Satisfaction of the Admissions/Registrar's Office": 95% satisfaction as evidenced by an Admissions/Registrar Office Survey.
- **Counseling**: "Overall Satisfaction of the Counseling Center": This department received an excellent rating for client satisfaction in the areas of Personal Counseling, Career Counseling, Disability Services, and Job Placement as evidenced by a survey given to students using the Counseling Center services.
- **Student Activities**: "Overall Satisfaction with the Student Activities Department": This department received an excellent rating as evidenced by surveys from student organizations and as evidenced by results from the ACT Student Opinion Survey. The SOS results showed that the Student Activities Department is consistently above the national average on all areas assessed.
Since the Advising Center was not created until February of 2007, no Departmental Assessment is available at this time.

**Changes Based on Assessment Outcomes:**
Require a student focus group session to be a part of the Department Assessment Report.

**Strategy(ies) for the Future:**
Continue to assess each department using the Student Services Department Assessment report.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Student Services Division had a successful year and met its mission in maximizing student success in achieving a well-rounded education. Each area of the Student Services Division worked diligently to improve customer service. Several departments offered numerous seminars to students. These seminars targeted both educational and life skills. To improve customer service, each department completed a Student Services Department Assessment Report. In order to have a wider range of evaluation and assessment, each department used an evaluation survey designed specifically for the individual department. Revisions were made to the online Student Handbook, and a Judicial Affairs section was added to the Student Services web page. This Judicial Affairs section includes required federal disclosure information for prospective, current, and former students. Postcards were mailed to every currently enrolled student to notify the student of the availability and location of this information.

Evaluation tools such as individual departmental surveys, focus groups, exit surveys, and the 2006 ACT Student Opinion Survey exhibit positive responses from the students using student services at the College. For example, on the 2006 ACT Student Opinion Survey, financial aid services scored a 4.21 compared to a national average of 4.02; general admissions/entry procedures scored a 4.01 compared to a national average of 3.91; availability of financial aid information prior to enrolling scored a 3.94 compared to a national average of 3.79; rules governing student conduct at this college scored a 3.96 compared to a national average of 3.79; purposes for which student activities fees are used scored a 3.79 compared to a national average of 3.50; student voice in college policies scored a 3.72 compared to a national average of 3.58; general registration procedures scored a 4.09 compared to a national average of 3.90; student government scored a 3.73 compared to a national average of 3.54; opportunities for personal involvement in college activities scored a 3.86 compared to a national average of 3.70; and college-sponsored social activities scored a 4.23 compared to a national average of 4.08.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Complete online New Student Orientation by Spring 2008.
Move the Advising Center to a more centralized location and increase staff in order to better serve our students.
Make the online Student Handbook more interactive and student friendly.
Develop and pilot a required New Student Orientation one-hour course.
Division of Student Services
Admissions/Registrar

EMPLOYEE LISTING

Professional, unclassified staff

Ann Jampole, B.S.
Nicole Shelby, B.S., M.S.
Patricia Stewart, B.A.

Classified staff

Yolonda Abner
Johnathan Bott, A.S.
Sarah Breaux
Richard Cockerham, A.S., B.S.
Katherine Sanders
Shirley Walker, A.S., B.S.
Patricia Yorba

DIVISION SUMMARY

The Admissions/Registrar's Office mission is to strive to provide and coordinate a registration process that is consistent with the student's needs and ensures security, confidentiality and integrity of all student records. In addition, the Admission/Registrar's Office assists with the following: graduation, schedule of classes, Web for Faculty and CAVS (Computer Access Verification System).

Nicole Shelby is an integral part of the Lumina Grant Committee, which is working toward the goal of Bossier Parish Community College becoming an 'Achieving the Dream Site'. Patty Stewart was involved with the CALL (Continuum For All Louisiana Learners) committee which is part of the Louisiana Board of Regents' "Education...Go for more!" campaign.

In August 2006 two additional Admissions Coordinator II staff were hired: Sarah Breaux and Monica Morgan. Monica Morgan left in May 2007 to pursue another employment opportunity. Richard Cockerham, Administrative Coordinator III left to serve in Iraq in January with the Navy Seabees.

The staff supported the mission of community service by all staff members participating in two or more community projects. Also, all staff participated in two or more professional development seminars.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Patty Stewart:
The National Committee for Employer Support of the Guard and Reserve Patriotic Employer Award

PROFESSIONAL DEVELOPMENT

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<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
</table>
| Ann Jampole        | Planning Council Committee  
The Library Committee  
Access and Success Committee  
Gingerbread House by Jessica Miller  
"Body Language" by Jim Conerly  
"Essential Relationships: Build, Relinquish and Recover" by Patty Tymon                                                                 |                                                                                                                             | Student Services Division Retreat  
"Unity: Together Everyone Achieves More" by Linda McNair  
"Lighten Up: Overcoming Terminal Professionalism" by Linda McNair                                                                 |
| Katherine Sanders  | Financial Aid Appeals Committee  
"Essential Relationship: Build, Relinquish, and Recover" by Patty Tymon  
Gospel Choir Judge                                                                                                                                                             |                                                                                                                             |                                                                                                                                   |
| Yolonda Abner      | "Essential Relationships: Build, Relinquish, and Recover" by Patty Tymon  
Camtasia Training I  
Pursuing a degree in Computer Information Systems from Bossier Parish Community College                                                                                   |                                                                                                                             | Student Services Division Retreat  
"Unity: Together Everyone Achieves More" by Linda McNair  
"Lighten Up: Overcoming Terminal Professionalism" by Linda McNair                                                                 |
| Johnathan Bott     | "Essential Relationships: Build, Relinquish, and Recover" by Patty Tymon  
Gingerbread House by Jessica Miller                                                                                                                                                                                                 |                                                                                                                             | Student Services Division Retreat  
"Unity: Together Everyone Achieves More" by Linda McNair  
"Lighten Up: Overcoming Terminal Professionalism" by Linda McNair                                                                 |
| Sarah Breaux       | Gingerbread House by Jessica Miller  
"Body Language" by Jim Conerly  
Next Step Coaching- Driver Safety by David Jones                                                                                                                                                                                     |                                                                                                                             |                                                                                                                                   |
| Richard Cockerham  | Planning Council Committee  
CEMO Representative  
Veterans Day Convocation                                                                                                                                                                                                         |                                                                                                                             | Student Services Division Retreat  
"Unity: Together Everyone Achieves More" by Linda McNair  
"Lighten Up: Overcoming Terminal Professionalism" by Linda McNair  
CEMO Workshop                                                                         |

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<table>
<thead>
<tr>
<th>Name</th>
<th>Role/Committee</th>
<th>Event/Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole Shelby</td>
<td>Lumina Committee, SACS Student Support Services Committee, Gingerbread House</td>
<td><em>Student Services Division Retreat</em>&lt;br&gt;&quot;Unity: Together Everyone Achieves More&quot; by Linda McNair &lt;br&gt;&quot;Lighten Up: Overcoming Terminal Professionalism&quot; by Linda McNair &lt;br&gt;LCTCS/SunGard Higher Education Workshop/Demonstration &lt;br&gt;Grants Workshop &lt;br&gt;CEMO Workshop</td>
</tr>
<tr>
<td></td>
<td>by Jessica Miller, Lumina Workshop, CEMO Representative</td>
<td>Focus groups for Lumina Committee</td>
</tr>
<tr>
<td>Patricia Stewart</td>
<td>Planning Council, SACS Federal Requirements Committee, Disciplinary Hearing</td>
<td><em>Student Services Division Retreat</em>&lt;br&gt;&quot;Unity: Together Everyone Achieves More&quot; by Linda McNair &lt;br&gt;&quot;Lighten Up: Overcoming Terminal Professionalism&quot; by Linda McNair &lt;br&gt;CAEL Prior Learing Assessment Workshop &lt;br&gt;LCTCS/SunGard Higher Education Workshop Demonstration</td>
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<tr>
<td></td>
<td>Committee, Involved in workings of the Call Committee, Louisiana ePortal</td>
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<tr>
<td></td>
<td>Committee, Gingerbread House by Jessica Miller, Veterans Day Convocation,</td>
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<tr>
<td></td>
<td>Financial Forms Training by Vicki Morehead</td>
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<tr>
<td>Shirley Walker</td>
<td>&quot;Essential Relationships: Build, Relinquish, and Recover&quot; by Patty Tymon</td>
<td><em>Student Services Division Retreat</em>&lt;br&gt;&quot;Unity: Together Everyone Achieves More&quot; by Linda McNair &lt;br&gt;&quot;Lighten Up: Overcoming Terminal Professionalism&quot; by Linda McNair &lt;br&gt;CAEL Prior Learing Assessment Workshop &lt;br&gt;LCTCS/SunGard Higher Education Workshop Demonstration</td>
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<tr>
<td></td>
<td>Campus-Wide Student Success Workshop</td>
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<tr>
<td></td>
<td>Focus Group Discussion of Challenges to Student Services</td>
<td></td>
</tr>
<tr>
<td>Patty Yorba</td>
<td>Gingerbread House by Jessica Miller</td>
<td><em>Student Services Division Retreat</em>&lt;br&gt;&quot;Unity: Together Everyone Achieves More&quot; by Linda McNair &lt;br&gt;&quot;Lighten Up: Overcoming Terminal Professionalism&quot; by Linda McNair &lt;br&gt;CAEL Prior Learing Assessment Workshop &lt;br&gt;LCTCS/SunGard Higher Education Workshop Demonstration</td>
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<td></td>
<td>&quot;Essential Relationships: Build, Relinquish, and Recover&quot; by Patty Tymon</td>
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<tr>
<td></td>
<td>Working toward master's degree at Louisiana Tech University- 6 hours</td>
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</tbody>
</table>

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Implement the degree audit program for students who are transferring hours to Bossier Parish Community College.

**Performance Indicators:**
A report from the Student Information System documenting the number of students, faculty and
staff using the degree audit program.

**Assessment Results:**
The degree audit program has not been implemented.

**Changes Based on Assessment Outcomes:**
The Senior SIS Analyst is working on the degree audit program but is unable to complete at this time. The Senior SIS Analyst and Registrar will continue to work to implement the program.

**Strategy(ies) for the Future:**
Implement the degree audit program for students who are transferring hours to Bossier Parish Community College.

**Department Measurable Strategy:**
Develop a link on the Computer Access Verification System (CAVS) allowing the student to check for completion of Admissions records.

**Performance Indicators:**
A report which shows the number of students accessing the link.

**Assessment Results:**
This was not achieved for the 2006-2007 school year.

**Changes Based on Assessment Outcomes:**
The Registrar and the Senior SIS Analyst will continue to work toward this goal.

**Strategy(ies) for the Future:**
Develop a link on the Computer Access Verification System (CAVS) allowing students to check for completion of Admissions requirements.

**Department Measurable Strategy:**
Implement a password screen on the Computer Access Verification System (CAVS).

**Performance Indicators:**
A report of the number of students using this screen.

**Assessment Results:**
This was not achieved for the 2006-2007 school year.

**Changes Based on Assessment Outcomes:**
The Registrar and the Senior SIS Analyst will continue to work toward this goal.

**Strategy(ies) for the Future:**
Implement a password screen on the Computer Access Verification System (CAVS).

**Department Measurable Strategy:**
Implement an evaluation tool for the services in the Admissions/Registrar's Office.

**Performance Indicators:**
The results of evaluation.

**Assessment Results:**
The Admissions/Registrar's Office Student Survey was implemented in the spring 2007 semester. There were 164 students who were surveyed. The students were satisfied overall with the Admissions/Registrar's Office (95%). The students expressed concerns about the hours of operation and clarification given about the Admissions policies.

**Changes Based on Assessment Outcomes:**

The Admissions/Registrar's Office staff will continue to look for ways to explain to the students the policies of the Admissions Office. The Registrar will look into having a push card made for each different type of student that explains what the student will need to attend Bossier Parish Community College.

**Strategy(ies) for the Future:**

Continue to revise the Admissions/Registrar's Survey to help the Admissions/Registrar's staff understand the needs of the student.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Admissions/Registrar's Office has implemented an Admissions/Registrar's Office Survey that will be given in the summer, fall and spring of each school year. The Admissions/Registrar's Office assessed registration and customer service skills. The ACT Student Opinion Survey was used to assess and measure the registration process. The results were 4.09 in the fall 2006 which was up from the 4.05 in the fall 2005. The students were satisfied with the overall registration experience. The ACT Student Opinion Survey, Admissions/Registrar's Office Survey and a student focus group were used to assess and measure customer service. The ACT Student Opinion Survey score for fall 2006 was 3.98 for information given concerning general admissions procedures and 4.00 for fall 2006 for accuracy of college information given prior to enrolling. The ACT Student Opinion Survey results were Satisfactory for customer service given in the Admissions/Registrar's Office. The Admissions/Registrar's Office Survey and Student Focus Group resulted in 95% of the students being satisfied with the Admissions/Registrar's Office customer service. The concerns of students were the hours of operation and the clarification given about the Admissions policies. The Admissions/Registrar's Office will continue to improve the registration experience. The staff of the Admissions/Registrar's Office will continue to try to improve their customer service skills. The staff will attend Customer Service seminars to improve customer service skills. The 2007 BPCC Report Card results for the Admissions/Registrar's Office was up from 2.88 (2006) to 3.09 for overall quality.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Continue to find ways to improve the overall registration process online and on campus. Continue to find ways to improve customer service. Continue to work toward an online application for admissions. Continue to ensure confidentiality of student records.
Division of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff

Louis Bonner, BS
Martha Belk
Karen Jackson, BS, MA
Aaron Vorachek, BS, MS
Mike Aguilar, BS
Ashley Grisham, BS, M.Ed
John Unger, BA, M.Ed
William Galloway, BS
Patrick Jolley, BA
O.J. King, BS

DIVISION SUMMARY

The Athletic Department is responsible for overseeing the four team sports offered at the College: men's basketball, men's baseball, women's softball, and women's soccer. In addition, the Athletic Department is responsible for Title IX compliance as it relates to equity in athletics, fundraising, athletic camps, student/athlete educational seminars and the monitoring of student/athlete academic progress, student/athlete eligibility, and community service. The Athletic Department had a successful 2006-2007 year as evidenced by the following accomplishments:

• Updated Athletic web page to include Catastrophic Injury and Emergency Medical Action Plan, Cavalier Athletic Foundation information, and Athletic Camp Information
• 100% staff participation in community service projects.
• 100% staff participation in professional development projects
• Hosted Maroon and Gold Madness fundraiser which raised over $17,000 for the Athletic Department
• 79 student/athletes completed the fall 2006 semester with an overall GPA of 2.82
• 67 student/athletes completed the spring 2007 semester with an overall GPA of 2.90

Baseball
• 44 student/athletes participated in 2006-2007
• 7 Cavaliers made All Conference Tournament
• 2 Cavaliers made All Region
• 2 graduates – 5 transfers
  1 received scholarship to McNeese
2 received scholarships to University of Utah
1 received scholarship to University of Oklahoma
1 received scholarship to Henderson State
1 received scholarship to Southern Arkansas University
1 received scholarship to Northwestern State University
• Baseball worked the BPCC Christmas Show, BPCC 5K Run and the LSU vs. Centenary baseball game
• Baseball raised over $10,000 to supplement the baseball program
• Fall 2006 and spring 2007 cumulative team GPA – 2.75 with 1-4.00
• 2006-2007 graduate GPA – 2.90

Basketball
• 16 student/athletes participated in 2006-2007
• 2 Cavaliers made All Conference Tournament
• 2 graduates – 4 transfers
  1 received scholarship to LSUS
  1 received scholarship to Bethel College
  1 going to University of Louisiana-Monroe
  3 undecided
• Basketball helped with mentoring programs at Waller Elementary, Benton Elementary, and Bossier City Boys and Girls Club. Participated in the National Kids Day.
• Fall 2006 and spring 2007 cumulative team GPA – 2.35
• 2006-2007 graduate GPA – 2.92

Soccer
• 18 student/athletes participated in 2006-2007
• 2 graduates – 1 summer graduate
  1 received scholarship to Centenary
  1 received scholarship to McMurray State
• Soccer worked at Rock Solid and Sport Port. Members of the team coached CABOSA soccer
• Fall 2006 and spring 2007 cumulative team GPA - 2.65 with 2 – 4.00
• 2006-2007 graduate GPA 2.95

Softball
• 17 student/athletes participated in 2006-2007
• Season record 40-18 (new school record)
• Tied for 4th in Region XIV tournament
• Ranked 18th in the nation – 2 weeks
• Ranked 19th in the nation – 1 week
• 3 Lady Cavaliers named 1st team All Region
• 1 Lady Cavalier named 2nd team All Region
• 2 Lady Cavaliers named All American in the NJCAA polls
• 1 Lady Cavalier 5th in nation for Home Runs in the NJCAA polls
• 1 Lady Cavalier 22nd in the nation for RBI’s in the NJCAA polls
• 4 graduates and 2 transfers
2 received scholarships to Stephen F. Austin
2 received scholarships to University of Arkansas-Monticello
1 received scholarship to Southeastern Oklahoma State University
1 received scholarship to Lyon College
• Softball team hosted free clinics at Ridgewood Middle School and Shongaloo High School. Coach Grisham was a volunteer coach at Calvary Baptist Academy and was the FCA sponsor
• Softball raised over $12,000 to supplement the softball program
• Fall 2006 and spring 2007 cumulative team GPA – 3.31 with 5 – 4.00
• 2006-2007 graduate GPA – 3.79

BPCC Cavalier Athletic Foundation
• President, Tommy Clark; Vice President, Jim Conerly; Secretary, Keith Roberison; Treasurer, Pat McConathy; member, Billy Wayne Montgomery
• The Cavalier Athletic Foundation funded meals, equipment, and graduation fees for student/athletes.
• Cavalier Athletic Foundation fundraisers – Maroon and Gold Madness and Winter Standard Basketball Tournament

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<tbody>
<tr>
<td>Louis Bonner</td>
<td>Unity: Together Everyone Achieves More, August 4, 2006</td>
<td>Region XIV Athletic Directors meeting, Lee College, September 18, 2006</td>
<td>Region XXIII Athletic Directors meeting, Jackson, MS, July 21, 2006</td>
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<td>Lighten Up: Overcoming Terminal Professionalism, August 4, 2006</td>
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<td>Team Building Workshop, April 23, 2007</td>
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<tr>
<td>Martha Belk</td>
<td>Unity: Together Everyone Achieves More, August 4, 2006</td>
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<td>Lighten Up: Overcoming Terminal Professionalism, August 4, 2006</td>
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<td>Stress Management, September 19, 2007</td>
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<td>Body Language, November 30, 2006</td>
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<td>Student Success Initiative Workshop, February 26, 2007</td>
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<td>Served on Financial Aid Appeals Committee, 2006-2007</td>
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<td>Served on Access and Success Committee, 2006-2007</td>
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<td></td>
<td>Served on Athletic Council, 2006-2007</td>
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<td>Served on SACS Federal Requirements Committee, 2006-2007</td>
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</table>
STRATEGIC PLANNING

Department Measurable Strategy:
Ensure that each student/athlete maintains high academic standards in the classroom.

Performance Indicators:
1. Individual student/athlete improved grade point averages.
2. Overall grade point averages of each individual sport.

Assessment Results:
1. Improved student/athlete GPAs from fall 2006 to spring 2007
   Baseball - 3%
   Basketball - 5%
   Soccer - 6%
   Softball - 4%
2. Overall GPAs by sport
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<th>Sport</th>
<th>Fall 2006</th>
<th>Spring 2007</th>
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<tr>
<td>Baseball</td>
<td>3.05</td>
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<tr>
<td>Basketball</td>
<td>2.62</td>
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<td>Soccer</td>
<td>3.05</td>
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<tr>
<td>Softball</td>
<td>3.42</td>
<td>3.28</td>
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Strategy(ies) for the Future:
The supervised mandatory study hall of 3 hours per week will begin again fall 2007 and continue through fall 2008.
**Department Measurable Strategy:**
Encourage student/athlete participation in community service activities.

**Performance Indicators:**
1. The number of student/athletes who participate in community service activities.
2. Feedback from community entities.

**Assessment Results:**
1. 100% of our student/athletes participated in community service. Participation included - National Kids Day, Bossier City Boys and Girls Club, CABOSA soccer, Rock Solid Sports, and free clinics at area schools.
2. The Athletic Department received feedback from the community through letters, certificates, and phone calls.

**Strategy(ies) for the Future:**
The Athletic Department will continue the ongoing community service projects and expand our outreach in the community for 2007-2008

**Department Measurable Strategy:**
Administer Athletic Department evaluations in a time frame that will produce a higher number of responses.

**Performance Indicators:**
The number of Athletic Department evaluations submitted per academic year.

**Assessment Results:**
Evaluations were given the first week of May. Evaluations were given to 100% of all student/athletes by sport.

**Strategy(ies) for the Future:**
We will continue to administer the evaluations and within budget restrictions will upgrade the needs of student/athletes.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
The Athletic Department continues to monitor all aspects of the student/athletes' academic progress through mandatory study hall, progress reports, and advising from the Educational Counselor for Athletics. This comprehensive focus ensures student/athletes maintain NJCAA eligibility requirements while at BPCC and are on track for either graduation or required transferable hours to attend a four year institution.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
The Athletic Department will continue to meet the needs of the student/athletes. To do this, we will continue our supervised mandatory study hall of 3 hours per week, make sure our student/athletes' performance in the classroom as well as on the field is above the average standard of the general student population, and, to the best of our ability, assure that each student/athlete moves on to a four year institution.
Division of Student Services
Counseling Center

EMPLOYEE LISTING

Professional, unclassified staff
Michele Faith, M.A., LPC, LMFT, NCC
Morris Robinson, M.A.
Andy Sibley, M.A., LPC, LMFT

Classified staff
Kathy Busch, A.A.
Cynthia Robinson, B.A.

DIVISION SUMMARY

For the 2006-2007 academic year, the Counseling Center provided services to BPCC students with four key components: Career Counseling, Personal Counseling, Disability Services and Job Placement. In addition, the Center is responsible for participating in registration and extended registration.

Included in the Counseling Center mission is providing quality career counseling through career assessment and support and guidance to students in the decision-making process related to major choice, academic programs, and career selection. We were able to provide a myriad of services and guidance to both traditional and non-traditional students to include articulation agreements and an array of career assessments for career exploration. This year, we sponsored a “Major Fair” for all BPCC students. Each academic division along with the Counseling Center participated in the event.

An integral component of the Center’s mission is to provide the student body with short-term individual counseling, couples and marriage and family counseling, crisis intervention, and referrals along with consultation with faculty and staff. We continue to meet the students’ needs on a personal level through our services and resources in the Shreveport – Bossier community.

Providing special services and accommodations for students with disabilities is afforded to all BPCC students. This year, Disability Services sponsored “Disability Awareness Day.” BPCC staff and seven volunteers participated by spending a few hours in a wheelchair going about their daily routine. Local television stations and newspaper personnel covered the story, thereby raising community awareness of services offered to students with special needs.

The Job Placement Office continues to support students seeking both full-time and part-time employment opportunities on campus and in the community. Job fairs were held each semester to
facilitate employers and potential employees meeting. A new event, the Fall Job Fair, had twenty-one participating employers while the Graduate’s Job Fair hosted forty-eight companies. Staff actively promoted awareness of BPCC by attending Bossier Chamber of Commerce networking events which included the Bossier Chamber Ribbon Cuttings and TLAs (The Last Appointment).

As detailed in subsequent sections of the year end summary, the Counseling Center employees received awards, honors, and recognitions as well as contributed to publications and presentations, and attended meetings. This department supported the Student Services mission of community service by all staff members participating in two or more community service projects and professional development workshops.

ADVANCED DEGREES OR CERTIFICATIONS

Cynthia Robinson, B.A., Louisiana Tech University, March 2007

Andy Sibley, Louisiana LPC Board-Approved Counselor Intern Supervisor, October 2006

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Michele Faith - Louisiana Career Development Association, President 2006-2007
   National Career Development Association’s Outstanding State Division Award, 2006

Kathy Busch - Bossier Chamber of Commerce Diplomat Team of Quarter, July, August, & September 2006

Andy Sibley - Louisiana LPC Board-Approved Counselor Intern Supervisor, October 2006

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lighten Up: Overcoming Terminal Professionalism, BPCC, August 4, 2006</td>
<td>*NCDA Leadership Training</td>
<td>Do What You Are, November 14, 2006</td>
</tr>
<tr>
<td></td>
<td>Blackboard Discussion Board Training, BPCC, December 5, 2006</td>
<td>*Integrating Interest, Skills and Achievement Results to Inform Career Exploration: Making Connections Matter</td>
<td>Career Assessment, December 1, 2006</td>
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<td></td>
<td>Utilization of Blackboard, BPCC, January 13, 2007, 5.0</td>
<td>*Constructivists Interventions: Creatively Collaborating to Honor the Individual’s Story</td>
<td>Exploring Careers and Majors, February 15, 2007</td>
</tr>
</tbody>
</table>

220
BPCC, February 12, 2007

PowerPoint Basics: Getting Started Training, BPCC, February 19, 2007

PowerPoint Advanced Tools, BPCC, February 21, 2007

Campus-Wide Student Success Workshop, BPCC, February 26, 2007

Quality Matters Peer Reviewer Training, BPCC, March 30, 2006, 6.0 hours

Sharing Our Energies and Resources
•Reaching Beyond Our Walls: Improving Counseling Services by Listening to Our Communities
•NCDA Awards Luncheon
•Assisting High School Counselors Motivate Diverse Student Populations in the Exploration of College Majors Using Assessments of Career Maturation and Career Decision Self-Efficacy
•Positive Emotions and Signature Strengths: Positive Psychology Applications for Career Counseling

Louisiana Counseling Association Annual Convention, Alexandria, LA, October 8-11, 2006, 17.25 CEU’s
•Ethics in the Marriage and Family Arena
•A Day of Systems: An Overview of Marriage and Family Therapy
•Ethics: From Law to Aspirations
•Opening Session, Dr. June Williams
•Lessons Learned by the Mental Health Counselors at Hirsch Coliseum
•LCA Luncheon, Dr. Peter Emerson
•Inside the Minds of Teens & Tween Girls; Girl Scout Research
•Active Listening as the Cornerstone of Crisis Intervention
•Group Career Counseling
•Dr. Laurie Young
•Career Planning Session
•Ideas and Issues for LPC’s and LMFT’s

American Counseling Association Annual Convention, Detroit, MI, March 24-26, 2007, 13.5 CEU’s
•Keeping Up with the Counseling Profession: Current Issues on the National Level
•To Be or Not To Be: Counselors, Counselor Educators, Psychologists and the Question of Counselor Identity
•Incorporating Positive Psychology Into Practice With Children: Implications for Professional Counselors
•Implementing a Career Exploration Group for College Students with Disabilities: A Social Cognitive Approach
•Learn by Doing: Experiential Activities for Life Career Development Groups and Classes
•A Literature Review and Case Study of Men Choosing Non-Traditional

Major Fair, March 8, 2007

Publications: Counseling Center website updates and revisions, August 2006

Counseling Services Policy & Procedure Manual, August 2006

Counseling Center Questionnaires, August 2006


Publications:
•Counseling Center website updates and revisions, August 2006

Counseling Services Policy & Procedure Manual, August 2006

Counseling Center Questionnaires, August 2006

Careers: Implications for Counseling and Pedagogy
•Counseling Infertile Couples Coping with Early Pregnancy Loss: The Use of Strength-Based Therapeutic Rituals
•Counseling Military Families
•When Thin Is In: Understanding and Responding to College Women’s Eating, Body Image, and Adjustment Concerns
•Internet Strategies for College Counselors
•Maintaining Career Satisfaction in the Counseling Profession Through Self-Exploration

Family Systems Therapy – Things You Need To Know But Were Not Taught, WK South Behavioral Health, March 29, 2007, 3.0 CEU’s

Suicide Awareness Seminar, LSU-S, April 13, 2007, 4.0 CEU’s
•Youth Suicide Prevention, Greg Brown, M.D.
•Suicide, Lee Stevens, M.D.
•Suicide Assessment, Thomas Staats, Ph.D.
•Trauma, Anita Kablinger, M.D.
•Community Resources, various presenters
•Suicide Prevention: A National Imperative, Clark Flatt

Louisiana Career Development Association’s Annual Conference, Hammond, LA, April 28, 2007, 6.0 CEU’s
•Card Sorts for Career Assessment
•Career Counseling Across the Generations
•In This Profession, We Are All Career Counselors
•Career Development: A Tool for Student Retention in Louisiana Schools
•Career Sculpting with Career Assessments

MBTI Career Development Workshop, Dallas, TX, May 2, 2007, 5.0 CEU’s
Andy Sibley, M.A.,
LPC, LMFT

Unity: Together Everyone Achieves
More, BPCC, August 4, 2006

Lighten Up: Overcoming Terminal
Professionalism, BPCC, August 4, 2006

Blackboard Training, Spring 2007

Camtasia Training (Basic), March 9, 2007

LCA: Reporting Child Abuse, June
22, 2006, 1.0 CEU’s

LCA Luncheon, September 28, 2006,
1.0 CEU’s

LPC Supervisor Training, October 13-
14 and November 11, 2006, 25 CEU’s

American Counseling Convention,
Detroit, MI, March 24-26, 2007, 13.5
CEU’s
• Using the Telephone and Internet to
Respond to Clients in Crisis
• Using the DSM-IV in Diagnosing
• Incorporating Positive Psychology
into Practice
• Self-Injurious Behaviors: Assessment
• Is There a Book Within You
• Treating Women with Eating
Disorders
• Couples Contemplating Divorce:
Strategies
• The Art Of Solution-Focused
Therapy
• Counseling Military Families
• Suicide: Assessment and Intervention
• Growing a Counseling Practice
• Treating Personality Disorders

Family Systems Therapy: Things You
Need to Know But Were Not Taught,
WK South, March 29, 2007, 3.0
CEU’s

Suicide Awareness Convention,
LSUS campus, April 13, 2007, 4.0
CEU’s
• Addition and Suicide by Nikki
Haywood, LCSW
• Suicide and Mood Disorders by Lee
Stevens, MD
• Suicide and Juvenile Justice by
Judge Young, Laura Goodwin
• Suicide and trauma by Anita
Kablinger, MD

Dr. Lawlis BAUD Energetics
Training, April 4, 2007

Presentations:
Stress Management, September
19, 2006
Domestic Violence, October 17
2006
Note Taking, October 31, 2006

Sandy Todaro’s Psychology
classes, Counseling Center
Services presentation,
November 1, 2, 15, 2006
Healthy Relationships,
November 14, 2006
Study Skills, November 16,
2006
Math Anxiety, November 16,
2006

Visited three of Judy
Kendrick’s College Success
classes on
Counseling issues for
students, December 1, 2006
Self-esteem, February 6, 2007
Time Management, February
13, 2007

Visited two of Sandy Todaro’s
Psychology classes,
Counseling Center Services,
February 23, 2007

Visited two of Sandy Todaro’s
Psychology classes,
Counseling Center Services,
February 26, 2007

Healthy Relationships, March
6, 2007
Major’s Fair, March 8, 2007

Note Taking Skills, March 13,
2007
Stress Management, March 20,
2007
Study Skills, April 17, 2007
Math Anxiety, April 24, 2007

Visited Sandy Todaro’s
Psychology class, Healthy Relationships, April 30, 2007

Publications:
Counseling Services Policy & Procedure Manual, August 2006

Cynthia Robinson
Accessibility Awareness, September 2006
Body Language Seminar, November 2006
Student Success Workshop, December 2006
Faculty and Staff Development, February 2007
Money Matters Workshop, March 2007

Kathy Busch
“Unity: Together Everyone Achieves More,” Student Affairs Retreat, August 2006
“Lighten Up: Overcoming Terminal Professionalism,” Student Affairs Retreat, August 2006
“Managing Stress for Happier, Healthier You,” Bossier Parish Community College, October 2006
“Financial Forms Training,” Bossier Parish Community College, November 2007
“Student Success Workshop,” Bossier Parish Community College, February 2007
Camtasia Basic Training, Bossier Parish Community College, April 2007

“Triumph or Tragedy? The Interview Says it All,” Bossier Chamber of Commerce, September 2006
“Hiring the Right Person,” Bossier Chamber of Commerce, March 2007

Presentations:
Job Fairs, October 2006 and March 2007
Resume and Interview Workshops, 19 allied health classes, October 2006-May 2007
Resume and Interview Workshops, offered to all students, October 2006 & March 2007
ACADEMIC PROGRAM REVIEW

A performance evaluation of the Director of the Counseling Center was completed by the Vice Chancellor for Student Services. The unclassified employees were evaluated using the Professional/Administrative Evaluation and Planning Form for Unclassified Employees. The classified employees were evaluated using the annual performance planning and review as required by state civil service.

The Personal Counseling Policy and Procedure manual was updated as needed to accommodate the revisions in the Ethical Code of the American Counseling Association, Louisiana State Law, and HIPPA requirements. The revisions of the Disability Services Manual included an update in the forms used for students and staff.

In compliance with the SACS audit, the Center has employed two assessment tools, the student surveys and student focus groups. Both measurement tools have been an excellent resource for measuring the effectiveness of services rendered and a guide for improving and developing new and innovative programs to meet the needs of a diverse student body.

STRATEGIC PLANNING

Department Measurable Strategy:
Evaluate and monitor program effectiveness and customer satisfaction within each program.

Performance Indicators:
Student survey results

Assessment Results:
Data collection and assessment results yielded excellent results for client satisfaction in the areas of Personal Counseling, Career Counseling, Disability Services, and Job Placement.

Changes Based on Assessment Outcomes:
Assist Disability Services students with referrals to faculty advisors. Additional advertising for Personal and Career Counseling. Provide information on Career Counseling during New Student Orientation. Review tutoring services for ADA students. Implement a platform on Blackboard for students to access current job openings.
Strategy(ies) for the Future:
Disability Services Counselor will refer students to their faculty advisor. Monitor student awareness of Personal and Career Counseling programs. Provide workshops for tutors who work with ADA students. Monitor the Job Placement link on Blackboard and the student's use for seeking current job openings.

Department Measurable Strategy:
Provide academic support and guidance to students who receive personal counseling services.

Performance Indicators:
1. The number of students who receive personal counseling services and referrals.
2. The number of seminars and outreach programs provided during the academic school year.

Assessment Results:
1. Personal counseling services and referrals given to 157 students.
2. Throughout the academic school year, twenty-two seminars programs were facilitated.

Changes Based on Assessment Outcomes:
Continue to provide personal counseling services and referrals to community resources. Continue to offer programs and seminars throughout the academic year to reach a diverse student population.

Strategy(ies) for the Future:
Monitor customer satisfaction and effectiveness of services and programming.

Department Measurable Strategy:
Provide academic support and guidance to students who receive disability services.

Performance Indicators:
1. The number of students who receive disability services.
2. The number of seminars and outreach programs provided during the academic school year.

Assessment Results:
1. Disability services provided to fifty-five students.
2. Throughout the academic school year, six seminars and one outreach program were provided to students.

Changes Based on Assessment Outcomes:
Continue providing disability services and referrals to community resources. Continue to offer programs and seminars throughout the academic year to reach the disabled student population.

Strategy(ies) for the Future:
Monitor customer satisfaction and effectiveness of services and programming.

Department Measurable Strategy:
Provide academic support and guidance to students who receive job placement services.

Performance Indicators:
1. The number of students who receive job placement services and referrals.
2. The number of seminars and job fairs provided during the academic school year.
Assessment Results:
1. Job placement services and referrals were provided to 1,980 students.
2. Six seminars and two job fairs were provided to students during the academic year.

Changes Based on Assessment Outcomes:
Continue providing job placement services and referrals. Continue to offer programs and job fairs to the BPCC student population and alumni throughout the academic year.

Strategy(ies) for the Future:
Monitor customer satisfaction and effectiveness of services and programming.

Department Measurable Strategy:
Provide academic support and guidance to students who receive career counseling services.

Performance Indicators:
1. The number of students who receive career counseling services.
2. The number of seminars and outreach programs provided during the academic school year.

Assessment Results:
1. Ninety-three undecided or deciding students received career counseling services
2. Four seminars and two outreach programs were provided during the academic school year

Changes Based on Assessment Outcomes:
Continue providing career counseling services to BPCC student. Continue to identify and offer seminars and outreach programs during the academic year.

Strategy(ies) for the Future:
Monitor customer satisfaction and effectiveness of services and programming.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Counseling Center continues to grow with new programming in place to reach a diverse student population. We participated in New Student Orientation and facilitated five sessions to communicate the services offered by the department. We have expanded our offerings for couples counseling and marriage and family therapy.

Two assessment methods are employed to measure student satisfaction of the Counseling Center and BPCC as a whole. Staff met with student focus groups and conducted student surveys in the areas of personal counseling, career counseling, disability services, and job placement. The findings have driven the decisions to reach a diverse student population in more creative and effective means. Programming as a whole has improved, and innovative techniques have been implemented throughout the academic year.

Counseling center staff attended Camtasia training with the future goal of implementing online programming to reach all student segments. The professional staff continues to grow with professional development through education and training and community service rendered among the Shreveport/Bossier area.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Continue to educate the BPCC student population on all services offered through the Counseling Center.

Meet the needs of a diverse student population.

Increase retention efforts by continuing to provide quality student services.

Broaden seminar offerings tailored to traditional, non-traditional, and minority student needs.

Continue updating the Counseling Center webpage to include all services offered and resources available throughout the Shreveport/Bossier Community.

Reach all students, specifically visual and hearing impaired, through the use of Camtasia.

Continue evaluating and monitoring the effectiveness of the department’s operations through student focus groups and surveys.
Division of Student Services
Financial Aid

EMPLOYEE LISTING

Professional, unclassified staff

Vicki Temple, B.A.
Regina Terry, B.A.
Quintina Miles, B.A.

Classified staff

Jon Carter, A.D.
Alice Joseph
Madeline Toloso
Jo Ann Barger
Tisha Young
Mary Myers
Kimberly Rushing, A.D.

DIVISION SUMMARY

The Financial Aid office is now fully staffed - workload is evenly distributed. Increase in
staff allows us to process student files more efficiently with fewer errors. Increased staff’
also has allowed several staff members to attend state and national conferences providing
much needed professional development.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Quintina Miles</td>
<td>Unity: Together Everyone Achieves More (SA Retreat)</td>
<td>LASFAA Conference - Lake Charles, LA</td>
<td>National Guard Workshop - Alexandria</td>
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<td>Lighten Up! Overcoming Terminal Professionalism (SA Retreat)</td>
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<td></td>
<td>HERA Webinar</td>
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<td>3- ACG Webinars</td>
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<td></td>
<td>Student Success Workshop</td>
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<tr>
<td>Jon Carter</td>
<td>Unity: Together Everyone Achieves More (SA Retreat)</td>
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<td></td>
<td>Lighten Up! Overcoming Terminal Professionalism (SA Retreat)</td>
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<td></td>
<td>NSLP Cohort Appeal Webcast</td>
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<td></td>
<td>2 ELM Webinars (loan information)</td>
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</tr>
<tr>
<td>Name</td>
<td>Unity: Together Everyone Achieves More (SA Retreat)</td>
<td>Lighten Up! Overcoming Terminal Professionalism (SA Retreat)</td>
<td>Event/Location</td>
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<tr>
<td>Madeline Toloso</td>
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<td></td>
<td>LASFAA Conference - Lake Charles, LA</td>
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<td>JoAnn Barger</td>
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<td>National Guard Workshop - Alexandria, LA</td>
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<tr>
<td>Regina Terry</td>
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<td></td>
<td>Department of Education EAC Conference - Las Vegas, NV</td>
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<tr>
<td>Vicki Temple</td>
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<td>Elite Institute Training (ULL)</td>
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</tbody>
</table>

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Provide financial aid opportunities for all eligible students by promoting financial aid awareness

**Performance Indicators:**
1. Conduct annual "Financial Aid Awareness Month" in February to educate students about financial aid opportunities.
2. Tally the total number of students who participate in the events offered.

**Assessment Results:**
Unable to hold the event - scheduling conflicts.

**Changes Based on Assessment Outcomes:**
Instead of holding a "Financial Aid Awareness Month" - will work with the state agency (LOSFA) to host the national College Goal Sunday event in February.

**Strategy(ies) for the Future:**
Provide financial aid opportunities for all eligible students by promoting financial aid awareness

**Department Measurable Strategy:**
Work with community service organizations and local businesses to increase scholarship awards and Federal Work Study opportunities.

**Performance Indicators:**
The increase in scholarship and work study awards.

**Assessment Results:**
Scholarships increased by $36,077

Work study funding remained the same.

**Changes Based on Assessment Outcomes:**
Continue to work with outside agencies to gain new scholarships.

**Strategy(ies) for the Future:**
The increase in scholarship and work study awards.

**Department Measurable Strategy:**
Develop and recommend policies for financial aid which support goals and policies of the institution and which ensure compliance with state and federal regulations and will meet SACS accreditation requirements.

**Performance Indicators:**
1. Annual State Legislative Audits.
2. Re-authorization of the College to participate in Title IV programs.

**Assessment Results:**
Revised and updated Policy and Procedures manual.
Currently developing an employee handbook outlining specific office procedures

**Changes Based on Assessment Outcomes:**
Continue to work on employee handbook and continuously monitor changes in our policies to ensure that the Policy and Procedures manual is kept up-to-date.

**Strategy(ies) for the Future:**
Update webpage to allow student interaction as well as on-line completion of financial aid forms.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Financial Aid office is fully staffed - workload is evenly distributed. Increase in staff allows us to process student files more efficiently with fewer errors.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Automating the financial aid process by placing all required forms on-line so that the students can complete and submit the forms electronically.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Bohrer, Jessica, A.D. (part-time)
Bucker, Amy, B.A.
Angela Herren, A.D.

DIVISION SUMMARY

The Office of Recruiting is responsible for recruiting new students to the College. The Director of Recruiting and recruiters attended various College and Career Fairs, High School Fairs, and Trade Shows. Presentations were also made at area high schools and junior high schools to prospective students. Individual campus tours were given as well as group tours to high school students and junior high students. BPCC was also represented at the new personnel briefings at BAFB. Follow-up letters were mailed to all students who inquired about BPCC by phone, email, web, walk-in, or word of mouth. Welcome letters were mailed to first-time BPCC students in the summer, fall and spring semesters. A “keep us in mind” letter was also mailed to prospective students during the spring semester.

The student recruiting team, Cavalier Express, assisted with most of the recruiting events. Cavalier Express assisted with many recruiting presentations and group tours as well as visiting local elementary schools and reading to the kindergarten and first grade classes. The group also hosted several fundraisers throughout the year.

Three LACRAO (Louisiana Association of Collegiate Recruiters and Admissions Officers) Articulation Workshops were attended and information was distributed to the high school counselors. BPCC served as host to the Zone V workshop. The staff also attended the state-wide LACRAO Conference held in Ruston, Louisiana.

The Office of Recruiting co-hosted the fifth annual “Senior Fling.” Over 6,000 postcard invitations were mailed to prospective students from six parishes (Bienville, Caddo, Claiborne, Bossier, DeSoto, and Webster). Invitations were mailed directly to prospective high school seniors and mailed to counselors for distribution to their seniors. Newspaper ads as well as radio advertisement promoted the event. Over 450 prospective students and parents visited the campus for the event.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Presentations/Accomplishments…. 
- Hosted fall and spring College Transfer Days for 15 four-year institutions.
- Conducted tours (individual and group) and presentations for prospective students on campus.
- Set-up display and visited with new personnel at BAFB.
- Co-hosted fifth annual “Senior Fling.”
- Participated in numerous high school fairs, college and career fairs, and trade fairs.
- Presented information to high school counselors at three LACRAO Articulation Workshops.
- Hosted Zone V LACRAO Articulation Workshop on campus for high school counselors.
- Visited numerous elementary schools and read to the kindergarten and first grade classes.
- Mailed birthday postcards to prospective and currently enrolled students weekly.
- Sent out recruiting packets to prospective students who inquired about BPCC through web, career fair, phone, etc. on a daily basis.
- Set up data base and established contact with interested participants for the CALL initiative.

**PROFESSIONAL DEVELOPMENT**

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<tr>
<td>Bohrer, Jessica</td>
<td>Student Success Workshop</td>
<td>LACRAO State Conference --</td>
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<tr>
<td></td>
<td>Staff Development Opportunity</td>
<td>Ruston, LA</td>
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<tr>
<td>Bucker, Amy</td>
<td>Student Success Seminar</td>
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<td></td>
<td>Staff Development Opportunity</td>
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<td></td>
<td>Student Success Workshop</td>
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<tr>
<td>Herren, Angela</td>
<td>Pandemic Outbreak Seminar</td>
<td>LACRAO State Conference --</td>
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<td></td>
<td>LACRAO Workshop (hosted by BPCC)</td>
<td>Ruston, LA</td>
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<td>Accessibility Awareness Seminar</td>
<td>LACRAO Workshop -- Grambling</td>
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<td>Staff Development Opportunity -- attended 3</td>
<td>State University</td>
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<td></td>
<td>Student Success Seminar</td>
<td>LACRAO Workshop -- Louisiana</td>
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<td>Student Success Workshop</td>
<td>College</td>
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</tr>
</tbody>
</table>

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Expand the recruitment process to include more area businesses.

**Performance Indicators:**
The number of new businesses recruited on an annual basis.

**Assessment Results:**
The office was able to attend more "job fairs" because of increased number of staff.

**Changes Based on Assessment Outcomes:**
Continue to attend job fairs and make business contacts throughout the community.

**Strategy(ies) for the Future:**

**Department Measurable Strategy:**
Increase the recruiting staff by hiring a full-time recruiter, as well as a part-time recruiter.
Performance Indicators:
The hiring of a full-time and part-time recruiter during the 2006-2007 fiscal year.

Assessment Results:
A full-time and part-time recruiter were hired.

Changes Based on Assessment Outcomes:
Duties have been divided. Coverage of the service area has been increased.

Strategy(ies) for the Future:

Department Measurable Strategy:
Evaluate effectiveness and customer satisfaction of campus visits and tours.

Performance Indicators:
Survey results.

Assessment Results:
100% of all evaluations completed showed satisfaction of campus visit.

Changes Based on Assessment Outcomes:
Strategy(ies) for the Future:
Mail survey after visit instead of giving to the prospective student during the visit.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The overall assessment of the Recruiting Department is good. The strength of the office is the attitude and energy from the Director of Recruiting, the Recruiters, and the Cavalier Express Student Recruiters. Changes have been implemented during the 2006-2007 academic year that have improved the department. The improvements are continuing to be made to enable our department to be more efficient and effective.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Expand the recruitment process through involvement in community programs.
2. Create and implement a recruitment program for non-traditional students.
Division of Student Services
Student Activities

EMPLOYEE LISTING

Professional, unclassified staff

Marjoree M. Harper, B.S., M.A.

Chris Bagwell, B.A.

Classified staff

Michelle Triplet, A.D.

DIVISION SUMMARY

It is evident that Student Life is alive and well at Bossier Parish Community College. The department staff as well as organization advisors and members have made a significant contribution to the College as well as the community this year. Listed below are the events, activities, community service projects, fundraisers, and committees that the Student Activities Department has participated in during the 2006-2007 school year.

The Student Activities Department has coordinated the following events, activities, and department publications this year:

**FALL:**

Kickoff In The Quad
SGA Elections
October Fest
Fall Family Fest
Think Fast Game Show
Talent Show
Homecoming Elections
DUI Simulator / Care Tour
Christmas Show
Pre-Exam Jam
Bossier City Christmas Parade
Student ID's were made daily

**SPRING:**

Homecoming Court Dinner / Presentation
Homecoming Dance
Ms. BPCC Interviews / Rehearsal / Pageant
Spring Fling
Spring Family Fest
Spring SGA Elections
Fun Day
Spring Pre-Exam Jam
Tip Off In The Quad Game Day Promotions (7 times)
Half Time Lotto Drawings at Basketball Games (14 games)
Cavalier Lotto Promotions
Cavalier Lotto Drawings
Cavalier Connection New Student Orientation (5 sessions)

**PUBLICATIONS:**

Student Activities Calendar of Events Events of the Week Potty Talk BPCC Leader Call-Leadership Newsletter Cavalier Connection Orientation Brochure

In addition to planning, organizing, and implementing events, activities, and publications for the
student body, department staff have served on the following College and Professional Organization committees:

MARJOREE HARPER:
SACS Student Services Committee Chair
LUMINA Core Committee Member
40th Anniversary Planning Committee Member
Student Life Committee Member
Christmas Show Committee Member
Planning Council Member
Louisiana Higher Education Coalition (LaHec) Community College Representative
Louisiana Association of College and Student Personnel Administrators (LACUSPA)
Secretary/Treasurer

CHRIS BAGWELL:
Athletic Council Committee Member
Student Life Committee Member
Chairperson of SACS Section 2.10

MICHELLE TRIPLET:
Retention Committee Secretary
Electronic Learning Committee Member

In addition to student activities and committee service, department staff participate in the following community service projects:

MARJOREE HARPER:
Volunteers of America (VOA) Board Member
St. Joseph's Catholic School (SJS) Volunteer
Red River Revel Volunteer
Toys for Tots Drive

CHRIS BAGWELL:
Red River Revel Volunteer
Toys for Tots Drive

MICHELLE TRIPLET:
Red River Revel Volunteer
Toys for Tots Drive

Approximately 20 student organizations and advisors report to the Director of Student Activities. Below is a list of student organization projects for 2006-2007:

ADAPTS:
Community Service: New Horizon Wheel-A-Thon Volunteers
Fundraiser: Crawfish Raffle - collected $529.00
Event: Disability Awareness Day

ALPHA ETA:
Event: Pinning Ceremony

CAMPUS MINISTRIES:
Fundraisers: Books are Fun Fall Sales - collected $415.00
Books Are Fun Spring Sale - collected $300.00

CAVALIER CHEERLEADERS:
Community Service: Christus Schumpert Wellness Center 5K walk volunteers
Waller Elementary Field Day volunteers
Christus Schumpert Wellness Center Halloween Carnival volunteers
Collected teddy bears for Hal Sutton Children's Hospital
Performances: BPCC 5K walk & run
Bossier High School Pep Rally
Parkway High School Pep Rally
Benton High School Pep Rally
BPCC/City of Bossier Christmas Program
Plain Dealing High School football game
Sunset Acres Elementary School LEAP Rally
Princeton Elementary/Middle School LEAP Rally
BPCC Senior Fling
Fundraiser: Century Tel Cheer Competition - collected $500.00

CAVALIER EXPRESS:
Community Service: Read to children at Plantation Park Elementary
Fundraisers: Pizza Sales (12) - collected $853.50
Valentine's Sale - collected $550.00
Easter Sale - collected $182.50

CAVALIER PLAYERS:
Productions: Peter Pan 3,800 32
BPCC/City of Bossier Christmas Show 1,400 35
Krewe of Apollo Ball 225 16
Krewe of Gemini Ball 1,400 35
Henny Penny & The Little Red Hen 900 15
You Can't Take It With You 2,300 23

GOSPEL CHOIR:
Community Service: Performed at American Heart Association Fundraiser
Donated books to Bellaire Baptist Church
Donated books to Stonewall Baptist Church
Donated canned goods to BPCC Food Drive
Performances:
- Glen Retirement Center
- Unity Celebration
- BPCC Veterans Day Celebration
- BPCC/City of Bossier Christmas Show
- BPCC Black History Month Gospel Concert

HANDS ON WELLNESS:
Community Service/Fundraisers:
- Shreveport Fire Department "Beat The Heat" 5K run - $95 donated back to charity
- Susan G. Komen 5K Race for the Cure - $100 donated back to charity
- Shreveport LPTA "Hustle for your Health" 5k run - $125 donated back to charity
- BPCC Foundation 5K run - $300 donated back to BPCC Foundation
- Assisted attendees at Parkinson's Symposium

Fundraisers:
- El Chico Night - collected $200
- San Francisco Pizza - collected $60
- T-shirt ad sale - collected $900
- Back to School raffle - collected $200

INSTRUMENTAL MUSIC ENSEMBLES:
Community Service:
- Jazz Band performance at Barksdale Air Force Base

Fundraisers:
- Bake sale - collected $111.00
- Valentine's Day Music Concert - collected $195.00

Performances:
- Cavalier Show Band at basketball games (4 times)
- Fall Music Showcase
- Jazz Ensemble Fall Concert
- Jazz Ensemble Spring Concert
- Jazz Ensemble Mini-Concert Teaser
- Concert Winds Spring Concert
- Cavalier Show Band at Senior Fling

LADIES IN GOLD DANCING:
Community Service:
- "Camo and Pearls" Wild Turkey Federation Banquet
- Christus Schumpert Wellness Center Halloween Carnival

Performances:
- "So You Think You Can Dance" competition
- Plain Dealing High School football game
- Parkway High School pep rally
- Bossier High School pep rally
- BPCC Foundation 5K run
- BPCC Senior Fling
- Waller Elementary School LEAP rally
- BPCC/City of Bossier Christmas Show
MAROON JACKETS:
Community Service: Donated children's books to local schools
Events Worked: PTK Barbeque
PTK Blood Drive
PTK Initiation
Developmental Ed. Conferences
Jazz Ensemble Concerts
Freshman Music Recital
Sophomore Music Recital
Faculty Music Recital
Spring Music Showcase
Piano Dedication
Science Fair
Festival of One Acts
Spring Drama Production
Ms. BPCC Pageant
Allied Health Graduation
Graduations
Total number of service hours to the college: 341

NATIONAL SOCIETY OF LEADERSHIP & SUCCESS:
Sponsored the following speakers through live satellite and video presentations:
Srikumar Rao - "Are You Ready To Succeed"
Jack Canfield - "The Success Principles"
Ben & Rosamund Zander - "The Art of Possibility"
Patrick Combs - "Overcome Everything"
Connie Podesta - "Life Would be East if it Weren't for Other People"
Joe Martin - "Walking the Dead: Living with Purpose, Passion, and Power"
Gary Tuerack - "Discover the Secrets of the World's Most Successful People"

PHI THETA KAPPA:
Community Service: $400 donation given to each of the following organizations
Providence House
Shreveport Rescue Mission
YWCA
Life House for Women
Volunteers of America Lighthouse Program
Donated $100 to Soloam Medical Ministry
Fundraisers: Barbeque sales (7) - collected $1,825
Candy sales (2) - collected $2,400
Sponsored: $700 scholarship to BPCC in fall and spring to a member of Phi Theta Kappa
Life Share Blood Drives (6 days)
Group discussion on Globalization & the local impact
(assisted by Gene Barattini & Leonard Osborne)
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Group discussion on the Salem Witch Trials & other similar examples which lead to group violence
(assisted by Becky Nohse)

STUDENT GOVERNMENT ASSOCIATION:
Sponsored BPCC Events: Fall Family Fest
  October Fest
  Talent Show
  Homecoming Dance
  Spring Fling
  Spring Family Fest
  Senior Fling
  Fun Day
  Pre-Exam Jam
  Tip Offs in the Quad (7)

TELECOMMUNICATIONS CLUB:
Community Service: "Grease" drive in movie
Hosted monthly meetings of "Film Meet up Group" (4 times)

TALENT BASED SCHOLARSHIPS:
108 talent-based scholarships were awarded to students in fall 2006 by the Student Activities Department.
98 talent-based scholarships were awarded to students in spring 2007 by the Student Activities Department.

The mission of the Student Activities Department is to provide out-of-classroom learning that educates and entertains the "whole" student: physically, socially, mentally, and spiritually. It is evident that we are achieving this mission in our department based on the information above.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Marjoree Harper:
President-Elect of the Louisiana Association of College and Student Personnel Administrators (LACUSPA)

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Marjoree Harper</td>
<td>Student Affairs Division Retreat</td>
<td>SACS Summer Institute - Orlando, FL</td>
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<td></td>
<td>Next Step Coaching-Driver Safety Course</td>
<td>UCA/UDA Summer Camp -</td>
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<td></td>
<td>&quot;Body Language Workshop&quot; by Jim Connerly</td>
<td>Birmingham, AL</td>
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<td></td>
<td>Student Success Workshop</td>
<td>First Year Experience Conference -</td>
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<tr>
<td></td>
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<td>Addison, TX</td>
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Chris Bagwell:  
Received approval from the Technology Fee Committee for a $101,480 proposal for campus wide Digital Signage

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**SIGNIFICANT CONTRACTS OR GRANTS**

Chris Bagwell:  
Received approval from the Technology Fee Committee for a $101,480 proposal for campus wide Digital Signage

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**STRATEGIC PLANNING**

**Department Measurable Strategy:**  
Develop a summer new student orientation.

**Performance Indicators:**  
The number of students attending the orientation.

**Assessment Results:**  
Five sessions of the summer New Student Orientation - Cavalier Connections - were conducted. A total of 413 students attended these 5 sessions. Out of these 413 students, 372 actually attended fall classes and 313 actually attended spring classes.

**Changes Based on Assessment Outcomes:**  
The following changes will be made for Cavalier Connection 2007:  
1. Move the dates to the first full week in August instead of June and July. Many BPCC students decide at the last minute to take classes, and this would allow more of them to participate in New Student Orientation.  
2. The morning orientation sessions will be held in the Theatre instead of various locations on campus.
3. The SIS system has the ability to track the students who attend new student orientation. Therefore, a code has been set up on the system so that the students from year one as well as preceding years will be tracked for retention purposes.
4. Additional academic advisors are needed in certain areas.
5. Academic programs will set up displays and have faculty available to answer questions about majors, classes, etc. before the students register for classes.

**Strategy(ies) for the Future:**
Continue to offer the program and make changes based on evaluations of participants.

Track the students who attend to see what the retention rate is for them.

**Department Measurable Strategy:**
Develop online voting for SGA Elections and Homecoming Elections.

**Performance Indicators:**
The number of students who vote online as compared to the number of students who have voted with paper ballots.

**Assessment Results:**
The Assistant Director of Student Activities has been working on this strategy but as of this date the details have not be finalized.

**Changes Based on Assessment Outcomes:**
None

**Strategy(ies) for the Future:**
Continue to develop online voting for SGA elections and Homecoming elections.

**Department Measurable Strategy:**
Evaluate programs and services provided.

**Performance Indicators:**
1. Advisor evaluations
2. Department Assessment Report
3. ACT/SOS

**Assessment Results:**
See Overall Assessment of Division Effectiveness for results of ACT/SOS.

Department Assessment Report has the same results for strategies as above.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

According to the 2007 ACT Student Opinion Survey, 66% of students surveyed strongly agree and agree that they have been informed regarding available student organizations on campus.

According to the 2007 ACT Student Opinion Survey, 65% of students surveyed strongly agree and agree that organization meeting times and places are well-publicized on campus.

According to the 2007 ACT Student Opinion Survey, 67% of students surveyed strongly agree and agree that BPCC offers a wide variety of social opportunities for its students.

According to the 2007 ACT Student Opinion Survey, the purpose for which student activity fees are used received a 3.79 compared to the national sample which received a 3.50.

According to the 2007 ACT Student Opinion Survey, the opportunities for personal involvement in campus activities received a 3.86 compared to the national sample which received a 3.70.

According to the 2007 ACT Student Opinion Survey, the Student Government Association received a 3.73 compared to the national sample which received a 3.54.

According to the 2007 ACT Student Opinion Survey, the campus media (college newspaper, campus radio, etc.) received a 3.79 compared to the national sample which received a 3.58.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Change the name of the department from Student Activities to Student Life in order to more adequately reflect the work that is done by the department.
   (Performance Indicator: The actual approval of changing the name of the department)

2. Hire a Student Activities Media Specialist who would expand the presence of the department on the website.
   (Performance Indicator: The hiring of the Student Activities Media Specialist)

3. Develop online voting for SGA Elections and Homecoming Elections.
   (Performance Indicator: The number of students who vote online as compared to the number of students who have voted with paper ballots.)

4. Track the retention rate of student attending Cavalier Connection New Student Orientation.
   (Performance Indicator: The number of students who return to BPCC from fall 06 to fall 07 and fall 07 to fall 08.)

5. Evaluate programs and services provided by the department.
   (Performance Indicators: a. Advisor evaluations  b. ACT/SOS  c. Evaluations at events )
Division of Economic Development
Division of Economic Development
Vice Chancellor for Economic Development

EMPLOYEE LISTING

Professional, unclassified staff
Paula Johns, M.A.

Classified staff
Donna Blackburn

DIVISION SUMMARY

The Vice Chancellor for Economic Development is responsible for the supervision of the ACT Center, Community Education, Incumbent Worker Training Program, Workforce Development, Workplace Literacy, and the Workforce Investment Act (WIA) Programs. The primary mission of the Economic Development Division is to develop and advance workforce programs for the purpose of re-engineering and re-training Louisiana's Workforce

ADVANCED DEGREES OR CERTIFICATIONS:

Paula Johns, Master +30

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Paula Johns -
Board of Directors, Bossier City Chamber of Commerce
Community Development Committee, Bossier City Chamber of Commerce
Highland Center, Board of Directors

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Paula Johns</td>
<td>Economic Development Staff Meetings, Pathways to Construction Region VII Meetings, Bossier Parish Economic Development Forum, Call Support Staff Training Meeting, Planning Council Member, SACS Institutional Effectiveness Committee</td>
<td>LCTCS Workforce Development Council Meetings, Pathways to Construction Region VII Meeting, Northwest Louisiana Economic Development Meeting, American Association for Adult and Continuing Education Conference, National Business Incubator Association Conference, Louisiana Business Incubator Association Board Meetings, National Association of</td>
<td>Economic Development Newsletter - Fall, 2006 and Spring, 2007</td>
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</tbody>
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SIGNIFICANT CONTRACTS OR GRANTS:
Submitted by individual programs under the Division of Economic Development

ACADEMIC PROGRAM REVIEW
Submitted by individual programs under the Division of Economic Development

STRATEGIC PLANNING

Department Measurable Strategy:
Increase number of workforce programs to serve the citizens of Northwest Louisiana

Performance Indicators:
The number of programs meeting the needs of the workforce in Northwest Louisiana will increase by 10%.

Assessment Results:
The Pathways to Construction Employment Initiative award allowed BPCC to develop and provide several just-in-time solutions for the construction industry in Region VII. BPCC continues to expand its customized training options to meet the individual needs of employers in this region. To date, BPCC and Region VII have trained 552 individuals through the Pathways Initiative. The WIA Program served 36 individuals throughout the fiscal year, has 20 currently enrolled as WIA participants, referred 6 individuals to other BPCC services, helped 5 attain a workplace &/or academic credential, and assisted in placing 12 participants in employment.

Changes Based on Assessment Outcomes:
BPCC will continue dialogue with area business and industry representatives to identify training. Will continue to serve participants in the WIA program when WIA guidelines are released for the coming year.
Strategy(ies) for the Future:
Pathways coordinator will continue to develop and expand customized training options to meet the individual, immediate needs of employers in this region. BPCC will continue implementation of program when WIA guidelines are released for the coming year.

Department Measurable Strategy:
Increase the number of workforce training contracts with the Northwest Community

Performance Indicators:
The number of customized training programs will increase by 10%.

Assessment Results:
Corporate training programs decreased to zero. No partnerships with area businesses were formed to provide training.

Changes Based on Assessment Outcomes:
Corporate Accounts Manager will network with businesses to develop and create customized training.

Strategy(ies) for the Future:
Corporate Accounts Manager will seek local businesses to address their training needs.

Department Measurable Strategy:
Increase the number of Incumbent Worker Training Grants

Performance Indicators:
The number of Incumbent Worker Training Grants will be increased by 10%.

Assessment Results:
13 IWTP grants approved in progress, representing 1,538 employees trained.
18 grants in the writing process and 1 IWTP grant awaiting approval.
13 IWTP grants brought to completion during 2007 fiscal year, representing 2,332 employees trained and $3,991,921.30 in funding.
IWTP staff represented BPCC in dialogue with 282 employers across the state this fiscal year. The staff also represented BPCC at 61 civic and community events.

Changes Based on Assessment Outcomes:
Workforce Development strives to accommodate local business by providing effective and efficient short-term training programs to meet both immediate and long-range training needs. BPCC continues to be a state leader in Incumbent Worker Training Program grants.

Strategy(ies) for the Future:
The type of training and costs of that training are scrutinized much more closely than in previous funding years. IWTP project coordinators must ensure the accuracy and comprehensive nature of the needs assessment conducted at the initial phases of the grant writing. Input and approval from both supervisory and management levels at the employer are crucial to successful administration of the grant. Continue to track number of employees trained and quality of training through customized training database developed on campus. Adjust future strategies as
DOL guidelines change. Continue to meet the needs of Louisiana employers for immediate, short-term and long-range training needs.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Economic Development Division continues to excel in providing effective and efficient training to the workforce. Each department within the division has contributed to the growth and success of our program. Our division will continue to develop new programs for the educational needs of our community and provide customized training for business and industry to meet the needs of the workforce in our region as well as statewide.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Continue to be the number one training provider in the state by seeking additional Incumbent Worker Grants
Develop new programs for the Workforce
Provide training to out of school youth and the unemployed and underemployed
DIVISION SUMMARY

The ACT Center is BPCC's high-stakes computer-based testing facility. When it opened in November 2001, the ACT Center only delivered workforce and licensure exams for ACT, Inc. (such as Social Worker Board Exams), but additional testing services have been added to meet workforce and academic testing needs for the immediate geographic area as well as East Texas, Southern Arkansas, and all of North Louisiana. Current workforce testing services include ACT professional and licensure exams, Pearson VUE information technology certification exams and other industry-based assessments, Certiport (Microsoft Office Specialist and IC3 exams), Laser Grade professional and licensure exams, and Kryterion professional and licensure exams. Current academic testing services include proctoring distance education exams and the recent addition of ETS College Board CLEP testing. All tests are delivered in accordance with detailed protocols received from each testing service in order to provide maximum test security and to ensure that each test is delivered in a professional testing environment. As testing opportunities continue to grow, opportunities for the ACT Center will also continue to grow.

ADVANCED DEGREES OR CERTIFICATIONS:

Lynn Brown
Microsoft Office Specialist Certification - MS Outlook - October 2006
Microsoft Office Specialist Certification - MS PowerPoint - November 2006

Debra Harmon
Microsoft Office Specialist Certification - MS PowerPoint - November 2006
IC3 2005 Certification

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Lynn Brown</td>
<td>Chairman - Faculty and Staff Development Committee.</td>
<td>Northwest Louisiana Chapter of American Society for Training and Development - Board of Directors'</td>
<td>Presentation at National College Testing Association Annual Conference in St.</td>
</tr>
</tbody>
</table>
SIGNIFICANT CONTRACTS OR GRANTS:

Implemented $40,000 Board of Regents' grant (Enhancement of Workforce and Academic Testing and Training Center).

Successful completion of $27,000 contract to provide ACT Center online Information Technology courses for over 100 employees participating in Blue Cross Blue Shield Incumbent Worker Training Program grant.

STRATEGIC PLANNING

Department Measurable Strategy:

Improve ACT Center's operating capabilities by purchasing new computers and workstations and by adding features that will increase soundproofing.

Performance Indicators:

Achievement will be measured by improvements made to the ACT Center.

Assessment Results:

Expanded ACT Center capacity from 8-station to 14-station test center including new computers, new workstations, and other purchases intended to improve test delivery, increase test candidate comfort and privacy, improve soundproofing, and improve monitoring of test candidates. Grant funds also purchased KVM switch to improve access to various test company registration systems.

Changes Based on Assessment Outcomes:

New PCs reduced technical issues with exam delivery significantly. In addition, the additional PCs will accommodate additional testing services. KVM switch consolidated equipment located on Test Coordinator's desk and simplified access to various test services and computer programs.
Strategy(ies) for the Future:
Additional test services will be added to take advantage of expanded test center capacity.
Electrical work is planned for Test Coordinator area to ensure adequate wiring for equipment.

Department Measurable Strategy:
Develop marketing materials for online workforce training and industry-based certifications including updating website in order to assist in attracting new community partnerships.

Performance Indicators:
Achievement will be measured by availability of new marketing materials, completion of updates to website, and online training and test registrations by new business and industry partners.

Assessment Results:
Customized marketing materials are available for the ETS College Board CLEP program. Customized marketing materials are also available for the Continuum for All Louisiana Learners (CALL). The ACT Center website has been updated to focus on testing services including CLEP and distance education proctoring services. Test registrations grew as test center services were utilized by individuals as well as business and industry partners.

Changes Based on Assessment Outcomes:
CLEP and CALL marketing materials will now available to assist in effective marketing of CALL and availability of CLEP tests at BPCC. Updating and simplifying ACT Center website information to include all available test services will allow for improved marketing of ACT Center.

Strategy(ies) for the Future:
Develop "CLEP at Orientation" program and host CLEP Open House. Market DANTES (DSST) testing to BAFB.

Department Measurable Strategy:
Explore feasibility of adding additional testing services to meet professional licensure and industry-based certification testing needed by community partnerships.

Performance Indicators:
Achievement will be measured by addition of testing services such as Performance Assessment Network, Kryterion, and others as well as by test registrations completed by community partners.

Assessment Results:
LaserGrade and Kryterion were added to provide local access to high-stakes test services needed by local businesses. ETS College Board CLEP testing was added to meet the needs of BPCC students participating in CALL program as well as any other local students interested in CLEP tests.

Changes Based on Assessment Outcomes:
Recent utilization of LaserGrade tests by Pathways to Construction students, and the anticipated utilization of CLEP testing by CALL students and other students, has demonstrated the ACT Center's potential. A growing number of test candidates utilizing a growing number of test
services in a recently expanded testing center has complicated registration and record-keeping. Effort will be made to allow existing staff (Director and Test Coordinator) to maximize utilization of test center during existing hours of operation while identifying ways to improve registration and record-keeping.

**Strategy(ies) for the Future:**
Additional test services will be added to allow delivery of Dantes (DSST), TSA and FAA tests. Community partners will be identified as target markets for industry-based certification and professional licensure exams available in ACT Center.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

This has been a year of growth for the ACT Center. The recent implementation of a $40,000 Board of Regents' grant allowed the ACT Center to grow from 8-seats to 14-seats with new computers and new workstations. The number of workforce and academic testing services available in the ACT Center recently grew to include Laser Grade, Kryterion and ETS College Board CLEP testing in addition to existing test services (ACT professional and licensure exams, Pearson VUE, and Certiport). Utilization of Laser Grade and Kryterion testing in Louisiana's Pathways to Construction grant provided immediate opportunities for these new services with over 120 tests delivered between January 2007 and May 2007. Delivery of ACT professional and licensure exams grew from 172 (7/1/05 - 6/1/06) to 218 (7/1/06 - 6/1/07). Opportunities to assist students with distance education exam proctoring grew from 13 (7/1/05 - 7/1/06) to over 80 (7/1/06 - 6/1/07) as a growing number of colleges referred students to the ACT Center. Revenue from ACT Center online training grew as a result of over $19,000 in registrations for about 150 employees participating in the Blue Cross Blue Shield Incumbent Worker Training Program grant. Although the total number of tests delivered between 7/1/06 and 6/1/07 is 1012 compared to 1957 for 7/1/05 and 7/1/06, the decline is primarily because the ACT Center no longer delivers COMPASS Placement Tests. Over 1000 COMPASS Placement Tests were delivered in the ACT Center between 11/1/05 and 7/1/06 compared to only 62 in July 2006 when Placement Testing moved back to the Resource Center. Between 7/1/06 and 6/1/07, 185 Pearson VUE and 39 Certiport exams were delivered. Although 311 Pearson VUE exams and 328 Certiport exams were delivered between 7/1/05 and 7/1/06, most of these exams were purchased for use in the ACT Center's Board of Regents' IT Certification Grant. The number of test candidates for the current fiscal year is lower than the previous year, but the current numbers represent a growing customer base who pay for their own tests, frequently schedule more than one test, and appreciate the ACT Center's customer service and test room accommodations. Efforts are under way to streamline registration and administrative tasks associated with the growing number of test services and test candidates in order to accommodate the continued growth without affecting the quality of testing services provided. The ACT Center Director and Testing Coordinator are pleased with the opportunities and achievements made during the current year and look forward to continued growth in the coming year.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Implement "CLEP at Orientation" Program.
2. Apply to offer Transportation and Safety Administration (TSA) and Federal Aviation Administration (FAA) testing.
3. Identify ways to streamline registration and administrative tasks associated with academic and workforce testing delivery and record-keeping.
4. Complete objectives for Board of Regents' grant (Feasibility study for IT Academy and purchase 2003 and 2007 DDC practice tests for Microsoft Office Specialist).
Division of Economic Development

Community Education

EMPLOYEE LISTING

Professional, unclassified staff

Donna Womack, MS
Kim Nugent, MA
Tamika Logan, BS.

Classified staff

Kathy Vercher
Pamela Brenner
Pat Williams
Doreen Hicks

DIVISION SUMMARY

Community Education serve a unique purpose for the College by providing a wide variety of affordable, non-credit lifelong learning opportunities to meet the diverse needs of the community. Offerings include leisure learning courses to meet a wide variety of interests, professional development opportunities to provide workplace skills training and continuing education, computer applications training, and a variety of online courses.

Enrollment in non-credit programs remains steady, with a slight increase. The total number of registrations in non-credit programs was 2,273, which is 93 more than last year. The most productive courses come from each major category. In Leisure Learning the most productive were Spanish, Women's Self Defense, and Ballroom Dancing. In Professional Development, the most productive were Food Safety and Notary Public. In Computers, the most productive was QuickBooks.

PROFESSIONAL DEVELOPMENT

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
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<tr>
<td>Donna Womack</td>
<td>Staff Development Training</td>
<td>LERN- Creating Successful New Programs</td>
<td>Publications:</td>
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<td>LERN- Program Managers Institute</td>
<td>Non-Credit Class Schedule, Summer 2006. (2006)</td>
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<td>Dept of Labor- Delegating Effectively</td>
<td>Shreveport: National Mail It</td>
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<td>Dept of Labor- Correcting</td>
<td>Non-Credit Class Schedule, Fall 2006. (2006)</td>
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<td>Performance Problems</td>
<td>Shreveport:</td>
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<td>Dept of Labor- Strategies for Supervisory</td>
<td>National Mail It</td>
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<td>Success</td>
<td>Non-Credit Class Schedule</td>
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Training
Coordinating & Development
Corporation Seminar
Non-Credit Class Schedule,
Non-Credit Class Schedule,
Corporate Edition, Spring
2007. (2007) Shreveport:
Casaic Printing
News releases to area
newspapers to publicize
upcoming courses of interest to
the general public.
BPCC TV Smart Channel
advertised numerous
Community Education classes
through out the year.

Kim Nugent  Staff Development Training  LERN- Creating Successful New Programs
Tamika Logan  Staff Development Training  NBIA Student Incubation Training
Command Spanish Training
Pam Brenner  Staff Development Training  Dept of Labor- WIA data
documenting
LSU- Public Management Program
Dept of Labor -Delegating Effectively
Dept of Labor- Correcting
Performance Problems
Pat Williams  Staff Development Training  Microsoft Excell Training
Advanced Microsoft Excell Training
Beginning & Intermediate Computers
Training
Microsoft Word Training

STRATEGIC PLANNING

Department Measurable Strategy:
Increase overall enrollment in non-credit courses by five percent.

Performance Indicators:

Assessment Results:
Enrollment in Community Education classes increased two percent this year.

Changes Based on Assessment Outcomes:
Community Education will increase efforts to boost enrollment through marketing classes on
BPCC's Smart Channel, The Times, and by mail.

Strategy(ies) for the Future:
Change marketing from shared mail to insertion into local newspaper.
**Department Measurable Strategy:**
Develop new continuing education opportunities to include certification/license prep courses and leisure learning courses.

**Performance Indicators:**
1. Number of new continuing education courses including newly-developed courses.
2. Degree of satisfaction as measured by program evaluations.

**Assessment Results:**
Two new programs were added to Community Education that lead to license, certification, and/or continuing education: OSHA - 30 hour safety training; Hazardous Materials Manager Prep

**Changes Based on Assessment Outcomes:**
OSHA 10 safety card was expanded to the 30 hour safety card due to the demand of public. We will continue to offer both the 10 and the 30 hour card.

Hazardous Materials Manager Prep will be offered again to meet the needs of the industry.

**Strategy(ies) for the Future:**
Continue to develop non-credit programs that lead to licensure and/or certification.

**Department Measurable Strategy:**
Evaluate current website information for the possibility of including online registration for non-credit courses.

**Performance Indicators:**
Activate online registration through a link on the current website.

**Assessment Results:**
Online registration has not been activated for non-credit programs.

**Changes Based on Assessment Outcomes:**
We will continue to modify the process of registration to meet the criterion needed for online registration.

**Strategy(ies) for the Future:**
Continue to pursue online registration through the CAVS system.

**Department Measurable Strategy:**
Nurture student business incubator/entrepreneurship program.

**Performance Indicators:**
Present entrepreneurial training courses to incubator tenants and public.

**Assessment Results:**
Eight entrepreneurial training courses were offered not only to our student incubator tenants but also to the public. These courses had a total enrollment of 95 students.

**Changes Based on Assessment Outcomes:**
To continue to make available the entrepreneurial classes available to the public as well as the student incubator tenants.

Strategy(ies) for the Future:

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

Community Education provided a wide variety of lifelong learning opportunities to meet the diverse needs of the community. It provided leisure learning opportunities in social and cultural development, special interest, health and fitness, financial planning, and recreation. It provided professional development opportunities in skills training and continuing education. To ensure effectiveness, it provided evaluations of all aspects of the Division, including class content, instructor effectiveness, registration, customer service, cost and facilities.

Community Education met most of its goals for 2006-2007. Enrollment in non-credit classes remained about the same as last year. The Division continued to promote its programs through shared-mail marketing and distribution to area businesses. In addition, the BPCC TV Smart Channel advertised numerous Community Education classes through the year. Though Community Education did not meet its goal of online registration, we are optimistic that in the future online registration will become available to our students.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Increase overall enrollment in non-credit courses.
2. Develop new courses and programs that lead to certification or licensure.
3. Activate online registration for non-credit courses.
Division of Economic Development
Workforce Development

EMPLOYEE LISTING

Professional, unclassified staff

Traci Alsup (P/T), B.A.
Mary Ellen Cheaney, B.S.
Alisha Crowder, B.S.
Jasmine Howard, B.S.
Sherrie Johnson, A.A.
Tiyonda McCoy
Melissa Pinero, M.B.A
Lillian Taylor
Wayne Villemarette
Lisa Wargo, M.A.
Lisa Wheeler, M.Ed.

Classified staff

Cindy Watson, Administrative Assistant III

DIVISION SUMMARY

The Workforce Division has as its mission short-term training for long-term employment. We presently house programs through contracts with [1] City of Shreveport and Coordinating and Development Corporation to deliver the Workforce Investment Act (WIA) program; [2] the Department of Labor to deliver the Incumbent Worker Training Program (IWTP); and [3] the Louisiana Community and Technical College System, in partnership with the Louisiana Department of Labor and the US Department of Labor Education and Training Association (DOL/ETA) to deliver the Pathways to Construction Employment Initiative. Programs are developed through business partnerships which allow us to create training that is relevant, effective, and specific to a company's business and educational needs. The staff members contacted 282 employers in the 2006-2007 fiscal year and attended 61 civic and state training functions to offer our services.

ADVANCED DEGREES OR CERTIFICATIONS:

Tiyonda McCoy, pursuing A.D. in General Studies through BPCC

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Tiyonda McCoy has been honored for her volunteer work on behalf of Dress for Success, a service program provided by Volunteers of America of North Louisiana.
## PROFESSIONAL DEVELOPMENT

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<tr>
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</thead>
<tbody>
<tr>
<td>Traci Alsup</td>
<td>IWTP Staff Meetings, Purchasing Database Training, Student Business Incubator Opening</td>
<td>IWTP Training Meeting Regional, Workforce Development Meetings</td>
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</tr>
<tr>
<td>Alisha Crowder</td>
<td>IWTP Staff Meeting, Purchasing Training, Bossier Parish Economic Development Forum, Business and Industry Committee Member</td>
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<td>National Safety Council Arklatex Chapter Conference</td>
</tr>
<tr>
<td>Sherrie Johnson</td>
<td>Staff Development Training, Emergenetics Training, Safety Committee Member</td>
<td>Dropout Prevention Seminar, Fourth Annual Youth Day Conference, Bossier Youth Leadership Social Service Day and Monthly Leadership Meetings, Centenary Literacy Program, Consortium for Education, Research, and Technology</td>
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</tr>
<tr>
<td>Jasmine Howard</td>
<td>Workforce Development Departmental Meetings, Purchasing Database Training, Pathways to Construction Region VII Meetings, Student Business Incubator Opening, Faculty/Staff Orientation Committee Member</td>
<td>LDOL Database Training, Gulf Coast Workforce Development Meeting, LERN Conference, National Safety Council Arklatex Chapter Conference, Pathways to Construction Region VII Meeting, Bosier Mayor's Commission for Women Training</td>
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</tr>
<tr>
<td>Tiyonda McCoy</td>
<td>Emergenetics Training, Hospitality Committee,</td>
<td>Bossier Chamber of Commerce Business Builders' Seminar, Dropout Prevention Seminars, Fourth Annual Youth Day Conference, Consortium for Education, Research, and Technology</td>
<td>Bossier Achievement Center</td>
</tr>
<tr>
<td>Melissa Pinero</td>
<td>Staff Development Training, Purchasing Database Training, IWTP Staff Meetings, Bossier Parish Economic Development Forum, Student Business Incubator Opening, Team Building Workshop, Staff Senate, Driver Safety, Body Language Workshop, Purchasing Database Training, Department of Labor Meeting, Financial Forms Training, Student Success is Everyone's Responsibility Workshop, Career Pathways Webinar</td>
<td></td>
<td>National Safety Council Arklatex Chapter Conference</td>
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</table>
SIGNIFICANT CONTRACTS OR GRANTS:

City of Shreveport, WIA Youth Program - $53,910
Coordinating and Development Corporation, WIA Bossier/Outlying Caddo Parish - $65,833
Pathways to Construction Initiative - $1,020,867.00
Incumbent Worker Training Program – Department of Labor (24 grants)
Harrison Company - $66,129
Harvey Toyota of Bossier City - $93,579
McElroy Metal - $296,450
Voith - $323,022
US Agencies (Baton Rouge) - $235,176
Blue Cross & Blue Shield of LA - $2,114,357
Aeropres Corporation - $196,541
ACADEMIC PROGRAM REVIEW

Workforce Development strives to accommodate local business by providing effective and efficient short-term training programs to meet both immediate and long-range training needs. BPCC continues to be a state leader in Incumbent Worker Training Program grants.

STRATEGIC PLANNING

Department Measurable Strategy:
Maintain involvement with IWTP program by continuing to serve the entire State of Louisiana. Seek additional funding sources for customized training opportunities to expand our capacity to deliver workforce training across the state.

Performance Indicators:
Achievement will be measured by the number of IWTP training grants, the total number of participants trained, and the quality of the service we provide to companies involved in the program.

Assessment Results:
[1] 13 IWTP grants approved in progress, representing 1,538 employees trained.
[2] 18 grants in the writing process and 1 IWTP grant awaiting approval.
[3] 13 IWTP grants brought to completion during 2007 fiscal year, representing 2,332 employees trained and $3,991,921.30 in funding
[4] The IWTP Customer Satisfaction Reports completed by IWTP grant employers gave us an average score of 9 out of 10 (very satisfied).
[5] IWTP staff represented BPCC in dialogue with 282 employers across the state this fiscal year. The staff also represented BPCC at 61 civic and community events.

Changes Based on Assessment Outcomes:
Workforce Development strives to accommodate local business by providing effective and efficient short-term training programs to meet both immediate and long-range training needs. BPCC continues to be a state leader in Incumbent Worker Training Program grants.

**Strategy(ies) for the Future:**
The type of training and costs of that training are scrutinized much more closely than in previous funding years. IWTP project coordinators must ensure the accuracy and comprehensive nature of the needs assessment conducted at the initial phases of the grant writing. Input and approval from both supervisory and management levels at the employer are crucial to successful administration of the grant. Continue to track number of employees trained and quality of training through customized training database developed on campus. Adjust future strategies as DOL guidelines change. Continue to meet the needs of Louisiana employers for immediate, short-term and long-range training needs.

**Department Measurable Strategy:**
Deliver Pathways to Construction Employment Initiative in conjunction with the LTC - Region 7.

**Performance Indicators:**
Achievement will be measured by the number of trainees receiving a certification (552 total - 325 BPCC & 227 LTC).

**Assessment Results:**
The Pathways to Construction Employment Initiative award allowed BPCC to develop and provide several just-in-time solutions for the construction industry in Region VII. BPCC continues to expand its customized training options to meet the individual needs of employers in this region. To date, BPCC and Region VII have trained 552 individuals through the Pathways Initiative.

**Changes Based on Assessment Outcomes:**
BPCC will continue dialogue with area business and industry representatives to identify training needs.

**Strategy(ies) for the Future:**
Pathways coordinator will continue to develop and expand customized training options to meet the individual, immediate needs of employers in this region.

**Department Measurable Strategy:**
Recruit and provide training and/or educational opportunities to "out-of-school" youth between the ages of 18-21 from Shreveport, Bossier City, and the outlying Caddo/Bossier Parish areas through the Workforce Investment Act (W.I.A.) Program.

**Performance Indicators:**
Number of students to complete employment / educational training program, gain credentials or diploma, show progress in numeric and literacy gains, find employment, and retain employment.

**Assessment Results:**
The WIA Program served 36 individuals throughout the fiscal year, has 20 currently enrolled as WIA participants, referred 6 individuals to other BPCC services, helped 5 attain a workplace &/or academic credential, and assisted in placing 12 participants in employment.
Changes Based on Assessment Outcomes:
BPCC will continue to serve participants in the WIA program when WIA guidelines are released for the coming year.

Strategy(ies) for the Future:
BPCC will continue implementation of program when WIA guidelines are released for the coming year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The Division's IWTP program has continued to address the needs of both local and regional employers through new and existing grants. The employers with whom we are working seek workforce training in the areas of computer skills, technical skills, safety and OSHA regulations, customer service, conflict resolution, problem solving, leadership and professional conduct. Our WIA program continues to work effectively with the needs of youth ages 17-21 in Bossier and outlying Caddo parish and youth ages 19-21 for the City of Shreveport with statistics that lead the state. The Pathways to Construction Employment Initiative at BPCC has continued to lead the state in numbers trained and funds successfully disbursed. BPCC’s Workforce Development Division has been featured twice in recent editions of Education & Industry Today a publication of the Louisiana Community and Technical College System, highlighting innovative and successful workforce training partnerships between BPCC and area industries.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
[1] Continue to seek IWTP grants from the LA DOL
[2] Expand customized training through the Pathways to Construction Employment Initiative
[3] Seek additional sources of grant funding to expand our capacity to deliver a variety of workforce training options.
Division of Economic Development
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff

Shelli Ulrich, B.S.
Karen Allen, B.E.
Becky Turbeville, B.B.A.

DIVISION SUMMARY

Bossier Parish Community College's Workplace Literacy Program is designed to assess, build and enhance area labor market skills. Current programs include assessment of literacy and skill levels for Bossier Parish Community College allied health students prior to their admission to program clinicals, pre-employment skill assessments for area businesses, literacy training and GED classes, and skill upgrades for area citizens interested in enhancing job performance.

ADVANCED DEGREES OR CERTIFICATIONS:

Becky Turbeville is working on her MBA

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<tr>
<td>Shelli Ulrich</td>
<td>Student Success is Everyone's Responsibility</td>
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<td>Ayuda: Literacy Challenges in Northwest Louisiana</td>
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<td>Staff Senate: Teambuilding</td>
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<td>Bossier Youth Leadership</td>
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<td>Plato Software Training</td>
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<td>Social Service Session</td>
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<td>Steck-Vaughn Read On Training</td>
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<td>Solutions TO Poverty: Co-</td>
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<td>Convener for Bossier Parish</td>
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<td>Incubator Advisory Committee</td>
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<td>Options III Design Team</td>
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<td>Becky Turbeville</td>
<td>Student Success is Everyone's Responsibility</td>
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<td>Plato Software Training</td>
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<td>Emergentics</td>
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SIGNIFICANT CONTRACTS OR GRANTS:

$47,000 STEP contract

STRATEGIC PLANNING

Department Measurable Strategy:
Promote and encourage college enrollment upon completion of GED classes.

Performance Indicators:
Annually, enroll 10% BPCC GED graduates in post-secondary classes at BPCC.

Assessment Results:
To date, eighteen students have earned their GEDs, four of these (22%) enrolling in BPCC upon completion.

Changes Based on Assessment Outcomes:
Continue to encourage college enrollment for GED completers. Enroll 25% BPCC GED graduates in post-secondary classes at BPCC.

Strategy(ies) for the Future:
Invite students to participate in campus activities, campus youth day and tours offered through Recruiting Department.

Department Measurable Strategy:
Meet with businesses and employers to offer pre-employment screening for potential employees and skill upgrades to existing workforce.

Performance Indicators:
Form a partnership with at least one new business per year.

Assessment Results:
Contract with Anchorage Alaska Community College to provide pre-employment assessments for Texas and Louisiana workers interested in employment on the Alaskan North Slope with British Petroleum.

Changes Based on Assessment Outcomes:
Continue current efforts.

Strategy(ies) for the Future:
Participate in Shreveport and Bossier Chambers of Commerce and other organizations targeting business partnerships.
**Department Measurable Strategy:**
Provide upgraded skill levels to state-funded programs to ensure they meet the required measures.

**Performance Indicators:**
Increase the number of Louisiana Work Ready Certificates issued annually by 10%.

**Assessment Results:**
Workplace Literacy issued 120 Work Ready Certificates in FY 06-07. This is a 14% increase (105 in FY 05-06) from the previous year.

**Changes Based on Assessment Outcomes:**
Continue current efforts.

**Strategy(ies) for the Future:**
Market this credential to area employers as a tool for hiring.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
Workplace Literacy assessed or instructed 521 people this year and earned $14,585 in revenues. The program continues to develop partnerships with area employers to assess applicants and enhance basic skills of the Northwest Louisiana workforce. Bossier Parish Community College's literacy program, Project READ, joined the department in February of this year in an effort to provide a seamless transition from non-reader to basic literacy student to GED student. In March of this year, Project READ created classes for emerging readers and has now graduated four students into GED classes. Workplace Literacy GED classes continue to improve progress and attendance of this student population. Current enrollment is 45 students with average daily attendance of 26. Our GED program graduates an average two students per month each academic year.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
Workplace Literacy will create additional class sessions and expand GED class capacity to accommodate more students. In addition to continuing our GED class offerings at Allen Millwork, Workplace Literacy will offer to duplicate this project with other area employers. Project READ will concentrate efforts on developing stronger volunteer support for Laubach Literacy.
Division of Finance & Administration
Division of Finance and Administration
Vice Chancellor for Finance and Administration

EMPLOYEE LISTING

Professional, unclassified staff
Tom Williams, M.Ed.

Classified staff
Carliss L. Pierce, A.D.

DIVISION SUMMARY
The Vice Chancellor for Finance and Administration is responsible for the supervision of seven (7) divisions: Human Resources, Computer Services, Comptroller, Physical Plant, Security, Environmental Health and Safety, and Purchasing.

He is also responsible for developing, monitoring and improving the overall administrative and financial affairs of the College. During this year, Vice Chancellor Tom Williams has attended numerous meetings, both on and off campus. His participation in these very important meetings has been essential in obtaining sufficient funding for the College and has ensured that the administrative affairs of the College, for which he is responsible, have run smoothly.

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Tom Williams, Vice Chancellor for Finance and Administration</td>
<td>Staff Development Seminar with Patty Tymon: &quot;Essential Relationships - Building, Relinquish, Recover&quot;</td>
<td>CLCU Annual Conference - &quot;Accountability through Stewardship&quot; - Darrow, Louisiana</td>
<td>SACS-COC Annual Meeting - Orlando, Florida</td>
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<td>LCTCS Leadership Conference - New Orleans, Louisiana</td>
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STRATEGIC PLANNING

Department Measurable Strategy:
Acquire sufficient funding for the planning and construction of athletic facilities (baseball, softball and soccer fields).

Performance Indicators:
There is sufficient funding necessary to continue planning and construction of athletic facilities.

Assessment Results:
Funding for planning of athletic fields and initial construction of athletic fields has been secured.

Changes Based on Assessment Outcomes:
With the secured funding, we will continue to plan and construct the athletic facilities.

Department Measurable Strategy:
Negotiate the purchase of property at the north and south ends of campus for future utilization.

Performance Indicators:
The property at the north and south ends of campus are purchased for future utilization.

Assessment Results:
Property at north end of campus was purchased in April '07. Negotiations for property at south end of campus continue.

Changes Based on Assessment Outcomes:
We will continue the negotiations of purchasing the property at the south end of the campus.

Department Measurable Strategy:
Work with System Office to maintain stability of state funding for the System and its institutions.

Performance Indicators:
The stability of state funding for the System and its institutions is maintained.
**Assessment Results:**
Full formula funding for FY '08 is appropriated by LA Legislature

**Changes Based on Assessment Outcomes:**
We will work with the LCTCS and Board of Regents to continue to maintain full formula funding.

**Department Measurable Strategy:**
Maintain and enhance safety and security of campus

**Performance Indicators:**
The safety and security of the campus has been maintained and enhanced.

**Assessment Results:**
College police walk-throughs of each building have been increased and a "Lockdown" procedure has been implemented. Extensive inspections have been conducted to assure that the campus remains a safe environment for the employees, students and guests.

**Changes Based on Assessment Outcomes:**
We will continue to increase security measures, walk-throughs, and training for faculty and staff on the "Lockdown" procedures now in place.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Division of Finance and Administration has had a very successful year. As seen in each department's individual Annual Reports, it is apparent that the entire division has been a fundamental aspect of the total success of Bossier Parish Community College.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

1. Acquire property at south end of campus
2. Begin planning and construction of athletic fields
3. Institute more comprehensive campus security measures coordinating with LCTCS, Board of Regents and Governor's Office
4. Work with LCTCS and Board of Regents to continue full formula funding
Division of Finance and Administration
Bookstore

EMPLOYEE LISTING

Professional, unclassified staff

JaVonna Steadman, MA

Classified staff

Glenda McKenzie
Vera Wilkinson
Tammy Kennedy

DIVISION SUMMARY

The BPCC Bookstore has successfully completed registrations and buybacks during the past year. The Bookstore personnel managed the operations efficiently. Articles have been placed in the Kaleidoscope and Inside BPCC advertising bookstore merchandise. The Bookstore achieved its goal of providing textbooks (new and used) for the students in a timely manner. The Bookstore provided quality, timely, and professional services to the students, faculty, and staff. The retail area in the front of the Bookstore allows students/customers to view and shop for merchandise. The merchandise is attractively displayed. Textbooks are located in the back rooms of the Bookstore. The staff pulls the textbooks for the student at the time of sale.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS:

The BPCC Bookstore was featured in the Louisiana Association of College Stores On-line Newsletter - July 06. The article included pictures of the front retail area and textbook storage area.

The BPCC Bookstore unveiled several 40th Anniversary items designed for this year's celebration. An article was printed in the Economic Development Newsletter - Fall 06. A picture of the display table, featuring the 40th Anniversary items, was shown in the LCTCS Education & Industry Today paper - March 07.

An article in This is BPCC featured JaVonna Steadman, Bookstore Manager, as one of the BPCC graduates employed at the College.

The BPCC Bookstore is a member of National Association of College Stores, Southwest College Bookstore Association, and Louisiana Association of College Stores.
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<tr>
<td>JaVonna Steadman</td>
<td>Lumina Focus Group Meeting</td>
<td>Training for On-line Bookstore, Lincoln, NE</td>
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<td>AACRAO Webinar</td>
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<td>Glenda McKenzie</td>
<td>Staff Senate Development</td>
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<td>Meeting/Tymon</td>
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<td></td>
<td>Gingerbread House Staff</td>
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<td>Development Meeting</td>
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<td>Vera Wilkinson</td>
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ACADEMIC PROGRAM REVIEW

Scored 100 % on the Bookstore Evaluation by division chairs for 2006-2007.
JaVonna Steadman, Bookstore Manager - Team Captain Building F, Louisiana Food Bank Drive

STRATEGIC PLANNING

Department Measurable Strategy:
Increase sales of BPCC logo clothing items.

Performance Indicators:
Increase styles of clothing items. Monitor sales activity of clothing items.

Assessment Results:
Increased orders for clothing items by approximately 300 items. Provided a wider variety of BPCC items. Displayed approximately 50 different styles and colors of clothing items. Bright/spring colors are the best sellers. Clothing sales for this year totaled $11,525.00.

Changes Based on Assessment Outcomes:
Monitor and maintain a large variety of clothing items. Maintain the retail area in a professional manner.

Strategy(ies) for the Future:
Increase number of clothing items and school supplies for the student population to purchase.

Department Measurable Strategy:
Provide a wide variety of BPCC logo items - such as
t-shirts, polo shirts, sweatshirts, jackets, folders, cups, pens, pencils, key chains, etc.

**Performance Indicators:**
Display a variety of BPCC logo items in the Bookstore's front retail area. Maintain a neat and attractive sales area.

**Assessment Results:**
A large variety of clothing and BPCC logo items are available. Items are displayed in a neat and attractive manner. Special items displayed for 40th anniversary celebration.

**Changes Based on Assessment Outcomes:**
Monitor retail area in order to keep area attractive, neat, and secure. Process orders in a timely manner to keep a large selection of BPCC items available.

**Strategy(ies) for the Future:**
Provide a large variety of logo items such as t-shirts, polo shirts, sweatshirts, jackets, folders, cups, pens, pencils, umbrellas, keychains, etc. Order and display winter items and summer items at appropriate time.

**Department Measurable Strategy:**
Provide the student population with required textbooks and materials in a timely and professional manner.

**Performance Indicators:**
Order textbooks and materials within a specific time frame. Secure delivery and processing of textbooks before semester begins.

**Assessment Results:**
Ordered textbooks and materials for the student population in a timely manner. Ordered fall books in June and July, spring books in November and summer books in April. Accepted delivery of books, processed books, and prepared for registration. Processed reorders as quickly as possible. Bookstore bought back $213,000 in used books from student population.

**Changes Based on Assessment Outcomes:**
Monitor reorders closely in order to have a sufficient number of books on hand.

**Strategy(ies) for the Future:**
Provide students with required textbooks and materials in a timely and professional manner.

**Department Measurable Strategy:**
Annually distribute a Bookstore Evaluation form to division chairs in order to evaluate Bookstore services.

**Performance Indicators:**
Review Bookstore Evaluation form from division chairs. Calculate percentage grade for services provided by Bookstore.

**Assessment Results:**
Reviewed bookstore evaluation from division chairs and determined quality of service provided by Bookstore staff.
Changes Based on Assessment Outcomes:
Continue to provide service to division chairs and faculty in a professional manner.

Strategy(ies) for the Future:
Review Bookstore evaluation annually.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The College Bookstore operates in an efficient and professional manner. The staff works cooperatively with faculty, staff, and students. The bookstore promotes logo items, clothing, and supplies by advertising in the Kaleidoscope, Inside BPCC, and by campus e-mail. A large variety of clothing items are attractively displayed in the retail area. As stated in the program review, the Bookstore scored 3.41 on the BPCC Report Card and scored 100% on the Bookstore Evaluation by division chairs. The Bookstore received $136,632.00 publisher's credit for returned textbooks.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
To have required textbooks available in a timely manner.
To increase and market Bookstore logo items, clothing, and supplies.
To serve the students, faculty, and staff in a professional manner.
Division of Finance and Administration
Campus Security

EMPLOYEE LISTING

Professional, unclassified staff
Mike May, A.D., Criminal Justice

Classified staff
Renee Ryan

DIVISION SUMMARY

The Department of Campus Security is responsible for the safety and security of all persons and property at Bossier Parish Community College. Vehicle parking, parking permits, traffic enforcement and continual police patrols are conducted on a daily basis.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications, and Productions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike May</td>
<td>Safety Committee, Violence in the Workplace Committee, Planning Council, Defense Driving</td>
<td>Weekly meetings with personnel from Bossier City Police Department</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>All intelligent briefings are now conducted through e-mails with the U.S. Attorney's office, the U.S. Office of Homeland Security, and several other agencies designed to assist law enforcement with current intelligence.</td>
<td></td>
</tr>
<tr>
<td>Renee Ryan</td>
<td>Financial Aid Appeals Committee, Defense Driving</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

STRATEGIC PLANNING

Department Measurable Strategy:
Crime reporting

Performance Indicators:
All crime statistics are recorded monthly and reported to the federal government yearly.

Assessment Results:
All crime statistics were reported to the federal government.
Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue reporting all crime statistics to the federal government.

Department Measurable Strategy:
Enforcement of parking regulations and all applicable laws

Performance Indicators:
We will continue to monitor the parking situation on campus and enforce all applicable regulations and laws.

Assessment Results:
All parking regulations and applicable laws and regulations were enforced.

Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue monitoring parking and enforcing applicable regulations and laws.

Department Measurable Strategy:
Enforcement of the new "No Smoking" policy

Performance Indicators:
The campus will be monitored for persons smoking outside of the smoking shelters. Violators will be fined $25.00 per violation.

Assessment Results:
The campus was monitored for the No Smoking policy and several persons were written citations for violation of the policy.

Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue monitoring the No Smoking policy and fine the violators.

Department Measurable Strategy:
Continuation of foot patrols

Performance Indicators:
The policy of building walk-thruoughs will be continued. All buildings and sidewalks must be monitored for proactive police work. Campus crime statistics fell last year, possibly due to this policy.

Assessment Results:
Foot patrols were effective for police presence. The faculty and students commented that it was a positive addition to security.
Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue foot patrols through all buildings and sidewalks.

Department Measurable Strategy:
Continuation of campus watch

Performance Indicators:
The campus watch program will be continued this year. We anticipate hiring enough students for all buildings.

Assessment Results:
This is a successful program that assists with faculty and students.

Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue the campus watch program.

Department Measurable Strategy:
Enforcement of school policy in student lounge area

Performance Indicators:
The student lounge area will be monitored for disruptive students. There will be an officer assigned to the lounge area on a daily basis.

Assessment Results:
An officer was assigned to the student lounge/study area daily. Several problem students were temporarily banned or suspended from the lounge/study area.

Changes Based on Assessment Outcomes:
Assessment complete.

Strategy(ies) for the Future:
We will continue to have an officer in the student lounge/study area.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Department of Campus Security had another successful year in decreasing crime on campus. For the third year in a row, our crime statistics fell. Our Annual Security Report lists two reported crimes occurring on campus, both during school closure hours. One crime was the theft of a state vehicle and the other was a burglary; each crime occurring on the weekend. An arrest was made for the burglary, but the state vehicle has not been recovered.

The division was able to secure 16 additional Motorola radios and 13 flashlights through the Technology Fee. Each division was furnished a radio for emergency use.

The Student Lounge had rules posted and the name changed to Student Study Center. This helped eliminate excess noise and unruly students from the building.

Our hourly police walk through of each building was continued and increased to two an hour after the tragedy at Virginia Tech.

We added a “Lockdown” mode to our list of police Standard Operating Procedures. We now have the capability of alerting faculty, staff, and students through the intercom system. All classroom doors are now locked during normal school hours while class is in session.

Vehicle parking is monitored closely for parking permits and parking violations with priority given to faculty parking areas. Vehicle parking permits increased by approximately 20% in 2006.

The campus lighting issue was addressed and additional lights will be installed prior to the fall semester.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Enforce vehicle registration
Enforce No Smoking Policy
Enforce Student Study Center rules
Monitor all buildings for security needs/concerns
Continue vehicle and foot patrols of campus
Continue posting officers in buildings of high priority
Ensure proper lighting is installed for the campus
EMPLOYEE LISTING

Professional, unclassified staff

M. Shane Adams, A.S., A+, MCP, MCDST
Wesley Bange, B.S., Microsoft Certified Professional
Wendy L. Billingsley
R. Randall Case, A.A.S., MCSE/CCNA/A+/Security +
John Cosby, A.A.S. (resigned)
Gloria A. Freeman, A.D.
Kori Hearon, A.D.
Gary L. Hollatz
Scott Hughes
William A. Martin
Jeffery D. McGee
Edwin A. Smith, B.A., M.A.

Classified staff

Suzanne R. Brooks
Penny Chandler
Ashley Fontenot
Kathie A. Kes (resigned)
Martha A. Peters (Transferred)

DIVISION SUMMARY

In 2006 - 2007, Computer Services implemented a wireless network on campus. This allows students to access the Internet using their personal laptops equipped with a wireless networking card. This service was expanded to include BPCC employees. This year saw the transition from Computer Associates E-trust to Symantec Anti-Virus software. Symantec provides more reliable computer virus protection at a lower cost. Also this year Web Self-Service for Employees was installed. Web for Employees is a online web interface for BPCC employees to enter their time sheets, view check stubs from any pay period, submit IRS W4 changes. An added benefit is the reduction of work load by eliminating the need to print check stubs and reduce the amount of data entered by human resources personnel.

Martha Peters transferred to Purchasing. John Cosby and Kathie Kes resigned. New hires were Ashley Fontenot, Administrative Assistant III; Eddy Smith, Website Manager; Wesley Bange, Sr. Systems Analyst; and Scott Hughes, Telephone/Computer Support Tech. Penny Chandler went from part-time to full-time.
PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Wendy Billingsley</td>
<td>Campuswide Student Success Workshop</td>
<td>Community College Survey of Student Engagement Teleconference Training</td>
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</tr>
<tr>
<td>Randy Case</td>
<td>Webinar – Computer Associates, Faster Backups with less risk</td>
<td>Webinar – Gateway, Server Hardware Webinar - Ziff Davis, Virtualization 4 Day Training – Microtek, VMWare Install and Configure</td>
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<tr>
<td>Gary Hollatz</td>
<td>VM Seminar IT Conference and Expo</td>
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<tr>
<td>Eddy Smith</td>
<td>Camtasia Studio - Basic</td>
<td>Webinar – Integrating Flash Video into HTML Webinar – AIS Web Accessibility Toolbar</td>
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</tr>
<tr>
<td>Bill Martin</td>
<td>IT Conference and Expo</td>
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</tr>
</tbody>
</table>

STRATEGIC PLANNING

**Department Measurable Strategy:**
Implement Web Safe Service For Employees

**Performance Indicators:**
P.O. for Purchase

**Assessment Results:**
Installed – HR currently training staff. Web for Employees is a online web interface for BPCC employees to enter their time sheets, view check stubs from any pay period, submit IRS W4 changes. The time sheet submitial can be done from anywhere and will require the same approval authority we currently have with the paper system. Another benefit is that it ties directly to our financial system and data entry of timesheet data by a clerk in the payroll department will be eliminated.

**Changes Based on Assessment Outcomes:**
Actual name is "Web Self-Service for Employees."

**Strategy(ies) for the Future:**
We plan to eliminate printing check stubs for those employees that opt for electronic pay statements.

**Department Measurable Strategy:**
Convert our anti-virus software from E-trust to Symantec.

**Performance Indicators:**
Management console report
Assessment Results:
Computers using E-trust had Symantec Anti-Virus installed and E-trust uninstalled or disabled. New computers had Symantec Anti-Virus installed.

Changes Based on Assessment Outcomes:
When BPCC's maintenance and subscription agreement with Computer Associates for E-trust was up for renewal, we were approached by Symantec with a better deal. E-Trust was failing to deliver infection reports consistently; we found the Symantec reports to be quite reliable.

Strategy(ies) for the Future:
Symantec Anti-virus will continue to be maintained and updated on existing computers and installed on new computers.

Department Measurable Strategy:
Implement wireless network services in all buildings.

Performance Indicators:
Ability to log on to wireless systems

Assessment Results:
Wireless network service is available to registered users in and around Buildings A, B, D, E, F, and G, and in most of the central common area between the buildings.

Changes Based on Assessment Outcomes:
The network was modified to allow Faculty and Staff to register for wireless network access.

Strategy(ies) for the Future:
We plan to cover any dead area if warranted and improve the signal strength in weak areas as needed.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

Computer Services has maintained a high level of service while ensuring the everyday computing needs of the College are met.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Implement Storage Area Network and Virtual Machine Infrastructure
Increase campus bandwidth from 3 Mb to 45 Mb.
Prepare for future migration to Sungard/SCT Banner
Division of Finance and Administration
Environmental Safety

EMPLOYEE LISTING

Professional, unclassified staff

David Jones, B.S.

DIVISION SUMMARY

The Department of Environmental Health and Safety establishes safety policies and procedures for the Bossier Parish Community College Campus. The department works closely with the Security Department to document all injury and loss incidents. In addition to documentation, the department investigates the cause of the incident and implements policies to prevent additional accidents or loss. The Environmental Health and Safety Department constantly reviews the operational procedures for safety, defensive driving, confined space, blood borne pathogens, violence in the workplace, and any other Bossier Parish Community College activities that require specific operational rules and regulations. Compliance with the Louisiana Office of Risk Management is achieved through completing all filings and required documentation and by offering driving certification classes and quarterly safety meetings. In addition to risk and loss policy oversight, the department conducts extensive inspection schedules to assure that the campus remains safe for the employees, the students and all guests.

ADVANCED DEGREES OR CERTIFICATIONS:

Certified Defensive Driving Instructor
Certified in Automatic Defibulator use

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Achieved Total Compliance in ORM Annual Compliance Review
Achieved Total Compliance in Annual State Fire Marshal Audit
Achieved Total Compliance in both Semi-Annual Elevator Inspections

PROFESSIONAL DEVELOPMENT

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</thead>
<tbody>
<tr>
<td>David Jones</td>
<td>Hazardous Material Handling (Community Ed.)</td>
<td>PRIMA Spring Conference</td>
<td>LCTCS Loss Prevention &amp; Space Utilization Presentation</td>
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<tr>
<td></td>
<td>“Managing Stress for a Healthier Happier You”</td>
<td>ORM Mid-Winter Conference</td>
<td>LCTCS Energy &amp; Fleet Presentation</td>
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<td>Planning Council Meeting</td>
<td>ORM Defensive Driving Course</td>
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<td>ORM Boiler Safety Course</td>
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<td>ORM Common Electrical Problems</td>
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</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy:
Maintain rigorous inspection schedules to identify hazards that could cause physical harm and/or litigation.

Performance Indicators:
Maintain all records necessary to document inspections and corrective actions that are taken.

Assessment Results:
Total compliance in all required areas and a minimized litigation record.

Changes Based on Assessment Outcomes:
Implemented all suggestion learned at ORM Classes

Strategy(ies) for the Future:
To attend all continuing education class offered by ORM and trade organizations

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The overall assessment of division effectiveness can be measured through the inspections and audits performed by outside agencies. The fact that Bossier Parish Community College has been found in total compliance proves that the existing policies and procedures are effectively providing a safe campus environment for employees, students, and guests.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Continuing Education
2. Identify and new areas of risk and address immediately
3. Continue to work closely with the Security Department and the Physical Plant to minimize risk.
Division of Finance and Administration
Finance Department

EMPLOYEE LISTING

Professional, unclassified staff

D. Michelle Brewer, B.S., M.B.A.
Joey H. Brown, B.B.A., C.P.A.
Stacey T. Crawford, B.S., M.B.A.
Loren T. Elwell
Glenda K. Loftin
Lynn C. Lyle, B.S.
Vicki V. Morehead, A.A., B.A., M.B.A.
Ronald E. Viskozi, B.S.

Classified staff

Tammy S. Grill, A.S.
Arlene J. Hanson
Brenda S. Jones, B.A.
Carol W. Kruck, A.S., A.A., B.A.
Sherry M. Wilkerson, A.S.

DIVISION SUMMARY

For the first year in the College's history, an Internal Revenue Service audit was performed with the Finance Department. Additionally, the Compliance Officer for the College, the Louisiana Legislative Auditors, and the Louisiana Community and Technical College Auditors each performed audits of the Finance Department during the fiscal year. The results were positive from all aspects in that no formal audit findings were produced. The Annual Operating Budget was completed and submitted prior to the deadline of August 21, 2006, and the Annual Financial Report was completed and submitted before the deadline of August 28, 2006. Members of the Finance Department staff provided yearly training to faculty and staff on the "Financial Forms Reference Guide" in an effort to keep employees current on financial and budget forms administration. Additionally, each member of the Finance Department staff attended several professional development opportunities throughout the year. All full-time faculty and staff, student worker, part-time, and adjunct payrolls were produced in a timely manner, and direct deposit became mandatory for all employees as of June 1, 2007. The Finance Department assisted the Purchasing Department in the transition to the online purchase requisition system. At the present time, the College is operating within budget constraints and it is predicted this will continue through June 30.

Joey Brown joined our department as Bursar in April 2006.

Tammy Grill, Arlene Hanson, and Carol Kruck continued their educations by attending classes at Bossier Parish Community College.
ADVANCED DEGREES OR CERTIFICATIONS:

Tammy Grill graduated from BPCC in May 2007 with an Associate Degree in Business Administration.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Tammy Grill was inducted as a member of Phi Theta Kappa and Sigma Kappa Delta. She made the Dean's List in fall 2006. Awarded the Certificate of Achievement in Speech for "Most Animated Speaker."

Arlene Hanson was elected and served as Secretary of the BPCC Staff Senate.

Lynn Lyle was elected and served as Treasurer of the BPCC Staff Senate.

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<tbody>
<tr>
<td>Michelle Brewer, Comptroller</td>
<td>Gingerbread House Community Service Seminar &lt;br&gt;&quot;Managing Stress for a Healthier, Happier You&quot; Seminar &lt;br&gt;&quot;Essential Relationships: Build, Relinquish, &amp; Recover&quot; Seminar &lt;br&gt;&quot;Student Success is Everyone's Responsibility&quot; Workshop &lt;br&gt;&quot;Online Purchasing Training&quot; &lt;br&gt;PowerPoint Training &lt;br&gt;Welcome Ceremony for Dr. May &lt;br&gt;BPCC 40th Anniversary Celebration &lt;br&gt;Christmas Faculty/Staff Luncheon/Meeting &lt;br&gt;End-of-Year Faculty/Staff Luncheon/Meeting &lt;br&gt;Staff Senate End-of-Year Awards and Recognition Luncheon &lt;br&gt;Scholarship Committee Meetings, Secretary &lt;br&gt;BPCC Staff Senate Member &lt;br&gt;Louisiana Association of School Business Officials Member &lt;br&gt;National Association of College and University Business Officers Member &lt;br&gt;Government Finance Officers &lt;br&gt;Association of Louisiana Member</td>
<td>&quot;Get Motivated&quot; Zig Ziglar Seminar</td>
<td></td>
</tr>
<tr>
<td>Joey Brown, Bursar</td>
<td>&quot;Supporting Student Success&quot; Workshop &lt;br&gt;BPCC 40th Anniversary Celebration &lt;br&gt;BPCC Campus Lions Club Meetings &lt;br&gt;Government Finance Officers &lt;br&gt;Association of Louisiana Member</td>
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294
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stacey Crawford</td>
<td>Chief Financial Officer</td>
<td>&quot;Body Language&quot; Seminar, &quot;Essential Relationships: Build, Relinquish, &amp; Recover&quot; Seminar, &quot;Teambuilding Workshop&quot; Seminar, &quot;Student Success is Everyone's Responsibility&quot; Workshop, &quot;Managing Stress for a Healthier, Happier You&quot; Seminar, &quot;Online Purchasing Training&quot; Seminar, Welcome Ceremony for Dr. May BPCC 40th Anniversary Celebration, Christmas Faculty/Staff Luncheon/Meeting, End-of-Year Faculty/Staff Luncheon/Meeting, Planning Council Committee Meetings, Planning Council Partnership Subcommittee Meetings, Scholarship Committee Meetings, Chair CALL Program Meetings, BPCC Staff Senate Member Louisiana Association of School Business Officials Member National Association of College and University Business Officers Member Government Finance Officers Association of Louisiana Member</td>
</tr>
<tr>
<td>Loren Elwell</td>
<td>Business Office Manager</td>
<td>&quot;Check Out Our Movies and E Books&quot; Library Seminar, &quot;Campus-Wide Student Success Workshop&quot; Seminar, &quot;How to Get Where You Want to Be&quot; Society of Leadership and Success Video Presentation, Scholarship Committee Meetings, Christmas Faculty/Staff Luncheon/Meeting, End-of-Year Faculty/Staff Luncheon/Meeting</td>
</tr>
<tr>
<td>Tammy Grill</td>
<td>Administrative Coordinator II</td>
<td>&quot;Waking the Dead! Living with Purpose, Passion, Power&quot; Seminar, &quot;Body Language&quot; Seminar, &quot;Check Out Our Movies and E Books&quot; Library Seminar, Scholarship Committee Meetings, BPCC 40th Anniversary Celebration, Christmas Faculty/Staff Luncheon/Meeting, End-of-Year Faculty/Staff Luncheon Meeting</td>
</tr>
</tbody>
</table>
Arlene Hanson, Administrative Assistant III

"Managing Stress for a Healthier, Happier You" Seminar
Gingerbread House Community Service Seminar
"Financial Forms Reference Guide Training"
"Body Language" Seminar
"Online Purchasing Training"
"Essential Relationships: Build, Relinquish, & Recover" Seminar
"Campus-Wide Student Success Workshop"
"Teambuilding Workshop"
"Training Session for New/Rehire Paperwork, Contracts, and Timesheet Information"
"Student Success is Everyone's Responsibility" Workshop
"Protecting Sensitive Data on Mobile Devices"
Campus Ministries Meetings
Hospitality Committee Meetings, Secretary
Financial Aid Appeals Committee Meetings
BPCC Campus Lions Club Meetings
BPCC Staff Senate Member
BPCC 40th Anniversary Celebration Christmas Faculty/Staff Luncheon/Meeting
End-of-Year Faculty/Staff Luncheon/Meeting
Staff Senate End-of-Year Awards and Recognition Luncheon

Brenda Jones, Accounts Payable Technician

Gingerbread House Community Service Seminar
"Financial Forms Reference Guide Training"
"Body Language" Seminar
"Campus-Wide Student Success Workshop"
"Supporting Student Success" Workshop
Faculty/Staff Development Committee Meetings
Welcome Ceremony for Dr. May BPCC 40th Anniversary Celebration Christmas Faculty/Staff Luncheon/Meeting
End-of-Year Faculty/Staff Luncheon/Meeting

"Paper Tools to Increase Productivity" Seminar
"Are You Caught in the Net" Seminar
"The Fundamentals of Marketing" Seminar
"Workplace Violence & Domestic Violence: Irrevocably Connected" Seminar
"You May Need a Financial Professional" Seminar
"Get Motivated" Zig Ziglar Seminar
Pelican Chapter International Association of Administrative Professionals Meetings, Membership, Nominating, and Administrative Professionals Day Seminar Committees

"Get Motivated" Zig Ziglar Seminar
Carol Kruck, Grants Accounting Technician

"Look Who's Coming to Bossier Parish Community College" Workshop
"Campus-Wide Student Success Workshop"
Pathways to Construction "Best Practices Forum"
Hospitality Committee Meetings, Chair
Welcome Ceremony for Dr. May Christmas Faculty/Staff Luncheon/Meeting
End-of-Year Faculty/Staff Luncheon/Meeting

Glenda Loftin, Payroll Manager

Gingerbread House Community Service Seminar
"Managing Stress for a Healthier, Happier You" Seminar
"Teambuilding Workshop"
Student Worker Policies to Comply with IRS Rules, Web For Employees, Mandatory Direct Deposit, and Salary Deferral Meetings
Financial Aid Appeals Committee Meetings
BPCC Staff Senate Member
Welcome Ceremony for Dr. May BPCC 40th Anniversary Celebration Christmas Faculty/Staff Luncheon/Meeting
End-of-Year Faculty/Staff Luncheon/Meeting
Staff Senate End-of-Year Awards and Recognition Luncheon

"SCT Banner" Seminar
"Microsoft EXCEL" Fred Pryor Seminar
Lynn Lyle, Budget & Reporting Officer

Gingerbread House Community Service Seminar
"Managing Stress for a Healthier, Happier You" Seminar
"Financial Forms Reference Guide Training"
"Body Language" Seminar
"Teambuilding Workshop"
"Look Who's Coming to Bossier Parish Community College" Workshop
 Athletic Council Committee Meetings
 SACS Institutional Effectiveness Compliance Audit Committee Meetings
 Campus Ministries Meetings
 BPCC Campus Lions Club Meetings
 BPCC Staff Senate Member
 Government Finance Officers Association of Louisiana Member
 National Association of College and University Business Officers Member
 Welcome Ceremony for Dr. May
 BPCC 40th Anniversary Celebration Christmas Faculty/Staff Luncheon
 Staff Senate End-of-Year Awards and Recognition Luncheon

"Get Motivated" Zig Ziglar Seminar
 "Governmental Budgeting & Best Practices" Louisiana GFOA Spring Conference
 "LCTCS People Soft/Oracle Demo-Training"

 Presented the Finance & Admissions Departments Technology Proposal to the Student Technology Fee Committee.

Vicki Morehead, Accounting & Reporting Supervisor

Gingerbread House Community Service Seminar
"Managing Stress for a Healthier, Happier You" Seminar
"Financial Forms Reference Guide Training"
"Supporting Student Success" Workshop
"Online Purchasing Training" PowerPoint Training
 Campus Ministries Meetings
 BPCC Staff Senate Member
 Hospitality Committee Meetings
 Scholarship Committee Meetings
 BPCC Campus Lions Club Meetings
 Louisiana Association of School Business Officials Member
 Government Finance Officers Association of Louisiana Member
 National Association of College and University Business Officers Member
 Welcome Ceremony for Dr. May
 BPCC 40th Anniversary Celebration Christmas Faculty/Staff Luncheon
 End-of-Year Faculty/Staff Luncheon
 Staff Senate End-of-Year Awards and Recognition Luncheon

"Association of Government Accountants" Conference
 "Get Motivated" Zig Ziglar Seminar
 "Grants Budget" Workshop
 Pelican Chapter IAAP Administrative Professionals Day Seminar
 Pelican Chapter International Association of Administrative Professionals Meetings

STRATEGIC PLANNING

Department Measurable Strategy:
Expand the use of electronic technology in the Finance Department.

Performance Indicators:
1. Research the possibility of online grant invoicing and submission.
2. Research the process for Payroll to electronically transfer funds for state-approved vendor deductions.
3. Research the pros and cons of making vendor payments electronically.

Assessment Results:
1. Online grant invoicing and submission has been achieved for the grants that will allow online invoicing.
2. Researched the process for Payroll to electronically transfer funds for state-approved vendor deductions. Found four vendors which are state approved for deductions.
3. Researched the pros and cons of making vendor payments electronically. We are in the process of evaluating this process with Citizens National Bank.

**Changes Based on Assessment Outcomes:**
1. Continue with current practice of submitting grants online as allowed.
2. Proceed next year with setting up electronic funds transfer for Payroll deductions with vendors that are state approved.
3. Continue researching the pros and cons of making vendor payments electronically.

**Strategy(ies) for the Future:**
Expand the use of electronic technology in the Finance Department.

**Department Measurable Strategy:**
Provide information to assist in SACS reaffirmation.

**Performance Indicators:**
1. Complete annual financial report for FY06 by the deadline.
2. Update all SACS information previously submitted.
3. Assist the legislative auditors in obtaining any other information they need to prepare the Standard Review Report for SACS.

**Assessment Results:**
1. Completed annual financial report for FY06 by the deadline.
2. Updated all SACS information previously submitted.
3. Assisted the legislative auditors in obtaining information needed to prepare the Standard Review Report for SACS.

**Changes Based on Assessment Outcomes:**
No Changes.

**Strategy(ies) for the Future:**
Strategy Complete.

**Department Measurable Strategy:**
1. Provide training and information to campus departments on the Finance Department forms and web page.
2. Promote professional development within the Finance Department.

**Performance Indicators:**
1. Offer a Financial Forms Reference Guide and Budget Forms training seminar during the second quarter of the fiscal year.
2. Strongly encourage Finance Department employees to attend a minimum of three (3) professional development opportunities throughout the year.

**Assessment Results:**
1. Offered a "Financial Forms Reference Guide" and Budget Forms training seminar in the fall 2006. It was a great success with a large number of faculty and staff in attendance.
2. Finance Department employees attended at least three professional development opportunities throughout the fiscal year.

**Changes Based on Assessment Outcomes:**
1. Offer a "Financial Forms Reference Guide" and Budget Forms training seminar twice during
the fiscal year.
2. Continue to encourage Finance Department employees to attend a minimum of three (3) professional development opportunities throughout the year.

**Strategy(ies) for the Future:**
1. Provide training and information to campus departments on the Finance Department forms and web page.
2. Promote professional development within the Finance Department.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Finance Department continuously seeks to provide a functional financial operating system for the College while promoting good customer service and working collectively with the faculty and staff of the College. We make every effort to ensure payroll is produced, invoices are paid, reimbursements are processed, and student account balances are collected in a timely and accurate manner while remaining within our budget constraints. Existing policies and procedures are continually updated and new, innovative procedures are implemented throughout the year. Due to increased experience and retention of our staff, our financial records and services continue to improve.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

1. Expand costs-saving methods for the College.
2. Provide training and information to campus departments on the Finance Department forms and web page and promote professional development within the Finance Department.
3. Expand the use of electronic technology in the Finance Department.
4. Expand the Finance Department website.
Division of Finance and Administration
Human Resources

EMPLOYEE LISTING

Professional, unclassified staff

Tierney "Teri" Bashara, B.S.
Donna Wallace, B.A.
Shannon Jones, B.S.
Jamie Heller, A.D.

Classified staff

Nicki Gilbert

DIVISION SUMMARY

The HR Staff attended several training sessions conducted by Civil Service, Office of Group Benefits and the retirement systems. Nicki Gilbert joined the HR team in the position of Administrative Assistant 3 in September 2006. Jamie Heller was promoted to HR Coordinator in September 2006. The HR Department was audited by the Department of Civil Service in April 2007. The HR Department assisted the Finance Department with an Internal Revenue Audit in fall 2006. New OGB benefits were successfully introduced and implemented. BPCC was the site for several Civil Service and Office of Group Benefit training sessions that were coordinated by the HR Department staff. The department conducted an in-service training for staff on the process of employment contracts. Most of the 2006-2007 strategies were met during the fiscal year.

ADVANCED DEGREES OR CERTIFICATIONS:

Shannon Jones received a Bachelor’s Degree in Business/HRM in October 2007. Jamie Heller is currently working on a Bachelor’s Degree in Business. Nicki Gilbert is working on an Associate Degree in Business.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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</thead>
<tbody>
<tr>
<td>Teri Bashara</td>
<td>Pandemic Meeting, Student Success Workshop</td>
<td>Civil Service (Workforce Planning), LSPC Meeting, LCTCS/Civil Service training, LCTCS Conference and Leadership Day, ISIS training, LSERS training, TRSL training, LCTCS Banner Demo, Louisiana Jumpstart Coalition meeting, LASERS training</td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy:
Offer state CPTP training on BPCC campus for our employees.

Performance Indicators:
1. Establish list of CPTP courses that benefit our employees.
2. Seek approval from Executive Cabinet to use BPCC campus as a CPTP training facility.
3. Advertise and promote CPTP courses to employees.
4. Evaluate attendance among employees.

Assessment Results:
CPTP's schedule of courses were limited in the Shreveport-Bossier area. Limited courses and participation were concerns of offering the courses on campus to our employees. HR advertised and promoted CPTP courses available in the local area via campus email.

Changes Based on Assessment Outcomes:
Several employees attended CPTP courses in the local area. HR received good feedback from the participants concerning courses.

Strategy(ies) for the Future:
HR will approach upper management for approval to host CPTP courses on campus. Hosting the courses on campus will allow more participation from BPCC employees due to convenience and funding.

Department Measurable Strategy:
Propose and implement mandatory training for all supervisors.

Performance Indicators:
1. Determine which training is necessary for each supervisor based on department or division.
2. Propose training plan to Executive Cabinet for approval.
3. Implement mandatory training for unclassified supervisors.

Assessment Results:
HR researched a new Civil Service training that is specialized for each agency. At this time,
mandatory training for unclassified has not been approved by the Executive Cabinet.

**Changes Based on Assessment Outcomes:**
Mandatory training is not feasible at this time due to time constraints and other college projects/programs.

**Strategy(ies) for the Future:**
Offer voluntary training/courses on campus opportunities through CPTP.

**Department Measurable Strategy:**
Coordinate and provide an annual Benefits Fair.

**Performance Indicators:**
1. Schedule date for Benefit Fair that correlates with Annual Enrollment.
2. Contact vendors and confirm attendance at Benefit Fair.

**Assessment Results:**
Annual Benefit Fair was scheduled, vendors contacted and confirmed. Approximately 100 employees received information during the Benefit Fair.

**Changes Based on Assessment Outcomes:**
Employees are more informed about benefits and learned about new benefit offerings for the new fiscal year.

**Strategy(ies) for the Future:**
HR will continue to offer a Benefits Fair to employees.

**Department Measurable Strategy:**
Develop and implement electronic recording of time/attendance (Web for Employees) for employees through current payroll system.

**Performance Indicators:**
1. Web For Employees purchased and installed into the current payroll system, SCT PLUS
2. IT, HR and Payroll staff determine criteria for parameters for Web for Employees installation.
3. HR and Payroll staff receive training for Web for Employees.
4. HR and Payroll perform several simulated payrolls to test the new system.
5. IT, HR and Payroll discuss training for employees of new system.

**Assessment Results:**
Web for Employees was purchased and installed into the current payroll system, SCT PLUS. IT, HR and Payroll staff met to discuss criteria for parameters for Web for Employees installation. HR and Payroll staff received training for Web for Employees.

**Changes Based on Assessment Outcomes:**
The system is being tested and problems addressed as needed. Determining criteria for parameters for the system is on-going. New procedures and forms are needed for auditing purposes.
**Strategy(ies) for the Future:**
Training for employees on new record/attendance system. Produce first payroll using Web for Employees.

**Department Measurable Strategy:**
Utilize the BPCC channel to advertise for open positions.

**Performance Indicators:**
1. Receive approval from administration to place advertisement on BPCC channel.
2. Contact appropriate person and complete appropriate paperwork to place information on the BPCC channel.
3. Monitor effectiveness of advertisement by recording applicant's responses from the application question of where they learned about the open position.

**Assessment Results:**
HR received approval from administration to place advertisement on BPCC channel. Appropriate paperwork was completed for placement of advertisement. Monitoring of advertising effectiveness was difficult due to non-response from applicant on application question and limited wording on advertisement on BPCC.

**Changes Based on Assessment Outcomes:**
The limited wording of advertisement provided an opportunity to advertise the BPCC website. The BPCC website has all vacant positions which increased applicant pools.

**Strategy(ies) for the Future:**
Continued use of the BPCC channel to advertise openings.

**Department Measurable Strategy:**
Update and maintain unclassified job descriptions.

**Performance Indicators:**
1. Establish format for job descriptions.
2. Distribute current unclassified job descriptions to supervisors for review.
3. Determine if revisions require LCTCS review.
4. Update unclassified job descriptions according to supervisor's review.
5. Maintain accurate job description by annual review or review at vacancy.

**Assessment Results:**
Job description format was established. Unclassified job description were distributed to supervisors and revisions were reviewed. The unclassified job description were updated according to supervisor's review. The job descriptions will be reviewed as needed.

**Changes Based on Assessment Outcomes:**
Most job descriptions do not change annually so review of the job description will be as needed or when the position becomes vacant.

**Strategy(ies) for the Future:**
Maintain and update unclassified job descriptions as needed.
**Department Measurable Strategy:**
Review and maintain Human Resources policy manual.

**Performance Indicators:**
2. Update manual with revised or new LCTCS policies.
3. Notify employees of any updates or new policy via campus-wide email.

**Assessment Results:**
HR policy manual is updated with revised or new LCTCS policies as needed. A campus-wide email is sent when new policy or updates are made to the manual.

**Changes Based on Assessment Outcomes:**
Review of the HR policy manual is on-going.

**Strategy(ies) for the Future:**
Maintain and update HR Manual as needed.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
Overall, the Human Resources Department has had a successful year. The department processed 53 new hires, 29 terminations and 38 payrolls for the fiscal year of 2006-2007. Most goals set for the fiscal year of 2006-2007 were accomplished; all unclassified job descriptions are updated; electronic attendance/record system for full-time employees is in the process of implementation; 3rd annual Benefit Fair was held; HR utilized the BPCC channel to advertise vacant positions; HR Manual was updated as needed and CPTP advertised and promoted to employees. The Human Resources team continues to develop their skills through training and education to provide excellent customer service to BPCC employees.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
1. Host state CPTP courses on campus.
2. Offer voluntary training/courses on campus opportunities through CPTP.
3. Coordinate and provide a Benefits Fair to employees.
4. Complete implementation of electronic record/attendance system.
5. Use the BPCC channel to advertise openings.
Division of Finance and Administration
Office of Physical Plant

EMPLOYEE LISTING

Professional, unclassified staff

William McConathy, B.S., B.S.
Michael J. St. Andre', B.S., M.S.
Joseph Staton

Classified staff

Jeanetta Caldwell
Sherry Carley
Larris Clark
James Crews
Lynda Dickson, A.D.
Geneva Dykes
Clyde English
Leo English
Jimmy Feaster
Juanita Jeter
Justin Jones
Dave McQueen
Valarie Morris
Daniel Opperman
Johnnie Redd
Daisy Remble
Lessie Remble
Rod Roby
Robert Smith
Anita Taylor
Willie Taylor
Dianne Tillman
Gary Van Wert
Cassandra Vaughn
Miranda Wallace
Willie Washington
R. L. Wells
Drucilla Williams
Frank Zator
DIVISION SUMMARY

Employees of the Physical Plant attended bi-weekly staff meetings, safety meetings, and mandatory campus-wide meetings. New to the Physical Plant are Daniel Opperman, grounds keeping; Dianne Tillman, Cassandra Vaughn, custodial; and Johnnie Redd, van driver.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lynda Dickson - Texas-Louisiana Division Secretary for the International Association of Administrative Professionals 2006-2007.
Bill McConathy - Unclassified Staff Member of the Year 2005-2006

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Lynda Dickson</td>
<td>1) September 2006 Staff Development Seminar sponsored by the Staff Senate (Gingerbread House)</td>
<td>1) International Association of Administrative Professionals Meeting and Education Forum, Reno, NV, August 6 - 11, 2006</td>
<td>Presented 1) &quot;You're Not Just a Secretary Anymore&quot; to the Chevron Chapter in Houston and the Tyler Texas Chapters of the International Association of Administrative Professionals.</td>
</tr>
<tr>
<td></td>
<td>2) April 2007 Staff Development Seminar sponsored by the Staff Senate (Dr. Tim Winter)</td>
<td>2) LCTCS Conference, New Orleans, August 2006</td>
<td>2) &quot;Effective Meeting Management&quot; for the Las Colinas (Dallas) Chapter IAAP University.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3) Pelican Chapter of IAAP Administrative Professional Day Seminar, April 2007</td>
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<tr>
<td></td>
<td></td>
<td>4) Texas-Louisiana Annual Meeting and Education Forum, Houston, TX, May 18 - 20, 2006</td>
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STRATEGIC PLANNING

Department Measurable Strategy:
Maintain a clean and safe environment for students and employees.

Performance Indicators:
1. Assign staff to the maintenance of certain areas of the College campus.
2. Maintain a log of requests for maintenance and repairs.

Assessment Results:
1. Custodial staff are assigned specific areas of responsibility.
2. Maintenance requests are handled on an as needed basis.

Changes Based on Assessment Outcomes:
Maintenance requests are now available online through the BPCC/Physical Plant website.

Strategy(ies) for the Future:
Increase awareness of online maintenance requests.

Department Measurable Strategy:
Increase the efficiency of the vanpool service.
Performance Indicators:
1. Monitor routes to ensure gas efficiency.

Assessment Results:
Routes are adjusted to ensure quick pick up of students while maintaining low mileage.

Changes Based on Assessment Outcomes:
Routes are changed/combined when students drop/add classes.

Strategy(ies) for the Future:
Continue service to students who do not live within one mile of a Sportran Bus stop.

Department Measurable Strategy:
Maintain and upgrade the grounds and landscape to enhance the learning environment for students, faculty and staff.

Performance Indicators:
1. Assign staff to maintain grounds and landscape.
2. Monitor irrigation system.

Assessment Results:
1. Additional staff was needed to maintain the grounds.
2. Irrigation system changes were made to accommodate activity on campus.

Changes Based on Assessment Outcomes:
1. Increased staff for grounds maintenance.

Strategy(ies) for the Future:
1. Increase grounds crew.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The custodial staff continues to improve its performance by making adjustments to accommodate the needs of the faculty and staff on campus. Approximately 625 maintenance requests were handled efficiently and quickly during the 2006-2007 year. The Physical Plant implemented an online maintenance request form for faculty and staff to submit. Vanpool drivers made adjustments as students needs changed. The combined mileage for vanpooling and state vehicles was over 246,000 miles. A new vehicle, 2007 Ford Freestyle, was added to the fleet in May 2007.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Continue to offer training sessions for custodial staff.
2. Increase grounds crew during peak season to maintain landscape needs of campus.
3. Reorganize internally to ensure campus is running smoothly.
Division of Finance and Administration
Purchasing, Receiving, and Property Control

EMPLOYEE LISTING

Professional, unclassified staff

Gayle Doucet, B.S.
Christi Paddy, B.S.
Eric Crowder, B.S.

Classified staff

Martha Peters
Chad Johnston, B.S.

DIVISION SUMMARY

The Purchasing Department is comprised of the following areas: Purchasing, Receiving, Property Control/Inventory, and the College Bookstore. During the fiscal year, the Purchasing Department implemented online requisition processing and online ordering through Corporate Express for the College faculty and staff. The Purchasing Department experienced staff changes this fiscal year. Martha Peters was hired as Administrative Assistant. We achieved our goal of providing quality and timely services to the faculty and staff while adhering to Louisiana Law in reference to procurement laws.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Gayle Doucet
*NLANIGP-Outstanding Service Award for service as the 2006 Chair of the Finance & Budget Committee.

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Gayle Doucet</td>
<td>Online Requisition Training</td>
<td></td>
<td>Presented a training class for online requisition processing.</td>
</tr>
</tbody>
</table>
Christy Paddy  Online Requistion Training
Luncheon and Motivational Speaker: Andy Sibley
Luncheon and Motivational Speaker: Patty Tymon
Welcome and Membership Drive for Staff Senate
Luncheon Award recognition
introduction of 07-08 officers

Martha Peters  Online Requistion Training
Luncheon and Motivational Speaker: Andy Sibley
Luncheon and Motivational Speaker: Patty Tymon
Welcome and Membership Drive for Staff Senate
Luncheon Award recognition
introduction of 07-08 officers

Chad Johnston  LPAA - Baton Rouge, LA
Protégé Certification
Luncheon and Motivational Speaker: Andy Sibley
Luncheon and Motivational Speaker: Patty Tymon
Welcome and Membership Drive for Staff Senate
Luncheon Award recognition
introduction of 07-08 officers

Eric Crowder  LPAA - Baton Rouge, LA
Protégé Certification
Luncheon and Motivational Speaker: Andy Sibley
Luncheon and Motivational Speaker: Patty Tymon
Welcome and Membership Drive for Staff Senate
Luncheon Award recognition
introduction of 07-08 officers

STRATEGIC PLANNING

Department Measurable Strategy:
Assist the faculty and staff with the proper procedures to complete the necessary forms required by the Purchasing, Property Control and Receiving Departments.

Performance Indicators:
Require all new employees to be trained in processing all forms requested by this department. Inform the faculty and staff of current purchasing laws and offer quarterly additional training classes.
Assessment Results:
1) The BPCC Purchasing website has been updated on a regular basis in order to keep current policies and laws mandated by the Louisiana Law.
2) Informed all faculty and staff of the revisions recently made by the Louisiana Small Purchases executive order which is mandated by the Governor of Louisiana.
3) Implemented the SCT online requisition processing.

Changes Based on Assessment Outcomes:
1) Trained all departments so that all requisitions can be submitted on the SCT online system.

Strategy(ies) for the Future:
Continue to train new employees on the SCT online requisition procedure and online Corporate Express ordering and continue to work with faculty and staff to enable the requisitions to process efficiently and to provide training to campus departments in reference to purchasing policies, professional service contracts, receiving and inventory practices and the LaCarte Card Program.

Department Measurable Strategy:
Work with the Finance Department to ensure all receiving reports have been completed in a timely manner to clear outstanding invoices.

Performance Indicators:
Monitor the PBM085 report that is generated by the SCT software system in order to reconcile discrepancies between what has been received and what is being invoiced.

Assessment Results:
Reconciliation of the PBM085 report monthly to ensure all departmental receiving reports have been received and to verify price discrepancies in order to clear outstanding invoices.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
We will continue to work with the Finance Department in order to clear outstanding invoices to ensure payment to vendors are processed in a timely manner.

Department Measurable Strategy:
Issue, process and receive all orders in an accurate and timely manner.

Performance Indicators:
Weekly monitor the PBM 120 report in order to keep track of all outstanding purchase orders and to ensure that orders are received in a timely manner. Verify receiving log to ensure timely delivery of all shipments to our customers.

Assessment Results:
1) Reconciled PBM 120 report bi-weekly to ensure that the delivery of materials and supplies are received in a timely manner. Vendor is contacted within two weeks of date ordered to verify shipment date/delivery and documented on purchase order for future follow-up.
2) All deliveries are logged daily and the recipient signs to confirm receipt of materials/supplies.
Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
The PBM 120 will continue to be monitored so that all materials and supplies ordered can be received and delivered within a reasonable time frame requested by the department.

Department Measurable Strategy:
Work in a timely manner to provide service and information to solve problems related to all department deliveries.

Performance Indicators:
This strategy will be measured by a campus-wide survey conducted at the end of each fiscal year.

Assessment Results:
Departments and vendors were contacted to resolve all issues regarding materials and supplies due to delivery discrepancies.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
We will continue to work with the departments and vendors to resolve issues related to delivery of materials and supplies ordered.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

Overall, the Purchasing Department had a successful year. Our goal of maintaining a continuous supply of goods and services necessary to support the BPCC community was accomplished. We sent out information to the campus community via email to keep everyone updated on changes to policy and procedure. The Purchasing Department seeks to continuously improve customer relations with our faculty and staff. We will continue to promote training within our department to increase our working knowledge so as to help our customers (faculty and staff) with their requests.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Provide additional training to the campus departments on the SCT requisition system and purchasing policies and procedures. Promote professional development within the Purchasing Department. Maintain the Purchasing Department web page with updated information.