Bossier Parish Community College

2007~2008 Annual Report
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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.
Della Jeter, B.A.
Karen J. Musgrove, M.Ed.
Karen Recchia, M.A.
Stephanie Rogers, B.S.
Monette Smith, A.D.
Stan Wilkins, Ph.D.
Tom Williams, M.A.

Classified staff

Jessie Darby, A.D.
Mary Tuminello

DIVISION SUMMARY

Great things are happening in Northwest Louisiana and right here at Bossier Parish Community College. Louisiana is ready for change, and great strides are being made to improve the image of the state. The Governor’s focus is workforce, and Bossier Parish Community College is on-board...ready to develop new programs, ready to provide training skills required by business and industry, and ready to incorporate innovative approaches to education.

The Cyber Command Center and Cyber Innovation Center have been the headline news for the past year. The State of Louisiana and the City of Bossier have both dedicated money to the Cyber Innovation Center in an effort to improve the economy in Northwest LA. and to prove that Louisiana is serious about making the new Command Center a home in Bossier City. Bossier Parish Community College is proud to house the Cyber Innovation Center during the construction of their new site which will be located next door to the College. Bossier has developed six new programs related to the field of cyber technology which have been approved by the Louisiana Community and Technical College System (LCTCS) and provisionally approved by the Board of Regents.

As a result of violence increasing at colleges in various states, Bossier Parish Community College has increased security measures and training of campus employees. Faculty and staff are required to
attend Emergency Procedures Training in the fall and spring semesters every year. In the Fall of 2007, the Caddo/Bossier Office of Emergency Preparedness provided Community Emergency Response Team (CERT) training and Bossier Parish Community College has certified team members. A two-day CERT refresher course was conducted on the BPCC Campus in May 2008. The Chancellor of Bossier Parish Community College is dedicated to ensuring students receive a positive educational experience, and all employees and students have a safe working/learning environment.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Tom Carleton - Appreciation Award by the U.S. Army  
Tom Carleton- Appreciation Award from General Elder  
Monette Smith- Board Member, Membership Chair, and Charter Member of BPCC Lions Club

**PROFESSIONAL DEVELOPMENT**

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                      Staff Senate Welcome Back  
                      QEP & BPCC 1st Kick-Off Meeting  
                      Financial Aid Appeals Meetings  
                      Microsoft Word Introductory 2007 Training  
                      Employees SCT Meeting  
                      Cancer Society Meeting  
                      Annual Women's Meeting  
                      Safety Meeting- Sexual Harassment in the Workplace | | |
| Tuminello, Mary | All Staff Meeting  
                        Safety Meeting-Sexual Harassment in the Workplace  
                        Staff Senate - Welcome Back  
                        QEP & BPCC 1st Kick-off Meeting  
                        Staff Development - CALL  
                        The Secrets Behind Facebook and My Space  
                        Staff Development - Team Building  
                        SCT Training for Classified Staff on Electronic Timesheets  
                        SCT Training for All Staff on Electronic Timesheets | | |
| Carleton, Tom | All Staff Meeting  
                             Meetings with Adviselink Personnel  
                             Lumina Meetings  
                             Executive Council Meetings  
                             SACS On-Site Visit  
                             BPCC Fall Fest  
                             Veteran's Day Event  
                             Meeting with NCHEMS Consultants  
                             SCT Training on Electronic Timesheets | Cyber Command Meeting with Senator Mary Landrieu at the Army Reserve  
SCTCS Annual Conference, Baton Rouge, LA (August 2007)  
CERT Board Meetings  
Coordinating and Development Meeting  
Foundation Retreat  
LCTCS Leadership and Board | Presentation for Foundation, Capitol One  
Check Presentation, KTBS  
Presentation for Foundation, Bossier Federal Credit Union  
Speaker at Certified Nursing Assistant Graduation  
Speaker at Faculty and Staff  
Emergency Training Meetings  
Guest Speaker at Rotary Club |
STRATEGIC PLANNING

Department Measurable Strategy:
Establish strategic enrollment management structure at Bossier Parish Community College to forecast enrollment opportunities, define student lead generation strategies, student enrollment
trends, develop and monitor student recruitment and retention plans, and track conversation rates of students in BPCC's enrollment funnel.

Performance Indicators:

2. Investment of staff and fiscal resources in a student success initiative.

3. Adoption of electronic systems for responding to students from the inquiry through the enrollment phases.

4. 14th class day headcount enrollment for fall 2007

5. 14th class day minority headcount enrollment for fall 2007.

Assessment Results:
1. Development of the Strategic Enrollment Management Council was postponed until fall 2008. The two key positions involved, the Vice Chancellor for Student Services and the Registrar, each had serious personal and family illnesses and would not have been able to participate in the development of this council. In addition, a hiring freeze and budgetary constraints contributed to the decision to postpone the development of this council at this time.

However, the Office of Institutional Research and Assessment continues to track, record, and analyze recruitment and retention statistics of the College's enrolled population, reporting those numbers to both boards of higher education. This information is reviewed each semester by the Chancellor's Executive Cabinet, a practice that will continue until the new Enrollment Management Council is installed.

The Institutional Research and Assessment Office is working to develop a data score card this summer. The data report card will show the effectiveness of retention strategies which are part of the BPCC 1st initiative funded by the Lumina Foundation for Education.

The College sent a representative to the American Association for Collegiate Registrar and Admissions Officers (AACRAO) National Strategic Enrollment Management (SEM) conference in October 2007 to learn more about functions and organizational placement of the Strategic Enrollment Council.

2. BPCC received a $225,000 three-year grant commitment from the Lumina Foundation for Education for BPCC 1st, a campus-wide student success initiative. BPCC 1st proposes to develop and launch a student success course, to improve academic advising of first-time students, and to support the QEP initiatives in preparatory mathematics.

BPCC committed $100,000 over two years (08-09 and 09-10 academic years) to the student success initiative.

In the spring 2008 semester, BPCC piloted an enhanced curriculum of a current student success
3. Bossier Parish Community College signed a Memorandum of Understanding with Learningforce, Inc. to customize the Adviselink system. This system will enable the adult learning initiative at BPCC to track communications with prospective students.

BPCC's customized Adviselink system was piloted during the spring and summer 2008 semesters through recruitment efforts for fall 2008. Through grant funds, BPCC has contracted to use the system in 2008-2009.

This system has been proposed to the Louisiana Board of Regents for statewide adoption through the CALL initiative.

4. The 14th class day headcount enrollment for fall 2007 was 4,986.

5. The 14th class day minority headcount enrollment for fall 2007 was 1,716.

Changes Based on Assessment Outcomes:
1. None
2. Modified interventions to save money and better serve students.
3. Pilot continued through spring/summer 2008.

Strategy(ies) for the Future:
1. Revisit this strategy
4. 14th class day headcount enrollment.
5. 14th class day minority headcount enrollment.

Department Measurable Strategy:
Enhance learning conditions for adult learners through the adoption and application of Adult Learning Focused Institution (AFLI) Principles.

Performance Indicators:
1. Development of accelerated courses, programs, and mini-semesters offered through college academic divisions to create greater access to educational opportunities.
2. Engagement in strategic relationships, partnerships, and collaborations with employers and other organizations in order to develop and improve educational opportunities for adult learners.
3. Enhancement of Prior Learning Assessment opportunities for adult learners through portfolio
assessment, departmental challenge examinations, and nationally standardized tests.

**Assessment Results:**

1. The College launched 2 fast-track accelerated degree programs in the fall 2007 semester, offering four, 4-week sessions within the 16 week semester.

BPCC received an $80,200 grant from the Board of Regents to develop another accelerated degree program for fall 2008. Course designers began working on the Associate of General Studies, business concentration for fall 2008.

New Ventures of Regis University was contracted to provide BPCC assistance in the development of a long-range plan for enhancing and sustaining accelerated learning programs.

BPCC will launch a two month media campaign in coordination with the rest of the state to promote www.yourCALLla.org and fast-track degree programs offered by BPCC and institutions in the CALL consortium.

2. BPCC joined the Council for Adult and Experiential Learners (CAEL), sending a faculty and a staff member to their national conference in November.

BPCC became a member of the national Commission on Accelerated Programs (CAP) and have two faculty and one staff member serving on a national 2+2 committee with CAP.

3. BPCC created the Working Adults support program with a Corporate Accounts Manager position in charge of creating strategic partnerships with corporations whose employees attend BPCC as students.

A campaign to create corporate partnerships was launched in the spring 2008 semester with letters mailed and personal visits made to local/regional companies.

One of the BPCC staff served as a lead member on the Louisiana statewide steering committee for CALL and provided onsite and offsite consultation of the four new partners in CALL-Louisiana State University at Eunice, McNeese State University, Southeastern Louisiana University, and the University of Louisiana at Monroe.

3. The College adopted a policy and procedure for students to obtain credit for college level learning through portfolio assessment.

A series of portfolio 101 workshops were hosted through BPCC's Division of Continuing Education during the fall and spring semesters to teach prospective and current students about the portfolio preparation and assessment process.

BPCC hosted a day-long training for faculty to become portfolio assessors.

The first portfolio was submitted for assessment of credit in Business Administration 220 during
During the 2007-2008 academic year, the ACT Center became a nationally affiliated test site for the CLEP (College Level Examination Program) and Dantes Subject Standardized Tests (DSST) for college credit.

**Changes Based on Assessment Outcomes:**
Institute a Quality Matters cycle.

Campaign with focus on TV, billboards, and direct mailings.

Modify approach to businesses.

**Strategy(ies) for the Future:**
1. Add 8-week courses, and create faculty online pedagogy workshop.

2. Garner campaign funds to target adult learners.

Working adults support staff will work with the Bossier Economic Development Foundation (BEDF) to identify companies with tuition reimbursement programs.

**Department Measurable Strategy:**
Acquire external funding to support new program development and existing program growth.

**Performance Indicators:**
1. Number of grants funded.

2. Amount of funding received.

**Assessment Results:**
1. Fourteen grants were funded during the 2007-2008 fiscal year.

2. Bossier Parish Community College received funding in the amount of $1,180,517 from the following: SREB; Perkins Basic Grant and Carryover for career and technical education programs; the Lumina Foundation; Board of Regents for the CALL program, and the Board of Regents-Undergraduate Enhancement and Two-Year Institutions Program.

**Changes Based on Assessment Outcomes:**
None

**Strategy(ies) for the Future:**
Acquire external funding to support new program development and existing program growth.

**Department Measurable Strategy:**
Acquire private funding for scholarships for students, professional development programs for faculty and staff, and programs to promote a professional image at Bossier Parish Community College.

**Performance Indicators:**
1. Amount of funds raised by the BPCC Foundation.

2. Foundation Scholarships Awarded

3. Professional Development Events sponsored by the BPCC Foundation.

**Assessment Results:**

1. The BPCC Foundation received a gross income of $237,000 in 2007-2008. This amount includes $150,000 restricted "Lumina Grant" income and includes $13,000 recently pledged from corporations, and other corporate and private donations.

2. Thirty-seven BPCC Foundation Scholarships were awarded for the 2007-2008 academic year. Six scholarships were awarded in fall 2007, and thirty-one scholarships were awarded in spring 2008. This total includes eight partial scholarships below $250.

3. The BPCC Foundation provided funds for the following professional development activities: Achieving the Dream 2008 Strategy Institute; Academic Advising Workshop, ICTCM Conference; LACADA Conference; SCRMC Music Conference; NAB Conference; NISOD Conference; Staff Development; Administrative Assistant Conference; and World Fest Conference.

**Changes Based on Assessment Outcomes:**

None

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

Acquire private funding for scholarships for students, professional development programs for faculty and staff, and programs to promote a professional image at Bossier Parish Community College.

**Department Measurable Strategy:**

Enhance the perception of Bossier Parish Community College as a viable and dynamic community resource for Northwest Louisiana.

**Performance Indicators:**

Stakeholder Evaluations

**Assessment Results:**

Stakeholder Evaluations were sent to the System President as part of the Chancellor's Evaluation process.

In an effort to address the gap in workforce skills in Louisiana, the Louisiana Community and Technical College System (LCTCS) held Regional Workforce Planning meetings across the state. The first regional meeting with BPCC, LTC-Northwest Region, and LCTCS was held on January 30, 2008, at the Shreveport Convention Center. More than 100 community leaders including legislators, LCTCS Board Members, LCTCS executive staff, mayors, government employees, and business owners attended the meeting.
Community leaders were given the opportunity to voice their needs in regard to workforce training. LCTCS, BPCC, and LTC-Northwest Region used this opportunity to encourage participants to become advocates of LCTCS programs in Northwest LA.

**Changes Based on Assessment Outcomes:**

None

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

Enhance the perception of Bossier Parish Community College as a viable and dynamic community resource for Northwest Louisiana.

**Department Measurable Strategy:**

Provide a safe, educationally productive, and customer friendly atmosphere at Bossier Parish Community College.

**Performance Indicators:**

1. Annual Crime Report
2. Student Satisfaction Surveys
3. BPCC Report Card

**Assessment Results:**


Bossier Parish Community College complies with the Louisiana Office of Risk Management by offering quarterly safety meetings. In addition, safety briefs are emailed to all employees throughout the year.

The Chancellor requires that all faculty and staff attend "Safety Procedures" training each semester. During the 2008 Spring Semester Safety Meeting, faculty and staff received handouts of the safety plans for Bossier Parish Community College.

The Risk Management Officer provided information on the new public address system, actions to be taken during a fire alarm, and actions to be taken during an inclement weather alarm.

The Director of Security gave a lengthy discussion on procedures to take in the event of a civil disorder on campus with emphasis placed on the possibility of a person with a weapon on campus and specific steps to be taken when the College enters a "lockdown status."

2. The ACT Student Opinion Survey was completed by 944 students during the first half of April 2008. The students rated BPCC an overall 4.27 out of 5.0, which is significantly above the national average of 4.11.

3. The BPCC Report Card was revised as approved by the Planning Council in April 2008. Surveys were distributed to staff on April 28. Surveys are being processed and results are not
available at the time of this report.

**Changes Based on Assessment Outcomes:**
None

**Strategy(ies) for the Future:**
Provide a safe, educationally productive, and customer friendly atmosphere at Bossier Parish Community College.

**Department Measurable Strategy:**
Enhance student support services that will maximize student success in achieving a well-rounded education.

**Performance Indicators:**
1. Student Satisfaction Surveys
2. Focus Group Results
3. Attendance and involvement of students in extracurricular school-sponsored activities.

**Assessment Results:**
1. The ACT Student Opinion Survey was administered to 944 BPCC students during the first half of April 2008. The students rated BPCC an overall 4.27 out of 5.0, which is significantly above the national average of 4.11.

2. The focus group reported the following positive things that BPCC is doing to enhance student support services: offering off-campus and Online Courses; providing a Counseling Center; bringing classes to the Learning Center to enhance the learning experience; offering Placement Testing, New Student Orientation, and Student Activity Events; providing registration booklets, Events of the Week, Financial Aid Fairs, Job Placement, BPCC Bus, and fitness center, and providing lunches through the Culinary Arts program.

The focus group reported that BPCC should add the following to student support services: require students to take Career Finder/Placement Tests; move registration to one building; have tutoring for CAVS during registration; make a one hour Student Orientation Course a requirement; have a FAFSA marathon to help students in completing the form, and to have more faculty as tutors.

3. In an effort to increase attendance and involvement of students in extracurricular school sponsored activities, organizations held drawings for money for BPCC students who attended home basketball games and at many other events sponsored by the Student Government Association and the Student Life Division. Events and activities were publicized on the Cavalier Communication Center (C3), the Student Life website and Blackboard. The Student Life Division also created a "Student Life Facebook" account to advertise upcoming events.

**Changes Based on Assessment Outcomes:**
1. Enhance EDUC 099 curriculum and include in all course sections in fall 08.
In fall 2007, the College started the Academic Advising Center and tracking student satisfaction with student services from spring 2008 and beyond.

2. In fall 2008, BPCC will hold a Financial Aid training to help students and parents complete their Free Application for Federal Student Aid (FAFSA) paperwork.

**Strategy(ies) for the Future:**
Enhance student support services that will maximize student success in achieving a well-rounded education.

**Department Measurable Strategy:**
Serve as an advocate to support the mission of Bossier Parish Community College and that of the Louisiana Community and Technical College System.

**Performance Indicators:**
1. Letters to legislators informing them of the number of students enrolled in Bossier Parish Community College who are their constituents.

2. Success in legislative outcomes.

**Assessment Results:**
1. Letters were mailed to 105 representatives and 39 senators informing them of the number of students enrolled in Bossier Parish Community College who are their constituents.

2. Nine students and three BPCC staff members, participated in BPCC at the Legislature on June 2 and 9, 2008.

The LCTCS as well as other higher education systems fared well with the legislative sessions in 07-08. Money was earmarked in the Governor's Executive Budget for higher education for teacher pay raises to keep in line with the SREB regional average and also for full funding for the higher education formula. In addition, higher education received two million for dual enrollment for 07/08.

**Changes Based on Assessment Outcomes:**
None

**Strategy(ies) for the Future:**
Serve as an advocate to support the mission of Bossier Parish Community College and that of the Louisiana Community and Technical College System.

**Department Measurable Strategy:**
Improve fall 2007 graduation/completion rates.

**Performance Indicators:**
1. Implement the Quality Enhancement Plan which will increase success in mathematics.

Assessment Results:
Parts of the Quality Enhancement Plan implementation were delayed until fall 2008 as a result of recommendations for improvement suggested by the Southern Association of Colleges and Schools (SACS) on-site visiting committee.

In fall 2008, students must take the math Placement test if the ACT score falls below 20 or if there are no ACT scores. (Advisors will strongly suggest that students take whatever course the placement test indicates.)

In fall 2008, students must be placed in the math course indicated by the Compass Placement test score.

In fall 2008, full-time degree-seeking students must take the preparatory math courses and core math classes (generally Math 102) in consecutive semesters, excluding summers, until all math requirements are met.

Changes Based on Assessment Outcomes:
1. None
2. Completed

Strategy(ies) for the Future:
Improve Academic Year 2008-2009 graduation/completion rates.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The 2007-2008 academic year has proven to be very successful for the Division of Administration, Chancellor's Office. The College is working to meet the demands of business and industry and the citizens of Northwest Louisiana by expanding program offerings. Several new programs have been submitted to the LCTCS and Board of Regents and have been provisionally approved.

During the 2007-2008 academic year, the Chancellor hosted numerous dignitaries including the Governor, state representatives, state senators, and elite organizations from BAFB, Committee of 100, and Cyber Innovation Center on campus. Bossier Parish Community College has been the site of four press conferences held by the Governor of Louisiana in which higher education and workforce development were discussed.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
To expand program offerings.
To increase educational opportunities for the citizens of northwest Louisiana.
To maintain a safe working and learning environment.
Division of Administration (Chancellor's Office)
Alumni Affairs/Development

EMPLOYEE LISTING

Professional, unclassified staff

Stephanie Rogers
Director

Classified staff

Mary Ann Heim
Administrative Assistant, III

DIVISION SUMMARY

During the 2007 - 2008 fiscal year, the office of Alumni Affairs and Development embarked on an aggressive plan of action to positively impact the enrollment status at Bossier Parish Community College by increasing the amount of student scholarship awards and to broaden donor relations for greater community awareness/support. This was accomplished by re-designing the Annual Drive campaign that resulted in more first-time faculty and staff contributors as well as new donor relations from the community. The 3rd Annual 5K-Run/Walk also served as a revenue generator in support of these goals.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

2008 Athena Award Nominee

PROFESSIONAL DEVELOPMENT

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<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Presentations, Publications and Productions</th>
</tr>
</thead>
</table>
| Stephanie Rogers| Jul.'07 - Strategies for Success Training  
Sept. ’07 - QEP= Student Success Meeting  
Sep. ’07 - Next Step Coaching, Driver Safety  
Feb. ’08 - Safety/Security Refresher Seminar  
Mar. ’08: “Teambuilding with Bob Boykin”  
Oct - Present: Member of Executive Women Int'l | Dec. ’07 - Assoc. for Alumni Executives Conference in Natchitoches, LA  
Apr. ’08 - LCTCS Leadership Day Conference 2008 in Baton Rouge, LA |                                                                  |
| Mary Ann Heim   | Jan. ’08 - New Faculty/Staff  | Apr ‘08 - Intuit QuickBooks |                                     |
SIGNIFICANT CONTRACTS OR GRANTS:

Lumina Grant - $143K (written by Ellen Hinton and Luke Dowden)  $250K total award over three year period.
Capital One Donation - $10,000
Ouachita Ind. Bank Donation- $10,000
General Donations - $85,415 (Includes Annual Drive and other donations)

STRATEGIC PLANNING

Department Measurable Strategy:
Increase Donations by 100% over previous year to support student scholarships; faculty and staff development and school programs.

Performance Indicators:
Dollars generated over previous year to be recorded in monthly financial reports.

Assessment Results:
Overall increase - 248.9%

Changes Based on Assessment Outcomes:
- Raised more money - $106, 614
- increased awareness of school/students needs
- increased camaraderie among faculty/staff
- increased donor relations
- increased awards
- happy students

Strategy(ies) for the Future:
- Strengthen existing donor relations
- Identify; engage and maintain communications channel with Gen Y Alumni
- Implement new software for tracking donors
- Implement new strategies for marketing to and attracting community college alumni
Department Measurable Strategy:
Support Faculty and Staff Development Opportunities

Performance Indicators:
The number of faculty and staff members attending professional development functions funded in part or in full by the Development office.

Assessment Results:
$2306 for Staff Development support
- $450 additional seminars for staff
$3171 for Faculty Development support

Changes Based on Assessment Outcomes:
-over 250 staff members attended on and off-campus motivational and skills workshops who otherwise would not have been able to attend because of budget restraints.

- Faculty members attended national conferences and workshops that introduced the latest technology in film and television; art education; music appreciation as well as math technology and Library resources

Strategy(ies) for the Future:
Raise additional funds to expand professional development opportunities to a greater number of faculty and staff members

Department Measurable Strategy:
Increase participation level and revenue from annual fundraising activities by 50% over previous year's level

Performance Indicators:
Total of registration/pledge receivables as recorded in Alumni fundraiser records and event spreadsheets.

Degree of satisfaction as measured by program evaluations

Assessment Results:
107.14 Increased Participation level over previous year.

Changes Based on Assessment Outcomes:
- NewDrive campaign,
- Increased collaborative efforts among faculty, staff and community supporters

Strategy(ies) for the Future:
- Broaden Drive Committee to include more community partners

- Increase campus participation by minimum 30%
- Include marketing piece targeting Alumni
- Increase alumni giving by 100%
**Department Measurable Strategy:**
Increase employee contributions toward Annual Drive by 100% over previous year; increase outside contributions toward drive by 100% over previous year

**Performance Indicators:**
As reported by Annual Drive Pledge Forms and donations received during campaign period.
Degree of satisfaction as measured by program evaluations through BPCC Report Card.

**Assessment Results:**
Annual Drive Results:
Employee contributions $21,199
- 105% increase
Annual drive and other contributions $85,415
- 322.5% increase
Record number of scholarships awarded:
43 scholarships fall and spring semester, totaling more than $40,000
- retained students
- attracted new students
- improved relations with donors
- Heightened awareness of scholarship program among students and campus

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

**Strategy(ies) for the Future:**
Increase overall Annual Drive income by a minimum of 50% over 2007

**Department Measurable Strategy:**
Attend a minimum of three professional development activities

**Performance Indicators:**
Certificate of attendance from workshops/seminars.
Satisfaction level as recorded on workshop evaluations.
Ability to translate learned skills to workplace for increased productivity

**Assessment Results:**
Director attended six professional development workshops, training seminars or conferences
Administrative Assistant attended seven BPCC and one non-BPCC professional development workshop training seminars or conferences

**Changes Based on Assessment Outcomes:**
Director:
- Increased knowledge of fundraising tools and resources available at the state and local level
- Enhanced skill level for grant-writing and improved donor relations
Administrative Assistant:
Improved skill level for more efficient on-the-job performance
- Enhanced productivity level

Strategy(ies) for the Future:
Director: Attend workshops and seminars to keep abreast of the latest advancement, best practices and funding opportunities for community colleges.

Admin. Assist: Attend professional development workshops to continually heighten the level of service provided to internal and external customers.

Department Measurable Strategy:
Plan, evaluate and make changes to promote institutional effectiveness.

Performance Indicators:
Degree of satisfaction as measured by program evaluations and BPCC Report Card.

Assessment Results:
1) Added one staff member (two total)
2) Upgraded operations
3) Enhanced communications process

Changes Based on Assessment Outcomes:
1) Improved the level of service to internal and external customers
2) More efficient in tracking data; enhanced office procedures and increased productivity level
3) Implemented "Feed-back Reports" and evaluations following events.

Updated website to include:
- Alumni and Foundation news
- downloadable contribution forms
- downloadable scholarship applications and criteria form
- new scholarship offerings
- Upcoming events at-a-glance

3)

Strategy(ies) for the Future:
Continue to solicit feedback via program evaluations; BPCC Report Card and verbal communications

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The office Alumni and Development has been most effective in that services in all areas of operations are on the increase. Specifically:
- Increased donations (up 248%)
- Increased scholarship awards (43, up from 35)
- More scholarship offerings to students (CALL; Adult Workers; Supplemental
Assistance Awards
- With the addition of an administrative assistant, we have been able to:
  - offer more prompt service to internal and external customers
  - create more efficient procedures for processing funding requests
  - create more donor-specific marketing material to connect with donors
  - create more effective methods for tracking/responding to contributors
Because of these and many other improvements, the Office of Alumni and Development has positively affected the overall operations of the college.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

- Develop Drive campaign to attract donors to support Cyber education-based programs as well as existing programs
- Increase collaborative efforts between corporations, educational foundations and the college and promote greater buy-in from existing and prospective donors
- Identify, engage and establish Alumni donors
- Implement new system for tracking Alumni
- Implement new alumni card
- Secure a grant that would allow for the hiring of a part-time staff person to manage alumni functions
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 Office of Grants and External Funding continues 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, 2007 to present, 30 proposals were submitted to external funding agencies. Sixteen were funded for a total of $1,287,427. The Grants Office administered 24 active grants in 2007 - 2008.

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 Hinton</td>
<td>Chairperson, Student Technology Fee Committee</td>
<td>Council for Resource Development Annual Conference - Washington DC - November 3 - 7, 2007</td>
<td>LCTCS Conference and Leadership Day - Presentation - &quot;Grant Opportunities through the Board of Regents&quot; - Baton Rouge LA - April 4, 2008</td>
</tr>
<tr>
<td></td>
<td>Planning Council</td>
<td>LCTCS Search Committee for Program Coordinator, Secondary to Postsecondary Transitions - Baton Rouge LA - October 26, 2007</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Member, Title III Grantwriting Team</td>
<td>LCTCS Perkins Focus Group - Baton Rouge LA - February 28, 2008</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Member, Lumina Foundation Core Team</td>
<td>LCTCS Conference and Leadership Day - Baton Rouge LA - April 4, 2008</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BPCC 1st and QEP Training - September 6, 2007</td>
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<tr>
<td></td>
<td>Next Step Coaching Driver Safety - September 11, 2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Carl Perkins Public Forum - November 7, 2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Veterans Day Ceremony - November 9, 2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency Procedures Training - February 29, 2008</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Women's History Month Exhibit and Reception - March 13, 2008
Professional Development Workshop (6 hours) - Performance Based Curriculum Design - March 26, 2008
Professional Development Workshop (6 hours) - Outcomes Assessment: Creating a Flow of Learning Evidence - April 15, 2008
Dr. Eddy Shell Tribute - May 1, 2008
Movie Premiere - Robinson Film Center - BPCC TLCM Movie - Forgotten Justice - May 8, 2008

Penny Carroll-Jeter
"Strategies for Success" - July 18, 2007
Staff Senate - BPCC CALL Program - September 12, 2007
QEP Kick-Off Meeting - September 6, 2007
Financial Forms Training Class - September 18, 2007
Staff Senate Meeting - October 31, 2007
"BPCC Foundation" - November 29, 2007
"Martin Luther King Day" - January 21, 2008
Power Point Basics Workshop - February 6, 2008
African American History Celebration Program - February 13, 2008
"Performance Based Curriculum Design" - March 26, 2008
"Teambuilding with Bob Boykin" - March 27, 2008
Scholarship Committee - Member

Sandra Guy
Lion's Club Charter Member
Student Technology Fee Committee - Member - July - December 2007
Disciplinary Committee - Member - January - June 2008
Strategies for Success Training - July 18, 2007
BPCC 1st and QEP Training - September 6, 2007
"BPCC CALL Program" - September 12, 2007
1st Annual Interfaith Convocation - September 13, 2007

Kiwanis Club of Bossier City - Meeting Every Tuesday - Noon to 1 p.m.
Vice President
Member - Board of Directors
Girls Empowered Moving Successfully - Mentor - Volunteers of Youth Justice
Library Workshop Series
Financial Forms Training -
September 18, 2007
BPCC Foundation Annual 5K
Walk/Run Campus Conectection/Teams
Challenge Committee and Awards
Chairperson - September -
November 10, 2007
"Financial Planning" - October 31,
2007
Completed MS Word Basic - 18
hours - fall 2007
Completed MS Word Intermediate -
18 hours - fall 2007
"BPCC Foundation" - November 29,
2007
Co-chairperson - Building A Food
Drive - First Place - winter 2007
Carl Perkins Public Forum -
November 7, 2007
Microsoft Word 2007 Workshop -
January 7, 2008
HR FLSA Training - February 13,
2008
Emergency Procedures Training -
February 29, 2008
Financial Forms Training - March
13, 2008
Women's History Month Exhibit and
Reception - March 13, 2008
"Performance Based Curriculum
Design" - March 26, 2008
"Teambuilding" - March 27, 2008
"Outcomes Assessment: Creating a
Flow of Learning Evidence" - April
15, 2008
"Oklahoma" - April 24, 2008
Annual Report Training - April 29,
2008
Dr. Eddy Shell Tribute - May 1, 2008
Center for Learning Assistance
Reception - May 2, 2008
Movie Premiere - Robinson Film
Center - Forgotten Justice - May 8,
2008
Foundation Donor Appreciation
Reception - May 22, 2008

SIGNIFICANT CONTRACTS OR GRANTSS

Proposal Submissions/Awards 2007-2008

<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>Southern Regional Education Board</td>
<td>CALL Marketing Campaign</td>
<td>Luke Dowden</td>
<td>$114,063.00</td>
<td>Funded</td>
<td>$114,063.00</td>
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<tr>
<td>Organization</td>
<td>Initiative Description</td>
<td>Principal Investigator</td>
<td>Funding Amount</td>
<td>Status</td>
<td>Total Amount</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
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<tr>
<td>Carl Perkins</td>
<td>Basic Grant</td>
<td>Ellen Hinton</td>
<td>$455,081.00</td>
<td>Funded</td>
<td>$455,081.00</td>
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<tr>
<td>Lumina</td>
<td>BPCC Foundation</td>
<td>Luke Dowden</td>
<td>$255,000.00</td>
<td>Funded</td>
<td>$255,000.00</td>
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<tr>
<td>MetLife</td>
<td>Excellence Award</td>
<td>Luke Dowden</td>
<td>$30,000.00</td>
<td>Not Funded</td>
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<tr>
<td>BOR LA CALL</td>
<td>CALL 2</td>
<td>Luke Dowden</td>
<td>$70,000.00</td>
<td>Funded</td>
<td>$80,200.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Using Technology &amp; Manipulatives to Improve the Preparation of Future Elementary Teachers</td>
<td>Frank Viviano</td>
<td>$60,951.00</td>
<td>Funded</td>
<td>$39,858.00</td>
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<tr>
<td>Board of Regents</td>
<td>Computers for Enhancing Instruction in Developmental Mathematics</td>
<td>Donna Densmore</td>
<td>$7,394.00</td>
<td>Funded</td>
<td>$7,394.00</td>
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<tr>
<td>Board of Regents</td>
<td>Technology = Success for Business Students</td>
<td>Pam Milstead</td>
<td>$29,438.00</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents</td>
<td>Transformation for Developmental Math: Student Success and Engagement</td>
<td>Barbara Poole</td>
<td>$48,903.00</td>
<td>Not Funded</td>
<td></td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Enhancing Education 099 - College Success Skills Course</td>
<td>Linda Hunter-Scott</td>
<td>$15,838.00</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents</td>
<td>Liberal Arts &amp; Medical Science Materials for the Library</td>
<td>Kim Pullen</td>
<td>$20,000.00</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents</td>
<td>Training Students to be Avid Editors</td>
<td>Larry Powell</td>
<td>$34,410.00</td>
<td>Funded</td>
<td>$20,000.00</td>
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<tr>
<td>Board of Regents</td>
<td>Recruiting Adults at Work</td>
<td>Tamika Logan</td>
<td>$41,250.00</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents</td>
<td>Integrating Writing Support Services in English Course Curricula</td>
<td>April Bounds</td>
<td>$54,114.00</td>
<td>Funded</td>
<td>$44,114.00</td>
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<tr>
<td>Board of Regents</td>
<td>Advanced Computer Technology</td>
<td>Larry Powell</td>
<td>$65,295.00</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents</td>
<td>Impacting Community College Student Success Through Enhancements in Tutor Training &amp; the Tutoring Process in The Learning Center</td>
<td>Donna Earley</td>
<td>$28,500.00</td>
<td>Funded</td>
<td>$26,500.00</td>
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<tr>
<td>Board of Regents</td>
<td>Multicultural Resource Center</td>
<td>Cindy Darby</td>
<td>$14,397.00</td>
<td>Not Funded</td>
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<tr>
<td>Funding Source</td>
<td>Project Description</td>
<td>Proposed Amount</td>
<td>Funded Amount</td>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
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<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Student Success in Passing PRAXIS Exams (submitted with River Parishes Community College)</td>
<td>$27,071.00</td>
<td>$27,071.00</td>
<td>Funded</td>
<td></td>
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<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Resources to Assist Project MOMS Clients</td>
<td>$30,000.00</td>
<td>Not Funded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Job Readiness &amp; Welding Training for North Webster Parish</td>
<td>$49,150.00</td>
<td>Funded</td>
<td>$49,150.00</td>
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<tr>
<td>Board of Regents Enhancement for 2-year Institutions</td>
<td>Technology for Adult Learners</td>
<td>$24,611.00</td>
<td>Not Funded</td>
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<tr>
<td>BOR SELECT</td>
<td>Development &amp; Implementation of an Online Self-Service Knowledge Base System: ASK BASE</td>
<td>$42,500.00</td>
<td>Not Funded</td>
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<tr>
<td>Frost Foundation Pre-proposal</td>
<td>Steps to Success for BPCC Students</td>
<td>$65,000.00</td>
<td>Pending</td>
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<tr>
<td>Charles Beaird Foundation</td>
<td>Writing Across the Curriculum</td>
<td>$24,240.00</td>
<td>Not Funded</td>
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<tr>
<td>Charles Beaird Foundation</td>
<td>Working Adults Support Program</td>
<td>$15,250.00</td>
<td>Funded</td>
<td>$5,000.00</td>
<td></td>
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<tr>
<td>Carl Perkins</td>
<td>Carl Perkins Carryover</td>
<td>$39,248.00</td>
<td>Funded</td>
<td>$39,248.00</td>
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<tr>
<td>Board of Regents</td>
<td>Instructional Technology</td>
<td>$49,988.00</td>
<td>Funded</td>
<td>$49,988.00</td>
<td></td>
</tr>
<tr>
<td>Board of Regents</td>
<td>New Teacher Project Recruitment Subgrant</td>
<td>$6,600.00</td>
<td>Funded</td>
<td>$6,600.00</td>
<td></td>
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<tr>
<td>Board of Regents</td>
<td>Allied Health Capitalization</td>
<td>$71,910.00</td>
<td>Funded</td>
<td>$71,910.00</td>
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<tr>
<td>US Department of Education</td>
<td>Building Bridges for College and University Transfer and Student Success in Nursing and Allied Health Majors</td>
<td>$1,996,369.00</td>
<td>Pending</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>$1,287,427</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**STRATEGIC PLANNING**

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

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

**Assessment Results:**
Thirty proposals were submitted; sixteen were funded.

**Changes Based on Assessment Outcomes:**
Even though the number of submitted grants increased and the number of funded grants...
increased, there was not a significant change from last year in the ratio of submitted versus funded proposals.

**Strategy(ies) for the Future:**
Increase the number of funded grants.

**Department Measurable Strategy:**
Complete a comprehensive evaluation of funded projects and examine reviewers' comments on funded and unfunded projects. These comments will be utilized to strengthen future proposal narratives.

**Performance Indicators:**
1. Complete 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. There were no citations or findings.
3. The Report Card results will be used by the staff in the Grants Office for planning for the coming 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 which included the requested items by the Perkins Office Auditor.

**Strategy(ies) for the Future:**
Complete a comprehensive evaluation of funded projects and examine reviewers' comments on funded and unfunded projects. These comments will be utilized to strengthen future proposal narratives.

**Department Measurable Strategy:**
Increase number of professional development workshops/activities funded through external funding.

**Performance Indicators:**
1. Number of submitted proposals.
2. Change in ratio of submitted versus funded proposals.
3. Number of funded proposals which include professional development activities for faculty and staff.

**Assessment Results:**
Thirty proposals were submitted; sixteen were funded. Two professional development workshops (funded by grants) were presented by Director of Grants in spring 2008 through the League for Innovation in the Community College. Eight proposals provided funding for professional development activities.
Changes Based on Assessment Outcomes:
Two professional development workshops were held in spring 2008 and were well attended by faculty and staff. Vice Chancellor and Associate Vice Chancellor for Academic Affairs have requested future professional development activities from the League for Innovation in the Community College.

Strategy(ies) for the Future:
Increase number of professional development workshops/activities funded through external funding.

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

Results from the BPCC Report Card showed a very slight decrease (.08%) from the 2007 average scores from the Planning Council. High scores were received in the following areas:

Knowledgeable staff
Friendly and helpful staff
Availability of supplies/resources

Two comments included on returned survey forms: "Tootie is great." "Tootie Guy is an excellent employee. Always cheerful and happy to offer assistance."

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.

To provide two grant funded professional development workshops for faculty and staff.
Division of Administration (Chancellor's Office)
Internal Auditor

EMPLOYEE LISTING

Professional, unclassified staff

Juanita Epps, B.S.

DIVISION SUMMARY

The overall system of internal controls evaluated were adequate, effective, efficient and functioning properly. Discrepancies noted were brought to the attention of management and corrective action and/or audit recommendations were implemented where necessary.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
</tr>
</thead>
</table>
| Juanita Epps | Strategies for Success Training - 07/18/07  
QEP and BPCC 1st - 09/06/07  
Financial Forms Training - 09/18/07  
CALL Program - 09/12/07  
My Cholesterol is What? - 11/13/07  
BPCC Foundation, Inc. -11/29/07  
Microsoft Word 2007 Introductory Level - 12/01/07  
Microsoft Word 2007 Intermediate Level - 02/15/08  
The Secrets Behind: Facebook & Myspace.Com - 02/18/08  
Microsoft Excel 2007 Intermediate Level - 03/05/08  
LACUA 2008 Spring Conference - IT Auditing - 05/08/08 through 05/09/08. |

STRATEGIC PLANNING

Department Measurable Strategy:
Implement the annual BPCC Audit Plan to fulfill the mission of the Internal Audit function.

Performance Indicators:
1. Ascertain the extent to which College assets are physically accounted for and safeguarded from losses of all kinds.
2. Evaluate the reliability and adequacy of the College accounting, financial and other records to assess the accuracy.
3. Examine College activities to ensure compliance with policies and procedures, state and
Federal laws and regulations; contractual obligations and Board Rules.

4. Evaluate internal controls to ensure they are adequate, effective, efficient and functioning properly.

Assessment Results:
1. College assets are appropriately tagged, accounted for and safeguarded.
2. Audit tests performed noted overall compliance with College policies and procedures; State and Federal laws and regulations.
3. The accounting, financial and reporting systems and procedures are considered adequate for the period under review.
4. Overall internal controls are adequate, effective, efficient and functioning properly based on internal audit review.

Changes Based on Assessment Outcomes:
A Department Internal Control Self-Assessment was completed for 7 budget units. Recommendations for possible consideration were discussed with management.

Follow-up procedures were increased to include additional sample testing, where applicable.

Strategy(ies) for the Future:
100% verification of all assets less than $1,000.

Department Measurable Strategy:
Identify conferences or workshops that would provide continuous professional development in the area of internal audit.

Performance Indicators:
Increase attendance to applicable audit related association conferences.

Assessment Results:
Attended both LACUA conferences during fiscal year 2008.

Changes Based on Assessment Outcomes:
Annual ACUA conference was not attended due to travel restrictions.

Strategy(ies) for the Future:
Request attendance to the Annual or Mid Year Association of College and University Auditors conference.

Department Measurable Strategy:
Establish an annual 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:
Develop an annual Audit Plan which includes audit hours available and an allocation of audit hours with the project objectives and type of review.

Assessment Results:
BPCC Annual Audit Plan for fiscal year 2008 was approved by the Chancellor 07/19/07. The plan allocation of audit hours included 1,632 hours of audit planning; training; 11 financial, compliance, operational areas of the college; and follow-up testing.

**Changes Based on Assessment Outcomes:**
No current changes required.

**Strategy(ies) for the Future:**
Follow-up with prior year Legislative Auditor findings and input from LCTCS Director of Internal Audit.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

Management was provided an independent appraisal of the Colleges overall system of internal control for various functions and operating procedures for the fiscal year 2008.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

100 % verification of assets less than $1,000.
Division of Administration (Chancellor's Office)
Multicultural Affairs

EMPLOYEE LISTING

Professional, unclassified staff

Cindy Darby, M.S.

DIVISION SUMMARY

The Department of Multicultural Affairs operates under the auspices of the Division of Administration (Chancellor's Office) and is an integral college unit. In addition, the department provides thematic programs by fostering diversity and partnerships with the campus community and citizens by facilitating intellectual and cultural growth.

This annual report provides an overview of the Office of Multicultural Affairs major accomplishments during the 2007-2008 academic year. In addition, it contains a list of accomplishments pertaining to the goals for the year, professional development, and perspectives of future challenges facing the division. Moreover, the lists display accomplishments that depict the work conducted in Multicultural Affairs.

The Department of Multicultural Affairs mission is listed below:
Mission: The mission of the Department of Multicultural Affairs is to promote cultural awareness and direction for the continuous improvement of efforts to sustain cultural diversity and cross-cultural understanding. Moreover, the department also provides programs and services that support the academic mission of the college by enhancing educational, personal, cultural, and social development of the college community.

The 2007-2008 year was another successful year for the Office of Multicultural Affairs. The purpose of the office is to promote diversity, inclusiveness and tolerance through cultural programming, workshops, and learning opportunities. More importantly, the Office of Multicultural Affairs collaborated with many other departments and programs to produce a variety of highly successful events. In addition, partnerships with various campus entities enhanced programming quality and facilitated participation among faculty, staff, and students. Some of the partnerships included:
Division of Liberal Arts
Division of Science and Allied Health
Division of Telecommunications
Division of Library and Learning Resources
Division of Student Affairs
Division of Public Relations
Office of Student Life
The Counseling Center

Several noteworthy accomplishments from the year and a wide array of achievements experienced within the department included:
The Department sponsored diversity related programs that exposed the college community to a selection of diverse programs as follows:

An Afternoon with Richard Dowling, Piatigorsky Foundation American Concert Pianist - Mr. Dowling was invited to campus to provide an afternoon of masterpieces of his favorite ragtime and early jazz pieces-- Rhapsody in Ragtime, Summertime (from Porgy and Bess), Rialto Ripples Rag, and Promenade (Walking the Dog from Shall We Dance). The Piatigorsky Foundation's mission is to make live classical music part of the fabric of everyday life by playing to culturally underserved audiences. Moreover, Multicultural Affairs collaborated with the Division of Liberal Arts on the event.

National Veterans Day Convocation - Partnered with:
Division of Behavioral and Social Sciences
Division of Business and Computer Science
Division of Continuing Education
The Center for Learning Assistance
Division of Economic Development
Division of Educational Technology
Division of Liberal Arts
Division of Mathematics and Technical Education
Division of Science and Allied Health
Division of Student Life
Division of Telecommunications
Library and Learning Resources

Women's History Month - "Women's Art: Women's Vision." First, this campus wide kickoff event for the Annual Women's History Month Celebration featuring Mrs. Trish Rabine, Quilt Artist/President of Red River Quilters exhibited several quilts during the first event, "Quilts Galore Exhibit and Reception." The second event for Women's History Month was: Meet the Artist: featuring Mrs. Jerry Wray, Local Female Artist. The two events featured approximately 50 participants.

Health and Wellness Fair - Multicultural Affairs sponsored and collaborated with the Division of Science and Allied Health a campus wide Health and Wellness Fair to promote health care, health education, and to improve quality of life, student success, and life long wellness among diverse populations. The topics addressed: HIV/AIDS awareness, alcohol, tobacco, and other substance abuse, healthy relationships, sexual assault, domestic violence, stress management, nutrition, weight management, and eating disorders. The event had approximately 150 participants.

Disability Awareness - Implemented a new U.S. Department of Labor Workforce Recruitment Program for college students with disabilities by collaborating with the Counseling Center. Several
students with disabilities were offered federal permanent employment with various federal agencies throughout the United States.

Hosted the first annual Interfaith Convocation - featuring Dr. Randy Harper. The purpose of the Interfaith Convocation was to cultivate the spiritual life of each student, faculty/staff, and community as a vital part of the spiritual and academic experience at BPCC. Multicultural Affairs collaborated with Fellowship of Christian Athletes and Campus Ministries. There were 65 participants at the event.

Black History Month Convocation  Campus wide Event - Partnered with Telecommunications
Lee National Denim Day Campus wide event - partnered with all departments by collecting approximately $521 to raise awareness about breast cancer. There were approximately 105 people who participated.
National Wear Red Day Campus wide event for Women's Hearth Health - partnered with American Heart Association by distributing posters, flyers, and statistics on heart health.
National Poetry Month - partnered with Division of Liberal Arts and Library featuring local poets: Nadine Charity and Ashley Havird in celebration of National Poetry Awareness Month for faculty/students to hear and recite poetry as a form of cultural expression.
American Heart Walk - partnered with American Heart Association
National Breast Cancer Awareness Month (October) - Raised awareness by distributing posters, fliers, handbills and partnering with Public Relations through public service announcements both print and electronic and the American Heart Association.

Community Service - Provided valuable service to the community by collaborating with Shreveport Green to install storm drains in Bossier neighborhoods by litter abatement and recycling. Provided BPCC application packets and various scholarship opportunities to recruit more minority and prospective economically disadvantaged students.
Provided valuable service to youth in the community by providing books and reading materials to economically disadvantaged students at Stonewall Baptist Church, Bellaire Baptist Church, and Paradise Baptist Church. In addition, Multicultural Affairs engaged in recruiting students by providing BPCC application packets, various scholarships, and financial aid forms to prospective students.
Collected over 50 clothing items for Women's Shelter; 100 canned food items for Christmas Food Drive. Partnered with Gospel Choir
Donated five backpacks for economically disadvantaged youth at Avenue Baptist Church.
Donated supplies and items to Volunteers of America (Lighthouse) for economically disadvantaged youth in the community.
Collaborated and volunteered with Volunteers of America (Lighthouse) for annual Halloween Celebration with games/activities for economically disadvantaged youth.

Community partnerships:
Various local churches
Bossier High School
Fair Park High School
Diversity Efforts/Highlights
The programming during the 2007-2008 year attracted a broad array of diverse populations. Survey reports indicated that more than 99% of survey respondents indicated that they would attend upcoming programs and would recommend multicultural events to others.
Specific efforts include:
1) outreach targeted to various college divisions and underserved groups in the surrounding community
2) Follow up contacts and visits (personal and collective)
3) Facilitated use of and service from the Division of Public Relations for public service announcements publications and reminders both print and electronic

Future Challenges:
The Office of Multicultural Affairs will be making a special commitment to establish a diversity education professional development workshop as well as expanding programs that support religious diversity on campus.

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Cindy Darby</td>
<td>Sexual Harassment/Safety Workshop</td>
<td>NASPA Multicultural Institute</td>
<td>ADA Compliance, Disability Access</td>
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<tr>
<td></td>
<td>The Blackboard Outcomes System:</td>
<td>Seminar: Women in Higher Education</td>
<td>and Inclusion Conference</td>
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<td></td>
<td>Making Learning Visible Seminar</td>
<td>Education: A Legacy of Leadership</td>
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<tr>
<td></td>
<td>BPCC Healthy at 40 Workshops</td>
<td>Seminar: Student Leaders: Action for a More Sustainable Future (National Conference on Student Leadership Seminar)</td>
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<td></td>
<td>Explore Your Library Workshop</td>
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<td></td>
<td>E-Books Library Workshop</td>
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<td></td>
<td>How we Retain More Students by Intervening Earlier (Noel Levitz)</td>
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<td>Microsoft Excel 2007 Workshop</td>
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<td>Applying Quality Management to Online Course Evaluation Seminar</td>
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<td>Swift Kick Training - &quot;The Secrets Behind Myspace and Facebook&quot;</td>
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<td>QEP Kick-Off Meeting</td>
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<td></td>
<td>Book Talk Workshop on Novel &quot;Whiskey Chitto Woman: A Civil War Novel</td>
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<td></td>
<td>Helping Students Succeed Seminar (Webex Blackboard)</td>
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</table>

SIGNIFICANT CONTRACTS OR GRANTS:
Submitted a grant to Board of Regents for a "Multicultural Resource Center"; however, the proposal
was not funded.

STRATEGIC PLANNING

Department Measurable Strategy:
Provide and promote to the campus community a variety of cultural awareness programs.

Performance Indicators:
1. Program Evaluation Form
2. Count the number of participants who attend cultural awareness programs.
3. Count the various cultural diversity programs offered.

Assessment Results:
More than 90 percent of respondents strongly agree that they would participate in cultural diversity events and would be willing to participate in upcoming diversity-related programming.

Changes Based on Assessment Outcomes:
No changes are needed

Strategy(ies) for the Future:
Provide and promote to the campus community a variety of cultural awareness programs.

Department Measurable Strategy:
Enhance the cultural and social development of all cultural groups into the campus and in the surrounding community.

Performance Indicators:
Program Evaluations

Assessment Results:
Several respondents indicated that events should be offered at student organization meeting times.

Changes Based on Assessment Outcomes:
Changed several events/programs during organization events on Tuesdays and Thursdays at 12:30 p.m.

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

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Goal 1: Develop a required diversity education professional development workshop for faculty and staff to contribute to understanding the value of diversity on multicultural related matters.
Goal 2: Continue to inform the college community of diversity and cultural initiatives on campus
Goal 3: Continue to attend professional development workshops
Division of Administration (Chancellor's Office)
Project MOMS

EMPLOYEE LISTING

Professional, unclassified staff

Della Jeter, B.A.

DIVISION SUMMARY

The Project MOMS (Mothers on the Move) program assists clients interested in obtaining a GED, and/or college degree by providing services that promote attendance, retention and completion for clients to reach their educational goals. For fiscal year 2007-2008 Project MOMS continued to support its target audience.

ADVANCED DEGREES OR CERTIFICATIONS:

Della Jeter is pursuing a Masters degree

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td></td>
<td>BPCC 1 first and QEP kick-off meeting, September 6, 2007</td>
<td>Baton Rouge</td>
<td>Issue 1X.</td>
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<tr>
<td></td>
<td>Institutional Review Board of Research Committee 2007-2008</td>
<td>LCTCS BPCC at the Legislature April 2, 2008</td>
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<td>Planning Council Subcommittee Access and Success 2007-2008</td>
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<td></td>
<td>Employee -self service training February 24, 2008 Planning Council meetings November, 2007 and April 2008</td>
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<td>Next Step Coaching through the Division of Administration / Office of Risk Management April 17, 2008</td>
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<td></td>
<td>Staff Development Opportunity September 12, 2007</td>
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</tbody>
</table>

SIGNIFICANT CONTRACTS OR GRANTS:

The Bossier Parish Community College Foundation / Office of Alumni Affairs / Development, has contributed to Project MOMS monies in the amount of 2,000.00, to assist MOMS with childcare
and transportation. The Office of Grants and External Funding also assisted with childcare for MOMS clients in the amount of 1,261.00 for this fiscal year.

STRATEGIC PLANNING

Department Measurable Strategy:
Attend a minimum of four professional development seminars during the academic year

Performance Indicators:
Certificate of attendance or agenda from professional development seminars.

Assessment Results:
The Project MOMS Department was successful in obtaining certificates / agendas from professional development seminars.

Changes Based on Assessment Outcomes:
Continue to attend professional development seminars for staff

Strategy(ies) for the Future:
Continue to obtain record of attendance / certificates.

Department Measurable Strategy:
Increase visibility in the community by doubling the number of presentations over last year.

Performance Indicators:
Conduct ten community presentations this academic year.

Assessment Results:
This was not done due to personnel changes.

Changes Based on Assessment Outcomes:
Conduct five presentations in the community next academic year.

Strategy(ies) for the Future:
Use other methods of relaying MOMS information to the public.

Department Measurable Strategy:
Encourage staff to participate with director in professional development activities.

Performance Indicators:
Project MOMS personnel will attend a minimum of four (4) professional development seminars during the academic year.

Assessment Results:
Personnel attended a minimum of 4 professional development seminars

Changes Based on Assessment Outcomes:
Personnel continues to attend seminars

Strategy(ies) for the Future:
To attend 4 more over last year.
**Department Measurable Strategy:**
Partner with additional community agencies to expand and strengthen educational services offered in Northwest Louisiana.

**Performance Indicators:**
Partner with four additional community-based organizations compared with last year.

**Assessment Results:**
We were successful in partnering with four additional organizations.

**Changes Based on Assessment Outcomes:**
We will continue to partner with community organizations to promote MOMS.

**Strategy(ies) for the Future:**
To revise, update community relationships as needed.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
For fiscal year 2007-2008 Project MOMS enrolled 203 clients in Pre-GED and GED classes, and 88 in college level classes. The program assisted clients by making education more accessible and flexible through the mission of Bossier Parish Community College and community partnerships in order to serve our clients. In the fall and spring of 2007-2008, Bossier Parish Community College's Project MOMS program had six to graduate with degrees and one with a GED. As we continue to build relationships with community agencies and businesses, these numbers will continue to grow.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
To increase awareness of the program and the services that it provide to students enrolled at Bossier Parish Community College.
To promote project MOMS in the community in order to continue awareness, as well as receive donations to assist students.
To be a Bossier Parish Community College advocate for making sure everyone has access to education and training.
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 2007-2008, the Office produced the following publications for the College: the 2007-2008 General Catalog; all program/degree brochures; the General Viewbook; the Application Packet; the recruitment poster; pushcards for "at risk" and other programs; fall, spring, summer Academic Bulletin and Schedule of Classes (spring and summer online only); 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); fall, spring, and summer issues of BPCC@NSU; and recruitment birthday card. A total of 72 publications were produced this year--an increase of two publications. In addition, the catalog and the Academic Bulletin have been put online for the students' convenience.

The Public Relations Office coordinates all campus memos generated for campus use. This year, the Office logged in 1,111 memos for the calendar year. Campus-wide memo system is a positive solution to major communication dilemma here at the College.

Media relations plays a major role in the daily operations in the Public Relations Office. This year, the Office issued 481 press releases to local media. This number reflects a major increase over last year when the Office issued 422 releases. As a result of the releases, the College appeared in 397 newspaper articles, up from 232 the previous year.

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. Eighteen faculty/staff spoke within the community this year.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Karen Musgrove: Steering Committee member for LA CALL; Marketing Chairman for LA CALL
Christy Moore: Lions Club--Board of Directors; Staff Senate Vice President; Phi Theta Kappa--Secretary and Vice President
Brenda Wingard: Staff Senate President 2007-2008; BPCC Foundation Board of Directors, Summer ’07 Graduation Commencement Speaker; Staff Senate--received Outstanding Service award and Outstanding Member of the Year award; BPCC Foundation--received award for contributing service and support;

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<td></td>
<td>Student Service Brochure&lt;br&gt;Spring Academic Bulletin - 2008&lt;br&gt;Summer Academic Bulletin online – 2008&lt;br&gt;Fall Academic Bulletin online - 2008&lt;br&gt;Graduation Programs – Fall, Spring and Summer Application Packet Assist with pushcards</td>
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</tbody>
</table>
Christy Moore

All Staff Meeting – August 14, 2007
Safety Meeting - Sexual Harassment in the Workplace, August 14, 2007
Registration – August 15 & 16, 2007 (Fall 07) & January 9 & 10, 2008 (Spring 08)
Staff Senate – Welcome Back, August 22, 2007
QEP & BPCC 1st Kick-off Meeting – September 6, 2007
Staff Development “CALL” w/ Luke Dowden – September 12, 2007
SACS on site visit – September 25-27, 2007
PTK Officer Meeting – November 5, 2007
CALL Symposium – November 27, 2007 – participated as a CALL student
BPCC Foundation w/ Markey Pierre – November 29, 2007
PTK Fall Induction Ceremony – November 30, 2007
PTK Inductee – November 30, 2007
Faculty/Staff Luncheon – December 17, 2007
Foundation Board Meeting – January 23, 2008
PTK Orientation Meeting – February 12, 2008
Human Resources Timesheet Training – February 19, 2008
The Secrets Behind Facebook and My Space – February 28, 2008
Emergency Training – February 29, 2008
Governor Jindal – March 6, 2008
Team Building w/ Bob Boykin – March 27, 2008
VIP Night – April 26, 2008 (BPCC Performing Arts Theatre – Oklahoma)
Driver Safety Refresher Course – May 2, 2008
PTK Spring Induction Ceremony – May 2, 2008
Learning Center Reception – May 2, 2008
Graduation – Summer 07, Fall 07, and Spring 08
BPCC Foundation 5K Run - November 10, 2007
PTK End of Year Awards Banquet – December 13, 2007 and May 10, 2008
LCTCS Conference – January 30, 2008 (Convention Center, Shreveport)
Rutherford House – March 13, 2008

PRESENTATIONS
Presented Appreciation Award to Staff Senate President at end of year luncheon
Speaker at fall 07 and spring 08
PTK Induction Ceremony
Presented certificates to spring 2008 PTK inductees

PUBLICATIONS
Catalog
Employee Directory
Push Cards
Academic Bulletin
BPCC@NSU Academic Bulletin

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Karen Musgrove

Summer Graduation 2007
All Staff Meeting – August 14, 2007
Safety Meeting – Sexual Harassment in the Workplace, August 14, 2007
Staff Senate – Welcome Back, August 22, 2007
QEP & BPCC 1st Kick-off Meeting – September 6, 2007
Staff Development “CALL” w/Luke Dowden – September 12, 2007
SACS on site visit – September 25-27
Driver Safety Refresher Course – September
Professional Growth – Health Related Workshop – September 18, 2007
CALL Symposium – November 27, 2007
BPCC Foundation w/Markey Pierre – November 29, 2007
Faculty/Staff Luncheon – December 17, 2008
Graduation – December 17, 2007
Back to School Orientation Meeting – Bloodborn Pathogens – January
Human Resources Timesheet Training – February 19, 2008
The Secrets Behind Facebook and My Space – February 28, 2008
Emergency Training – February 29, 2008
Governor Jindal- March 6, 2008
Governor Jindal – March 13, 2008
Graduation – May 8, 2008 – 10:00

Internet Advertising, Shreveport, June 19, sponsored by KTBS Channel 3
CALL meeting in Alexandria, February 12, 2008
Rutherford House, Shreveport, set up for reception, March 13, 2008
State Capitol with BPCC students to meet with Legislators, April 9, 2008
CALL meeting in Alexandria, April 15, 2008

Presentations:
Guest on This is BPCC, February 19
SkillsUSA Opening Ceremony at Bossier Civic Center, April 2, 2008
SkillsUSA Closing Ceremony at BPCC, April 4
CALL presentation, Alexandria, April 15, 2008

Productions:
Two newsletters twice year:
This is BPCC and Economic Development newsletter
General Catalog
Academic Bulletins and Schedule of Classes—fall, spring, summer
Application Packet
Degree/program brochures
General Brochure
50 academic and nonacademic pushcards
a.m. & 2:00 p.m.
Faculty/Staff End of Year Luncheon
– May 9, 2008
BPCC Foundation Donor
Reception—May 22
Committees: Protocol; Christmas;
Staff Senate Member;
Ms. BPCC Committee; Ms.
BPCC Interviews

Brenda Wingard
Campus Lions Club-Charter member
Board of Directors member
Lion Tamer
“Home Fire Safety” by Brad Zagone 8-1-07
“Capital Improvement Projects” by David Jones 9-5-07
BPCC Foundation-Board of Directors member (Staff Senate representative)
7-26-07 Shreveport Community Foundation check presentation
8-21-07 Citizen’s Bank check presentation
9-17-07 Lt. Colonel Smith presentation
9-18-07 Kenneth Black Scholarship Foundation presentation
9-21-07 Fall ’07 Scholarship Awards reception
1-8-08 Cooper & Cohorts check presentation
2-26-08 Spring ’08 Scholarship Awards reception
Planning Council-Staff Senate representative (served on Goal 4: Resources Committee)

KTBS Channel 3 “WebPage” Training 8-29-07
Regional Workforce Planning meeting 1-30-08
(Shreveport Convention Center worked registration table)
Alert Notification System Kick-off mtg. 2-21-08
(PR representative)
College Day at the Legislature 4-2-08 (Staff Senate representative)
LCTCS Leadership Conference-BR 4-3 / 4-4-08

Protocol Committee-Committee member
Christmas Show Committee-11-28-07
Attended & pictures – Bossier Civic Center
Decorated PR information table; clean-up
New Student Orientation 8-2-07
Helped with decorations
SACS on-site visit 9-24-07
Decorated; assembled packets; hospitality committee for visiting administrators and instructors
BPCC/LSUS luncheon 10-11-07 (hosted by Dr. Stan Wilkins – decorated)
College Majors Fair 10-31-07 (pictures)
First Annual Guitar Pull 12-10-07 (attended & pictures)
Fall ’07 Graduation 12-17-07 (attended; decorated; pictures)
Governor Bobby Jindal’s visit 3-6-08 (attended; decorated; pictures)
Ms. BPCC pageant interviews 3-6-08 (attended; decorated; pictures)
Rutherford House Project 3-13-08 (decorated)
Unveiling of Mary Cane picture 3-25-08 (attended press conference & pictures)
Governor Bobby Jindal’s visit 3-25-08 (attended & pictures)

Last Name
Faculty/Staff Safety Meeting-8-14-07
KTBS Channel 3 “WebPage” Training 8-29-07
Regional Workforce Planning meeting 1-30-08
(Shreveport Convention Center worked registration table)
Alert Notification System Kick-off mtg. 2-21-08
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Rutherford House Project 3-13-08 (decorated)
Unveiling of Mary Cane picture 3-25-08 (attended press conference & pictures)
Governor Bobby Jindal’s visit 3-25-08 (attended & pictures)

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STRATEGIC PLANNING

Department Measurable Strategy:
Improve awareness of under populated academic programs.

Performance Indicators:
1. Create new pushcards for recruitment purposes.
2. Run print ads for 13 weeks in local newspapers.

Assessment Results:
The pushcards have been very popular on campus. Print ads resulted in numerous calls to the campus divisions.

Changes Based on Assessment Outcomes:
More divisions are requesting pushcards. In fact, the division brochures have been eliminated for the coming calendar year.

Strategy(ies) for the Future:
Because of the elimination of division brochures, more pushcards will be produced. The number of pushcards will increase from 32 to approximately 60.
Department Measurable Strategy:
Educate citizens concerning the need for up-to-date skills for Northwest Louisiana workers.

Performance Indicators:
Run television commercials which address the need for advanced computer, business, and communication skills for citizens of the area.

Assessment Results:
Over $30,000 was spent to advertise the proposed Cyber programs.

Changes Based on Assessment Outcomes:
As a result, classes will start fall 2008 with the citizens already aware of the new academic program and degrees.

Strategy(ies) for the Future:
Continued advertising for the new Cyber Information Technology programs and degrees.

Department Measurable Strategy:
Improve College catalog by using available technology.

Performance Indicators:
Post the College catalog on the College website so it will be a more effective and accurate document for student and faculty use.

Assessment Results:
The College catalog is now online and in print. The online catalog is updated continuously so students have the most current information. The Office discovered that some students still want a book, so the Office is publishing catalogs for those students.

Changes Based on Assessment Outcomes:
Accuracy has become critical now that the catalog is online. The online publication serves the students in an effective and efficient manner.

Strategy(ies) for the Future:
The PR Office and the webmaster need to streamline the flow of information regarding the online catalog.

Department Measurable Strategy:
Encourage professional growth among office personnel

Performance Indicators:
Office personnel will attend professional growth seminars both on and off campus and will place certificates of attendance on file.

Assessment Results:
Several members of the office attended the System-wide seminar in Baton Rouge. In addition, all members of the office have attended multiple seminars/workshops on campus.

Changes Based on Assessment Outcomes:
By attending the LCTCS seminar in Baton Rouge, members of the office have been able to network more effectively with System employees.

**Strategy(ies) for the Future:**
As finances allow, members of the office will attend more seminars and workshops in the coming year.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Public Relations Office consists of a four-man team. Each member has specific duties/publications to produce on a regular basis. The number of publications has increased to 72 per year. Every effort is made to streamline publications to make them effective for student/faculty/staff use. For the first time, the Academic Bulletin and Schedule of Classes has been published strictly online. Such a move, maintains accuracy for the students because the bulletin is updated every night. In addition, publishing the bulletin online has saved the College thousands of dollars. The General Catalog is now online; however, students still demand a printed copy. As with the bulletin, the catalog is updated for accuracy.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

**Departmental Measurable Strategy:**
Educate citizens concerning the need for up-to-date skills for Northwest Louisiana workers.

**Performance Indicators:**
Development television and print ads which address the need for advanced computer and communications skills.

**Assessment results:**
Money will be spent to advertise the new Cyber Information Technology programs and degrees.

**Changes Based on Assessment Outcomes:**
As a result, classes will start fall 2008 with citizens already informed of the new programs.

**Strategy for the future:**
Continued advertising (in both print and television) for the new Cyber Information Technology programs.
Division of Academic Affairs
Division of Academic Affairs
Vice Chancellor for Academic Affairs

EMPLOYEE LISTING

Professional, unclassified staff
Stan Wilkins, Ph.D.
Barbara Poole, Ph.D.

Classified staff
Mary Vines
Donna Branch

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 2007 - 08 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.

The Division of Academic Affairs achieved several major initiatives this year. They included the completion of the SACS re-affirmation cycle. They also assisted with the academic program reviews. The SACS follow-up report to the visiting committee was completed. Also, the Division of Academic Affairs completed the response to the Louisiana Board of Regents Program Review of the proposals for the Associate of Applied Science degrees in Cyber Technology.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Received Chancellors award for Outstanding Service.

PROFESSIONAL DEVELOPMENT

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</table>
| Stan Wilkins | Attended QM on-line course evaluation seminar  
Attended faculty portfolio asseessor workshop  
Attended SIS training workshop  
Attended performance based | SACS Annual Meeting, December, 2008  
Cyber Command and Cyber Innovation Event  
Registration for BPCC @ NSU, August 16, 2007 |                                                |
curriculum design workshop
Attended Degree Audit Seminar
Attended press conference with Gov. Bobby Jindal
Presided over graduation: fall, spring & summer
Attended press conferences to announce new BPCC programs
SCT training on electronic timesheets
Staff Emergency Procedures Training

Barbara Poole
Safety Meeting
Defensive Driving
Staff Senate “Call Program”
Faculty Portfolio Assessor Workshop
Staff Senate “Penny Durham”
Applying QM to the Online Course Evaluation
Perkins Public Awareness Forum
Writing & Publishing Your Work
Staff Senate “BPCC Foundation, Inc.”
SIS Training
Microsoft Word 2007 Introductory Level Workshop
CLEP Open House
Microsoft Excel 2007 Introductory Level Workshop
Microsoft Word 2007 Intermediate Level Workshop
HR Employee Self Service Training
Performance Based Curriculum Design
Outcomes Assessment: Creating A Flow of Learning Evidence

Mary Vines
Staff Senate Welcome Back Meeting Luncheon and Motivational Speaker: Luke Dowden Director-Center for Learning Assistance "CALL Program"
Safety meeting-Sexual Harassment in the workplace
Graduation committee meetings
All staff meetings
QEP & BPCC 1st Kick Off Meeting
Staff Senate Meeting - CALL
SACS secretaries meeting
Veterans day Event
SCT training on electronic timesheets for classified staff
Staff Emergency Procedures training
Spring 2008 BPCC Foundation Scholarship Reception
Governor's press conference
Staff Senate Team Building

Donna Branch
BPCC 1st and QEP Kick-off Meeting

ACT Southwest Region Fall 2007 Compass Forum, November 7, 2007
ULM- Monroe, LA
BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC - Shreveport, February 1, 2008
LCTCS Board of Supervisors - Monthly Meetings, Baton Rouge
BOR - Monthly Meetings, Baton Rouge

SACS-COC, The Institute on Quality Enhancement and Accreditation LCTCS Conference & Leadership Development Day, “Renewing and Refining Our Focus”

Bossier City Chamber of Commerce Commission for Women’s Luncheon

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ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2007-2008 academic year: (refer to the individual division reports for analysis and recommendations)

Associate Degree:

Medical Assistant
Physical Therapist Assistant
Respiratory Therapy
Pharmacy Technician
General Science
Drafting

Certificates/Diplomas:

Respiratory Therapy
Surgical Technology
Phlebotomy
Medical Assistant
Pharmacy Technician
Telecommunications
Computer Aided Drafting
STRATEGIC PLANNING

**Department Measurable Strategy:**
Provide additional opportunities for students.

**Performance Indicators:**
Prepare program proposals in Cyber Command; Biotechnology; Occupational Therapy Asst.; Notary Public; Court Reporting; Communication.

**Assessment Results:**
Six associate degrees, one certificate of technical studies, and seven technical competency areas received board approval during the 2007-08 academic year. The five associate degrees in cyber technology were approved by the Louisiana Board of Regents and await final implementation authority for the 2008-09 academic year: web analyst programmer, information programmer analyst, information network specialist, network security specialist, information systems administration specialist. In addition, a certificate in help desk support specialist was also approved for immediate implementation. Although not listed as a department measurable strategy, the Associate of Applied Science in the Care and Development of Young Children was approved by the Louisiana Board of Regents for implementation in the fall of 2008. Also not listed were seven technical competency areas receiving board approval for immediate implementation: lighting design, stage theatre management, scene design, acting, costume design, theatre technician, and directing.

**Changes Based on Assessment Outcomes:**
These programs are in the process of being implemented. Financial limitations prohibit consideration of court reporting and biotechnology for the 2008-09 academic year.

**Strategy(ies) for the Future:**
The following programs are under consideration for future board consideration, approval and implementation: occupational therapy assistant, histotechnology, veterinary technology assistant, and communication; explore funding sources for the cyber initiatives and the occupational therapy assistant, veterinary technology, histotechnology, and communications associate degrees.

**Department Measurable Strategy:**
Determine quality of on-line courses taught by division chairs.

**Performance Indicators:**
Evaluate all on-line courses taught by division chairs.

**Assessment Results:**
On-line courses taught by division chairs were evaluated to be overall excellent. Changes were recommended primarily in the areas of “course overview and introduction,” and alignment of “learning objectives,” “assessment and measurement,” “resources and materials,” and “learner engagement.”

**Changes Based on Assessment Outcomes:**
Division chairs received recommendations for course improvements based on the QM rubric in the areas of “course overview and introduction,” and alignment of “learning objectives,” “assessment and measurement,” “resources and materials,” and “learner engagement.”
Strategy(ies) for the Future:
Monitor quality of on-line courses (assigned as overload responsibilities) taught by division chairs.

Department Measurable Strategy:
Provide professional development opportunities for division chairs.

Performance Indicators:
Increase professional development opportunities of division chairs by 10%.

Assessment Results:
Division chairs attended numerous professional development opportunities. The primary ones were in the areas of learning outcomes measurement which featured two national facilitators who presented day-long workshops during the year to division chairs and faculty.

Changes Based on Assessment Outcomes:
Provide additional professional development opportunities for division chairs.

Strategy(ies) for the Future:
Develop linkage of “learning outcomes,” and “assessment and measurement,” and “resources and materials,” and “learner engagement.”

Department Measurable Strategy:
Monitor program learning outcomes.

Performance Indicators:
Collect, evaluate, and review program learning outcome data.

Assessment Results:
The College compiled program learning outcome data for submission to the Commission on Colleges of the Southern Association of Colleges and Schools as part of its response to the on-site review committee. The annual program reviews due this academic year are not due until June 30, 2008.

Changes Based on Assessment Outcomes:
Change the date due on the annual program reviews to May 31 of each year in order to allow time for program review results to document this department measurable strategy.

Strategy(ies) for the Future:
Monitor program learning outcomes.

Department Measurable Strategy:
Increase the number of academic programs.

Performance Indicators:
Number of new programs added.

Assessment Results:
Six associate degrees, one certificate of technical studies, and seven technical competency areas received board approval during the 2007-08 academic year.
**Changes Based on Assessment Outcomes:**
Programs have been implemented or are in the process of implementation.

**Strategy(ies) for the Future:**
Combine this strategy with the above strategy on providing additional opportunities for students.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Division of Academic Affairs has had a successful 2007-08 academic year. New academic programs were added in cyber technology, teacher education, (1-5), and in the care and development of young children and were approved by the Louisiana Community and Technical College System Board of Supervisors and the Louisiana Board of Regents. Existing academic programs in allied health were strengthened by adding/deleting courses and hours to make them more responsive to students’ professional academic preparation. Faculty participated in professional development opportunities with expenses and salary paid for by the College. The Division also provided leadership to the Academic Affairs Division of the Louisiana Community and Technical College System by serving as a model for formulation of academic systems procedures. The Division prepared the response to the Board of Regents regarding the cyber technology programs.

The Office of Academic Affairs provided guidance in the re-affirmation of accreditation efforts of Bossier Parish Community College concerning the decennial accreditation cycle. Specifically, the Vice Chancellor for Academic Affairs assisted in the preparation of the Focused Report, the Response to the Visiting Committee Report, and the Quality Enhancement Plan.

The Office of Academic Affairs continued to provide leadership in the following programs and initiatives: dual enrollment; Teacher Institute, Planning Council, Internet course evaluation, promotions and rank, BPCC @ Northwestern State University, program review, music and drama activities, program learning outcome definitions, general education outcomes definition and measurement, and Academic Advisory Committee activities. The Division continued 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 challenging and successful year and looks forward to building on accomplishments to achieve expanded goals in 2008-2009.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Achieve COC/SACS Reaffirmation Accreditation
Study opportunities for additional programs in Occupational Therapy Assistant; Histotechnology; Medical Laboratory Technology; Diagnostic Medical Sonography; Echocardiography Technology; Biotechnology
Increase retention rates
Increase course success rates
Lower number of suspension, withdrawal, and probations
Initiate programs in cyber technology.
Division of Academic Affairs
Academic Planning

EMPLOYEE LISTING

Professional, unclassified staff

Lesa Taylor-Dupree, M.A.
Peggy Spilker, B.A.

Classified staff

Laura Fowler, A.S.

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 2007, one in fall 2007 and two in spring 2008. The number of graduates conferred for the 2007-2008 academic year was 456, an increase of eight percent (8%) over the previous year. The College awarded 499 associate degrees, certificates, and technical competency areas to the 456 graduates.

The Office of the Executive Dean of Instruction was responsible for many activities this academic year. The Office provided one hundred fifty-three (153) regularly scheduled and on demand placement testing opportunities, which was an increase of sixty-one percent (61%) over the last academic year. During the 2007-2008 academic year, 3,897 placement tests were administered, which was an increase of sixty-one (61%) over the last academic year, and ninety (90) Ability-to Benefit tests were administered, which was an increase of seventy percent (70%) over the last academic year. This spring the division changed from a Windows version to Internet Delivery of COMPASS placement testing.

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 (77 students in the fall and 117 students in the spring); and maintained and updated the Blackboard site for the Planning
Council and updated the Placement Testing site and the Candidates for Graduation site on the College website each semester. Also, this year, this Office gathered much information for the compilation of the Response to the SACS Visiting Committee Report.

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 placement testing. 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 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, the SACS Committee Chairs Council, 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 and gave several presentations for faculty and staff regarding academic advising.

An academic planning coordinator is a new position in the Academic Planning Division this year. Mrs. Peggy Spilker received a promotion and is the new academic planning coordinator. Mrs. Spilker attended several professional development seminars focusing on student learning outcomes, purchasing, student success, placement testing, and web based timekeeping. Additionally, Mrs. Spilker was a member of the Graduation committee and the Financial Aid Appeals committee. Mrs. Laura Fowler is the new administrative assistant for the Office of the Executive Dean of Instruction. Mrs. Fowler attended professional development seminars focusing on purchasing, web based timekeeping, and the annual report. Mrs. Fowler is also a member of 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>
</tr>
</thead>
<tbody>
<tr>
<td>Lesa Taylor-Dupree</td>
<td>Planning Council Meetings</td>
<td>LCTCS Conference</td>
<td>“New Faculty Orientation” Workshop Presenter</td>
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<td></td>
<td>Division Chair Council</td>
<td>Registration for BPCC at NSU</td>
<td>“Academic Polices and Advising” Workshop Presenter</td>
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<td>STEP Council</td>
<td>Twenty-fifth Annual LADE</td>
<td>Graduation Requirements</td>
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<td></td>
<td>August 2007 - May 2008</td>
<td>State Conference</td>
<td>Presentation for Division Chairs</td>
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<td>SACS Federal Requirements Committee</td>
<td>Alexandria, LA</td>
<td>August 17, 2007</td>
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<td></td>
<td>Christmas Committee</td>
<td>General Education Statewide</td>
<td>“Hot Topics for Faculty Advising” Workshop Presenter</td>
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<td>August 2007 - May 2008</td>
<td>Committee Meeting</td>
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<td></td>
<td>Baton Rouge, LA</td>
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<tr>
<td>Event Description</td>
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<td>Location/Details</td>
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<td>Online Student Services</td>
<td>August 2007 - May 2008</td>
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<tr>
<td>Vision Team</td>
<td>October 26, 2007</td>
<td>Statewide Developmental Education Steering Committee Meeting Baton Rouge, LA</td>
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<tr>
<td>PLA Policy Committee of the CALL Project</td>
<td>October 26, 2007</td>
<td>Statewide Developmental Education Steering Committee Meeting Baton Rouge, LA</td>
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<tr>
<td>Honors Program Selection Committee</td>
<td>August 2007</td>
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<td>BPCC First Core Team (Lumina)</td>
<td>August 2007 - May 2008</td>
<td>SACS-COC 2007 Annual Conference New Orleans, LA</td>
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<td>SACS Committee Chairs Council</td>
<td>July 2007 - May 2008</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>Graduation Committee</td>
<td>August 2007 - May 2008</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>BPCC Staff Senate Member</td>
<td>August 2007 - May 2008</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>BPCC Foundation Member</td>
<td>August 2007 - May 2008</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>BPCC Foundation 2007-2008 Alumni Drive Advisory Committee</td>
<td>July 2007 - May 2008</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<td>BPCC Foundation Alumni Drive Advisory Committee Meeting</td>
<td>July 10, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<td>BPCC Program Learning Outcomes Meeting</td>
<td>July 16, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<td>Strategies for Success Training</td>
<td>July 18, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<td>Prior Learning Assessment Policy Committee Meeting</td>
<td>July 26, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>“Parallel Lives” BPCC Cavalier Players’ Production</td>
<td>July 27, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<td>Academic Planning Coordinator Interview Committee</td>
<td>July 31, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>BPCC Summer 2007 Commencement</td>
<td>August 2, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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<tr>
<td>New Student Orientation</td>
<td>August 6-9, 2007</td>
<td>BPCC Spring 2008 Respiratory Therapy Advisory Committee Meeting LSUHSC Shreveport, LA</td>
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</tbody>
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October 26, 2007
December 12, 2007
April 9, 2008
April 11, 2008
May 1, 2008
Fall Safety Meeting
Sexual Harassment
August 14, 2007

Citizen’s Bank Presentation
BPCC Foundation
August 21, 2007

Kick-off Meeting for Lumina Grant
& QEP for SACS
September 6, 2007

Next Step Coaching
Driver Safety Refresher Course
September 7, 2007

BPCC “CALL Program”
Presentation
Luke Dowden
September 12, 2007

United States Air Force Presentation
September 17, 2007

SACS Onsite Visit Meetings
September 25-27, 2007

BPCC 1st Coach Rick Voorhees Site Visit
October 1, 2007

EMT Paramedic Program
Fall Advisory Committee Meeting
October 3, 2007

Academic Advising Intervention Team
October 11, 2007

BPCC/LSUS Joint Meeting of Administrators
October 11, 2007

“Dracula”
BPCC Cavalier Players’ Production
October 20, 2007

Pharmacy Technician Accreditation Site Visit
October 23, 2007

Administrative Assistant-Academic Planning Interview Committee
October 31-November 1, 2007

Adviselink Training
November 2, 2007
Official Opening of Cavalier Communication Center
November 6, 2007

BPCC Veterans Day Convocation
November 9, 2007

Book Talk/Seminar
Patrick Raley
November 9, 2007

BPCC 1st Core Team Meeting
November 12, 2007

Physical Therapy Assistant Program
Fall Advisory Committee Meeting
November 13, 2007

Response to the SACS On-Site Review Committee Meeting
November 15, 2007

Phlebotomy Program Fall Advisory Committee Meeting
November 16, 2007

NCHEMS External Review
CALL Program
November 29, 2007

“Down Home Christmas”
BPCC Cavalier Players’ Christmas Show
November 29, 2007

Criminal Justice Program
Fall Advisory Committee Meeting
November 30, 2007

“SIS” Training Workshop
December 4, 2007

BPCC 1st Site Visit
December 6, 2007

BPCC Fall 2007 Commencement
December 17, 2007

Cooper & Cohorts
Check Presentation
BPCC Foundation
January 8, 2008

ACT Center’s CLEP Open House
January 15, 2008

Statewide General Education Steering Committee
Conference Call Meeting
January 25, 2008
Internet COMPASS Testing Seminar
February 7, 2008
COMPASS/CAAP Presentation
February 7, 2008
LSUHSC Physician Assistant Program Advising Seminar
February 7, 2008
Web-based Timesheet Training
February 11, 2008
“Snow White”
BPCC Cavalier Players’ Production
February 15, 2008
Safety/Security Refresher Seminar
February 22, 2008
“Spring 2008 BPCC Foundation Scholarship Awards Reception”
February 26, 2008
BPCC 1st Coach Rick Voorhees Site Visit
February 27-28, 2008
Governor Jindal Press Conference
March 6, 2008
Academic Advisory Board Meeting
March 11, 2008
BPCC Foundation Alumni Advisory Committee Meeting
March 12, 2008
Governor Jindal Press Conference
March 20, 2008
BPCC Press Conference
Founders of Shreveport/Bossier City
March 25, 2008
“Performance Based Curriculum Design”
Kim Vosicky
March 26, 2008
“Outcomes Assessment: Creating a Flow of Learning Evidence”
Dr. Don Prickel
April 15, 2008
Phlebotomy Program Advisory Meeting
April 16, 2008
“Oklahoma”
BPCC Cavalier Players’ Production
April 17, 2008

EMT Paramedic Accreditation
Meeting
April 17, 2008

EMT Paramedic Accreditation
Exit Report
April 17, 2008

LA E-Portal Meeting
April 18, 2008

Online Assessment Committee
Meeting
April 24 & 29, 2008

“Oklahoma” VIP Night
BPCC Cavalier Players’ Production
April 26, 2008

2007-2008 Annual Report Training
April 29, 2008

BPCC 1st Core Team Meeting
April 29, 2008

Learning Center Reception
National Tutoring Association
Program
May 2, 2008

BPCC Spring 2008 Commencement
May 8, 2008

Donor Appreciation Reception
BPCC Alumni Foundation
May 22, 2008

AST Advisory Committee Meeting
May 28, 2008

BPCC Press Conference
New Programs-Cyber Information
Technology
May 29, 2008

Peggy Spilker
Planning Council Meetings
August 2007 - November 2008

BPCC Staff Senate Member
August 2007 - May 2008

BPCC Foundation Member
August 2007 - May 2008

Graduation Committee Meetings

ACT COMPASS Placement Test Seminar
University of Louisiana @ Monroe
November 7, 2007
August 2007 – May 2008

Financial Aid Appeals Committee Meetings
August 2007 – May 2008

Academic Advisory Center Board Meetings
December 2007 – May 2008

BPCC Campus Lions Club
August 2007 – Dec 2007

Summer Safety Meeting
Signs and Symptoms of Sudden Illness
July 16, 2007

Strategic Planning and Assessment
July 18, 2007

BPCC Summer 2007 Commencement
August 2, 2007

New Student Orientation
August 6-9, 2007

QEP/Lumina Meeting
September 6, 2007

Next Step Coaching
Driver Safety Refresher Course
September 7, 2007

BPCC "CALL Program" Presentation
Luke Dowden
September 12, 2007

USAF Reception
September 17, 2007

Financial Forms Training
September 18, 2007

SACS Onsite Visit Meetings
September 25-27, 2008

BPCC Staff Senate Luncheon
Financial Planning
Penny Durham
October 31, 2007

Administrative Assistant-Academic Planning
Interview Committee
October 31-November 1, 2007

AdviseLink Training
November 2, 2007
Faculty Advising Workshop  
December 12, 2007

BPCC Fall 2007 Commencement  
December 17, 2007

Internet COMPASS Testing Seminar  
February 7, 2008

COMPASS/CAAP Presentation  
February 7, 2007

Web-based Timekeeping Workshop  
February 13, 2008

Safety/Security Refresher Seminar  
February 22, 2008

Governor Jindal Press Conference  
March 6, 2008

Governor Jindal Press Conference  
March 20, 2008

BPCC Spring 2008 Commencement  
May 8, 2008

Laura Fowler  
BPCC Staff Senate Member  
August 2007 - May 2008

BPCC Foundation Member  
August 2007 - May 2008

Fall Safety Meeting  
Sexual Harassment  
August 14, 2007

New Faculty/Staff Orientation  
August 16, 2007

Welcome and Membership Drive-Staff Senate  
August 22, 2007

QEP/Lumina Meeting  
September 6, 2007

Next Step Coaching  
Driver Safety Refresher Course  
September 11, 2007

BPCC "CALL Program" Presentation  
Luke Dowden  
September 12, 2007

BPCC 1st Annual Interfaith Convocation  
September 13, 2007

Bossier Mayor’s Commission for Women Luncheon  
Holiday Inn/Bossier City  
March 11, 2008

Bossier City Relay for Life  
May 2, 2008
BPCC Staff Senate Luncheon  
Financial Planning  
Penny Durham  
October 31, 2007

Graduation Committee Meetings  
November 2007 – May 2008

BPCC Veterans Day Convocation  
November 9, 2007

BPCC Gospel Choir Concert  
November 14, 2007

BPCC Fall 2007 Commencement  
December 17, 2007

Cooper & Cohorts  
Check Presentation  
BPCC Foundation  
January 8, 2008

Planning Council Meetings  
February 2008 – May 2008

COMPASS/CAAP Presentation  
February 7, 2007

Web-based Timekeeping Workshop  
February 13, 2008

BPCC Staff Senate Luncheon  
Science and Allied Health  
Dr. Paula Rhoades  
February 14, 2008

Safety/Security Refresher Seminar  
February 29, 2008

Governor Jindal Press Conference  
March 6, 2008

Financial Forms Training  
March 13, 2008

Governor Jindal Press Conference  
March 20, 2008

BPCC Press Conference  
Founders of Shreveport/Bossier City  
March 25, 2008

2007-2008 Annual Report Training  
April 29, 2008

BPCC Spring 2008 Commencement  
May 8, 2008

BPCC Press Conference  
New Programs-Cyber Information
STRATEGIC PLANNING

Department Measurable Strategy:
Provide additional scheduled and on demand placement testing opportunities for students.

Performance Indicators:
1. Increase the number of opportunities for scheduled and on demand placement tests by five percent (5%).
2. Increase the total number of placement tests administered during 2007-2008 by five percent (5%).

Assessment Results:
1. The Office of the Executive Dean of Instruction provided 153 opportunities for students to take placement tests, which was a sixty-one percent (61%) increase from the previous year.
2. The Office of the Executive Dean of Instruction administered 3,897 placement tests, which was a sixty-one percent (61%) 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. This year, a record number of testing opportunities were provided and a record number of tests were administered.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will continue to meet the demands of students by providing all 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 academic year.

Department Measurable Strategy:
Improve the documentation process of identifying the attainment of general education core competencies of the College's graduates.

Performance Indicators:
1. Revise, update, and improve the Application for Graduation.
2. Implement the use of the new Application for Graduation.

Assessment Results:
1. The Executive Dean of Instruction revised, updated, and improved the Application for Graduation.
2. The Executive Dean of Instruction implemented the use of the new Application for Graduation in the fall of 2007. The Executive Dean of Instruction conducted one (1) Division Chair seminar and two (2) faculty seminars on the use of the revised Application for Graduation and the documenting of general education core competencies of the College’s graduates.
Changes Based on Assessment Outcomes:
The Executive Dean of Instruction has monitored the use of the revised Application for Graduation and its effectiveness in the monitoring of general education core competencies.

Strategy(ies) for the Future:
The Executive Dean of Instruction will update and revise the Application for Graduation as necessary for the next academic year.

Department Measurable Strategy:
Monitor the AIM Program students.

Performance Indicators:
1. Revise the distribution process of the student progress reports for the AIM students.
2. Disseminate, collect, and review the progress reports for the AIM students.

Assessment Results:
1. The distribution process of the student progress reports for the AIM students was revised to incorporate a faculty checklist to aid Division Chairs in the collection process of progress notes from the faculty.
2. The Office of the Executive Dean of Instruction disseminated, collected, and reviewed progress reports for the AIM students twice (September 24-October 4, 2007 and November 6-15, 2007) during the fall semester for 77 students and twice (February 26-March 6, 2008 and April 16-24, 2008) during the spring semester for 117 students.

Changes Based on Assessment Outcomes:
All AIM progress reports were reviewed by the Executive Dean of Instruction and 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 oversee and monitor the AIM student progress reports for the next academic year.

Department Measurable Strategy:
Conduct faculty and staff in-service training for professional development.

Performance Indicators:
1. Coordinate an informational meeting for new faculty at the beginning of the fall semester.
2. Present academic advising seminars for faculty and staff.

Assessment Results:
1. The Executive Dean of Instruction coordinated an informational meeting for new faculty on August 14, 2007, to discuss College policies. The informational meeting was attended by twenty-four (24) people.
2. The Executive Dean of Instruction presented an academic advising seminar on August 14, 2007, to 113 faculty and staff. The Executive Dean of Instruction presented a seminar on “Hot Topics for Faculty Advising” on December 12, 2007 to 105 faculty and staff. The Executive Dean of Instruction presented an advising seminar to the personnel in the Academic Advising Center and the Vice Chancellor for Student Services on April 9, 2008.
Changes Based on Assessment Outcomes:
The Executive Dean of Instruction revised and updated the document “Advising Information for BPCC Faculty” each semester and disseminated updated advising information regarding placement testing and ACT score placement in academic classes each semester for the faculty and staff.

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

Department Measurable Strategy:
Provide educational opportunities for prospective students not otherwise eligible for admission into the College.

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

Assessment Results:
The Office of the Executive Dean of Instruction provided ninety (90) Ability-to-Benefit tests during the academic year, which was an increase of seventy percent (70%) over the last academic year.

Changes Based on Assessment Outcomes:
All scheduled and on demand 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 all Ability-to-Benefit tests for the next academic year.

Department Measurable Strategy:
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 22-27, 2007 and March 24-29, 2008.

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 in the next academic year.
Department Measurable Strategy:
Oversee the Planning Council.

Performance Indicators:
Establish, schedule, lead, and monitor the meetings of the Planning Council.

Assessment Results:
The Planning Council had four (4) regularly scheduled meetings, and the subcommittees of the Planning Council had three (3) regularly scheduled meetings.

Changes Based on Assessment Outcomes:
Several items were accomplished by the Planning Council this academic year. A few of the highlights were a thorough review of each department’s strategies by the Planning Council subcommittees, refinement of several policies in preparation for the College’s SACS Reaffirmation Visit, and necessary changes in the BPCC Report Card.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will schedule and conduct meetings of the Planning Council for the next academic year.

Department Measurable Strategy:
Utilize the College website and/or the Blackboard website for the Planning Council, graduation information, and placement testing information.

Performance Indicators:
1. Revise and update Planning Council information on the College Blackboard website.
2. Revise and update graduation information each semester on the College website.
3. Revise and update placement testing information each semester on the College website.

Assessment Results:
1. The Office of the Executive Dean of Instruction revised and updated Planning Council information on the College Blackboard website five (5) times during the academic year.
2. The Office of the Executive Dean of Instruction revised and updated graduation information on the College website three (3) times during the academic year.
3. The Office of the Executive Dean of Instruction revised and updated placement testing information on the College website eight (8) times during the academic year.

Changes Based on Assessment Outcomes:
Changes and updates were made concerning the information on the College website and the College Blackboard website throughout the academic year.

Strategy(ies) for the Future:
The Office of the Executive Dean of Instruction will continue to utilize the College Blackboard website and the College website to post and disseminate information and update information as needed regarding the Planning Council, graduation, and placement testing for the next academic year.

Department Measurable Strategy:
Monitor general education core competency assessments.
Performance Indicators:
Collect, evaluate, and review general education competency assessments, results and use of results.

Assessment Results:
The Executive Dean of Instruction and the Division Chair Council created and updated a General Education Core Competency Assessment matrix for associate degrees and certificates. The Executive Dean of Instruction collected data from Division Chairs and created spreadsheets and matrices documenting general education competencies.

Changes Based on Assessment Outcomes:
The College has created a General Education Assessment and Curriculum Committee.

Strategy(ies) for the Future:
The General Education Assessment and Curriculum Committee composed of faculty from each academic division will make recommendations regarding the definition and assessment of general education competencies at the College. The Committee will also review the internal and external measurements which are used to assess general education core competencies.

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 456 graduates during the 2007-2008 academic year. The 456 graduates are an eight percent (8%) increase in the number of graduates from the previous year. The 456 graduates were awarded 499 associated degrees, certificates and technical competency areas. The Division offered one hundred fifty-three (153) placement testing opportunities for the academic year, a sixty-one percent (61%) increase of offerings from the previous year. The total number of tests administered were 3,897 placement tests, which was an increase of sixty-one percent (61%) over the last academic year and ninety (90) Ability-to-Benefit tests, a seventy percent (70%) increase from the previous year.

This year, this Division actively participated in many projects which directly affected College policy to enhance student success. The staff members in this Division were involved in many professional development opportunities and responsibilities. This Office 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 (77 students in the fall and 117 students in the spring); and maintained and updated the Blackboard site for the Planning Council and updated the Placement Testing site and the Candidates for Graduation site on the College website each semester. Also, this Office gathered much information for the compilation of the Response to the SACS Visiting Committee Report. The primary focus for this Division for 2007-2008 was to serve students, faculty, staff and Administration.
PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Provide scheduled and on demand placement testing opportunities.
2. Update 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. Monitor general education core competencies.
Division of Academic Affairs
Center for Learning Assistance

EMPLOYEE LISTING

Professional, unclassified staff

Luke Dowden, M.Ed.
Keri Ashley, B.S.
April Ayers, B.A.
Norman A. Bernard, A.A.
Donna J. Earley, B.S.
Patrick Jolley, B.A.
Laura Jones, M.A.
Tamika Logan, B.S.

Classified staff

Linda N. Lofton, A.A.

DIVISION SUMMARY

The Center for Learning Assistance continued its transformation in the 2007-2008 academic year in fulfilling 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 this academic year was spent managing grant funds received at the end of the 2006-2007 academic year. Following last year’s re-alignment, the Division added three new services in 2007-2008: (a) a Math Early Intervention Program (MEIP) for students struggling to succeed in developmental mathematics courses, (b) a Writing Support Services Learning Laboratory (WSS) to provide emerging writers with targeted support on their research papers, essays, and other written assignments, and (c) the Working Adults Support Program to recruit potential students directly through business and industry relationships. Louisiana Board of Regents Enhancement grants made these new services possible with special thanks to the Charles T. Beaird Foundation. Additionally, the Division assumed management responsibility of one existing online student service, SMARTTHINKING.com, the contracted online tutoring provider for all students.

The Learning Center continued its growth from last year with fall and spring visits hitting their highest marks since 1994. During this academic year, The Learning Center achieved a 2-year
Program Accreditation from the National Tutoring Association and worked to improve the tutoring process. In April 2008, the National Tutoring Association awarded The Learning Center with its 2-Year Program of the Year honor. Additionally, TLC staff worked to maintain a web presence for The Learning Center at www.bpcc.edu/thelearningcenter.

The addition of an Assistant Director, a Program Assistant for Writing Support Services, and the Corporate Accounts manager allowed the Division to provide leadership on five major campus-wide initiatives: 1) the implementation of the CALL fast-track online Associate degree programs, 2) the launch of BPCC 1st, the three year student success initiative funded by Lumina Foundation for Education, 3) development and launch of the Working Adult Support Services program to recruit and attract adults through partnerships with regional business and industry, 4) full implementation of a Writing Support Services Learning Laboratory within The Learning Center, and 5) improving tutoring, the tutoring process, and technology access for students in The Learning Center. Printers, science modules and posters, and new headphones were added with use of grants funds attained from Student Technology Fee grant dollars.

ADVANCED DEGREES OR CERTIFICATIONS:

April Ayers, Sonny Bernard, Luke Dowden, and Patrick Jolley received certification as Basic Level Tutor Trainers from the National Tutoring Association.

Program Assistant Laura Jones and Tutor Steve Kemp received certification as tutors from the National Tutoring Association.

Keri Ashley earned certification as a basic Level-I Academic Coach from the National Tutoring Association.

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

Keri Ashley received certification as a basic level-I Academic Coach from the National Tutoring Association (NTA).

Sonny Bernard received NTA certification as a basic level tutor.

April Ayers, Luke Dowden, and Tamika Logan received basic certification on use of the Adviselink system.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

The Learning Center received the National Tutoring Association’s Program of the Year Two Year College Award.

Donna Earley and Sonny Bernard received the Outstanding Leadership Citation Certificate from the Division of the Center for Learning Assistance.
## 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>Keri Ashley</td>
<td>Advancing Tips, Advising Online and Hot Topics Training (12/12/07).</td>
<td>National Tutoring Association in Dallas, TX Academic Coach Training (4/05/08).</td>
<td>January 2008 – “Introduction to the Math Early Intervention Program” - 11 sessions of preparatory math courses in the pilot program.</td>
</tr>
<tr>
<td></td>
<td>Blood Borne Pathogens and Protection meeting (01/07/08).</td>
<td>National Tutoring Association in Dallas, TX Math Anxiety workshop (4/06/08).</td>
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<td></td>
<td>Next Step Coaching A Driver Safety Refresher (03/03/08).</td>
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<td>Focus Group Facilitator Training (4/14/08).</td>
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<td></td>
<td>Staff Development Opportunity. Presented by Staff Senate and BPCC Foundation (9/12/07).</td>
<td>How We Retain More Students by Intervention Earlier. Webinar produced by Noel-Levitz and CAEL (10/16/07).</td>
<td>This is BPCC! TV Show about Center for Learning Assistance (9/21/07).</td>
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<tr>
<td></td>
<td>BPCC: Recruiting for the Business Industry Sales Training Session 1 (10/03/07).</td>
<td>AACRAO Strategic Enrollment Management Conference (10/29-10/31/07).</td>
<td>The Learning Center. Speech delivered to BPCC Lions Club (10/17/07).</td>
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<td></td>
<td>Portfolio Assessment Training with Fran Kehoe (10/19/07).</td>
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<td></td>
<td>Adviselink Training with Sue Flickinger (11/02/07).</td>
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<td>CALL Faculty Meeting (1/08/08).</td>
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<td>New Employee Orientation (1/10/08).</td>
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<tr>
<td></td>
<td>Workshop on the development and strategic plan of Writing Support Services with Jill Pennington (2/21-22/08).</td>
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</tbody>
</table>

This is BPCC! TV Show about Center for Learning Assistance (2/15/08).

Presentation on Smarthinking to the Division of Mathematic and Technical Education (2/21/08).

Proposal Presentation to fund
Smarthinking. Delivered to BPCC Student Technology Fee Committee (3/06/08).

Louisiana Lagniappe – Kicking It Up a Notch. Co-Presentation with Donna Earley at the NTA National Conference (4/07/08).


KSLA Road Show – Represented CALL at community event (4/17/08).

Sonny Bernard

My Math Lab Training (8/17/07).

NTA Certification Training with consultant Dr. Sandi Ayaz (8/30-31/07).

Plato Learning System Training with consultant Shana Neely (3/08).

Tutor Orientation and Training (7/27/07).

Assisted in conducting class tours of TLC (Fall 2007).

Assisted in Tutor Training (Fall 2007).

Assisted in conducting class tours of TLC (Spring 2008).

Assisted in Tutor Training (Spring 2008).

Conducted Plato training for English faculty (Spring, 2008).

Explored possibility of obtaining Plato On-Line for English faculty (Spring, 2008).

Produced student handbook on all Anatomy slides in Color Book software program (Spring, 2008).

Added PHILS Lab Simulation Program on Computers for Zoology 125 (Spring, 2008).

Created a Chemistry 101 simulation series to Plato Program (Spring, 2008).

Luke Dowden

Applying QM to the Online Course Evaluation Seminar with Kathleen Gay (7/10/07).

NTA Tutor and Tutor Trainer Workshop (8/30-31/07).

LCTCS Conference (8/11-12/07).

Broward Community College Site Visit – Student Success Initiatives (8/26-28/08).

Commission on Accelerated BPCC’s CALL Program.

Presentation at LA Board of Regents sponsored statewide event for interested institutions to learn more (7/24/07).

BPCC 1st Student Success
Staff Development Opportunity. Presented by Staff Senate and BPCC Foundation (9/12/07).

Corporate Recruiting Training Event with Stephanie Rogers (10/3/07).

Training on Adviselink Product conducted via Go-To-Meeting (10/12/07).

Portfolio Assessment Training with Fran Kehoe (10/19/07).

Prior Learning Assessment Workshop (10/20/07).

Adviselink Training with Sue Flickinger (11/02/07).

CALL Evaluation Event with Karen Paulson from NCHEMS and Bruce Chaloux from SREB (11/27/07).

BPCC 1st Workshops with Data Coach Dr. Ken Gonzalez on project evaluation and assessment (12/06/07).

CALL Faculty Meeting (1/08/08).

New Ventures of Regis University Long-Range Planning for Accelerated Learning 2 Day Intensive Workshop (2/19-20/08).

Workshop on the development and strategic plan of Writing Support Services with Jill Pennington (2/21-22/08).

New Programs and Service from Plato Learning Luncheon Workshop with Shana Neely (3/12/08).

Programs National Conference on Accelerated Programs – San Francisco, CA (11/6-7/07).

Council for Adult and Experiential Learning (CAEL) International Conference - San Francisco, CA (11/8-10/07).

Aslanian Group Conference on Recruiting and Retaining Adult Students – San Francisco, CA (11/29-30/07).

CALL statewide marketing roundtable – Alexandria, LA (2/12/08).

E-Learning 2008 Conference - St. Petersburg, FL (2/16-18/08).

Site visit to Regis University College of Professional Studies for Adult Learning Workshops – Denver, CO (4/1-2/08).


National Tutoring Association Conference – Dallas, TX (4/07/08).

CALL Marketing Kick-Off Meeting and Workshops – Alexandria, LA (4/15/08).

Aslanian Group Conference on Adult Student – Chicago, IL (5/28-30/08).

Initiative. Campus Presentation (9/6/07).

Introduction to CALL Initiative with 4 new sites. Participated in meeting via compressed video with LSUE, McNeese, NSU, Southeastern, and ULM. (9/7/07).

BPCC’s CALL Program. Presentation at BPCC Staff Senate (9/12/07).

Making Accelerated Learning A Reality on Your Campus. Presentation to new CALL consortia members at the Learning Center for Rapides Parish (9/21/07).


BPCC 1st, A Student Success Initiative. Co-Presentation with Chancellor Carleton at the LCTCS Board of Supervisors Meeting (10/10/07).


Statewide Policy Campaigns to Promote Adult Learning. Co-Presentation with Amy Pikalek – UW Extension and Jim Purcell – OK Board of Regents at the International CAEL Conference (11/8/07).

Using Data to Create Programs and to Deliver Support Services for Adult Students. Presentation at the Aslanian Group Recruiting and Retaining Adult Students Conference (11/30/07).

BPCC’s CALL Program Development and
Implementation Model. Roundtable discussion facilitated with McNeese State University faculty and staff during their site visit to BPCC (1/03/08).

Understanding the Importance of and How to Coordinate Prior Learning Assessment. Co-Presentation with Dr. Darlene Williams at the LA Board of Regents Prior Learning Assessment Workshop at the Learning Center for Rapides Parish – Alexandria, LA (1/31/08).

BPCC’s CALL Program Development and Implementation Model. Roundtable discussion facilitated with University of Louisiana at Monroe faculty and staff during their site visit to BPCC (2/07/08).

Improving opportunities for adult learners - CALL. Presentation at the American Business Women’s Association meeting in Bossier City (2/07/08).

Tapping the Adult Degree Completion Market. Co-Presentation at the e-Learning 2008 Conference with Dr. Bruce Chaloux and Kathleen Gay (2/17/08).

From Data to Intervention: Creating a Culture of Change in Louisiana Higher Education. Co-Presentation with Staci Phillips and Ann Zanders (BRCC) at the LCTCS Conference & Leadership Development Day (4/4/08).

A Data Driven Approach to Program Development and Augmentation. Presentation at Aslanian Group Adult Student Marketing Conference (5/29/08).

Success of Louisiana’s CALL initiative. Presentation to the Louisiana Board of Regents
Donna Earley

- My Math Lab Training (8/17/07).
- NTA Certification Training with consultant Dr. Sandi Ayaz (8/30-31/07).
- Microsoft Word Workshop (1/7/08).
- TutorTrac Training (1/30/08).
- Plato Learning System Training with consultant Shana Neely (3/08).
- Writing Support Services Training with consultant Jill Pennington (3/08).
- Orientation to Library Resources (3/13/08).

- National Conference of the National Tutoring Association (4/7-9/08).
- Tutor Orientation and Training (7/27/07).
- Conducted 61 class tours of TLC (Fall 2007).
- Hosted Mobile TLC (9/12-13/07).
- Tutor Training (11/9/07).
- Conducted Tutor Evaluations (12/7/07).
- Tutor Training (12/13/07).
- Conducted 51 class tours of TLC (Spring 2008).
- Tutor Training (1/14/08).
- Tutor Training (2/6&9/08).
- Hosted Mobile TLC (2/19-20/08).
- Tutor Training (2/29/08).
- Tutor Training (3/12/08).
- Louisiana Lagniappe – Kicking It Up a Notch. Co-Presentation with April Ayers at the NTA National Conference (4/07/08).
- Assisted with 61 class tours of TLC (Fall 2007).
- Hosted Mobile TLC (9/12-13/07).
- Conducted 24 in-class visits with Developmental Math, Biology, Physiology, and Anatomy (Fall 2007).
- Assisted with 51 class tours of TLC (Spring 2008).
- Conducted 28 in-class visits with Developments Math, Biology, Physiology, and

Pat Jolley

- My Math Lab Training (8/17/07).
- NTA Certification Training (8/30-31/07).

- Assisted with 61 class tours of TLC (Fall 2007).
- Hosted Mobile TLC (9/12-13/07).
- Conducted 24 in-class visits with Developmental Math, Biology, Physiology, and Anatomy (Fall 2007).
- Assisted with 51 class tours of TLC (Spring 2008).
- Conducted 28 in-class visits with Developments Math, Biology, Physiology, and
Blackboard Training (8/14/07).
New Faculty and Staff Orientation (1/10/08).
Save Time Teaching Online Seminar (1/10/08).
Camtasia Basic Training (2/1/08).
Smart Thinking Training (2/14/08).
Managing a Writing Support Service: One-on-one Training for the Program Assistant seminar with Jill Pennington (2/14/08).
Examining the Concept and Mission of a Writing “Laboratory”: Historical and Contemporary Definitions seminar with Jill Pennington (2/14/08).
Building a Stronger Relationship with Faculty and Writing Across the Curriculum seminar with Jill Pennington (2/14/08).
Managing a Writing Support Service: One-on-one Training for the Program Assistant seminar with Jill Pennington (2/15/08).
Assessing the Effectiveness of Writing Support Services Seminar with Jill Pennington (2/15/08).
Project-Based Curriculum Design Workshop (3/27/08).
Library Orientation w/ WSS specialists (3/14/08).
Financial Forms Training (3/13/08).

Linda Lofton

Next Step Driver Coaching (9/21/07).

Kick-Off Meeting for Lumina & QEP for SACS (9/6/07).

BPCC’s CALL Program Staff Development (9/12/07).


Classified Staff FLSA Training (2/11/08).

Dietary Management with Dr. Paula Rhodes (2/14/08).

Mandatory Emergency Training (2/29/08).

Administrative Assistants Conference hosted by SKILL PATH (10/24/07).

Faculty/Staff Orientation (8/13/07).

Served on Faculty/Staff Orientation Committee (Fall 07-Spring 08).

Tamika Logan

Camtasia Training I & II (09/07).

BPCC 1st & QEP Campuswide Meeting (09/06/07).

BPCC Call Program Staff Senate Workshop (09/12/07).

Faculty Portfolio Assessor Training with Fran Kehoe (10/19/07).

AdviseLink Training with Su Flickinger (11/02/07).

Speech 115: Interpersonal Communications Course at BPCC (January – May, 2008).

New Programs and Service from Plato Learning Luncheon Workshop with Shana Neely (3/12/08).

Teambuilding Workshop with Bob Boykin (03/27/2008).

Microsoft Word-Introductory training (Spring 2008).

Recruiting and Retaining Adult and Graduate students-Aslanian Group-San Francisco, CA (11/29-30/2007).

Shreveport Chamber-Job Network Educational Training (May 2008).

Inside BPCC-GBEDF $5000 grant awarded –Adult Learner Scholarship fund (May 2008).

Shreveport Chamber-Investor Update (April 2008).


Served as Vice-Chair on the Hospitality Committee (2007-2008).
SIGNIFICANT CONTRACTS OR GRANTS:

The Center distinguished itself with the receipt of 9 grant awards totaling $524,590.69 additional dollars to support Division and BPCC activities:

July 2007
Southern Regional Education Board (SREB)
• $114,063 for CALL Marketing Campaign and Program Development and Administrative Expense

August 2007
Lumina Foundation for Education
• $225,000 3-Year Grant Award for BPCC 1st – Campus-wide Student Success Initiative

Louisiana Board of Regents CALL Grant
• $80,200 for the creation a new fast-track, adult-friendly degree program, marketing of new program, support for www.yourCALLla.org website management, and mentoring new CALL sites statewide.

September 2007
BPCC Student Technology Fee Grant
• $4,214 to install 2 HP Laser Jet Printers, an electrical outlet, and a barcode scanner/reader in The Learning Center.

January 2008
BPCC Student Technology Fee Grant
• $4,379.69 to add math and science resources in The Learning Center.

April 2008
Charles T. Beard Foundation
• $5000 grant award for the Working Adults Support program for promotional and marketing materials.

BPCC Student Technology Fee Grant
• $21,120 to purchase 600 Smarthinking® Online Tutorial Hours for The Learning Center.

Louisiana Board of Regents Enhancement Grants
• $44,114 to implement a pilot program integrating Writing Support Services in English Course Curricula during the 2008 – 2009 academic year.
• $26,500 to promote professional development opportunities and to enhance the tutor training program during the 2008-2009 academic year.
STRATEGIC PLANNING

Department Measurable Strategy:
Align Division activities to accomplish primary recommendations from 06-07 self-study report, objectives from grant awards, and WCET’s online student services audit.

Performance Indicators:
Benchmarks outlined in self-study, grants, and audit are achieved and documented.

Assessment Results:
Reports compiled and recommendations collated by New Ventures of Regis University.

Changes Based on Assessment Outcomes:
Plans made for future improvements.

Strategy(ies) for the Future:

Department Measurable Strategy:
Enhance delivery of high quality instructional support services through The Learning Center.

Performance Indicators:
1. Statistics noting number of student visits, subjects tutored, on file in Division office.
2. Student and faculty surveys conducted and compiled.
3. Grants received and/or workshops conducted to address special needs (i.e. writing)
4. Success documented by participation in Lumina Grant
5. Print and web-based/online supplemental resources added for students as evidenced on The Learning Center website

Assessment Results:
1. Visits to The Learning Center increased by 2,236 visits in the fall 2007 semester from the previous fall semester and by 9 visits in spring 2008 semester from the previous spring semester. A total of 40 students were referred to the Math Early Intervention Program in the Fall semester of 2007. A total of 67 students were referred in the Spring semester of 2008. During fall semester, 108 students participated in a one-on-one writing consultation with a WSS specialist. In the spring semester 302 students had at least one visit with a WSS specialist. A minimum of two math, one science, and one English tutor was available to students at all times TLC was open.

2. The Learning Center collected 211 student satisfaction surveys in the spring 2008 semester. The Math Academic Coach collected and compiled a student satisfactory survey for the Math Early Intervention Program.

3. The Learning Center hosted 2 consultant facilitated workshops to train tutors – one by the
National Tutoring Association for all tutors and the other by Writing Center Director and Nationally Recognized Expert Jill Pennington for English tutors/Writing Specialists. The Learning Center received 2 technology fee grants, thus adding two printers and math/science resources for students to use. The Learning Center also received a Board of Regents Grant to enhance tutor training/professional development. Writing Support Services created an online workshop for students entering English 102 for CALL and conducted workshops for tutors on the “best practices” for tutoring writing comprehension and research papers.

4. The Learning Center increased its number of math tutors to 13 in the fall semester and maintained that number in the spring semester.

5. Launched an online component of Writing Support Services with 48 students using the service and submitting multiple drafts. Management of Smarthinking.com became responsibility of the Division with funds secured for operation next year.

**Changes Based on Assessment Outcomes:**

1. Improved class tours to integrate learning experience with the schedule visit. Modified document delivery for online writing submissions. Promoted Smarthinking via pushcard and class visits by TLC Assistant. Improved student understanding of the Math Early Intervention Program by visiting all 11 sections of preparatory math participating in the pilot during the spring 2008 semester.

2. Graduation Exit Surveys and BPCC Report Card Studied for areas to improve. Staff presented sessions at academic division meetings to better explain TLC services and receive feedback.

3. Technology grant funds solved number one complaint of students by adding 2 high capacity printers in TLC. Other grant funds provided for hiring of writing specialists who worked to better serve students by developing a tracking system for initial visits and documenting work with individual students. Information from national workshops used to better train tutors.

4. TLC Program Coordinator promoted TLC through class tours, mobile TLC, and with new marketing materials including a push card for Writing Support Services. Math tutors will visit preparatory math classes beginning in the summer to learn more about individual teaching styles.

5. The consolidation of online tutoring services has enabled The Learning Center to better serve all learners at all levels. 4,923 students registered with Smarthinking over the past academic year.

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

1. Use qualitative and quantitative data to improve new services – Writing Support and Math Early Intervention.

2. Engage faculty members in Math, Science, and English in a focus group discussion on ways to improve learning support for their students. Act on the information gathered from focus groups and roundtables.
3. Submit grant proposals targeting specific improvements based on survey and focus group results. Concentrate staff efforts on learning and implementing good grant management practices.

4. Tutors will visit classes to learn ways to better serve particular faculty member’s students. Improve promotion of The Learning Center, Writing Support, and Math Early Intervention through aggressive on-campus marketing events and activities.

5. Make more materials available online to students.

**Department Measurable Strategy:**
Expand CALL initiative to serve more adult learners in Northwest Louisiana.

**Performance Indicators:**
1. 1 degree program added by Fall 2008

2. 8 week online course options added by spring 2008

3. Develop and Launch a Corporate Campaign

4. Pilot the Portfolio Assessment option

**Assessment Results:**
1. 5 courses designed in the spring 2008 semester and Associate of General Studies Degree with concentration in Business Administration added to the CALL Program degree listing and marketed for Fall 2008.

2. A second cohort of students added in spring 2008 semester. Limited 8 week courses on the CALL fall 2008 academic calendar.


4. Portfolio Assessment Workshops offered in the fall and spring semesters through a partnership with continuing education with 19 total participants. During the spring 2008 semester, BPCC became the first Louisiana Community College to award credit for college learning through portfolio assessment for BADM 202 Business Communications.

5. Since BPCC’s CALL program, began marketing its accelerated programs to students in May 2007, 1,2767 inquiries have been received, 303 applications to BPCC have been received, 116 of 303 applications have been for a fast-track program, approximately 100 students have been admitted to date (as we are receiving applications and making admissions decisions daily), with 2 graduates in May 2008, and 10 projected for July 31, 2008 (Information correct as of June 2, 2008).

**Changes Based on Assessment Outcomes:**
1. Updates made to CALL web site and literature to reflect additional degree offering. All CALL
program course sequences reorganized based on student experiences in courses.

2. 8 week courses added for fall 2008 based on course retention/success studies and student feedback to CALL directors.

3. Partnered with Greater Bossier Economic Development Foundation and Shreveport Chamber of Commerce to assist in the development of strategic corporate partnerships.

4. All workshop information was placed online, updates to the Prior Learning Assessment matrix were made each semester, and the fee for portfolio assessment was increased to cover the College’s cost for assessment.

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

1. Conduct new market research study to include review of inquiries in determining next program to accelerate. Monitor success of 2nd Adult Learning Campaign being conducted in the summer 2008 semester.

2. Increase 8 week online course offerings during the 2008-2009 academic year.

3. Create formal agreements with local business/industry to use tuition reimbursement funds at BPCC.

4. Launch aggressive campaign with current and prospective BPCC students to earn credit through prior learning assessment. Provide Self-Paced Portfolio Workshop 100% online through partnership with Continuing Education and Educational Technology.

5. CALL will closely examine the student success rates in courses to determine needed improvements in 4 – or 8 - week course models.

**Department Measurable Strategy:**

Integrate continuous professional development opportunities for all Division staff

**Performance Indicators:**

Staff participation in meetings and conferences

**Assessment Results:**

Division staff participated in on-campus and off-campus professional development activities as evidenced by list in report.

**Changes Based on Assessment Outcomes:**

Provided opportunities for each staff member with an interest to attend a regional/national conference.

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

1. Secure resources for increased participation in regional and national organizations and conferences.

2. Encourage more presentations and production of articles and student guides, course models,
Department Measurable Strategy:
Write grants and offer workshops to address special needs

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

Assessment Results:
1. 9 grants received for $524,590.69 from 5 different funding sources. See grants and contracts received portion of the Division report.
2. TLC conducted seven in-house workshops for tutor training purposes. The English Division Chair conducted tutor training for English tutors, and the Library staff conducted a workshop to familiarize tutors with resources available to tutors and students. Additionally, the Math Coordinator conducted a data review with tutors.

Changes Based on Assessment Outcomes:
1. New programs and services implemented based on new grant funds received including Math Early Intervention Program, Writing Support Services Learning Lab and Online Writing Assignment Review, and Working Adults Support Program. Additional funding opportunities researched.
2. Tutors received specialized training to better serve students.

Strategy(ies) for the Future:
1. Revise this strategy to limit focus to acquisition of and management of grant funds. Include workshops under professional development strategy.
2. Access funding sources via grants to improve campus online student services in the future.

Department Measurable Strategy:
Lead implementation of Lumina Foundation grant work plan for Improving Success Outcomes for First Year Students

Performance Indicators:
Benchmarks in work plan achieved with approval from Coach and Data Facilitator

Assessment Results:
1. Core team met regularly each semester. Coach and Data Facilitator visits conducted each semester and documented BPCC success in reports.
2. Student Success Course piloted in Spring 2008. EDUC 099 being redesigned for implementation. Student Success Course instructors designed new textbooks and participated in national conference with experts on Student Success Courses.
3. Academic Advising faculty and staff training events hosted. Academic Advising Center staff and affiliate faculty liaisons participated in LACADA conference.

4. Math Coordinator hired. Math tutors in The Learning Center increased to 13 per semester. Four focus groups with students enrolled in Math 097 conducted.

**Changes Based on Assessment Outcomes:**

1. Coach and Data Facilitator visits will focus on single interventions and meeting with intervention leaders for intensive reviews and strategy sessions. Core team meetings will continue.

2. EDUC 099 new course model will be implemented by all instructors in fall 2008 and spring 2009.

3. Academic Advising Center will create advisor training schedule next year, track initial visit experiences of students receiving services from Center, and will adopt an electronic tracking system for advisees.

4. Data from focus groups will be shared with Math 097 instructors. Beginning Summer 2008, Math Coordinator will launch content training modules for Learning Center tutors.

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

1. Track intervention success using data scorecard designed by external consultant during summer 2008 semester.

2. Hire external consultant to review results of EDUC 099 redesigned course and recommend strategies for the future.

3. Make policy recommendations to Executive Cabinet based on data collected and analyzed.

**Department Measurable Strategy:**

Increase the number of students using The Learning Center.

**Performance Indicators:**

The Learning Center visitor statistics.

**Assessment Results:**

Class visits in The Learning Center increased by 20 in the fall 2007 semester from the previous fall 2006 semester, and by 8 class visits in the spring 2008 semester from the previous spring 2007 semester.

**Changes Based on Assessment Outcomes:**

TLC staff visited math, science, and English classes to obtain faculty support in bringing entire classes of students to TLC for an orientation to its resources.

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

1. Host a Mobile TLC in each academic building to familiarize students with TLC resources.
2. Use Lumina Foundation funds to host events and aggressively market The Learning Center to BPCC students.

**Department Measurable Strategy:**
Attain National Tutoring Association program accreditation

**Performance Indicators:**
National Tutoring Association Program Accreditation process completed

**Assessment Results:**
2-Year Program Accreditation received on August 31, 2007.

**Changes Based on Assessment Outcomes:**
1. The Learning Center wrote and received a grant to improve the tutor training and tutoring processes.

2. Increased emphasis being placed on training tutors with specific information to their content areas. Developed and piloted a tutor shadowing program in which a new tutor works for 2 weeks shadowing an experienced tutor.

**Strategy(ies) for the Future:**
Create financial opportunity for more tutors to participate in the NTA conference for professional development.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Center for Learning Assistance focused heavily on launching new programs and services during the 2007-2008 academic year. These initiatives required new evaluation instruments and assessment measures as well as new staff positions to accomplish the goals and objectives. These new services offer opportunities to improve student success in writing and developmental mathematics. While increasing the menu of services offered by the Division, attention was given to consistently improving existing services with the addition of printers in The Learning Center as one example of an improvement requested by students. As evidenced in this report, professional development of staff remains one of the Division’s strengths, occurring through both internal and external activities. The Division remained committed to outreach as demonstrated by The Learning Center conducted approximately 112 class tours, hosting and the forming of collaborative partnerships with other Divisions, such as Liberal Arts to launch Writing Support Services and to compete for grant funds. Center administrators enhanced the web presence of both the Center for Learning Assistance (the Division) and The Learning Center (peer tutoring and computer-assisted instruction center) through updates to the Division websites and introduction of online student services, such as Writing Support Services’ online paper submission.

Grant acquisition grew this year with over half a million dollars received in grants funds and contracts through receipt of 9 awards for a total of $524,590.69. All full-time Division staff members are required to write at least one grant, a policy that has garnered needed funds to create and sustain new programs and services. Management of over $255,254.00 in previously received funds continued. The largest single grant award received by the Division was awarded in early
August by the Lumina Foundation for Education. Grant funded projects produced the following projects and services: Writing Support Services Learning Laboratory and Writing Support Specialists, a Math Early Intervention Program with a part-time academic coach, Smarthinking’s online tutoring services, development and offering of courses in 3 fast-track accelerated degree programs, launching 2 marketing campaigns to attract adult learners, creation of a portfolio assessment process, piloting of the BPCC online bookstore, and many more.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

The Center for Learning Assistance priorities for the 2008-2009 academic year are organized within the major initiatives of the Division:

**The Learning Center**

A major goal of this unit in the 2008-2009 academic year will be to better communicate its mission and services. This goal is important to improving student, faculty, and staff understanding that tutoring is not supplemental instruction or a substitute for faculty instruction. The Learning Center Program Coordinator and Lab Manager have identified improvements in tutor training and the tutoring process as additional primary goals. These foci will help TLC prepare for its two-year program accreditation visit from the National Tutoring Association. This visit could occur as early as May or as late as August 2009. TLC staff will engaged in an aggressive outreach program next year by hosting Mobile TLC’s in all campus buildings during the fall and spring semesters as well as having tutors visit classes to better understand different instructional styles. 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. Tutors will complete computer exercises related to their subject area of expertise. An emphasis will be placed on increasing in-house training opportunities for tutors to receive NTA individual certification.

**CALL (Continuum for All Louisiana Learners)**

The coming academic year will provide an opportunity for a full year of implementing the student tracking system, Adviselink. A primary goal for next year will be to recruit more students, continue the successful retention model piloted this year, and support students in becoming graduates. 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. Continued emphasis will be placed on delivering and/or developing market responsive online and hybrid accelerated degree programs.

**Working Adults Support Program**

The Corporate Accounts Manager will continue forming alliances with local area businesses and industries to enhance the enrollment pipeline of working adults accessing BPCC’s courses and programs. Online services will help facilitate the adult learner experience by providing the option of completing coursework at their convenience.

**BPCC 1st Student Success Initiative**
During the 2008-2009 academic year, the core team leader expects continued success of this project with the launch of a data scorecard to track impact of initiatives, the improvements in tutor training and the tutoring process, increased linkages between preparatory math faculty and tutors, and improved services through the Academic Advising Center. Coach and data facilitator visits will be more focused on specific interventions and methods to overcome any expected or unanticipated challenges.

Writing Support Services Learning Laboratory
With staffing sustained for the upcoming academic year through an institutional commitment to the Program Assistant position and an Enhancement grant to provide funds for Writing Support Specialists, the focus of this service will be creating direct curricular linkages to preparatory and introductory English courses. Moreover, the Program Assistant will be committed to enhancing quality service and customer quality. Additional tutor training will be conducted in best practices for tutoring in writing across the curriculum. The long-term plan for the learning laboratory is to serve all students with writing assignments in any course or discipline regardless of the delivery method. Thus, recruitment of faculty, who teach courses with a significant writing component, remains a key objective. A survey will be distributed to assess the needs of students in courses outside of English.

Early Warning System for Developmental Mathematics
The pilot of the Math Early Warning System will continue in the summer 2008 semester and into the fall 2008 semester through an extension of the Board of Regents Enhancement Grant funded in July 2007. As part of the Quality Enhancement Plan, the academic coach will continue reporting results to the Vice Chancellor for Academic Affairs, Division Chair for Mathematics and Technical Education, as well as other administrators. Modifications to the fall pilot will be made based on recommendations from faculty and administrators upon review of the statistics from the fall 2007 and spring 2008 semesters pilots that produced a total of 107 students being referred to the program. Effective academic coaching strategies will continue to be implemented to increase confidence and promote student success in preparatory math courses.
Division of Academic Affairs
Division of Behavioral and Social Science

EMPLOYEE LISTING

Professional, unclassified staff
Dee Dee Mitchell, Division Chair, M.A., M.A.

Classified staff
Karen Ward, Administrative Assistant III

FACULTY LISTING

Professor
Dr. Dawn Young, Ed.D.

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

Assistant Professor
Ashley Grisham, M.A.
Jennifer Nawas, M.S.
Becky Nohse, M.Ed
Richard Pool, M.A.
Sandra Theus, M.A.
Sandy Todaro, Specialist in School Psychology

Instructor
John Agan, M.A.
Gail Hendrix, M.Ed.
Sharonda Mikle, M.A.
Jeff Lynn, M.A.
Linda Scott, M.A.
John Sells, M.A.
John Unger, M.Ed.
DIVISION SUMMARY

During the 2007-2008 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 2007-2008 year. The division continues to offer the Certificate of General Studies, which satisfies Board of Regents general education requirements for many baccalaureate degrees. The Associate of Science in Teaching degree was also added to the division effective Fall of 2007.

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. Through a collaborative effort with the North Louisiana Criminal Justice Academy, the division has offered criminal justice courses for Bossier Parish Sheriff’s Office personnel in both fall and spring semesters. These courses were taught on site at the Academy, and can all be applied toward degree requirements for the AASCJ. As a result of the annual meeting of the AASCJ Advisory Board, an addendum was made to the Memorandum of Understanding with NSU encouraging students to enroll in Speech 115 over Speech 110, ensuring graduates will be able to demonstrate effective interpersonal communication skills necessary for success in the field.

Behavioral and Social Sciences entered into a partnership with the Caddo Bossier Office of Homeland Security and Emergency Preparedness effective fall 2007 in which criminal justice and political science majors worked daily with professional emergency managers in a Practicum in Homeland Security course offering (both for criminal justice and political science students). In August, practicum participants trained with the Shreveport Police Department and regional SWAT teams at a training event held at Mall St. Vincent simulating a mall shooting. In October, practicum students and instructors participated in a full scale regional disaster exercise with over 12 responding agencies and eight regional hospitals. This exercise, conducted at the Shreveport Regional Airport, provided the practicum students valuable hands on training in a large disaster exercise testing the concepts of the National Incident Management System (NIMS). During the month of November, practicum participants trained Northwest Louisiana college/university campus crises response staff on the concept of CAMPUS Community Emergency Response Team (CERT). The five day course covered procedures for mass treatment of victims from a man-made or natural disaster and utilization of NIMS with local first responder forces (Fire, Police, EMS, Bomb Squad, and Emergency Management). This hands on experience with local fire departments, EMS staffs, and a bomb squad team was all facilitated by the Homeland Security Practicum staff, who are qualified CERT, NIMS, and Emergency Manager certified, as well as retired law enforcement and military operations staff.

Aaron Vorachek, M.S.
Brenda Woods, M.S.A.
In an effort to prepare students for a lifetime of responsible and active community involvement and leadership, this Division offered a new service learning course in the fall and spring semesters. The course, entitled Service Learning and Interdisciplinary Studies, examined learning and career exploration in the context of service and community involvement. Student participants were given 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 gained hands on knowledge, skills, and experience about specific community organization and developed an understanding of civic responsibility in a community setting. Participants for the 2007-2008 academic year performed service with Volunteers of America’s Lighthouse program, Shriner’s Hospital, Bossier Arts Council/East Bank Theater, local retirement homes, and grassroots community youth outreach programs in the areas of martial and performing arts. Additionally, through a partnership with Campus Compact, the Division sponsored a faculty workshop dealing with how service learning can be implemented into courses of any discipline.

The Division also seeks to increase the number of highly qualified and effective teachers in Louisiana’s classrooms. The Division received full Board of Regent approval of the Associate of Science in Teaching (AST) program in late summer of 2007. Preliminary recruitment and enrollment targets were met, with 14 students accepted into the program during the 2007-2008 academic year. With over 20 top-tier applicants slated to apply for entry into the program for the fall of 2008, the program is poised to surpass its enrollment target for the 2007-2008 academic year in the fall application process alone. A strong partnership has been forged between the AST program and the Caddo Parish STAR program, a teaching program for high school students offered at the Caddo Career and Technology Center (CCTC). Through the AST program, the Division sponsored a STAR Gala awards banquet, and has been involved in multiple recruiting efforts to date. Additionally, the AST program coordinator was asked to serve on the CCTC Academic Advisory Council. An AST Advisory Committee has been formed and is scheduled to meet May 28, 2008. Publicity initiatives promoting the AST have included push cards, radio ads, billboards, and print ads in The Shreveport Times, Minden Press Herald, and Bossier Press Tribune.

The division has remained 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 (CDYC) certification process currently being negotiated at the state level. Task force meetings in Baton Rouge and both the Northeast and Northwest quadrants of the state have been attended, and the division submitted the proposal for an Associate of Applied Science in the Care and Development of Young children, receiving conditional Board of Regents approval in April. Stipulations for full approval include the hiring of an appropriately credentialed full time program coordinator and submission of progress reports addressing student numbers and progress toward NAEYC program accreditation. The Associate of Applied Science in the Care and Development of Young Children degree program consists of 60 hours of coursework and is designed as a terminal degree program to meet the standards set by the federal / state government for early childhood education programs. Standards met include the highest level in the Louisiana Quality Rating System (QRS). In support of this new degree offering, a CDYC program coordinator position has been proposed and approved. This position is currently posted, and is anticipated to be filled by July 1, 2008. Primary responsibilities of the program coordinator will be to manage the program, network with local childcare facilities, develop curriculum and syllabi, and participate in recruitment and advisement.
activities. The program coordinator will also be responsible for attending the NAEYC conference and working toward NAEYC accreditation of the program, and may also be asked to teach when necessary.

In a collaborative effort between BPCC 1st and the Division, College Success instructors Linda H. Scott and Brenda Woods worked with team leader Marjoree Harper in EDUC 099 course redesign.

In support of the BPCC Foundation, the Division participated in the 5K run, placing first in monies raised. Due to this accomplishment, two scholarships were awarded to students within the Division. Team leader for this event was Sandra Theus, with Barbara James serving as co-leader.

To assist the student population attending Louisiana Technical College, the Division offered a compressed video course during the summer of 2007. The course, Introduction to Psychology, was taught by Sharonda Mikle, and demonstrated effective use of technology to meet the academic needs of students in remote locations.

ADVANCED DEGREES OR CERTIFICATIONS:

Jeff Lynn earned three graduate hours at LSU-S in history on July 7, 2007.
Dee Dee Mitchell completed two graduate level Counseling Internships at LA Tech during the winter and spring 2008 quaters earning 6 graduate hours.
Dee Dee Mitchell was approved as a Counselor Intern by the Louisiana Licensed Professional Counselors Board of Examiners on May 9, 2008.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

John Agan was recognized as the Official Historian of Webster Parish for his ongoing research and work on parish history.
Kay Boston was Nominated for the 2008 NISOD Excellence Award, December 2007.
Jeff Lynn received the Boy Scouts of America's highest training award in spring 2008.
Dee Dee Mitchell became a member of the National Scholars Honor Society, 2007.
Dee Dee Mitchell was recognized for 10 years of service with BPCC on May 9, 2008.
Karen Ward was recognized for 10 years of service with BPCC on May 9, 2008.
Sandra Willis-Theus led the Division of Behavioral & Social Sciences in the annual BPCC 5K Run/Walk event in which the division was awarded $1000 and the 1st place trophy on November 11, 2007. Also, Ms. Theus received a plaque in recognition for her service as Faculty Senate President for the 2006-2007 academic year on May 5, 2008.

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>John Agan</td>
<td></td>
<td>Board of Directors member on the Dorcheat Historical Association and Museum</td>
<td>Contributor to Echoes of our Past, weekly newspaper column on local history - Minden Press-Herald</td>
</tr>
</tbody>
</table>
Chairman of the Quality of Life Subcommittee on the Minden South-Webster Chamber of Commerce Cyber Command Task Force

Board of Directors member on the Minden Cemetery Association

Member of the Germanton Colony Museum Commission

Member of the Cultural Crossroads of Minden Advisory Board

Member of the Shadows Folk life Museum Advisory Board

Member of the Board of Trustees at the First Baptist Church of Minden

Chairman of the Heritage Committee at the First Baptist Church of Minden

Historian for the Minden High School Alumni Association

Presentation given to the Springhill, Louisiana Lions Club on June 11, 2007 titled The Overlooked Kinship of Minden and Springhill - Webster Parish Rivals

Presentation given to the Minden, Louisiana Downtown Lions Club on July 5, 2007 titled The Fourth of July in Minden - Wounded by the Civil War but Still Standing

Presentation given to the Dorcheat Historical Association and Museum on September 17, 2007 titled Minden's Mayberry Moments

Served as Program Moderator at the Dorcheat Historical Association and Museum on May 12, 2008, presentation titled All Aboard - The L & A Railroad


Kay Boston

Attended the following conferences or workshops at BPCC:

Camtasia Studio Training-Advanced on July 5, 2007

Academic Policies and Advising on September 7, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

Applying QM to Online Course Evaluations on October 18, 2007

CALL Professional Development on February 26, 2008

Served as Chair on the SACS Federal Requirements Committee

Member of the Academic Admissions & Affairs Committee

Attended a Cognitive Processing Therapy workshop in February in Monroe, LA

Attended an conference on Ethics in April in Shreveport, LA

Presented Sociology 201 CALL during the Fall 2007 and Spring 2008 semesters

Dan Cain

Attended the following conferences or workshops at BPCC:
<table>
<thead>
<tr>
<th>Ashley Grisham</th>
<th>Attended the following conferences or workshops at BPCC:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Library Open House on August 14, 2007</td>
</tr>
<tr>
<td></td>
<td>Academics Policies and Advising on August 14, 2007</td>
</tr>
<tr>
<td></td>
<td>Next Step Coaching Driver Safety Refresher Course in September 2007</td>
</tr>
<tr>
<td></td>
<td>Advising Tips, Advising Online &amp; Hot Topics on December 12, 2007</td>
</tr>
<tr>
<td></td>
<td>Served as Vice-Chair on the Alternative Credentialing committee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gail Hendrix</th>
<th>Attended the following conferences or workshops at BPCC:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Child Abuse &amp; Prevention on February 11, 2008</td>
</tr>
<tr>
<td></td>
<td>Plato Praxis Workshop for Educators for Praxis II on April 8, 2008</td>
</tr>
<tr>
<td></td>
<td>Served as Chair on the QEP Committee</td>
</tr>
<tr>
<td></td>
<td>Member of the Student Life Committee</td>
</tr>
<tr>
<td></td>
<td>Member of Lumina/BPCC 1st Committee</td>
</tr>
<tr>
<td></td>
<td>Attended an Alliance for Education Workshop on Evaluating Grant Writing at Willis Knighton on March 6, 2008</td>
</tr>
<tr>
<td></td>
<td>Attended a Juvenile Justice &amp; Adolescents conference on March 24, 2008</td>
</tr>
<tr>
<td></td>
<td>Attended the Louisiana All American Team</td>
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<tr>
<td></td>
<td>Conference in Baton Rouge on April 9, 2008</td>
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</table>

<table>
<thead>
<tr>
<th>Barbara James</th>
<th>Attended the following conferences or workshops at BPCC:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Camtasia Studio Training-Advanced on June 13, 2007</td>
</tr>
<tr>
<td></td>
<td>Respondus Training on June 26, 2007</td>
</tr>
<tr>
<td></td>
<td>Attended the Louisiana Academic Advising Association Annual State Conference in Pineville, LA on April 10-11, 2008</td>
</tr>
<tr>
<td></td>
<td>Presentation given on Tips on Eating Healthy through the Library Healthy at 40 series workshops on September 18, 2007</td>
</tr>
<tr>
<td></td>
<td>Presented Yoga For Relaxation Workshop through the Library</td>
</tr>
</tbody>
</table>
Applying QM to the Online Course Evaluation on July 10, 2007

SoftChalk Training on July 12, 2007

Academic Policies and Advising on August 14, 2007

Explore Your Library Website on August 28, 2007

Find Movies and E-Books in the BPCC Catalog on August 30, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

Service Learning 101: "An Introduction for Faculty" on October 22, 2007

Advising Tips, Advising Online, and Hot Topics on December 12, 2007

Saving Time Online on January 10, 2008; Microsoft Word 2007 - Introductory Level on January 7, 2008

Performance Based Curriculum Design on March 26, 2008

Outcomes Assessment: Creating a Flow of Learning on April 15, 2008

Health and Physical Education Resources in the Library on April 22, 2008

Served as Chair on the Academic Admissions and Appeal Committee

Jeff Lynn

Attended the following conferences or workshops at BPCC:

Academic Policies and Advising on August 14, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

New Faculty Orientation on September 10, 2007

Next Step Coaching Driver Safety Refresher

Course on September 11, 2008

Healthy at 40 series workshops on February 19, 2008

Historical guide for the Red River Historical Society on October 8, 2008
Sharonda Mikle
Attended the following conferences or workshops at BPCC:
Advising Tips, Advising Online, and Hot Topics on December 12, 2007
Save Time Teaching Online on January 10, 2008
PowerPoint Basics on February 6, 2008
PowerPoint Advanced on February 7, 2008
Bridge Between Service and Learning on March 12, 2008
History Resources in the Library on April 10, 2008
Served as Co-Chair on the Business and Industry Committee

Attended an annual SIOP Conference in San Francisco, CA on April 9-12, 2008
Attended Service Learning Conference at LSU-S on April 25, 2008

Rebecca Nohse
Attended the following conferences or workshops at BPCC:
Advising Tips, Advising Online, and Hot Topics on December 12, 2007
Save Time Teaching Online on January 10, 2008
PowerPoint Basics on February 6, 2008
PowerPoint Advanced on February 7, 2008
Bridge Between Service and Learning on March 12, 2008
History Resources in the Library on April 10, 2008
Served as Co-Chair on the Business and Industry Committee

Richard Pool
Attended the following conferences or workshops at BPCC:
Advising Tips, Advising Online, and Hot Topics on December 12, 2007
Academic Policies and Advising on August 14, 2007
Library Orientation for Faculty on August 14, 2007
Next Step Coaching Driver Safety Refresher Course on September 9, 2007
Applying QM to the Online Course Evaluation on October 18, 2007
Service Learning 101: An Intro for Faculty on October 22, 2007

Performance Based Curriculum Design on March 26, 2008

Service to the College "Faculty Mentor" on April 1, 2008.

Member of the Scholarship Committee.

Member of the Student Life Committee.

Linda Scott

Attended the following conferences or workshops at BPCC:

Utilization of Blackboard on January 12, 2008


Performance Based Curriculum Design on March 26, 2008

Reflection: The Bridge Between Service and Learning on April 13, 2008

Louisiana K-20 Service Learning Conference on April 25, 2008

Presentation given on February 12 & 19, 2008 titled The Importance of a College Education

Presentation given on March 11 & 13, 2008 titled The Advantages of Attending a Two-year College

Presentation given in March 2008 titled Career Exploration

John Sells

Attended the following conferences or workshops at BPCC:

Library Open House on August 14, 2007

Explore Your Library Website on August 28, 2007

New Faculty Orientation on August 14, 2007

Academic Policies and Advising on August 14, 2007

New Faculty/Staff Orientation on August 16, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

Blackboard Training on September 16, 2007

Introduction to the Incident Command System ICS 100 on
October 9, 2007

Service Learning 101: An Introduction for Faculty on October 22, 2007

Faculty Portfolio Assessment Training on October 25, 2007

Advising Tips, Advising Online, and Hot Topics on December 12, 2007

Driver Safety Refresher Course on January 29, 2008

Microsoft Word 2007 - Introductory Level on February 14, 2008

Library Workshop on February 14, 2008

Outcomes Assessment: Creating a Flow of Learning Evidence on April 15, 2008

Member of the Student Technology Committee

Member of the Faculty Senate Committee

Sandra Todaro
Member of the following committees:
Student Life Committee
Member of the Library Committee.

Attended Suicide Prevention workshop on April 4, 2008 at LSU-S

Attended Self-Mutilating conference on April 15, 2008 presented by Gene Bee, LPC

Attended Child Abuse & Prevention conference in November 2007 at the State Office

Attended Juvenile Justice & Adolescents conference on March 24, 2008 at Mental Health Solutions

Presentation given to the Red Hat Ladies in November 2007 titled 20th Century Jewelry

Presentation given to the Pierremont Nursing Home on April 30, 2008 titled A Look at 20th Century Fashion

Presentation given to the Broadmoor Baptist Ladies Circle in January 2008 titled 20th Century Costume Jewelry

John Unger
Attended the following conferences or workshops at BPCC:

Library Open House on August 14, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

Academic Policies and Advising on September 7, 2007

Advising Tips, Advising Online, and Hot Topics on December 12, 2007

Attended the National Association of Basketball Coaches in San Antonio, TX on April 3-7, 2008

Presentation given to Student Technology Fee Proposal on October 4, 2007

Presentation given for Student Technology Fee Proposal on March 6, 2008
Health and Physical Education Resources in the Library in April 2008

Served as Chair on the Athletic Council

Member of the Student Life Committee

Karen Ward

Attended the following conferences or workshops at BPCC:

Explore Your Library Website on August 28, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

BPCC's "CALL Program" Staff Development on September 12, 2007

BPCC: Healthy at 40 Workshop on September 18, 2007

Next Step Coaching Driver Safety Refresher Course on September 11, 2007

BPCC Foundation, Inc. Staff Development on November 29, 2007

FLSA Training on January 30, 2008

Electronic Timesheet Training on February 13, 2008

The Secrets Behind Facebook & Myspace.com Staff Development on February 28, 2008

Safety Meeting on February 29, 2008

Bobby Jindal Press Conference on March 7, 2008

Financial Forms Training on March 13, 2008

Historical Announcement Press Conference on March 25, 2008

Served as Secretary on the Hospitality Committee.

Served as Secretary on the Criminal Justice Advisory Committee

Served on the Electronic Timesheet
<table>
<thead>
<tr>
<th>Sandra Willis-Theus</th>
<th>Attended the following conferences or workshops at BPCC:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Academic Policies &amp; Advising Workshop on August 14, 2007</td>
</tr>
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<td></td>
<td>Library Open House on August 14, 2007</td>
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<td></td>
<td>Explore Your Library Website on August 28, 2007</td>
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<td>BPCC 1st and QEP Kick-Off on September 6, 2007</td>
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<td></td>
<td>Applying QM to the Online Course Evaluation on October 18, 2007</td>
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<tr>
<td></td>
<td>Service Learning 101: An Introduction for Faculty on October 22, 2007</td>
</tr>
<tr>
<td></td>
<td>Advising Tips, Advising Online, and Hot Topics on December 12, 2007</td>
</tr>
<tr>
<td></td>
<td>Smarthinking Faculty Seminar on February 6, 2008</td>
</tr>
<tr>
<td></td>
<td>Performance Based Curriculum Design on March 26, 2008</td>
</tr>
<tr>
<td></td>
<td>Served as Secretary on the Disciplinary Hearing Committee</td>
</tr>
<tr>
<td></td>
<td>Served as First Delegate to the Planning Council on the Faculty Senate Executive Council</td>
</tr>
<tr>
<td></td>
<td>Member of the Committee on Committees</td>
</tr>
<tr>
<td></td>
<td>Member of the Lumina BPCC 1st Core Team</td>
</tr>
<tr>
<td></td>
<td>Member of the Planning Council</td>
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<td></td>
<td>Member of the Faculty Senate</td>
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<table>
<thead>
<tr>
<th>Brenda Woods</th>
<th>Attended the following conferences</th>
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<tbody>
<tr>
<td></td>
<td>Attended the Teaching Professor Conference in Atlanta, GA on May 17-20, 2007</td>
</tr>
<tr>
<td></td>
<td>Attended the 3rd Annual Civil Rights Conference in Natchitoches, LA on February 14-16, 2008</td>
</tr>
<tr>
<td></td>
<td>Attended the LAWHE (Louisiana Association of Women in Higher Education) conference in Natchitoches, LA on March 3, 2008</td>
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|  |
or workshops at BPCC:

Library Open House on August 14, 2007

Academic Policies & Advising on August 14, 2007

Explore Your Library Website on August 14, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

PowerPoint Basics on October 10, 2007

Service Learning 101: An Intro for Faculty on October 22, 2007

SoftChalk Training on October 30, 2007

Writing & Publishing Your Work on November 9, 2007

Lifesaving Advising Tips for the Students on December 12, 2007

Advising Online Students: What to Expect in the Online Environment on December 12, 2007

Advising Tips, Advising Online, and Hot Topics on December 12, 2007

Microsoft Office 2007 on January 1, 2008

Electronic Time Keeping Training on February 25, 2008

Financial Forms Training on March 13, 2008

Analyzing Your Medicine Cabinet on March 25, 2008

Served as Secretary on the Faculty Evaluation Committee

Member of the Faculty Senate

Dee Dee Mitchell

Attended the following conferences or workshops at BPCC:

2007-2008 Annual Drive Advisory Committee on July 11, 2007

Strategies for Success Training on

Success Conference in Orlando, FL on June 17-19, 2007

Attended a K-20 Service-Learning Conference at LSU-S on April 25, 2008

Presented CJUS graduates at BPCC’s Summer 2007 Commencement on August 2, 2007

Cavalier Connection: Presented Behavioral & Social Science
July 18, 2007

2007-2008 Annual Drive Advisory Committee Meeting on August 1, 2007

Cavalier Connection 2007 "A New Student Orientation" on August 6-9, 2007

New Faculty Luncheon/Meeting with Division Chairs on August 14, 2007

Library Open House on August 14, 2007

Academic Policies and Advising on August 14, 2007

BPCC 1st and QEP Kick-Off on September 6, 2007

Whiskey Chitto Woman: A Civil War Novel on September 7, 2007

BPCC's Call Program Staff Development on September 12, 2007

BPCC/LSUS Joint Meeting/Luncheon on October 11, 2007

Applying QM to the Online Course Evaluation on October 18, 2007

Faculty Portfolio Assessment Training on October 19, 2007

Book/Talk Seminar: Precedent of Justice on November 9, 2007

CJUS Advisory Committee Meeting on November 30, 2007

SIS Training on December 4, 2007

Meeting with Lumina Coach on December 6, 2007

BPCC Professional Development Day for Faculty on December 12, 2007

BPCC Foundation Check Presentations on January 8, 2008

HR/Payroll Self Service Training on February 22, 2008

meeting in Baton Rouge on March 12, 2008

Attended The Multicultural Institute/Northwestern State University Child and Family Network at the Multicultural Center in Shreveport on April 16, 2008

Division programs and courses at Freshman Orientation on August 6-9, 2007

New Faculty Orientation Workshop: Presented work related topics on August 14, 2007 to new faculty

Presented information related to Division programs and courses within Behavioral & Social Science in August 2007 during the New Staff and Faculty Orientation

Presented information related to CJUS program to the CJUS Advisory Board Committee on November 30, 2007

Presented CJUS graduates at BPCC's Fall 2007 Commencement on December 17, 2007

Presented Technology Fee Proposal to the SGA for Dell computers and monitors for classroom/lab in Division on March 6, 2008

Presented CJUS graduates at BPCC's Spring 2008 Commencement on May 8, 2008
AST/CDYC meeting with Delta Community College on February 27, 2008

Safety Meeting on February 29, 2008

Press Conference with Governor Jindal on March 7, 2008

Historical Announcement Press Conference on March 25, 2008

Performance Based Curriculum Design on March 26, 2008

Teambuilding with Bob Boykin on March 27, 2008

Outcomes Assessment-Creating a Flow of Learning Evidence on April 15, 2008

Rodgers and Hammerstein’s Oklahoma! On April 26, 2008

Annual Report Training on April 29, 2008

Reception to honor the staff and tutors of the Learning Center on May 2, 2008

AST Advisory Committee Meeting on May 28, 2008

CDA Pilot in NW Louisiana Workgroup on May 30, 2008

Served as Secretary on the Planning Council Access and Success Subcommittee.

Member of Staff Senate

Member of the BPCC’s Lion’s Club/Charter Member

Member of the Academic Advising Center Advisory Board

Member of the BPCC 1st Core Team Member (gained membership in April of ’08)

Member of the Annual Drive Advisory Committee

Member of the Ad Hoc Committee for Timed Online Assessments
ACADEMIC PROGRAM REVIEW

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

SIGNIFICANT CONTRACTS OR GRANTS:

Gail Hendrix was awarded a Board of Regents Education Grant in the amount of $66,000.00 that was used to purchase equipment for an education lab.

John Unger was awarded $2,603.00 of Student Technology funds by the SGA that was used to purchase a computer, overhead projector, and DVD/VCR combo for a classroom in building I.

John Unger presented a Student Technology Fee proposal for two LCD flat screen monitors totaling $3626.00 to use in the weight room (not funded).

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 PLATO PRAXIS Lab for education majors.

Performance Indicators:
1) Complete set up of PLATO PRAXIS Lab.
2) Document the number of students using PLATO PRAXIS Lab.

Assessment Results:
1) Hardware and Software was fully operational in September 2008.
2) 150 education students utilized the Plato Praxis Lab.

Changes Based on Assessment Outcomes:
1) Used remaining BOR funds and purchased 2 additional computers and 2 educational software programs based on need.
2) Lab monitor was hired to provide 20 additional hours of lab access per week.

Strategy(ies) for the Future:
1) Update equipment/technology and software as needed.
2) Hire lab monitor for fall and spring semesters to accommodate student schedules.

Department Measurable Strategy:
Promote the Certificate of General Studies.

Performance Indicators:
1) Information distributed to advisors and the Advising Center.
2) The number of students enrolled in the program compared to the previous year.

Assessment Results:
1) Information was distributed to advisors and the Advising Center.
2) No student applied into the Certificate of General Studies program this academic year.

Changes Based on Assessment Outcomes:
1) No change
2) Discussions have occurred to increase the number of students in this program.

Strategy(ies) for the Future:
1) Discussions have occurred to better promote the Certificate of General Studies.
2) Discussions are taking place to determine more effective implementation of the Certificate of General Studies in an effort to improve student participation.

Department Measurable Strategy:

Performance Indicators:
1) POSC 290 and CJUS 290: Homeland Security and Emergency Preparedness Practicum will be offered during the fall and spring semesters.
2) Number of students in the Practicum courses.
Assessment Results:
1) POSC 290 and CJUS 290 courses offered in the fall 2007 and spring 2008 semesters.
2) total number in Homeland Security and Emergency Preparedness Practicum student was 13.

Changes Based on Assessment Outcomes:
1) no change
2) no change

Strategy(ies) for the Future:
1) course offerings will continue.
2) limit student enrollment to five per class due to highly specialized and supervised nature of field experiences.

Department Measurable Strategy:
Promote the A.S.T. Program through recruiting efforts with all local STAR sites.

Performance Indicators:
1) Make contact with STAR sites.
2) Conduct on-site recruiting and informational meetings.

Assessment Results:
1) Education Coordinator partnered with STAR program at Caddo Career and Technology Center (CCTC) which serves all schools in Caddo Parish.
2) Education Coordinator conducted two recruitment visits onsite at CCTC.

Changes Based on Assessment Outcomes:
1) no change
2) no change

Strategy(ies) for the Future:
1) support partnership with CCTC STAR program.
2) enhance recruitment efforts at the CCTC campus.

Department Measurable Strategy:
Provide PRAXIS training to Gen Ed faculty.

Performance Indicators:
1) Training will be held in fall semester for all Gen Ed faculty and adjunct instructors.
2) Training will be available for all new hires that teach Gen Ed courses during the spring semester.

Assessment Results:
1) no training was held due to redesign.
2) no training was held due to redesign.

Changes Based on Assessment Outcomes:
1) projected date of redesign training is fall 2008.
2) projected date of redesign training is spring 2009.

Strategy(ies) for the Future:
1) offer redesign training to Gen Ed faculty and adjunct instructors each fall semester.
2) offer redesign training to all new hires that teach Gen Ed courses during the spring 2009 semester.

**Department Measurable Strategy:**
Use program learning outcome assessments to improve student enrollment, retention, and learning.

**Performance Indicators:**
1) Document and analyze student success as measured by the program learning outcome assessments.

**Assessment Results:**
1) problematic learning outcomes were identified.

**Changes Based on Assessment Outcomes:**
1) faculty adjust course learning outcomes based on analysis of student performance on program learning outcomes assessments.

**Strategy(ies) for the Future:**
1) document and analyze student success to assist in identifying problematic learning outcomes.

**Department Measurable Strategy:**
Launch new course offering in Service Learning/Interdisciplinary Studies.

**Performance Indicators:**
1) SLIS 100: Service Learning/Interdisciplinary Studies course will be offered during the fall and spring semesters.
2) Recruitment with local AIM Program.

**Assessment Results:**
1) SLIS 100 course offered in fall 2007 and spring 2008.
2) Instructor of Service Learning course attended AIM registration at local high school during fall and spring semester.

**Changes Based on Assessment Outcomes:**
1) no change
2) no change

**Strategy(ies) for the Future:**
1) course offering will continue
2) expand number of organizations to enhance recruiting through the AIM program.

**Department Measurable Strategy:**
Implement course learning outcome assessments as a component of instruction.

**Performance Indicators:**
Document student success as measured by course learning outcome assessments.

**Assessment Results:**
faculty documented methods of assessing course learning outcomes during fall and spring
semester.

Changes Based on Assessment Outcomes:
no changes

Strategy(ies) for the Future:
strategy ongoing

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

2007-2008 has been an eventful and productive year 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 are able to transfer all coursework into a four year degree program through the partnership created with NSU; Associate of Science in Teaching enrollees are able to transfer all coursework into any teaching program in the state. The Associate of Applied Science in Care and Development of Young Children program has been approved, and preliminary articulation agreements with ULM and NSU are being negotiated.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. Hire full time program coordinator for new CDYC program
2. Work toward NAEYC accreditation for new CDYC program
3. Work in partnership with NSU Department of Family and Consumer Sciences
4. Work toward flexible course offerings on site at North Louisiana Criminal Justice Academy for those students who work shift-work
5. Work in partnership with local four year teacher education programs to create transfer documents clarifying the transfer process for AST graduates
Division of Academic Affairs
Division of Business and Computer Science

EMPLOYEE LISTING

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

Classified staff
Kendra Garrison, A.S., Administrative Assistant III
Scott Middleton, B.A.

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
Steven 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.
Laura Goadrich, M.S.
Pamela Milstead, M.S.
Jessica Philbrook, M.S.
Richard Robins, M.Ed.
Annette Shows, M.B.A.

DIVISION SUMMARY
During the 2007-08 academic year, the Division of Business and Computer Science was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community. During the summer 2007, Bossier Parish Community College enrolled 1,706 students. Business and Computer Science had an enrollment of 213. We offered 16 internet courses and had an enrollment of 286. In the Fall of 2007 Bossier Parish Community College had an enrollment of 4,986. The division of Business and Computer Science had an enrollment of 824. We offered 39 internet courses and had an enrollment of 822. In the Spring of 2008 Bossier Parish Community College had an enrollment of 4,778. The division of Business and Computer Science had an enrollment of 733. We offered 53 internet courses and had an enrollment of 949. During the 2007-2008 academic year the faculty and staff of the Division of Business and Computer Science of Business and Computer Science contributed to the continued success of Bossier Parish Community College. Major accomplishments of the year included:

Faculty hired for the fall 2007 were Laura Goadrich, instructor of Computer Information Systems; Richard Robins, instructor of Computer Information Systems; and Jessica Philbrook, instructor of Computer Information Systems. In January, Kendra R. Garrison was hired as an administrative assistant III for the Division and Scott Middleton was hired as the Culinary Arts Lab Coordinator. The Division offered three hundred and nineteen sections in the disciplines of Business, Computer Science, Software Applications, Computer Programming, Management Information Systems, Web Development and Design, Legal Secretary and Culinary Arts for the academic year of 2007-2008. There were one hundred and eight students that earned associate degrees, technical certificates and diplomas in technical competency areas offered by the Division of Business and Computer Science Division. The Associate of Applied Science in Business Administration had its first CALL (Continuum for all Louisiana Learners) graduate in spring 2008.

The faculty supported the college and the student body through sponsorship of student organizations and involvement in student activities. Jessica Philbrook, Laura Goadrich and Richard Robins served as the faculty sponsors for the Technology Club. Pam Milstead sponsored the Cancer Relay for Life. Chris Rondeau was approved as a Quality Matters instructor in spring 2008.

All faculty and staff were involved in college and program recruiting through participation in the BPCC Majors Fair. The Computer Information Systems instructors provided campus wide training to all faculty and staff during the spring 2008 semester.

The Division of Business and Computer Science is responsible for the yearly funding of Centurion Technologies (provides security software with technical support), Computer Associates International (provides the wireless network license), the MSDN Academic Alliance (provides media cd’s for student use) and the annual renewal of the licensing for Microsoft Office software for the entire institution. During the 2007-2008 school year student fees were used to purchase industrial size color copiers for some of the computer labs?

ADVANCED DEGREES OR CERTIFICATIONS:

Dr. Paul Weaver earned his certification from the national organization named the Council for Adult and Experiential Learning (CAEL) as a PLA Assessor.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Spring 2008 graduation honored their first CALL graduates. Funding was received from the Board
of Regents for $15,134 for Achla Agarwal's Project-Enhancing Learning Opportunities for Business and Computer Science. She also served as a chair on our division's promotion committee. Laura Goadrich created the new mission statement for the department of Business and Computer Science. She also became an ACM member. Jessica Philbrook wrote four proposals to the Student Technology Fee Committee to receive money to buy computers for the computer labs. All four proposals were accepted and rewarded. Elizabeth Dickson was selected as a judge for the Oklahoma Sugar Art Show. Barbara Regan was presented at the NISOD International Conference as a NISOD Excellence Award recipient. Richard Robins submitted and had approved a Student Technology Proposal to renew the campus wide Microsoft Software License. Chris Rondeau was nationally recognized and awarded as Who's Who Among Americas Teacher in 2007. Chris Rondeau received the NISOD Teaching Excellence Award. Bossier Parish Community College recognized Chris Rondeau as a Quality Matters Approved Instructor. Paxton Moreland received $525.00 to fund the Moreland Accounting Award for 2008 which is given annually by the Chaparral Foundation, LLC, to a deserving business student.

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: Library Open House on 8/14/07; Academic Policies and Advising Workshop on 8/14/07; Bpcc 1st and QEP Kick-off meeting on 9/6/07; Soft chalk training on 9/18/07; Applying QM to the Online Course Evaluation on 11/5/07; Advising Tips, Advising Online, and Hot topics Training on 12/12/07; Save time Teaching Online on 1/10/08; Blackboard Module I training 1/25/08; The Secrets behind: facebook and Myspace.com on 2/28/08; Performance based curriculum design on 3/26/08; Advance Camtasia Training on 4/4/08. Volunteered for the annual intercollegiate debate tournament. Tutored in the Learning Center. Judged in the Region I Science Fair. Served on the Technology Fee Committee.</td>
<td>Wrote a paper to CCSC South Central Conference 2008. Published book &quot;Learning Skills with Fun! Activities for children ages 3 to 7&quot;. Gave seminar on Introduction to Word 2007, Introduction to Excel 2007, Intermediate Excel 2007 and Introduction to Powerpoint 2007. Gave seminar on mail merge.</td>
<td></td>
</tr>
<tr>
<td>Elizabeth Dickson</td>
<td>Participated in a statewide articulation meeting for secondary and 2 and 4 year post secondary schools for culinary curriculum. Served as Educator member of site inspection ACF accreditation Team, El Centro; served as Educator member of site inspection accreditation Team, St. Phillips;</td>
<td></td>
<td>Gave a presentation to the Louisiana Cooperative Extension Home and Family Consumer Science convention about Culinary Arts Program; Gave a presentation to the Optimist Club about Culinary Arts Program; Gave a presentation about Grants in Las Vegas; Gave a Garde</td>
</tr>
</tbody>
</table>
Manger demonstration in Omaha, Nebraska; featured in an article about chocolate in the American Cake Decorating magazine;

**Stephen Fess**

Volunteered with Angel Food.

**Raymond Gaines**
Served on the disciplinary hearing committee for the Fall of 2007. Attended the following: CALL Faculty Training, Save time teaching online, CALL Course design workshop.

Participated in the American Cancer Society Relay for Life.

**Laura Goadrich**
Served on the retention committee. Attended the following: Utilization of Blackboard, New faculty orientation workshop, Academic policies and Advising workshop, Library open house, Bpcc QEP Kick off meeting, SimNet Online Presentation, SoftChalk Training, Camtasio Studio-Basics, Performance Based Curriculum Design,

Attended the following: Cyberspace Symposium, CSEC conference to join CSEC, CSEC Enterprise Security management workshop, SIGSCE conference, CSEC Secure electronic commerce.

Presented Microsoft 2007 Training for Word Intermediate for faculty & staff.


**Michelle Grant**

**Kimberly Harvell**
Attended the following: Annual Report Training, Santa Professional Development Workshop, SIS Training, cyberspace symposium, faculty portfolio assessment training, electronic payroll training, strategies for success training.

**Pamela Milstead**
Attended the following: New Student Orientation, Schedule changes for the Fall, Majors Fair, Schedule changes for the Spring, Cyberspace symposium, Academic Policies and Advising Workshop, Library Open House, BPCC 1st and QEP Kick off meeting, Softchalk training, Applying QM to the Online course evaluation. Served on the following committees: Faculty Credentials Committee, Curriculum Committee, Committee on Committees, Office 2007 Training Committees, and Hospitality.

Attended the following: Intercollegiate Debate Tournament, LA Region I Science & Engineering Fair, American Cancer Society Relay for Life.

Word 2007 Introduction for BPCC Faculty and Staff. Excel 2007 Introduction for BPCC Faculty and Staff.
committee for the division of Business and Computer Science.

Paxton Moreland
Contributed 27 corporate annual reports to Bpcc library. Served on the Division Promotion Committee, Vice Chair of Library Committee, and a faculty representative on BPCC Foundation Scholarship Selection Committee.

Leonard Osborne

Jessica Philbrook
Attended the following: Academic Policies and Advising Workshop, New Faculty Orientation, Explore You Library Website, QEP Kick-off meeting, Next Step Coaching, Advising Tips, Advising Online, and Hot Topics, Applying QM. Served on the Member of Faulty Senate Committee.

Dr. Jack Raley
Attended the following: Academic Policies and Advising Workshop, Advising Tips, Advising Online, and Hot Topics Training, Writing and Publishing your Work, Library Open House, Service Learning, SoftChalk, Advising Tips.

Barbara Regan
Attended the following: BPCC 1st and QEP Kick-off meeting, BPCC’S QEP, Advising Tips, Advising Online, and Hot Topics Training, Academic Policies and Advising Workshop.

Richard Robins
Attended the following: Two New Faculty Orientation Workshops, QEP Kick-off meeting, Applying QM to the Online Course Evaluation, Softchalk training, Advising Tips, Advising Online, and Hot Topics Training, Academic Policies and Advising Workshop.

Chris Rondeau
Attended the following: Academic Policies and Advising Workshop, QEP Kick off Meeting, Applying QM to the Online Evaluation, Faculty Portfolio Assessment Training, SoftChalk Training, Save time online, CALL Course Design Workshop, Performance Based Curriculum Design, Volunteered for Spring BPCC Foundation Awards Reception.

Worked as a volunerr for BPCC Foundation 5k Run/Walk.

BPCC foundation 5K Run/Walk, Attended Cyber Security Educational Consortium In Oklahoma and Jackson, TN. Attended Cyber Symposium in Shreveport, LA.

Presented Advanced Word 2007 Training Class

Served as a judge at Princeton Elementary School Science Fair. Served as vice president to the Bossier Parish School Board

Volunteered at the Hospital Hospitality House of Shreveport-Bossier City.

Gave a presentation at Trinity Heights Baptist Church," Seniors attending BPCC".

Attended the 1st annual Air Force Cyberspace Symposium, Attended the LACASA Conference at Louisiana College

Introduction to Office 2007 to the library staff, Introduction to Powerpoint as a faculty/staff workshop, Intermediate Excel as a faculty/staff workshop.

Trip to build houses for Casas Por Cristo. Attended Region I Science Fair Computer Support.

**SIGNIFICANT CONTRACTS OR GRANTS:**

Achla Agrawal was awarded a $15,134 Board of Regents Grant for the year of June 1, 2007 through
June 30, 2008 for enhancing learning opportunities for Business and Computer Science students for the funding of symposiums for classroom enhancement. Through student technology fee proposals Chris Rondeau was awarded $28,240.11 to replace 1 student lab in Fall of 2007. Jessica Philbrook was awarded $55,183.60 to replace three student labs and an instructors computer in the spring of 2008. Richard Robins was awarded a $30,000.00 proposal to renew the campus wide Microsoft Software licensing. These labs were replaced for the enhancement of classroom instruction in the Business and Computer Science Division.

ACADEMIC PROGRAM REVIEW

No program reviews were required during the academic year of 2007-2008 for the Business and Computer Science Division.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement strategies to maintain accreditation of all mandatory accreditable programs.

Performance Indicators:
Documentation of accreditation status.

Assessment Results:
The Division is in compliance with all academic program reviews and has met all SAC’s requirements.

Changes Based on Assessment Outcomes:
The Division will plan at least year out to prepare for upcoming academic program reviews and accreditation renewals.

Strategy(ies) for the Future:
To eventually plan three years out for program reviews and accreditation.

Department Measurable Strategy:
Create and modify a survey to keep up with job placement for division graduates.

Performance Indicators:
Create a survey to collect information about graduates in the Business and Computer Science Division to track where they are employed.

Assessment Results:
The Division Chair created a survey to collect information from the graduates of the Business and Computer Science Division.

Changes Based on Assessment Outcomes:
Based on faculty feedback on the initial survey it has been determined that an electronic survey or scantron survey might work better.

Strategy(ies) for the Future:
To create an additional survey that will analyze the students’ level of customization and what can be done to retain them in the program.

**Department Measurable Strategy:**
Upgrade existing computer labs within the Division as needed

**Performance Indicators:**
Submit a student technology fee proposal to replace a computer lab.

**Assessment Results:**
There were several student technology fee proposals that were submitted for both semesters during the academic year for 2007-2008. To date all proposals were approved and the equipment has been ordered.

**Changes Based on Assessment Outcomes:**
To give everyone in the Division a chance in writing a proposal the Division Chair will assign the technology fee proposals to different faculty members as labs need to be replaced.

**Strategy(ies) for the Future:**
The Division will submit proposals for other electronic equipment that will enhance student learning while allowing the Division to keep up with Information Technology growth.

**Department Measurable Strategy:**
Monitor student success with regards to learning outcomes throughout the school year

**Performance Indicators:**
Faculty members will tabulate statistics for each course they teach.

**Assessment Results:**
All full-time and adjunct faculty are required to turn in at the end of each semester the Statistics for each course they taught.

**Changes Based on Assessment Outcomes:**
Create a spreadsheet where all the numbers can be tabulated.

**Strategy(ies) for the Future:**
To inspire each discipline within the Division to collect data that will help assess student’s achievement.

**Department Measurable Strategy:**
Review, update, and expand the Division web pages as needed throughout the school year

**Performance Indicators:**
Faculty members will include the Division web page as a link on Blackboard resources.

**Assessment Results:**
Due to the quality matters training all faculty members are required to link to the Division web page within their Blackboard course.

**Changes Based on Assessment Outcomes:**
Since the web page has been placed in Blackboard resources it has allowed the student the
opportunity to find out information about the division with little difficulty.

**Strategy(ies) for the Future:**
Continue to make sure that as the Division web page is updated that it is linked properly to Blackboard. Also all faculty members within the division that use Blackboard will make sure that any other links that can provide quality information are also linked to their Blackboard courses.

**Department Measurable Strategy:**
The Division Chair will plan Division priorities for the up-coming school year.

**Performance Indicators:**
The Division Chair will develop strategies that will involve faculty and students for the up-coming school year.

**Assessment Results:**
There were no additional strategies that were developed that involved both faculty and students for the 2007-2008 academic years.

**Changes Based on Assessment Outcomes:**
Since there were no assessments results there will be no charges based on the assessment.

**Strategy(ies) for the Future:**
The strategy for the future is to develop a more measurable strategy.

**Department Measurable Strategy:**
The Division will participate in professional development as a group.

**Performance Indicators:**
Required participation by the Division of Business and Computer Science in a one-day retreat during Spring semester.

**Assessment Results:**
There was a one day retreat held on April 29, 2008 for the full-time faculty, adjuncts, and staff.

**Changes Based on Assessment Outcomes:**
Due to the time constraints the retreat next academic year will be held earlier in the semester and on a Friday, so that everyone will be able to attend.

**Strategy(ies) for the Future:**
The Division will be asked for input on topics/activities they would like to see at the next retreat.

**Department Measurable Strategy:**
Utilize outcomes of program assessments to improve student enrollment, retention, and learning.

**Performance Indicators:**
Document and analyze student success as measured by the program learning outcome assessments.

**Assessment Results:**
For the summer, fall, and spring semesters the faculty collected statistical data and documented it
for the 2007-2008 academic years.

**Changes Based on Assessment Outcomes:**
Based on the statistical data that was collected the learning outcomes assessment were reevaluated by the faculty for consistency within the Division.

**Strategy(ies) for the Future:**
The learning outcomes will continue to be analyzed to see what modifications may be needed to improve student learning.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
The 2007-2008 academic year has been one of growth and a wealth of opportunity. During the academic year the Division had one thousand seven hundred and seventy students enrolled in the Division of Business and Computer Science. The Division graduated fifty-nine students in the Associate of Applied Science in Business Administration including one CALL student. The Associate of Applied Science in Computer Information Systems graduated eighteen students. The Associate of Applied Science in Web Development and Design graduated two students. The certificate of Culinary Arts program has graduated twenty-two students. The certificate of Legal Secretary program has graduated three students. Through the technical competency areas the Division graduated two in business communications, one in bookkeeping and two that graduated in software applications.
The Culinary Arts program had two students that were selected to work at the Cannes Film Festival in France.
During the year of 2007-2008 the Division of Business and Computer Science offered three hundred and nineteen sections of classes in seven disciplines which allowed contact with three thousand four hundred and sixty-four students throughout the institution. In keeping with the growth of the Division of Business and Computer Science are mission statement was modified to reflect the needs of the citizens of Northwest Louisiana.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
To review, update, and expand the Division web pages.
To reinstate an advisory board.
Monitor student success with regards to learning outcomes.
To continue to revise and implement the Division recruitment plan.
To update existing computer labs as needed.
Create and implement a division survey to review the customer service within the division while increasing retention efforts.
To establish a stronger connection between the Business and Computer Science Division and the Bossier/Shreveport business community.
To move the Division challenge exam and competency exam testing to the ACT testing center.
To offer continued 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, B.A.

Classified staff
Rachael Carter, A.G.S.

FACULTY LISTING

Professor
Stephen W. Slaughter, M.A.
Kathryn DeFatta-Barattini, M.A.
Genevieve Tournebize-Iliev, 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.
Allison Martin, M.L.A.
Danny Williams, M.F.A.

Assistant Professor
Ellen Boose, M.L.A.
Judy Greer, M.A.
Michael Hart, M.M., Ed.D.

Instructor
Cieltia Adams, M.A.
Gulnara Chandler, M.A.
Jessica Cobbs, M.A.
Yolanda Cooper, M.Ed.
Candice Gibson, M.A.
Karen Guerin, M.L.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 2007, the division added a full-time music instructor to the music program, and in January 2008, the division added a full-time Humanities/English instructor. In summer 2007, 14 graduates received the Associate of General Studies degree and one A.A. in Theatre was conferred. In fall 2007, 39 graduates received the Associate of General Studies degree, one student received the Associate of Arts in Music degree, and three students received the Associate of Arts degree in Theatre. In spring 2008, 48 graduates received the Associate of General Studies degree.

Throughout the academic year, the performing arts programs held numerous events for BPCC students, staff, faculty, and the community. In addition to the Festival of One Acts held in both the fall and the spring, the theatre program produced Dracula in fall 2007 and Oklahoma! in spring 2008. They also did a production of Snow White for Bossier Parish elementary students. During the 2007 – 2008 year, these performances were attended by approximately 7,326 people. During the academic year, approximately twenty-five Cavalier Players members were employed in professional theatres and venues as theatre technicians and actors. The theatre program director created seven TCA’s for the program, and those are pending Board approval June 2008.

Likewise, the music program promoted student talent through various performances. The instrumental and vocal music ensembles had more than seven appearances and concert presentations during the 2007 – 2008 year and performed before audiences totaling more than 900 for formal concerts, athletic events, campus recruiting performances, and off-campus appearances. For the first time, the band ensemble was invited to perform in the Krewe of Centaur parade. Additionally, nine student recitals were held during the fall and spring semesters.

Additionally, through Student Technology Fee grants, the music program Mac lab was expanded to 9 computer stations, the theatre received new lighting equipment, and the division also received new technology (Qwizdom) to utilize in classrooms for student interaction.

Staff members within the division worked with college staff and administration to coordinate numerous events held its facilities, including an Intercollegiate Debate Tournament, film premiers, speaking engagements, professional development workshops, tours by local organizations, and student orientations. Staff also attended several professional workshops on such topics as Financial Forms Training, Annual Report Training, and Strategies for Success Training as well as attended regional theatre conferences.
ADVANCED DEGREES OR CERTIFICATIONS:

Seven TCA's were developed for the following areas: Acting, Theatre Technician, Costume Design, Directing, Lighting Design, Management, and Scene Design. These have been scheduled for LCTCS Board approval at its June 2008 meeting.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Yolanda Cooper - Received Masters of Education in December 2007.
Cathy Hammel - Received the Sigma Kappa Delta Certificate of Appreciation for 5 years of service.
Dr. Michael Hart - Served as Adjudicator for the trumpet section on September 22, 2007 at the Louisiana All-State Band Auditions.
Danny Williams - Had two artworks accepted in juried exhibition in Houston, TX. Juried by William Stover, Curator, Boston, MASS.

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>Jessica Cobbs</td>
<td>1. Academic Policies and Advising Workshop at BPCC on August 14, 2007;</td>
<td></td>
<td>Conducted Turnitin Workshop Fall 2007</td>
</tr>
<tr>
<td></td>
<td>4. PLATO Workshop at BPCC on February 26, 2008</td>
<td>3. Appeared on the BPCC Television Program This is BPCC in September 2007 to promote Dracula.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. VA Forms Training at BPCC on April 4, 2008.</td>
<td>4. Served as a Juror for the BPCC Drama Program Professional Juries on November 16, 2007 and April</td>
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<tr>
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<td>Event</td>
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<td>---------------------------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>1. Attended VA Forms Training by Richard Cockerham at BPCC on April 21, 2008;</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2. Attended Library Workshop for Liberal Arts Instructors at the BPCC Library on September 13, 2007;</td>
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</tr>
<tr>
<td>1. Attended the SCRMC Music Conference in Monroe, LA from February 20-23, 2008;</td>
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</tr>
<tr>
<td>2. Attended LMEA District VIII Spring meeting in Ridgewood MS, Shreveport, LA on May 5, 2008</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>1. Attended the Academic Policies and Advising Workshop at BPCC on August 14, 2007;</td>
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<tr>
<td>2. Attended the Next Step Coaching: A Driver Safety Refresher Course at BPCC in September 2007;</td>
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<tr>
<td>3. Attended the BPCC 1st and QEP Kick-off meeting at BPCC on September 6, 2007;</td>
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<tr>
<td>4. Attended the Advising Tips,</td>
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<tr>
<td>1. Keynote speaker at the Logansport HS Band Banquet on April 28, 2008;</td>
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<tr>
<td>2. Produced the following Music Concerts: New Dimension Bass Quintet on October 30, 2007; Jazz Ensemble Concert on November 15, 2007; Fall Music Showcase on November 16, 2007; An Evening of Romantic Valentine’s Day Music on February 14, 2008; Spring Jazz Ensemble Concert on May 1, 2008; Spring Music Showcase on May 2, 2008; Student Recitals on the following days November 1, 8, 15 &amp; 29, April 17 &amp; 24 and May 1; and Solo Recitals on November 30, April 22 &amp; 29.</td>
<td></td>
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</tr>
<tr>
<td>1. Presented a Lecture and Demonstration on Stage Makeup at Parkway High School on April 24, 2008.</td>
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<tr>
<td>2. Was the Costumer for the following productions: Parallel Lives at BPCC on August 3-5, 2007; Parallel Lives at Canterbury Summer Theatre in Michigan City, Indiana on</td>
<td></td>
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</tr>
</tbody>
</table>
Advising Online and Hot Topics
Training at BPCC on December 12, 2007
5. Attended the VA Forms Training at BPCC on April 4, 2008.

August 24-25, 2007; Down Home Christmas at the Bossier Civic Center on November 28-29, 2007; Oklahoma at BPCC on April 17-27, 2008.

Allison Martin

Attended the LADE State Conference in Alexandria, LA in October, 2007
Presented “From Speech to Print: Computer-Mediated Communication” at the Louisiana Communications Association State Conference, ULM, Monroe, Louisiana on September 8, 2007.

Gulya Chandler

1. Blackboard training workshop at BPCC on August 18, 2007;
2. Advising Tips and Hot Topics Training at BPCC on December 12, 2007;
4. The Library Workshop at BPCC on September 13, 2007.

1. Attended the GSMTA workshop at Centenary College on August 15, 2007 and March 8, 2008
2. Master class with Richard Dowling at LSUS on November 8, 2007
Produced the Holiday Music piano recital with Cathy DeRousse on November 3, 2007.

Yolanda Cooper

Attended the Plain Talk About Reading in Houston, TX on March 31-April 2, 2008.

Kathryn Defatta-Barattini

1. VA Forms Training at BPCC on April 4, 2008;
2. Advising Workshop at BPCC on December 12, 2007;
3. Intercollegiate Debate Tournament at BPCC on February 9-10, 2008;
4. Academic Policies and Advising Workshop at BPCC on August 14, 2007;
5. QEP Kick Off Meeting at BPCC on September 6, 2007;
6. Library Workshop for Liberal Arts Instructors on September 13, 2007

Candice Gibson

1. Attended the Save Time Teaching Online workshop at BPCC on January 10, 2008;
2. Attended the Advising Tips and Hop Topics Training at BPCC on February 12, 2008;
3. Attended the PLATO Workshop at BPCC on February 26, 2008;
4. Attended the Writing Support Services Workshop at BPCC on February 21, 2008;

Attended the LEH Grant Writing Workshop at Centenary College in Shreveport in February 2008
Produced the Literary Journal Savior Faire for Spring 2008.
5. Attended the BPCC 1st and QEP Workshop at BPCC on September 6, 2007;
6. Attended the Library Workshop for English Instructors at BPCC on September 11, 2007;
7. Attended the Camtasia Studio Training – Basic at BPCC on September 4, 2007;

Karen Guerin
1. Attended the Quality Matters Workshop at BPCC on April 11, 2008;
2. Attended the Soft Chalk Workshop at BPCC on March 4, 2008;
3. Attended the PLATO Workshop on February 26, 2008;
5. Attended the Faculty/Staff Orientation on January 10, 2008

Cathy Hammel
1. Attended the VA Forms Training Workshop at BPCC on April 4, 2008;
2. Attended the Writing Support Services Workshop at BPCC on February 21, 2008;
3. Attended the Plato Workshop at BPCC on February 26, 2008;

Gayle Labor
1. Attended the Microsoft Word 2007 Introductory Workshop at BPCC;
2. Attended the Turnitin.com Workshop at BPCC on August 23, 2007;
3. Attended the Academics Policies
4. Attended Advising Workshop at BPCC on August 14, 2007;
5. Attended the Library Workshop for English Instructors at BPCC on September 11, 2007;
6. Attended the BPCC 1st and QEP Kick-Off meeting at BPCC on

Attended the ALA Symposium on American Literacy Naturalism in Santa Ana, CA from October 2-7, 2007
September 6, 2007;
7. Attended the Advising Tips, Advising Online, and Hot Topics Training at BPCC on December 12, 2007;
8. Attended the Writing Support Services Workshop at BPCC on February 21, 2008

Jennifer McMullen
1. Attended the Advising Tips, Advising Online and Hot Topics Training at BPCC on December 12, 2007
3. Attended the Writing Support Services Workshop at BPCC on February 21, 2008;
4. Attended the VA Forms Training Workshop at BPCC on April 4, 2008

Kenneth McNamara
1. Attended New Faculty Orientation Workshop at BPCC on August 14, 2007;
2. Attended Center for Learning Assistance Workshop at BPCC on February 26, 2008;
3. Attended VA Forms Training at BPCC on April 4, 2008;
5. Attended Writing Support Services Workshop at BPCC on February 21, 2008;

Danny Williams
1. Attended the Advising Workshop at BPCC in December 2007;
2. Attended the QEP Kick-Off Workshop at BPCC in September 2007;
3. Attended the Academic Policies Workshop at BPCC in September 2008;
4. Attended the Library Workshop at BPCC in September 2007
5. Attended the VA Forms Training in April 2008

2. Attended the LACADA Conference in Pineville, LA on April 10-11, 2008

Attended the Louisiana Association for Developmental Education Conference in Alexandria, LA on October 17-19, 2007
<table>
<thead>
<tr>
<th>Name</th>
<th>Attended Events</th>
</tr>
</thead>
</table>
| Rachael Carter | 1. Attended Teambuilding with Bob Boykin  
2. Attended BPCC 1st and QEP Kick-Off Meeting  
4. Attended Strategies for Success Training  
5. Attended New Faculty/Staff Orientation  
6. Attended Financial Forms Training Class  
7. Attended BPCC’s “CALL Program” workshop  
8. Attended VA Forms Training  |
| Jim Boyter   | 1. Attended New Faculty/Staff Orientation  
2. Attended QEP Kick-Off meeting  
3. Attended Financial Forms Training  
4. Attended Driver Safety Course  
5. Attended BPCC Healthy @ 40 workshop (2)  
6. Attended Microsoft Word workshop  
7. Attended Secrets Behind Facebook workshop  
8. Attended VA Forms Training  |
| Keith Bruce  | 1. Attended USITT 2008 Conference and Stage Expo in Houston, Texas from March 19 through the 22.  
2. Attended the Southwest Theater and Film Association in Corpus Christi, TX on November 7-11, 2007  |
| David White  | 1. USITT 2008 Conference and Stage Expo in Houston, Texas from March 19 through the 22.  
2. Attended the Southwest Theater and Film Association in Corpus Christi, TX on November 7-11, 2007  |
| Holly French | 1. Attended "Outcomes Assessment: Creating a Flow of Learning Experience"  
2. Attended e-Learning Brown Bag Discussion: "A New Course Design Template"  
3. Attended "Performance-Based Curriculum"  
4. Attended CALL Course Design Workshop Training  
5. Attended "SIS Training"  
6. Attended "Writing and Publishing Your Work" workshop  
7. Attended "Applying QM to the  |
|             | 1. Attended "Dealing With Change" (Louisiana Department of State Civil Service"  
2. Attended SACS Institute in Louisville, KY  
3. Attended McGraw-Hill Developmental Writing Symposium in Atlanta, GA  
4. Attended Quality Matters training at LSUS  |
|             | Presenter at "New Faculty Orientation Workshop"  |
No academic programs within the Liberal Arts Division were scheduled for review during the 2007-2008 academic year.

SIGNIFICANT CONTRACTS OR GRANTS:

Michael Hart - Received a Student Technology Fee Grant in the amount of $9,192.00 for the purchase of 9 iMac computers.
Keith Bruce - Received a Student Technology Fee Grant in the amount of $15,630.00 for the purchase of lighting equipment.
Holly French - Received a Student Technology Fee Grant in the amount of $7,095.00 for the purchase of Quizdom software and remotes.

ACADEMIC PROGRAM REVIEW

No academic programs within the Liberal Arts Division were scheduled for review during the 2007-2008 academic year.

STRATEGIC PLANNING

Department Measurable Strategy:
Foster student success in developmental English

Performance Indicators:
1. Student success rates in ENGL099 (above 75%)
2. Documentation of providing students with information regarding Learning Center services available to them.

Assessment Results:
1. The success rate of ENGL099 students during the 2007-2008 academic year was 83.8% (84.2% in Fall 2007 and 83.4% in Spring 2008).
2. Students were given a handout which indicated Learning Center Services available to them, and faculty also scheduled orientations of the Learning Center for their students.

Changes Based on Assessment Outcomes:
1. No changes are anticipated.
2. No changes are anticipated.

Strategy(ies) for the Future:
1. We will continue to provide students with information regarding resources on campus and we will continue professional development efforts in the area of developmental English.
2. ENGL099 faculty will continue to provide students with information regarding Learning Center services available to them.

**Department Measurable Strategy:**
Offer professional development opportunities for division faculty and staff.

**Performance Indicators:**
Documentation of attendance of professional development.

**Assessment Results:**
Liberal Arts Division faculty attended several professional development opportunities. Off-campus professional development included attendance at the Louisiana Association of Developmental Education in Alexandria, Louisiana; Louisiana Council of Teachers of English in Lafayette, Louisiana; Southwest Theatre Conference in Corpus Christi, Texas; United States Institute of Theatre Technology in Houston, Texas; and SCRMC in Monroe, Louisiana. On-campus opportunities included workshops on Advising, a workshop on Writing Support Services, and a workshop on PLATO.

**Changes Based on Assessment Outcomes:**
No changes are anticipated. Attendance at these events enhanced instruction and provided professional development for faculty.

**Strategy(ies) for the Future:**
Attendance at professional development workshops, both on and off campus, will continue to be encouraged.

**Department Measurable Strategy:**
Assess learning outcomes and program outcomes within divisional courses and programs.

**Performance Indicators:**
Documentation of student success rates of assessments determined as indicators of learning outcomes achievement.

**Assessment Results:**
Learning outcomes for divisional courses were assessed and deemed acceptable. Learning outcomes for divisional programs is still being evaluated.

**Changes Based on Assessment Outcomes:**
No changes are anticipated based upon assessment outcomes. However, should further evaluation of program outcomes dictate modification, then program outcomes or course learning outcomes within programs may be altered.

**Strategy(ies) for the Future:**
In August 2008, program directors will meet with the division chair and begin thorough evaluation of program outcomes and related course learning outcomes.
Department Measurable Strategy:
Complete Technical Certificate curriculum for theatre program. Program approved by LCTCS.

Performance Indicators:
Curriculum template designed for program completion.

Assessment Results:
Seven TCA's were developed for the theatre program. They are scheduled for Board approval at its June 2008 meeting.

Changes Based on Assessment Outcomes:
No changes are anticipated.

Strategy(ies) for the Future:
Upon LCTCS approval, the seven TCA's will become active immediately for graduates.

Department Measurable Strategy:
Implement course learning outcome assessments as a component of instruction.

Performance Indicators:
Documentation of student success as measured by course learning outcome assessments.

Assessment Results:
The division implemented course learning outcome assessments as a component of instruction for all Liberal Arts courses offered during the 2007-08 academic year.

Changes Based on Assessment Outcomes:
No changes are anticipated based on 2007-08 assessment outcomes.

Strategy(ies) for the Future:
The Liberal Arts Division will continue to implement course learning outcome assessments as a component for all Liberal Arts courses.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The 2007-2008 academic year was a very successful year for the Liberal Arts Division. The division continues to develop its programs through quality instruction and enhancing existing programs through the creation of TCA's for student graduates. The Liberal Arts Division has been very effective in providing visibility for the College in the community through its performances and events sponsored for the public. In addition to drama productions and music concerts, the division hosted an Intercolliegiate Debate Tournament, which provide regional exposure, and the music program participated in the city's Mardi Gras parade. Additionally, recruiting efforts resulted in new students for the College and the theatre and music programs. The division's music program received $2,500 from a donor to the BPCC Foundation in recognition of its success.

The division also made a concerted effort to improve the quality of instruction and student success rates in its developmental English course (ENGL099); in Fall 2007, several faculty members attended the Louisiana Association for Developmental Education conference, and in Spring 2008, the division collaborated with the Learning Center to present a workshop on PLATO for students.
These efforts resulted in higher success rates of developmental English students for the 2007-08 academic year.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Priorities for the Liberal Arts Division for 2008-2009 are the following:
1. Evaluate program learning outcomes for theatre and music and their relationship to course learning outcomes.
2. Offer professional development opportunities for division faculty and staff.
3. Develop a Certificate for the theatre program.
4. Begin development of an Associate of Arts in Communication degree.
5. To further develop the Music Program through expanded recruiting efforts.
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.
Kim Pullen, M.L.I.S.

Instructor
Teresa Rice, M.L.I.S.

DIVISION SUMMARY

The 2007-2008 academic year proved to be a productive one for the Library. All Library faculty and staff were engaged in a number of professional and community activities. Brenda Brantley won a NISOD Excellence Award and served as a member of LALINC’s Preservation Committee. Ginger Bryan served on the Louisiana Library Association’s 2008 Conference Committee. Kristi Lobrano chaired the Faculty/Staff Orientation Committee. Kim Pullen was promoted to Assistant Professor and is a member of LALINC’s Electronic Resources Committee and of the Faculty Senate Executive Council. Ginger Bryan served as chair of the Program Subcommittee of the LLA Conference Committee, and Brenda Brantley and Teresa Rice were members of that committee.
College activities included faculty and staff involvement in College standing committees, the Faculty Senate, the Staff Senate, Planning Council, and Library standing committees. Recruitment and marketing activities involved celebrating National Library Week, working with Cavalier Connection during Freshmen Orientation, and presenting workshops by two local authors to the BPCC faculty, staff, students, and the general public. Campus wide emails, Student Life Blackboard, posters, and the new Cavalier Connection’s C3 were employed to promote library services, such as new materials, workshops, and services. The Library published a fall and spring newsletter, “BPCC Library News,” with articles about Library activities and services. To celebrate Bossier Parish Community College’s forty years of service the Library held five exhibits honoring the divisions in the Academic Division—Library; Behavioral Science; Science and Allied Health; Mathematics and Technical Education with Business and Computer Science; and Telecommunications. In addition, the Library set up several displays throughout the year to make students aware of Banned Books Week, Ovarian Cancer Month, Black History Month, Women’s History Month, Help Someone See Month, Jazz Month, and Poetry Month.

All Library faculty and staff volunteered for various community service activities. During the Thanksgiving-Christmas season the Library organized a “Food for the Holidays” food donation contest. Over 3200 pounds of nonperishable food items were collected for the Northwest Louisiana Food Bank. A smaller food drive in the spring netted 343 pounds. The Division also collected eyeglasses to ship to eye projects in developing countries. Members of the Library faculty and staff served as committee chairs and members of the third annual BPCC Foundation 5K Run. Brenda Brantley served on the Bossier Parish Student of the Year Committee. The Division supported the Humane Society of Northwest Louisiana by packaging gift bags for National Shelter Week and collecting over 75 pounds of aluminum cans. The Library’s main community service project this year was “BPCC, Healthy at 40,” a series of seven workshops on numerous health subjects. Total attendance at these workshops was 119 and included BPCC faculty, staff, students, and area community members.

The Library was busy this year with librarians giving 138 orientations to 1812 students, answering 3488 reference questions, and circulating 12,291 items. Study rooms were used 279 times. Over 96,200 persons used the Library in one capacity or another. Total student usage of the Library’s Technology Resource Center (TRC) was 46,670. Faculty surveys gave the Library a 4.59 approval rating which included a 4.89 rating for “librarian/staff willing to help.” Student surveys gave the Library a 4.09 approval rating, including a 4.16 rating for “friendly and helpful staff.” The Division was awarded over $9500 in Student Technology monies for the fall and spring semesters.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Brenda Brantley
Subcommittee Member of LLA Program Committee. Shreveport, LA, 2007/08.

2008 NISOD Excellence Award. Bossier Parish Community College, Austin, TX.

Ginger Bryan
Member of Louisiana Library Association Conference Committee, 2007-2008.

Kristi Lobrano
Chair, Faculty/Staff Orientation Committee, Bossier Parish Community College.

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

Kim Pullen
Promoted to Assistant Professor.

Faculty Senate Executive Council, Planning Council Representative.

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>
</table>


Ginger Bryan


“BPCC’s Call Program” staff development. Bossier Parish


“Regional Grant Writing Workshop.” Southern University at Shreveport, September 14, 2007.


Louisiana Library Association Conference. Shreveport, March 5-6, 2008.


Community College, September 12, 2007.


“People Watching with a Purpose: Meeting Needs Before They Need It” workshop. Bossier Parish Community College, February 8, 2008.


at Alexandria, March 14, 2008.
“ACRL Spring Board” webinar.
Bossier Parish Community College,
April 2, 2008.

“Library Spaces: Future Needs”
seminar. Bossier Parish Community
College, April 4, 2008.

“Outcomes Assessment: Creating a
Flow of Learning Evidence”
professional development workshop.
Bossier Parish Community College,
April 15, 2008.

“2007-2008 Annual Report
Training.” Bossier Parish
Community College, April 29, 2008.

Stephanie Cox

"BPCC's Call Program" staff
development. Bossier Parish
Community College, September 12,
2007.

"Microsoft Office 2007" workshop.
Bossier Parish Community College

“Finding Trends that Matter.”
Bossier Parish Community College,
October 26, 2007.

“My Cholesterol is what?”
workshop. Bossier Parish
Community College, November 8,
2007.

"Writing and Publishing your Work"
faculty/staff development. Bossier
Parish Community College Library,
November 9, 2007.

“Introducing BPCC Foundation”
staff development. Bossier Parish
Community College, November 29,
2007.

“Checkout our Movies and Ebooks”
workshop. Bossier Parish
Community College Library, January

FLSA Training. Bossier Parish
Community College, January 29,
2008.

"Secrets behind: Facebook &
Myspace” professional development
seminar. Bossier Parish Community


Pam Harris “BPCC 1st and QEP Kick-off” meeting. Bossier Parish Community College, September 6, 2007.

“BPCC’s Call Program” staff development Bossier Parish Community College, September 12, 2007.


Web for Employees SCT Plus Training. Bossier Parish Community College, February 18,
2008.


“Library Staff Reference” workshop. Bossier Parish Community College, April 9, 2008.


“Library Staff Reference: English
<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>“ACRL SpringBoard Webinar” workshop</td>
<td>Bossier Parish Community College, April 2, 2008.</td>
</tr>
<tr>
<td>National Poetry Month</td>
<td>Bossier Parish Community College, April 4, 2008.</td>
</tr>
<tr>
<td>QEP and Lumina Kick Off Meeting</td>
<td>Bossier City, September 6, 2007.</td>
</tr>
<tr>
<td>“Faculty Advising Training” workshop</td>
<td>Bossier Parish Community College, December 12, 2007.</td>
</tr>
<tr>
<td>“People Watching with a Purpose Training (College of Dupage)” workshop</td>
<td>Bossier Parish Community College, February 8, 2008.</td>
</tr>
<tr>
<td>“Division Promotion Committee Training” workshop</td>
<td>Bossier Parish Community College, February 12, 2008.</td>
</tr>
<tr>
<td>“Intermediate Excel Training”</td>
<td></td>
</tr>
<tr>
<td>ULM Acquisitions Visit</td>
<td>Bossier City, November 15, 2007.</td>
</tr>
<tr>
<td>Library /Telecommunications/Math-Technical Education Division</td>
<td>Bossier City, February 26, 2008.</td>
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<tr>
<td>Promotion Committee Meeting</td>
<td></td>
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</tbody>
</table>


“Flexibility and Fitness – BPCC Healthy @ 40” workshop. Bossier Parish Community College, October 25, 2007.


“Allied Health Reference”
workshop. Bossier Parish
Community College, January 11,
2008.

“Reference Workshop
Reserve/Searching iLink.” Bossier
Parish Community College, January
11, 2008.

FSLA Training. Bossier Parish
Community College, January 28,
2008.

“Microsoft Powerpoint 2007
Introduction Level” workshop.
Bossier Parish Community College,
February 7, 2008.

“People Watching with a Purpose:
Meeting Needs Before They Need
It” seminar. Bossier Parish
Community College, February 8,
2008

Web for Employees SCT Plus
training. Bossier Parish Community
College, February 14, 2008.

"Don’t be a Heart Breaker: Heart-
Healthy Tips” staff development.
Bossier Parish Community College,
February 14, 2008

“Microsoft Word 2007 Intermediate
Level” workshop. Bossier Parish
Community College, February 15,
2008.

“BPCC Healthy @ 40: Yoga for
Relaxation” workshop. Bossier
Parish Community College,
February 19, 2008.

"Safety/Security Refresher"
seminar. Bossier Parish Community

Financial Forms Training. Bossier
Parish Community College, March
13, 2008.

"Team Building with Bob Boykin"
staff development. Bossier Parish
Community College, March 27,
2008.

"Customer Service &
Communication Skills-Working with
Students and Working with each other seminar. Bossier Parish Community College, March 27, 2008.


Kim Pullen


“Outcomes Assessment: Creating a Flow of Learning Evidence” workshop. Bossier Parish
Teresa Rice


“Advising Tips, Advising Online, and Hot Topics Training” workshop. Bossier Parish Community College, December 12,
2007.

“People Watching with a Purpose: Meeting Needs Before They Need It” workshop. Bossier Parish Community College, February 8, 2008.


Louisiana Library Association 2008 Annual Conference. Shreveport, March 5-6, 2008.


“Microsoft Word 2007” workshop. Bossier Parish Community College,
January 7, 2008.

"Reference Workshop Reserve/Searching iLink." Bossier Parish Community College Library, January 11, 2008.


“People Watching With a Purpose: Meeting needs before they need it.” Bossier Parish Community College Library, February 8, 2008.


Judy Spears “Finding Movies and E-books in the BPCC Catalog” workshop. Bossier Parish Community College Library
Technology Resource Center,
August 30, 2007.


“Staff Allied Health Reference Workshop for Library Staff.” Bossier Parish Community College Library, January 11, 2008.


Women’s History Month Celebration “Quilts Galore Exhibit & Reception”. Bossier Parish Community College Library, March 13, 2008.


**SIGNIFICANT CONTRACTS OR GRANTS:**

Brenda Brantley

Pam Harris

Kristi Lobrano
Ezproxy Server License for Off-Campus Access to Library's EBooks. Bossier Parish Community College Student Technology Fund, Amount requested $495, Fall 2007, Amount funded $495.


Kim Pullen

Teresa Rice
Electronic Books, Subject Sets for Community Colleges: Allied Health and Nursing. Bossier Parish Community College Student Technology Fund, Amount requested $5,000, Fall 2007. Amount funded $5,000.00.


**STRATEGIC PLANNING**

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

**Performance Indicators:**
Presentation of discipline specific workshops; administration of pre-test and post-test library orientation skills.

**Assessment Results:**
Workshops were presented on Telecommunication Resources in the Library, Special Needs Resources in the Library, History Resources in the Library, Science Resources in the Library, and Health and Physical Education Resources in the Library. Questions were formed for the pre and post tests of library orientation skills. The Office of Institutional Research and Assessment has agreed to print forms and tabulate responses.

**Changes Based on Assessment Outcomes:**
Verbal feedback from those faculty attending workshops apprised librarians that the faculty were
previously unaware of all available resources in their discipline. Student Pre/Post tests have been created and will be administered during the fall 2008 semester to selected English classes.

**Strategy(ies) for the Future:**
Enhance access to resources and services.

**Department Measurable Strategy:**
Increase effectiveness of Library's website.

**Performance Indicators:**
Determine effectiveness through requested feedback from faculty and students.

**Assessment Results:**
Library Website Evaluation forms from selected BPCC faculty/staff and students gave the Library website an overall rating of 4.83 out of 5.0. Areas included in the evaluations were ease of navigation, content relevancy, and resources for students and faculty/staff. Comments noted that access to the resources (online catalog and databases) and Blackboard system are most useful.

**Changes Based on Assessment Outcomes:**
Based on evaluation comments, the website was reviewed and improvements made.

**Strategy(ies) for the Future:**
1. Continue to seek feedback on Library website from faculty, staff and students.
2. Look for ways to assist patrons with visual impairments.

**Department Measurable Strategy:**
Create a library profile on social networking sites.

**Performance Indicators:**
Determine usage through the number of visits and student interaction.

**Assessment Results:**
A BPCC Library profile was created on Facebook.

**Changes Based on Assessment Outcomes:**
Presently, the profile is not being utilized by students. According to a study by University of Michigan, students do not want to interact with a Librarian on a social networking site.

**Strategy(ies) for the Future:**
Explore methods for outreach to students.

**Department Measurable Strategy:**
Enhance Library's collection by focusing on specific disciplines.

**Performance Indicators:**
1. Purchase of reference works for research classes.
2. Purchase of EBooks and multimedia
Assessment Results:
Novels for Students series was ordered and has become an asset to the reference collection and student research. Sets of Allied Health and Nursing eBooks were purchased.

Changes Based on Assessment Outcomes:
Students have expressed how valuable this series has enhanced their research in literature. EBook sets are available remotely to all current students as needed.

Strategy(ies) for the Future:
Continue to enhance library collection by targeting specific disciplines and ordering materials that meet this goal.

Department Measurable Strategy:
Apply for external funding to enhance Library's collection and electronic resources.

Performance Indicators:
Submit grant proposals.

Assessment Results:
A grant was submitted to the Board of Regents for Liberal Arts and Medical Science Materials for the Library. Librarians have submitted eight student technology proposals for the fall and spring semesters.

Changes Based on Assessment Outcomes:
The grant submitted to the Board of Regents was not funded. Funded Student Technology fee proposal materials were ordered.

Strategy(ies) for the Future:
Continue to seek external funding.

Department Measurable Strategy:
Review forms for evaluating library services.

Performance Indicators:
Evaluations revised as necessary.

Assessment Results:
Student survey evaluation forms have been updated; Library session evaluation forms and a Pre/Post test form have been created and will be implemented in the 2008-2009 academic year. The Office of Institutional Research and Assessment has agreed to print forms and tabulate responses.

Changes Based on Assessment Outcomes:
English 102 classes that participated in a library orientation for research and spent time in the Library are asked to complete a student survey evaluation of Library services. Other classes that participate only in a library orientation are asked to complete a library session evaluation. Beginning in the fall 2008 semester, selected classes will be asked to complete a pre/post test surveys.
Strategy(ies) for the Future:
Research methods of evaluating library instruction.

Department Measurable Strategy:
Provide reference workshops for library staff.

Performance Indicators:
Present and document workshops on specific reference works.

Assessment Results:
The librarians provided three reference workshops (Literature, Reserve/iLink, and Allied Health) for library staff.

Changes Based on Assessment Outcomes:
Service was improved at the circulation desk due to the staff’s being more familiar with the Library’s tools and resources.

Strategy(ies) for the Future:
Continue to provide workshops for Library staff as needs arise.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The Division strives to provide the students, faculty, and staff of Bossier Parish Community College the very best of resources and services. Patron usage continues to increase, confirming that the Library is an important part of student learning and faculty teaching.

Graduate Exit Surveys from summer 2007 reported that 95 percent of those answering the survey believed “There were library holdings related to my degree program.” This same survey showed that 80 percent of those surveyed “Utilized the TRC.”

The BPCC Report Card for 2007 reported the Library received a 3.29 out of 4.0 rating for “Overall quality of service provided.”


Faculty surveys gave the Library a 4.59 approval rating which included a 4.89 rating for “librarian/staff willing to help.” Student surveys gave the Library a 4.09 approval rating, including a 4.16 rating for “friendly and helpful staff.”

The Division’s greatest strength is its faculty and staff. Their dedication and commitment to service has made the Library a dynamic segment of the Bossier Parish Community College community.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Explore methods of outreach to students.
2. Apply for external funding.
3. Critique online tutorials.
4. Produce annotated portals on Library website.
5. Continue evaluations of Library website.
7. Strengthen reference collection.
8. Enhance access to resources and services.
9. Build partnerships with faculty.
10. Continue reference workshops for Library staff.
11. Revise Library manuals as needed.
12. Proceed with cataloging of backlogged materials.
Division of Academic Affairs  
Division of Mathematics and Technical Education

EMPLOYEE LISTING

Professional, unclassified staff

Frank Viviano, M.S.
William Jason Downey, B.S.

Classified staff

Cynthia McCreary

FACULTY LISTING

Associate Professor

Sharon DeCarlo, M.S.
Donna Densmore, M.Ed.
Virginia Eaves, M.Ed.
Karen Moore, M.S.
Pam Stogsdill, M.S.

Assistant Professor

Instructor

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

DIVISION SUMMARY

The faculty and the staff of the Division of Mathematics and Technical Education were involved in many academic activities during the 2007 - 2008 year. The Division of Mathematics and Technical Education celebrated Pi Day on March 14, 2008. A mathematics coordinator was hired in order to administer the QEP. The division began teaching three course in mathematics for elementary teachers. Ed Chopin, Donna Densmore, and Pam Stogsdill were involved in the science fair. Ed Chopin was awarded a Student Technology Fee grant to purchase AutoCAD 2008 for the technical
education laboratory. The Division used Library, Scientific, and Technology funds to update the classrooms and laboratories. Donna Densmore was awarded a Student Technology Fee grant in order to purchase four sypodiums for the instructor's offices.

ADVANCED DEGREES OR CERTIFICATIONS:

Stacey Black obtained her 30+ graduate hours and 18 graduate hours of mathematics.

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></td>
<td>Academic Policies and Advising Workshop - August 14, 2007</td>
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<td></td>
<td>Advising Tips, Advising online, Hot Topics - December 12, 2007</td>
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<tr>
<td>Edward Chopin</td>
<td>Supporting Student Success, Academic Advising and Policies Workshop</td>
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<td></td>
<td>Flexibility and Fitness - Healthy @ 40</td>
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<td>Advising Tips, Advising Online and Hot Topics Training - December 12, 2007</td>
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<td></td>
<td>My Cholesterol is What? Interpreting Med. Lab. Results, Yoga for Relaxation, Analyzing Your Medicine Cabine</td>
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<td></td>
<td>Performance Based Curriculum Design.</td>
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<tr>
<td>Sharon DeCarlo</td>
<td>Microsoft Word Introductory Level</td>
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<td>Microsoft Word Intermediate Level</td>
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<td>Microsoft Excel Introductory Level</td>
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<td></td>
<td>Basic Camtasia Training</td>
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<td></td>
<td>Advanced, Academic Policies and Advising Workshop</td>
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<td></td>
<td>Library Workshop-Find Movies and E-books in the BPCC catalog</td>
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<tr>
<td>Donna Densmore</td>
<td>Camtasia training</td>
<td>20th International Conference on</td>
<td>Integrating several technologies</td>
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<td>20th International Conference on</td>
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<td>Library Workshop-Find Movies and E-books in the BPCC catalog</td>
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<td>QEP development</td>
<td>Technology in Collegiate Mathematics (ICTCM) in San Antonio into a course to increase student engagement and success at the 20th International Conference on Technology in Collegiate Mathematics in San Antonio, Texas.</td>
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<tr>
<td>Academic Policies and Advising</td>
<td>Tegrity via WEB EX - April 24, 2008</td>
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<td>CALL Training</td>
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<td>CALL Workshop</td>
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<tr>
<td>Jason Downey</td>
<td>Focus Group Facilitator Training - April 14, 2008</td>
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<td></td>
<td>Two core team meetings concerning the QEP</td>
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<td></td>
<td>Lumina grants</td>
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<td></td>
<td>NTA Conference in Dallas, TX - April 4-6, 2008 at which time he received training in academic coaching and tutoring anxiety reduction.</td>
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<td></td>
<td>Facilitate four focus groups aimed toward collecting data pertaining to Math 097 from students who were near successful completion of Math 097. Also forged a new method of distribution and presenting data which will be very useful in the early math intervention program.</td>
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<tr>
<td>Virginia Eaves</td>
<td>Library Workshop - August 30, 2007</td>
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<td></td>
<td>Camtasia Studio-Advanced Training - October 4, 2007</td>
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<td>BPCC 1st and QEP meeting on September 6, 2007</td>
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<td>Academic Policies and Advising on August 27, 2007</td>
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<td>Microsoft Word Intermediate Workshop - February 14, 2008</td>
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<td>National Council of Teachers of Mathematics Regional Conference in Houston, TX - November 29-30, 2008</td>
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<td></td>
<td>BPCC 1st and QEP Kick-off Meeting - September 6, 2007</td>
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<td>Advising Tips, Advising Online and Hot Topics Training - December 12, 2007</td>
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<td>Completed a graduate level math course at LSU-S &quot;Wavelets and Mathematica&quot; - Fall 2007</td>
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<td>Created mathematical artwork for display in the library for the Math and Technical Education display.</td>
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<tr>
<td>Miles Hitchcock</td>
<td>Applying QM to the Online Course Evaluation - July 25, 2007</td>
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<td></td>
<td>LACADA Annual Meeting in Pineville - April 11 and 12, 2008</td>
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<td>Softchalk training - July 12, 2007</td>
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<td>The e CAEL Academic Advising Workshop in Natchitoches, LA - June 21, 2007</td>
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<td>Respondus training - June 27, 2007</td>
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<td>BPCC 1st and QEP Kick-off Meeting - September 6, 2007</td>
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</tr>
</tbody>
</table>
Student Success is Everybody's Responsibility - May 8, 2007

Academic Advising and Policies Workshop - August 14, 2007

Karen Moore: Advising Tips, Advising Online and Hot Topics Training - December 12, 2007

Academic Policies and Advising Workshop - August 14, 2007

Worked with Jason Downey and Keri Ashley on MEIP for Math 097, 098, and 099 students

BPCC 5K Run/Walk - November 11, 2007

Allan Pratt: The "New Faculty Orientation" - August 2007

James Scott: BPCC 1st and QEP Kick-off - September 6, 2007

Pam Stogsdill: QEP development

The Academic Advising and Policies 20th International Conference on Technology in Collegiate Mathematics (ICTCM) in San Antonio

Tegrity via WEB EX - April 24, 2008

Edward Thomas: Observed Mr. Scott's Math 098, 099 and 102 classes - Spring 2008

Observed Mr. Viviano's Math 112 class - Fall 2007

Frank Viviano: Strategies for Success Training - July 18, 2007

“New Faculty Orientation Workshop” - August 14, 2007

BPCC 1st and QEP Kick-Off Meeting - September 6, 2007

BPCC Staff Senate/BPCC Foundation "BPCC’s Call Program" - September 12, 2007

SACS Reaffirmation Committee - September 26-27, 2007

BPCC Library, “Where lunch leads to a health lifestyle” - September, 2007


Worked with the Library to display items that highlighted our division during January 2008.

Played Mrs. Santa in the BPCC Christmas Show in November 2007.

Presented "Teaching from a far” at the 20th International Conference on Technology in Collegiate Mathematics in San Antonio, Texas.

Achieving the Dream Conference in Atlanta, GA - February 5-8, 2008

Guest speaker at the National Association of Women in Construction (NAWIC) chapter meeting on March 4, 2008
SIGNIFICANT CONTRACTS OR GRANTS:

Donna Densmore and Frank Viviano were awarded a Board of Reagents grant on Using Technology and Manipulative to Improve the Preparation of Future Elementary Teachers. The requested amount was $60,951. The awarded amount was $39,958.
Donna Densmore and Frank Viviano were awarded a Board of Reagents grant for Computers for Enhancing Instruction of Developmental Mathematics. The requested and awarded amount was $7,394.

Edward Chopin was awarded a Student Technology Fee Proposal for $15,240 on March 31, 2008 to purchase AutoCAD 2008 software in order to upgrade the computers in the technical education laboratory.

The amount spent from the Library, Scientific, and Educational Equipment Fund was $11,263 for 2007-2008.

Donna Densmore was awarded a Student Technology Fee Proposal for $10,613 to purchase symposiums for the instructor's offices on November 14, 2007.

ACADEMIC PROGRAM REVIEW

An academic program review was conducted on The Certificate of Technical Studies in Computer Aided Drafting.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement the QEP.

Performance Indicators:
Documented results from the QEP. The number of students enrolled in QEP pilot classes and the number pilot course offered and the number of sessions of training for the faculty.

Assessment Results:
There were four sections of Math 097 QEP pilot classes offered with 45 students. There were four sections of Math 098 QEP pilot classes offered with 75 students. There were two sections of Math 099 QEP pilot classes offered with 55 students.

Changes Based on Assessment Outcomes:
The same number of sections will be offered for Math 097, Math 098, and Math 099 for the 2008-2009 academic year.

Strategy(ies) for the Future:
No changes in the current strategy.

Department Measurable Strategy:
Implement the Lumina Foundation Grant

Performance Indicators:
Documented results from the Lumina Foundation Grant. The number of students enrolled in Lumina Foundation Grant classes. The number of sessions of training for the faculty.

Assessment Results:
There were four sections offered of Math 097 Lumina Foundation Grant classes with 45 students.

**Changes Based on Assessment Outcomes:**
The same number of sections will be offered for Math 097 and Math 098 for the 2008-2009 academic year.

**Strategy(ies) for the Future:**
No changes in the current strategy.

**Department Measurable Strategy:**
In the Division, the faculty will attend faculty development workshops.

**Performance Indicators:**
Encourage the Division faculty to attend faculty development workshops.

**Assessment Results:**
Mathematics and technical education faculty attended many professional development workshops at BPCC and other locations.

**Changes Based on Assessment Outcomes:**
No changes based on assessment outcomes.

**Strategy(ies) for the Future:**
Continue to encourage faculty to attend faculty development workshops.

**Department Measurable Strategy:**
Secure funds from the library, scientific fund and student technology funds in order to update mathematics and technical education classrooms and laboratories.

**Performance Indicators:**
Purchase orders from the purchase of equipment.

**Assessment Results:**
Mathematics and technical education classrooms and laboratories were updated with funds of $11,263 from the library, scientific, and student technology funds.

**Changes Based on Assessment Outcomes:**
No changes based on assessment outcomes.

**Strategy(ies) for the Future:**
Continue to update mathematics and technical education classrooms and laboratories.

**Department Measurable Strategy:**
Implement the "Early Warning System in Developmental Mathematics"

**Performance Indicators:**
Assessment results of the pilot sections: one section of Math 097, two sections of Math 098, and one section of Math 099.

**Assessment Results:**
A total of 40 students were referred to the academic coach during the fall 2007. In the spring
2008, the pilot was expanded to 11 course sections and 4 instructors.

**Changes Based on Assessment Outcomes:**
Concentrate on Math 097 for fall 2008. Other Math 097 instructors will be chosen and trained for the pilot sections. A more liberal determination for referral of students in the program.

**Strategy(ies) for the Future:**
Continue to monitor the success rate.

**Department Measurable Strategy:**
Write and submit a Board of Regents Support Fund Grant(S) for additional equipment and furniture for the mathematics classrooms and laboratories.

**Performance Indicators:**
Approval of grant(s) award(s).

**Assessment Results:**
The Board of Regents grant Using Technology and Manipulatives to Improve the Preparation of Future Elementary Teachers was requested for $60,951 and approved for $39,858.
The Board of Regents grant Computers for Enhancing Instruction in Developmental Mathematics was requested for $7,394 and approved for $7,394.

**Changes Based on Assessment Outcomes:**
No changes based on assessment outcomes.

**Strategy(ies) for the Future:**
Continue to pursue grant opportunities.

**Department Measurable Strategy:**
Implement course learning outcome assessments as a component of instruction

**Performance Indicators:**
Documented student success as measured by course learning outcome assessments.

**Assessment Results:**
Each instructor completed the Validation of Learning Outcomes 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:**
Utilize outcomes of program assessments to improve student enrollment, retention, and learning.

**Performance Indicators:**
Document and analyze student success as measured by program learning outcome assessments.

**Assessment Results:**
Each instructor completed the Validation of Learning Outcomes form.
Changes Based on Assessment Outcomes:
Review the results of the learning outcomes and make needed changes to improve results.

Strategy(ies) for the Future:
Continue review results of the learning outcomes and make changes needed to improve results.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The 2007-2008 academic year has been eventful and productive for the Division of Mathematics and Technical Education. The Division strives to provide the students of Bossier Parish Community College with excellent instruction in the disciplines of mathematics, technical education, and construction technology. The Division began teaching three courses in mathematics for elementary teachers. A mathematics coordinator was hired. The QEP courses were scheduled and enrollment was satisfactory. The Associate of General Studies with a concentration in Computer Drafting and Design was submitted to the curriculum committee and approved. Fall 2007 retention rates were the following: Math 097 was 87.1%; Math 098 was 81.9%; Math 099 was 81.5%; Math 102 was 77.9%.

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.
Continue to monitor the "Early Warning System in Developmental Mathematics."
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 2007-2008 academic year has been very successful for the Off-Campus Studies Division, as our enrollment has increased from 888 students in 2006-2007 to 1109 students, to include 475 students enrolled in the Dual Enrollment Program. Dual Enrollment has had a major impact on the Off-Campus Studies Division and has contributed to the increase in Bossier Parish Community College's total enrollment.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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<th>Professional Development (other location)</th>
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<tbody>
<tr>
<td></td>
<td>Human Resources Training-February 2008</td>
<td>BPSB Carl Perkins, Basic Grant Meeting-May 2008</td>
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<tr>
<td>Petra Battlefield</td>
<td>Christmas Show Committee Member/2007-2008</td>
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</tbody>
</table>
Strategies for Success Training-July 18, 2007
BPCC 1st and QEP Kick-Off
Meeting-Sept. 6, 2007
Next Step Coaching/Driver Safety-Sept. 11, 2007
Staff Senate/BPCC Foundation
Presentation-“Call Program” by Luke Dowden-Sept. 12, 2007
1st Annual Interfaith Convocation-Sept. 13, 2007
Financial Forms Training-Sept. 18, 2007
Library Health Workshop-“Tips for Healthy Eating” by Barbara James-Sept. 18, 2007
Staff Senate presentation-Penny Durham, Financial Planner-Oct. 31, 2007
Completed Microsoft Excel 2003 course, Basic-Nov. 8, 2007
Library Health Workshop-“My Cholesterol is What?-Interpreting Medical Lab Results” by Pam Tully-Nov. 8, 2007
Veteran's Day Ceremony-Nov. 9, 2007
Staff Senate/BPCC Foundation
Presentation-“BPCC Foundation, Inc.” by Markey Pierre-Nov. 29, 2007
Human Resources FLSA Training-Jan. 30, 2008
Human Resources Timekeeping Training-Feb. 19, 2008
"Emergency Procedures” Presentation-Feb. 29, 2008
Financial Forms Training-March 13, 2008
Women's History Month-"Quilts Galore Exhibit and Reception" by Multicultural Affairs-March 13, 2008
Staff Senate/BPCC Foundation
Presentation-“Teambuilding with Bob Boykin”-March 27, 2008
Grants Office Staff Development Seminar-“Outcomes Assessment: Creating a Flow of Learning Evidence” by Dr. Don Prickel-April 15, 2008
Performing Arts Theatre
"Oklahoma”-April 26, 2008
Dr. Eddy Shell Tribute-May 1, 2008
STRATEGIC PLANNING

Department Measurable Strategy:
Utilize outcomes of service survey to improve service at off-campus sites.

   Performance Indicators:
   Off-Campus Service Survey data.

   Assessment Results:
   91% of 179 students surveyed agree classes are offered at convenient times and meet their needs.

   Changes Based on Assessment Outcomes:
   Increase of 11% from academic year 2006-07 to 2007-08.

   Strategy(ies) for the Future:
   Administer service survey once per academic year.

Department Measurable Strategy:
Make available all professional development programs/workshops to each off-campus adjunct instructor via e-mail.

   Performance Indicators:
   Monitor participation of adjunct faculty and follow up with each academic discipline.

   Assessment Results:
   Announcements for professional development programs and workshops were made available to adjuncts via e-mail. There was no participation.

   Changes Based on Assessment Outcomes:
   There was no participation reported to the Director of Off-Campus Studies.

   Strategy(ies) for the Future:
   Continue to send announcements concerning professional development and workshops to adjuncts via e-mail. Encourage instructors to participate and report proof of attendance and their success to the Director.

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

**Assessment Results:**
8 advertisements in local newspapers and 900 academic bulletins distributed.

**Changes Based on Assessment Outcomes:**
8 advertisements in local newspapers (no change due to budget restraints) and an increase in distribution from 780 to 900 academic bulletins.

**Strategy(ies) for the Future:**
Use current methods of advertising and distribution.

**Department Measurable Strategy:**
Increase student enrollment in the Dual Enrollment program.

**Performance Indicators:**
Number of students enrolled in the Dual Enrollment program.

**Assessment Results:**
475 unduplicated students enrolled.

**Changes Based on Assessment Outcomes:**
Increase of 257 students from 2006-07 to 2007-08.

**Strategy(ies) for the Future:**
Contact high school principals and counselors in order to generate interest in Dual Enrollment.

**Department Measurable Strategy:**
Implement course learning outcome assessments as a component of instruction.

**Performance Indicators:**
Documented student success as measured by course learning outcome assessments.

**Assessment Results:**
Collected course learning outcome assessments from faculty and presented them to the appropriate Division Chair for further processing and integration.

**Changes Based on Assessment Outcomes:**
Review the results of the learning outcomes and make necessary changes needed to improve results, based upon recommendations by academic division heads.

**Strategy(ies) for the Future:**
Continue to review results of the learning outcomes and make necessary changes needed to improve results, based upon recommendations by academic division heads.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Off-Campus Studies Division continues to be successful in attracting the traditional and non-traditional student to all of our off campus sites. The interest in Dual Enrollment opportunities
continues to increase throughout Bossier, Caddo, and Webster parishes. The record enrollment of 475 students is indicative of the importance placed on the Dual Enrollment Program by public school systems and administrators.

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; operate within the planned program budget for 2008-2009 academic year; promote the Dual Enrollment Program in Bossier, Caddo, Webster, and Claiborne parishes; work to establish Dual Enrollment courses at Southwood High School and Bossier High School.
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.  

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  
Laura Bryant, M.Ed.  
Charles Kelley Corkern, M.S.  
Rick Jones, M.Ed.  
Vernon Leggett, Jr., D.D.S.  
Charles Reed, M.S.  
Pam Tully, M.S.  

Assistant Professor  
Judith Coston, M.S.  
Kim Cox, M.Ed.  
Cammie Emory, M.S.  
Kenneth D. Franks, M.S.  
Danny Hoston, M.S.  
Al Smith, M.Ed.  
Constance Winter, M.P.H.  

Instructor  
Jeff Anderson, B. S.
DIVISION SUMMARY

During the 2007-2008 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 of the year included successful reaccreditation of the Medical Assistant, Pharmacy Technician and EMT Paramedic programs, successful sponsorship of the Region I Science and Engineering Fair, utilization of grant funds to upgrade equipment in science and allied health laboratories, and continued development of a learning centered focus on instruction.

New faculty joining the Division included Tara Breeland, biological science instructor, Jeff Anderson, clinical coordinator for the EMT Paramedic program and Michelle Dillon, instructor in the pharmacy technician program. Juanita Wheeler was named the program director for the EMT Paramedic program and Wendy McGee became the coordinator for the EKG program.

The Division offered 463 course sections in the disciplines of allied health, biology, biotechnology, chemistry, emergency medicine, medical office specialist, meteorology, microbiology, pharmacy technician, physical science, physics, physical therapist assisting, surgical technology and zoology. The total duplicated enrollment for Division classes was 8,153; an increase of 780 students over the previous year. One hundred seventy students earned associate degrees, academic certificates, technical diplomas or technical competency certificates in thirteen different programs of study offered by the Division.

The faculty and staff were actively involved in service to the community. The Division sponsored the MASH/AHEC program, which allowed high school students the opportunity to earn college credit while participating in laboratory activities and learning about allied health and science careers. The 34th Louisiana Region I Science and Engineering Fair was held on February 28 - March 1. Four hundred seventy students from grades four through twelve, representing Caddo, Bossier, Red River, Desoto and Webster parishes competed in seventeen categories. In addition to

Tara Breeland, M.S.
Tom Carson, M.Ed.
Michelle Dillon, A.A.S.
Kenneth Franks, M.S.
Paulette Holt, A.A.S.
Roisheen Johnon, M.S.
Wendy McGee, B.S.N.
Kerry McNamara, M.S.
Terri Mundy, B.S.
Stephenie Nix, D.V.M
Paula Rhoades, Ph.D.
Sandra Vickers, M.A.
Charlotte Ware, B.S.
Juanita Wheeler, A.A.S.
category awards, a total of $15,000 in special awards were presented. Bob Boykin served as the
director with Tom Carson as Judge Chairman, Ty Bryan as Scientific Review Committee Chair and
Cammie Emory as Display and Safety Chair. Projects were judged by 150 volunteers from BPCC, local industry and the scientific community. The top two over-all winners at the Region I Science and Engineering Fair competed at the International Science and Engineering Fair at Atlanta, Georgia.

The Division sponsored the second annual Biotechnology Institute for middle and high school teachers in Bossier, Webster, and Caddo Parish. A total of twelve teachers attended the week long workshop. Dr. Elaine Cox and Judith Coston presented information on the emerging science 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. Kim Cox sponsored student involvement in a number of community fundraisers and served as the faculty sponsor for Hands-on-Wellness. Bob Boykin was the faculty sponsor for the Baptist Campus Ministries student organization.

Sandra Partain, program coordinator, coordinated various recruiting activities including participation in the BPCC Majors Fair, informational sessions for high school students and production of "Coffee Break" shows featuring the various programs.

This year the Division placed an emphasis on the continued development of a learning-centered approach to instruction. Each course offered by the Division was reviewed to identify strategies to improve student learning.

ADVANCED DEGREES OR CERTIFICATIONS:

Master's of Science in Biology from Texas Tech University - Tara Breeland

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

* Intel ISEF Advisory Council- Ty Bryan

* Promoted to Associate Professor- Laura Bryant

*Bossier City Mayor Walker proclaimed March 1, 2008 "Kelley Corkern Day"

* Promoted to Assistant Professor- Cammie Emory

* 2007 NISOD Teaching Excellence Award- Charles Reed

*2008 NISOD Teaching Excellence Award- Kim Cox

*2007 Chancellor's Award for Outstanding Faculty- Bob Boykin
* 2008 Chancellor's Award for Outstanding Faculty- Laura Bryant

*2008 Chancellor's Service Award- Kelley Corkern

* Who's Who Among American Teachers and Educators- Paula Rhoades

### 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>Jeff Anderson</td>
<td>New Faculty Orientation (August 14, 2007)</td>
<td>Laerdal SimMan Training, Gatesville, TX (August 28-29, 2007)</td>
<td>&quot;Pediatric Emergencies&quot; (September 12 &amp; 19, 2007)</td>
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<td>Camtasia Basic (September 4, 2007)</td>
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<td>Camtasia Advanced (September 5, 2007)</td>
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<td>Next Step Coaching Driving Safety (September, 2007)</td>
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<td>Soft Chalk (September 18, 2007)</td>
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<td>Classroom Performance System (February 1, 2008)</td>
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<td>Microsoft Excel (February 1, 2008)</td>
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<td>Performance Based Curriculum Design (March 28, 2008)</td>
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<td>Bob Boykin</td>
<td>Quality Matters Peer Reviewer Training (March 30, 2008)</td>
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<td>Veterans Day Program, BPCC Auditorium (November 9, 2007)</td>
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<td>It's About Time (August 11, 2007)</td>
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<td>Christian Family Educators Commencement Address, University Church of Christ (May, 2007)</td>
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<td>Effective Strategies for Integrating Music and Video (August 11, 2007)</td>
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<td>Campus Ministries, BPCC (Fall 2007)</td>
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<td>State of the System Address (August 12, 2007)</td>
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<td>&quot;Santa&quot; BPCC Christmas Show, Civic Center (December, 2007)</td>
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<td>Academic Policies and Advising Workshop (August 14, 2007)</td>
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<td>Motivational Speaker BPCC Staff Senate, BPCC Gym (March, 2008)</td>
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<td>Library Open House (August 14, 2007)</td>
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<td>Campfire program, GSA Pelican Council (April, 2008)</td>
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<td>BPCC 1st and QEP kick-off meeting (September 6, 2007)</td>
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<td>Whiskey Chitto Woman (September 7, 2007)</td>
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<td>Financial forms Training Class (September 18, 2007)</td>
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<td>Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)</td>
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<td>Blackboard training (January 12, 2008)</td>
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<td>Call Course Design Workshop Training (February 26, 2008)</td>
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<tr>
<td>Tara Breeland</td>
<td>New Faculty Orientation (January 10, 2008)</td>
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<td>Utilization of Blackboard Training (January 12, 2008)</td>
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<td>BPCC 1st and QEP Kickoff (September 6, 2007)</td>
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<td>Academic Policies and Advising Workshop (August 14, 2007)</td>
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<td>Cell Titer Cell Proliferation Assay (April 4, 2008)</td>
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<td>Laura Bryant</td>
<td>Student Success is Everyone's Responsibility (May 8, 2007)</td>
<td>Flexibility and Fitness After Forty, B236/Faculty and Staff (October 25, 2007)</td>
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<td>Performance Based Curriculum Design (March 26, 2008)</td>
<td>Think 1st Presentation, B215/students (March 11, 2007)</td>
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<td>Outcomes Assessment: Creating a Flow of Learning Evidence (April 15, 2008)</td>
<td>Neuromuscular Physical Therapy, MASH students (June 18, 2007)</td>
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<tr>
<td>Angie Cameron</td>
<td>Camtasia faculty workshop (June 7-8, 2007)</td>
<td>LSRC Chapters 1 &amp; 2 Fall Convention, Diamond Jack Casino (October 11, 2007)</td>
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<td>SoftChalk faculty workshop (July 12, 2007)</td>
<td>Southern University Respiratory Therapy Seminar, Clarion (February 16, 2007)</td>
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<td>&quot;Facilitating Teaching and Learning Physiology Through the Use of Common Themes&quot; (March 7, 2008)</td>
<td>Grace Home Luncheon, Grace Home (December 11, 2007 &amp; April 21, 2008)</td>
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<td>LSUHSC Day at the Capitol, Baton Rouge (April 21, 2007)</td>
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<td>Tom Carson</td>
<td>Performance Based Curriculum Design (March 26, 2008)</td>
<td>Program in Respiratory Therapy Lab Manual, Respiratory Therapy students (June 1, 2007-July 30, 2007)</td>
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<td>BPCC 1st and QEP Kick Off meeting (September 6, 2007)</td>
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<td>BPCC 1st and QEP Kickoff meeting (September 6, 2007)</td>
<td>Rules for Science Fairs, Pre-College, ISEF/Albuquerque (May 16, 2007)</td>
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<td>Smart Thinking Faculty Training (February 7, 2008)</td>
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<td>Academic Policies and Advising Workshop (August 14, 2007)</td>
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<td>Microsoft Word 2007: Introductory Level (January 7, 2008)</td>
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<td>BPCC 1st and QEP Kick-Off (September 6, 2007)</td>
<td>Toxicity of lunar and Martian dust stimulants to alveolar macrophages isolated from human volunteers (January, 2008)</td>
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<td>Academic Policies and Advising Workshop (August 14, 2007)</td>
<td>Biotech Institute II, BPCC/High school teachers (May 29-June 1, 2007)</td>
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<td>MTS Cytotoxicity Assay Using</td>
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Cultured Cells presented by Jill Williams, Ph.D. from LSUHSC (March 28, 2008)
Library Open House (August 14, 2007 & January 8, 2008)
Microsoft Excel 2007 (February 1, 2008)
Classroom Performance System Faculty Workshop (February 1, 2008)
Save Time Teaching Online-Dr. Kathryn Ley (January 10, 2008)
Soft Chalk Training (September 18, 2007)
Utilizing Blackboard's Discussion Board Effectively (October 25, 2007)
Advanced PowerPoint Workshop (February 27, 2008)
Service Learning 101: An Introduction for Faculty (October 22, 2007)
Faculty Portfolio Assessment Training (October 25, 2007)
Using the BPCC Library to Complete Science and Allied Health Assignments (April 29, 2008)

Elaine Cox
Facilitating Teaching and Learning Physiology Through the Use of Common Themes (March 7, 2008)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Microsoft Word 2007: Introductory Level (December 7, 2007)
BPCC 1st and QEP Kick-Off (September 6, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
MTS Cytotoxicity Assay Using Cultured Cells presented by Jill Williams, Ph.D. from LSUHSC (March 28, 2008)

Barlow Symposium: Nature's Pharmacy, LSUHSC (April 11, 2008)
18 CEUs presented by AHEC Media, Mail (July, 2007)
18 CEUs presented by AHEC Media, Mail (January, 2008)

Biotech Institute II, BPCC/high school teachers (May 29-June1, 2007)
Microbes and Culinary Arts, BPCC/Culinary Arts (September 24, 2007)
Presented Biotech Day Activities to 49 high school students, BPCC/high school students (December, 2007)
Taught microbiology and biotech modules to high school students, BPCC/high school students (February 6, 2008; December 10, 2007; May 7, 2008)

Kim Cox
Academic Policies and Advising Workshop (August 14, 2007)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Classroom Performance System Faculty Workshop (February 1, 2008)
QEP Kick-off meeting (August 14, 2007)

LPTA fall meeting, Baton Rouge, LA (September 14, 2007)
LPTA spring meeting, Lafayette, LA (March 28, 2008)

Careers in Physical Therapy, BPCC PTA lab/AHEC students (June 25, 2007)
Careers in Physical Therapy, Benton Elementary School/4th grade students (May 10, 2007)
Body Mechanics/Posture in Health Care, Science and Allied Health Building/ALHT 109 students (October 23 & 25, 2007; March 25, 2008)
Clinical Education: The Basics, Christus Schumpert Med Center/Rehab Dept. staff (January 15, 2008)
<table>
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<tr>
<th>Name</th>
<th>Event</th>
<th>Details</th>
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<tbody>
<tr>
<td>Michelle Dillon</td>
<td>Microsoft Word 2007: Introductory Level (January 7, 2008)</td>
<td>BPCC Pharmacy Technician Program, Caddo Career Center students (March 11, 2008)</td>
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<td>Utilization of Blackboard (January 12, 2008)</td>
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<td>New Faculty/Staff Orientation (January 31, 2008)</td>
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<td>Analyzing Your Medicine Cabinet (March 25, 2008)</td>
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<td>Ashley Dulle</td>
<td>&quot;Facilitating Teaching and Learning Physiology Through the Use of Common Themes&quot; (March 7, 2008)</td>
<td>LSRC State Meeting, Baton Rouge, LA (March 26-28, 2008)</td>
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<td>&quot;Outcomes Assessment: Creating a Flow of Learning Evidence&quot; (April 15, 2008)</td>
<td>LSRC Chapter I Fall Meeting, Shreveport, LA (October 11-12, 2007)</td>
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<td>Allison Earl</td>
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<td>LSRC Chapter I and II Fall Convention &quot;Something for Everyone&quot;, Shreveport, LA (October 11-12, 2007)</td>
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<td>&quot;Advanced Cardiac Life Support&quot;, EA Conway Medical Center, Monroe, LA (December 13-14, 2007)</td>
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<td>Hamilton Medical &quot;Mechanical Ventilation Principles and Practice Series&quot;, Monroe, LA (March 7, 2008)</td>
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<td>Cammie Emory</td>
<td>Academic Policies and Advising (August 14, 2007)</td>
<td>Obesity and Low Fat Diets, INR/Home Study (August 9, 2007)</td>
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<td>Library Open House (August 14, 2007)</td>
<td>Cognitive Behavior Therapy, INR/Home Study (August 9, 2007)</td>
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<td>BPCC 1st and QEP Kick-off (September 6, 2007)</td>
<td>Mild Brain Injury, INR/Home study (August 9, 2007)</td>
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<td>Service Learning 101 (October 22, 2007)</td>
<td>Memory and Amnesia, INR/Home study (August 9, 2007)</td>
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<td>Advising Tips, Advising Online, and Hot Topic Training (December 12, 2007)</td>
<td>Arthritis and Rheumatic Disease, INR/Home study (November 15, 2007)</td>
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<td>Camtasia Studio Training - Basic (September 4, 2007)</td>
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<td>Camtasia Studio Training - Advanced (September 5, 2007)</td>
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<td>Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)</td>
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<td>Microsoft Word 2007 Introductory Level Workshop (January 7, 2008)</td>
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<td>Facilitate Teaching and Learning Physiology Through the Use of Common Themes (February 8, 2008)</td>
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<td>Cell Viability, Cytotoxicity, and Proliferation (March 28, 2008)</td>
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<td>Tim Gilmore</td>
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<td>LSRC State Meeting, Baton Rouge, LA (March 26-28, 2008)</td>
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</tbody>
</table>
Paulette Holt 2007 Summer Session, general education course work @ BPCC equal to 6 hours (June 4-July 24, 2007)
2007 Fall Session, general education course work @ BPCC equal to 3 hours (August 18-December 10, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
Pediatric Advanced Life Support Provider Course (November 16, 2007)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Performance Based Curriculum Design (March 26, 2008)

Danny Hoston BPCC 1st and QEP Kick-Off Meeting (September 6, 2007)
Academic Policies and Advising Workshop (August 14, 2007)

Roishene Johnson Save Time Teaching Online presented by Kathryn Ley, Ph.D. (January 10, 2008)
CALL Faculty Training (January 8 & February 26, 2008)
Facilitating Teaching and Learning Physiology Through the Use of Common Themes presented by Dr. Joel Michaels (March 7, 2008)

Vernon Leggett, Jr. Advising Tips, Advising Online, and Hot Topics (December 12, 2007)
Facilitating Teaching and Learning Through the Use of Common Themes (March 7, 2008)
Microsoft Word 2007: Introductory Level (January 7, 2008)
Academic Policies and Advising Workshop (August 14, 2007)

Paul Lowe "Facilitating Teaching and Learning Through the Use of Common Themes" (March 7, 2008)

Wendy McGee Library Open House (August 14, 2007)
QEP Kickoff (September 6, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
Classroom Performance System Faculty Workshop (February 1, 2008)

Kerry McNamara Academic Policies and Advising Workshop (August 14, 2007)
Advising Tips and Advising Online (December 12, 2007)

Diana Merendino
LSRC State Meeting, Baton Rouge, LA (March 26-28, 2008)
LSRC Chapter I Fall Meeting, Shreveport, LA (October 11-12, 2007)
TB: Making the Headlines, Shreveport, Monroe, Alexandria/Clinical Laboratory CEU Series (October 20 & November 10 & 17, 2007)
TB: Making the Headlines, LSRC Meeting, Respiratory Therapy (March 27, 2008)
COPD: Effects on Health Care Today, Shreveport, Monroe, Alexandria/Clinical Laboratory CEU Series (April 26 & May 3 & 17, 2008)

Terri Mundy
Student Success is Everyone's Responsibility (May 8, 2008)
Academic Policies and Advising Workshop (August 14, 2007)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Microsoft Word 2007: Introductory Level (January 7, 2008)
Microsoft Excel 2007 (February 1, 2008)
Classroom Performance System Faculty Workshop (February 1, 2008)
Outcomes Assessment: Creating a Flow of Learning Evidence (April 15, 2008)

Pharmacy Technician Educators Convention. Indianapolis, IN (July 12-15, 2007)
Louisiana Society of Health-System Pharmacists 2007 Mid-Year Meeting, Sam's Town Hotel and Casino, Shreveport, LA (October 6, 2007)
"The Treatment of Heart Failure in a Rural Setting" NWLSHP Meeting, Bossier City, LA (January 17, 2007)
"Pharmacy Technology for Technicians" for MASH/AHEC students, BPCC/B154 (June 14, 2007)
"BPCC Coffeebreak", BPCC TELECOM/TV (March 4, 2008)
"BPCC Pharmacy Technician Program" Presentation for Caddo Career Center Students, BPCC/B154 (March 11, 2008)
"What's in Your Medicine Cabinet?" BPCC Turning 40 Library Series, BPCC/B154 (March 25, 2008)

Stephenie Nix
Library Open House (January 8, 2008)
BPCC 1st and QEP Kick Off Meeting (September 6, 2007)
"Facilitating Teaching and Learning Physiology Through the Use of Common Themes" presented by Dr. Joel Michaels (March 7, 2008)
Academic Policies and Advising Workshop (August 14, 2007)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Microsoft Word (January 7, 2008)
"Save Time Teaching Online” presented by Dr. Kathryn Ley (January 10, 2008)
International Veterinary Emergency and Critical Care Symposium, New Orleans, LA (September 29-30, 2007)
Louisiana Veterinary Medical Association Winter Meeting, Shreveport, LA (January 26-27, 2008)

Charles Reed
Advising Tips, Advising Online, and Hot Topics (December 12, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
BPCC 1st and QEP Kickoff Meeting (September 6, 2007)
NISOD Convention, Austin, TX (May 20-23, 2007)
Paula Rhoades

Educational Tech workshops:
- SoftChalk, Applying QM to Online Teaching (July 1 & 25 & November 5, 2007)
- BPCC Procedures: Academic Policies, BPCC 1st and QEP Kickoff (August 14 & September 6, 2007)
- Microsoft Word 2007 - Intro (January 7, 2008)
- Save Time Teaching Online (January 10, 2008)
- Microsoft Excel 2007 (February 1, 2008)
- Classroom Performance System, Teaching Physiology (February 1 & March 7, 2008)
- Performance Based Curriculum Design (March 26, 2008)
- Analyzing Your Medicine Cabinet (March 25, 2008)
- Student Success is Everyone's Responsibility (May 8, 2008)

Louisiana Dietetic Association
- Annual Meeting, Lafayette, LA (May 5, 2007)
- Chronic Pain, Shreveport, LA (August 1, 2007)
- Food as Medicine, Shreveport, LA (August 23, 2007)
- Nature's Pharmacy, Shreveport, LA (April 11, 2008)
- Obesity, Diet, Exercise, Shreveport, LA (October 29, 2007)
- Dietary Managers Association: Wikis & Blogs, Shreveport, LA (November 15, 2007)
- Louisiana Dietetic Association Annual Meeting, Bossier City, LA (April 24-25, 2008)

Al Smith

Academic Policies and Advising Workshop (August 14, 2007)
- Advising Tips, Advising Online, and Hot Topics Training (December 12, 2008)
- BPCC 1st and QEP Kickoff Meeting (March 26, 2008)
- Classroom Performance System Faculty Workshop (March 26, 2008)

Executive Leadership Symposium, Dallas, TX (March 17-22, 2008)
- Infection Prevention Update, Medscape (November 28, 2007)
- The Challenge of Changing Stereotyped Behavior In Autism, Medscape (November 28, 2007)
- Challenges of Treating Tobacco Users in High-Risk Populations, Medscape (November 28, 2007)
- Medication Errors and Patient Safety in Mental Health, Medscape (November 28, 2007)
- Genital Herpes: Framing the Problem Diagnosing the Disease, Medscape (November 28, 2007)
- Management at the End of Life, Medscape (November 28, 2007)
- Augmentation Strategies for Persistent Depression, Medscape (November 28, 2007)
- Pandemic Influenza, Medscape (November 28, 2007)
- Unique Challenges in Pediatric Renal Transplantation, Medscape (November 28, 2007)
- Management of Chronic Constipation in an Elderly Patient in Long-Term Care, Medscape (November 28, 2007)
- The Role of Imaging in the Management of Rheumatoid
Arthritis, Medscape (November 28, 2007)
Topical Treatments for Fat Reduction, Medscape (October 31, 2007)
Surgical Treatment of Obesity, Medscape (October 31, 2007)
Selected Presentation from the 20th Annual Practical Approaches to the Treatments of Obesity; June 22-24, 2006, Medscape (October 31, 2007)
Evaluation and Management of Obesity-Related Nonalcoholic Fatty Liver Disease, Medscape (October 31, 2007)
New Approaches to Endoscopic Sedation, Medscape (October 31, 2007)

Pam Tully
Look Who’s Coming to BPCC (April 27, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
Service Learning 101: An Introduction for Faculty (October 22, 2007)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Microsoft Word 2007: Introductory Level (January 7, 2008)
Analyzing Your Medicine Cabinet (March 25, 2008)
Performance Based Curriculum Design (March 26, 2008)
Outcomes Assessment: Creating a Flow of Learning Evidence (April 15, 2008)
A New Course Design Template (April 16, 2008)

Sandra Vickers
Explore Your Library Website (August 28, 2007)
Performance Based Curriculum Design (March 26, 2008)
Searching the Online Catalogue (February 14, 2008)
Microsoft Word 2007: Intro (January 7, 2008)
Learn About Lipids in Your Life (January 24, 2008)
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Analyze Your Medicine Cabinet (March 25, 2008)
Smarthinking Faculty Training (February 6, 2008)
Applying QM to the Online Course Evaluation (November 5, 2007)

AAMA Convention, Kentucky (September 7-8, 2007)
Spring 2008 Conference, LSUHSC, Shreveport (April 26, 2008)
My Cholesterol is What? Interpreting Medical Lab Results, BPCC (November 8, 2007)

Nature's Pharmacy: Natural Products as Anti-Cancer Agents, LSUHSC (April 11, 2008)
Laboratory Safety, LSUHSC (April 26, 2008)
COPD, LSUHSC (April 26, 2008)
Infection from Pets, LSUHSC (April 26, 2008)
BPCC 1st and QEP Kick-off Meeting (September 6, 2007)
Facilitating Teaching and Learning Physiology Through Common Themes (March 7, 2008)
Academic Policies and Advising Workshop (August 14, 2007)

Charlotte Ware
Student Success is Everyone’s Responsibility (May 8, 2007)
Library Open House (August 14, 2007)
Academic Policies and Advising Workshop (August 14, 2007)
Advising Tips, Advising Online, and Hot Topics (December 12, 2007)
Microsoft Word 2007: Introductory Level (January 7, 2008)
Classroom Performance System Workshop (February 1, 2008)
Microsoft Excel 2007 (February 1, 2008)

Juanita Wheeler
Academic Policies and Advising Workshop (August 14, 2007)
Outcomes Assessment (April 15, 2008)

Constance Winter
Advising Tips, Advising Online, and Hot Topics Training (December 12, 2007)
Save Time Teaching Online (January 10, 2008)
Outcomes Assessment: Creating a Flow of Learning Evidence (April 15, 2008)
My Cholesterol is What? (November 13, 2007)
Service Learning 101: An Introduction for Faculty (October

LHIMA Annual Convention, Shreveport, LA (April 24-26, 2007)
Using ABNs Correctly, Shreveport, LA (May 8, 2007)
AAMA Annual Convention, Louisville, KY (September 7-8, 2007)
Challenges and Opportunities of Medicare FY 08 Changes to IPPS, Bossier City, LA (September 11, 2007)
Status vs. History Codes, Shreveport, LA (September 11, 2007)
Coding Quiz: CSI Scenario Investigation, Shreveport, LA (November 13, 2007)
HCPCS, Shreveport, LA (January 8, 2008)
Many Hats of a Certified Coder, Shreveport, LA (February 12, 2008)
LHIMA Coding Roundtable, Alexandria, LA (March 7, 2008)
CPC-I/Modifiers, Shreveport, LA (March 11, 2008)
Coding Quiz Bowl, Shreveport, LA (April 8, 2008)
EMS Plus, Bossier Civic Center (October 19, 2007)
Continued BS Studies: Orientation for Online Learning; Fundamentals of Emergency Health Services; Advanced 12 Lead EKG Interpretation, University of Texas Health Science Center, San Antonio, TX (Summer and Fall 2007 & Spring 2008)
Continued General Studies for BS: Art History; US Government, BPCC (Summer and Fall 2007)

American Association of Medical Assistants 51st Annual Convention, Louisville, KY (September 7-8, 2007)
Bioethics of Agelessness, Nursing Education of America online continuing education course (December 17, 2007)
Facilitating Teaching and Learning Physiology Through the Use of Common Themes (March 7, 2008)
Microsoft Word 2007: Introductory Level (January 7, 2008)
Academic Policies and Advising Workshop (August 14, 2007)
Look Who's Coming to BPCC (April 27, 2007)
Performance Based Curriculum Design (March 26, 2008)
A New Course Design Template (April 16, 2008)

Linda Stark
BPCC 1st and QEP Kick-off (September 6, 2007)
BPCC CALL Program (September 12, 2007)
Financial Forms Training (September 18, 2007)
Tips for Healthy Eating (September 18, 2007)
My Job's A Pain in the Neck: Preventing and Managing Neck and Back Pain Associated with Desk Jobs (November 1, 2007)
Yoga for Relaxation (February 20, 2008)

Sandra Partain
Performance Based Curriculum Design (March 26, 2008)
Financial Forms Training (September 18, 2007)
SoftChalk (July 12, 2007)
Respondus (July 26, 2007)
Camtasia Studio Training- Advanced (June 7, 2007)
Look Who Is coming to Bossier Parish Community College (April 27, 2007)
Camtasia Studio Training- Basic (April 23, 2007)
Team Building Workshop (April 3, 2007)
Classroom Performance System Training (February 1, 2008)
My Job Is a Pain in the Neck (November 1, 2007)
American Heart Association Basic Life Support for Healthcare Providers (November 28, 2007)

Nancy Dantes
Human Resources FLSA Training session (January 12, 2008)

Carolyn Burroughs
Camtasia (July 2, 2007)
Strategies for Success Training (July 18, 2007)
Academic Policies and Advising

Something for Everyone, Shreveport, LA (October 11, 2007)
Laerdal Simman Training, Gainesville, TX (August 28-29, 2007)

Advising the Adult Learner, Natchitoches, LA (June 21, 2007)
The Institute on Quality Enhancement and Accreditation,
SIGNIFICANT CONTRACTS OR GRANTS:

* DNA Sequencer- Ty Bryan, Elaine Cox; BPCC Student Technology, $53,380
* Enhancing Culture Experiences- Judith Coston, Elaine Cox; Board of Regents, $66,780
* Microbiology Incubator- Elaine Cox; BPCC Student Technology, $2834
* Licensure Exam Practice Access- Kim Cox; BPCC Student Technology, $2834
* Reproductive System Models- Cammie Emory, Tom Carson; BPCC Student Technology, $2978

Workshop (August 14, 2007) (April 15, 2008)
New Faculty Orientation Workshop (August 14, 2007)
BPCC 1st and QEP Kick-Off meeting (September 6, 2007)
BPCC Call Program (September 12, 2007)
SIS Training (December 4, 2007)
BPCC Campus- Community Partnership (December 18, 2007)
Lumina Grant (September 6, 2007)
Quality Matters (October 10, 2007)
Financial Aid procedures (October 11, 2007)
Advanced Power Point (February 27, 2008)
Facilitating Teaching and Learning Physiology through the Use of Common Themes (March 7, 2008)
Performance Based Curriculum Design (March 26, 2008)
Outcome Assessment: Creating a Flow of Learning Evidence (April 15, 2008)
Promotion Training (February 12, 2008)
Timesheet Training (February 20, 2008)
Campus Safety (February 22, 2008)

Louisville, KY (July 22-25, 2007)
NSF ATE meeting, Baton Rouge, LA (June 15, 2007)
LSU HSC Allied Health Program Orientation (November 27, 2007)
NISOD International Conference on Teaching and Leadership Excellence, Austin, TX (May 25-27, 2008)

Wanda Buckley-Coody

Quality Service (February 4, 2008)

Marilyn Persley

Explore Your Library (August, 28, 2007)
Find Movies and E-Books in the BPCC Catalog (August 30, 2007)
BPCC CALL Program (September 12, 2007)
Financial Forms Training (September 18, 2007)
Microsoft Word 2007 (August 21, 2007)
*Improving Student Success in Human Physiology- Roishene Johnson, Elaine Cox, Sandra Vickers; Board of Regents, $46,707

*Wireless Access Points- Roishene Johnson; BPCC Student Technology, $1,380

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

*Nutrition and Dietary Management Audiovisuals- Paula Rhoades, $1052

*Surgical Videos- Al Smith; BPCC Student Technology, $2291

*Phlebotomy Lab- Pam Tully; BPCC Student Technology, $435

*Physiology Lab- Sandra Vickers; BPCC Student Technology, $2976

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 date, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2008-2009 academic year.

EMT PARAMEDIC

Outcomes for 2007-2008 Improvement Strategies: (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." Effective in the fall 2007 semester a three semester schedule was implemented for the night program. The students have provided positive feedback. Retention in the night program has increased to 75% versus 62% for the previous class. (2) "To increase student learning outcomes in pediatric emergency care, additional pediatric clinical rotations will be added to the curriculum." An 8 hour pediatric ER clinical rotation was added to the program to enhance student learning in pediatric emergency care. As documented by FISDAP, student pediatric contacts have increased by 50%. (3) "To improve student learning in the clinical environment the program faculty will provide preceptor training materials for all clinical sites." Preceptor training materials were provided to each clinical site. The preceptors who utilized the materials found them to be useful in explaining the expectations of the students and the role of the preceptor. Preceptor training and improvement in communication between preceptors and BPCC faculty continues to be a priority for program faculty.

Improvement Strategies for 2008-2009: (1) Improve the clinical experience for paramedic students by improving preceptor training. (2) Submit necessary documentation to pursue approval of a technical diploma in EMT Paramedic (3) Implement strategies to improve students performance on the National Registry written exam.
GENERAL SCIENCE

Outcomes for 2007-2008 Improvement Strategies: (1) "Improve student learning in Zoology 125 lecture and laboratory classes by updating equipment, laboratory procedures and classroom instruction." New equipment was purchased for use in the laboratory class. The equipment was utilized in the spring semester. A set of classroom lap top computers was also purchased. All physiology faculty attended a professional development workshop on teaching physiology. (2) "Improve student learning outcomes in all core science classes through implementation of strategies identified by instructors." Reading and comprehension of scientific literature was emphasized in science instruction. Students in Biology 101, Chemistry 101 and 107 and Zoology 124 were required to complete a scientific literature review. (3) "Implement improved enrollment, registration and clinical screening for Dietary Management students." The Dietary Management program website was updated including clarified instructions on enrollment and clinical requirements. Additional the program director developed a flow chart of the enrollment process that was made available to prospective students.

Improvement Strategies for 2008-2009: (1) Implement strategies to improve student retention in Biology 101, Chemistry 101, and Zoology 124. (2) Investigate the feasibility of offering additional technical competency area programs within the General Science curriculum. (3) Implement instructor identified strategies to improve student learning in science courses with an emphasis on improving critical thinking. (4) Seek articulations for biotechnology courses into four-year college programs. (5) Revise dietary management program course structure to separate field experience courses from classroom courses.(6) Restructure the EKG program to provide increased emphasis on anatomy and physiology of the heart in the Allied Health 112 course.

MEDICAL ASSISTANT

Outcomes for 2007-2008 Improvement Strategies: (1) "Provide students with administrative performance opportunities in MOS 206L by initiating competency-based skills format for all required administrative skills." The MOS 206L students were provided with competency-based check sheets to use for all required administrative skills. Documentation of administrative skills competency was accomplished. (2) "Provide students with administrative performance opportunities in the externship sites by obtaining additional externship sites that offer administrative experiences." OB/GYN Associates of Shreveport was added as a clinical site. Students were provided with the opportunity to spend some of their externship hours in the front office area performing various administrative skills. Four of five externship students were given the opportunity to practice in this office. The students completed the "Student Evaluation of Externship Site" survey for this site. Two students rated the item, "Given the Opportunity to Perform Administrative Skills", as strongly agree; two of the students rated the item as acceptable. (3) "Encourage medical assistant students to participate in college extracurricular activities through informing students of the availability and worth of the college activities." Students were informed on the first day of class and throughout the semester of the availability and worth of college activities. Prior to implementing the strategy, the students completing the spring and summer 2006 graduation report responded to the item, "I participated in extracurricular programs offered by the
College, such as student government or academic or social clubs", as follows: 67% disagree and 33% does not apply. The strategy was implemented during the 2006-2007 year. Students responded to the spring 2007 graduation report item as follows: 36% strongly agree, 36% agree, and 28% disagree. This shows an increase in student involvement in extracurricular activities from the previous year.

Improvement Strategies for 2008-2009: (1) Improve student clinical experience by improving communication between BPCC faculty and clinical site preceptors. (2) Implement changes for certification exam review including the use of practice exams and correlation of practice exam results with student success on AAMA-CMA exam. (3) Investigate feasibility of offering a certificate program in the Medical Assistant curriculum.

MEDICAL OFFICE SPECIALIST

Outcomes for 2007-2008 improvement strategies: (1) "Implement changes to increase enrollment in the medical transcription concentration." A slide was prepared for the C3 TV system on the BPCC campus and it also aired on Bossier Cable. The transcription instructor participated in the Coffee Break program that was filmed at BPCC. It aired on Bossier and Shreveport Cable Channels. Seven students enrolled in MOS 106: Medical Transcription for the fall 2007 semester. This represented an increase from 4 students who registered for the course in fall 2006. Four of the seven students continued into MOS 216 and two of those enrolled in the clinical class and graduated in the spring 2008. (2) "In order to improve student learning outcomes of proficiency in coding, the program will increase utilization of mock patient records." The MOS program received copies of actual patient medical records from a local hospital for use in the classroom. Mock medical records were used in the lab class for MOS 110 and MOS 111. The students utilized the records for coding skill building exercises and for practice reading and interpreting doctor's handwriting. (3) "Investigate possible changes in the MOS clinical rotation schedule, in response to concerns by the advisory committee and clinical training sites." Changes were made in the clinical rotation schedule for program students. The length of the clinical period was changed from 5 weeks to 4 weeks with the students scheduled in clinical facilities 4 days per week instead of 3 days per week. The faculty found the change to be beneficial for students because it gave them an opportunity to make up days they missed due to illness. It also allowed the students an opportunity to return to campus following completion of the clinical rotation. This time was used to provide practice and review for the certification exam. Positive feedback on the changes was received from the students and the clinical preceptors at the advisory committee meeting.

Improvement Strategies for 2008-2009: (1) Implement a certification exam pre-test and post-test and utilize analysis of exam to identify areas of weakness and provide remediation opportunities. (2) Implement strategies to increase enrollment in the Medical Office Specialist program.

PHARMACY TECHNICIAN

Outcomes for 2007-2008 Improvement Strategies: (1) "Successfully complete the American Society of Health System Pharmacist reaccreditation process." The ASHP site visit was conducted on October 23, 2007. The team identified one deficiency and 5 partial compliance issues. These items
were addressed and a follow-up report was submitted to ASHP in December 2007. The program received notification from the ASHP Commission on Credentialing that as of April 16, 2008 the program was fully accredited for 6 years. A midterm progress report will be required in 3 years. (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." Utilizing grant sources the program purchased a mixer and other durable compounding equipment to give students more exposure to tools used in the workplace. This equipment will be utilized in the Pharmacy 102 class beginning in the fall semester 2008. (3) "Implement strategies to recruit and retain program students." The program faculty were involved in a variety of recruiting activities including advertisement in the local paper, tours and demonstrations for local high school students, utilization of C3 network and Coffee Break cable programming. Clinical enrollment was at a record high this year but still less than maximum.

Improvement Strategies for 2008-2009: (1) Evaluate structure and operation of the advisory committee to ensure compliance with all AHSP regulations and suggestions. (2) Implement strategies to ensure implementation of ASHP consultative recommendations. (3) Update the program website to improve usefulness of enrolled students and use as a recruiting instrument for prospective students.

PHLEBOTOMY

Outcomes for 2007-2008 Improvement Strategies: (1) "Implement strategies to increase clinical enrollment." Individuals who called expressing an interest in the phlebotomy program received information about the program and a letter from the program director. A second letter concerning registration procedures was also sent. Clinical enrollment remained unchanged from the previous year. Additional recruiting strategies will be investigated. (2) "Increase library holding in the area of phlebotomy." Six new phlebotomy books were ordered for the library. The program faculty will continue to request phlebotomy materials for the library. (3) "Improve student learning outcomes in the performance of point of care testing through utilization of up to date equipment." Point of care equipment including six HemataSTAT instruments were purchased. Students were instructed in the use of the equipment to perform microhematocrit testing. (4) "Improve learning outcome performance on critical thinking by having students evaluate medical journals." Students were assigned to choose an article related to phlebotomy from a medical journal and submit a written evaluation of the article. Eighty-eight % of students successfully completed the assignment.

Improvement Strategies for 2008-2009: (1) Update clinical teaching materials to ensure agreement with current procedures and standards. (2) Implement procedures to increase program enrollment. (3) Pursue reaccreditation through completion of the NAACLS self study report and remediation of any deficiencies identified through the self study process.

PHYSICAL THERAPIST ASSISTANT

Outcomes for 2007-2008 Improvement Strategies. (1) "Enhance student learning in the laboratory through utilization of updated computer technology and software." Five new student computers and
two instructor computers with updated software were obtained for the PTA laboratory and classroom. A Classroom Performance System (CPS) was obtained for utilization during lecture and laboratory activities. As a result, students have greater access to instructional media. Students also have access to state of the art software for designing exercise programs. The CPS is used to engage students during lecture, gather formative assessment data during lecture and laboratory activities, perform reviews and speed laboratory competency testing. (2) "Pursue surplus clinical contracts in addition to the 125% required for accreditation." The PTA clinical coordinator and division program coordinator have facilitated the acquisition of new clinical sites and execution of contracts. This continues to be an on-going process. Current there are 48 available clinical slots which represents 190% of the required. (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." The content area and score reports from 2005-2006 indicated a need for improvement in the area of pulmonary; the only content area where BPCC students scored below the national average. In response a guest lecturer prepared the students with additional review and preparation in the area of pulmonary conditions and interventions. Scores for the 2007 graduating class show an increase from 640.3 to 665.6; significantly over the national average. (4) "To improve student learning, develop new procedures for administering lab competencies that will engage all students in a more active learning and practicing of skills during the time they are not being tested." Lab competency testing was modified to a rotating system of multiple stations with multiple skills available for random review and testing at each lab station. In addition, some lab competencies are performed that utilize the Classroom Performance System. The new competency testing method allowed the students to stay engaged at each station with different skills that need to be reviewed and performed, never knowing when a drawn skill will be their graded competency. Two instructors rotate and perform several skill checks on each student by the end of the lab. This method has proven to more time effective and has improved student retention of skills. Use of the Classroom Performance System has also improved efficiency of documenting student performance during the applicable lab competencies.

Improvement Strategies for 2008-2009: (1) Continue to develop additional clinical student placements that are within a commutable distance, especially in the acute care setting. (2) Devise online clinical and student feedback forms which will move data directly into spreadsheets for improving the access to and use of assessment data for the clinical education program. (3) Implementation of the use of the Classroom Performance System (CPS) with lab competency testing, especially in the review of the content areas of modalities and assessments/ interventions of the integumentary system.

RESPIRATORY THERAPY

Outcomes for 2007-2008 Improvement Strategies: (1) "Actively pursue additional clinical contracts to provide students with a variety of training opportunities." A new clinical site was obtained and an existing contract was expanded to include additional training opportunities. This change allowed the students to receive a more diverse clinical experience in both critical and neonatal respiratory care. The program faculty will continue to pursue additional clinical training sites. (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."
The laboratory manual was completed and utilized by students in RSTH 202 and RSTH 221 classes. The laboratory manual assisted students with step by step instructions on procedures and equipment use. All students were successful in the laboratory portion of the program. (3) "Increase availability of hands-on teaching materials and equipment for use in didactic and laboratory classrooms." An extensive variety of respiratory therapy equipment was purchased this year. Housed on the main campus this equipment will be utilized during the next academic year to support laboratory exercises. (4) "Provide necessary support to improve student retention of second level students." The second year curriculum was rearranged to allow students to complete the program in two semesters instead of three. The number of applicants for the second year program has increased.

Improvement Strategies for 2008-2009: (1) In order to better assess and document student competency in respiratory skills, develop a laboratory practicum in RSTH 202 and RSTH 221. (2) In order to improve student-teacher ratio, increase the number of scheduled laboratory sessions. (3) Increase the use of expert guest lecturers for identified diagnostic procedures including ECG and PFT.

SURGICAL TECHNOLOGY

Outcomes for 2007-2008 Improvement Strategies: (1) "In order to improve student learning of proper draping techniques, increased practice time will be added to the laboratory curriculum." In addition to the lecture on basic procedures in draping, the students practiced draping techniques with a variety of drape types. The students and preceptors indicated that the students were well prepared to assist with a variety of draping applications upon entry into the clinical environment. (2) "In order to increase student knowledge of anatomical landmarks important to specific surgical procedures, instructional strategies will be implemented." Students were required to do a computer search on anatomical structures that correlated to currently studied surgical procedure. An oral report of the findings was presented. The students reported that the assignment was useful in helping them recall pertinent information. However, tests scores do not demonstrate a significant increase in knowledge as a result of the exercise. (3) "Implement strategies to improve student retention and success in STEC 102." The STEC 102 class was restructured to devote increased time to hands on practice. Retention in STEC 102 was 100%.

Improvement Strategies for 2008-2009: (1) Increase instructional time on areas of management, professionalism, communication, and standards of conduct in order to increase student performance on the "Practice" section of the PAE exam. (2) Implement changes in organization and instruction of STEC 102 to provide students with additional hands on practice, lower student-teacher ratio, and improve student retention and success in the course. (3) Improve assessment of program learning outcomes.

PROGRAM ENROLLMENT

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## CERTIFICATION/LICENSURE PASS RATE

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## PROGRAM GRADUATION

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<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
</tr>
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<tbody>
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<td>0</td>
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<tr>
<td>Dietary Management</td>
<td>8</td>
<td>5</td>
<td>2</td>
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<td>EKG/ Telemetry</td>
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<td>1</td>
<td>9</td>
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<td>General Science</td>
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<td>Medical Assistant</td>
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<td>11</td>
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<td>Medical Office Spec.</td>
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<td>15</td>
<td>15</td>
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<tr>
<td>Medical Unit Coordinator</td>
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<td>6</td>
<td>6</td>
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<tr>
<td>Paramedic</td>
<td>10</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>Pharmacy Technician</td>
<td>6</td>
<td>12</td>
<td>15</td>
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</table>
Phlebotomy  16  12  9
PTA          19  18  20
Respiratory Therapy (A.S.)  23  21  22
Respiratory Therapy (cert) 6  4  6
Surgical Technology  15  11  15
TOTAL       176  172 170

STRAATEGIC PLANNING

Department Measurable Strategy:
Develop new courses and programs to be offered by the Division of Science and Allied Health

Performance Indicators:
Document submission of course and program proposals

Assessment Results:
To address the needs and interest of students the Division faculty developed two new courses; BIOT 104: Scientific Calculations and RSHT 291: Cardiopulmonary Rehabilitation. Needs assessment surveys for Occupational Therapy Assisting and Veterinary Technology were completed.

Changes Based on Assessment Outcomes:
Based on the results of the needs surveys the Division will proceed with the development of associate degree programs in Veterinary Technology and Occupational Therapy Assisting.

Strategy(ies) for the Future:
The Division will continue to assess the workforce needs of the community and the interest of present and potential students to determine the feasibility of additional programs and courses.

Department Measurable Strategy:
Implement formative and learning outcome assessment as a component of instruction

Performance Indicators:
Document student success as measured by learning outcome assessments

Assessment Results:
The outcomes of identified learning outcomes assessments for all courses and programs were documented for the fall 2007 and spring 2008 semesters.

Changes Based on Assessment Outcomes:
Based on implementation of learning outcome assessments the faculty identified a need to
improve clarity of course requirements.

**Strategy(ies) for the Future:**
Master syllabi are being rewritten to include more transparencies in course grading scales.

**Department Measurable Strategy:**
Require faculty and staff to participate in professional development activities.

**Performance Indicators:**
Documentation of participation in professional development activities

**Assessment Results:**
The science and allied health faculty participated in 196 faculty development workshop sponsored by BPCC and attended 92 professional development workshops and meetings

**Changes Based on Assessment Outcomes:**
Work with the Administration to increase the number of professional development workshops, especially in the area of teaching skills and assessment, available to faculty.

**Strategy(ies) for the Future:**
Continue to provide support and encouragement for faculty and staff participation in professional development workshops and programs.

**Department Measurable Strategy:**
Implement strategies to maintain accreditation of all eligible programs.

**Performance Indicators:**
Documentation of accreditation status

**Assessment Results:**
The Commission on Accreditation of Allied Health Programs voted on September 21, 2007 to award continuing accreditation to the Medical Assisting program. On April 16, 2008 the Commission on Credentialing of the American Society of Health System Pharmacist awarded the Pharmacy Technician program full accreditation for 6 years. The Commission on Accreditation of Emergency Medical Services completed a favorable review of the Paramedic program. Vote on reaccreditation will occur in September. All other accreditation eligible program submitted required documentation and met established guidelines and thresholds to maintain accreditation.

**Changes Based on Assessment Outcomes:**
Due to favorable responses by all accrediting agencies no changes are planned. Each program will work to implement suggestions and recommendations offered by the accreditation review committees.

**Strategy(ies) for the Future:**
Continue to provide necessary support for programs accreditation.

**Department Measurable Strategy:**
Utilize outcomes of program and course assessments to improve student enrollment, retention, and learning.
Performance Indicators:
Documentation and analysis of student enrollment and retention and student success as measured on learning outcome assessments

Assessment Results:
Overall division enrollment increased by .6% with significant increases in Allied Health 102 (42%), Biology 101 (23%) Physical Science 105 (12%) and Science 101 (32%). Significant decreases in enrollment were seen in ZLGY 125L (-15%). Significant increases in student success as measured by learning outcome assessments were seen in Microbiology 206 (15%) and Physical Science 105 (18%). Significant decreases in student success were seen in EMTP 100 (18%), Zoology 120 (14%), Zoology 124 (10%) and Zoology 124L (24%)

Changes Based on Assessment Outcomes:
Strategies for support of student learning will be investigated for EMTP 100, Zoology 120, Zoology 124 and Zoology 124L. Strategies for increasing enrollment in Zoology 125L will be investigated.

Strategy(ies) for the Future:
Based on learning outcome assessments the faculty examined each course offered by the Division, identified areas of weakness and developed strategies to improve student learning.

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 and staff who are dedicated to student learning, continued professional development and service to the community. The most outstanding accomplishments of the Science and Allied Health Division for the 2007-2008 academic year include reaccreditation of the Medical Assistant, Pharmacy Technician and EMT Paramedic programs, faculty and staff commitment to community and institutional service and professional growth, improvement in clinical policies and procedures in response to clinical site requirements, continued increases in enrollment and continued commitment to providing a learning centered division. The major obstacles that face the Division include a need to provide more professional growth opportunities, improvement in quantity of clinical sites and quality of clinical education, classroom and laboratory space to meet the needs of increased enrollment and a need to continue to increase program and course offerings.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Continued development of course and program evaluation with emphasis on assessment of student learning.
2. Increased enrollment and retention in existing programs and courses.
3. Utilization of technology to improve recruiting, advising, instruction, assessment, and data collection.
4. Development of new programs and courses to be offered by the Division.
5. Securing additional clinical training sites and improving preceptor training at existing sites.
6. Providing opportunities and participation of faculty 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.
Cicely Miller, B.A.
Jonathan Posey, A.D.
Eric Tuxen, A.D.
Louis Williams, A.D.

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.
Darrell Chitty, M.B.A.
Pat Divietro, B.M.E.
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 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 faculty and staff have attended meetings reflecting both academic and public
concerns. The entire Division has been involved in presentations, shows, productions, publications, festivals, conferences, and other highly visible activities that have been rewarded by excellent community relations. Fine Art Photography was added to the Division's list of concentrations.

**ADVANCED DEGREES OR CERTIFICATIONS:**

Louis Williams (pursuing)
Second Associates Degree
BA in Mass Communications

Jonathan Posey (pursuing)
BA in Mass Communications (NSU)

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Larry Powell:
BPCC Student Showcase, Times
International Film Festival, Bossier Press
Bossier City Fire Department Appreciation Award
Louisiana Film Guide
Bossier City Award-Fire Department
BPCC Foundation Awards
Ray of Sunshine International Film Festival First Place
Diedre and Friends International Film Festival First Place
Skills USA Judges
Master Presenters at NISOD

Denise Chambers:
Letter of Appreciation - Bossier Chamber of Commerce, Business Services Committee
Letter of Appreciation - SKILLS USA
Ray of Sunshine International Film Festival First Place
BPCC Foundation Awards
Produced programming for Comcast Cable
Produced programming for ZEEL TV
Produced programming for ITUNES U
Produced programming for LCN TV
Letter of Appreciation - Junior Achievement
Letter of Recognition - SB Magazine
Letter of Appreciation - EBiz South
Letter of Appreciation - Robinson Film Center
Letter of Appreciation - Friends of the Municipal
Letter of Appreciation - Louisiana 4-H
Letter of Appreciation - LSU Ag Center
Letter of Commendation - Cyber Innovation Center
Certificate - Google Radio System Training
Letter of Appreciation-BPCC 5K Run/Walk Race
Letter of Appreciation-Louisiana Works Job Fair
Letter of Appreciation-NW Louisiana Veterans
Letter - For Judging of the 2008 Region I Science and Engineering Fair

Bill Bruce:
Produced from public domain sources 19 hours of television programs titled "Retro TV"
Created 18 documentaries from public domain sources and outside producers
Renewed for two more seasons "The Tying Bench", a fly-tying instructional television program
Added 35 additional family-oriented movies to the cable television channel library
Responsible for BPCC Telecommunications becoming a part of the "Avid Mentor Program"

Jonathan Posey:
Award - KTBS Web Training
Award - QEP Kick-Off Meeting
Award - Recruiting
Letter of Appreciation - "Writer's Unlimited Possibilities" at Bossier Parish Schools
NexStep Coaching Completion
Google Radio System Training Certificate
Wrote script for the Division's sixth BPCC Film Institute production

Louis Williams:
Certificate - Microsoft Office Specialist
Elected VP of BPCC campus Lion's Club for 2008-09
Staff Senate

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>Larry Powell</td>
<td>BPCC Guitar Pull, December 10, 2007</td>
<td>AFCS Cyber Space Participant, Shreveport</td>
<td>BPCC Guitar Pull</td>
</tr>
<tr>
<td></td>
<td>Hosted Governor Jendal in Division, March 20, 2008</td>
<td>LCTCS Participant, Baton Rouge Cyberday Presenter, Benton Middle School</td>
<td>Served as Drama Judge for SB Magazine</td>
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<tr>
<td></td>
<td>Movies &amp; Moonbeams 11/13/2007</td>
<td>International Film Festival Award Winners 4/15/08</td>
<td>BPCC Guitar Pull, December 10, 2007, Times</td>
</tr>
<tr>
<td></td>
<td>Soft Chalk Training 7/12/07</td>
<td>Call Iwebfolio Training 7/18/07 (13hours)</td>
<td>BPCC Foundation Scholarship Awards participant, 2/26/08</td>
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<tr>
<td></td>
<td>SoftChalk Training, 12/22/08</td>
<td>Master Presenter NISOD, 5/07</td>
<td>The Piatigorsky Foundation tv Production</td>
</tr>
<tr>
<td></td>
<td>BPCC Library Open House, 12/14/08</td>
<td>Skills USA Judge 4/03/08</td>
<td>Veterans Day Convocation Production, 11/11/07</td>
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<tr>
<td></td>
<td>KTBS Web Page Training, 12/29/07</td>
<td>Hot Springs Documentary Film Festival 11/21/07</td>
<td></td>
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<td>QEP Kick-Off Meeting, 9/06/07</td>
<td>Ray of Sunshine in International Film Festival 4/09/08</td>
<td></td>
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Academic Policies and Advising Workshop, 12/14/07  
Faculty Orientation Workshop 12/14/08  
SoftChalk 12/20/08  
Call Program Participant, 9/12/07  
LCTCS Conference "Focus" 12/11-13/08  
Regional workforce Planning Meeting, 1/30/08  
NMC, Cert Conference NAB April 14-16/08  
EBIS South, 3/27/08  
This Is BPCC, Fall 07  
BPCC Student Showcase, Times 5/8/08  
International Film Festival, Bossier Press 3/25/08  
Bossier City Fire Department Appreciation Award  
BPSB, Writing's Unlimited Possibilities  
BPCC Library open House 1/08/08  
BPCC Advising Online Training 12/12/07  
Telecommunications Resources in the Library 2/28/08  
performance Based Curriculum Design, 03/26/08  
Searching the Online Catalogue, 2/14/08  
Markey Peirre Foundation/Senate, 11/29/08  
SIS Training, 12/5/08  
Nest Step Coaching, 11/07  
BPCC Intercollegiate Debate Tournament 2/10/08  
"I Am the Strand" Documentary Project Star Winners  
Check Presentation for Telecommunications Foundation  
Tribute to Eddy Shell Production  
CyberInnovation Center Community Forum  
Shreveport-Bossier Community Forum  
CyberInnovation Center Community Forum, Times 4/29/08  
Cyberspace Innovations Center Groundbreaking Ceremony Production, 1/21/08  
Christus Schumpert Children's Classic,  
TV Production of "COFFEEBREAK" 100+ segments  
TV Production of "This Is BPCC" 25+ segments  
Houston International Film Festival  
SB Magazine Theater Judge  
Cyber Innovations  
Groundbreaking  
Denise Chambers  
Camtasia Studio Training-Advanced  
SoftChalk Training  
Team Building Workshop  
Set Etiquette Workshop  
Campus-Wide Student Success Workshop  
Strategies for Success Training Library Workshop  
Financial Forms Training  
KTBS WebPage Training  
SKILLS USA DTV Program  
LCTCS Leadership Conference Premiere of "Mr. Brooks"  
Bossier Chamber of Commerce Business Builders  
Shreveport-Bossier Community Renewal  
Air Force Cyberspace Symposium BPCC & LTC Region 7 Workforce
BPCC's "Call Program" Workshop  Planning Workshop  Governor Jindal's Addresses at BPCC
Next Step Coaching  Mayor's Commission for Women of Bossier City  Louisiana Works Job Fair
Google Radio System Training  BPCC Job Fair  BPCC Job Fair
Portfolio Workshop  NW Louisiana Veterans' Job Fair  EBiz South

Bill Bruce
Explore Your Library Website  Louisiana Film Industry Guide
KTBS Channel 3 WebPage Training  Tribute for Eddy Shell
Financial Forms Training Class  The Piattigorsky Foundation, Richard Dowling, piano
Staff Development "Call Program"  Veterans Day Convocation
"Look Who's Coming to BPCC"  BPCC Graduations
"Student Success is Everyone's Responsibility"  Miss. BPCC
Telecommunications Resources in the Library  BPCC Christmas Program
Performance Based Curriculum Design  BPCC BasketBall
Staff Development "Team Building"  Bossier City's Victorian Christmas
FCC Digital Television Deputy Program  Mary Cane Portrait
Google (Scott Studios) Radio Familiarization  Presentation

Louis Williams
BPCC's Lions Club, VP  Shreveport-Bossier Convention & Tourist Bureau Travel Talk
Technology Fee Committee Member  Bill Bruce Explore Your Library Website
Hospitality Committee Member  KTBS Channel 3 WebPage Training
Telecommunications Scholarship  Financial Forms Training Class
Committee Member  Staff Development "Call Program"
Blackboard Training  "Look Who's Coming to BPCC"
Camtasia Training  Staff Senate Development Workshops
SoftChalk Training  Bossier City Fire Department "Fire Prevention Week"
"QEP Kick-off"  Houston International Film Festival
"Look Who's Coming to BPCC"  Film Meet-up Group
Staff Senate Development Workshops  5K Run/Walk

Louis Williams
BPCC's Lions Club, VP  Louisiana Film Industry Guide
Technology Fee Committee Member  Tribute for Eddy Shell
Hospitality Committee Member  The Piattigorsky Foundation, Richard Dowling, piano
Telecommunications Scholarship  Veterans Day Convocation
Committee Member  BPCC Graduations
Blackboard Training  Miss. BPCC
Camtasia Training  BPCC Christmas Program
SoftChalk Training  BPCC BasketBall
"QEP Kick-off"  Bossier City's Victorian Christmas
"Look Who's Coming to BPCC"  Mary Cane Portrait
Staff Senate Development Workshops  Presentation

SIGNIFICANT CONTRACTS OR GRANTS:

Board of Regents Grants:
  Teaching Students to be Avid Editors
  Advanced Computer Technology

Technology Grants:
  Ease Jr. Audio Design software
  Scott Studios Radio Systems
  Graphic Generator for Radio System
  Motorola CP-200 Two-Way Hand-Held Radios

Check Presentation for Telecommunications Foundation

ACADEMIC PROGRAM REVIEW

No academic programs within the Telecommunications Division were scheduled for review during the 2007-2008 academic year.

STRATEGIC PLANNING

Department Measurable Strategy:
Seek opportunities for professional growth and development for faculty and staff.

  Performance Indicators:
  Provide two professional growth opportunities for faculty and staff.

  Assessment Results:
  For faculty and staff attended numerous professional growth seminars and workshops throughout the year.

  Changes Based on Assessment Outcomes:
  There are no changes necessary

  Strategy(ies) for the Future:
  Faculty and staff will be encouraged to attend a minimum of two professional growth opportunities per year.

Department Measurable Strategy:
Implement pod casting of a selected Telecommunications course.
Performance Indicators:
1. Evaluate number of students enrolled in this course.

2. Evaluate number of students who successfully complete this course.

Assessment Results:
1. For fall 2007 29 students enrolled in Tlcm. 257. For spring 2008 28 students enrolled in Tlcm. 102.

2. 85% of the students who enrolled in these courses successfully completed these courses.

Changes Based on Assessment Outcomes:
There are no changes necessary

Strategy(ies) for the Future:
The Division will offer courses through podcasting each fall and spring semester.

Department Measurable Strategy:
The Telecommunications Division will promote the effectiveness of the College by recruiting new students and retaining existing students.

Performance Indicators:
The Telecommunications Division will document prospective students who indicate interest in the curriculum and follow up with effective recruiting techniques and increased interaction. Current students will be encouraged to become more actively involved in the academic activities of the division.

Assessment Results:
The Division conducted tours daily for prospective students, business, and organizations.

Changes Based on Assessment Outcomes:
Our goal is to increase participation.

Strategy(ies) for the Future:
The Division will provide increased opportunities for prospective students, businesses and organizations to be informed of the curriculum and to be actively recruited.

Department Measurable Strategy:
Implement course learning outcome assessments as a component of instruction

Performance Indicators:
Document student success as measured by course learning outcome assessments

Assessment Results:
Learning outcomes for Divisional courses were assessed and determined acceptable.

Changes Based on Assessment Outcomes:
No changes are anticipated.

Strategy(ies) for the Future:
In August 2008, faculty will meet with the division chair and begin thorough evaluation of program outcomes and related course learning outcomes.

**Department Measurable Strategy:**
Utilize outcomes of program assessments to improve student enrollment, retention, and learning

**Performance Indicators:**
Document and analyze student success as measured by the program learning outcome assessments

**Assessment Results:**
The Division implemented course learning outcome assessments as a component of instruction for all Telecommunications courses offered during the 2007-08 academic year.

**Changes Based on Assessment Outcomes:**
No changes are anticipated based on 2007-08 assessment outcomes.

**Strategy(ies) for the Future:**
The Telecommunications Division will continue to implement course learning outcome assessments as a component for all Telecommunications courses.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
The Division of Telecommunications has experienced a "red letter" year! We have increased our course offerings by adding an additional concentration in Fine Art Photography. We have added a guitar pull to enhance songwriting in the area and to enhance the Business of Music program. We have been extremely active in business, political, and educational agencies. The Division has produced programming to support the St. Jude Telethon, The Cristus Schumpert Children's Hospital, and Barksdale AFB. We regularly produce Bossier City Council. We have increased our enrollment significantly by newspaper articles, TV news coverage, radio coverage, and face to face tours. We have expanded our recruitment program. We have maintained a high level of visibility in the community through our activities. We maintained high visibility at the Red River Revel as a division. We have produced a full-length film and a documentary. We have received awards for our productions and awarded international recognition. The students produce 110 live television shows a month (1,100 annually) which air to over 23,00 homes locally. The division has expanded distribution of programming to numerous sources locally, nationally, and internationally. KTBS publishes significant programming for the college on its website for which we have submission rights. ITunes University publishes podcasts, music, video, digital photos, etc. to international websites for downloading. We have won two first place (gold) awards for our full-length feature film "Ray of Sunshine." We have worked with several universities in the surrounding area to assist in an articulation agreement with the BPCC program.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
Enter additional Film Festivals
Produce More Documentaries
Expand ITunesU programming
Expand KTBS website programming
Produce more Podcasts of classes
Viciously attack fundraising efforts to support the Telecommunications Program
Expand Learning Outcomes learning outcomes.
To coordinate the suggestions of the Telecommunications Division advisory board.
To enhance the Telecommunications Division recruitment procedures
To expand the Telecommunications Division web pages.
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

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 in electronic learning. The implementation of new technologies and strategies for improving upon and strengthening the College’s Electronic Learning Program played an important role in the increase of our enrollment in online and compressed video course delivery. During the 2007 – 2008 academic year, the student enrollment in online courses numbered 5,169. This was considerably higher than the previous 2006 – 2007 academic year with an enrollment of 4,675. Students enrolled in courses/programs delivered via compressed video technology numbered 195. Six new online courses were offered and delivered during the 2007 – 2008 academic semesters from the Business and Computer Information Systems Division and the Liberal Arts Division. One new hybrid course was delivered through the Division of Behavioral and Social Sciences. Compressed Video Technology made a big return to success during the academic year with the delivery of Gen. Ed. courses to the LTC Campuses in Minden, Natchitoches, and Shreveport, Respiratory Therapy courses to the LCRP (Learning Center for Rapides Parish) in Alexandria and to a remote site in Monroe, and courses for dual enrollment to Green Oaks High School and the Caddo Career and Technology Center in Shreveport, LA.

In the Division, under the leadership of the Director, Assistant Director, and our Instructional Technology Specialists, we have implemented new training and professional growth opportunities for faculty and staff in the utilization of technologies, continued our improvements and additions to our Educational Technology webpage (http://www.bpcc.edu/edtech/ex.htm), provided technical support and training to our CALL (Continuum For All Louisiana Learners) Fast-Track Online
Program, made improvements to the online “Blackboard Student Orientation” for online learning, continued our work with “Quality Matters” to insure that our online courses meet the standards of the national “Quality Matters” Course Design Review Process and “Best Practices” developed by the SREB (Southern Regional Education Board), designed and launched a new portal for our Blackboard Course Management System, developed and designed a new online version of our Blackboard Training for faculty which is a work in progress, developed and launched a new “course design template” for faculty to utilize when designing courses for online delivery, purchased additional equipment and software to aid faculty in the development and design of their online courses, and continued our efforts to aid and support our students engaged in electronic learning and improve the quality of support offered to our faculty and staff.

In spring 2007, the Division created an online version of the student orientation for online learning. Nine-hundred and fifty-one students participated in the online version of Blackboard Orientation, and 161 students participated in the 37 face-to-face sessions offered by the Division during the 2007 – 2008 academic year. Our staff clocked a total of 111 hours of face-to-face training and support time with students, and responded to 1,169 calls and emails from students seeking help with their online courses and or technical support. Our overall Blackboard usage for the academic year was 10,707. This was an increase from the previous 2006 - 2007 academic year of 10,516 users of Blackboard.

Our Division conducted 46 professional growth training sessions and clocked 104.5 hours of training for faculty and staff between summer 2007 and spring 2008. A total of 215 BPCC faculty and staff attended professional development trainings provided to them by the Division of Educational Technology. Our Division also provided Blackboard Training to 5 technical and community college campuses within the LCTCS. The Division continued their work with “Quality Matters” by incorporating the QM Standards within our training for faculty. Two of the College’s online instructors agreed to have their online courses (CIS 105 & SLGY 202) reviewed by a national QM Review Team. After undergoing this very rigorous review procedure, the information learned will enable our additional online faculty to improve upon their course design for the online environment. The CIS 105 online course (after making some revisions) met the standards for “Quality Matters” and is now advertised on their website as a QM online course. Sociology 202 will also make some course design revisions in order the meet QM Standards.

The staff of the Educational Technology Division attended, participated in, as well as presented at various statewide and international conferences and workshops on E-Learning initiatives, issues, and new developments in course technologies. Kathleen Gay, Director and Division Chair for Educational Technology, made presentations on E-Learning and Quality Matters at the 2007 19th Annual WCET Conference in Atlanta, Georgia, the 2008 E-Learning Conference in St. Petersburg, Florida, and to the 2008 Louisiana Community and Technical College System’s 6th Annual Conference and Leadership Development Day. The Director continued her efforts in networking with state and local contracts towards developing partnerships in E-Learning, participated in numerous statewide E-Learning committees and action teams, served as the E-Learning Coordinator for BPCC and as an advisor for the system-wide E-Learning Coordinators, and helped to promote “Best Practices” in electronic learning by chairing and serving on numerous Board of Regents and LCTCS committees such as the Council of E-Learning Practitioners (CEP), LONI Academic
Agenda Action Team, the Steering Committee for the Louisiana Distance Learning Association, and the LCTCS “Quality Assurance” Team for the purpose of ensuring the design, development, and delivery of quality online courses. Ms. Gay was selected by the Board of Regents to serve as one of four regional trainers in Louisiana for “Quality Matters” in Postsecondary Education. She served on two national QM Peer Review Teams, served on the LCRP (Learning Center for Rapides Parish) Advisory Council, and was instrumental in helping with the development of the College’s Portfolio Assessment Policy for the CALL Fast-Track Accelerated Online Degree Program. The Director also served as a "course design" consultant for the College's CALL Program and participated in numerous "CALL Fast-Track Teacher Exchange" meetings.

Charles Cameron, Assistant Director of Educational Technology, designed and presented numerous professional growth training opportunities to the faculty and staff at the College. Training sessions in the utilization of multi-media software such as CAMTASIA, PowerPoint, and SoftChalk, allowed instructors to create interactive activities for their online and web-enhanced courses. Mr. Cameron also extended these training sessions beyond the walls of our College, offering his expertise in the utilization of various multi-media tools to the LTC Campuses located in Baton Rouge, Monroe, and New Iberia. Charles was instrumental in the re-design of our Blackboard training for faculty and staff, that includes an online course design template designed to meet all the key “Quality Matters” Standards. This new Blackboard online training will be introduced to faculty fall 2008. Mr. Cameron conducted numerous face-to-face orientations for our online students during the 2007-2008 academic year, designed a “push card” for the purpose of advertising the services offered by the Division of Educational Technology, created numerous course banners for our online instructors, and helped facilitate our new “Brown Bag” E-Learning Conversations Series for online faculty for the purpose of discussing various topics on “Best Practices” in designing and delivering electronic courses. Charles also attend numerous Board of Regents CEP (Council of E-Learning Practitioners) meetings as well as E-Learning Coordinators' meetings for the LCTCS.

Gary Ware, Instructional Technology Specialist and Systems Administrator for Blackboard, has been actively involved in implementing many of the changes and improvements to the Division's overall services and support that we provide to faculty/staff and students. Gary has clocked more than 5000 service hours in maintaining the College's Blackboard Course Management System, and devoted numerous hours in providing technical assistance to our students, faculty/staff. Over and above his routine duties performed in our division, Mr. Ware has successfully worked towards moving our Blackboard Course Management System to the next level, thereby providing our faculty with new technology features in which to build their course designs and delivery for online teaching as well as traditional face-to-face classroom environments. He is responsible for co-designing our new course design template for the online version of Blackboard Course Management Training, as well as assisting with the training and giving support to the numerous professional growth opportunities that the Division offers faculty and staff. In an effort to stay abreast on the administrative duties performed by Systems Administrators for Blackboard, Mr. Ware participated in an 8-week online certification program for our Blackboard Learning System. Gary is now a GUI Administrator for Blackboard Enterprise Release 7.0, and Application Pack 3. He attended several professional growth workshops provided by the College and served on the Student Retention Standing College Committee for the 2007-2008 academic year.
Jennifer Legaux-Ybarra, Administrative Assistant III for the Division, continued to be instrumental in providing assistance and support for all our E-Learning initiatives, and providing technical support for BPCC’s students, faculty, and staff. She assisted in the design and development of our new portal page for Blackboard, facilitated our classes delivered via compressed video technology, maintained our technical support and SREC (Southern Regional Electronic Campus) database entries, designed and reproduced our Division’s newsletters, information bulletins, and training materials, maintained our Division’s webpage, served on the CALL Inquiry Response Team and the BPCC Faculty/Staff Development Committee, as well as participating in numerous professional growth seminars and trainings for classified staff such as the "Writing and Publishing Your Work" seminar and the BPCCC 1st and QEP (Quality Enhancement Plan) meeting. Ms. Legaux-Ybarra is currently pursuing an Associate of Applied Science in Web Development and Design from the College which allows her to utilize the skills she learns in her coursework within our Division.

The College’s outreach to students via electronic technology continues to grow and thrive each academic semester. Retention rates in electronic learning have remained favorable since the inception of our E-Learning Program ten years ago. The 14th day enrollment in online courses for the summer 2007 semester reached 1,274, with a final enrollment of 1,092. This was an 86% retention rate for the summer semester. In the fall 2007 semester, our 14th day enrollment climbed to 2,448, with a final enrollment of 1,933 giving the College a 79% retention rate for fall. This slight drop in retention was possibly related to the economy as well as the demands of work and family obligations that many of our online students face. During the spring 2008 semester, the 14th day enrollment reached an even higher figure at 2,547, with an end enrollment of 2,144. This put the College’s retention rate in electronic learning back up to an 84%. The overall retention rate in electronic learning for the 2007 – 2008 academic semesters was 82%. The average retention rate in our courses delivered via compressed video technology for the academic year was 94%.

The College has increased its outreach to students via electronic learning across 14 states, and 31 parishes in the state of Louisiana. We continue to meet the educational needs of many of our armed forces as well as the non-traditional students enrolled in our CALL Fast-Track Accelerated Online Programs. The College is experiencing growth in dual enrollment with high school students taking college course work through electronic technology, as well as meeting the general education requirements of many of our technical college campuses within the LCTCS (Louisiana Community and Technical College System.)

ADVANCED DEGREES OR CERTIFICATIONS:

Kathleen Gay, Director of Educational Technology
Certification as a "Quality Matters" Trainer and Peer Reviewer

Charles Cameron, Assistant Director of Educational Technology
Certification as a "Quality Matters" Peer Reviewer

Gary Ware, Instructional Technology Specialist
Certification as a GUI Administrator for Blackboard Learning System
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Kathleen Gay, Director of Educational Technology
- Appointed by the Louisiana Board of Regents as a regional QM (Quality Matters) Trainer
- "Who's Who" Among Executive and Professional Women Educators
- Empire's "Who's Who"
- Member of the Louisiana Board of Regents MERLOT Workforce Development Committee
- Member of the Louisiana Board of Regents UDL (Universal Design for Learning) Committee
- Member of the Louisiana Board of Regents LONI (Louisiana Optical Network Initiative)

Academic Committee
- LCTCS Statewide E-Learning Coordinator for Bossier Parish Community College
- Member of the Louisiana Board of Regents Council of E-Learning Practitioners

Jennifer Legaux-Yabarra, Administrative Assistant III
- Member of IAAP (International Association of Administrative Professionals)
- Member of BPCC's Sigma Kappa Delta Honor Society

Gary Ware, Instructional Technology Specialist
- GUI Certified Administrator Blackboard Course Management System

PROFESSIONAL DEVELOPMENT

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<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>Kathleen Gay</td>
<td>Blackboard User Training</td>
<td>LA Tech e-Learning Symposium</td>
<td>Presentation at the 19th Annual WCET 2007 Conference</td>
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<td>&quot;Utilizing Discussion Board Effectively In An Online Environment&quot;</td>
<td>Lecture Series</td>
<td>Presentation to BPCC Faculty</td>
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<td>&quot;Protecting the Integrity of Online Exams&quot;</td>
<td>Louisiana Immersive Technologies</td>
<td>&quot;Advising Online Students&quot; fall 2007</td>
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<td>Blackboard Student Orientation Seminars</td>
<td>Louisiana Board of Regents &quot;Quality Matters&quot; Peer Review Training</td>
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<td></td>
<td>&quot;Quality Matters&quot; - How To Ace Your Online Course Evaluation</td>
<td>LCTCS &quot;Maximizing the Number of Adult Students and Veterans</td>
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<td>Louisiana Board of Regents SELECT Grant Writing Workshop</td>
<td>Attending College in LA&quot; Workshop</td>
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<td>&quot;CALL Fast-Track Orientation Day Workshop&quot;</td>
<td>19th Annual WCET Conference</td>
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<td>LCTCS &quot;Maximizing the Number of Adult Students and Veterans&quot;</td>
<td>Louisiana Board of Regents 2008 Innovations Showcase Conference</td>
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<td>CALL Fast-Track Orientation Day Workshop</td>
<td>CALL Fast-Track Marketing</td>
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<td>CALL Fast-Track Marketing Exchange Workshop</td>
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<td>Jennifer Legaux-Yabarra</td>
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<td>Gary Ware</td>
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"Next Step Coaching" Training
"CALL Faculty Training"
SoftChalk Webinars
Introduction to MERLOT Webinar
"The ROI of Online Distance Learning Technology" Webinar
"MOODLE" Webinars
"Connect Ed" Webinars
"Performance Based Curriculum Design" Workshop
"Staff Development Opportunity on Teambuilding"
"New Faculty Orientation" Workshop
BPCC "SIS" Training
BPCC "Faculty Portfolio Assessment" Training
BPCC "Live Help" Training

Charles Cameron
CAMTASIA Basic and Advanced Training Workshops
SoftChalk "Lesson Builder" Training Workshops
Blackboard Training Workshops
PowerPoint Basic and Advanced Training Workshops
"Brown Bag" Conversations Series on "Best Practices" in e-Learning Videoconferencing Training Seminars
Faculty and Staff Development
"Campus Wide Success Workshop"
Professional Development "Student Success Is Everyone’s Responsibility"
BPCC's CALL Inquiry Response Training
BPCC 1st and QEP Meeting
BPCC "Live Help" Training

Jennifer Legaux
CALL Inquiry Response Training
BPCC 1st and QEP Training
BPCC Human Resource's Time Input Training
"Writing and Publishing Your Work" Seminar
"The Secrets Behind Facebook and Myspace.com" Seminar
BPCC "Live Help" Training

Gary Ware
Blackboard User Training
BPCC 1st and QEP Meeting
"The Secrets Behind Facebook and Myspace.com" Seminar
"Brown Bag" Conversations Series on "Best Practices" in e-Learning
BPCC "Live Help" Training

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SIGNIFICANT CONTRACTS OR GRANTS:

State of Louisiana and Board of Regents Contract Funding for Video Conferencing Telecommunications Services
FY 2007-2008
$8,100

Louisiana Board of Regents Funding for "Quality Matters" Statewide Initiative
FY 2007-2008
$25,000

STRATEGIC PLANNING

Department Measurable Strategy:
Increase the quality of online courses and academic programs offered

   Performance Indicators:
   1. Number of new courses successfully offered by the academic divisions as indicated in the fall/spring academic bulletins.

   2. Documentation of courses reviewed; number of trainings offered.

Assessment Results:
1. Six new online courses were offered and delivered during the 2007-2008 academic year as indicated by the academic bulletins. This made a total of 17 new online courses between 2005 and 2008.

2. During the 2007-2008 academic year, all online courses within the CALL Fast-Track Program were reviewed several times utilizing the QM Standards for quality assurance. All online courses delivered during the regular 16-week semesters are reviewed for quality assurance by the Division Chairs and the Director of Educational Technology. Documentation of evaluations are kept in Division Chairs and Director of Educational Technology offices.

   The Division conducted 46 training sessions and clocked over 104.5 hours of training for faculty/staff between summer 2007 and spring 2008. Documentation of training is kept in the office of the Director.

Changes Based on Assessment Outcomes:
1. BPCC will want to continue to increase the number of courses and academic programs offered online by 10% over the next three semesters. The Division will continue to train faculty in course design for the online environment.

2. The Division will continue utilizing the QM Standards for quality assurance in online course design and delivery. New training will be developed to address QM Standards within our existing training on the Blackboard CMS.
Department Measurable Strategy:
Improve training efforts in the utilization and application of e-learning technologies.

Performance Indicators:
Document participation of students in online and on-site orientation training sessions.
Document participation of faculty/staff in training and professional growth sessions on the utilization and application of innovative technologies. Distribute a monthly newsletter and the posting of support resources for faculty/staff on our Course Management System.

Assessment Results:
1. During the 2007-2008 academic year, 951 students participated in the online version of student orientation training and 161 students attended the 37 onsite sessions provided by the Division. Our staff clocked 111 hours of face-to-face training and support time with students, and responded to 1169 calls and emails from students seeking help with their online courses and or technical assistance. Records of these assessment results are kept in the office of the Director.
2. Our Division conducted 46 professional growth training sessions for faculty and staff, and clocked 104.5 hours of training time during the 2007-2008 academic year. A total of 215 faculty/staff attended professional development trainings. We also provided over 10 hours of training to five technical an community college campuses within the LCTCS.

Changes Based on Assessment Outcomes:
1. It is evident from the assessment results that students prefer the online version of orientation to the onsite version. Starting in the spring 2009 academic semester, the number of onsite sessions offered by the Division will be limited, and the online version will be marketed more.
2. We will continue to offer professional growth opportunities for faculty/staff at times that are flexible and convenient, and offer training opportunities on the latest innovative technologies. Documentation of these trainings will be kept in the office of the Director. We will continue distributing our Educational Technology Newsletter and our new "tip sheet" for best practices in course design and delivery.

Department Measurable Strategy:
Provide for at least 2 professional development opportunities per academic year for the Division of Educational Technology.

Performance Indicators:
Participation and evaluation records of professional growth seminars attended by Educational Technology Staff.

Assessment Results:
1. As result of the Performance Indicator, participation in professional growth seminars and workshops attended by the Educational Technology Staff numbered 36 for the 2007-2008 academic year. Attendance and participation is documented through sign-in sheets and or certificates/conference programs, as well as portfolio documentation kept in the office of the Director.

Changes Based on Assessment Outcomes:
1. Changes made in regards to professional growth opportunities attended by our Division would...
be to make sure that the information learned at professional growth workshops and seminars is shared with faculty/staff and utilized in the development of future training sessions in E-Learning for BPCC faculty/staff.

**Department Measurable Strategy:**
Utilize the assessments and evaluations of the Division's services to BPCC faculty/staff and students in order to improve upon those services and to aid in the future planning process of the Division.

**Performance Indicators:**
Results from the "Student Support Surveys," the evaluation results of online courses, the Faculty/Staff Support Surveys, and the Professional Growth Evaluation Forms submitted by faculty/staff.

**Assessment Results:**
1. As a result of the Performance Indicators, the support surveys and evaluations of training and student orientations to electronic courses reflect that support and training are valuable and needed. All evaluations and survey results are kept in the office of the Director.
2. As a result of the Educational Technology Support Surveys sent to students, the response time in effectively assisting our students was excellent and the support provided to them was helpful. Evaluation results are housed in the office of the Director.
3. As a result of the Performance Indicators, the number of service calls to our Division were lower this academic year compared to the 2006-2007. The number of service calls to our Division for 2007-2008 numbered 1169, compared to 1341 during the 2006-2007 academic year. Students are becoming more comfortable with the technology as a result of the training and orientations provided to them. Students participating in online and face-to-face orientation sessions numbered 1111 for the 2007-2008 academic year.
3. As a result of the Performance Indicators, the Faculty/Staff Support Surveys indicate that the Division does an excellent job in providing technical support to faculty/staff, and that the Professional Growth Training provided by the Division was helpful in preparing faculty to teach in the online environment. The Division conducted 46 professional growth training sessions and clocked over 104.5 hours of training between summer 2007 and spring 2008. This is documented by sign-in sheets at each training module and the evaluation forms completed by the participants, as well as announcements about training via the College CAMPUS Memo System, College website, and flyers placed in faculty/staff mailboxes. All survey and evaluation results are kept in the office of the Director.

**Changes Based on Assessment Outcomes:**
1. Changes made by our Division in regards to our student support and orientation sessions were based upon survey and evaluation results turned in and the needs of our students and faculty/staff. We continued to extend the dates for face-to-face orientation sessions for students beyond registration times, but because many students preferred to participate in our online version of orientation, the number of face-to-face sessions was limited. The Division is in its fourth semester of offering an online version of orientation, and it is very popular with our students who are enrolled in online courses. We use the results of the self-assessment quiz in the online orientation to improve upon our support services and orientation training for our students.
2. Changes that the Division made based upon faculty/staff survey results on the training and services provided by the Educational Technology Division, were to continue providing additional training that met the needs of the faculty at times that were flexible for them. We extended our Saturday training offers as well as one-on-one training sessions. We implemented our "Brown Bag" Conversation Series whereby faculty were encouraged to discuss with each other "best practices" in online course design and delivery as well as distributing a monthly tip sheet on "best practices" and suggestions for improving upon online course design and delivery.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

The Division continues to improve and refine upon the electronic learning programs offered at the College. E-Learning opportunities are encouraged through collaborative partnerships with other institutions of higher learning within and outside our state. Internal improvements were made within the Division to increase the value of as well as extend the services provided to our students, faculty, and staff. During the 2007-2008 academic year, numerous collaborative partnerships in electronic learning were established to insure that students' academic needs were met across the state of Louisiana and beyond. Among those were: BPCC and the LTC campuses of Minden, Natchitoches, and Shreveport, LA; Rapides Learning Center in Alexandria, LA; DELTA Community College in Monroe, LA; Green Oaks High School in Shreveport, LA; and Caddo Career and Technical Center in Shreveport, LA. The College also entered into a collaborative training partnership with the "Quality Matters" Project of Maryland Online, Inc. Through the efforts of the College's electronic learning program, we delivered online courses to students in 9 states and 20 parishes in the state of Louisiana during the spring 2008 academic semester. There were 199 unduplicated online course sections delivered during the 2007-2008 academic year, and the College increased its new online course offerings by 7 within the academic divisions of Allied Health and Natural Sciences, Behavioral and Social Sciences, Business and Computer Information Systems, and Liberal Arts. BPCC's projected number of unduplicated online course sections for summer 2008 is 56, and for fall 2008, the number is 68.

Plans are underway to launch a new level of the College's Course Management System Blackboard during summer 2008. Blackboard Level Seven will allow instructors to improve upon the quality of their online course(s) design and delivery, as well as provide their students with additional avenues for interacting with the course content and with each other. The acquisition of additional technologies and software programs will allow the Division to improve upon the training opportunities provided to faculty and staff, and to insure that the technical support for electronic learning on our campus meets "Quality Matters" standards and is sufficient enough to meet the needs of our students/faculty/staff. The Division's new online training course for Blackboard users will be put into operation fall 2008. This online version of Blackboard training will allow new faculty to participate in course management system training at times that are more flexible and convenient to their schedules. More than half of the traditional courses taught at the College are web-enhanced, and more than half of our student population are enrolled in at least one online course. With the increased demand for online courses, the Division always strives to keep abreast with the new and innovative technologies on the market that will enhance student learning in the online and web-enhanced environments.
The Division of Educational Technology has experienced continued support for new and innovative E-Learning initiatives on our campus. The Louisiana Board of Regents as well as the Louisiana Community and Technical College System, continue to monetarily support the electronic learning programs across the state, and embrace the development and implementation of new technologies that will improve upon the design and delivery of electronic courses and programs.

The Division trains all of our full-time and adjunct faculty on the utilization of Blackboard and other technologies for the design and delivery of online as well as web-enhanced courses and programs. We also offer numerous other professional growth opportunities throughout the academic year that will assist instructors in their teaching.

In summer 2005, our Division launched our online version of Blackboard Student Orientation. The number of students participating in the online version increases every semester. During summer 2008, 312 new online students participated in the online version of orientation, and 18 students attended our onsite orientation. Online course enrollments made up 51% of the total enrollment for summer 2008, indicating that students want courses delivered in formats that are flexible to their busy schedules. The results of our 2007-2008 technology service surveys sent to students revealed that our Division did an excellent job in providing technical support for our students who utilize the Blackboard Course Management System.

During the spring and summer 2008 academic semesters, the Division will continue to work on our online version of Blackboard training for faculty. The "Quality Matters" Standards will be built-in to the training modules for quality assurance, and the new online version of training will be launched during the fall 2008 semester. Our Division will work towards offering all of our training for faculty online in order to provide our faculty/staff with flexibility in scheduling their professional growth. The technology support satisfaction surveys sent to faculty/staff for the 2007-2008 academic semester disclosed that the Division's technical support for faculty/staff utilizing technologies was exceptionally good and helped contribute to their overall success in utilizing technology for the design and delivery of courses and programs. The BPCC Report Card used to evaluate services received from an office or division on campus, showed that the Division of Educational Technology is doing a good job in providing technical and academic support for our faculty/staff. The results from all of the above mentioned surveys will be used by our Division to improve upon existing services and to implement any new support services required in order for BPCC's E-Learning Program to grow and become more successful. We will also use the survey results to plan for future professional growth opportunities and training offerings.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

1. To increase and improve upon the technological//academic support service personnel in the Division of Educational Technology by adding an Instructional Designer to aid in the development of online and web-enhanced courses and programs.
2. To develop online Blackboard Training Modules that include instructional design and "Quality Matters" Standards.
3. Provide for Quality Matters Peer Reviews of all our online courses.
4. To move towards online formats for all the training opportunities provided for by the Division.
5. To continue to increase the number of online courses and programs offered at the College.
6. To continue our support services for BPCC’s CALL Fast-Track Online Program.
7. To provide support services to the new Cyber Space Academic AS Degree Programs at the College.
8. To continue efforts in establishing collaborative partnerships with public and private institutions for the purpose of delivering academic and technical courses/programs utilizing online and compressed video teaching environments.
9. To continue participation in collaborative efforts between the LCTCS, LA Board of Regents ELC (Electronic Learning Committee), the SREB/SREC, and the Council of E-Learning Practitioners in an effort to provide for the educational needs of all students regardless of geographic location.
Division of Academic Affairs
Institutional Research and Assessment

EMPLOYEE LISTING

Professional, unclassified staff
Staci Phillips, M.S.
Jonnie Young, A.A.S.

Classified staff
Christina Hughes

DIVISION SUMMARY

Ms. Staci Phillips was promoted to Director of Institutional Research and Assessment August 2007. The Office of Institutional Research and Assessment supplied data and analyses to inform decisions made at Bossier Parish Community College. The Office also provided data to the Board of Regents (BoR) and the Louisiana Community and Technical College System; submitted mandatory federal and state reports; oversaw survey administration; completed surveys for outside agencies; compiled data for College departments; provided data and support for grants and the SACS Reaffirmation project; and coordinated the planning and assessment documentation for the College.

Some of the projects and reports generated by the Office include the fall BoR Employee Salary Data System; LaPAS Q4 Performance Progress Report; fall Preliminary 14th Class Day FTE and Headcount Census; 2008-2009 Operational Plan; LaPAS Q1 Performance Progress Report; IPEDS Registration; summer Graduation Exit Survey; IPEDS Fall Collection; 2009-2013 Strategic Plan; SACS 2007 Financial Profile and Indicators Data; Board of Regents Facilities Inventory and Space Utilization Report; SACS Focused Report; SACS Response to the Visiting Committee; ACT/COMPASS score data; TCA's for 2006-2007; fall Non-Credit Enrollment Data; Annual Survey of Colleges; spring Preliminary 14th Class Day FTE and Headcount Census; Title III Enrollment Data; 2007 SACS Institutional Profile; IPEDS Winter Collection; LaPAS Q2 Performance Progress Report; fall Graduation Exit Survey; IPEDS Spring Collection; LCTCS Credit Hour Report; ACT-Student Opinion Survey; LaPAS Q3 Performance Progress Report; spring BoR Employee Salary Data System; spring Graduation Exit Survey; summer Preliminary 7th Class Day FTE and Headcount Census; fall 2007 Retention Report; BPCC Report Card; and Legislative Letters.

The BPCC Annual Report for 2006-2007 was completed and published during the fall 2007 semester. Hard copies of the Annual Report were given to all members of the College's Planning Council. An electronic version was posted to the College's Institutional Research and Assessment
website. During the fall 2007 semester, each unit of the College submitted its strategies for the 2007-2008 academic year. Each strategy was approved by a subcommittee of the Planning Council and the appropriate Vice Chancellor. The Office collected this information in an ACCESS database and published the results electronically on the web. During May and June, the Office coordinated the collection of information for the 2007-2008 BPCC Annual Report by offering two trainings, and assisting all areas of the College.

The Office coordinated the administration of the ACT Student Opinion Survey during March 2008. The survey was administered in seventy-four classes with a target population of 1,603 students. There were 944 surveys completed. Results from the survey were received in May 2008 and reports were created and posted to the College's Institutional Research and Assessment website, along with being sent to individual units across the campus.

The Office coordinated the Data Team that supports the BPCC 1st Lumina Foundation Grant and the SACS Quality Enhancement Plan. 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 preparation of the final proposals. Ms. Phillips gave three presentations on the data collection. The Office is in the process of designing a data scorecard to aid in the collection and organization of data needed to support these two projects.

The Office administered and tabulated the BPCC Report Card with 209 of 380 employees returning forms that evaluated services provided by twenty-seven College divisions. Fourteen surveys were developed for various departments of the College, including the Library, Center for Learning Assistance, Workforce Development, Admissions, Technology Resource Center, Advising Center, and Human Resources. Over twenty-five data requests were compiled for the College, including requests made by the Grants Office, Community Education, Administration, Liberal Arts, Allied Health, Library, Human Resources, Center for Learning Assistance, Behavioral Science and Admissions. In addition, there were over thirty data requests completed for the Lumina BPCC 1st Project and SACS Quality Enhancement Plan. The Office kept electronic minutes for all the College's and SACS committees.

The Office was completely engaged with completing the SACS-COC Focused Report, Quality Enhancement Plan, and Response to the Visiting Committee Report. Ms. Phillips assisted each person on the Compliance Certification Chair team in making sure that hyperlinks were correctly done in documents, preparing and presenting the QEP PowerPoint to the visiting committee, and serving on the committee that formed responses to the visiting team. Jonnie Young did a fantastic job updating the SACS website and serving as the technology contact for the visiting committee. Christina Hughes was instrumental in creating all hard copies of the Compliance Audit and ensuring that they were packaged, and delivered to the appropriate SACS members and On-Site team. All members of the committee worked with Committee Chairs to assist in writing, reviewing, and revising sections to assure that the various reports were completed.

In June 2007, the Office mailed the completed Focused Report and Quality Enhancement Plan packets to Dr. Cheryl Cardell and members of the On-Site Review team. The reports were also posted to the BPCC webpage. In September 2007, the SACS-COC On-Site visiting committee was
on campus for three days. During this time the Office was fully involved in preparing for the visit, attending meetings, and providing support as needed. In March 2008 the Office mailed the Response to the Visiting Committee Report to SACS-COC members.

Jonnie Young is developing databases to collect learning outcomes data for programs and for general education competencies. The entire Office strives to make continuous improvements in the Institutional Effectiveness measures of the College.

The Office scored an overall 3.47 on the 2008 BPCC Report Card. This compares with a 3.38 score in 2007. One hundred-eleven employees evaluated the Office this year, compared to 106 last year. The College as a whole scored a 3.20 compared with a 3.10 overall average in 2007.

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<tr>
<td></td>
<td>Honors Program Committee – June 19, 2007</td>
<td>SACC Conference, Atlanta Georgia, July 7 – 11, 2007</td>
<td>Focus Groups as Tools to Increase Student Success – Achieving the Dream Institute, February 7, 2008</td>
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<td>Lumina BPCC 1st Meetings – August 22, October 9, November 7, December 6, 2007, January 29, February 27-28, and May 12, 2008</td>
<td>SACS-COC Summer Institute, Louisville, KY, July 22 – 25, 2007</td>
<td>Focus Group Training, April 14, 2008</td>
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<td>BPCC Foundation Awards</td>
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<td>Ceremony – September 18, 2007</td>
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<td>Financial Forms Training – September 18, 2007</td>
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<td>Web Conference on “TracDat” software – December 4, 2007</td>
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<td>Strategic Planning Meeting – November 1, 2007</td>
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<td>SGA Meeting</td>
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<td>Ms. BPCC Pageant</td>
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<td>BPCC Job Fair</td>
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<td>Christmas Committee</td>
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<td>A Tribute to Dr. Eddy Shell</td>
<td>May 1, 2008</td>
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<td>Spring Graduation</td>
<td>May 8, 2008</td>
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<td>End of Year Luncheon</td>
<td>May 9, 2008</td>
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<tr>
<td>Jonnie Young</td>
<td>SACS Meetings - June 22, June 29, July 17, July 20, and September 18, 2007</td>
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<td>Summer Graduation - August 2, 2007</td>
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<td>&quot;BPCC 1st &amp; QEP Kickoff&quot; meeting - September 6, 2007</td>
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<td>&quot;Next Step Coaching:” A Driver Safety Course - September 11, 2007</td>
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<td>&quot;BPCC’s Call Program” staff development - September 12, 2007</td>
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<td>Financial Forms Training Class - September 18, 2007</td>
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<td>SACS On-site Visit - September 25-27, 2007</td>
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<td></td>
<td>“Introducing BPCC Foundation” staff development - November 29, 2007</td>
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<td>Graduation Committee Meeting attended: August 13, December 3, 2007, January 7, and April 10, 2008</td>
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<td>Fall Graduation - December 17, 2007</td>
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<td>Risk Safety Management Meeting - January 7, 2008</td>
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<td>Web for Employees SCT Plus Training - February 18, 2008</td>
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<td>“Teambuilding with Bob Boykin” staff development - March 27, 2008</td>
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<td>Planning Council Meeting - April 24, 2008</td>
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<td>Spring Graduation - May 8, 2008</td>
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<td>Christina Hughes</td>
<td>Safety Meeting - August 2007</td>
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<td>BPCC 1st and QEP Kick-Off Meeting - September 6, 2007</td>
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<td>Financial Forms Training - September 18, 2007</td>
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<td>Christmas Committee - October 20, 2007</td>
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<td>BPCC Foundation, INC - November 29, 2007</td>
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<td>Food Drive to Benefit the NW Louisiana Food Bank - December, 2007</td>
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<td>LCTCS Conference Day, Baton Rouge, LA</td>
<td>August 11-13, 2007</td>
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<td>Strategies for Success Training</td>
<td>July 18-19, 2007</td>
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<td>Annual Report Training</td>
<td>April 22 -23, 2008</td>
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STRATEGIC PLANNING

Department Measurable Strategy:
Increase use of technology in planning and assessment

Performance Indicators:
1. Strategies for Success and Annual Report will be collected and reported utilizing a database.
2. The electronic factbook will be updated.
3. General Education Competencies and Program Learning Outcomes databases will be developed.

Assessment Results:
1. Strategies for Success and the Annual Report were collected and reported using an electronic database and linked to on the BPCC website.
2. The electronic factbook was updated to include fall 2007 data.
3. General Education Competencies and Program Learning Outcomes data bases are still in the process of being developed.

Changes Based on Assessment Outcomes:
1. Strategies for Success and Annual Report databases will be modified as needed.
2. Additional data will be added to the Factbook as requested.
3. General Education Competencies and Program Learning Outcomes databases will be developed and updated.

Strategy(ies) for the Future:
1. Strategies for Success and Annual Report will continue to be collected and reported utilizing a database.
2. The electronic factbook will be updated.
3. General Education Competencies and Program Learning Outcomes databases will be developed.

Department Measurable Strategy:
Provide data to units of the College to enhance institutional effectiveness

Performance Indicators:
1. Produce student graduation and retention reports for the fall 2007 and spring 2007 semesters.

Assessment Results:
1. Student graduation reports for summer 2007 and fall 2007 have been completed. The reports for spring 2008 are being compiled. Retention reports for fall 2007 and spring 2008 are being
2. Strategies for Success 2007 - 2008 was compiled. The 2006 - 2007 Annual Report was published and information for the 2007-2008 Annual Report is now being collected.

**Changes Based on Assessment Outcomes:**
No changes will be made. The Office will continue to produce these reports.

**Strategy(ies) for the Future:**
1. Produce student graduation and retention reports for the fall 2008 and spring 2009 semesters.

**Department Measurable Strategy:**
Demonstrate accountability of Bossier Parish Community College through federal and state reports

**Performance Indicators:**
1. Submit Integrated Postsecondary Education Data System (IPEDS) reports.
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. All IPEDS reports submitted on time in the fall, winter, and spring.
2. All Board of Regents reports and requests submitted on time.
3. All four quarters of LaPAS reports submitted on time.

**Changes Based on Assessment Outcomes:**
No changes made. The Office will continue to produce these reports before the due dates.

**Strategy(ies) for the Future:**
1. Submit Integrated Postsecondary Education Data System (IPEDS) reports.
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:**
Support BPCC’s Quality Enhancement Plan

**Performance Indicators:**
Collection of data for assessment measures

**Assessment Results:**
In the process of collecting data needed to support the QEP for the first year of pilots and implementation.

**Changes Based on Assessment Outcomes:**
The Office will continue to support the QEP and will create a data scorecard to organize and report assessment measures.

**Strategy(ies) for the Future:**
2. Create data scorecard to aid in the collection and organization of data for the QEP.

**Department Measurable Strategy:**
Participate in professional development opportunities

**Performance Indicators:**
1. Present at least one strategic planning and evaluation training event for staff.
2. Present at least one "BPCC data" informational session for faculty and staff.
3. Numbers and types of BPCC professional development events attended.
4. Names of national, regional, and state professional development events attended.

**Assessment Results:**
2. Presented data collected for Lumina BPCC 1st project and SACS-QEP on September 6, 2007.
3. Thirty-six different Professional Development Opportunities were attended by office staff.
4. Director attended the SACCER Conference, SACS-COC Summer Institute, LCTCS Leadership Development Institute, Achieving the Dream Strategy Institute, LCTCS Conference Day, and IMPACT Leadership Conference

**Changes Based on Assessment Outcomes:**
No changes needed. The office will continue to participate in professional development.

**Strategy(ies) for the Future:**
1. Present at least one strategic planning and evaluation training event for staff.
2. Present at least one "BPCC data" informational session for faculty and staff.
3. Numbers and types of BPCC professional development events attended.

**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, requests, 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 and other databases are being formed to collect Learning Outcomes and General Education Competencies data. Strategies for Success and the BPCC Annual Report were published on the Office of Institutional Research and Assessment... 

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Develop new databases for collecting results for learning outcomes and general education competencies.
Offer workshops on Strategic Planning and Assessment.
Create an Institutional Effectiveness Plan for the College.
Complete all reports before the due date.
Division of Business Affairs and Economic Development
Division of Business Affairs and Economic Development  
Vice Chancellor for Business Affairs and Economic Development

EMPLOYEE LISTING

Professional, unclassified staff

Tom Williams, M.Ed.

Classified staff

Carliss L. Pierce, A.D.

DIVISION SUMMARY

The Vice Chancellor for Business Affairs and Economic Development is responsible for the supervision of nine (9) divisions: Human Resources, Computer Services, Comptroller, Physical Plant, Security, Environmental Health and Safety, Purchasing, Continuing Education, and Economic Development.

The Vice Chancellor is responsible for the overall administrative and financial affairs of the College. His attendance at numerous meetings both on and off campus has been vital in obtaining sufficient funding and has insured that the administrative affairs of the College have run smoothly. He is also responsible for the development and advancement of workforce programs for the purpose of training Louisiana's workforce. Within the Continuing Education Division, the Vice Chancellor oversees the wide variety of leisure learning, workplace skills training, continued education, computer applications and many online courses being offered at BPCC. The success of these divisions is evidenced by each individual department's Annual Report.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Tom Williams - Member, Louisiana Board of Regents Master Plan for Adult Education/Workforce Development Committee  
Tom Williams - Member, Louisiana Association of School Executives  
Tom Williams - Member and Membership Coordinator, Council for Advancement and Support of Education  
Tom Williams, Member, APPA: The Association of Higher Education Facilities Officers  
Tom Williams - Member, Campus Facilities, Inc.  
Tom Williams, Member, Louisiana Business Incubator Association  
Carliss L. Pierce - Chair, Sexual Harassment Committee  
Carliss L. Pierce - BPCC Campus Lions Club-Secretary, Board Member, Charter Member
## 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>Tom Williams</td>
<td>CLEP Presentation</td>
<td>Groundbreaking Ceremony - Cyber Innovation Center</td>
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<td>SCT Training of Electronic Timesheets for Unclassified Staff</td>
<td>Annual Cyber Space Symposium</td>
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<td>Regular Meetings of Campus Facilities, Inc.</td>
<td>Monthly LCTCS Meetings</td>
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<td>Scholarship Presentations</td>
<td>House Appropriations Meetings</td>
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<td>Continuing Education and Economic Development Staff Meetings</td>
<td>Monthly Board of Regents Meetings</td>
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<td>Executive Council Meetings</td>
<td>LCTCS Chancellors' meetings on behalf of Chancellor</td>
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<td></td>
<td>Staff Emergency Procedures</td>
<td>Numerous CIC Meetings</td>
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<td>Meetings with the State Legislative Auditors</td>
<td>LCTCS System-wide Alert</td>
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<td>Press Conferences with Governor</td>
<td>Notification Kick-Off</td>
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<td>Bobby Jindal Chief Council Committee Meetings</td>
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<td>Development Meetings</td>
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<td>BPCC 1st and QEP Kick-off Meeting and QEP Information</td>
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<td>Meeting and QEP Informational Meetings</td>
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<td>Monthly Planning Council Meetings</td>
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<tr>
<td>Carliss L. Pierce</td>
<td>Next-Step Coaching Course</td>
<td>Bossier City Chamber of Commerce Women's Luncheon</td>
<td>Chaired the Lions Club meeting in absence of President</td>
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<td>FLSA Training of Electronic Timesheets for Classified Staff</td>
<td>Bossier City Lions Club Meetings</td>
<td>Assisted in preparation, set-up and hosting at the BPCC</td>
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<td>FLSA Training for Comp/Over-Time Reporting</td>
<td>Shreveport-Bossier Quota Club Community Fundraiser</td>
<td>Foundation Donor Appreciation Ceremony</td>
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<td></td>
<td>Scholarship Presentations</td>
<td>Shreveport-Bossier Women's Conference and Athena Award Luncheon</td>
<td>Attended and recorded minutes of the Chancellor's Executive Council meetings in the absence of the Chancellor's Assistant.</td>
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<td>Safety Training</td>
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<td>WIA Youth Day Conference</td>
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<td>Staff Senate Meetings</td>
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<td>Monthly Hospitality Committee</td>
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<td>Meetings and Assisted in preparation of Faculty/Staff Activities</td>
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<td>Sexual Harassment Committee Meetings</td>
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<td>Bi-monthly BPCC Campus Lions Club Meetings</td>
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<td>BPCC Campus Lions Club Fundraisers</td>
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<td>BPCC Healthy @ 40 Workshop</td>
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<td>BPCC 1st and QEP Kick-off Meeting and QEP Information</td>
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<td>Governor Bobby Jindal Press</td>
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<td>BPCC's CALL Program Meeting</td>
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SIGNIFICANT CONTRACTS OR GRANTS:
Submitted by individual programs within this division.

STRAATEGIC PLANNING

Department Measurable Strategy:
Plan and evaluate the fiscal and physical properties of the College.

Performance Indicators:
BPCC Report Card; ACT SOS; Monthly budget statements

Assessment Results:
Fiscal and physical properties are sound.

Changes Based on Assessment Outcomes:
Continue to plan and evaluate the fiscal and physical properties of the College.

Strategy(ies) for the Future:
Plan and evaluate the fiscal and physical properties of the College.

Department Measurable Strategy:
Acquire the property at the south end of the campus.

Performance Indicators:
Document the purchase of the property at the south end of the campus.

Assessment Results:
The property at the south end of the campus has not been purchased.

Changes Based on Assessment Outcomes:
The property owner is not willing to sell at this time.

Strategy(ies) for the Future:
This strategy is complete

Department Measurable Strategy:
Begin the planning and construction of the athletic fields.

Performance Indicators:
Monitor the planning and construction of the athletic fields has begun.

Assessment Results:
Police Jury has begun clearing for fields (May '08). Engineering and architectural programming has begun.

Changes Based on Assessment Outcomes:
Continue to monitor the planning and construction of the athletic fields.
Strategy(ies) for the Future:
Monitor the planning and construction of the athletic fields.

Department Measurable Strategy:
Institute more comprehensive campus security measures.

Performance Indicators:
Increase in building walk-throughs. Provide faculty and staff with training in "Lockdown" procedures.

Assessment Results:
Training has occurred. Emergency procedures are in place.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Continue to make faculty, staff and students aware of safety procedures.

Department Measurable Strategy:
Provide opportunities for employees to attend professional development seminars.

Performance Indicators:
Faculty and staff will attend professional development activities throughout the year.

Assessment Results:
Professional Development activities have occurred.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Continue to make available to faculty and staff professional development activities.

Department Measurable Strategy:
Provide professional development through participation in local, regional, and statewide workforce training and development organizations

Performance Indicators:
Attend regional and statewide Workforce Development Meetings, Workplace Literacy meetings, and local Chamber of Commerce seminars

Assessment Results:
Workforce staff participates regularly in training and development

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Workforce staff will attend regional and statewide Workforce Development Meetings, Workplace Literacy meetings, and local Chamber of Commerce seminars.
Department Measurable Strategy:
Review feedback from services delivered based on evaluations and assessments of students, vendors, clients, and partners

Performance Indicators:
Achievement will be measured by evaluation and assessment results

Assessment Results:
Positive feedback from evaluations and assessments

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Continue to review feedback from services delivered based on evaluations and assessments of students, vendors, clients, and partners

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The Division of Business Affairs and Economic Development has enjoyed a very successful year. Each department within the division has submitted individual Annual Reports which will demonstrate the successfulness of the Division of Business Affairs and Economic Development.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
Plan and evaluate the fiscal and physical properties of the College.
The athletic fields are completed.
Continue to maintain adequate security and safety measures.
Continue to provide professional development opportunities for faculty and staff.
Provide professional development for the workforce staff.
Continue to review feedback for services of the College.
Work with System Office to maintain stability of state funding for the System and its institutions.
Acquire sufficient funding for FY09 to allow for adequate budgetary planning so that the various departments and divisions will maintain their level of resources.
Division of Business Affairs and Economic Development
ACT Center

EMPLOYEE LISTING

Professional, unclassified staff

Lynn Brown, M.A.
Debra Harmon, M.L.S.

DIVISION SUMMARY

The ACT Center offers "high stakes" workforce testing, "credit by examination" academic testing, and proctoring services for distance education students. The ACT Center also offers Microsoft Certified Application Specialist (MCAS) exams that BPCC students can take to earn college credit. Test services include ACT, Certiport, Kryterion, LaserGrade, Performance Assessment Network, Pearson VUE, College Board's CLEP Program, and Thompson Prometric's DSST Program. Castle Worldwide has just been added.

The ACT Center enjoyed a productive and rewarding year. The number of test candidates increased from 789 in 2006-2007 to 1139 for 2007-2008. This represents an increase of 44.4%. The number of test candidates should continue to grow since occupations that require professional licenses and industry-based certifications are growing, and licensed/certified individuals must periodically recertify. The popularity of "credit by examination" (CLEP and DSST) is growing at BPCC and at other colleges, and the number of students enrolled in distance education courses at other colleges will enable the ACT Center's proctoring services to grow.

As the number of test candidates and test services continues to grow, daily operations of the ACT Center have become increasingly complex. The Director and Testing Coordinator enjoy their challenging jobs and look forward to continued opportunities to serve test candidates while helping the ACT Center reach its full potential.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Debra Harmon - 2007 Outstanding Chapter Member Award - American Society for Training and Development North Louisiana Chapter

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STRATEGIC PLANNING

Department Measurable Strategy:
Encourage utilization of "credit by exam" test services (CLEP and DSST).

Performance Indicators:
1. Implement "CLEP at Orientation" program.
2. Provide CLEP and DSST testing for students participating in CALL program.

Assessment Results:
1. "CLEP at Orientation" has not been implemented, but to encourage CLEP and DSST testing at BPCC, appointments are not required during registration.
2. CLEP and DSST testing is available for all students, including CALL program.
Changes Based on Assessment Outcomes:
1. Efforts to interest BPCC faculty and students in CLEP and DSST included a "CLEP Open House" and preparation of a Credit by Examination push card.
2. CALL push cards and Credit by Examination push cards are offered to all students who registered for tests in the ACT Center.

Strategy(ies) for the Future:
1. Promote CLEP and DSST testing to students who attend BPCC Student Orientations.
2. Continue to promote CLEP and DSST testing and the CALL program through increased marketing to area businesses.

Department Measurable Strategy:
Investigate opportunity to become a Thompson Prometric Testing Center in order to continue offering Information Technology certifications no longer available through Pearson VUE.

Performance Indicators:
1. Request information from Thompson Prometric.
2. If approved by Thompson Prometric, complete all steps needed to offer Prometric test services.

Assessment Results:
1. Information was requested from Thompson Prometric.
2. Director asked Thompson Prometric to waive minimum delivery requirements.

Changes Based on Assessment Outcomes:
1. An application was submitted to Thompson Prometric.
2. Thompson Prometric said it could not waive minimum delivery requirements at this time.

Strategy(ies) for the Future:
1. Director will continue to monitor local interest in Prometric testing, and if interest increases, the Director will seek to add Prometric.
2. Director will continue to evaluate test services that do not have minimum delivery requirements.

Department Measurable Strategy:
Form partnership with Community Education in the development of non-credit classes that require a certification exam.

Performance Indicators:
1. One new class will be developed and offered by Spring 2008.

Assessment Results:
1. An opportunity for ACT Center to deliver ServSafe certification exams for Continuing Education class has been identified.

Changes Based on Assessment Outcomes:
1. ACT Center will complete the requirements necessary to offer ServSafe certification exams.

Strategy(ies) for the Future:
1. Efforts will continue to identify certification exams that could be useful to individuals enrolled in Continuing Education courses.

**Department Measurable Strategy:**
Provide professional development through participation in national college testing organization and local training and development organization.

**Performance Indicators:**
1. Attend National College Testing Association Conference.
2. Attend monthly meetings and other events sponsored by local chapter of American Society of Training and Development.

**Assessment Results:**
1. Director and Testing Coordinator attended and made presentation at NCTA Conference in Salt Lake City.
2. Director and Testing Coordinator attended ASTD meetings and served on Board.

**Changes Based on Assessment Outcomes:**
1. Participation in NCTA will continue.
2. Membership in ASTD will continue.

**Strategy(ies) for the Future:**
1. Director and Testing Coordinator will continue to seek professional development through NCTA membership.
2. Director and Testing Coordinator will continue to seek professional development through ASTD membership.

**Department Measurable Strategy:**
Submit Board of Regent's grant proposal that will provide industry-based certification opportunities to businesses and government agencies, provide funds for professional development, and provide funds for improvements needed in ACT Center.

**Performance Indicators:**
Submitted grant proposal will document efforts to achieve this strategy.

**Assessment Results:**
Due to unavoidable delays in completing several grant objectives, Director requested a one-year extension on existing Board of Regent's grant rather than submit an additional grant application.

**Changes Based on Assessment Outcomes:**
Grant objectives were achieved.

**Strategy(ies) for the Future:**
Efforts will continue to identify objectives for a new Board of Regent's grant proposal.

**Department Measurable Strategy:**
Participate on Faculty and Staff Orientation Committee and assist in development of Faculty and Staff Orientation.

**Performance Indicators:**
Faculty and Staff Orientation is scheduled for Fall 2007. Attendees will complete an evaluation immediately and at the end of the semester to assess value of Orientation on new employee satisfaction and retention of new faculty and staff.

**Assessment Results:**
Director served as Secretary on Committee and assisted in development of New Faculty and Staff Orientation. Two Orientations were conducted during 2007-2008.

**Changes Based on Assessment Outcomes:**
Participant assessments were used by Committee members to make changes to the campus tour, joint session and separate faculty and staff sessions. Director nominated BPCC for ASTD's New Employee Orientation Award.

**Strategy(ies) for the Future:**
Director will continue to participate on Committee for 2008-2009.

**Department Measurable Strategy:**
Review all feedback received from test services based on assessments completed by test candidates in order to identify areas where improvement is needed.

**Performance Indicators:**
A report will be maintained of any changes made as a result of feedback received from test services or test candidates.

**Assessment Results:**
Assessment reports received from all test services have been reviewed.

**Changes Based on Assessment Outcomes:**
Based on feedback from test services, driving instructions to reach the ACT Center have been clarified on BPCC's website and test service websites.

**Strategy(ies) for the Future:**
Continue to monitor assessments in order to identify additional areas needing improvement.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

As BPCC’s high-stakes testing facility, workforce and academic testing in the ACT Center continues to experience steady growth. New test services have been added to help meet local and regional high-stakes testing needs, and the ACT Center continues to attract test candidates from east Texas, southern Arkansas and northern Louisiana.

In addition to CLEP and DSST testing, opportunities to provide "credit by examination" test services to BPCC students now includes Microsoft Certified Application Specialist (MCAS) testing. BPCC students can earn college credit by successfully completing MCAS exams. Distance education exam proctoring continues to allow the ACT Center to provide services needed by students attending many other colleges.

DSST (DANTES) and Transportation and Safety Administration (TSA) testing were added during 2007-2008. Efforts are still underway to add Federal Aviation Administration (FAA) testing.
Significant efforts were made to streamline registration and administrative tasks associated with academic and workforce test delivery and record-keeping. Two Board of Regent's grant objectives were completed. These objectives were to complete a Microsoft IT Academy feasibility study and the purchase of Microsoft Office 2007 Certiprep practice exams to be available to students completing MCAS courses and preparing for MCAS exams.

Division effectiveness was enhanced through relocation of the Director and Testing Coordinator to adjacent work areas and the purchase of items needed in the administrative and reception areas. There have been enhancements to the equipment used to verify the identification of test candidates and the equipment used to monitor activity in the test center.

The ACT Center maintains an excellent reputation and relationship with national test companies. The ACT Center is prepared to add new test services, such as certification exams that may be needed by IT professionals working on cyberspace projects. The Director and Testing Coordinator are pleased with the ACT Center's growth, effectiveness, and future opportunities.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

1. Increase efforts to market ACT Center test services.
2. Add one additional test service.
3. Assist in utilization of Certiprep practice exams and Microsoft IT Academy by BPCC students and faculty.
4. Promote use of "credit by examination" services by BPCC students and other college students.
Division of Business Affairs and Economic Development
Bookstore

EMPLOYEE LISTING

Professional, unclassified staff

JaVonna Steadman, MA
Christy Wells, BS

Classified staff

Glenda McKenzie
Vera Wilkinson

DIVISION SUMMARY

The BPCC Bookstore has successfully completed registrations and buybacks during the past year. The Bookstore personnel managed the operations efficiently. 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 is a member of National Association of College Stores, Southwest College Bookstore Association, and Louisiana Association of College Stores. JaVonna Steadman, Bookstore Manager, received the Chancellor's Award for Outstanding Staff of the year.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>JaVonna Steadman</td>
<td>Staff Senate Development</td>
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<td></td>
<td>Safety Meetings</td>
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<td>Benefits Alumni Meeting</td>
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<td>Driver Certification Course</td>
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<td>QEP Kick Off Meeting</td>
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<td>BPCC Health at 40 Seminar</td>
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<td>Scholarship Meetings</td>
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<td></td>
<td>Breast Cancer Walk/Run Awareness</td>
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<tr>
<td>Christy Wells</td>
<td>Staff Senate Development</td>
<td>Civil Service Essentials For</td>
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</tbody>
</table>
Department Measurable Strategy:
Provide the student population with required textbooks and materials in a timely and professional manner.

Performance Indicators:
Track what sells and adjust inventory for future sales.

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.

Changes Based on Assessment Outcomes:
Monitor textbooks and materials closely in order to have a sufficient amount on hand.

Strategy(ies) for the Future:
Provide students with required textbooks and materials in a timely and professional manner.

Department Measurable Strategy:
Provide a large 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.

Changes Based on Assessment Outcomes:
Monitor retail area in order to keep area attractive, neat, and secure.

Strategy(ies) for the Future:
Provide a large variety of logo items such as t-shirts, sweatshirts, jackets, folders, cups, pens, pencils, umbrellas, key chains, etc. Order and display winter items and summer items at appropriate time.
Department Measurable Strategy:
Provide staff with professional development opportunities.

Performance Indicators:
Staff members will document what professional development opportunities were attended.

Assessment Results:
Professional development opportunities attended by staff members were documented and reported.

Changes Based on Assessment Outcomes:
Continue to provide professional development opportunities for staff members.

Strategy(ies) for the Future:
Provide staff members with additional professional development opportunities.

Department Measurable Strategy:
Coordinate office planning with all staff members to ensure efficiency within the bookstore.

Performance Indicators:
BPCC Report Card: ACT SOS; Sales records.

Assessment Results:
Scored 3.23 on the BPCC Report Card.

Changes Based on Assessment Outcomes:
Continue to provide office planning with all staff members to ensure efficiency within the bookstore.

Strategy(ies) for the Future:
Provide continual office planning with all staff members to ensure efficiency within the bookstore.

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 Inside BPCC, and by campus e-mail. A large variety of clothing items are attractively displayed in the retail area. The Bookstore scored 3.23 on the BPCC Report Card and scored a 96% on the Bookstore Evaluation by division chairs.

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 Business Affairs and Economic Development
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 and traffic enforcement and continual police patrols are conducted on a daily basis.

PROFESSIONAL DEVELOPMENT

<table>
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<tr>
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<tbody>
<tr>
<td>Mike May</td>
<td>Community Emergency Response Training (CERT)</td>
<td>Weekly meetings with personnel from Bossier City Police Department. All intelligence 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>Conducted three presentations on school violence and safety of campus to all faculty and staff. Conducted two presentations to students on school safety tips.</td>
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STRATEGIC PLANNING

Department Measurable Strategy:
Indicate and address safety concerns as they occur.

Performance Indicators:
Evaluation by Safety Committee and decreased crime statistics; BPCC Report Card; ACT SOS

Assessment Results:
Safety concerns were addressed due to school violence at other colleges.

Changes Based on Assessment Outcomes:
All faculty were instructed to keep classroom doors locked in case of an emergency situation. The ability to address all buildings through the public address system was added.
**Strategy(ies) for the Future:**
Utilize the public address system when warranted.

**Department Measurable Strategy:**
Monitor parking and enforce applicable regulations and laws.

**Performance Indicators:**
1. Document all violations and offenses.
2. Document police patrol of all parking areas.

**Assessment Results:**
All parking permits and violations are posted to proper accounts.
A Daily Activity Report from officers documented all police patrols.

**Changes Based on Assessment Outcomes:**
Assessment complete.

**Strategy(ies) for the Future:**
We will continue to monitor all parking and enforce applicable regulations and laws.
We will continue to use of Daily Activity Reports for documentation of police patrols.

**Department Measurable Strategy:**
Hire enough students for Campus Watch and place in all buildings to assist faculty and students with requests.

**Performance Indicators:**
1. Document students hired for Campus Watch.
2. Document requests received from faculty and staff.

**Assessment Results:**
Only one student applied that was eligible for Federal Work Study. The student worked both fall and spring semesters.
We did not receive any request from faculty or staff for campus watch personnel.

**Changes Based on Assessment Outcomes:**
Assessment complete.

**Strategy(ies) for the Future:**
We will continue hiring students eligible for Federal Work Study.

**Department Measurable Strategy:**
Encourage eligible security staff to attend in-service police training at the North Louisiana Criminal Justice Institute.

**Performance Indicators:**
Document training received by any officers not versed in police procedures and applicable laws.

**Assessment Results:**
All officers working for BPCC are versed in police procedures and applicable laws.
In-service training was conducted at BPCC for Community Emergency Response Training and Rapid Deployment Training. Swat training by BCPD was conducted on two occasions at BPCC. Both BCPD and BPCC officers are trained in the same manner and tactics for emergency situations.

**Changes Based on Assessment Outcomes:**
Assessment complete

**Strategy(ies) for the Future:**
We will continue in-service training at BPCC when available.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Department of Campus Security had a very busy year due to the rash of school shootings nationwide. These shootings echoed a possible pattern or trend that made many persons concerned for safety on campus. Extra patrols were added to walk the hallways of each building. In-service training was conducted here at our facility on several occasions. BPCC personnel, Louisiana State Police, and Bossier City Police Department conducted training and special operations tactics for future reference.

Community Emergency Response Training (CERT) was conducted by the Office of Homeland Security. Numerous personnel were trained for emergency response on campus. The public address system was upgraded with the addition of the capability of talking to one or all of the buildings by microphone.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

To maintain a safe and secure campus for all personnel and students.

To enforce all applicable regulations and laws.
Division of Business Affairs and Economic Development
Computer Services Department

EMPLOYEE LISTING

Professional, unclassified staff

M. Shane Adams, A.D.
Wesley Bange, B.S.
Wendy L. Billingsley
R. Randall Case, A.A.S.
Gloria A. Freeman, A.D.
Kori Hearon, A.D.
Gary L. Hollatz
William A. Martin
Juanita L. McGinty
Chad Owen, B.B.A.
Edwin A. Smith, B.A., M.A

Classified staff

Ashley N. Fontenot
Suzanne Brooks
Penny Chandler

DIVISION SUMMARY

In addition to the Computer Services department activities listed as Measurable Strategies, the following was done during the 2007-2008 year:
Implemented Live Help, an online, real-time help desk.
Implemented Screen Door, a software package designed to curb unauthorized online usage of campus computers.
Implemented an online voting system.
Set up ExProxy off-site access for the BPCC Library
Installation and testing done on the First Call Emergency Alert System.
Finalized implementation of Web for Employees.
Worked with Financial Aid and Admissions, placing Nelnet dynamic forms on web for student online application forms

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Chad Owen</td>
<td>Network Fundamentals, a two-day</td>
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STRATEGIC PLANNING

**Department Measurable Strategy:**
Increase campus-wide internet bandwidth from 5 mps to 45 mps.

**Performance Indicators:**
Evaluate system performance through the use of surveys.

**Assessment Results:**
Areas included in increase have reported satisfaction with increased bandwidth.

**Changes Based on Assessment Outcomes:**
Based on positive response, will expand more areas of increased bandwidth.

**Strategy(ies) for the Future:**
Expand to include entire campus.

**Department Measurable Strategy:**
Inform staff of on-campus and off-campus professional development opportunities and encourage them to attend.

**Performance Indicators:**
1. Completion certificates (if applicable).
2. Staff utilization of skills and information learned at professional development sessions.

**Assessment Results:**
1. Staff received completion certificates of professional development.
2. Improved Average Score (over prior year) on 2008 BPCC Report Card Evaluation provided by the Planning Council.

**Changes Based on Assessment Outcomes:**
Continue to encourage current and new staff to participate in professional development.

**Strategy(ies) for the Future:**
Continue policy.

**Department Measurable Strategy:**
Monitor Help Desk requests for service needs.

**Performance Indicators:**
Completed Help Desk Requests.

**Assessment Results:**
Improved Average Score (over prior year) on 2008 BPCC Report Card Evaluation provided by the Planning Council.
Changes Based on Assessment Outcomes:
Identified need to do a statistical analysis of help desk usage.

Strategy(ies) for the Future:
Continue to expand online Live Help.

Department Measurable Strategy:
Prepare for Student Information System (SIS) installation/transition.

Performance Indicators:
1. Finalize selection of SIS software provider
2. Establish implementation budget
3. Finalize a contract with the software provider
4. Develop an implementation time line
5. Designate staffing and work assignments
6. Develop hardware systems design and network plan
7. Develop technical and end user training schedules

Assessment Results:
1. Awaiting Louisiana Community and Technical College System (LCTCS) selection of student information system (SIS) software provider.
2. Preliminary budget established to purchase hardware, support software, and training to prepare for new SIS.
3. Awaiting LCTCS selection of SIS software provider.
4. Timeline dependant on when LCTCS makes final selection of SIS.
5. Preliminary work has been done in preparing for SIS implementation.

Changes Based on Assessment Outcomes:
Will implement Performance Indicators when final SIS software provider selection is made by LCTCS.

Strategy(ies) for the Future:
Begin training Computer Services personnel on Oracle database software in anticipation of implementation of SIS.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
According to the planning council’s 2008 Report Card, 176 faculty and staff surveyed gave the department an overall score of 2.9 out of 4.0.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
Continue to prepare for SIS.
Revamp look of website.
VISTA rollout
Division of Business Affairs and Economic Development  
Continuing Education  

EMPLOYEE LISTING  

Professional, unclassified staff  

Donna Womack, MS  
Kim Nugent, MA  

Classified staff  

Kathy Vercher  
Pamela Brenner  
Pat Williams  
Doreen Hicks  

DIVISION SUMMARY  

Continuing Education served 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 increased 32%. The total number of registrations in non-credit classes was 3001, which is 728 more than last year. The most productive courses come from each major category. In Leisure Learning the most productive were Portrait Photography, Belly Dance, and Spanish. In Professional Development the most productive courses were Notary Prep, Certified Nurse Assistant and Real Estate 101. In Computers the most productive were QuickBooks, Keyboarding, and MS Excel.

ADVANCED DEGREES OR CERTIFICATIONS:  

Kathy Vercher completed her Associate Degree in General Studies from BPCC.  
Pat Williams completed the Computer Literacy Program at BPCC.

PROFESSIONAL DEVELOPMENT  

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<tr>
<td>Donna Womack</td>
<td>Staff Development - Teambuilding</td>
<td>Louisiana Dept of Labor - Strategies for Supervisory Success</td>
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<td></td>
<td>Next Step Coaching</td>
<td>Bossier Chamber of Commerce -</td>
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Strategic Planning

Staff Development
Louisiana Dept of Labor - Improving Performance Through Coaching

Pat Williams
BPCC - Computer Literacy Program
Staff Development - Teambuilding
Louisiana Dept of Labor - Dealing with Change

Doreen Hicks
Staff Development - Teambuilding
Look Who's Coming to BPCC
Louisiana Dept of Labor - Providing Quality Service

Pam Brenner
Staff Development Training - Teambuilding
Next Step Coaching
Louisiana Dept. of Labor - Improving Employee Performance Through Coaching

Kim Nugent
Staff Development - Teambuilding
Next Step Coaching

Strategic Planning

Department Measurable Strategy:
Recruit Corporate Training Clients.

Performance Indicators:
The number of corporate training clients recruited

Assessment Results:
One major corporate training client was recruited.

Changes Based on Assessment Outcomes:
Continue network with the community to recruit corporate training clients.

Strategy(ies) for the Future:
Continue to recruit corporate training accounts.

Department Measurable Strategy:
Increase overall enrollment in non-credit courses.

Performance Indicators:

Assessment Results:
Enrollment in non-credit courses increased 32%.

Changes Based on Assessment Outcomes:
Continuing Education will continue to increase enrollment through marketing classes on the BPCC Smart Channel, by inserting schedule into The Times, and by mail.

Strategy(ies) for the Future:
Continue to market classes by inserting schedule in The Times on Sunday.

Department Measurable Strategy:
Develop new continuing education opportunities to
include certification/license prep courses and leisure learning courses.

**Performance Indicators:**
Non-credit schedule will list continuing education courses including newly developed courses

**Assessment Results:**
The Master Electrician Exam Prep course was added to Continuing Education schedule. Forty three new courses were developed.

**Changes Based on Assessment Outcomes:**
We will continue to add new courses to the offerings.

**Strategy(ies) for the Future:**
Continue to develop non-credit programs that lead to licensure and/or certification.

**Department Measurable Strategy:**
Increase registration options for non-credit courses by providing online registration.

**Performance Indicators:**
Activate online registration through a link on the current website

**Assessment Results:**
Online registration has not been activated for non-credit courses.

**Changes Based on Assessment Outcomes:**
On-line registration can only be activated by the SIS administrator. He is unwilling to assist in the process of on-line registration for non-credit classes. We will discontinue our pursuit of on-line registration.

**Strategy(ies) for the Future:**
Discontinue to pursue online registration through the CAVS system.

**Department Measurable Strategy:**
Review course and instructor evaluations.

**Performance Indicators:**
Achievement measured by assessment results

**Assessment Results:**
Instructor evaluations were reviewed and a compiled report of information in evaluations was mailed to instructor.
Course evaluations were reviewed and information compiled for office staff.

**Changes Based on Assessment Outcomes:**
Instructors will correct weak areas noted in evaluations. Courses have been modified to make improvements.

**Strategy(ies) for the Future:**
Continue to monitor evaluations.
**Department Measurable Strategy:**
Ensure that staff members attend/participate in at least two professional development opportunities.

**Performance Indicators:**
- Participation record indicating staff member attended or participated in professional development activities.

**Assessment Results:**
All staff attended/participated in at least two professional development opportunities.

**Changes Based on Assessment Outcomes:**

**Strategy(ies) for the Future:**
Continue to encourage staff development.

**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 2007-2008. Enrollment in non-credit classes increased by 32%. The Division continued to promote its programs through distribution of the schedule in The Shreveport Times, to local area businesses, and by sending home flyers through all middle school students in Bossier Parish Schools. In addition, the BPCC TV Smart Channel advertised numerous Community Education classes through the year.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

1. Increase overall enrollment in non-credit courses.
2. Develop new courses and programs.
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 root cause of the incident and implements policies to prevent additional accidents or losses. The Environmental Health and Safety Department constantly reviews the operational procedures for safety, defensive driving, confined space entry, blood borne pathogens, violence in the workplace, CERT training, 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 defensive driving 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 guest.

ADVANCED DEGREES OR CERTIFICATIONS:

Certified Defensive Driving Instructor
Certified in Automatic Defibulatoer Use
Certified Community Emergency Response Team member
Certified ORM Emergency Response Team member

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Achieved total compliance in the annual Office of Risk Management compliance review
Achieved total compliance with the State of Louisiana Fire Marshal inspections
Achieved total compliance on the semi-annual elevator inspections

PROFESSIONAL DEVELOPMENT

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<td>David Jones</td>
<td>Community Emergency Response Team</td>
<td>Developing Effective Safety Meetings</td>
<td>Loss Prevention Presentation</td>
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<td>Personal Injury Investigations and</td>
<td>Boiler Maintenance and Safety</td>
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</table>
SIGNIFICANT CONTRACTS OR GRANTS:

Bossier Parish Community College is now the CERT (Community Emergency Response Team) training site for North Louisiana due to an established partnership with the Caddo Bossier Office of Emergency Preparedness and Homeland Security.

STRATEGIC PLANNING

**Department Measurable Strategy:**
Develop a safety training program utilizing the Bossier Parish Community College e-mail system.

**Performance Indicators:**
1) Track system use through an e-mail return receipt process.
2) Develop paperless receipt storage process to fulfill audit requirements

**Assessment Results:**
Delivery is sufficient, but return receipt not meeting requirements.

**Changes Based on Assessment Outcomes:**
Eliminate dependence on e-mail training until system can be further refined. System to be used as supplemental only

**Strategy(ies) for the Future:**
Continue to develop a system to train employees at their desk.

**Department Measurable Strategy:**
Attend all continuing education classes offered by the State Office of Risk Management and achieve total compliance in the yearly safety audit.

**Performance Indicators:**
Document campus adherence to all rules, regulations, and reporting requirements dictated by the State Office of Risk Management.

**Assessment Results:**
Achieved all audit requirements with recommendations to prepare for the new audit to be released in July, '08

**Changes Based on Assessment Outcomes:**
Make necessary change to the current EHS operations to fit the newly released audit.

**Strategy(ies) for the Future:**
Track all changes to assure the new requirements are met.
Department Measurable Strategy:
Conduct inspections to identify potential physical and litigious hazards.

Performance Indicators:
Record all inspections and associated correspondence related to corrective actions.

Assessment Results:
Inspection forms reviewed and approved with recommendations

Changes Based on Assessment Outcomes:
Develop new inspection forms to better fit the new audit requirement

Strategy(ies) for the Future:
Compare yearly compliance review with audit requirements to assure that new inspection forms are sufficient

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

PRIORITIES FOR THE COMING ACADEMIC YEAR:
1. Continuing Education
2. Continue to work closely with the Physical Plant Department and the Security Department to minimize risk and loss
3. Make necessary adjustment to inspection schedules and documentation for the new audit procedures to be released in July, 2008.
Division of Business Affairs and Economic Development
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, A.S.
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.
Brenda S. Jones, B.A.
Carol W. Kruck, A.S., A.A., B.A.
Gene Smith
Sherry M. Wilkerson, A.S.
Cindy Winham

DIVISION SUMMARY

The Finance Department is comprised of several areas including Accounting and Reporting, Grants Accounting, Accounts Payable, Budgeting and Reporting, Payroll, Student Billing and Receivables, and Collections. The overall goal of the Finance Department is to provide a functional financial operating system for the College. In striving to achieve this goal, the Finance Department changes and/or updates operations as needed.

During the fiscal year, the Finance Department was audited by the BPCC Compliance Officer and the Office of the Louisiana Legislative Auditor. The Finance Department serves as the coordinator for the annual fiscal year audit as well as the liaison between the legislative auditors and various departments on campus. The FY08 Annual Operating Budget was completed and submitted prior to the deadline of August 20, 2007, and the FY07 Annual Financial Report was completed and submitted before the deadline of August 27, 2007. At the present time, the College is operating within budget constraints, and it is predicted this will continue through June 30th.

In an effort to keep employees informed on financial and budget forms administration, members of the Finance Department staff provided two training seminars during the year to faculty and staff on the Financial Forms Reference Guide. 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 the transition to the online timesheet reporting system, Web for Employees, which allows timesheets to be processed online, was implemented. Printing costs associated with producing a payroll decreased significantly as a result of implementing the online timesheet system, and printing and postage costs also decreased during the fiscal year as a result of direct deposit becoming mandatory on June 1, 2007.

Another costs savings method that was put into operation on July 1, 2007, was invoicing students electronically. The process was and continues to be well received as invoices are presented to students in a more timely and efficient manner.

**ADVANCED DEGREES OR CERTIFICATIONS:**

Tammy Grill attended classes at Louisiana Tech-Barksdale in Fall 2007 and Spring 2008 to obtain her Bachelors Degree. Her estimated time of graduation is Spring 2010.

**PROFESSIONAL DEVELOPMENT**

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<tbody>
<tr>
<td></td>
<td>Memberships/Committees: BPCC Retention Committee BPCC Staff Senate Government Finance Officers Association of Louisiana Louisiana Association of School Business Officials National Association of College and University Business Officers Southern Association of College and University Business Officers</td>
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<tr>
<td>Joey Brown</td>
<td>Meetings/Seminars/Conferences: BPCC Staff Senate CALL Program</td>
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</tbody>
</table>

268
Presentation
Financial Forms Training by the Finance Department
Human Resources WEB for Employees Training
Quality Enhancement Plan for SACS Kick-Off Meeting
"Team Building with Bob Boykin"

Memberships/Committees:
BPCC Campus Lions Club (Treasurer Elect FY08-09)
BPCC Library Committee
BPCC Staff Senate
National Association of College and University Business Officers
Southern Association of College and University Business Officers

Stacey Crawford Meetings/Seminars/Conferences:
BPCC Staff Senate CALL Program Presentation
Human Resources WEB for Employees Training
LCTCS Meetings for Selecting a Statewide Computer System Processing Third Party Refunds Presentation
Quality Enhancement Plan for SACS Kick-Off Meeting
Strategies for Success Preparation Training

Memberships/Committees:
BPCC Scholarship Committee (Chairperson)
BPCC Staff Senate
Government Finance Officers Association of Louisiana
Louisiana Association of School Business Officials
National Association of College and University Business Officers
Southern Association of College and University Business Officers

Loren Elwell Meetings/Seminars/Conferences:
Human Resources WEB for Employees Training
Quality Enhancement Plan for SACS Kick-Off Meeting
"Team Building with Bob Boykin"

Memberships/Committees:
BPCC Foundation Committee; was a participant in the 2007-2008 membership pledge drive.
<table>
<thead>
<tr>
<th>Name</th>
<th>Meetings/Seminars/Conferences:</th>
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</table>
| Tammy Grill  | BPCC Staff Senate CALL Program Presentation  
Human Resources WEB for Employees Training  
“Team Building with Bob Boykin”                         |
| Brenda Jones | BPCC Staff Senate CALL Program Presentation  
Financial Forms Training by the Finance Department  
Human Resources FLSA Training  
Human Resources WEB for Employees Training  
Quality Enhancement Plan for SACS Kick-Off Meeting             |
| Carol Kruck  | Carl Perkins Public Forum  
Human Resources WEB for Employees Training  
Quality Enhancement Plan for SACS Kick-Off Meeting |
| Glenda Loftin | BPCC Staff Senate CALL Program Presentation  
Human Resources WEB for Employees Training  
Quality Enhancement Plan for SACS Kick-Off Meeting  
“Team Building with Bob Boykin”                        |
| Lynn Lyle    | BPCC Institutional Review Board for Research  
BPCC Staff Senate                            |
<table>
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<tr>
<th>Vicki Morehead</th>
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<tr>
<td>Meetings/Seminars/Conferences:</td>
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<td>Accounts Payable Bank of America</td>
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<td>Procurement Card Webinar</td>
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<td>IRS Form 1099 Tax Training in Baton Rouge</td>
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<td>Financial Forms Training Presentation</td>
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<tr>
<td>Fred Pryor Seminar - Beginner Microsoft EXCEL</td>
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<tr>
<td>Fred Pryor Seminar - Advanced Microsoft EXCEL</td>
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</table>
Memberships/Committees:
BPCC Library Committee
BPCC Staff Senate

Ron Viskozki
Meetings/Seminars/Conferences:
BPCC Staff Senate CALL Program Presentation
Financial Forms Training by the Finance Department
Human Resources WEB for Employees Training
Quality Enhancement Plan for SACS Kick-Off Meeting
“Team Building with Bob Boykin”

Memberships/Committees:
BPCC Sexual Harassment Committee
BPCC Staff Senate
National Association of College and University Business Officers
Southern Association of College and University Business Officers

Sherry Wilkerson
Meetings/Seminars/Conferences:
BPCC Staff Senate CALL Program Presentation
CPTP - Dealing With Change
CPTP - Managing Across Generations
Human Resources FLSA Training
Human Resources WEB for Employees Training
Quality Enhancement Plan for SACS Kick-Off Meeting

Meetings/Seminars/Conferences:
BPCC Financial Aid Appeals Committee
BPCC Staff Senate

Cindy Winham
Meetings/Seminars/Conferences:
BPCC Staff Senate CALL Program Presentation
Human Resources FLSA Training
Human Resources WEB for Employees Training
New Faculty/Staff Orientation
Quality Enhancement Plan for SACS Kick-Off Meeting
“Team Building with Bob Boykin”

Presentations:
Financial Forms Training Presentation
New Faculty/Staff Orientation Presentation

Memberships/Committees:
BPCC New Faculty/Staff Committee
BPCC Staff Senate Committee
STRATEGIC PLANNING

**Department Measurable Strategy:**
Expand costs and/or time-saving methods for the College.

**Performance Indicators:**
1. Research credit card discount fees to ensure the best rates are being received.
2. Research the feasibility of charging students a convenience fee for utilizing credit cards in order to offset charges the College has previously absorbed.
3. Timesheets will be submitted electronically. Direct deposits information could be accessed online.
4. Withhold retirement for faculty over nine (9) months rather than twelve (12) months.

**Assessment Results:**
1. Credit card discount fees were researched, and the fees were renegotiated at a lower cost.
2. The possibility of charging students a convenience fee was researched and the discussion is still in process.
3. Timesheets are submitted electronically, and as of March 2008, payroll information is accessible online. Process was completed.
4. Retirement for faculty is currently being withheld over nine months. As a result, the payroll processing time at year end has been decreased. Process was completed.

**Changes Based on Assessment Outcomes:**
1. No changes.
2. Continue to research the feasibility of charging the convenience fee.
3. No changes.
4. No changes.

**Strategy(ies) for the Future:**
Expand costs and/or time-saving methods for the College.

**Department Measurable Strategy:**
Provide training and information to campus departments on the Finance Department forms and web page and promote professional development within the Finance Department.

**Performance Indicators:**
1. Expand the Financial Forms Reference Guide and Budget Forms training seminar to twice a year. Include a section dealing with Records Retention to encourage each division to review their approved schedule annually and to make changes and/or updates as necessary.
2. Strongly encourage Finance Department employees to attend a minimum of three (3) professional development opportunities throughout the year.

**Assessment Results:**
1. The Financial Forms Reference Guide and Budget Forms seminar was offered twice a year and a section for Records Retention was included.
2. All employees in the Finance Department attended at least three professional development opportunities during the year.

**Changes Based on Assessment Outcomes:**
1. No changes.
2. No changes.
Strategy(ies) for the Future:
Provide training and information to campus departments on the Financial Department forms and web page and promote professional development within the Finance Department.

Department Measurable Strategy:
Expand the BPCC Finance Department website.

Performance Indicators:
1. Implement electronic funds transfer for Payroll deductions with vendors that are state approved.
2. Implement Web for Employees.
3. Research the pros and cons of making vendor payments electronically.

Assessment Results:
1. Electronic funds transfer for particular payroll payees was implemented.
2. Web for Employees was implemented in March 2008. Process was completed.
3. The pros and cons of making vendor payments electronically was researched and a decision was made to wait until the new computer system was implemented before investing more time in the project.

Changes Based on Assessment Outcomes:
This "Department Measurable Strategy" should read as "Expand the Use of Electronic Technology in the Finance Department."

1. No changes.
2. No changes.
3. No changes.

Strategy(ies) for the Future:
N/A

Department Measurable Strategy:
Expand the BPCC Finance Department website.

Performance Indicators:
Update the Finance Department website to make it more user friendly and informative.

Assessment Results:
The Finance Department website was updated periodically throughout the year, and the task was accomplished.

Changes Based on Assessment Outcomes:
No changes.

Strategy(ies) for the Future:
Expand the BPCC Finance Department website.

Department Measurable Strategy:
Prepare, evaluate and assess the procedures followed by the Finance Department.

Performance Indicators:
Assessment Results:
Procedures followed by the Finance Department were evaluated and assessed based on the BPCC Report Card, ACT SOS, and Annual Financial Report.

Changes Based on Assessment Outcomes:
No changes.

Strategy(ies) for the Future:
Prepare, evaluate and assess the procedures followed by 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. Provide training and information to campus departments on the Financial Department forms and web page and promote professional development within the Finance Department.
2. Expand the BPCC Finance Department website.
3. Expand costs and/or time-saving methods for the College.
4. Prepare, evaluate, and assess the procedures followed by the Finance Department.
Division of Business Affairs and Economic Development
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 session conducted by Civil Service, the retirement systems and BPCC Professional Development Seminars. The HR Department was audited by the Department of Civil Service in April 2008. New OGB benefits were successful 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 new Governor implemented an Executive Order for a limited hiring freeze beginning January 1st to June 30th that halted several replacement positions and limited hiring. Several new process/procedures were implemented to the payroll process such as, salary deferrals and electronic time keeping for full-time employees. New IRS 403b regulations required HR to secure Sharing Agreement with ORPs. The HR Home page on the BPCC website has a Live Help Icon to assist website visitors. The HR staff planned to participate in the Louisiana Personnel Council Meeting held this year in Bossier City but canceled to be present for the visiting SACS Review Committee. Most of the 2007-2008 strategies were met during the fiscal year.

ADVANCED DEGREES OR CERTIFICATIONS:

Jamie Heller is currently working on a Bachelor’s Degree in Business Administration. Anticipated degree conferment is August 2008. Nicki Gilbert is working on an Associate Degree in Business Administration.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Teri Bashara received a commendation from Civil Service Division Administrator for Program Assistance and Training for conducting PPR training for LTC-Region 8.
The HR Department received recognition from the Department of Civil Service and the Civil Service Commission for excellent Performance Planning & Review compliance for past fiscal year (2006-2007). This recognition is due in large part to Donna Wallace's excellent job of managing the
PPR process with supervisors.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
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</table>
| Donna Wallace   | CPTP Civil Service Basics for HR Professionals  
|                 | CPTP Coordinators Meeting  
|                 | ISIS Training | Civil Service HR Module 1 and  
|                 |                        | Module 2 | LASERS SOLARIS training |
| Jamie Heller    | CPTP Civil Service Basics for HR Professionals  
|                 | Team Building Seminar  
|                 | ISIS training | | |
| Shannon Jones   | Civil Service Basics for HR Professionals  
|                 | TRSL Web based training: DROP/ILSB, Annual Sick Leave Reporting and Questionable Years, Eligibility and Enrollments, Salary Reporting & Corrections, Sick Leave Reporting.  
|                 | ING Plan with Ease Webcast | IPMA-HR Quarterly Meeting  
|                 |                        | LCTCS Conference and Leadership Development Day  
|                 |                        | LCTCS HR Task Force Meeting (Oct 07, March 08) | |
| Teri Bashara    | TRSL Web based training: DROP/ILSB, Annual Sick Leave Reporting and Questionable Years, Eligibility and Enrollments, Salary Reporting & Corrections, Sick Leave Reporting.  
|                 | ING Plan with Ease Webcast. Strategies For Success training  
|                 | Annual Report training  
|                 | BPCC 1st and QEP Kick-off Meeting | | |
| Nicki Gilbert   | CPTP training-Providing Quality Service | Outstanding Receptionist Seminar | |

**STRATEGIC PLANNING**

**Department Measurable Strategy:**
Develop electronic record/attendance system for full-time employees.

**Performance Indicators:**
Activate electronic record/attendance system in this fiscal year.

**Assessment Results:**
As of March 08, full-time employees are utilizing electronic record/attendance system.

**Changes Based on Assessment Outcomes:**
The payroll process is more time-efficient and less paper is being used during each payroll.

**Strategy(ies) for the Future:**
Review update options in electronic system to analyze feasibility.

**Department Measurable Strategy:**
Create and implement a New Employee Review/ Satisfaction Survey for newly hired employees.

**Performance Indicators:**
Complied survey results for assessment of services.

**Assessment Results:**
New Employee Review/Satisfaction Survey was created and reviewed. The form is still being reviewed for value and effectiveness.

**Changes Based on Assessment Outcomes:**
Continue review of form to ensure value of information being collected meets assessment needs.

**Strategy(ies) for the Future:**
Implement New Employee Review/Satisfaction Survey.

**Department Measurable Strategy:**
Coordinate State CPTP training courses on BPCC campus.

**Performance Indicators:**
Number of training courses offered to state employees utilizing BPCC campus.

**Assessment Results:**
Six CPTP training courses were held on the BPCC campus.

**Changes Based on Assessment Outcomes:**
The courses are convenient and cost-effective for BPCC employees.

**Strategy(ies) for the Future:**
Coordinate more CPTP courses on BPCC campus.

**Department Measurable Strategy:**
Increase employee participation of CPTP training courses available on BPCC campus.

**Performance Indicators:**
Employees participate in training to enhance their skills and knowledge. Certificate of completion or agenda from training workshops

**Assessment Results:**
Twelve BPCC employees received Certificates of Completion for CPTP training courses held on BPCC campus

**Changes Based on Assessment Outcomes:**
Employees participated in Comprehensive Public Training Program at BPCC more often than at other locations.

**Strategy(ies) for the Future:**
Continue to advertise CPTP training schedule and advertise the BPCC location to increase participation.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

Overall, the Human Resources Department had a successful year. The department processed 35 new hires, 20 terminations, 15 promotions and 38 payrolls for the fiscal year of 2007-2008. Most goals set for the fiscal year of 2007-2008 were accomplished; the electronic record/attendance system, a New Employee Survey was created but not implemented, several CPTP training courses were held on the BPCC campus, several BPCC employees attended the CPTP training courses on the BPCC campus. 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. Establish training for supervisors.
2. Offer voluntary training/courses on campus through CPTP.
3. Coordinate and provide a Benefits Fair to employees.
4. Begin Image process on all personnel documents.
5. Implement New Employee Survey
Division of Business Affairs and Economic Development
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., CPS/CAP
Geneva Dykes
Clyde English
Leo English
Jimmy Feaster
Barbara James
Juanita Jeter
Justin Jones
Bo Little
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
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 is Bo Little and Barbara James, custodians.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lynda Dickson - Staff Senate Secretary; Charter member of BPCC Lions Club
Bill McConathy - Vice President and Charter member of BPCC Lions Club

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Lynda Dickson</td>
<td>1) Strategic Planning and Assessment Training, July, April</td>
<td>1) International Association of Administrative Professionals Meeting and Education Forum, Tampa, FL, July 28 - August 1</td>
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<td>2) Camtasia Training - Basic, July</td>
<td>2) Texas-Louisiana Annual Meeting</td>
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<td>3) CALL Program sponsored by Staff Senate, Sept</td>
<td>and Education Forum (IAAP), The Woodlands, TX May</td>
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<td>4) MS Office 2007 Training, Sept</td>
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<td>5) Financial Forms Training, Sept</td>
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<td>6) QEP Kick-Off Meeting, Sept</td>
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<td>7) Team Bldg. sponsored by Staff Senate, March</td>
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<tr>
<td>Bill McConathy</td>
<td>1) Camtasia Training, July</td>
<td>1) LAPP Conference - Ruston, LA, April 17 - 18</td>
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<td>2) Safety Training - Fall/Spring</td>
<td>2) Sports Turf Mgmt. - May</td>
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<td>3) CERT Training - November</td>
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<td>Michael J. St. Andre'</td>
<td>1) Safety Training, Fall/Spring</td>
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<td>2) CERT Training, Nov</td>
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<td>Jody Staton</td>
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STRAIGHT PLANNING

Department Measurable Strategy:
Provide instructions through campus-wide email for use of Maintenance Requests online.

Performance Indicators:
Increased use of electronic form for all Maintenance requests from faculty and staff.

Assessment Results:
Campus wide maintenance requests have been received via the new electronic form found on the Physical Plant page of the BPCC website.

Changes Based on Assessment Outcomes:
Continue with current procedures.

Strategy(ies) for the Future:
Increased use of electronic form for all Maintenance requests from faculty and staff.
Department Measurable Strategy:
Evaluate the maintenance of the grounds and landscape to enhance the learning environment for students, faculty and staff.

Performance Indicators:
Assign staff to maintain the grounds and landscape.

Assessment Results:
Staff assigned to grounds and landscape adjust their schedule to fit the season.

Changes Based on Assessment Outcomes:
No changes necessary.

Strategy(ies) for the Future:
Evaluate the maintenance of the grounds and landscape to enhance the learning environment for students, faculty and staff.

Department Measurable Strategy:
Increase the efficiency of the vanpool service.

Performance Indicators:
Combine van routes as needed and ensure vehicle maintenance is up to date.

Assessment Results:
As students drop or add classes, adjustments are made to make sure the vanpool service is running efficiently.

Changes Based on Assessment Outcomes:
No changes necessary.

Strategy(ies) for the Future:
Combine van routes as needed and ensure vehicle maintenance is up to date.

Department Measurable Strategy:
Facilitate the maintenance requests/needs of the campus to ensure a clean and safe environment for students, faculty and staff.

Performance Indicators:
Maintenance Requests are handled on an "as needed" basis.

Assessment Results:
Custodial staff is assigned areas on campus.

Changes Based on Assessment Outcomes:
No changes necessary.

Strategy(ies) for the Future:
Maintenance Requests are handled on an "as needed" basis.

Department Measurable Strategy:
Schedule bi-weekly staff meetings with custodial staff to ensure personnel are provided up-to-date
information on the needs for the maintenance of the college.

**Performance Indicators:**
Completed work orders.

**Assessment Results:**
Work orders are assigned to appropriate custodial employee for completion.

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

**Strategy(ies) for the Future:**
Schedule bi-weekly staff meetings with custodial staff to ensure personnel are provided up-to-date information on the needs for the maintenance of the college.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Physical Plant staff make adjustments to workload to accommodate the needs of the faculty and staff of the campus. Maintenance requests are handled quickly and efficiently. Students using the vanpool service are transported safely.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

The Physical Plant staff will continue with ongoing maintenance needs of the campus. Custodians and maintenance personnel will be reassigned as needed.
Division of Business Affairs and Economic Development
Purchasing, Receiving, and Property Control

EMPLOYEE LISTING

Professional, unclassified staff

Gayle Doucet, B.S.
Eric Crowder, B.S.
Chad Johnston, B.S.

Classified staff

Martha Peters
Les Gongre, A.B.A.

DIVISION SUMMARY

The Purchasing Department is comprised of the following areas: Purchasing, Receiving, Property Control/Inventory, and the College Bookstore. The Purchasing Department experienced staff changes this fiscal year. Les Gongre was hired as Administrative Coordinator IV. 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 - 10 yr. Service Pin
Martha Peters - 5 yr. Service Pin

PROFESSIONAL DEVELOPMENT

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<td>Planning Council Committee</td>
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<td>Meetings</td>
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<td>Christmas Faculty/Staff</td>
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<td>Luncheon/Meeting</td>
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<td>Planning Council Partnership</td>
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<td>Subcommittee Meetings</td>
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<td>Scholarship Committee Meetings, Secretary</td>
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<td>BPCC Staff Senate Member</td>
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<td>Next Step Coaching Seminar</td>
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<td>Institute for Supply Management</td>
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<td>North Louisiana Chapter of NIGP</td>
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<td>NIGP Conference</td>
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ISM Conference

Eric Crowder  Luncheon and Motivational Speaker:
Luke Dowden
Director-Center for Learning Assistance
"Call Program"
Luncheon and Motivational Speaker:
Penny Durham
Financial Planner
Luncheon and Motivational Speaker:
Bob Boykin
Teambuilding workshop
Staff Member
Christmas Faculty/Staff Luncheon Meeting

Chad Johnston  Welcome and Membership Drive
Luncheon and Motivational Speaker:
Luke Dowden
Director-Center for Learning Assistance
"Call Program"
Luncheon and Motivational Speaker:
Penny Durham
Financial Planner
Luncheon and Motivational Speaker:
Dr. Paula Rhoades
Instructor-Science & Allied Health
Luncheon and Motivational Speaker:
Bob Boykin
Teambuilding workshop
Covered Dish Luncheon and
End of the Year awards
Introduction of new Staff Senate officers
Staff Member
Christmas Faculty/Staff Luncheon Meeting

Les Gongre  Luncheon and Motivational Speaker:
Penny Durham
Financial Planner
Luncheon and Motivational Speaker:
Dr. Paula Rhoades
Instructor-Science & Allied Health
Covered Dish Luncheon and
End of the Year awards
Introduction of new Staff Senate officers
Staff Member
Christmas Faculty/Staff Luncheon Meeting

Martha Peters  Welcome and Membership Drive
Luncheon and Motivational Speaker:
Luke Dowden
Director-Center for Learning Assistance
"Call Program"
STRATEGIC PLANNING

Department Measurable Strategy:
Provide training to new employees on the SCT online requisition procedure and familiarize all employees with purchasing policies and procedures.

Performance Indicators:
Document the number of new employees who have been trained and who are actively using the SCT online requisition system.

Assessment Results:
The SCT training provided to the new and existing employees has enabled requisitions to be processed quickly.

Strategy(ies) for the Future:
We will continue to provide training to new employees on the SCT online requisition procedure and familiarize all employees with purchasing policies and procedures.

Department Measurable Strategy:
Work with the Finance Department in order to clear outstanding invoices and ensure the payments to vendors are processed in a timely manner.

Performance Indicators:
Reconcile the PBM085 report that is generated by the SCT software system in order to resolve any discrepancies between what has been received and what is being invoiced.

Assessment Results:
Monitoring the PBM085 continues to resolve discrepancies between the receiving and invoicing.

Strategy(ies) for the Future:
We will continue to work with the Finance Department in order to clear outstanding invoices and ensure the payments to vendors are processed in a timely manner.

Department Measurable Strategy:
Monitor the PBM 120 to ensure that all materials and supplies ordered can be received and delivered within a reasonable time frame requested by the department.

Performance Indicators:
Track the delivery time from day ordered to departmental delivery.
Assessment Results:
Monitoring the PBM 120 continues to help the arrival of orders on a timely basis.

Strategy(ies) for the Future:

Department Measurable Strategy:
Improve services related to delivery of materials and supplies ordered.

Performance Indicators:
BPCC Report Card

Assessment Results:
Packages are delivered the next day. All packages are logged and signed for. We are pleased with the overall results received for the evaluation of our department.

Strategy(ies) for the Future:
We will continue to improve services related to delivery of materials and supplies ordered.

Department Measurable Strategy:
Encourage department personnel to attend workshops, seminars and professional development opportunities offered by Bossier Parish Community College.

Performance Indicators:
Each staff member will be given the opportunity to attend various workshops that will enhance professionalism and growth.

Assessment Results:
Our department attended several workshops.

Strategy(ies) for the Future:
We will continue to encourage department personnel to attend workshops, seminars and professional development opportunities offered by Bossier Parish Community College.

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.
Division of Business Affairs and Economic Development
Workforce Development

EMPLOYEE LISTING

Professional, unclassified staff

Traci Alsup, B.A.
Amanda Belcher, A.D.
Alisha Crowder, B.S.
Jasmine Horton, B.S.
Sherrie Johnson, A.A.
Tiyonda McCoy
Tracy McGill, B.A.
Madeline Priest, M.A.
Wayne Villemarette
Lisa Wargo, M.A.
Lisa Wheeler, M.Ed.

Classified staff

Cindy Watson, Administrative Assistant III

DIVISION SUMMARY

The primary mission of the Workforce Development division is to develop and advance workforce programs for the purpose of re-engineering and re-training Louisiana's Workforce with short-term training for long-term employment. We presently house programs through contracts with [1] 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); [3] the Louisiana Community and Technical College System (LCTCS), 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; and [4] the LCTCS to deliver the Healthcare Training 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 227 employers in the 2007-2008 fiscal year and attended 36 civic and state training functions to offer our services.

ADVANCED DEGREES OR CERTIFICATIONS:

Cindy Watson became a Certified Command Spanish Administrator allowing BPCC's Workforce Development Division to become a Licensed Official Registered Provider for Command Spanish.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Amanda Belcher was presented with a certificate for her volunteer service with the Cavalier Players.

Sherrie Johnson was presented with an award for 2008 Outstanding Community Service by the Chancellor. She also received an award presented by Lorenzo Walker, Mayor of Bossier City, for her service as a Commissioner for the Mayor's Commission of Women of Bossier City.

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>Lisa Wargo</td>
<td>Workforce Development Meetings</td>
<td>LCTCS Workforce Development Council, Baton Rouge</td>
<td>Strengthening the Incumbent Worker Training Program for Businesses to the Workforce Group of the Governor-Elect's Transition Advisory Council on Economic Growth</td>
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<tr>
<td></td>
<td>Planning Council Member</td>
<td>International Mentoring Association Conference, Las Vegas</td>
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<tr>
<td></td>
<td>Partnership Subcommittee, Chairman</td>
<td>LCTCS Conference, Baton Rouge</td>
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<td></td>
<td>Protocol Committee Member</td>
<td>Medical Management IWTP Grant Meeting, New Orleans</td>
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<td>Staff Senate Member</td>
<td>Franco's Athletic Club IWTP Grant Meeting, Mandeville</td>
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<td></td>
<td>IWTP Budget Training</td>
<td>Workforce Development Institute, New Orleans</td>
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<td>HR Web-based Entry Training</td>
<td>National Network of Sector Partners Conference, Denver</td>
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<td>Team Building with Bob Boykin</td>
<td>IWTP Focus Group Meeting, Baton Rouge</td>
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<td></td>
<td>Next Step Coaching Driver Safety Refresher</td>
<td>LCTCS Workforce Development Subcommittee to define &quot;How LCTCS is defining its impact on the Louisiana Workforce?&quot;, Baton Rouge</td>
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<td></td>
<td>Financial Forms Training</td>
<td>LCTCS IWTP Q&amp;A Meeting, Baton Rouge</td>
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<td>BPCC 1st and QEP Kick-Off Meeting</td>
<td>Bossier Women's Commission Luncheon, Bossier City</td>
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<td>MS Office 2007 Training</td>
<td>LERN Member</td>
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<tr>
<td>Lisa Wheeler</td>
<td>Workforce Development Meetings</td>
<td>Department of Labor LAVOS Training, Bossier City, Bossier Women's Commission Luncheon, Bossier City, Member, Commission on Adult Basic Education,</td>
<td>Shreveport Manufacturing Managers Council, Department of Labor IWTP Public Hearing, Baton Rouge, Education and Industry Today, Presentations to Bell Oaks, Minden Medical Center, American Wood Finishing Institute, Association of General Contractors, Bossier Parish Schools Transitions Team, Pratt Industries, Bayside Health Care, Twin Oaks Nursing Home</td>
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<td>BPCC Emergency Procedures Training</td>
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<td>Planning Council Member</td>
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<td>Partnership Subcommittee Member</td>
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<td>Staff Senate Member</td>
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<td>CALL Seminar</td>
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<td>Safety Committee Member</td>
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<td></td>
<td>Next Step Coaching Driver Safety Refresher</td>
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<td></td>
<td>Violence in the Workplace Committee Member</td>
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</tbody>
</table>
2008 Annual Meeting, Monroe,
Bossier Chamber Business Builder's
Luncheon, Management Skills for
Supervisors, Shreveport,
Communicating with Tact and Skill
for Managers, Shreveport

Sherrie Johnson  Chairman, Safety Committee
Computer Training; Outlook,
Microsoft Office Excel
Staff Senate, Team Building

Leadership Development Institute-
American Association of Community
Colleges
International Mentoring Association
Conference
Workforce Investment Act Training
Seminar
Options Design Team
Mayor's Commission of Women of
Bossier City-Co-Chairman of
Mentoring Committee
Bossier Chamber of Commerce
Diplomat-Co-Chairman of Team
Leadership
Bossier Chamber of Commerce
Youth Leadership Committee Member
Society of Human Resource
Management
Solutions to Poverty, Co-Chairman
Governor's Children & Youth
Planning Council member
Bossier Youth Leadership Social
Service Projects
W.I.A. Youth Day Committee
Member

America Association for Adult
and Continuing Education-Co-
presented "Applying Business
Approaches to Lifelong
Learning."

Amanda Belcher  Computer training-Outlook,
Microsoft Office Excel and Power
Point
Chairman, Faculty/Staff Senate
Team Building - Staff Senate

Bossier Achievement Center
Workshop on Workforce
Development and W.I.A.

Wayne Villemarette Staff Officer for Staff Senate
Committee on Committees; BPCC
Safety Committee; BPCC
Committee on Committees;
Registration; Lion's Club,
Teambuilding, The Secrets Behind:
Facebook & Myspace.com; BPCC
Foundation, Inc., BPCC's "Call
Program"; BPCC 1st and QEP Kick-
Off Meeting

2008 LACHE Annual Meeting,
Mayor's Commission for Women of
Bossier City- Celebration of
Women's Week Luncheon, IWTP
Training Exposition-Shreveport,
IWTP Regional Training Meeting

Madeline Priest Staff development training,
Workforce Development and IWTP
department meetings, Financial
Forms training, BPCC Employee
Orientation, BPCC Emergency
Procedures and Safety training,
BPCC Safety Meetings, Office 2007
New Features training, Business and
Industry Committee Member

Economic Development
Newsletter Spring 2008, IWTP
Program Presentations to
Clement Industries, Trane, Inc.,
Centerpoint Community
Services, Shreveport-Bossier
Convention and Tourism
Bureau, Agape Hospice, Twin
Oaks Nursing Home, Bell
Oaks, Legal Services of
Northwest Louisiana

<table>
<thead>
<tr>
<th>Name</th>
<th>Activities</th>
<th>Locations</th>
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<tbody>
<tr>
<td>Tracy McGill</td>
<td>Staff development training, Workforce Development and IWTP department meetings, Financial Forms training, BPCC Employee Orientation, BPCC Emergency Procedures and Safety training, BPCC Safety Meetings, Office 2007 New Features training, Business and Industry Committee Member</td>
<td>IWTP Program Presentations to Clement Industries, Legal Services of Northwest Louisiana, Red River Bank, Caddo Council on Aging, BASF Corporation, Highland Clinic</td>
</tr>
<tr>
<td>Alisha Crowder</td>
<td>IWTP Staff Meetings, Workforce Development Staff Meetings, Safety Training, Staff Handbook Committee, BPCC Safety Meetings, Budget Training, CALL Seminar, Time Sheet Training, Emergency Training, Office 2007 Training, Staff Development Training, Staff Senate, Financial Forms Training</td>
<td>IWTP Program Presentations to ARC of Caddo-Bossier, Virginia Hall Nursing Home (Progressive Care Center), EMS Consortium, Continental Structural Plastics, Springhill Medical Center, US Agencies, Mike Shaw Auto (Honda of Slidell), Toyota of Slidell, Deep South Equipment, Hendrix Manufacturing, Heritage Manor, Mid City Pediatrics, Acadiana Millwork, Toledo Mudlogging, Rayville Nursing Home, Princeton Place Nursing Home, Cypress Healthcare-New Orleans</td>
</tr>
<tr>
<td>Traci Alsup</td>
<td>BPCC Safety Meetings, CALL Seminar, IWTP Staff Meetings, Workforce Development Staff Meetings, Budget Training, Time Sheet Training, Emergency Training, Office 2007 New Features Training</td>
<td>IWTP Program Presentations to BASF Corporation, TMR Corporation</td>
</tr>
<tr>
<td>Jasmine Horton</td>
<td>Workforce Development staff meetings, Team Building training, Healthy Heart training, Hospitality Committee Member, Staff Handbook Committee Member, Staff Senate Member</td>
<td>LAVOS Training, DOL, Baton Rouge Pathways to Construction Region VII Meetings</td>
</tr>
<tr>
<td>Cindy Watson</td>
<td>Workforce Development Staff Meetings, Safety Meetings, Sexual Harassment Committee Staff Senate Member, HR Web-based Entry Training, Team Building with Bob Boykin, Financial Forms Training, BPCC 1st &amp; GEP Kick-Off Meeting, MS Office 2007 Training, Next Step Coaching Driver Safety Refresher, BPCC's Call Program Staff Development Opportunity</td>
<td>Teaching Occupational Spanish, Houston</td>
</tr>
</tbody>
</table>
SIGNIFICANT CONTRACTS OR GRANTS:

Coordinating and Development Corporation, WIA, Bossier/Outlying Caddo Parish - $74,366
Pathways to Construction Initiative - $531,560
Healthcare Initiative - $238,863
Incumbent Worker Training Program - Department of Labor (25 grants)
  Guest Care Services - $91,356
  American Standard (Trane, Inc.) - $372,225
  Trane, Inc #2 - $192,401
  Franco's Athletic Club - $101,725
  Bell Oaks - $24,383
  Legal Services of Northwest Louisiana - $46,570
  Legal Services of Northwest Louisiana #2 - $66,464
  Live Oak #2 - $91,024
  EMS Consortium - $253,855
  Medical Management - $192,639
  Medical Management #2 - $52,624
  Shreveport Bossier Convention and Tourism Bureau - $43,641
  ARC of Caddo Bossier #2 - $150,353
  Voith Fabric #2 - $119,362
  Progressive Care - $87,735
  Allen Millwork #2 - $180,125
  Harvey Toyota #2 - $81,587
  McElroy Metal #2 - $186,123
  Ivan Smith #2 - $145,723
  Springhill Medical Center - $262,618
  Continental Structural Plastics #2 - $108,542
  Clement Industries - $116,227
  Highland Clinic #3 - $51,905
  Honda of Slidell - $193,430
  US Agencies - $176,785

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:
Deliver Pathways to Construction Employment Initiative.

Performance Indicators:
Achievement will be measured by the number of participants served.
Assessment Results:
416 participants were served in training for electricians (71), plumbers (29), blueprint reading (7), Hazmat Certification (11), and various designations and certifications for the National Association of Home Builders (298).

Changes Based on Assessment Outcomes:
BPCC continues to develop and provide just-in-time solutions for the construction industry in this region, based on needs expressed by employers in that sector of the economy.

Strategy(ies) for the Future:
Similar types of training are planned for the coming year, expanding services to include continuing education for plumbers. BPCC will continue dialogue with area industry representatives to identify needs and develop appropriate training programs.

Department Measurable Strategy:
Form new partnerships and continue existing partnerships with IWTP program participants.

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] 10 IWTP grants approved, representing $1,365,810 in awards
[2] 2,632 employees trained during FY
[3] 11 grants in the writing process; 8 grants awaiting approval, representing $947,905.99 in training funds requested
[4] 8 IWTP grants brought to completion during the FY, representing $840,716 in funds.
[6] IWTP staff represented BPCC in dialogue with 102 employers across the state this fiscal year. The staff represented BPCC at 23 civic and community events.

Changes Based on Assessment Outcomes:
Workforce Development works diligently to identify training needs of local and area businesses, to develop effective and efficient short-term training programs that meet those needs. BPCC continues to be a state leader in Incumbent Worker Training Program grant awards.

Strategy(ies) for the Future:
The IWTP grant application process is more competitive than ever before and are shorter in length. Project coordinators must ensure that needs assessments conducted in the initial phases of grant writing are accurate and comprehensive. 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 in-house training database. Adjust future strategies as LA DOL transitions to LA Workforce Commission. Modify writing and managing processes as DOL/LWC guidelines change. Continue to meet needs of LA employers for immediate, short-term and long-range training.
Department Measurable Strategy:
Recruit, provide training and/or educational opportunities to "out-of-school" youth between the ages of 17-21 from Bossier City/Parish, and the outlying Caddo 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:
W.I.A. served 18 students through the fiscal year with 15 currently enrolled as active participants. Two participants graduated from college. All participants are enrolled in college or other educational training programs. ___ are working and attending school.

Changes Based on Assessment Outcomes:
BPCC W.I.A. students will continue to be assessed and enrolled in accordance and as defined by the guidelines of the Coordinating & Development Corporation.

Strategy(ies) for the Future:
The W.I.A. Youth Program will continue to operate following current policy until the guidelines are released by Coordinating & Development Corporation for the 2008-09 year.

Department Measurable Strategy:
Recruit high school dropouts in Northwest Louisiana for training programs.

Performance Indicators:
Number of students placed in academic, non-academic, and / or workforce training programs.

Assessment Results:

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:

Department Measurable Strategy:
Deliver Healthcare Training Initiative

Performance Indicators:
Achievement will be measured by the number of participants served.

Assessment Results:
125 participants were served through either short-term, non-credit training leading to industry based certifications CNA (49), ELNEC (18), CCEMTP (14), or traditional credit-course training toward a nursing degree (LPN, ADN, or BSN 44).

Changes Based on Assessment Outcomes:
Tuition assistance grant funding will be requested again next year, but will be distributed only as partial assistance for selected costs in order to serve more participants.

Strategy(ies) for the Future:
Expand Critical Care Transport and ELNEC programs. Continue CNA and credit course training opportunities to strengthen the healthcare industry.

**Department Measurable Strategy:**
Review feedback received for services delivered based on assessments completed by participants, vendors, clients, and partners.

**Performance Indicators:**
Achievement will be measured by the assessment results.

**Assessment Results:**
Because standard DOL satisfaction reports reflected employers' opinions about not only BPCC, but also DOL, other vendors, and the IWTP program in general, BPCC developed internal assessments that measured solely our performance. Coordinators distributed these internal satisfaction reports to training participants, vendors, corporate clients, and partner employers. Rate of returned reports was higher for trainees completing in person at training site and from primary employer partners. Rate of return was lower for those e-mailed to clients and vendors with whom we had infrequent contact. In general, the returned reports reflected a "very satisfied" rating, 5 on a scale of 5. A few rated a 4, but with no qualifying comments. The IWTP customer service report is required by DOL for all employers. Of 18 grant employers 3 had not passed the first reporting period yet. The remaining 15 reported an average of 9.28 on a 10 point satisfaction scale.

**Changes Based on Assessment Outcomes:**
Discussion was held with one instructor where feedback indicated service did not meet maximum levels of client satisfaction. Implemented instructional changes and delivery of content based on employee and employer feedback.

**Strategy(ies) for the Future:**
Reiterate procedure to coordinators about when and to whom to send assessments. Create follow-up procedure to review feedback in staff mtg with coordinators and to track non-responses. Develop method to capture paper/pencil assessment feedback in workforce database.

**Department Measurable Strategy:**
Provide professional development through participation in local, regional, and nationwide workforce training and development organizations.

**Performance Indicators:**
1. Attend yearly workforce conference
2. Attend LCTCS Workforce Development Meetings
3. Attend IWTP Focus Group Meetings
4. Attend IWTP Regional Meetings
5. Attend local Chamber of Commerce Meetings

**Assessment Results:**
Employees of Workforce Development attended numerous business functions throughout the year.
1. Of the 12 Workforce Development Division employees, 2 attended the Workforce
2. Of the 12 Workforce Development Division employees, 1 is designated to attend the LCTCS Workforce Development Meetings. All meetings were attended. The Workforce and IWTP Department has 6 employees.

3. IWTP held 2 Focus Group Meetings where they invite selective participants. BPCC is always invited to attend. BPCC sent a representative to both of these meetings.

4. IWTP held one Regional Meeting - 4 attended. Additionally, they held the following: Public Hearing - 3 attended. Two Expos - Ruston (2 attended) and LSUS (4 attended). Presentation at LACHE meeting - 4 attended. Presentation at Business Builders - 2 attended.

5. One employee, Director, Drop Back In, is designated to attend Bossier Chamber of Commerce Meetings. All meetings were attended.

**Changes Based on Assessment Outcomes:**

Professional Development is an integral part of an employee's growth and maintaining a productive BPPC employee. Workforce Development Division will continue to provide opportunities for professional development to its employees.

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

Continue to offer and provide professional development through participation in local, regional, and nationwide workforce training and development organizations.

**Department Measurable Strategy:**
Recruit corporate training clients.

**Performance Indicators:**
The number of corporate training clients recruited.

**Assessment Results:**
Partnerships have been built with Pratt Industries, Bossier Parish School Board, and the Association of General Contractors for training employees.

**Changes Based on Assessment Outcomes:**
Pre-employment training planned with Pratt Industries, support during plant construction and hiring phase; eventually general workforce training; career exploration linking post secondary with secondary planned with parish schools, first aid and CPR for teachers; re-market construction as a career and create renewed applicant pool for Association of General Contractors.

**Strategy(ies) for the Future:**
Continue to serve corporate clients, seeking ways to bridge them to other grant programs we can offer.

**Department Measurable Strategy:**
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 additional funding sources received.

**Assessment Results:**
While we did not get any new funding sources, we did receive additional funds (above the original award) for delivering healthcare training and construction skills training. A new training program for Critical Care Transport was launched using some of the additional funds.

**Changes Based on Assessment Outcomes:**
Continue to develop partnerships with agencies investing in workforce training.

**Strategy(ies) for the Future:**
Continue to develop customized training programs for which employers express need and seek funding to implement them.

**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 work seek workforce training in the areas of computer skills, technical skills, safety and OSHA compliance training, customer service, conflict resolution, problem solving, leadership and professional conduct. The Pathways to Construction Employment Initiative at BPCC has continued to lead the state in numbers trained and funds invested. Two additional awards were made during the year when the initial award was successfully disbursed. The Healthcare Initiative provided high-demand occupational training for CNAs, hospice and palliative care nurses, critical care transport personnel, LPNs, ADNs and BSNs. New corporate accomplishments include linkages with the local parish schools, a paperboard recycling mill under construction, and a state-wide construction contractor's association. All these partnerships have provided new opportunities for workforce development in the coming year.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

[1] Continue to seek IWTP grants from the LA DOL on behalf of area employers.
[3] Seek additional sources of grant funding to expand our capacity to deliver a variety of workforce training options.
[4] Continue to review feedback received for services delivered.
[6] Continue to provide professional development through participation in local, regional, and nationwide workforce training and development organizations.
Division of Business Affairs and Economic Development
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff

Shelli Ulrich, B.S.
Becky Turbeville, B.B.A.
Tiyonda McCoy

DIVISION SUMMARY

Bossier Parish Community College's Workplace Literacy Program is designed to assess, build, and enhance current labor market skills. Current programs include GED, adult literacy, and pre-employment testing for business and industry. This year, Workplace Literacy Program concentrated efforts to expand capacity in GED and Project READ.

Two additional class sessions were added to GED and Project READ created two class sessions in an effort to allow students the opportunity to quickly progress from literacy to GED. Enrollment and attendance has doubled in both of these programs.

ADVANCED DEGREES OR CERTIFICATIONS:

Becky Turbeville is working on her MBA.

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Becky Turbeville</td>
<td>Blackboard Webinar Microsoft Office 2007 Academic Affairs and Administrative Policies Committee</td>
<td>RITE FLIGHT Curriculum Workshop at Texas Scottish Rite Hospital for Children Twelve hours credit toward M.B.A.</td>
<td>RITE FLIGHT Curriculum Workshop at Texas Scottish Rite Hospital for Children Twelve hours credit toward M.B.A.</td>
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</table>
SIGNIFICANT CONTRACTS OR GRANTS:

$53,000 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:
Graduation increased this fiscal year from 14 students to 22 graduates. We continue to enroll 50% GED completers in academic courses at BPCC the semester following their graduation. One former GED completer graduated BPCC and has enrolled in a four year college.

Changes Based on Assessment Outcomes:
Continue current efforts.

Strategy(ies) for the Future:
Continue to promote academic programs offered at the College to GED and Project READ students.

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:
Partnership with Trador Management Group, INC to offer GED and office skills training to residents of three subsidized housing facilities.

Changes Based on Assessment Outcomes:
Continue current efforts.

Strategy(ies) for the Future:
Continue to participate in Bossier Chamber of Commerce, Society of Human Resource Managers, and other professional organizations.

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:
The Workkeys assessments continue to be successful screening tools for job applicants; however, due to lack of employer buy-in, there has been little to no demand for the Louisiana WorkReady! Certificate.

Changes Based on Assessment Outcomes:
Workplace Literacy will continue to market the Louisiana WorkReady! Certificate to business and industry in an effort to increase employer buy-in and labor market demand.

Strategy(ies) for the Future:
Work with Northwest Louisiana Department of Economic Development in marketing the Louisiana WorkReady! Certificate.

Department Measurable Strategy:
Provide professional development through participation in national workplace literacy organizations and local training and development.

Performance Indicators:
1. Attend national workplace literacy conference
2. Participate in faculty and staff development opportunities offered on campus

Assessment Results:
Attended American Association of Adult and Continuing Education Annual Conference and related workshops, attended Rite Flyte Adult Literacy training at Texas Scottish Rite Center for Dyslexia, participated in various on-campus staff development opportunities

Changes Based on Assessment Outcomes:
Continue current efforts.

Strategy(ies) for the Future:
Identify staff development opportunities and encourage staff participation in at least one on-campus and one off-campus opportunity per year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

This year the Workplace Literacy Program focused efforts on improving attendance and progress in both GED and Project READ classes. We implemented an attendance contract requiring students attend at least 50% available class days and began exiting students failing to maintain required attendance. As a result, we have doubled our average daily class attendance, and students are progressing quicker. Project READ classes have proven very effective. Ten students have progressed from Project READ into GED classes, and one Project READ student will be ready to take her GED test this summer. Current enrollment in GED is 80 students, and current enrollment in Project READ classes is 30.

Steelscape, INC, our largest Workkeys client, completed their three phases of hiring in June 2007. We are now in negotiations with a new company at the Port of Shreveport Bossier regarding use of Workkeys assessments as a pre-employment screening tool. We continue to work with the
University of Anchorage Alaska in testing British Petroleum applicants interested in employment on the Alaskan North Slope.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**

Workplace Literacy instructors will continue to enforce attendance requirements in GED and Project READ classes in an effort to generate more graduates.

Workplace Literacy will work with the Northwest Louisiana Economic Development Foundation in marketing the Louisiana WorkReady! Certificate. In addition, Workplace Literacy will work with area employers and educators in planning a junior high career expo to expose youth to Northwest Louisiana high demand career options.
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.  
Stanley Hippler, B.S. 

Classified staff 
Denise Morgan, A.A.S. 

DIVISION SUMMARY 

The Student Services Division consists of nine departments: Admissions/Registrar, Financial Aid, Athletics, Student Life, Recruiting, Counseling, Job Placement, and the Academic Advising Center. 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. Staff in this office include the Vice Chancellor for Student Services, the Student Services Specialist, and an Administrative Assistant IV. Together, this staff's mission is to provide support and guidance to the nine departments under the Student Services Division, to provide fair, objective decisions involving student discipline and student concerns, and to work diligently to improve customer service and satisfaction. 

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 many and varied student organizations, academic advising, opportunities for community service, and access to on and off campus student activities. In addition, the various departments host job fairs, financial aid fairs, hold student focus groups, give students access to interactive forms, provide opportunities for students to evaluate each department through student surveys, offer many seminars for students to enhance academic and social success, host Safety Awareness exhibits, offer online student elections and voting, and provide many and various talent based scholarships. 

Community service is an integral part of the mission of the Student Services Division. Each member in this division is required to participate in at least two community service projects per year. This year we had 100% participation in community service projects. These projects include but are not limited to the following: donations to the Highland Center and the Northwest Louisiana Food Bank; donations of toys to Operation Santa Claus; volunteering for the 5K Run/Walk; helping
the Shreveport-Bossier Rescue Mission; participating in the Caddo Sheriff's Scholarship Committee; participating in the Thanksgiving Blessing; the American Cancer Relay for Life; hosted the Cavalier Closet; participated in the BPCC/Bossier Christmas Show; participated in the Volunteers of America Halloween Carnival and the Christus Schumpert Halloween Carnival; participated in Shreveport's Habitat for Humanity participated in the Lion's Club Eyeglass Collection and the Lion's Camp for Crippled Children Donation and participated in the LCTCS Foster Care Initiative. A complete list of community service projects can be found in each Student Service Department's annual report.

Finally, 100% of the members of the Student Services Division participated in two or more professional development seminars. A detailed listing of these professional development activities are listed in each department's annual report. The three staff members in the Office of the Vice Chancellor had 100% participation in both community service and professional development opportunities.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Nathalie Lamarand:
Elected Staff Senate President for 2008-2009

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>Karen Recchia</td>
<td>SACS Federal Requirements Committee Chair</td>
<td>Northwest Louisiana Criminal Justice Institute Registration</td>
<td>Student Services Division Policies and Procedures Manual</td>
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<td>SACS Committee Chair Members Planning Council Member</td>
<td>Louisiana Association of School Executives Member</td>
<td>Student Services Division Manual</td>
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<td>Access and Success Planning Council</td>
<td>LAWHE Member</td>
<td>Student Handbook</td>
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<td>Subcommittee Chair</td>
<td>LaHEC Campus Representative</td>
<td>Athletic Title IX Compliance Manual</td>
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<td>LACUSPA Board Two-Year College Representative</td>
<td>CLHE Member</td>
<td>FERPA Compliance Manual</td>
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<td>Violence in the Workplace Committee</td>
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<td>Annual Retreat Presentations</td>
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<td>Student Technology Fee Ex-Officio</td>
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<td>LCTCS Foster Care Initiative Presentation</td>
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<td>Judicial Affairs Committee Ex-Officio</td>
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<td>Academic Misconduct Appeals Committee Ex-Officio</td>
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<td></td>
<td>LCTCS Chief Academic and Student Services Officers Committee Member</td>
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<td>BPCC Executive Council Member</td>
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<td>Cavalier Athletic Foundation Registered Agent</td>
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<td>Certified Member of Community Emergency Response Team</td>
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<tr>
<td>Nathalie Lamarand</td>
<td>Academic Misconduct Appeals Hearing Liaison</td>
<td>Achieving the Dream Strategy</td>
<td>BPCC 1st Spring Newsletter</td>
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<td>Adviselink Training</td>
<td>Institute in Atlanta, GA</td>
<td>BPCC 1st Student Focus Groups</td>
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<td>BPCC 1st / QEP Campus Kick-Off Presentation</td>
<td>LACUSPA Conference in New Orleans, LA</td>
<td>Credit Card Debt Awareness</td>
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<td>LaHEC Professional Development</td>
<td>Week Exhibit</td>
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</tbody>
</table>
BPCC 1st Campus and Community Communication Lead  
BPCC 1st Core Team member  
BPCC Homecoming Committee Cavalier Connection NSO Committee Member  
CLEP Open House Disciplinary Hearing Liaison Emergency Procedures Training Institutional Effectiveness Subcommittee Secretary Judicial Affairs Committee Chair LaHEC Campus - Community Coalition Liaison LiveHelp Training Ms. BPCC Core Group Member Online Time-keeping Training Planning Council Member Record Retention for Universities: What to Save-What to Deny Teleconference Risk Management / Safety Training Scholarship Committee Member Staff Senate By-Laws Committee Member Staff Senate CALL Presentation Student Success Course Initiative Task Force member Swiftek Presentation  

Denise Morgan  
Signs and Symptoms of Sudden Illness  
New Student Orientation for Cavalier Connection  
BPCC First & QEP Presentation  
BPCC's Call Program  
Financial Forms Training  
Fire Safety  
BPCC's Production of Dracula  
Writing and Publishing Your Work  
Risk Management/Safety Presentation  
Excel Introductory Training  
PowerPoint Introductory Training  
Don't be a Heart Breaker/Heart-Healthy Tips  
Microsoft Word Intermediate Training  
FSLA Training  
Yoga for Relaxation  
Emergency Procedures/Safety/Security Seminar  
Excel Intermediate Training  
Teambuilding with Bob Boykin  
Payroll Forms Committee  
Scholarship Committee  
SACS Supply Committee  
Live Help Training  
2007-2008 Annual Report Training  

Summit in Baton Rouge, LA LATECH undergraduate coursework Student Services Division Staff Retreat  
Judicial Affairs Disclosure Notification  
New Student Orientation CAVS Presentation Safety Awareness Week Exhibit Student Handbook Voter Registration Exhibit  

BPCC's production of A Down Home Christmas  
BPCC 1st and QEP Kick-Off Meeting  
Strategies for Success Training  
BPCC's Production of Oklahoma Nine hours at LSUS towards baccalaureate degree Celebration for Ethan Powell  
Invitation presentations for Hospitality Committee Student Services Division Manual Student Services Policies and Procedures Manual
STRATEGIC PLANNING

Department Measurable Strategy:
Create an online New Student Orientation program.

Performance Indicators:
1. Implementation of the modules for the online New Student Orientation program.
2. The number of online modules created by the end of Spring 2008.

Assessment Results:
Because of the importance of creating and implementing a face-to-face Orientation academic course for students, the implementation of the online New Student Orientation modules was put on hold until fall 2008.

Changes Based on Assessment Outcomes:
No changes at this time since the modules have not been created.

Strategy(ies) for the Future:
Ensure that at least two modules are created by the end of fall 2008.

Department Measurable Strategy:
Move the Advising Center to a more centralized location and increase staff in order to better serve our students.

Performance Indicators:
1. The completion of the Advising Center's new physical location by December 2007.
2. The addition of at least one staff member for advising by June 30, 2008.

Assessment Results:
The Advising Center was relocated to the first floor of Building F in fall 2007. One staff member responsible for student advising was added to the Advising Center.

Changes Based on Assessment Outcomes:
It is evident that with the growing population of BPCC students, another staff member with expertise in the Natural Sciences and Allied Health curriculums is needed.

Strategy(ies) for the Future:
Hire another academic advisor for the Advising Center by fall 2008.

Department Measurable Strategy:
Make the online Student Handbook more interactive and student friendly.

Performance Indicators:
Addition of a "Frequently Asked Questions" section and addition of Chapters and Indexes to the

**Assessment Results:**
In the place of the "Frequently Asked Questions" section, we went online with LiveHelp. With LiveHelp, the Student Services staff can immediately interact with visitors to any of our Division's web pages through instant messaging. Chapters and Indexes were added to the Student Handbook.

**Changes Based on Assessment Outcomes:**
We will compile the data from LiveHelp to determine the most frequently asked questions, and by spring 2009 create a Frequently Asked Questions section on the web.

**Strategy(ies) for the Future:**
Ensure that the Frequently Asked Questions section is implemented by spring 2009.

**Department Measurable Strategy:**
Implement assessment tools for each department within the Student Services Division.

**Performance Indicators:**
Results of the individual assessment tools for each department.

**Assessment Results:**
This year because of the vast amount of work due by each Student Services Division Department for SACS, the in-house Student Services Assessment Report was not dispursed.

**Changes Based on Assessment Outcomes:**
Beginning in fall 2008, the in-house Student Services Assessment Report will be implemented for each academic year.

**Strategy(ies) for the Future:**
Ensure that each year the Student Services Assessment Report is implemented an completed by each department within the division.

**Department Measurable Strategy:**
Coordinate a yearly Student Services Retreat for all Student Services personnel in order to offer professional development opportunities and to enhance the division's customer service skills.

**Performance Indicators:**
1. Implementation of a yearly Student Services Retreat.
2. Provision of at least one professional development opportunity during the retreat.

**Assessment Results:**
The Student Services Retreat has now been made an annual event. At each annual retreat, professional development will be offered through such venues as guest speakers, presentations, and skits.

**Changes Based on Assessment Outcomes:**
We will continue to hold the annual Student Services Retreat in order to enhance the customer service and student service skills of the employees of this division.
Strategy(ies) for the Future:
We will strive to provide outside guest speakers when possible at the retreat.

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. The effectiveness of the Student Services Division is evidenced by the following: during 2007-2008, the Academic Advising Center, composed of only two advisors, advised 901 students; an Academic Advising Advisory Board was created to provide campus-wide input for the Advising Center; the Admissions/Registrar's Office created and administered a student survey which resulted in 77.6% of students rating this office as excellent or good. The BPCC Report Card results for this office improved from a 3.09 to a 3.14; in Athletics, the cumulative grade point team averages for our four sports ranged from a 2.6 to a 3.2 and student satisfaction with the athletic programs improved from a 4.05 to a 4.12 on the ACT Student Opinion Survey; the Counseling Center, operating with only one licensed counselor, gave personal counseling to 126 students, and improved on the ACT Student Opinion Survey for personal counseling services from a 3.94 to a 4.14. This office also hosted a successful College Major Fair and a Disabled Students Orientation; the Job Placement Office had 75 total employer attendees to the fall and spring job fairs, and 1,963 students received job placement services and referrals; the Financial Aid Office hosted the first ever College Goal Sunday and had 75 community participants. In addition, this office implemented Interactive Forms for students. These forms are now being used by various departments across the campus; the Recruiting Office gave campus tours to over 125 individuals and twelve groups and/or organizations. In addition, this office visited numerous area high schools and businesses, and the three staff members in this office participated in more than thirty professional development seminars and workshops; the Student Life Department implemented online Student Government Elections and approximately 800 students voted online. The Cavalier Communication Center (C3) was implemented and has been extremely successful and helpful to students in all areas of the College. In addition the Student Life Department held Cavalier Connection (New Student Orientation) which hosted and registered approximately 507 students. The Office of the Vice Chancellor for Student Services received a commendation from the SACS visiting committee for the organization of student issue files and for the processes in place for handling student grievances. Finally, each staff member in each department of the Student Services Division gave 100% participation in two or more community services projects and 100% participation in various professional development seminars and workshops, thus fulfilling our mission to the College and the Student Services Division.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Enhance the Judicial Affairs page of the Student Handbook to make it more interactive and user friendly for students.
Promote 100% participation in LiveHelp by all departments in the Student Services Division.
Create a Student Services newsletter for all Student Services staff in order to better keep them informed of policies, procedures, and changes.
Division of Student Services
Academic Advising

EMPLOYEE LISTING

Professional, unclassified staff

Peggy Fuller, B.S.
Karen Jackson, M.S.

Classification staff

Toni Brown, A.S.

DIVISION SUMMARY

During the 2007-08 academic year, the Academic Advising Center was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community. The Academic Advising Center was located in G-327 with one advisor/director and one Administrative Assistant III. During the summer 2007 semester, the Academic Advising Center advised 162 students. During the fall 2007 semester, the Academic Advising Center advised 154 students. During the spring 2008 semester, the Academic Advising Center advised 169 students. Since the Academic Advising Center relocated to A-138 on January 23, 2008, the number of students advised by two advisors were 474 students. For the 2007-08 fiscal year, 901 students have been advised through the Academic Advising Center.

The mission of the Academic Advising Center is to assist students in the development of meaningful educational plans that are consistent with their needs, interests, and abilities while strengthening their economic, social, and cultural life. Through academic advising, ADA counseling, recommendations, accommodations, and career assessments based on the individual needs of the learners, these students will become empowered to achieve their academic career goals.

The Academic Advising Center received six (6) computers for student use during advising sessions from the Bossier Parish Community College Student Government Association. Through the CALL program a computer and scanner for student use has been placed in the Academic Advising Center.

Members of the Academic Advising Center fulfilled the mission of the College and of the Student Services Division by 100% participation in various professional development seminars and/or workshops and by 100% participation in community service projects including but not limited to donations to the Highland Center, donations to the Northwest Louisiana Food Bank, and donations of toys to Operation Santa Claus.
ADVANCED DEGREES OR CERTIFICATIONS

Peggy Fuller received a certificate from DePaul University after successfully completing the PLA-4-PLA and Workshop II on Prior Learning Assessment on February 25, 2008.

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>Peggy Fuller</td>
<td>SoftChalk training</td>
<td>CALL iWebfolio training</td>
<td>Three workshops on &quot;Lifesaving Advising Tips for Students&quot;</td>
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<tr>
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<td>Planning Council Committee</td>
<td>&quot;Achieving the Dream&quot; program</td>
<td>&quot;Best Practices in Advising Adult Learners&quot;</td>
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<td></td>
<td>Vice-Chair for Goal 2 Programs and Services Sub-committee</td>
<td>LACADA Meeting (Louisiana Academic Advising Association)</td>
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<td></td>
<td>Interim Division Chair for Business and Computer Science</td>
<td>Member of LACADA</td>
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<td>BPCC 1st and QEP Kick-Off</td>
<td>Member of NACADA (National Academic Advising Association)</td>
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<td></td>
<td>BPCC's CALL Program training</td>
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<td>Financial Forms training</td>
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<td></td>
<td>Designed and taught the Portfolio 101 course</td>
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<td>Faculty Portfolio Assessment training</td>
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<td>Interview Committee for the Academic Planning</td>
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<td>Staff Development Seminar</td>
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<td>Louisiana TeachNext Selector Training</td>
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<td>AdviseLink training</td>
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<td>Writing and Publishing Your Work meeting on</td>
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<td>Academic Advisory Board</td>
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<td>FSLA Training</td>
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<td>Financial Forms Training</td>
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<td>National Poetry Month Celebration</td>
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<td>Cavalier Player Production</td>
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<td></td>
<td>&quot;Oklahoma!&quot;</td>
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<td>Annual Report Hands On meeting</td>
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<td>Karen Jackson</td>
<td>&quot;Live Help&quot; training</td>
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<td>Donor Appreciation Reception</td>
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<td>10-year pin for ten years of state service at BPCC</td>
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<td>Vice-Chair of Disciplinary Committee</td>
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<td>Co-Advisor of Fellowship of Christian Athletes</td>
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<td>Taught READ 099</td>
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<td>Staff Development Seminar</td>
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<td>Judge for Staff Senate Halloween Costume Contest</td>
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<td>&quot;Christmas Card Shower&quot;</td>
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<td>Advising Workshop/Lumina Grant</td>
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<td>Financial Forms Training</td>
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<td>Taught 2 sections of PSYC 201</td>
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<td>LACADA Meeting (Louisiana Academic Advising Association)</td>
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<td>Member of LACADA</td>
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<td>Member of NACADA (National Academic Advising Association)</td>
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<td>Math/Test Anxiety Seminar</td>
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<td>Campus Ministries Devotion</td>
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</table>
National Poetry Month Celebration
"Live Help" training
"Commissioner" for mock zone hearing in BLGY 106-01
10-year pin for ten years of state service at BPCC

Toni Brown
Strategies for Success Training
Attended the Next Step Coaching "A Driver Safety Refresher Course"
BPCC 1st and QEP Kick-Off meeting
BPCC's CALL Program training
Financial Forms training
Financial Forms Training Class
Flexibility and Fitness Workshop
Staff Development Seminar
AdviseLink training
Writing and Publishing Your Work
"Finding Library Materials to Complete Your Assignments" Workshop
FSLA Training
Microsoft Word Intermediate Training
Microsoft Excel Intermediate Training
Microsoft Word-Advanced-Mail Merge Training
"The Secrets Behind: Facebook & Myspace.com"
Attended the Financial Forms Training
National Poetry Month Celebration
Annual Report Hands On meeting
10-year pin for ten years of state service at BPCC

SIGNIFICANT CONTRACTS OR GRANTS

The Academic Advising Center was included in a Board of Regents grant for $48,903.00. This grant was to provide transformation for developmental math and student success/engagement but was not funded.

STRATEGIC PLANNING

Department Measurable Strategy:
Implement an assessment component to evaluate the effectiveness of the academic advising programs and services.

Performance Indicators:
1. Create a survey for faculty input concerning the Advising Center.
2. Create a survey for students to determine satisfaction with the Advising Center services.

Assessment Results:
1. A survey was created for faculty input concerning the Advising Center.
2. A survey was created for students to determine their satisfaction with the Academic Advising Center services.

Changes Based on Assessment Outcomes:
1. A survey was developed and implemented during one of the advising sessions of the Professional Development Workshop for the faculty on December 12, 2007.
2. A survey was developed and mailed to students visiting the Academic Advising Center to determine their satisfaction with services provided.

Strategy(ies) for the Future:
1. Continue implementation of the survey by students to determine their satisfaction with the Academic Advising Center services.
2. Continue implementation of the survey to the faculty and staff during professional development workshops.

Department Measurable Strategy:
Provide professional development opportunities for faculty and staff.

Performance Indicators:
Develop workshop modules for new and currently employed faculty/staff on advising techniques.

Assessment Results:
Workshop modules were developed for all employed faculty/staff on advising techniques.

Changes Based on Assessment Outcomes:
Provided a Professional Development Workshop with three concurrent advising sessions in regard to the students' needs, advisor tips, and online information for the faculty on December 12, 2007.

The Academic Advising Center will provide a Professional Development Workshop for all staff on June 20-24, 2008.

Strategy(ies) for the Future:
Continue to develop workshop modules for new and currently employed faculty/staff on advising techniques.

Department Measurable Strategy:
Develop an Advising Center website.

Performance Indicators:
Track and monitor usage of the site for the 2007-2008 school year.

Assessment Results:
Developed and instituted the Academic Advising Center's own website.

Changes Based on Assessment Outcomes:
Provided visual, quick access to information and services provided by the Academic Advising Center.
Strategy(ies) for the Future:
Update and expand the Academic Advising Center's web page.

Department Measurable Strategy:
Track students who visit the Advising Center.

Performance Indicators:
1. Generate a means of tracking and classifying the students who visit the Advising Center for services.
2. Implement the device to track and classify these students.

Assessment Results:
The Academic Advising Center is now tracking students visiting the center by using a paper-based sign-in sheet.

Changes Based on Assessment Outcomes:
Not enough time has elapsed since the implementation of the tracking process to identify the need for change.

Strategy(ies) for the Future:
Create an on-line survey for students who visit the Academic Advising Center.

Department Measurable Strategy:
Define services provided by the Advising Center to students.

Performance Indicators:
Create a handbook for use by staff in the Advising Center.

Assessment Results:
A handbook is being created for the staff to better serve the student.

Changes Based on Assessment Outcomes:
No change.

Strategy(ies) for the Future:
Create a handbook for use by the students.

Department Measurable Strategy:
Advertise to students the services provided by the Advising Center.

Performance Indicators:
Create an informational flyer to be given to students and posted on campus.

Assessment Results:
The services provided by the Academic Advising Center was posted on campus.

Changes Based on Assessment Outcomes:
The Academic Advising Center services is currently using the service that is accessible on all C3 screens located throughout the Bossier Parish Community College. The Academic Advising Center currently has created it's own website.
Strategy(ies) for the Future:
Create flyers for the area high schools and businesses about the service that is provided by the Academic Advising Center.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The Academic Advising Center advised and helped 901 students during the 2007-08 year. The primary focus of the Academic Advising Center is to serve students efficiently and quickly, continue to utilize available services, and look for other resources to make students successful in reaching their goals. The Academic Advising Center has had a busy and successful year and looks forward to building on accomplishments to achieve expanded goals in 2008-09. An Academic Advisory Board, made up of faculty and staff members, was created and utilized to better serve Bossier Parish Community College's students.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
The Academic Advising Center will research and secure an electronic device that will be used to track all students that enter the center. The Academic Advising Center will purchase software for career counseling for all students.
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.
Tiesha Williams, A.S.
Patricia Yorba

DIVISION SUMMARY

The mission of the Admissions/Registrar's Office is to strive to provide and coordinate a registration process that is consistent with the student's needs and to ensure security, confidentiality and integrity of all student records. The Admissions/Registrar's Office assists with graduation, schedule of classes, CAVS (Computer Access Verification) and Web for Faculty. The spring 2008 semester brought a record enrollment.

The staff continues to support the mission of community service by participating in at least two community service projects a year. The community service projects include Toys for Tots, 3rd BPCC 5K Run/Walk, Lee National Denim Day, Thanksgiving Blessing, Shreveport-Bossier Rescue Mission, Caddo Parish Sheriff's Scholarship Committee, Northwest Louisiana Food Bank, Foster Parenting, and St Jude's. The staff has 100% participation in community service projects and professional development projects.

Richard Cockerham came back in November safely after serving with the Navy Seabees in Iraq since January 2007. Tiesha Williams joined the Office as an Administrative Coordinator II. The Admissions/Registrar's Office is currently at full staff.
**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>Yolonda Abner</td>
<td>Academic Advisory Committee</td>
<td>BPCC Professional Development Day for Faculty</td>
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<td>Business and Industry Committee</td>
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<td>Johnathan Bott</td>
<td>Academic Affairs &amp; Administrative Policies Committee</td>
<td>BPCC Professional Development Day for Faculty</td>
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<td>Next Step Coaching Driver Safety</td>
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<td>Sarah H. Breaux</td>
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<td>Richard Cockerham</td>
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<td>Operations Severity</td>
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Physical Readiness

Ann Jampole  Planning Council member  
Staff Handbook Committee  
BPCC First and QEP Kick-Off  
Don't Be A Heart Breaker Heart  
Healthy Tips  
Record Retention for Universities: What to Save-What to Deny.

Katherine Sanders  Staff Handbook Committee  
Next Step Coaching Driver Safety  
Refresher Course  
BPCC First and QEP Kick-Off  
BPCC's Call Program Seminar  
Judge for Gospel Choir (fall and spring)

Nicole Shelby  Academic Misconduct Appeals Committee  
Lumina Committee  
BPCC First and QEP Kick-Off  
Fire Safety Seminar  
Next Step Coaching Driver Safety  
Refresher Course

Patricia Stewart  Planning Council member  
Athletic Council Committee  
Judicial Affairs Committee  
BPCC First and QEP Kick-Off  
BPCC's Call Program Seminar  
Next Step Coaching Driver Safety  
Refresher Course  
Fire Safety Seminar  
Adviselink Training  
Don't Be A Heart Breaker Heart  
Healthy Tips  
Record Retention for Universities: What to Save-What to Dump

Shirley Walker  Retention Committee  
Fire Safety Seminar  
Next Step Coaching Driver Safety  
Refresher Course

Tiesha Williams  Emergency Procedures Seminar  
Teambuilding with Bob Boykin

Patty Yorba  Faculty/Staff Orientation Committee  
Don't Be a Heart Breaker Heart  
Healthy Tips  
Teambuilding with Bob Boykin  
BPCC's Call Program Seminar  
Next Step Coaching Driver Safety  
Refresher Course
STRATEGIC PLANNING

Department Measurable Strategy:
Require translation of foreign credentials for international students.

Performance Indicators:
Results of the AACRAO evaluations for International students will be mailed to the Admissions/Registrar's Office.

Assessment Results:
Each student is now required to send AACRAO evaluations to be placed in their Academic file.

Changes Based on Assessment Outcomes:
The AACRAO evaluations have allowed the students clarification of what credits will transfer into the College.

Strategy(ies) for the Future:
Continue to revise the Admissions/Registrar's Survey to enable the staff to understand the needs of the students so that excellent customer service can be provided.

Department Measurable Strategy:
Enhance the standards of the admissions process by utilizing assessment tools and administering the student survey.

Performance Indicators:
Interpret results received and augment current services.

Assessment Results:
The overall results of the Admissions/Registrar's Student Survey were positive. The students are concerned about hours of operation.

Changes Based on Assessment Outcomes:
Ensure that the Office staff continue to use excellent customer service and communicate clearly and precisely the policies of the College.

Strategy(ies) for the Future:
Implement the degree audit program for students who are transferring hours into Bossier Parish Community College.

Department Measurable Strategy:
Attend a professional development conference in order to enhance the daily operations of the Admissions/Registrar's Office.

Performance Indicators:
Staff member will meet with the Registrar and Director of Admissions and give them a report of the various topics that were discussed at the workshops.

Assessment Results:
The Registrar attended the Clearinghouse Academy at Sam's Town Shreveport on Wednesday, March 5, 2008.
Changes Based on Assessment Outcomes:
Beginning the fall 2008 semester the Admissions/Registrar's Office will begin using the records, registration and reporting parts of the National Clearinghouse.

Strategy(ies) for the Future:
Develop a link on the Computer Access Verification (CAVS) allowing students to check for completion of Admissions requirements.

Department Measurable Strategy:
Train BPCC@NSU staff to utilize the SIS system.

Performance Indicators:
The staff will be able to input applications as well as the necessary documents for new and continuing students.

Assessment Results:
This has not been achieved for the 2007-2008 school year.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Train BPCC@NSU staff to utilize the SIS system.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
The Admissions/Registrar's Student Survey was conducted during the spring 2008 semester. The results of the question "How would you rate the Admissions/Registrar's Office were: 32.3% excellent, 45.3% good, 15.6% satisfactory, 5.7% needs improvement, 0% unsatisfactory and 1.0% no response. The results of the question "How would you rate the Registration process were 74.5% good, 18.8% satisfactory, 2.1% needs improvement, 2.1% unsatisfactory, and 2.6% no response. The BPCC Report Card Evaluation 2008 was 3.14 up from 3.09 in 2006/2007 school year. The Admissions/Registrar's Office staff will continue to strive for excellent customer service.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
Complete the online application.
Complete degree audit to better meet the needs of the students.
Continue to find ways to evaluate the effectiveness of the Admissions/Registrar's Office.
Division of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff

Louis Bonner, B.S
Martha Belk
Aaron Vorachek, B.S, M.S
Mike Aguilar, B.S
Ashley Grisham, B.S, M.Ed
John Unger, B.A, M.Ed
Patrick Jolley, B.A
Jennifer Crow, B.A, M.A
Jason Stephens, A.A.S
Courtney Doyle, A.A.S

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 eligibility, and community service. The Athletic Department had a successful 2007-2008 year as evidenced by the following accomplishments:
* 100% staff participation in community service projects.
* 100% staff participation in professional development projects.
* Fall 2007 - five student/athletes with a 4.0 GPA.
* Spring 2008 - two student/athletes with a 4.0 and twenty-eight student/athletes with a 3.0 or higher GPA.
* Athletic web page was updated to include the Department of Education Graduation Rates Report.

Baseball
Thirty-five student/athletes participated in 2007-2008

GPA
Fall 2007 - 2.580
Spring 2008 - 2.614  twelve student/athletes w/3.0 or above
Cumulative - 2.597

One spring graduate – three summer graduates – fourteen transfers
One receiving scholarship to UT Tyler
One receiving scholarship to LA Tech
Two receiving scholarship to University of Arkansas
Four receiving scholarship to LSU Alexandria
One receiving scholarship to Southeastern Louisiana
One receiving scholarship to McNeese
One receiving scholarship to Nicholls
Two receiving scholarship to Southern Arkansas University
One receiving scholarship to Southern Mississippi
One receiving scholarship to Northwestern State University
One receiving scholarship to Arkansas Tech

Five student/athletes made All-Conference
One student/athlete made All-Region
One student/athlete is playing on the NJCAA All-Star team.
Four student/athletes played in the TX/NM All-Star game

Community Service
Unloaded cookie dough for Apollo Elementary school
Cleaned Civic Center after BPCC Christmas show

Basketball
Seventeen student/athletes participated in 2007-2008

GPA
Fall 2007 - 2.171
Spring 2008 - 2.09 one student/athlete w/ 3.0 or above
Cumulative - 2.131

Four transfers
One receiving scholarship to Southern Arkansas University
One receiving scholarship to UT Tyler
One receiving scholarship to Xavier
One decided to become an actor in the movie “The Patriot”

Two student/athletes made All Louisiana Conference
One student/athlete made Louisiana Conference Tournament MVP
One student/athlete made All-Region XXIII team
One student/athlete made Region XXIII All-Tournament team
John Unger was named FCA Huddle Sponsor of the Year for Northwest Louisiana

Community Service
Special Olympics Shriner’s Camp
Central Park Middle School basketball camp
Angel Food ministries
Boys and Girls Club
National Kids Day
School Spirit Night at Chick-Fil-A
Children Learning Center Day Care

Soccer
Thirteen student/athletes participated in 2007-2008

GPA
Fall 2007 - 3.070  one student/athlete w/4.0
Spring 2008 - 3.222  one student/athlete w/4.0  seven student/athletes w/3.0 or above
Cumulative - 3.146

Two graduates – two transfers – one fall 2008 graduate
One receiving scholarship to Centenary College
One going to Northwestern School of Nursing
One going to Northwestern State University
One receiving academic scholarship to Texas A&M Commerce

Community Service
Individual soccer lessons with area youth through Shreveport Soccer Club

Softball
Nineteen student/athletes participated in 2007-2008

GPA
Fall 2007 - 3.360  four student/athletes w/4.0
Spring 2008 - 2.978  one student/athlete w/4.0  eight student/athletes w/3.0 or above
Cumulative - 3.169

Two graduates – three transfers
Two student/athletes receiving scholarships to Arkansas Tech University
One student/athlete receiving scholarship to University of West Florida
One student/athlete receiving scholarship to University of Arkansas at Monticello
One student/athlete receiving scholarship to Louisiana State University Alexandria

One student/athlete 1st Team All-Region
One student/athlete 2nd Team All-Region
Three student/athletes named Player of the Week – Region XIV
Community Service
Conducted a class on softball skills – North Caddo High School
Thanksgiving food drive
Fall Fest at Calvary Baptist Church

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, medical assistance, and an Athletic End-of-Year banquet for student/athletes.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Louis Bonner - Miss-Lou Conference Basketball Coach of the Year
John Unger - FCA College Huddle Sponsor of the Year for Northwest Louisiana

PROFESSIONAL DEVELOPMENT

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<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Presentations, Publications, and Productions</th>
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</table>
| Martha Belk  | Strategies for Success Training  
Camtasia Studio Basic Training  
Camtasia Studio Advanced Training  
KTBS Channel 3 Web Page Training  
Live Help  
Electronic Time Keeping System Training  
Financial Aid Appeals Committee  
Athletic Council  
SACS Federal Requirements Committee  
Planning Council |
| Louis Bonner | Utilizing Blackboard Training  
Emergency Procedures Training  
Electronic Time Keeping System |

Athletic Department Policies and Procedures  
Catastrophic Injury & Emergency Medical Action Plan  
Department of Education Equity in Athletics Report  
Department of Education Graduation Report  
Region XXIII Athletic Meeting  
Region XIV Athletic Meeting

STRATEGIC PLANNING

Department Measurable Strategy:
Enforce mandatory three-hour per week study hall for all student/athletes.

Performance Indicators:
Documentation of the number of student/athletes completing the three-hour per week study hall requirement.

Assessment Results:
The Athletic Department enforced the mandatory study hall for Fall 2007. Spring 2008 study
hall requirements were not met due to a change in the athletic staff and due to lack of enforcement by some of the coaches.

**Strategy(ies) for the Future:**
Mandated monitored study halls will be enforced for all future semesters.

**Department Measurable Strategy:**
Promote a well-rounded educational endeavor for all student/athletes by ensuring success in the classroom as well as on the court/fields.

**Performance Indicators:**
1. Semester grade point averages and cumulative GPA's of all student/athletes.
2. Performance statistics for each of the four sports.

**Assessment Results:**
1. The cumulative fall 07 GPA was lower than fall 06 GPA by .7. The cumulative spring 07 GPA was lower than the spring 08 GPA by .17. The overall 2007-2008 GPA was lower than the 2006-2007 by .12.
2. The overall GPA for Baseball was lower in 2007-2008 than in 2006-2007 by .15, Basketball was lower by .22, Softball was lower by .14, and Soccer was higher by .50.

**Strategy(ies) for the Future:**
Continue to mandate study hall for all student/athletes.

**Department Measurable Strategy:**
Utilize assessment tools in order to enhance and improve programs and services in the Athletic Department.

**Performance Indicators:**
Inspect results of the coaches' evaluations, NJCAA Eligibility Test, team evaluations, and Athletic Council evaluations.

**Assessment Results:**
As a result of coach, team, and Athletic Council evaluations, the Athletic Department will review ways to improve transportation and accommodations for away games, length and times of practice, and scholarship and financial obligations. An NJCAA Eligibility Test was not required by the NJCAA in 2007-2008.

**Strategy(ies) for the Future:**
Continue to use assessment tools to improve programs and services in the Athletic Department.

**Department Measurable Strategy:**
Offer at least one professional development opportunity for athletic personnel in order to better understand and follow NJCAA rules and guidelines.

**Performance Indicators:**
The number of athletic personnel attending the professional development opportunity.

**Assessment Results:**
The Athletic Department did not offer a professional development opportunity.

**Strategy(ies) for the Future:**
Offer at least one professional development activity for the Athletic Department personnel per year.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
Overall, the Athletic Department had a successful year. The staff in the Athletic Department met 100% of the professional development and community service requirements mandated by the Student Services Division. In addition, the student/athletes in all four sports participated in many and various community service projects, thus furthering the College's mission of service to the community. During this year, the staff of the Athletic Department has learned that mandatory monitored study hall is a necessity for the overall academic well-being of the student/athletes. Because of what has been learned and what will be implemented, the Athletic Department looks forward to improved grade point averages and academic success for all student/athletes during the 2008-2009 academic year.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
Mandated monitored study hall for all student/athletes.
Monitoring of practice time for each sport to ensure that academic stress does not occur for the student/athletes.
Enhance and expand the slate of board members for the Cavalier Athletic Foundation in order to enhance the growth of this foundation which will in turn enhance the well-being of the Athletic Department.
Division of Student Services
Counseling Center

EMPLOYEE LISTING

Professional, unclassified staff
Michele Faith, M.A., LPC, LMFT
Morris Robinson, M.A.
Cynthia Robinson, B.A.

Classified staff
Kathy Busch, A.A.
Angie Cao, B.A.

DIVISION SUMMARY

For the 2007-2008 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 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 continued to sponsor the “College Majors Fair” for all BPCC students. Each academic division along with the Counseling Center participated. Students were able to investigate college majors and link career paths with their respective interests. Career counseling services were promoted in conjunction with presentations offered by academic divisions.

An integral component of the Center’s mission is to provide the student body with short-term individual counseling, couples and marriage & family counseling, crisis intervention, and referrals along with consultation with faculty and staff. During this academic year, we operated with only one licensed professional counselor who also serves as the director of the department. With student enrollment approaching 5000, this is a major concern for the College. The latest statistical data from the CDC, Centers for Disease Control, indicates that the number two cause of death among college-aged youth is suicide. An important mission of this area is to hire and develop the appropriate personnel to serve the needs of our students. However shortly staffed, we continue to strive to meet the student’s 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. A number of outreach programs and seminars especially tailored for this student population was provided via on-campus workshops and through requests from the various academic divisions.

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. The Fall 2007 Job Fair had 34 participating employers while the Spring 2008 Job Fair hosted 41 companies. Staff actively promotes awareness of BPCC by attending Bossier Chamber of Commerce networking events which include the Bossier Chamber Ribbon Cuttings and TLA’s (The Last Appointment).

As detailed in subsequent sections of the year end summary, the Counseling Center employees received awards, honors, and recognition 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.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Michele Faith:
Attended the Oxford Round Table, Queen Anne's College, Oxford University, Oxford England; facilitated the Round Table Discussion, "Finding NEMO in Cortland County: Nutrition Environment and Menu Optimization," August 5-10, 2007

Kathy Busch:
Bossier Chamber of Commerce volunteer “Diplomat of the Quarter” June 2008
Member of the Bossier Chamber of Commerce “Diplomat Team of the Quarter” awarded twice, June and December 2008

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<tbody>
<tr>
<td>Michele Faith, LPC, LMFT, Director</td>
<td>Financial Aid Appeals Committee Meetings</td>
<td>Oxford Round Table - Facilitator, 8/07</td>
<td>Exploring Careers and College Majors</td>
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<td>of the Counseling Center</td>
<td>LaHEC Committee Meetings, Next Step Coaching - Driver Safety, 9/07</td>
<td>Louisiana Counseling Association Annual Conference, 18.75 CEU’s, 10/07</td>
<td>Balancing Life</td>
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<td>QEP Kick Off Meeting, 9/07 Quality Matters, 9/07</td>
<td>WK South Behavioral Health, 9.0 CEU’s</td>
<td>Healthy Relationships</td>
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<td>College Majors Fair, 10/07 Community Emergency Response Team Training, 11/07</td>
<td>LPC Luncheons, 6.0 CEU’s</td>
<td>EDUC 099 &quot;What the Counseling Center Offers BPCC Students&quot;</td>
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<td>Richard Dowling Pianist, 11/07 Emergency Procedures Meeting, 2/08</td>
<td>Community Emergency Response Training, 11/07</td>
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<td>Governor Bobby Jindal Press Conference, 3/08</td>
<td>Myers-Briggs Career Conference, Southern Methodist University, 6.0 CEU’s, 04/08</td>
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<td>Suicide Conference &amp; Workshop, LSU-S, 4.0 CEU’s, 04/08</td>
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<td>Kathy Busch,</td>
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<td>Job Fair, October 2007 and April 2008</td>
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<td>Coordinator 3</td>
<td>Blackboard I and II, 10/07</td>
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<td>Resume &amp; Interview</td>
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<td>Healthy @ 40: Flexibility &amp; Fitness 10/07</td>
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<td>Workshops presented to 25 classes and 4 to the general student population: 09/07-04/08</td>
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<td>Healthy @ 40: Ergonomics, 11/07</td>
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<td>Resume &amp; Interview</td>
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<td>Healthy @ 40: Fat Facts, 01/08</td>
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<td>Workshops offered to all students fall and spring</td>
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<td></td>
<td>Secrets Behind Facebook &amp; MySpace, 02/08</td>
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<td>Fall Job Fair, 34 participants</td>
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<td>Outclass the Competition, Bossier Chamber of Commerce, 11/07</td>
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<td>Spring Job Fair, 41 participants</td>
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<td>Bossier Chamber of Commerce</td>
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<td>Diplomat Monthly Brown Bag Meetings (7)</td>
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<td>Bossier Chamber of Commerce Leadership Meetings (5)</td>
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<td>Bossier Chamber of Commerce Ribbon Cuttings (43)</td>
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<td>Bossier Chamber of Commerce networking TLA's (The Last Appointment) (4)</td>
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<td>Financial Aid Appeals Committee (8)</td>
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<td>Cynthia Robinson</td>
<td>Violence in the Workplace Committee Meetings</td>
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<td>Campus-Wide Student Success Workshop 2/27/07</td>
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<td>The Piatigorsky Foundation, 11/07</td>
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<td>Veteran's Day Convocation, 11/07</td>
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<td>Black History Program, 2/08</td>
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<td>LACADA, 04/08</td>
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<td>Faculty/Staff Orientation Committee Meetings</td>
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<td>Student Life Committee Meetings</td>
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<td>Driver’s Safety Course September 2007</td>
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<td>QEP Kick-Off Meeting, 09/07</td>
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<td>How to use the Library Presentation for Students with Disabilities, 03/08</td>
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<td>Angie Cao</td>
<td>Financial Forms Training Class, 09/07</td>
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<td>Staff Development Opportunity, 11/07</td>
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<td>New Faculty/Staff Orientation, 01/08</td>
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<td>Fat Facts: Learn About the Lipids in Your Life, 001/08</td>
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ACADEMIC PROGRAM REVIEW

A performance evaluation of the Director of the Counseling Center was completed by the Vice Chancellor for Student Affairs. 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:
Provide academic support and guidance to students who receive career counseling.

Performance Indicators:
1. The number of students who obtain career counseling in the Counseling Center.
2. The number of seminars and outreach programs provided during the academic year.

Assessment Results:
1. Fifty four Students received Career Counseling Services.
2. Five seminars / outreach programs were provided during the academic year.

Changes Based on Assessment Outcomes:
Continue to offer Career Assessment and Career Counseling Services as requested by students. Continue to offer seminars and outreach programming to the general student population as well as to specific academic division and classroom needs.

Strategy(ies) for the Future:
Continue to offer Career Assessment and Career Counseling Services. Continue to offer seminars and outreach to meet the needs of a diverse student body.

Department Measurable Strategy:
Provide academic support and guidance to students through personal counseling services.

Performance Indicators:
1. The number of students who receive personal counseling services and referrals.
1. The number of seminars and outreach programs provided during the academic year.

**Assessment Results:**
1. One hundred and twenty six students received Personal Counseling Services.
2. Four seminars / outreach programs were provided during the academic year.

**Changes Based on Assessment Outcomes:**
Continue to offer Personal Counseling services as needed by students. Continue to offer seminars and outreach programs tailored to student's needs throughout the academic year.

**Strategy(ies) for the Future:**
Hire at least one full-time counselor with LPC/LMFT credentials to meet the continuing student demand for counseling services as well as the diverse set of needs for the traditional and non-traditional community college student.

**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 year.

**Assessment Results:**
1. Sixty seven Students received Disability Services.
2. Seven seminars / outreach programs were provided during the academic year.

**Changes Based on Assessment Outcomes:**
Continue to provide disability services to a diverse student population. Continue to offer seminars and outreach programming to fit the specific needs of disabled students.

**Strategy(ies) for the Future:**
Continue to offer disability services and quality programming to fit the needs of the disabled student.

**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.
1. The number of seminars and job fairs provided during the academic year.

**Assessment Results:**
1. One thousand six hundred and ninety three students received Job Placement services and referrals
2. Twenty-nine seminars offered to classes and BPCC students; two major Job Jairs (Fall 2007 & Spring 2008)

**Changes Based on Assessment Outcomes:**
Continue to offer programming specific to academic divisions and the general student population.
Continue to network with area employers to offer Job Fairs throughout the academic year.

**Strategy(ies) for the Future:**
Continue to offer Job Placement services and referrals to students. Continue to offer major Job Fairs each semester to meet the needs of current and graduating students. Continue to provide appropriate programming to meet the needs of academic divisions and the greater student population.

**Department Measurable Strategy:**
Plan, provide and monitor all services offered through the Counseling Center while using a "best practices" approach and striving for customer satisfaction.

**Performance Indicators:**
Generate analysis from all focus group surveys, evaluate what programs are working, and implement changes as appropriate to student programming so as to increase customer satisfaction amongst all services rendered.

**Assessment Results:**
Analyzed all focus group surveys. Results indicated that students are satisfied with the services rendered through the Counseling Center.

**Changes Based on Assessment Outcomes:**
Continue to provide excellent customer service amongst all services rendered through this department.

**Strategy(ies) for the Future:**
Continue to monitor customer service levels and changing student needs of all service components through analyzing data gathered in focus groups and surveys.

**Department Measurable Strategy:**
Provide resources for state and national conferences to counselors who hold Louisiana state licensure in professional counseling and marriage and family therapy.

**Performance Indicators:**
Budget dollars allocated to in-state and out-of-state travel to conferences.

**Assessment Results:**
Budget dollars allocated to licensed professional counselor for travel to in-state conference. Budget dollars were decreased due to a statewide spending freeze.

**Changes Based on Assessment Outcomes:**
Due to budget constraints, dollars were allocated for in-state conferences only.

**Strategy(ies) for the Future:**
Allocate budget dollars for in-state and out-of-state conferences for licensed professionals.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**

The Counseling Center continues to grow with new programming in place to reach a diverse traditional and non-traditional student population. We participated in New Student Orientation and
facilitated four sessions to communicate the services offered by the department. One session of "Disabled Students Orientation" which was held in July 2007 prior to New Student Orientation for the general student population. During this session, disabled students and their families were informed about the policies and procedures for ADA students in the higher education environment. Time was well spent with a question and answer period afterwards.

We continue to provide individual counseling for students experiencing psychological, psychosocial, and developmental difficulties. Our student population consists of both traditional and non-traditional students from various socio-economic and educational backgrounds. Consultation with students, faculty, and staff were provided. A limited number of outreach programs to promote mental health and human development were offered. During this academic year, we operated with only one licensed professional counselor who also serves as the director of the department. This is a major concern as we have a student enrollment approaching 5000. Although we incurred budget constraints with hiring and spending freezes early in the year, it is imperative that the College hire at least one licensed professional to attend to the growing, critical psychological needs of the students. Statistics from the Center for Disease Control indicate that suicide is the number two cause of death among college-aged youth. This year we had only one critical incident on campus which was addressed in the appropriate manner in conjunction with Campus Security.

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. The professional staff continues to grow with professional development through education and training and community service rendered amongst the Shreveport/Bossier area.

PRIORITIES FOR THE COMING ACADEMIC YEAR:

Hire at least one licensed professional counselor with State of Louisiana LPC/LMFT credentials. 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.
Division of Student Services
Financial Aid

EMPLOYEE LISTING

Professional, unclassified staff

Vicki Temple, M.A.
Regina Terry, B.A.
Quintina Miles, B.A.

Classified staff

Jon Carter, A.D.
Alice Joseph
Madeline Toloso
Jo Ann Barger
Tamekia Lewis
Mary Myers

DIVISION SUMMARY

The Financial Aid office was fully staffed until May 2008. We now have a vacancy at the front counter that will hopefully be filled within the next few months. As long as we are able to keep the office fully staffed, work is evenly distributed allowing staff members to work more efficiently with fewer errors.

ADVANCED DEGREES OR CERTIFICATIONS:

Vicki Temple received Master of Arts degree in Industrial and Organizational Psychology from Louisiana Tech University, Ruston, LA.

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>Vicki Temple</td>
<td>Go Grant training compressed video NSA/local Training Webinar</td>
<td>NASFAA Conference; Washington DC</td>
<td>4 - Financial Aid presentations to Cavalier Connection attendees.</td>
</tr>
<tr>
<td></td>
<td>US Department of Education Decentralized training (compressed video)</td>
<td>LASFAA Fall Conference; Shreveport Convention Ctr.</td>
<td>Financial Aid presentation to EDUC 099 class.</td>
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<tr>
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<td></td>
<td>NSL Clearinghouse Academy; Sam's Town, Shreveport</td>
<td>Financial Aid presentation to Captain Shreve High School.</td>
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<td></td>
<td></td>
<td>LASFAA Spring Conference; Alexandria, LA</td>
<td>Appeared on &quot;This is BPCC&quot; twice.</td>
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<tr>
<td>Regina Terry</td>
<td>Division Meeting Professional</td>
<td>LASFAA Fall Conference;</td>
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337
Department Measurable Strategy:
Provide financial aid opportunities for all eligible students by promoting financial aid awareness

Performance Indicators:
1. Conduct "College Goal Sunday" event in conjunction with state agency LOSFA for all students in North Louisiana.
2. Tally total number of event participants.

Assessment Results:
1. BPCC hosted College Goal Sunday on February 10, 2008.
2. Seventy-five students/family members participated

Changes Based on Assessment Outcomes:
No changes - the event was a success.

Strategy(ies) for the Future:
In addition to College Goal Sunday, host a FAFSA Marathon in April to coincide with tax return day to help students complete the FAFSA.
Department Measurable Strategy:
Work with IT personnel to begin offering federal fall financial aid award packaging in early March - April versus June - July. Students will be able to make the most desirable "college choice" decision when equipped with a financial aid package early in the process.

Performance Indicators:
Increase in number of students receiving federal financial aid.

Assessment Results:
We were not able to package aid early for 07-08 due to SIS issues.

Changes Based on Assessment Outcomes:
We were able to solve the SIS issues and packaged students in April for the 2008-2009 award year.

Strategy(ies) for the Future:
Continue to package awards in early April.

Department Measurable Strategy:
Provide real-time, thorough information to students by providing a user-friendly website that will allow access to all Financial Aid Policies & Procedures, interactive forms, and financial aid opportunities.

Performance Indicators:
Financial Aid Satisfaction Survey results.

Assessment Results:
Students are satisfied with the website improvements - especially the interactive forms.

Changes Based on Assessment Outcomes:
Continue to work with software program to increase interactive form capabilities.

Strategy(ies) for the Future:
Continue to provide access to interactive forms on-line.

Department Measurable Strategy:
Ensure that all staff members attend/participate in a minimum of two professional development opportunities

Performance Indicators:
Attendance/participation record indicating staff member attended or participated in professional development events.

Assessment Results:
All staff members attended a minimum of two professional development events (with the exception of a new staff member who was not employed for the entire year)

Changes Based on Assessment Outcomes:
No changes

Strategy(ies) for the Future:
Continue to encourage employees to participate in professional development opportunities.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:
While the Financial Aid office was fully staffed, files were processed efficiently and in a timely manner. We hope to be fully staffed in the future in order to maintain the integrity and efficiency of the Financial Aid Office.

PRIORITIES FOR THE COMING ACADEMIC YEAR:
Continuing to automate the financial aid process by placing more forms on-line for interactive use.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Bohrer, Jessica, A.D., BA
Bucker, Amy, B.A.
Herren, Angela, A.D.

DIVISION SUMMARY

The Office of Recruiting is responsible for recruiting new students to the College. The Director of Recruiting, as well as the recruiters, attended various College and Career Fairs, High School Fairs, and Trade Shows. Presentations were made at area high schools and junior high schools to prospective students. Campus tours were conducted on a daily basis by appointment and walk-in basis (by availability). The staff conducted tours on BPCC’s campus to over 125 individuals and more than 12 groups/organizations during the fall and spring semesters. The staff also hosted College Transfer Day in November and April. Presentations were made by the staff to the fifth grade STARBASE students at Barksdale Air force Base during the fall semester.

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 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 recruiting presentations and group tours as well as visiting local elementary schools and reading to the kindergarten and first grade classes. The organization hosted several fundraisers throughout the year.

The Recruiting Staff attended three LACRAO (Louisiana Association of Collegiate Recruiters and Admissions Officers) Articulation Workshops and distributed information about the College to the high school counselors. The staff also attended the LACRAO State Conference held in Alexandria, Louisiana.

The staff served on the following College and Professional Organization committees:

Bohrer, Jessica
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Bucker, Amy
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Ms. BPCC/Miss Tiny Cavalier Pageant Committee, member
Student Life Committee, member

Herren, Angela
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Louisiana Association of Collegiate Recruiters and Admissions Officers, Zone V Coordinator
Ms. BPCC/Miss Tiny Cavalier Pageant Committee, member
Planning Council, member
Physical Therapist Assistant Selection Committee, member
Student Life Committee, member

The staff participated in more than ten community service events.

ADVANCED DEGREES OR CERTIFICATIONS:

Bohrer, Jessica -- Bachelor of Arts in General Studies at Louisiana State University -- Shreveport

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Bohrer, Jessica</td>
<td>Faculty/Staff Welcome Back Meeting</td>
<td>LACRAO State Conference --</td>
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<td>New Employee Orientation</td>
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<td>AXANDRIA, LA</td>
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<td>Staff Senate Workshop -- CALL</td>
<td>LACRAO Articulation Workshop --</td>
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<td>Staff Senate Workshop -- Financial Planning</td>
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<td>Microsoft Office Training</td>
<td>LACRAO Articulation Workshop --</td>
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<td>Electronic Time Sheet Training</td>
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<td>Safety Seminar</td>
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<td>Bucker, Amy</td>
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<td>LACRAO State Conference --</td>
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<td>Kick Off Meeting for LUMINA, QEP, &amp; SACS</td>
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<td>LACRAO Articulation Workshop --</td>
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<td>Staff Senate Workshop -- BPCC</td>
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<td>Foundation</td>
<td>LACRAO Articulation Workshop --</td>
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<td>CLEP Open House</td>
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<td>Staff Senate Workshop -- My Space</td>
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<td>Staff Senate Workshop -- Teambuilding</td>
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<tr>
<td>Herren, Angela</td>
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STRATEGIC PLANNING

Department Measurable Strategy:
Create and implement an annual recruiting event for non-traditional students.

Performance Indicators:
The number of participants at the event.

Assessment Results:
Due to budget restraints an event could not be planned.

Changes Based on Assessment Outcomes:

Strategy(ies) for the Future:
Re-consider the possibility of hosting a program for non-traditional students. Work with administration regarding funds for the event.

Department Measurable Strategy:
Expand the recruitment process through participation in community programs.

Performance Indicators:
The number of events attended.

Assessment Results:
Several community programs were attended.

Changes Based on Assessment Outcomes:
Continue and increase the number of community programs attended.

Strategy(ies) for the Future:
The staff will maintain professional relationships with the community events/programs that have been established and continue attending the programs.

Department Measurable Strategy:
Promote professional development within the department.

Performance Indicators:
The number of professional development opportunities attended by each employee.

Assessment Results:
The staff as a whole attended more than 30 professional development seminars.

Changes Based on Assessment Outcomes:
Continue to attend professional development activities to enhance productivity and knowledge
within the department.

**Strategy(ies) for the Future:**
The staff will continue to attend professional development opportunities.

**Department Measurable Strategy:**
Oversee focus group each semester (fall and spring) for student input regarding recruiting practices.

**Performance Indicators:**
Interpret feedback received from the students.

**Assessment Results:**
The Director met with members of the Cavalier Express Student Recruiting Team and received feedback regarding recruiting practices.

**Changes Based on Assessment Outcomes:**
The team did not express negative feedback about recruiting practices. New ideas and practices were considered.

**Strategy(ies) for the Future:**
Mail an anonymous survey to members of the Cavalier Express for opinions and/or changes that may be beneficial to recruiting practices.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:**
The Office of Recruiting overall is assessment is good. The work ethic of the staff makes for a very effective and well-balanced work environment. The prospective student is first priority in our daily routine. Changes have been implemented during the 2007-2008 academic year that have proven effective. Improvements are continuing to make the department more efficient and effective.

**PRIORITIES FOR THE COMING ACADEMIC YEAR:**
Continue to meet the needs of prospective students.
Continue to broaden the recruitment process to include more community service programs and business programs.
Implement a recruiting event on BPCC's campus for high school seniors during the fall semester.
Division of Student Services
Student Life

EMPLOYEE LISTING

Professional, unclassified staff

Marjorie Harper, M.A.
Chris Bagwell, B.A.
Michelle Triplet, A.D.

Classified staff

Tammy Kennedy

DIVISION SUMMARY

The Student Life Department has continued to change and grow during the 2007-2008 academic year. The Student Activities Department began the year with a new name - the Office of Student Life. This name change more accurately reflects the work that is done in this office. In addition, a new position for the department was created - Student Life Media Specialist. This position has allowed us to improve our presence on the web by advertising our on-campus events and student organizations. Examples of what can be found on the Student Life website include the following: event information, forms, current student organization member photographs, alumni student organization photo galleries, organization tryout/audition information, contact information, and policies. It has been a wonderful recruiting tool for the student organizations as prospective students are using the web to research the colleges that they are looking to attend. Also, current BPCC students have come to rely on this website to stay informed of what is happening on campus.

SGA Elections were finally held online this year. Two hundred thirty-four students voted online in the fall 2007 elections as compared to the 152 paper votes in spring 2006; 427 students voted online in the 2008 homecoming elections as compared to the 286 paper votes in 2007, and 128 students voted online in the spring 2008 elections as compared to the sixty-two paper votes in the spring 2008 election.

The Cavalier Communications Center (C3) was installed and staff were trained during fall 2007. This digital signage package was made possible by the Technology Fee assessed to students. A total of 185 slides of BPCC events and activities were advertised, five videos were shown, and three special presentation packages were aired on the Cavalier Communications Center.

5. TALENT BASED SCHOLARSHIPS:
142 talent based scholarships were awarded to students in fall 2007 by the Office of Student Life. 119 talent based scholarships were awarded to students in spring 2008 by the Office of Student Life.

6. NEW STUDENT ORIENTATION:
507 students attended Cavalier Connection in summer 2007.
7. SERVICE TO THE COLLEGE:
The Office of Student Life Staff has served the college this year on a variety of committees:

MARJOREE HARPER:
Student Government Association Advisor
Student Life Committee Member
LUMINA Committee - Student Success Class Team Leader
LUMINA Data Team Member
SACS Committee - Student Services Chair
Planning Council Member
BPCC Campus Compact Representative
BPCC LaHec Team Member

CHRIS BAGWELL:
Student Life Committee Member
Retention Committee Member
Athletic Committee Member

MICHELLE TRIPLET:
Student Life Committee Member
Electronic Learning Committee Member

TAMMY KENNEDY:
Student Life Committee Member
Faculty/Staff Development Committee Member

8. SERVICE TO THE COMMUNITY:
The Office of Student Life Staff participated in the following community service projects:

Highland Center Thanksgiving Blessing Box
Operation Santa Claus Toy Collection
American Cancer Society Relay for Life

9. WHAT'S HAPPENING ON CAMPUS (STUDENT LIFE/SGA SPONSORED):

EVENTS:
Student Organization Fairs (Fall & Spring)
Back to School Bash/Fiesta In The Quad
Fall SGA Elections
Distinguished Speaker Series: Reasons To Believe
Fall Family Fest
1st Basketball Game Pep Rally
Homecoming Elections
Talent Show
Madden Tournament
Homecoming Court Presentation
Homecoming Dance
Distinguished Speaker: Swiftkick
Ms. BPCC & Miss Tiny Cavalier Pageant
Spring Family Fest
Spring SGA Elections
Finals Fling:
    Massage Chair To Go
    Trance Lady
    Poet Benny Blaq
    Fun Day

PUBLICATIONS:
Student Life Calendar of Events
Events of the Week
Potty Talk

10. STUDENT ORGANIZATION HAPPENINGS:

ADAPTS
Fundraiser(s):
    Denim Day Fundraiser - raised $30.00
    Crawfish Raffle - raised $873.00

Professional Development:
    7 members interviewed for internships & jobs by the Department of Labor Office of Disability Employment

ALPHA ETA SOCIETY
Community Service:
    Cavalier Closet

CAMPUS MINISTRIES
Community Service:
    LA Volunteer in Mission (Plain Dealing Construction)

Fundraiser(s):
    Books are Fun - raised $400.00

CAVALIER CHEERLEADERS
Community Service:
    BPCC/City of Bossier Christmas Show
    Christus Schumpert Halloween Carnival
    Bossier High School Pep Rally
Parkway High School Pep Rally
Meadowview Elementary School Leap Rally
BPCC 5K Run
Judged cheer tryouts at Southwood High School
Judged cheer tryouts at North Desoto High School
Judged cheer tryouts at North Desoto Middle School
Commercial Shoot

Fundraiser(s):
  Worked local cheer competition - raised $1,500
  Capital One Grand Opening Contest - raised $400
  BPCC Flip Flop Sale - ongoing

Performance(s):
  Fiesta In The Quad
  1st Game Pep Rally
  All home basketball games
  BPCC vs. Southern @ Southern
  Miss Lou Regional Tournament
  Fun Day

Professional Development:
  Attended UCA Camp in Birmingham, AL

CAVALIER EXPRESS RECRUITING TEAM
Community Service:
  Read to Kindergarten at Bossier Elementary School
  Read to Kindergarten at Apollo Elementary School
  Read to Kindergarten at Meadowview Elementary School
  Read to Kindergarten at T.L. Rhodes Elementary School

Fundraiser(s):
  9 Pizza sales - raised $1,031.87
  Candy Corn Guess - raised $115.00
  Boo Bag Sale - raised $366.00
  Valentine Sale - raised $370.00
  T-shirt Sale - raised $28.00
  Candy Sale - raised $20.50

CAVALIER PLAYERS
Community Service:
  BPCC/City of Bossier Christmas Show

Fundraiser(s):
  Krewe of Gemini Ball
Performance(s):
Parallel Lives Production in Michigan City, IN
Dracula Production
Oklahoma Production
Show White Production

Professional Development:
   Attended Southwest Theatre and Film Association Conference

CONCERT CHOIR
Community Service:
   BPCC/City of Bossier Christmas Show

Performance(s):
   Fall Music Showcase
   Spring Music Showcase

GOSPEL CHOIR
Community Service:
   BPCC / City of Bossier Christmas Show
   Canned Food Drive
   Volunteers of America Halloween Carnival
   Volunteers of America Lighthouse School Supply Collection Drive
   Shreveport Green
   Paradise Baptist Church Children's Books Drive
   Avenue Baptist Church School Backpack Drive
   Stonewall Baptist Church Children's Books Drive

Performance(s):
   Interfaith Convocation
   Fall Concert
   Broadmoor Baptist Church Widows Group
   Veterans Day
   Paradise Baptist Church Youth Concert
   Stonewall Baptist Church Youth Concert

INSTRUMENTAL MUSIC ENSEMBLES
Community Service:
   BPCC/City of Bossier Christmas Show

Fundraiser(s):
   4 Bake Sales and Raffles - raised $443.35

Performance(s):
Mardi Gras Parade
Valentine's Day Jazz Concert
Final Jazz Concert
Final Concert Band Concert
3 Basketball Game Performances

LADIES IN GOLD DANCELINE
Community Service:
  BPCC/City of Bossier Christmas Show
  Christus Schumpert Halloween Carnival
  Bossier High School Pep Rally
  Parkway High School Pep Rally
  Springlake Nursing Home Performance
  BPCC 5K Run

Performance(s):
  Fiesta In The Quad
  1st Game Pep Rally
  All home basketball games
  BPCC vs. Southern @ Southern
  Miss Lou Regional Tournament
  Fun Day

Professional Development:
  Attended UDA Camp in Birmingham, AL

LION'S CLUB
Community Service:
  Lion's Eyeglass Collection
  Children's Eye Screening
  Lion's Camp for Crippled Children Donation

Fundraiser(s):
  Pizza Sale - raised $268.25
  Student District & National Dues Collection - raised $339.00

Professional Development:
  Speaker Mike May, Director of BPCC Security
  Speaker Jennifer Ikner, Southerncare, Inc. Volunteer Service Coordinator
  Speaker from Louisiana Eye Bank
  Speaker Brad Zagone, Bossier City Fire Department
  Speaker Chris Brannon, BPCC SGA President
  Speaker David Jones, Bossier City Council
  Speaker Libby Murphy, Lifeshare Blood Center
Speaker April Bounds, BPCC Center for Learning Assistance
Speaker Dr. Paula Rhoades, Diabetes Prevention

MAROON JACKETS
Community Service:
- BPCC/City of Bossier Christmas Show
- PTK BBQ Sales
- PTK Blood Drives
- PTK Induction
- Valentine's Day Jazz Concert
- Spring Music Showcase
- Music Recitals
- Snow White Children's Show
- Oklahoma! Production
- Spring Festival of One Acts
- Ms. BPCC Pageant
- Graduations

PHI THETA KAPPA
Community Service:
- 2 Blood Drives - 90 units collected
- Canned Food Drive Donation
- Highland Center Thanksgiving Blessing Box Donation
- Toys for Tots Donation
- Children's Books Donation
- Ethan Powell Foundation Donation
- Jake Owen Foundation Donation
- Camp Rainman Donation
- Fire Victim Donation
- Planted trees at Central Park Elementary
- 3 Scholarship to PTK Members
- Participated in BPCC Foundation 5K Run

Fundraiser(s):
- Duct Tape Purses & Wallets - raised $1,500
- 8 BBQ & 7 Bistros Sales - raised $3,200
- Candy Sale - raised $3,000
- Snack Shack - raised $1,600

STUDENT GOVERNMENT ASSOCIATION
Fundraiser(s):
- BPCC Car Magnets - raised $400.00

Community Service:
- BPCC/City of Bossier Christmas Show
Professional Development:
  Council of Student Body Presidents Meetings
  Association for the Promotion of Campus Activities (APCA) Regional Conference - Houston, TX
  Association for the Promotion of Campus Activities (APCA) National Conference - Atlanta, GA

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Marjoree Harper:
President - Louisiana Association of College and University Student Personnel Administrators (LACUSPA)
Co-op Coordinator - Association for the Promotion of Campus Activities (APCA) South Central Region
Executive Board Member - Louisiana Higher Education Coalition to Reduce Alcohol, Tobacco, & Other Drugs (LaHEC)
Board Member - Volunteers of America (VOA)
Received the Volunteers of America (VOA) Rachel Sparks Outstanding Friend of Adoption Service 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>
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<tbody>
<tr>
<td>Tammy Kennedy</td>
<td>Orientation, Fiesta In The Quad, BPCC 1st / QEP Kick-Off Meeting, CALL Program Presentation, Financial Forms Training Class, Fall Family Fest, Financial Planning Workshop, BPCC's Talent Show, Risk Management / Safety Training, Microsoft Word 2007 Training, FSLA Training, Microsoft Office Excel Training, Homecoming Basketball Game, Homecoming Dance, Dietary Management Seminar, HR Online Timesheet Training, Microsoft Office Word Training, Moment of Silence Ceremony, Distinguished Speaker Series, Emergency Procedures Training, Ms. BPCC Pageant Interviews, Ms. BPCC Pageant Rehearsal, Ms. BPCC Pageant, Celebration for Ethan, Spring Family Fest, Massage Chair To Go, Trance Lady (Hypnotist), Benny Blaq (Poet)</td>
<td>Administrative Assistant's Conference, APCA South Central Regional Conference</td>
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<td>Marjorie Harper</td>
<td>Marjorie Harper Strategies for Success Training</td>
<td>UCA/UDA Camp</td>
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<td>BPCC 1st / QEP Kick-Off Meeting</td>
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<td>CALL Program Presentation</td>
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<td>Reasons To Believe Seminar</td>
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<td>Microsoft Word 2007 Training</td>
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<td>BPCC's Production of Oklahoma</td>
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<td>Annual Report Training</td>
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<th>Chris Bagwell</th>
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Significant Contracts or Grants:
Submitted a Spring, 2008 Technology Fee Proposal for ten laptop computers & cart - denied by Technology Fee Committee.

Strategic Planning

Department Measurable Strategy:
Ensure that each department staff member utilizes professional development opportunities.
Performance Indicators:
An agenda/conference program/attendance certificate from the professional development opportunity will be provided to Director of Student Life

Assessment Results:
OFF CAMPUS PROFESSIONAL DEVELOPMENT:
Every Student Life staff member attended at least two professional development seminars/conferences off campus this year.

ON CAMPUS PROFESSIONAL DEVELOPMENT:
Every Student Life staff member attended at least ten professional development seminars on campus this year.

Changes Based on Assessment Outcomes:
No changes are needed.

Strategy(ies) for the Future:
Continue to make Professional Development opportunities available for staff members.

Department Measurable Strategy:
Create an online new student orientation program.

Performance Indicators:
1. Implementation of the modules for the online new student orientation program.
2. The number of online modules created by the end of spring 2008.

Assessment Results:
Because of the importance of creating and implementing a face-to-face Orientation academic course for students, the implementation of the online new Student Orientation modules was put on hold until fall 2008.

Changes Based on Assessment Outcomes:
No changes at this time since the modules have not been created.

Strategy(ies) for the Future:
Ensure that at least two modules are created by the end of fall 2008.

Department Measurable Strategy:
Develop and pilot a required new student orientation one hour course.

Performance Indicators:
1. completion of the development of the course by fall 2007.
2. The number of students successfully completing the course in spring 2008.
3. Student evaluations of the course.
Number of students who re-enroll for fall 2008.

Assessment Results:
The Orientation 100 course was developed and implemented during the first week of fall class in 2007. Due to low enrollment in the class, it was decided to team teach this class with an
instructor of Education 099. Evaluations of the Education 099 indicated that students liked the course and that they gained valuable knowledge to help them in their college career.

**Changes Based on Assessment Outcomes:**
Sections of Education 099 and Orientation 100 will be combined to make the class more interactive and "college related". Guest speakers from various Student Services departments will be brought in to inform the students about the services that are provided at the college and how students can benefit from them. Policies, procedures, and publications will be reviewed with the students during this class.

**Strategy(ies) for the Future:**
Education 099 instructors will attend a conference during the summer of 2008. After the conference, the instructors will create the syllabus that all of them will follow when teaching Education 099.

**Department Measurable Strategy:**
Create the position of Student Life Media Specialist.

**Performance Indicators:**
Hire a Student Life Media Specialist, who will expand the presence of the department on the website and increase the use of technology in the department.

**Assessment Results:**
The position of Student Life Media Specialist was created, approved, advertised and filled in July, 2007.

**Changes Based on Assessment Outcomes:**
No changes are needed.

**Strategy(ies) for the Future:**
Continue to improve the Student Life presence on the web.

**Department Measurable Strategy:**
Develop online voting for SGA Elections and Homecoming Elections.

**Performance Indicators:**
1. The implementation of the actual online voting.
2. The number of students who vote online as compared to the number of students who vote with paper ballots.

**Assessment Results:**
Two hundred and thirty-four students voted on line in the fall 2007 elections as compared to the 152 paper votes in the fall 2006 election.

Four hundred twenty-seven students voted on line in the 2007 homecoming elections as compared to the 286 paper votes in 2006 homecoming election.

One hundred twenty eight students voted on line in the spring 2008 elections as compared to the 62 paper votes in the spring 2008 election.
Changes Based on Assessment Outcomes:
No changes are needed. Students are utilizing the online elections and it has resulted in an increase of students voting in on campus elections.

Strategy(ies) for the Future:
Continue on line voting for SGA and Homecoming Elections.

Department Measurable Strategy:
Plan, evaluate, and assess the goals and objectives of the Student Life department

Performance Indicators:
Review evaluation results received in order to enhance the services provided.

Assessment Results:
Five out of the six Student Life goals were achieved/completed this year: online voting for SGA Elections/Homecoming Elections, creation of Media Specialist position, professional development for staff, develop and pilot a new student orientation course and evaluating/assessing goals.

Changes Based on Assessment Outcomes:
One goal was not achieved this year: developing an online student orientation. This goal will be revisited during 2008-2009.

Strategy(ies) for the Future:
In order for the department to grow, we will continue planning, evaluating, and assessing the goals and objectives of the Student Life Department.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS:

According to the 2008 ACT Student Opinion Survey, the College sponsored social activities received a 4.08 compared to the national sample which received a 4.10.

According to the 2008 ACT Student Opinion Survey, the College Orientation Program received a 4.07 compared to the national sample which received a 3.94.

According to the 2008 ACT Student Opinion Survey, the purpose for which student activity fees are used received a 3.72 compared to the national sample which received a 3.52.

According to the 2008 ACT Student Opinion Survey, the opportunities for personal involvement in campus activities received a 3.88 compared to the national sample which received a 3.75.

According to the 2008 ACT Student Opinion Survey, the Student Government Association received a 3.75 compared to the national sample which received 3.60.

According to the 2008 ACT Student Opinion Survey, the campus media (college newspaper, campus radio, etc) received a 3.80 compared to the national sample which received a 3.61.
PRIORITIES FOR THE COMING ACADEMIC YEAR:

Convert departmental and student organization forms, applications, etc. to an online submission format.
Develop an interactive online orientation to offer as an alternative to face to face new student orientation.
Increase usage on the Student Life LiveHelp links.
Plan, evaluate, and assess the goals and objectives of the Student Life Office.
Ensure that each Student Life staff member utilizes professional development opportunities.