Bossier Parish Community College

Chancellor
Tom Carleton

Retiring after 35 years of service to BPCC - 15 years as Chancellor

2008-2009 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, Ph.D.
Juanita Epps, B.S.
Ellen Hinton, M.S.
Della Jeter, B.A.
Karen J. Musgrove, M.Ed.
Karen Recchia, M.A.
Stephanie Rogers, B.A.
Monette Smith, A.D.
Stan Wilkins, Ph.D.
Tom Williams, M.A.

Classified staff

Jessie Darby, A.D.
Mary Tuminello

DIVISION SUMMARY

Bossier Parish Community College continues to make great strides in providing programs to meet job market demands. New programs were developed and approved by the Louisiana Community and Technical College System and the Board of Regents in Cyber Information Technology and Occupational Therapy Assistant. As a result, the College created and staffed the Cyber Information Technology Division in spring 2009. The Division of Natural Sciences and Allied Health hired a program director for the Occupation Therapy Assistant program in spring 2009. The Dean of Natural Science and Allied Health submitted the first external report to the accrediting agency with plans to enroll the first clinical students in fall 2009. Rapid growth in the CALL Program resulted in the need to create the Division of Accelerated Learning.

The College submitted two proposals for the Governor’s $10 million Rapid Response Fund for Cyber Information Technology and Associate Degree in Nursing with emphasis on Practical Nursing to Associate Degree. Both proposals were approved with the College receiving $1 million to help jumpstart the programs.
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Tom Carleton, Chancellor:
* "Breath of Life" Award from the American Lung Association
* Recognition Award for Years of Service as BPCC Chancellor, Shreveport Chamber of Commerce
* Grand Marshall in the Bossier City Christmas Parade
* Recognized in the Highland Mardi Gras Parade
* Recognized by the Bossier City Council for Years of Service as BPCC Chancellor
* Proclamation by the Mayor of Bossier City that May 17 is Tom Carleton Day in Bossier City
* Named Chancellor Emeritus by the Louisiana Community and Technical College System Board of Supervisors

Juanita Epps, Compliance Officer:
* LCTCS Outstanding Professional Support Staff Award
* BPCC Outstanding Staff Award

Monette Smith, Executive Secretary to the Chancellor:
* BPCC Chancellor's Award for Outstanding Service
* BPCC Certificate of Appreciation for Outstanding Assistance to the Student Services Division

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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</thead>
<tbody>
<tr>
<td>Jessie Darby</td>
<td>Staff Development - The Phoenix Advocacy Center, &quot;Domestic Violence, Rape Crisis&quot;</td>
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<td>Women's History Month</td>
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<td>BPCC Lions Club Meetings</td>
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<td>BPCC Health Fair</td>
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<tr>
<td>Monette Smith</td>
<td>BPCC Fall Fest/Lion's Eyscreening - Received training to operate the special camera to screen for eye diseases in young children.</td>
<td>Executive Assistant's Professional Development at the Board of Regents LCTCS Leadership Development Conference - Shreveport</td>
<td>American Lung Association Banquet/Award Ceremony/Roast of Chancellor Carleton</td>
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<td></td>
<td>Staff Resource Guide Workshop</td>
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<td>Staff Senate Holiday Appreciation</td>
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<td></td>
<td>Staff Development - The Phoenix Advocacy Center, &quot;Domestic Violence and Rape Crisis&quot;</td>
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<td>Safety Committee Meetings</td>
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<td>Stress Management Workshop</td>
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<td>STEP Council Meetings</td>
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<td>Mindleaders Online Course: Time</td>
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<td>BPCC Lions Club Meetings</td>
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<td>Event Description</td>
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<td>Management for Maximum Productivity Prioritizing and Procrastinating</td>
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<tr>
<td>Mindleaders Online Course: Time Management for Maximum Productivity Taming Time</td>
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<td>Campus and Facility Community Emergency Response Team Training</td>
<td>from the Caddo-Bossier Office of Homeland Security and Emergency Preparedness</td>
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<td>Assertiveness Training</td>
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<td>Training on State Travel</td>
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<tr>
<td>Tom Carleton</td>
<td>LCTCS Leadership Development Conference, Shreveport</td>
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<td>LCTCS Leadership Development Institute</td>
<td>Mentoring Meetings</td>
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<td>Biomedical Research Foundation Meetings</td>
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<td>BPCC Foundation Meetings</td>
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<td>Committee of 100 Meetings</td>
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<td>CERT Meetings</td>
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<td>BPCC Lions Club Meetings</td>
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<tr>
<td>LCTCS Leadership Development Institute</td>
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<td>Culinary Arts Reaccreditation</td>
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<tr>
<td>&quot;ACT NOW&quot; meeting with Mayor Lo Walker</td>
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<td>BPCC 1st Principals/Superintendents Meetings</td>
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<tr>
<td>Meeting with Chesapeake for the BPCC Foundation</td>
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<td>Meeting the Louisiana Oil and Gas Association for training for the Haynesville Shale</td>
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<td>Check Presentation from Ouachita Independent Bank</td>
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<td>Check Presentation from the Bossier Economic Development Foundation</td>
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<td>Signing Ceremony with LSUS for Business Administration</td>
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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Tom Carleton
* Guest Speaker for the Builder's Association, Petroleum Club
* Guest Speaker at the Bossier Evenings Lions Club

SIGNIFICANT CONTRACTS OR GRANTS

Governor's Rapid Response Funds for Cyber Information Technology Program and A.D. RN Program

Northern Regional Summit-Monroe, LA
Community Leaders Appreciation Banquet, Barksdale AFB
Signing Ceremony with NSU
Greater Shreveport Chamber of Commerce Banquet, Honoree
Check Presentation, Bossier Farm Bureau
Bossier Retired Teachers Meeting/Luncheon

STRATEGIC PLANNING

Department Measurable Strategy
Establish plans to increase student lead generation, student enrollment opportunities, and student retention.

Performance Indicators

2. 14th class day headcount enrollment for fall 2008.

3. 14th class day minority headcount enrollment for fall 2008.

Assessment Results
1. Chancellor hosted two community events (principals/superintendents) in fall 2008 and high school counselors in spring 2009.

Pre-test/Post-test data from eleven sections of EDUC 099 in fall 2008 show net knowledge gains.
EDUC 099 fall 2008 cohort will be tracked for persistence.

Academic Advising Center staff conducted 1,815 appointments from July 2008-January 2009.

Math Coordinator was paid through matching dollars to monitor learning outcomes for QEP interventions.

2. 14th class day headcount enrollment for fall 2008 - 4,665

3. 14th class day minority headcount enrollment for fall 2008 - 1,255

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Establish plans to increase student lead generation, student enrollment opportunities, and student retention.

**Department Measurable Strategy**

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

**Performance Indicators**

1. Develop 8-week courses in CIS, English, Math, and other courses.

2. Sponsor professional development for online faculty.

3. Additional accelerated programs designed.

**Assessment Results**

1. Development of eight-week courses in CIS, English and Math:

Seventeen sections of eight-week courses were offered in fall 2008 and spring 2009 including two sections of Math 099, two sections of Math 102, one section of CIS 105, three sections of CIS 115, two sections of CIS 227, one section of English 101, and three sections of English 102.

Portfolio Workshop 101 was offered in spring 2009 semester in hybrid format.

Prior Learning Assessment Policy was revised and approved.

2. Create a faculty online pedagogy workshop.

   In progress

3. The Division of Accelerated Learning accelerated the Certificate of Technical Studies in Help Desk Support and began offering eight-week courses in the spring 2009 semester.
In the spring 2009 semester, the Division received a SELECT grant from the Louisiana Board of Regents to create a management degree for professionals in the healthcare industry in cooperation with the University of Louisiana At Monroe.

**Changes Based on Assessment Outcomes**

1. Completed

**Strategy(ies) for the Future**

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

**Department Measurable Strategy**

Acquire private funding for scholarships or 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. Amount and total number of Foundation Scholarships awarded.

3. Amount funded by the BPCC Foundation for professional development activities.

4. Amount of funds raised by the Cavalier Athletic Foundation for the enhancement of BPCC Athletic programs.

**Assessment Results**

1. The Foundation raised $92,000 from the Annual Drive, $68,000 of which came from outside donors. There was an additional $61,400 raised in grants and $13,000 from a fundraising event during the 2008-2009 fiscal year.

2. The Foundation awarded fifty-five scholarships totaling $29,035 during the 2008-2009 academic year.

3. The Foundation provided $6,684 for professional development activities on campus.

4. The BPCC Cavalier Athletic Foundation raised $10,097.50 for the enhancement of BPCC Athletic Programs.

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

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

**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 mailed to legislators to notify 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 March 20, 2009, to legislators informing them of the progress BPCC has made during the 08/09 academic year and the number of students enrolled in BPCC who are their constituents.

2. Bossier Parish Community College received $1 million from the Governor's Rapid Response Fund to jumpstart the Cyber Information Technology program and the Associate Degree in Nursing program.

HB 734 - Tuition Bill Passed.

Higher Education received full-formula funding in fiscal year 09.

Legislation was passed for Dual Enrollment which was funded to the Board of Regents.

Changes Based on Assessment Outcomes
No changes

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
Enhance student support services that will maximize student success in achieving a well-rounded education.

Performance Indicators
1. Initiate a debit card system for student use.

2. Implement interactive Student Life forms.

3. Student Satisfaction Survey results.

4. BPCC 1st Initiative Outcomes.

Assessment Results
1. Debit card system was initiated in spring 2009.

2. The Student Services Division has implemented a few of the Student Life interactive online forms. The Division is in the process of adding additional interactive online forms.
3. On a scale of 1 to 5 with 5 being the highest on the Student Satisfaction Survey, student services were rated as follows:

*Academic Advising/Course Planning Services - 4.04
*Personal Counseling Services 4.14
*Vocational Guidance/Career Planning Services - 4.13
*Financial Aid Services - 4.26
*Recreational and Intramural Programs & Services - 4.12
*Student Employment Services - 4.10
*College Sponsored Social Activities - 4.08
*College Orientation Program 4.07

4. BPCC 1st Initiative update:

*In the past year, the Advising Center has seen an average of 198 students per month, averaging 1,188 student visits per advisor per year.  
* 3,466 students took the COMPASS test from July 2008 through January 2009. Of those tested, 54% placed in Math 097, 20.8% placed in Math 098, 19.9% placed in Math 099, and 6.3% placed in Math 102 (includes trigonometry)  
*Retention rates in Math 097 was 92.5% in spring 2008, and 91.5% in fall 2008.  
*Attendance increased in the Learning Center by 51% from fall 2005 to fall 2008.

Changes Based on Assessment Outcomes

1. Completed

2. Continue to make available Student Life interactive online forms.

3. No changes.

4. No changes.

Strategy(ies) for the Future

Enhance student support services that will maximize student success in achieving a well-rounded education.

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. The Grants Office submitted twenty-four proposals. Sixteen proposals were granted funding.

2. The Grants Office received $3,500,754 in funding for the 2008-2009 academic year.
Changes Based on Assessment Outcomes
No changes.

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

Department Measurable Strategy
Implement the Quality Enhancement Plan.

Performance Indicators
Academic year 2008-2009 graduation(completion rates.

Assessment Results
The Quality Enhancement Plan was implemented in fall 2008. The plan is to improve delivery of mathematics over a five-year period. The three-year graduation rate for students who started in fall 2005 and graduated by summer 2008 is 7.1%.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Continue to implement the Quality Enhance Plan.

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

Performance Indicators
1. Safety Training provided for faculty and staff.

2. Student Opinion Survey Results.

3. BPCC Report Card Results.

Assessment Results
1. The College presented the following safety training sessions:

   Fall '08
   *Conflict Communication Skills
   *There is a lot to know about parking lot safety
   *Safety Belts - Friends for Life

   Spring '09
   *Bloodborne Pathogens
   *Choking
   *The Importance of First Aid Training

   The following drills were conducted:
Fall '08
*Fire Drill during fire prevention week

Spring '09
*Tornado Drill during severe weather awareness week

2. According the ACT Student Opinion Survey, 304 students strongly agreed and 549 agreed that classes offered at BPCC meet their needs.

Of those students surveyed, 295 strongly agreed while 484 agreed that security services were satisfactory.

3. The BPCC Report Card Survey was distributed to all faculty and staff on-line. Of those surveyed, 267 employees completed the survey giving a 58% return rate. On a scale of one to four with four being the highest, the Department of Security received an overall rating of 2.91.

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

Provide a safe, educationally productive, and customer friendly atmosphere 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**

1. Initiate Cyber Information Technology Programs.

2. Initiate the A.D. in Occupational Therapy Program.

3. Administer needs assessment surveys for A.D. in Nursing and Petroleum Technology.

4. Stakeholder Evaluations.

**Assessment Results**

1. Six proposals were sent to the Louisiana Community and Technical College System and Board of Regents for approval. All six programs were approved, and classes began in spring 2009.

2. The Occupational Therapy program director was hired in spring 2009. The Dean of Natural Sciences and Allied Health submitted the first external report to the accrediting agency in spring 2009. Plans are to enroll the first clinical students in August 2009.

3. Data was collected from area hospitals and the U.S. Department of Labor, Bureau Statistics on job openings and this data was used in a proposal for Rapid Response Funding. The proposal for
Associate Degree in Nursing was funded.

The Dean of the Division of Continuing Education visited with the Chairman of the Board of the Louisiana Oil and Gas Association (LOGA) regarding the development of an associate degree program at BPCC for the Oil and Gas Industry. It was determined that job-specific training was needed more at this time than a degree program. The College provided the following safety training for a local drilling company through the Continuing Education Division:

* OSHA 10 Certification and Card
* CPR/First Aid Certification and Card, and
* IADC approved Well Cap 30 Hour Certification

The above certifications are necessary for employment in different areas on the drilling rig. BPCC plans to continue with the above certifications to assist the Oil and Gas Industry in workforce training.

4. Stakeholder evaluation forms were mailed March 20, 2009. The completed evaluations will be directly mailed to the LCTCS System President.

**Changes Based on Assessment Outcomes**

No changes.

**Strategy(ies) for the Future**

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

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

While the nation is experiencing an economic downturn, the College continues to thrive. Bossier Parish Community College is known for its adaptability and quick response to training needs. The College continues to strive for excellence in education by promoting quality academic and workforce training programs in an outstanding facility with state-of-the-art equipment.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

* Increase enrollment.
* Establish AD in Nursing Program
* Finish athletic fields
* Secure funding for Cyber Information Technology Program
Division of Administration (Chancellor's Office)
Alumni Affairs/Development

EMPLOYEE LISTING

Professional, unclassified staff

Stephanie Rogers, B.A
Director

Classified staff

Mary Ann Heim
Administrative Assistant, III

DIVISION SUMMARY

During the 2008 - 2009 fiscal year, the Office of Alumni and Development initiated its Plan of Action as outlined in Strategies for Success. Specifically, the goals sought by this office were to positively impact enrollment by raising funds to award more student scholarships. This was done by strengthening existing donor relations; cultivating new relations; re-engaging alumni by enhancing communications and marketing using the latest technology; and by initiating a new signature fundraiser - the BPCC 100 Mini NASCAR (go-kart) Race.

PROFESSIONAL DEVELOPMENT

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<tr>
<th>Name</th>
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<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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</thead>
<tbody>
<tr>
<td>Stephanie Rogers</td>
<td>8/08 &quot;You're A Brand&quot; Professional Etiquette seminar 5/20/09 &quot;Twitter Webinar&quot; 6/2/09 E-tapestry (Webinar) Training</td>
<td>7/08 - &quot;Round Em Up&quot; Alumni Workshop Denver, CO. 4/09-LCTCS Annual Conference, Shreveport Convention Center</td>
<td>7/08 - 6/09 BPCC Foundation Inc. Board Meetings 7/08 - 6/09 Foundation Advancement Roundtable Meetings - LCTC System Office (Three of the series) Baton Rouge, LA 7/08 - 1/09 BPCC Planning Council Meetings 8/08 - Faculty &amp; Staff Back to School Breakfast Mtg. (funded by Foundation) 9/19/08 - Planning Council: Goal IV Sub-Committee Meeting (Chair) 11/08 - Association for Louisiana Alumni Executives (ALAE) Ruston, LA 12/08 Bossier Chamber of</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

"The BPCC Foundation Update" (first professionally printed newsletter. 1,000 mailed to donors & supporters.)
BPCC Foundation, Inc. Push Cards (1,000 printed and sent to Recruiting department for high school visits and all departments)
"BPCC 100 Mini NASCAR" promotional brochure (1,500 printed and mailed to prospective sponsors and teams for fundraising event)

SIGNIFICANT CONTRACTS OR GRANTS

$61,400 - (Restricted) Second scheduled disbursement of Lumina Grant funds which are managed by the Foundation for BPCC
$92,965 - Annual Drive Income (Includes: $16,000 from Farm Bureau, $10K grant from GBEDF and $5K grant from Chesapeake Energy)
$13,000 - Fundraiser Income
$7,766 - Dividends
$192 - Interest Income

STRATEGIC PLANNING

Department Measurable Strategy
Increase Donations by 50% over previous year to award a minimum of $35,000 in student scholarships and to support school programs.
Performance Indicators
Pledge receivables generated over previous year as recorded in monthly financial reports.

Assessment Results
$92,965 Annual Drive this is approximately a $3,000 increase over previous year and during a recession is very encouraging.

Changes Based on Assessment Outcomes
* Seek to more actively involve Board of Directors in promoting Foundation throughout community.
* Fill vacant Board seats to enhance Board performance.
* Utilize E-tapestry as e-technology to tap into online donor base
* Implement Alumni Volunteer Program to establish untapped donor base.

Strategy(ies) for the Future
Continue to increase donations for student scholarships and to support school programs.

Department Measurable Strategy
Increase employee participation in Annual Drive to a minimum of 70% (up from 56% in 2007).

Performance Indicators
As reported by the number of employee pledges and donations received in the Office of Alumni/Development during campaign period.

Assessment Results
Employee contributions up over $2k over previous year despite economic conditions ($22k in 07 and $24,255 in 08). 58% (197 out of 339) of employees contributed to Annual Drive up from 53% the previous year.

Changes Based on Assessment Outcomes
The Office will seek input from faculty and staff about giving preferences/hindrances, continue to build trust and maintain transparency with donations and actively communicate results of investment to employees.

Strategy(ies) for the Future
Increased employee participation in the Annual Drive will continue to be encouraged.

Department Measurable Strategy
Write grant proposals to local, state and national foundations (2 minimum) to secure additional, external funding.

Performance Indicators
The number of Awards granted.

Assessment Results
Two new grants funded:
$10,000 GBEDF (Adult Workers, written by T. Logan, S. Rogers)
$5,000 Chesapeake Energy (S. Rogers)
Re-funded
$61,400 2nd disbursement of Lumina Grant (written by L. Dowden, E. Hinton)

**Changes Based on Assessment Outcomes**
Seek additional source of Student scholarships funding which supports increased enrollment.

**Strategy(ies) for the Future**
Continue to write grant proposals to local, state and national foundations (3 minimum in partnership with Grants and External Funding) to secure additional, external funding.

**Department Measurable Strategy**
Strengthen existing relations and cultivate new partnerships to secure school's support base.

**Performance Indicators**
The amount of new partners who pledge support/donations to the school through the Foundation.

**Assessment Results**
Added new donors and garnered support from existing donors to fund other Foundation programs

**Changes Based on Assessment Outcomes**
In addition to over 60 new donors, the Foundation added the following,
NEW Corporate Partners: (over $5K)
- Farm Bureau Insurance - $16,000
- Chesapeake Energy - $5,000

**Strategy(ies) for the Future**
Continue to be sensitive to trends in giving and be responsive to donor giving preferences.

**Department Measurable Strategy**
Implement new E-Tapestry Software to help identify; engage and maintain communications with all BPCC Alumni and supporters.

**Performance Indicators**
Responses from Alumni and increase of contacts in the database of supporters.

**Assessment Results**
Added over 400 new Alumni contacts and over 2,000 business and private contacts to the database, thereby re-connecting with alumni and establishing on-going communications via email; E-Tapestry(and Twitter page - under construction).

**Changes Based on Assessment Outcomes**
Revived Alumni activities by adding
- New Alumni database to track and communicate with Alumni
- New Alumni Webpage to include local job openings and job links
- New e-communications campaign to generate excitement and participation among alums.
Greatly enhanced ability to cultivate new donors; enhanced ability to improve relations with existing donors

**Strategy(ies) for the Future**
Continue to implement new E-Tapestry Software to help identify; engage and maintain communications with all BPCC Alumni and supporters and initiate an online assessment survey.

**Department Measurable Strategy**
Provide funding to support faculty and staff professional development opportunities.

**Performance Indicators**
The number of faculty and staff members attending workshops and conferences funded by the Foundation.

**Assessment Results**
$8,980 provided to school to support Professional Development for Faculty and Staff.
- $3,302 to Staff Development which includes:
  - Three on-site workshops (over 150 attended)
  - Eight staff members at off-site workshops
- $3,235 to Faculty Development, including:
  - 10 Faculty members at Off-site workshops
- $2,443 to support Telecom, self-generated funds managed by foundation

**Changes Based on Assessment Outcomes**
Increased Professional Development funding provided by the Foundation. Solicited unrestricted gifts from related industries to increase Professional Development fund. More aggressively promote support for funds among faculty and staff during employee drive campaign and continue to partner with respective Senates to understand faculty and staff needs for skill development.

**Strategy(ies) for the Future**
Continue to provide funding to support faculty and staff professional development activities.

**Department Measurable Strategy**
Plan departmental strategies; evaluate processes and procedures and make changes to promote institutional effectiveness.

**Performance Indicators**
Degree of satisfaction as indicated from departmental surveys; BPCC report card and correspondence.

**Assessment Results**
Added online procedures for requesting assistance, including downloadable forms; decreased turnaround time for responding to internal and external customers and supporters. With nearly double the amount of people responding to the BPCC Report card over the previous year, the Office of Alumni and Development maintained a high performing rating of satisfaction from internal customers. Due to budget constraints, surveys to external customers were not distributed.
Changes Based on Assessment Outcomes
Clarity of procedures and more user-friendly process which provide a better customer/donor experience.

Strategy(ies) for the Future
Continue to solicit feedback via program evaluations and BPCC Report card and make changes as needed.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

In an economic environment of recession, the Office of Alumni Affairs and Development realized increased donations to it's Annual Drive Campaign over the previous year; disbursed over $28,000 in scholarships; provided professional development opportunities for faculty and staff when state funding was unavailable; and implemented the latest e-technology marketing and communication services to reach Alumni and supporters.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Strengthen existing relations with supporters; cultivate new donor relations and increase value-added services to the school as a foundation for enrollment growth.
2. Establish Student Ambassador Program as a tool for promoting the benefits of businesses investing - funding grants which support industry-based scholarships.
Division of Administration (Chancellor's Office)
Grants and External Funding

EMPLOYEE LISTING

Professional, unclassified staff
Ellen Hinton, B.A., M.A.
Lisa Wheeler, B.A., M.Ed.
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 June 2, 2008, to present, 25 proposals were developed. Of those, 16 were funded, 2 were redirected by the funding agency, 1 is being rewritten for resubmission, and 2 are submitted and pending approval. The 16 funded proposals totaled $3,469,637.00. The Grants Office administered 19 active grants in 2008-2009.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Board of Regents Two Year Enhancement Program Proposal Review Panel recognized the BPCC Office of Grants and External Funding in their Funding Recommendations Report for 2008-2009. They commended them "in particular, for having done a good job of working with their faculty and staff to prepare a large number of well-conceived and well-written proposals worthy of support from the Enhancement fund." Six of BPCC's Two-Year Proposals named to the list of proposals "highly recommended for funding" earned scores in the top half of their category. Two of the Undergraduate Enhancement Proposals, which compete against four year schools, earned scores ranking them at 11th and 23rd places out of 65 proposals submitted across the state.
<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ellen Hinton</td>
<td>Test Construction Workshop October 23-24, 2008; Learning Outcomes Workshop February 19-20, 2009</td>
<td>Forum on Improving TRIO Practice and TRIO Student Support Services Proposal Writing Workshop - Chicago, Illinois August 9-13, 2008; LTC Region 8 Planning Sessions NSF Grant Writing Team July 9, 2008 and August 25, 2008; Council for Resource Development Annual Conference - Washington DC - November 5-8, 2008; Attended and presented &quot;Writing Successful Board of Regents Grants&quot; at Annual LCTCS Conference and Leadership Development in Shreveport April 23-25, 2009; National Association for Career and Technical Education Information Conference - Albuquerque New Mexico May 10-15, 2009; Career Pathways Leadership Certification Workshop, June 2-3, 2009, LSU-Shreveport</td>
<td>Member, Planning Council; Member, Planning Council Partnerships Subcommittee; Member, Lumina Foundation Core Team; Chair, Student Technology Fee; Signing Ceremony for Articulation Agreement between BPCC and Grambling State University, August 21, 2008; Interview Committee Member for selection of LCTCS Coordinator of Grant Development and Administration September 30, 2008; Signing Ceremony for BPCC and LSUS for the Associate of General Studies and the Associate of Applied Science in Business Administration, November 17, 2008; Greater Bossier Economic Development Foundation Check Presentation, December 11, 2008; Christmas Luncheon/Meeting, December 17, 2008; Signing Ceremony for BPCC and Northwestern State University Memorandum of Understanding, December 18, 2008; LCTCS Grants Development Coordinator Doug Van Nostran Regional Meeting February 25, 2009; LCTCS/Perkins Planning Session, Caddo Career Center, April 21, 2009; Chancellor Candidates Forums, April 22, 2009; Tree Dedication for Donna Service, May 15, 2009; Planning Meeting with Career Pathways Regional Coordinator Partnership, June 15, 2009; Perkins Coordinator LAP Review Meeting, June 23-24, 2009</td>
</tr>
<tr>
<td>Lisa Wheeler</td>
<td>Board of Regents Supporting Electronic Learning and Essential Campus Transitions (SELECT) Grant Audiovisual Conference September 19, 2008; Test Construction Workshop October 23-24, 2008; Learning Outcomes Workshop February 19-20, 2009;</td>
<td>Council for Resource Development Annual Conference - Washington DC - November 5-8, 2008 LCTCS Conference and Leadership Development Day - Shreveport April 23-25, 2009; National Association for Career and Technical Education (NACTEI) Conference, Albuquerque,</td>
<td>Member, Planning Council ; Member, Planning Council Partnerships Subcommittee; Member, Lumina Foundation Core Team; Member, Staff Senate; Signing Ceremony for Articulation Agreement between BPCC and Grambling State University, August 21, 2008; Interview Committee Member for selection of LCTCS Coordinator of Grant Development and Administration September 30, 2008; Signing Ceremony for BPCC and LSUS for the Associate of General Studies and the Associate of Applied Science in Business Administration, November 17, 2008; Greater Bossier Economic Development Foundation Check Presentation, December 11, 2008; Christmas Luncheon/Meeting, December 17, 2008; Signing Ceremony for BPCC and Northwestern State University Memorandum of Understanding, December 18, 2008; LCTCS Grants Development Coordinator Doug Van Nostran Regional Meeting February 25, 2009; LCTCS/Perkins Planning Session, Caddo Career Center, April 21, 2009; Chancellor Candidates Forums, April 22, 2009; Tree Dedication for Donna Service, May 15, 2009; Planning Meeting with Career Pathways Regional Coordinator Partnership, June 15, 2009; Perkins Coordinator LAP Review Meeting, June 23-24, 2009</td>
</tr>
</tbody>
</table>
Annually, Penny Carroll-Jeter attended training sessions and workshops on various topics. Here is a summary of her participation:

- **New Mexico May 10-15, 2009; Career Pathways Leadership Certification Workshop, June 2-3, 2009, LSU-Shreveport**
- **State University, August 21, 2008; BPCC Lion's Club Meeting September 17, 2008; Staff Senate Meetings; Performing Arts Recital - Piatgorsky Foundation Piano Recital September 11, 2009; Performing Arts Recital - Guitar Masterpieces November 13, 2008; Signing Ceremony for BPCC and LSUS for the Associate of General Studies and the Associate of Applied Science in Business Administration, November 17, 2008; Greater Bossier Economic Development Foundation Check Presentation, December 11, 2008; Christmas Luncheon/Meeting, December 17, 2008; Signing Ceremony for BPCC and Northwestern State University Memorandum of Understanding, December 18, 2008; Performing Arts Recital - Brass Quintet January 27, 2009; LCTCS Update Meeting with Dr. May February 4, 2009; Performing Arts Recital - Woodwind Quintet February 6, 2009; LCTCS Grants Development Coordinator Doug Van Nostran Regional Meeting February 25, 2009; Staff Senate Assertiveness Training March 27, 2009; Chancellor Candidates Forums, April 22, 2009; Tree Dedication for Donna Service, May 15, 2009; Oil & Gas Industry Partnership Planning Meeting, June 10, 2009; Planning Meeting with Career Pathways Regional Coordinator Partnership, June 15, 2009; Perkins Coordinator LAP Review Meeting, June 23-24, 2009

Penny Carroll-Jeter Blackboard Training, July 1, 2008; Finance Travel Training, August 12, 2008; Staff Senate "Stress Management" September 12, 2008; MS Windows Vista Workshop September 25, 2008; MS PowerPoint Training, October 6, 2008; Test Construction Workshop, October 23, 24, 2008; Career Pathways Leadership Certification Workshop, June 203, 2009, LSU-Shreveport

Mentor for Girls Empowered to Move Successfully (GEMS) Volunteers for Youth Justice; Member, Safety Committee; Signing Ceremony for Articulation Agreement between BPCC and Grambling State University, August 21, 2008; Signing Ceremony for BPCC and LSUS for the Associate of General Studies
and the Associate of Applied Science in Business Administration, November 17, 2008; Greater Bossier Economic Development Foundation Check Presentation, December 11, 2008; Christmas Luncheon/Meeting, December 17, 2008; Signing Ceremony for BPCC and Northwestern State University Memorandum of Understanding, December 18, 2008; Jon Goode Spoken Word Poetry Presentation, February 10, 2009; African American History Celebration Program February 13, 2009; Women's History Month Program, March 3, 2009; Member, Scholarship Committee Tree Dedication for Donna Service, May 15, 2009; BPCC End-of-Year Luncheon, May 15, 2009; Staff Senate Fiesta, May 20, 2009; Smart Board Training, May 26, 2009; Groundbreaking Ceremony for the Baseball & Softball Fields May 27, 2009; Demo of NASCAR Mini-Cars for BPCC Foundation May 27, 2009;

Sandra Guy

Member, BPCC Lion’s Club Board; Member, Disciplinary Hearing Committee; Signing Ceremony for Articulation Agreement between BPCC and Grambling State University, August 21, 2008; Performing Arts “Once Upon A Mattress”, November 2, 2008; Signing Ceremony for BPCC and LSUS for the Associate of General Studies and the Associate of Applied Science in Business Administration, November 17, 2008; Greater Bossier Economic Development Foundation Check Presentation, December 11, 2008; Christmas Luncheon/Meeting, December 17, 2008; Signing Ceremony for BPCC and Northwestern State University Memorandum of Understanding, December 18, 2008; Performing Arts Recital - Brass Trio, January 27, 2009; Performing Arts Recital - Red River Winds, February 6, 2009; Spring
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Assistant Director presented NSF/ISE proposal to City of Bossier City Mayor's Women's Commission November 20, 2008
Assistant Director and NSF/ISE Grant Writing Team presented to Centenary College December 17, 2008
Assistant Director and NSF/ISE Grant Writing Team presented to Louisiana State University in Shreveport January 14, 2009
Hosted "Test Construction" Faculty/Staff Professional Development Workshop at BPCC with Jill Heard October 23-24, 2008
Hosted "Learning Outcomes" Faculty/Staff Professional Development Workshop at BPCC with Don Prickel February 18-19, 2009
Director presented "Writing Successful Board of Regents Grant Proposals" at LCTCS Conference and Leadership Day April 24, 2009
Grants Office sponsored (along with Southern University - Shreveport) the Career Pathways Leadership Certification Workshop LSU-Shreveport June 2-3, 2009
Director and Assistant Director presented Perkins LAP 08-09 Results and 09-10 Plans at Perkins LAP Review Meeting June 23-24, 2009

SIGNIFICANT CONTRACTS OR GRANTS

Proposal Submissions/Awards 2008-2009

<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>Lumina Foundation</td>
<td>Second Year Continuation of Grant</td>
<td>Luke Dowden</td>
<td>$225,000.00</td>
<td>Continuing</td>
<td>$225,000.00</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>Continuing</td>
<td>$26,500.00</td>
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<tr>
<td>Board of Regents</td>
<td>Integrating Writing Support Services in English Course Curricula</td>
<td>Laura Jones</td>
<td>$54,114.00</td>
<td>Continuing</td>
<td>$44,114.00</td>
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<tr>
<td>Carl Perkins</td>
<td>Carl Perkins Basic Grant</td>
<td>Ellen Hinton</td>
<td>$455,283.00</td>
<td>Funded</td>
<td>$455,283.00</td>
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<tr>
<td>Name</td>
<td>Project Description</td>
<td>Principal Investigator</td>
<td>Budget</td>
<td>Status</td>
<td>Amount</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------------------------------------------</td>
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<td>---------</td>
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<tr>
<td>Carl Perkins</td>
<td>Carl Perkins Carryover Grant</td>
<td>Ellen Hinton</td>
<td>$56,236.00</td>
<td>Funded</td>
<td>$56,236.00</td>
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<tr>
<td>US Department of Education - Title III</td>
<td>Building Bridges for College and University Transfer and Student Success in Nursing and Allied Health Majors</td>
<td>Ellen Hinton</td>
<td>$1,996,369.00</td>
<td>Funded</td>
<td>$1,965,252.00</td>
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<tr>
<td>Board of Regents</td>
<td>Supporting Electronic Learning and Essential Campus Transitions (SELECT) Development and Implementation of an Online Degree Program in Healthcare Management with University of Louisiana in Monroe</td>
<td>Raymond Gaines</td>
<td>$138,205.00</td>
<td>Funded</td>
<td>$92,905.00</td>
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<tr>
<td>Board of Regents</td>
<td>Cyber Information Technology Equipment</td>
<td>Laura Goadrich</td>
<td>$91,140.00</td>
<td>Funded</td>
<td>$50,000.00</td>
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<tr>
<td>Board of Regents</td>
<td>Read to Succeed Workforce Development</td>
<td>Shelli Ulrich</td>
<td>$84,046.00</td>
<td>Funded</td>
<td>$84,046.00</td>
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<tr>
<td>Board of Regents</td>
<td>Show What You Know CLEP &amp; DSST Testing in the ACT Center</td>
<td>Lynn Brown</td>
<td>$48,563.00</td>
<td>Not Funded</td>
<td>$0.00</td>
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<tr>
<td>Board of Regents</td>
<td>CALL Operations</td>
<td>Luke Dowden</td>
<td>$411,950.00</td>
<td>Funded</td>
<td>$411,950.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>CALL PLA</td>
<td>Luke Dowden</td>
<td>$22,000.00</td>
<td>Funded</td>
<td>$22,000.00</td>
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<tr>
<td>Board of Regents</td>
<td>Film, Video &amp; Audio Post Production Lab</td>
<td>Larry Powell/Bill Bruce</td>
<td>$140,763.00</td>
<td>Not Funded</td>
<td>$0.00</td>
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<tr>
<td>Board of Regents</td>
<td>Additional Computer Lab for Telecommunications Students</td>
<td>Larry Powell</td>
<td>$74,818.00</td>
<td>Funded</td>
<td>$34,696.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Compressed Video between BPCC and Grambling State University</td>
<td>Larry Powell/Kathleen Gay</td>
<td>$119,975.00</td>
<td>Not Funded</td>
<td>$0.00</td>
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<td>Board of Regents</td>
<td>Entertainment Technology Lab at BPCC</td>
<td>Larry Powell</td>
<td>$89,778.00</td>
<td>Not Funded</td>
<td>$0.00</td>
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<tr>
<td>Board of Regents</td>
<td>Resources for Care &amp; Development of Young Children at BPCC</td>
<td>Kathy Porter</td>
<td>$88,106.00</td>
<td>Funded</td>
<td>$70,000.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Enhancement of Surgical Technology Program</td>
<td>Al Smith</td>
<td>$32,685.00</td>
<td>Funded</td>
<td>$32,685.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Enhancing Education 099 - College Success Skills Course</td>
<td>Linda Scott</td>
<td>$50,855.00</td>
<td>Funded</td>
<td>$50,855.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Working Adults Support Program</td>
<td>Tamika Logan</td>
<td>$77,080.00</td>
<td>Funded</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Board of Regents</td>
<td>Introducing Writing Across the Curriculum</td>
<td>Laura Jones</td>
<td>$63,409.00</td>
<td>Funded</td>
<td>$63,409.00</td>
</tr>
</tbody>
</table>
National Science Foundation  Advanced Technological Education: Advancing Cyber Technology Training for Faculty and Students at BPCC  Laura Goadrich  $136,801.00  Rewriting

National Science Foundation  CSEC Partnership with University of Tulsa, Oklahoma  Laura Goadrich  $33,320.00  Funded  $33,320.00

National Science Foundation  Informal Science Education (ISE) Partnership with Centenary College and LSUS for STEM Career Days  Laura Goadrich  $138,418.00  Pending

National Science Foundation  ADVANCE: Increasing the Participation and Advancement of Women in Academic Science and Engineering Careers  Laura Goadrich  $201,418.00  Redirected to ISE

National Endowment for the Humanities  Institutes for Advanced Topics in the Digital Humanities  Larry Powell  $228,889.00  Redirected/Po stponed

Board of Regents  CALL Challenge  Luke Dowden  $22,000.00  Funded  $22,000.00

MetLife Foundation  The Caregiving Project for Older Americans - Expansion of CNA Program  Donna Womack  $19,935.00  Pending

Board of Regents  Job Readiness & Welding Training  Ellen Hinton  $49,150.00  Funded  $45,400.00

Beaird Foundation  Working Adults Support Program  Luke Dowden  $15,250.00  Continuing  $5,000.00

Southern Regional Education Board  CALL Marketing Campaign  Luke Dowden  $114,063.00  Continuing  $114,063.00

TOTAL  $3,469,637.00

**STRATEGIC PLANNING**

**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**
1. Two professional development workshop proposals were submitted. Two were approved and successfully delivered with record numbers of faculty/staff in attendance.
2. No change in ratio of submitted versus funded proposals. 100% of proposals submitted were funded, planned and delivered.
3. Both proposals submitted included professional development activities. Workshop topics reflected administration requests and suggestions from faculty and staff on evaluation surveys.

**Changes Based on Assessment Outcomes**
Continue submitting strong proposals for professional development workshops. Continue hosting workshops that address expressed needs of administration, faculty, and staff. Strengthen delivery of workshops using revised participant and vendor evaluation surveys.

**Strategy(ies) for the Future**
Increase number and quality of professional development workshops/activities delivered through external funding.

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

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

**Assessment Results**
1. 23 proposals submitted; 2 pending, 16 funded.
2. 16 proposals funded for a funding rate of 70%, compared to 53.8% last year. The rate could increase depending on the outcome of the two pending.

**Changes Based on Assessment Outcomes**
1. Reduce time and effort devoted to high-investment, low-return funding opportunities. Explore strategies to evaluate return on investment in grant writing projects.
2a. Increase interaction with faculty to increase number of Board of Regents grant proposals.
2b. Implement earlier start date and more communication about grant writing process to increase faculty submissions.
2c. Develop orientation binder and implement grant kickoff meeting for project directors.

**Strategy(ies) for the Future**
Strengthen understanding of return on investment for writing efforts on funding opportunities. Attend training to strengthen effectiveness of grant applications. Reinforce successful practices and communication patterns with faculty/staff. Enhance network contacts with state and federal funding agencies.

**Department Measurable Strategy**
Complete a comprehensive evaluation of funded projects and examine reviewers' comments on funded and unfunded projects.

**Performance Indicators**
1. Complete final reports as required by agencies.
2. Audits by funding agencies and by BPCC Internal Auditor.
3. Monitoring visit by LCTCS Perkins Office.
4. Results of BPCC Report Card.
Assessment Results

1. All final reports were submitted prior to deadlines as required by funding agencies.
2. Audits by funding agencies and by BPCC Internal Auditor were not conducted this year.
3. Monitor visit by LCTCS Perkins Office was not conducted this year, although LCTCS Audit was completed March 23-24, 2008 with zero findings.
4. BPCC Report Card reflected a rating of 3.04 for overall quality of service provided. This information will be used by the Grants Office staff for planning in the upcoming year.

Changes Based on Assessment Outcomes

1. Continue providing advance notice to Project Directors to submit documentation for final reports to Director and Assistant Director of Grants.
2. Continue accurate documentation process to ensure rating of 100% compliance in programmatic and fiscal status for audit process.
3. Continue thorough inventory tracking procedures to ensure rating of 100% compliance for monitoring visit. Enhance inventory tracking for all Perkins purchases from current fiscal year and one year previous. Enhance inventory track for all Board of Regents equipment purchases in FY 09-10.
4. Implement revised participant and vendor surveys to more accurately capture customer/user information.

Strategy(ies) for the Future

Continue to provide quality services to faculty and staff in grant development, proposal preparation, budget preparation, and proposal transmittal to funding agencies.
Continue to closely monitor federal and state laws and regulations and College policies and procedures regarding grant programs.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Grants and External Funding continued to expand and improve opportunities for grant writing activities for all disciplines within the College. An Assistant Director was hired to increase the amount of research and support available to faculty, to network with community agencies, to explore new funding options, to collaborate with other institutions, and to increase the overall number of proposals submitted. The Director and Assistant 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 Grant Development, Proposal Preparation, Budget Preparation, and Proposal Transmittal. Board of Regents Two Year Enhancement Program Proposal Review Panel recognized the BPCC Office of Grants and External Funding in their Funding Recommendations Report for 2008-2009. They commended them "in particular, for having done a good job of working with their faculty and staff to prepare a large number of well-conceived and well-written proposals worthy of support from the Enhancement fund." Six of BPCC's Two-Year Proposals named to the list of proposals "highly recommended for funding" earned scores in the top half of their category. Two of the Undergraduate Enhancement Proposals, which compete against four year schools, earned scores ranking them at 11th and 23rd places out of 65 proposals submitted across the state. Results from the BPCC Report Card reflected highest scores in the areas of knowledgeable, friendly and helpful staff, but lower scores in the areas of easy-to-use forms and clarity of procedures. Many of the forms involved in grantwriting
are state and federal-issued forms and not within the control of the Grants Office. Procedures are likewise often mandated by state and federal agencies and can be complex. However, the Grants Office takes note of the ratings and plans a review of procedures and forms to make improvements where possible. Specific responses requested additional input into the selection of faculty development seminars. They also referred to the outstanding grantwriting and administration operation Ms. Hinton has developed, and the benefit of the additional staff member to the Grants Division.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Increase faculty/staff awareness of the services provided by the Office of Grants and External Funding.
Increase faculty/staff participation in grant writing activities.
Provide five 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, where necessary, corrective action and/or recommendations were implemented.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Juanita Epps, Chancellor's Staff Award for Outstanding Service - 2009.
LCTCS Outstanding Professional Support Staff Award - April, 2009.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
</table>
| Juanita Epps | Meetings/Seminars  
BPCC 1st, Staff Resource Guide Workshop - 06/20/08  
BPCC Campus Lion's Club  
Staff Senate Development Meetings  
BPCC Safety Meetings  
BPCC Staff Development  
"Assertiveness Training" - 03/27/09.  
BPCC Distinguished Speaker Series - Peter Bielagus (11/13/08).  
Memberships/Committees  
ACUA (Association of College & University Auditors)  
LACUA (Louisiana Association of College & University Auditors)  
ACFE (Association of Certified Fraud Examiners)  
BPCC Lions Club, Treasurer Elect FY09-10  
BPCC Staff Senate  
BPCC Financial Aid Appeals Committee | The Mayor's Commission for Women of Bossier City Meeting/Luncheon.  
LCTCS Annual Conference, Shreveport, LA (April 2009). |
Department Measurable Strategy
Identify conferences or workshops that would provide professional development in the area of internal audit.

Performance Indicators
1. Attend applicable audit related association conferences.
2. Attend all staff development opportunities presented by the college.

Assessment Results
1. ACUA nor Semi-annual LACUA conferences were not attended during fiscal year 2009 due to travel restrictions.
2. Professional development was limited to BPCC staff opportunities.

Changes Based on Assessment Outcomes
Review local area professional organizations that provide continuing education opportunities.

Strategy(ies) for the Future
Request only attendance to semi-annual LACUA conferences.

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
Annual Audit Plan

Assessment Results
BPCC Annual Audit Plan for fiscal year 2009 was approved by the Chancellor 07/2008. The plan allocation of audit hours included 1,632 hours of planning; training; financial, compliance, operational areas of the college; and quarterly follow-up testing.

Changes Based on Assessment Outcomes
No current changes required.

Strategy(ies) for the Future
Implement follow-up procedures where necessary of prior year Legislative Auditor findings. Secure input from LCTCS Director of Internal Audit and any related findings and
recommendations.

**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 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**
Recommendations for possible consideration were discussed with management, and corrective action taken where applicable.

**Strategy(ies) for the Future**
Increase follow-up procedures to include additional sample testing, where necessary.

**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 2009.

Areas audited included:
- Bookstore -Inventory
- Bookstore- Semester Buy Backs
- Travel Expenditures
- Surprise Cash Counts
- Human Resources/Payroll
- Fleet Management
- Outside Employment Survey
- Property Management
- Technology Fees
- Quarterly Follow-up
Results of the 2009 BPCC report card, 101 faculty and staff surveyed, gave the internal audit department an overall score of 3.20 out of 4.0.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Continue to provide the College an independent appraisal of the overall system of internal controls.
2. To attend professional development workshops in the areas of audit and compliance.
DIVISION SUMMARY

The Office of Multicultural Affairs provides educational diversity through programs and community services by embracing cultural, economic, and educational diversity while sustaining sufficient personnel, fiscal, and physical resources.

This annual report provides an overview of the Office of Multicultural Affairs’ major achievements during the 2008-2009 academic year. One of the major objectives was to collaborate with all departments in diversity-related initiatives. This objective was achieved. The objective to provide resources for professional development activities for employees was one hundred percent achieved.

The Director participated in the Louisiana Community College Technical College System Annual Conference and the Louisiana Community and Technical College System Student Equity and Access Professional Development Conference.

During the 2008-2009 academic year, the Office of Multicultural Affairs collaborated with various divisions to improve and promote cultural awareness through the following initiatives: Department of Labor Workforce Recruitment Program for College Students With Disabilities; Piatigorsky Foundation Concerts of Classical Music; Women's History Month; Disability Awareness Month; Holocaust Remembrance; Black History Month; National Poetry Month; National Veterans Day; Willis-Knighton Health System and LSU Health Science System for the Diversity Health and Wellness Fair; domestic violence and sexual assault seminars; Bellaire Baptist Church and Stonewall Baptist Church for Inter-Faith Convocation; Shreveport Green for Martin Luther King Community Service Project; AmeriCorps Service Learning Projects; Lee National Denim Day Breast Cancer Awareness; American Heart Association for both Go Red for Women, National Wear Red Day and American Heart Walk; and Philadelphia Center for World Aids Day.

The Office of Multicultural Affairs enhanced partnerships with various divisions, departments, faculty, staff, students, and the community. Partnerships with the following included: Divisions of Behavioral and Social Sciences, Science and Allied Health, Liberal Arts, Educational Technology, Business and Computer Science, Telecommunications, Off-Campus Studies, Math and Technical Education, Learning Resources; Student Government Association; Student Life; Gospel Choir.
The Office of Multicultural Affairs provided entering first generation minority students with either academic, career, financial, or personal assistance; and surveyed students, faculty, and staff who had participated in cultural awareness programs and services. Ninety percent agreed or strongly agreed that the programs and services enhanced their educational, personal, and cultural development. In addition, the director completed a departmental web page to provide students, faculty, and staff with information and knowledge of the department.

Expanding access to the college to enhance diversity and recruitment/retention would not be possible without the relationships with our community partners, which include: Barksdale Air Force Base, LSU Health Science Center, Lighthouse After School Program, National Court Appointed Advocates of Shreveport, Shreveport-Bossier Boys and Girls Club After School Program, YWCA of Northwest Louisiana, 13th District Missionary Baptist Association, Caddo and Bossier Parish School Board, McDonald's Hamburgers Griggs, Philadelphia Center, Sonic Industries, Willis-Knighton Health System.

The Office is expanding service learning throughout the community by collaborating with Shreveport Green (AmeriCorps) Service Learning Projects: Make A Difference Day and the Dr. Martin Luther King Day of Service Community Learning Project.

For Black History Month, the Office of Multicultural Affairs collaborated with Wal-Mart (Bossier City) to showcase the BPCC Gospel Choir. The Office collaborated with 13th District Missionary Baptist Association for its annual College Day Program to recruit ethnic minority students. Over 60 seniors from local high schools participated in the program. These venues were used to expand urban recruitment in the northwestern area of the state. In addition, the Office continues to provide academic counseling to students and social-cultural programs to aid ethnic minority students retention. Follow-up and referrals are provided to appropriate academic divisions.

Diversity Efforts - The Office of Multicultural Affairs (OMA) programming attracted a broad mix of ethnic and cultural diversity. Survey reports indicated that program participants represented a thirty to forty percent diverse audience. More than 95% of the 200 plus evaluations of survey respondents indicated that the programming increased their knowledge about diversity and 98% indicated that they would recommend future events to others. The BPCC Cavalier Communication Center was used to communicate to students, faculty, and staff about multicultural events and activities occurring on and off campus.

Recruitment/Community Outreach - The Office of Multicultural Affairs collaborated with the Gospel Choir and other student organizations at BPCC to increase recruitment efforts for ethnic minority groups. Furthermore, the staff visited four local predominantly ethnic minority high schools, a faith-based association, and Caddo Parish School Board for recruitment of minority and first-generation students. Office personnel distributed marketing materials, applications, financial aid materials and brochures to minority students.

The Office of Multicultural Affairs has faith-based partnerships with the following churches to enhance the commitment of expanding college access and to increase the enrollment at the college.
The partnerships include, but are not limited to, Bellaire Baptist Church, Avenue Baptist Church, Galilee Baptist Church, Stonewall Baptist Church, Paradise Baptist Church, Morning Star Baptist Church, Zion Baptist Church, Mt. Olive Baptist Church Turner Lane, 13th District Missionary Baptist Association, Church of God in Christ First Jurisdiction of Louisiana.

The Office of Multicultural Affairs had several targeted priorities for the year. Budget restraints limited outreach activities through local media. The Director will provide leadership and support to develop strategies to implement a campus-wide diversity plan and will coordinate campus compliance with the college's affirmative action and equal opportunity requirements, referred to as AA/EEO compliance.

Overall, the year was marked by many successes although the office had several significant challenges (e.g. budget cuts). Unfortunately, the Office of Multicultural Affairs has never had adequate funding allocated to host diversity programs, speakers, workshops, activities to achieve its cultural diversity goals. Moreover, the Office does not have sufficient personnel to foster institutional diversity. The successes of the department can be attributed to the staff and collaborations with community stakeholders, faculty, staff, students, and the administration.

A new diversity training for faculty, staff, and administrators will be implemented for the coming year to achieve and sustain a diverse community of faculty and staff.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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<tbody>
<tr>
<td></td>
<td>Staff Resource Guide Workshop, June 2008</td>
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<td>Student Advisor First-Generation and Minorities</td>
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<td>Safety Training/Seminar</td>
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<td>Student Advisor Gospel Choir</td>
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<td>Quick Reference Guide Workshop June, 2008</td>
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<td>Women's History Month March, 2009</td>
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<td>LCTCS Annual Conference April 23-25, 2009</td>
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<td>National Veterans Day</td>
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<td>Quality Matters Training August, 2008</td>
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<td>Celebration November 11, 2009 Black History Month</td>
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<td></td>
<td>Introduction to SoftChalk Webinar September 19, 2008</td>
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<td>Convocation February 13, 2009 National Wear Red Day</td>
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<td>Stress Management September 12, 2008</td>
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<td>February 1, 2009</td>
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<td>The Constitution by Becky Nohse September 18, 2008</td>
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<td>Health and Wellness Fair September 4, 2008</td>
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<td></td>
<td>The Secrets Behind Facebook February 28, 2009</td>
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<td>Hurricane Relief September, 2008</td>
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<td>University Business: Critical Questions for Selecting a CRM:</td>
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</table>
STRATEGIC PLANNING

Department Measurable Strategy
Promote diversity of the campus community through providing resources for attending national conferences on student and multicultural affairs.

Performance Indicators
Regular budget allocations for in-state and national travel.

Assessment Results
Participation of personnel in professional development training on multicultural affairs; therefore, this strategy was accomplished.
Staff attended the Louisiana Community and Technical College System Annual Conference and the Louisiana Community and Technical College Student Equity and Access Professional Development Conference.

Changes Based on Assessment Outcomes
Continue to attend national and professional development training of diversity and student development

Strategy(ies) for the Future
Budget dollars should be allocated for Director to attend national multicultural affairs conferences.

Department Measurable Strategy
Plan and assess programs and services offered through Multicultural Affairs.

Performance Indicators
Review surveys received from participants in order to implement changes.

Assessment Results
The Evaluation Forms/Surveys were analyzed at all multicultural programs/events. Faculty, staff, and students were satisfied with the events and 95% would personally participate in other events if the Office of Multicultural Affairs offered them.
**Changes Based on Assessment Outcomes**
Continue to plan and assess programs and services.

**Strategy(ies) for the Future**
Ensure that all programs are continuously surveyed.

**Department Measurable Strategy**
Collaborate with all departments for diversity related initiatives.

**Performance Indicators**
Number of participants

**Assessment Results**
As a result of collaborating with departments, diversity related initiatives were attended by 90% of the departments.

**Changes Based on Assessment Outcomes**
Continue to collaborate with all college divisions and offer multicultural and diversity events

**Strategy(ies) for the Future**
Continue to offer multicultural programs and services. Increase budget dollars for multicultural programming.

**Department Measurable Strategy**
Collaborate with Alumni Affairs/Development, Public Relations, Telecommunications, Student Life, and Recruiting to expand public awareness activities to address the marketing of Bossier Parish Community College to targeted minority markets through produced radio and television commercials, public service announcements, outdoor billboards, and news releases

**Performance Indicators**
The number of airings

**Assessment Results**
Due to budget restraints, radio and television commercial ads were not implemented.

**Changes Based on Assessment Outcomes**
This strategy should be revised to provide linkages to targeted minority markets through collaborations with Public Relations.

**Strategy(ies) for the Future**
Explore other methods of advertisement.

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**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of Multicultural Affairs continued to provide, support, and offer an array of the following diversity programs that exposed the college community to cultural differences. Although the Office of Multicultural Affairs has had a challenging and successful year in large part in our ability to embrace cultural diversity, we look forward to sustaining sufficient personnel in the spirit of shared responsibility. To that end, we encourage all divisions and organizations to help make our college a welcoming place for all as we work toward our goals in 2009-2010.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Develop and implement an institutional diversity strategic plan designed to improve the college climate through best practices.
Develop and implement a Commission on Diversity that will encourage diversity in every facet of faculty and staff affairs.
Design, develop and implement strategies to enhance the recruitment and retention of ethnic minority faculty and staff by working closely with the Chancellor.
Division of Administration (Chancellor's Office)
Project MOMS

EMPLOYEE LISTING

Professional, unclassified staff

Della Jeter, B.A.

DIVISION SUMMARY

Bossier Parish Community College's Project MOMS (Mothers on the Move) Program is intended to help break the cycle of dependence on public assistance. The program's primary goal is to assist welfare mothers and other mothers living in low-income housing by eliminating barriers that they face in furthering their education. The program develops partnerships with other community service agencies to recruit students for GED and college courses as well as to secure a larger resource base to assist the students.

STRATEGIC PLANNING

Department Measurable Strategy
Increase the number of clients enrolled in pre-GED and college courses by 5% over the previous year.

Performance Indicators
By the number of clients recruited and enrolled in the program and the number of referrals received this year.

Assessment Results
Increased the number of clients enrolled in pre-GED and college by 5% over the previous year.

Changes Based on Assessment Outcomes
No changes necessary

Strategy(ies) for the Future
Continue to Increase client enrollment in Pre-GED and college courses by 5% over previous year.
Department Measurable Strategy
Increase the number of professional development seminars attended over last years.

Performance Indicators
Document attendance and participation in seminars

Assessment Results
Increased the number of professional development seminars attended to nine over last years six.

Changes Based on Assessment Outcomes
No changes necessary

Strategy(ies) for the Future
Continue to increase number of seminars over past year.

Department Measurable Strategy
Evaluate resources and services utilized to retain students in BPCC Programs.

Performance Indicators
Results of Student Survey

Assessment Results
Surveyed 10 students and the results were excellent for all 10.

Changes Based on Assessment Outcomes
Increased resources and services to retain students in BPCC programs.

Strategy(ies) for the Future
Continue to evaluate resources and services utilized to retain students in BPCC Programs.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Project MOMS(Mothers on the Move) Program continues to increase enrollment and provide services and resources to assist clients with their educational needs.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to increase enrollment in the GED and College courses for the 2009-2010 fiscal year.
Division of Administration (Chancellor's Office)
Public Relations

EMPLOYEE LISTING

Professional, unclassified staff
Karen J. Musgrove, M.Ed, Director
Brenda Williams, A.S
Media Assistant

Classified staff
Laney Boyd
Christy Moore

DIVISION SUMMARY

The Public Relations Offices serves as the publication office/media relations office for Bossier Parish Community College. In 2008-2009, the Office produced the following publications for the College: the 2008-2009 General Catalog (online and in print); all program/degree brochures; the general Viewbook; the Application Packet; the recruitment poster; pushcards for 54 programs; fall, spring, and summer Academic Bulletins (online and print); the Employee Directory; fall and spring issues of This is BPCC; fall issue of Economic Development newsletter; bi-monthly issues of Inside BPCC; three graduation programs; Fast Facts (informational booklet); fall issue of BPCC @ NSU; and recruitment card. A total of 80 publications were produced this year--an increase of 8 publications from the previous year. The catalog and the academic bulletins continue to be online for students' convenience.

The Public Relations Office coordinates all campus memos generated for campus use. This year, the Office logged in 1,074 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 857 press releases to local media. This number reflects a major increase over last year when the Office issued 481 releases. In addition, the College appeared in 416 newspaper articles and on television numerous times.

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. Thirteen faculty and staff spoke 21 times in the community this year.
## ADVANCED DEGREES OR CERTIFICATIONS

Christy Moore: Associate of Applied Science in Computer Information Systems  
Brenda Williams: LA Notary Association--Licensed notary

## SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Christy Moore: Incoming Vice President of Staff Senate 2009-2010

## PROFESSIONAL DEVELOPMENT

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</table>
2/28/09--The Secrets Behind Facebook
3/27/09--Assertiveness Training

Christy Moore
9/12/08 --Stress Management
seminar
10/8/08--U R a Brand
11/13/08--Peter Bielagus
2/28/09--The Secrets Behind Facebook
3/27/09--Assertiveness Training

Apr 23-24, 2009 LCTCS Conference in Shreveport

4/06/09 – BPCC NSU Signing
4/22/09 – Chancellor Forums
5/15/09 – Spring Graduation
9:30 am and 2:30 pm:
5/27/09 – Groundbreaking for Baseball and Softball fields

Breath of Life Award banquet--November 13, 2008
Christmas Show--December 3, 2008
CALL meeting in Alexandria--January 29, 2009
Ms BPCC interviews--April 16, 2009
Mr. Carleton's retirement reception (chaired)--April 26, 2009

7/31/08 – Summer Graduation – attended; decorate; took pictures
8/14/08 – Welcome Back/Safety Meeting
9/16/08 – Citizens Bank
10/30/08 – Basketball Pep Rally
11/17/08 – BPCC & LSU-S Signing
12/3-4/08 – BPCC Christmas Show – attended; decorate foyer
12/5/08--PTK induction ceremony
12/18/08 – BPCC & NSU Signing
1/12/09 – Welcome Back/Safety Meeting
1/14/09 – Christmas Show Meeting
3/25/09 – MS BPCC Meeting
4/06/09 – BPCC NSU Signing
4/16/09--MS BPCC interviews and reception
4/18/09 – MS BPCC Pageant
4/22/09 – Chancellor Forums
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Karen Musgrove
Presentations: Shreveport Chamber Young Leaders--April 21, 2009
Publications: General Catalog 2008-2009 (in print and online); This is BPCC fall and spring; application packet; academic brochures; viewbook; fall issue of Economic Development newsletter; academic bulletin/schedule of classes in print and online (summer and fall); 54 pushcards for departments/divisions.

Productions: fall, spring, summer registration television spots; summer registration radio spots

Brenda Williams
Staff Resource Guild Workshop sponsored by BPCC 1st Stress Management U R a Brand Assertiveness Training

LCTCS Conference in Shreveport--April 23-24
Snack Attack
Lions Club Board meetings as club sponsor
Staff Senate officer transition meeting
Graduation ceremonies fall and spring; decorated stage
Tom Carleton retirement reception; decoration chairman
Christmas luncheon
End-of-year luncheon
Christmas show--decorated PR table
Ms. BPCC interview reception and pageant
Ribbon cutting for Ouachita Bank
Press conference for Secretary of Labor and Dr. Joe May
Articulation agreements (BPCC and Grambling; BPCC and LSUS
Operation A+ Stuff the Bus
Under the Big Top sponsored by Student Life
See you at the Pole
Lee National Denim Day
Anything for the Game premiere
Eighth Grade Career Expo
committee member
Campus Lions Club eye screening for Family Fest
Groundbreaking for athletic fields

4/26/09 – Mr. Carleton’s Retirement – attended; decorated; re
5/15/09 – Spring Graduation 9:30 am and 2:30 pm: attended; decorate
5/27/09 – Groundbreaking for Baseball and Softball fields
Laney Boyd
Publications: academic bulletins (spring, summer, fall); application packet; 10 brochures; prospective student card.

Christy Moore
Publications: 2008-2009 General Catalog (in print and online); Employee Directory; 52 pushcards; 10 program brochures; fall BPCC @ NSU academic bulletin.

Brenda Williams
Publications: Fast Facts; Inside BPCC (published 4 times a year); This is BPCC newsletter (contributor).

STRATEGIC PLANNING

Department Measurable Strategy
Educate people concerning the need for up-to-date skills in Northwest Louisiana.

Performance Indicators
Run television commercials which address the need for advanced computer and communication skills.

Assessment Results
Because of budget restraints, the PR Office was unable to address this strategy.

Changes Based on Assessment Outcomes
Instead of just focusing on computer and communication skills, the television commercials concentrated on the offerings of the college as a whole.

Strategy(ies) for the Future
If money permits, more specialized commercials will be used in the future.

Department Measurable Strategy
Encourage professional growth.

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

Assessment Results
Personnel did attend the LCTCS Conference, which was held locally. All office personnel attended workshops and seminars on campus.

Changes Based on Assessment Outcomes
By attending conferences, workshops, and seminars, all office personnel have been successful in networking with others both on and off campus.

Strategy(ies) for the Future
As finances allow, office personnel will attend more workshops and seminars.
**Department Measurable Strategy**

Improve awareness of academic programs.

**Performance Indicators**

1. Create pushcards for recruitment.
2. Run print ads in local newspapers.

**Assessment Results**

Pushcards' popularity has increased. The PR office publishes 54 pushcards for departments and divisions across campus. Print ads have become very expensive; therefore, the office has discontinued the use of print ads--due to budget restraints. However, a recent survey conducted by the Office of Institutional Effectiveness reveals that 47% of the students surveyed about off campus programs learned about the programs throught the printed class schedule. Therefore, the class schedule, which is now being printed again, appears to be a valuable recruiting tool.

**Changes Based on Assessment Outcomes**

Pushcards are indeed popular, but academic divisions have requested the return of brochures. Brochures for each academic division are being created for the next academic year.

**Strategy(ies) for the Future**

Pushcards are being replaced by brochures--which is a move requested by the academic divisions and the Office of Recruitment.

**Department Measurable Strategy**

Improve college catalog by using available technology.

**Performance Indicators**

Post the current catalog on the college website. Update the catalog on a weekly basis so it is a more accurate document for student and faculty use.

**Assessment Results**

The online catalog continues to be popular among younger students and faculty. Because Deans need a printed catalog, the document was both printed and online this year.

**Changes Based on Assessment Outcomes**

The catalog is updated every 24 hours so students always have an accurate document.

**Strategy(ies) for the Future**

Continue the online catalog and negotiate the printing of a book catalog.

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**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. For this year, the number of publications has increased to 80 documents. The Academic Bulletin and Schedule of Classes has returned to a printed format--based on demand from faculty and students. In addition, the bulletins are posted on the website. The General Catalog is also online and in book format.
The online catalog is updated every 24 hours, therefore, ensuring an accurate document at all times.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Encourage the use of online documents to reduce publication expenditures. Participate in professional training, both on and off campus.
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 2008-2009 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.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Dr. Stan Wilkins - Member, Commission on Colleges, SACS

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Dr. Stan Wilkins</td>
<td>Athletic Orientation - August 20, 2008</td>
<td>LCTCS Chief Academic Officers monthly Meetings</td>
<td>2009 LCTCS Annual Conference Shreveport, LA</td>
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<td></td>
<td>BPCC FIRST “Partnering for Student Success” Luncheon - February 6, 2009</td>
<td>BoR Academic and Student Affairs monthly Committees Meetings</td>
<td>Press conference with Governor Bobby Jindal</td>
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<td></td>
<td>Culinary Arts Accreditation Exit Meeting – November 14, 2008</td>
<td>SACS Annual Meeting December 2008</td>
<td>Presided over Graduation: fall, spring, and summer</td>
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<td></td>
<td>Cyber Information Technology Advisory Committee - Meeting April 17, 2009</td>
<td>SACS Annual Meeting June 2009</td>
<td>Division of Liberal Arts Musical Recitals</td>
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<tr>
<td>Dr. Don Prickle’s “Learning</td>
<td>Served as BPCC SACS Liaison</td>
<td>Served as Commission Member of SACS</td>
<td>Ex-officio member of College Promotion Committee</td>
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53
<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Outcomes” - February 18-19, 2009</td>
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<td>Partnering for Student Success Breakfast - October 2, 2008</td>
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<td>Planning Council, 2008-2009</td>
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<td>Quality Matters training - August 6, 2008</td>
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<td>Quick Reference Guide Workshop - June 24, 2008</td>
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<td>Risk Management and Safety Presentation - August 14, 2008</td>
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<td>Staff Resource Guide Workshop - June 24, 2008</td>
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<td>Staff Resource Guide Workshop - June 20, 2008</td>
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<td>Stress Management Seminar - September 12, 2008</td>
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<td>Test Construction” by Dr. Jennifer Hurd October - 23-24, 2008</td>
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<td>Veterans Day Celebration - November 11, 2008</td>
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<td>VISTA Training - August 4, 2008</td>
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<td>Dr. Barbara Poole</td>
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<td>Staff Resource Guide Workshop</td>
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<td>Staff Senate Development Stress Seminar</td>
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<td>Test Construction Dr. Jennifer Hurd October 23-24, 2008</td>
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<td>Peter Bielagus Seminar</td>
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<td>Financial Coaching</td>
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<td>November 12, 2008</td>
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<td>Blood-Borne Pathogens</td>
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<td>January 12, 2009</td>
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<td>Cyber Awareness Summit</td>
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<td>Shreveport, LA</td>
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<td>October 7-8, 2008</td>
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<td>Shreveport Economic Forum</td>
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<td>Shreveport, LA</td>
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<td>January 14, 2009</td>
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<td>Achieving the Dream Conference</td>
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<td>San Francisco, CA</td>
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<td>February 17-20, 2009</td>
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<td>Louisiana Association for Institutional Research Conference</td>
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<td>Lake Charles, LA</td>
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<td>April 16, 2009</td>
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<td>LCTCS Annual Conference</td>
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<td>Shreveport, LA</td>
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<td>April 23-24, 2009</td>
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<td>Collaboration in Cyberspace</td>
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<td>Deans Council</td>
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<td>August 2008 – May 2009</td>
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<td>Planning Council</td>
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<td>August 2008 – May 2009</td>
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<td>Institutional Effectiveness Subcommittee</td>
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<td>BPCC First Core Team</td>
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<td>Luminia</td>
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<td>August 2008 – May 2009</td>
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<td>Staff Senate Member</td>
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<td>August 2008 - May 2009</td>
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<td>BPCC Foundation Member</td>
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<td>August 2008 – May 2009</td>
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<td>Summer Children’ Theater Hansel &amp; Gretel</td>
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</tbody>
</table>
Dr. Prickel
Learning Outcomes
February 18-19, 2009

Staff Senate
Assertiveness Training
March 27, 2009

Shreveport, LA
June 15-16, 2009

BPCC
June 6, 2008

Chancellor’s Executive Council
BPCC
2008 - 2009

Cyber Innovation Center
ATE Grant Meeting
BPCC
September 10, 2008

Cyber Innovation Center and
BPCC/CIT Division meetings
BPCC
2008 – 2009

Guest Artist Recital
Dr. Daniel Immel
BPCC
September 11, 2008

CERT High School Redesign
Moving High Schools Forward
BPCC
September 15, 2008

Cyber Innovation Center
Luncheon
Bossier City, LA
September 17, 2008

BPCC 1st Student Success
Breakfast
BPCC
October 2, 2008

Cert Digital Media Event
Shreveport, LA
October 6, 2008

CIC/CyberWatch/BPCC
Meeting
BPCC
October 10, 2008

Chief Articulation Officers
Meeting
Baton Rouge, LA
October, 17, 2008

CERT Meeting
Ruston, LA
October 20, 2008

ULM Articulation Meeting
BPCC
October 21, 2008

Cavalier Players
Once Upon a Mattress
October 25, 2008
Call Breakfast
BPCC

October 28, 2008
QEP Meeting
BPCC

Bossier Parish Schools Dual Enrollment
Bossier City, LA
October 29, 2008

BPCC/LSU-S Business Degree Articulation Meeting
Shreveport, LA
October 29, 2008

Barksdale Education Meeting
Barksdale Air Force Base
October 30, 2008

Deans Fall Get Together
Plain Dealing, LA
October 30, 2008

Nursing Program Meeting
BPCC
November 4, 2008

Veterans Day Program
BPCC
November 4, 2008

Business and Computer Science Advisory Meeting
BPCC
November 6, 2008

Cyber Informational for Students
BPCC
November 12, 2008

2008 Breath of Life Award Honoring Tom Carleton
Bossier City, LA
November 13, 2008

Piatigorsky Foundation Concert
BPCC
November 13, 2008

Culinary Arts Accreditation
BPCC
November 12-14, 2008
BPCC and LSU-S Signing Ceremony
BPCC
November 17, 2008

Holiday Music Concert
BPCC
November 18, 2008

Criminal Justice Advisory Meeting
BPCC
December 4, 2008

BPCC/NSU Cyber Program
BPCC
January 21, 2009

Chief Articulation Officers Meeting
Baton Rouge, LA
January 28, 2009

Calendar Committee
BPCC
February 4 and February 22, 2009

LCTCS President’s Presentation To Faculty and Staff
BPCC
February 4, 2009

Chancellor’s Executive Council
BPCC
February 5, 2009

BPCC 1st Lunch
BPCC
February 5, 2009

Low Completers Meeting
BPCC
February 6 and February 11, 2009

BPCC 1st Partnering for Student Success Luncheon
BPCC
February 6, 2009

Cyber Meeting
BPCC
February 9, 2009

Rubics for Speech and Writing
BPCC
February 11, 2009

OTA Program Meeting
BPCC
February 12, 2009

Curriculum Change Meeting
BPCC
February 25, 2009

Statewide Secondary to Postsecondary Transitions Regional Planning Meeting
Alexandria, LA
February 27, 2009

Institutional Research and Assessment Division Meeting
BPCC
March 5, 2009

Bossier City Mayor’s Women’s Commission Annual Luncheon
Bossier City, LA
March 11, 2009

Faculty Meeting
BPCC
March 31, 2009

CIT/Bossier Parish Schools
BPCC
April 2, 2009

Benefits Fair
BPCC
April 14, 2009

Mathematics and Technical Education Advisory Board
BPCC
April 17, 2009

Bossier Parish Schools Carl Perkins Basic Grant Meeting
Bossier City, LA
April 22, 2009

Cavalier Players Tony Awards
BPCC
April 25, 2009

Chancellor Carleton’s Retirement Reception
BPCC
April 26, 2009

Fifty-first Commencement
BPCC
May 15, 2009

End of Year Luncheon
<table>
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<tr>
<th>Mary Vines</th>
<th>Graduation Committee meetings/served as secretary to the committee</th>
<th>2009 LCTCS Annual Conference</th>
<th>Governor Jindal's Press Conference</th>
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<td></td>
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<td>Shreveport, La</td>
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<td>Peter Bielagus Staff Senate Distinguished Speaker Series</td>
<td>April 23 - 24, 2009</td>
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<td>Financial Coaching</td>
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<td>November 13, 2008</td>
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<td>Blood-borne Pathogens</td>
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<td>January 12, 2009</td>
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<td>Financial Forms Workshop</td>
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</table>
Vista Training Seminar  
August 4, 2008

State Travel Workshop  
August 12, 2008

Risk Management and Safety Meeting  
August 14, 2008

Vista Workshop  
August 14, 2008

Faculty Placement Test Workshop  
August 19, 2008

Financial Coaching  
November 13, 2008

Blood-borne Pathogens  
January 12, 2009

Financial Forms Workshop

<table>
<thead>
<tr>
<th>Donna Branch</th>
<th>Staff Resource Guide Workshop  June 23, 2008</th>
<th>Administrative Assistants Conference  Shreveport, LA  October 22, 2008</th>
<th>Middle School Career Expo Committee  June 2008 - April 2009</th>
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<tr>
<td></td>
<td>State Travel Workshop  August 12, 2008</td>
<td>Bossier Mayor’s Women’s Commission Annual Luncheon Bossier City, LA March 11, 2009</td>
<td>Solutions to Poverty Coalition  June 2008 - May 2009</td>
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<td></td>
<td>Vista Workshop  August 14, 2008</td>
<td>BPCC Foundation Member  August 2008 - May 2009</td>
<td>Staff Senate Member  August 2008 - May 2009</td>
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<td></td>
<td>Faculty Placement Test Workshop  August 19, 2008</td>
<td>BPCC LCTCS Conference Committee  December 2008 - April 2009</td>
<td>LCTCS Conference Committee  December 2008 - April 2009</td>
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<td></td>
<td>Financial Forms Workshop  March 25, 2009</td>
<td>BPCC and LSU-S Signing</td>
<td>BPCC and LSU-S Signing</td>
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<td>MAPP Assessment Workshop  May 1, 2009</td>
<td>Connecting to the Exchange E-Mail Workshop  May 13, 2009</td>
<td>Connecting to the Exchange E-Mail Workshop  May 13, 2009</td>
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</table>

Citizens Bank Check Presentation BPCC  September 16, 2008 BPCC and LSU-S Signing
Ceremony  
BPCC  
November 17, 2008

Greater Bossier Economic Development Foundation  
Check Presentation  
BPCC  
December 11, 2008

BPCC and NSU Signing Ceremony  
BPCC  
December 18, 2008 and April 6, 2009

Guest Artist Series Performance  
ULM Music Faculty Recital Potpourri  
BPCC  
January 27, 2009

Career Middle School Expo Luncheon  
Bossier City, LA  
December 9, 2008

Chancellors Retirement Committee Meetings  
BPCC  
February 2009 – April 2009

LCTCS President’s Presentation to Faculty and Staff  
BPCC  
February 4, 2009

Bossier Chamber Media Event “Villaggio”  
Bossier City, LA  
March 12, 2009

Guest Artist Series Performance Cello Duo-Paul Christopher/Ruth Drummond  
BPCC  
March 17, 2009

Chancellor Search Forum  
BPCC  
April 22, 2009

Chancellor’s Retirement Reception  
BPCC  
April 26, 2009

Opportunities and Choices – A career GPS for 8th Graders  
BPCC
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Dr. Barbara Poole:

Learning Outcomes Workshops – presented twice – August 14, 2008
BPCC 1st Student Success Breakfast – October 2, 2008

ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2008-2009 academic year: (refer to the individual division reports for analysis and recommendations)

Associate Degree:  Certificates/Diplomas:
Medical Assistant  Respiratory Therapy Technician
Physical Therapist Assistant  Surgical Technology
Respiratory Therapy  Phlebotomy
Pharmacy Technician  Medical Assistant
Paramedic  Pharmacy Technician
General Science  Medical Office Specialist
Business Administration  Dietary
Industrial Controls Systems  Biotechnology
Telecommunications  Computer Aided Drafting

STRATEGIC PLANNING

Department Measurable Strategy
Add academic programs in Occupational Therapy Assistant; Communication & Technical Competency areas.

Performance Indicators
Number of new programs added.
Assessment Results
There were 7 new technical competency areas added in the telecommunications area.

Changes Based on Assessment Outcomes
New programs were added or implemented in 2008-09:
- AAS: Care and Development of Young Children (implemented)
- Technical Competency Area: Lighting design; theatre management; scene design; acting; costume design; theater technician; directing
- Certificate of Technical Studies: Theatre

Strategy(ies) for the Future
Strategy completed

Department Measurable Strategy
Provide professional development opportunities for division chairs.

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

Assessment Results
Division deans attended professional development seminars in Quality Matters, the LCTCS system conference; learning outcomes meetings; staff senate meetings, and meetings of professional and learned societies

Changes Based on Assessment Outcomes
Division deans were able to apply the Quality Matters rubric and the learning outcomes measurement principles to program and course learning outcome policies and procedures

Strategy(ies) for the Future
Strategy completed

Department Measurable Strategy
Evaluate attainment of general education competencies.

Performance Indicators
General education competency data

Assessment Results
Refer to the SACS Second Monitoring Report

Changes Based on Assessment Outcomes
Changes based on assessment results are in the process of being determined

Strategy(ies) for the Future
Present data to the General Education Assessment Committee in the fall, 2009 for a determination as to what changes to make and how to implement them

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Academic Affairs has had a successful 2008-09 academic year. New programs
were added in Care and Development of Young Children, Certificate of Technical Studies in Theater, with program proposals pending in Nursing, Occupational Therapy Assistant, and Petroleum Technology.

The Office of Academic Affairs continued to provide leadership in the following program initiatives: dual enrollment, Teacher Institute, Planning Council, Internet course evaluation, promotions in rank, BPCC @ NSU, program review, program learning outcome definitions and general education outcomes definition and measurement. The division has had a challenging and successful year, and looks forward to building on accomplishment to achieve expanded goals in 2009-2010.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to study the addition of academic programs in nursing, occupational therapy assistant, and petroleum technology; document general education competencies and institute procedures for improvement; prepare learning outcome summary reports on the course and program levels; submit Second Monitoring Report to the Commission on Colleges of the Southern Association of Colleges and Schools.
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 under the guidance of the Vice Chancellor for Academic Affairs had a very successful and productive year 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 2008, one in fall 2008 and two in spring 2009. The number of graduates conferred for the 2008-2009 academic year was 567, an increase of twenty-two (22%) over the previous year. The College awarded 642 associate degrees, certificates, and technical competency areas to the 567 graduates, which was an increase of twenty-nine percent (29%) over the previous year in the number of credentials awarded.

The Office of the Executive Dean of Instruction was responsible for many activities this academic year. The Office provided 201 regularly scheduled and on demand placement testing opportunities, which was an increase of thirty-one percent (31%) over the last academic year. During the 2008-2009 academic year, 4,274 placement tests were administered, which was an increase of ten (10%) over the last academic year, and 109 Ability-to Benefit tests were administered, which was an increase of twenty-one percent (21%) over the last academic year. This spring the Division coordinated and administered the Measures of Academic Proficiency and Progress test (MAPP) which was administered for the first time to the associate degree candidates in the spring 2009 graduating class. The information concerning general education competencies gathered from this standardized testing of 164 candidates for graduation will be included in the Southern Association of Colleges and Schools Monitoring Report created by the Vice Chancellor for Academic Affairs for the Commission on Colleges of the Southern Association of Colleges and Schools.
Additionally, during the 2008-2009 academic year, 444 candidates for graduation completed the BPCC Graduation Survey, and this information will be included in the College’s Monitoring Report.

Throughout the 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, academic deans, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants (87 students in the fall and 134 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 regarding learning outcomes and general education competencies for inclusion in the Southern Association of Colleges and Schools Monitoring Report.

Additionally, the individuals within the Division participated in many professional development activities and served on several committees. Mrs. Lesa Taylor-Dupree, Executive Dean of Instruction, attended several conferences and professional development seminars relating to college administration, student success, student learning outcomes, general education, math intervention, academic advising, placement testing, test construction, MAPP assessment, and state travel. She served as the leader of the Planning Council. Mrs. Taylor-Dupree served on many committees, councils, and teams including the Planning Council, the Deans Council, the STEP Council, the Online Student Services Vision Team, the PLA Policy Committee of the CALL Project, the BPCC First Core Team, the BPCC Foundation 2008-2009 Alumni Advisory Committee, 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 Deans and faculty and counseled students regarding requirements for certificates and degrees. Mrs. Taylor-Dupree, also, attended various Allied Health advisory committee meetings and meetings of the General Education Assessment and Curriculum Committee and gave several presentations for faculty and staff regarding academic advising and general education competencies. Mrs. Peggy Spilker, the academic planning coordinator, attended several professional development seminars focusing on staff resources, risk management, finances, MAPP assessment, state travel, and placement testing. Additionally, Mrs. Spilker was a member of the Graduation committee and the Financial Aid Appeals committee. Mrs. Laura Fowler, the administrative assistant for the Office of the Executive Dean of Instruction, attended professional development seminars focusing on staff resources, risk management, stress management, college branding, finances, MAPP assessment, state travel, and the annual report. Mrs. Fowler is also a member of the Graduation committee.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lesa Taylor-Dupree:
BPCC Outstanding Professional Staff Award
2009 LCTCS Annual Conference
Shreveport, LA
April 24, 2009

BPCC Cavalier Players Star Award
for Exemplary Leadership
2008-2009 Players Award Banquet
BPCC Performing Arts Theatre
April 25, 2009

2009 BPCC Chancellor’s Outstanding Administrator Award
Spring 2009 BPCC Commencement
May 15, 2009

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
</table>

*Note: All events attended during the period August 2008 – May 2009.*
Ex-officio member
Math Early Intervention Program Meeting
June 5, 2008

Staff Resource Guide Workshop
June 24, 2008

LCTCS Online Initiative
June 25, 2008

Office of State Travel Training
August 12, 2008

Fall Safety Meeting
“Conflict Communication Skills”
August 14, 2008

“Test Construction Workshop”
Dr. Jennifer Hurd
October 23-24, 2008

Peter Bielagus-Financial Coaching
BPCC Staff Senate
Distinguished Speaker Series
November 13, 2008

Blood-borne Pathogens Workshop
January 12, 2009

Dr. Don Prickel
“Learning Outcomes”
February 18-19, 2009

MAPP Assessment Meeting
March 3, 2009

2008-2009 Annual Report Training
March 18, 2009

Online Calendar Presentation
BPCC
April 15, 2008

MAPP Assessment Workshop
May 1, 2009

BPCC Degree Audit Training
May 22, 2009

Success Interventions”
2009 LCTCS Annual Conference
Shreveport, LA
April 24, 2009

“Louisiana Ethics Law Update”
2009 LCTCS Annual Conference
Shreveport, LA
April 24, 2009

“Cyber Information Technology at Bossier Parish Community College”
2009 LCTCS Annual Conference
Shreveport, LA
April 24, 2009

The President’s Networking Session Honoring Bossier Parish Community College
Chancellor Tom Carleton
2009 LCTCS Annual Conference
Shreveport, LA
April 24, 2009

Welcome Back Breakfast/Meeting
BPCC
August 14, 2008

Guest Artist Recital
Dr. Daniel Immel
BPCC
September 11, 2008

“Moving High Schools Forward”
Superintendent Meeting
BPCC
September 15, 2008

Citizen Bank Check Presentation
BPCC Foundation
September 16, 2008

BPCC First Core Team Meeting
BPCC
September 17, 2008

BPCC Foundation Annual Drive Campaign Meeting
BPCC
September 19, 2008

AIM Program Meeting
BPFSB Resource Center
September 19, 2008

“Partnering For Student Success Breakfast”
BPCC First
BPCC
October 2, 2008

BPCC First Core Team Meeting
BPCC
October 2, 2008

EMT Paramedic Fall Advisory Meeting
BPCC
October 2, 2008

BPCC First Math Intervention Meeting
BPCC
October 3, 2008

BPCC Annual Drive Committee Follow-up Meeting
BPCC
October 7, 2008
Campus-wide Meeting:  
Announcement of Chancellor Retirement  
BPCC  
October 10, 2008

BPCC Graduation Survey Meeting  
BPCC  
October 13, 2008

Pharmacy Technician Advisory Board Meeting  
BPCC  
October 16, 2008

BPCC Student-Athlete Advising  
BPCC  
October 20, 2008

Dietary Management Program Advisory Meeting  
BPCC  
October 22, 2008

STEP Council Meeting  
BPCC  
October 23, 2008

*Once Upon a Mattress*  
BPCC Cavalier Players Production  
BPCC  
October 23, 2008

2008 CALL Breakfast Meeting  
BPCC  
October 28, 2008

Deans Fall Get Together  
Plain Dealing, LA  
October 30, 2008

BPCC Music Program Halloween Costume Contest Judge  
BPCC  
October 31, 2008

Bossier Parish Community College Veterans Day Program Mistress of Ceremonies  
BPCC  
November 4, 2008

Culinary Arts Site Visit Evaluators Reception  
BPCC  
November 12, 2008
BPCC First Core Team Meeting
Placement Testing Effects
BPCC
November 12, 2008

Culinary Arts Accreditation Exit Meeting
BPCC
November 13, 2008

Physical Therapy Assistance Fall Advisory Program Meeting
BPCC
November 13, 2008

Phlebotomy Fall Advisory Program Meeting
BPCC
November 14, 2008

American Lung Association 2008 Breath of Life Award Reception
Honoring Tom Carleton
Bossier City, LA
November 13, 2008

BPCC/LSUS Signing Ceremony
BPCC
November 17, 2008

BPCC Music Program Holiday Music Piano Concert
BPCC
November 18, 2008

BPCC Music Program Student Recital
BPCC
November 20, 2008

BPCC and The City of Bossier Christmas Show
Vote for Santa for Christmas
Bossier City, LA
December 3-4, 2008

Criminal Justice Fall Advisory Committee Meeting
BPCC
December 4, 2008

Greater Bossier Economic Development Foundation Check Presentation
BPCC
December 11, 2008
Dean of Cyber Information Technology Search Committee
BPCC
December 11, 2008

BPCC Christmas Luncheon
BPCC
December 12, 2008

BPCC Fall 2008 Commencement
BPCC
December 18, 2008

BPCC/NSU Signing Ceremony
BPCC
December 18, 2008

The Performing Arts Music Program
Guest Artist Series
ULM Music Faculty Recital
Potpourri
BPCC
January 27, 2009

Sixty-First Annual All-Star Bossier Chamber of Commerce Banquet
Bossier City, LA
January 27, 2009

BPCC First Core Team Meeting
BPCC
January 28, 2009

BPCC Cavalier Basketball Homecoming
BPCC
January 31, 2009

BPCC 2009 Eddy Shell Invitational Speech and Debate Tournament Awards Ceremony
BPCC
January 31, 2009

Dr. Joe May Presentation
BPCC
February 4, 2009

BPCC First Core Team Meeting
BPCC
February 5, 2009

BPCC First Partnering for Student Success Luncheon for High School Counselors
BPCC
February 6, 2009

The Performing Arts
Music Program
Guest Artist Series
The Red River Winds
BPCC
February 6, 2009

“An Evening of Romantic Valentine’s Day Music”
The Performing Arts
Music Program
BPCC
February 13, 2009

BPCC Respiratory Therapy Advisory Board Meeting
BPCC
February 18, 2009

*The Three Little Pigs*
BPCC Cavalier Players
Production
BPCC
February 20, 2009

The Performing Arts
Music Program
Guest Artist Series
Cello Duo—Paul Christopher/Ruth Drummond
BPCC
March 17, 2009

BPCC First Core Team Meeting
BPCC
March 17, 2009

*Leading Ladies*
BPCC Cavalier Players
Production
BPCC
March 26, 2009

BPCC First Core Team Meeting
BPCC
April 16, 2009

BPCC Music Program
Student Recital
BPCC
April 16, 2009

2009 Spring Festival of One Acts
BPCC
April 16, 2009
Medical Office Specialist Advisory Committee Meeting
BPCC
April 17, 2009

The Performing Arts Music Program
Spring Concert-Jazz Ensemble
BPCC
April 24, 2009

Chancellor Tom Carleton’s Retirement Reception
BPCC
April 26, 2009

The Performing Arts Music Program
Spring Concert-Concert Choir
BPCC
April 30, 2009

The Performing Arts Music Program
Spring Concert-Concert Winds
BPCC
May 1, 2009

“Breakfast of Champions,” Working Adults Support Program and the Shreveport Chamber of Commerce
BPCC
May 5, 2009

Dedication and Memorial Service for Donna Service
BPCC
May 5, 2009

BPCC Spring 2009 Commencement
BPCC
May 15, 2009

PTK Advisor Interview Committee
BPCC
May 27, 2009

Groundbreaking Ceremony for Softball and Baseball Fields
BPCC
May 27, 2009

Mini NASCAR Employee Preview-BPCC Foundation
BPCC
May 27, 2009
Peggy Spilker
Graduation Committee
June 2008 - May 2009

BPCC Foundation Member
August 2008 - May 2009

BPCC Staff Senate Member
August 2008 - May 2009

Financial Aid Appeals Committee
June 12, 2008

Staff Resource Guide Workshop
June 24, 2008

Fall Safety Meeting
“Conflict Communication Skills”
August 14, 2008

Faculty Placement Test Workshop
August 19, 2008

Peter Bielagus-Financial Coaching
BPCC Staff Senate
Distinguished Speaker Series
November 13, 2008

Blood-borne Pathogens Workshop
January 12, 2009

MAPP Assessment Meeting
March 3, 2009

MAPP Assessment Workshop
May 1, 2009

Department of Labor
Press Conference
BPCC
June 26, 2008

Welcome Back
Breakfast/Meeting
BPCC
August 14, 2008

Citizen Bank Check
Presentation
BPCC
September 16, 2008

Campus-wide Meeting:
Announcement of Chancellor Retirement
BPCC
October 10, 2008

BPCC/LSUS Signing Ceremony
BPCC
November 17, 2008

BPCC and the City of Bossier
Christmas Show
Vote for Santa for Christmas
Bossier City, LA
December 4, 2008

BPCC Christmas Luncheon
BPCC
December 12, 2008

BPCC Fall 2008
Commencement
BPCC
December 18, 2008

BPCC/NSU Signing Ceremony
BPCC
December 18, 2008

Dr. Joe May Presentation
BPCC
February 4, 2009

The Performing Arts
Music Program
Guest Artist Series
The Red River Winds
BPCC
February 6, 2009

The Three Little Pigs
BPCC Cavalier Players
Production
BPCC
February 25, 2009
Laura Fowler
Graduation Committee
June 2008 - May 2009

BPCC Foundation Member
August 2008 - May 2009

Planning Council Meetings
August 2008 - May 2009

BPCC Staff Senate Member
August 2008 - May 2009

Staff Resource Guide Workshop
June 24, 2008

Office of State Travel Training
August 12, 2008

Fall Safety Meeting
“Conflict Communication Skills”
August 14, 2008

Tammi Rider-Stress Manager
BPCC Staff Senate
Distinguished Speaker Series
September 12, 2008

Becky Turbeville-“UR a Brand”
BPCC Staff Senate
Distinguished Speaker Series
October 8, 2008

Peter Bielagus-Financial Coaching
BPCC Staff Senate
Distinguished Speaker Series
November 13, 2008

Blood-borne Pathogens Workshop
January 12, 2009

MAPP Assessment Meeting

The Performing Arts Music Program
Guest Artist Series
Cello Duo-Paul
Christopher/Ruth Drummond
BPCC
March 17, 2009

BPCC Spring 2009 Commencement
BPCC
May 15, 2009

Groundbreaking Ceremony for Softball and Baseball Fields
BPCC
May 27, 2009

Hansel & Gretel and the Big Woods
BPCC
June 6, 2008

Department of Labor Press Conference
BPCC
June 26, 2008

Welcome Back Breakfast/Meeting
BPCC
August 14, 2008

BPCC’s Annual Health and Wellness Fair
BPCC
September 9, 2008

Guest Artist Recital
Dr. Daniel Immel
BPCC
September 11, 2008

Citizen Bank Check Presentation
BPCC
September 16, 2008

2008 Employee Annual Pledge Drive Prize Drawing
BPCC
September 19, 2008

Campus-wide Meeting:
Announcement of Chancellor Retirement
BPCC
October 10, 2008
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Lesa Taylor-Dupree:

“General Education Competencies,” Presenter
BPCC
August 14, 2008

“BPCC Advising,” Presenter
BPCC
STRATEGIC PLANNING

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

Performance Indicators
Increase the number of opportunities for scheduled and on demand placement tests by five percent (5%) during the 2008-2009 academic year.

Assessment Results
The Office of the Executive Dean of Instruction provided 201 opportunities for students to take placement tests, a thirty-one percent (31%) increase from the previous year. Also, the Office Executive Dean of Instruction administered 4,274 placement tests, a ten percent (10%) 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.

Department Measurable Strategy
Monitor the AIM Program students.
Performance Indicators
Disseminate, collect, and review the progress reports for the AIM students twice during the fall semester and twice during the spring semester.

Assessment Results
The Office of the Executive Dean of Instruction disseminated, collected, and reviewed progress reports for the AIM students twice (October 2-9, 2008 and November 13-20, 2008) during the fall semester for 87 students and twice (March 4-11, 2009 and April 13-17, 2009) during the spring semester for 134 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
Improve the documentation process of identifying the attainment of general education core competencies of the College’s graduates.

Performance Indicators
1. Revise the BPCC Graduation Survey during the fall semester and implement the use of the survey with the fall 2008 graduating class.
2. Create the General Education Assessment and Curriculum Committee, a new committee, to review general education competencies at the College.

Assessment Results
1. The BPCC Graduation Survey was revised and administered to 143 fall 2008 candidates for graduation and 237 spring 2009 candidates for graduation. The results will be used in the College’s Monitoring Report for the Commission on Colleges Southern Association of Colleges and Schools.
2. The General Education Assessment and Curriculum Committee was created. The committee actively participated in the revision of the BPCC Graduation Survey and endorsed the use of the Measures of Academic Proficiency and Progress test (MAPP) which was administered for the first time to the associate degree candidates in the spring 2009 graduating class to document general education competencies.

Changes Based on Assessment Outcomes
The Vice Chancellor for Academic Affairs, the Associate Vice Chancellor for Academic Affairs, the Executive Dean of Instruction, and the academic deans are reviewing the results of the MAPP test to include in the Monitoring Report.

Strategy(ies) for the Future
The General Education Assessment and Curriculum Committee, the Vice Chancellor for Academic Affairs, the Associate Vice Chancellor for Academic Affairs, the Executive Dean of Instruction, and the academic deans will determine when the MAPP test will be administered to
associate degree candidates for graduation during the next academic year and will continue to collect and review data concerning general education competencies.

**Department Measurable Strategy**

Conduct the student evaluation of faculty instruction of classes.

**Performance Indicators**

Student evaluation of faculty instruction of classes during the fall semester and spring semester and dissemination of the evaluations to the appropriate Division Deans.

**Assessment Results**

The Office of the Executive Dean of Instruction coordinated and conducted student evaluation of faculty instruction for classes each fall and spring semester during the weeks of October 25-31, 2008, and March 21-27, 2009. The Office of the Executive Dean of Instruction implemented a new spreadsheet to improve the reporting progress by academic deans of overload classes, regular load classes, and classes not evaluated to the Office of the Executive Dean of Instruction.

**Changes Based on Assessment Outcomes**

All evaluation results were disseminated to all academic deans and the Vice Chancellor for Academic Affairs.

**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**

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 109 Ability-to-Benefit tests during the academic year, an increase of twenty-one percent (21%) 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**

1. Coordinate an advising meeting for faculty at the beginning of the fall semester.
2. Present an academic seminar for faculty and staff regarding general education competencies.

**Performance Indicators**
1. Document the number of faculty attending with sign-in sheets.
2. Document the number of faculty and staff attending with sign-in sheets.

**Assessment Results**

1. The Executive Dean of Instruction conducted an information meeting regarding advising on August 15, 2008. The meeting was attended by 116 faculty and staff.
2. The Executive Dean of Instruction presented several academic seminars for faculty and staff regarding general education competencies. One seminar was presented on August 14, 2008, and forty-nine (49) faculty members attended; one seminar was presented on March 31, 2009, and 140 faculty and staff attended, and two seminars were presented to the General Education Assessment and Curriculum Committee during one of the fall and spring semester meetings.

**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 into academic classes each semester for the faculty and staff. Also, the Executive Dean of Instruction created handouts regarding general education competencies and disseminated information to academic deans, faculty, staff, and the General Education and Assessment Curriculum Committee.

**Strategy(ies) for the Future**

The Executive Dean of Instruction will provide updated information regarding academic advising and general education to the academic deans, faculty, and staff for 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 met as necessary throughout the academic year.

**Changes Based on Assessment Outcomes**

Several items were accomplished by the Planning Council this academic year. A few of the highlights included a thorough review for each department’s strategies by the Planning Council subcommittees, a review of the charges of the Planning Council subcommittees, a review of the responsibilities of the Planning Council, and discussions regarding information for Strategies for Success and the Annual Report.

**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. Number of updates of Planning Council information on the College Blackboard website.
2. Number of updates of graduation information on the College website.
3. Number of updates of placement testing information 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 four (4) 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 and update 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 assessment results and use of results.

Assessment Results
The College instituted the use of the Measures of Academic Proficiency and Progress test (MAPP), a standardized test, which was administered for the first time to the associate degree candidates in the spring 2009 graduating class. This Division coordinated and administered the test to 164 candidates for graduation. The information concerning general education competencies gathered from this testing will be included in the College’s Monitoring Report created by the Vice Chancellor for Academic Affairs for the Commission on Colleges of the Southern Association of Colleges and Schools.

Changes Based on Assessment Outcomes
The Office of the Executive Dean of Instruction and the Vice Chancellor for Academic Affairs have provided the testing results to the deans of the academic divisions for their review.

Strategy(ies) for the Future
The Office of the Executive Dean of Instruction will administer the MAPP test to the 2009-2010 candidates for graduation as determined by the Vice Chancellor for Academic Affairs.

Department Measurable Strategy
Participate in professional development opportunities.
Performance Indicators
Document the number of professional development opportunities in which the individuals in the Academic Planning Division participate.

Assessment Results
The Office of the Executive Dean of Instruction documented the number of professional development opportunities in which the staff participated. The Executive Dean of Instruction participated in 35 opportunities; the Program Coordinator participated in 11 opportunities; and the Administrative Assistant participated in 14 opportunities.

Changes Based on Assessment Outcomes
The staff in the Office of the Executive Dean of Instruction will continue to document the number of professional development opportunities in which they participate.

Strategy(ies) for the Future
The staff in the Office of the Executive Dean of Instruction will increase the number of professional development opportunities in which they participate for the next academic year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
The Academic Planning Division consisting of the Office of the Executive Dean of Instruction had a very productive and successful year. The College confirmed 567 graduates during the 2008-2009 academic year. The 567 graduates are a twenty-two percent (22%) increase in the number of graduates from the previous year. The 567 graduates were awarded 642 associated degrees, certificates and technical competency areas, an increase of twenty-nine percent (29%) over the previous year in the number of credentials awarded. The Division offered 201 placement testing opportunities for the academic year, a thirty-one percent (31%) increase of offerings from the previous year. The total number of tests administered was 4,274 placement tests, an increase of ten percent (10%) over the last academic year and 109 Ability-to-Benefit tests, a twenty-one percent (21%) 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, academic deans, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants (87 students in the fall and 134 students in the spring); and maintained and updated the Blackboard site for the Planning Council and updated the Placement Tests site and the Candidates for Graduation site on the College website each semester. Also, this Office gathered much information regarding learning outcomes and general education competencies for the inclusion in the Southern Association of Colleges and Schools Monitoring Report. This spring, the Division coordinated and administered the Measures of Academic Proficiency and Progress test.
(MAPP) which was administered for the first time to the associate degree candidates in the spring 2009 graduation class. The information concerning general education competencies gathered from this standardized testing of 164 candidates for graduation will be included in the Monitoring Report created by the Vice Chancellor for Academic Affairs for the Commission of Colleges of the Southern Association of Colleges and Schools. Additionally, during the 2008-2009 academic year, 444 candidates for graduation completed the BPCC Graduation Survey, and this information will be included in the College’s Monitoring Report. The primary focus for this Division for 2008-2009 was to serve students, faculty, staff and Administration and enhance student success.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Provide scheduled and on demand placement testing opportunities.
2. Train Faculty regarding advising policies and procedures.
3. Update Blackboard site for the Planning Council and update the Placement Test site and the Candidates for Graduation site on the BPCC website each semester.
4. Monitor general education core competencies and administer the Measures of Academic Proficiency and Progress test (MAPP) to candidates for graduation and collect data.
5. Document the number of candidates for graduation completing the BPCC Graduation survey each semester.
7. Participate in professional development opportunities.
Division of Academic Affairs
Center for Learning Assistance

EMPLOYEE LISTING

Professional, unclassified staff

Luke Dowden, M.Ed.
Norman A. Bernard, A.A.
Donna J. Earley, B.S.
Patrick Jolley, B.A.
Laura Jones, M.A.

Classified staff

Linda N. Lofton, A.A.

DIVISION SUMMARY

The Center for Learning Assistance includes three operational units: (1) The Learning Center, (b) Writing Support Services Learning Laboratory, and (3) Smarthinking online tutoring support. The Center is also responsible for coordination of the three-year BPCC 1st student success initiative funded by Lumina Foundation for Education. During the 2008-2009 academic year, Center staff completed a three-year shift in its overall service philosophy with new services fully implemented and upgrades to previous services achieved. These important changes allowed the Center to better realize 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.”

The Learning Center (TLC) full-time and part-time professional staff provided a number of high quality training opportunities for tutors, covering diverse topics. These events ensured that each tutor maintained the level of excellence required for national certification. Receiving a Board of Regents Enhancement Grant to more fully develop a Tutor Training program allowed the TLC Program Coordinator to create an extensive Tutor Manual for all tutors. A total of five (5) tutor workshops were conducted with a focus on tutoring roles and techniques, policy and procedures, customer service, and communication. Additionally, two full-time staff and four tutors attended the National Tutoring Association Conference in Salt Lake City, Utah, using funds attained from this grant.

Another focus for staff and tutors was serving a larger student population through outreach efforts. The TLC Program Coordinator promoted TLC class tours, encouraging instructors to bring
their classes to TLC for an orientation of its resources and a class activity at the beginning of each semester. These class tours increased from 58 tours in the fall 2007 semester to 68 tours in the fall 2008 semester and from 53 class tours in the spring 2008 semester to 57 tours in the spring 2009 semester.

Tutors visited individual math classes to learn more about individual teaching styles. A Mobile TLC was set up for 2 days each semester in each academic building, totaling 16 days of outreach on the BPCC campus. These Mobile TLC events provided a chance to reach the students who were unaware of tutoring services. A TLC Program Assistant conducted 14 in-class visits to developmental math course sections in the fall 2008 semester followed by 26 in-class visits to developmental math course sections in the spring 2009 semester for a total of 40 personal visits to share information on TLC resources with developmental math students. In-class visits to developmental math courses were completed as part of the BPCC 1st work plan.

In its second full year of existence, the Writing Support Services Learning Laboratory (WSS) expanded its reach to serve more students. A total of 746 students participated in either face-to-face or online consultations during the fall 2008 semester alone. During the spring 2009 semester, 512 students participated in a session. WSS staff participated in continuous professional development with training sessions focusing on assisting students through each stage of the writing process. The Program Assistant for WSS managed a grant-funded project that introduced a form of in-class tutoring in which a writing specialist visited a specific section of a developmental, a basic, and an advanced composition course. During this project, three instructors designed and implemented a curriculum with an integrated link to targeted writing support services.

Data collection was an emphasis of the Center this year. The Learning Center staff worked to improve the methods of gathering and evaluating visitor statistics and student satisfaction data. The TutorTrac usage tracking software was installed and piloted in the summer 2008 semester. This software was fully implemented in the fall 2008 semester to improve collection and analysis of the demographic data of students visiting TLC. Some of the TutorTrac reporting functions include the ability to report on the number of times one individual student visits TLC and how many unique (first-time) visits to The Learning Center are made. For the third consecutive academic year, visits to The Learning Center increased by 2,365 visits in the fall 2008 semester from the previous fall semester and by 3,013 visits in spring 2009 semester from the previous spring semester. Visits in the fall 2008 semester totaled 16,134 by 1933 non-duplicated students while visits for the spring 2009 semester totaled 14,037 by 1778 non-duplicated students. Online tutoring is available 24 hours a day through Smarthinking, Inc., thus supplementing the face-to-face tutoring that TLC provides. Eighty-Eight (88) students used Smarthinking services as of May 30, 2009, with 95 sessions being used for the online writing lab, 133 live online tutoring sessions conducted, and 23 questions submitted through the online Q & A system.

During the 2008-2009 academic year, student satisfaction surveys were collected in The Learning Center. Based on these surveys, TLC staff identified the need for more computers in TLC. Students designated wait times to use the computers as the number one problem in TLC. Additional megabytes of memory were added to the 43 computers in TLC with use of grant funds attained from Student Technology Fee grant dollars. Additionally, TLC staff worked to maintain a web presence for The Learning Center at www.bpcc.edu/thelearningcenter.

Center staff members continue to coordinate the BPCC 1st initiative with a focus on three student success interventions: (a) a student success course, (b) academic advising, and (c) developmental math early intervention. The initiative’s success this year resulted from the strong
support of the Chancellor and all members of the BPCC 1st core team. Specific programmatic achievements are reported in the respective divisions and departments in which each intervention is domiciled. The many achievements this year included: (a) increased focus on data collection and analysis for all three interventions, (b) events and communications for community stakeholders, (c) content training modules developed for math tutors, (d) tracking of learning outcomes in developmental math sections, (d) academic advising training for full-time professional staff and faculty advisors through participation in regional and national conferences, (e) complete redesign and implementation of the EDUC 099 College Success Skills courses. Learn more at www.bpcc.edu/bpccfirst.

ADVANCED DEGREES OR CERTIFICATIONS

Laura Jones received NTA certification as an advanced level tutor through Crossroads for Learning.

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

100% of Learning Center Tutors received certification as a basic level tutor from the National Tutoring Association.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Writing Support Services was featured in the 2008 Annual Report of Community College Survey of Student Engagement (CCSSEE) as a “best practice” for increasing college student effort.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sonny Bernard</td>
<td>Created an Education 099 simulation series to Plato Program (Fall 2008).</td>
<td>TLC Lab Procedures. Presentation during Tutor Orientation and Training (Fall 2008).</td>
<td>Assisted in conducting class tours of TLC. (Fall 2008).</td>
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<tr>
<td></td>
<td>Developed Proposal for</td>
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offering Plato Online through the TLC. (Spring 2009).

Added Alice Simulation Program, (Spring, 2009).

Added Certiprep Program to the TLC Computer Lab. (Spring 2009).

Updated CyberEd Plato Science Program to run in Windows. (Spring 2009).

Assisted with 68 class tours of TLC (Fall 2008).

Participated in Mobile TLC Building B (9/23-24)
Mobile TLC Building D (9/30-10/1)
Mobile TLC Building E (10/7-8)
Mobile TLC Building G (10/14-15)

Conducted 14 in-class visits to participating Academic Coaching Program (Fall 2008).

Mentored 24 ‘at-risk’ students as Academic Coach (Fall 2008).

Assisted with 57 class tours of TLC (Spring 2009).

Conducted 26 in-class visits to Developmental Math classes. (Spring 2009).

Participated in Mobile TLC Building B (2/10-11)
Mobile TLC Building D (2/17-18)
Mobile TLC Building G (3/3-4)

Drafted, Edited, Printed and Disseminated Monthly TutorTalk publication for TLC tutors. (Fall 2008 and Spring 2009).

Laura Jones

Managing a Writing Support Service: One-to-one training for the Program Assistant seminar with Jill Pennington (9/29/08).

Examining the concept and missions of a Writing Laboratory

International Writing Center Association Conference – Las Vegas, NV. (10/29-11/2/08)

National Conference of the National Tutoring Association – Salt Lake City, UT (4/4-8/09).

WSS Practices and Course Design Project. Presentation during meeting with Holly

seminar with Jill Pennington (9/29/08).

Building a Stronger relationship with faculty and WAC seminar with Jill Pennington (9/29/08).

Managing a Writing Support Service: One-to-one training for the Program Assistant seminar with Jill Pennington (9/30/08).

The Next Chapter: Planning for future growth and a expanded mission seminar with Jill Pennington (9/30/08).

Assessing the effectiveness of Writing Support Services seminar with Jill Pennington (9/30/08).

Quality Matters training workshop sponsored by Educational Technology. (12/2/08).

Camtasia Advanced Training sponsored by Educational Technology. (3/6/09).

French, the Dean of Liberal Arts. (7/9/08).


Met with Holly French and course designers to discuss curriculum design. (9/4/08).

Starting Writing Centers. Co-Presentation with Jill Pennington at the International Writing Center Association International Conference. (10/30/08).


Writing Support Services Policies and Procedures. Training with Writing Support Specialists to review practices. (12/2/08).

Roles of a Tutor. Assisted with Tutor Training. (12/18/08).

Served on the campus safety committee (January 09-present).


Assisted with conducting class tours of TLC. (Spring 2009).


Linda Lofton Stress Management Workshop

Faculty/Staff Orientation
presented by Staff Senate. (9/12/08)

U R a Brand Workshop. (10/8/08).

Financial Forms Training hosted by BPCC Finance Department. (3/25/09).

Exchange Email Training. (5/14/09).

Donna Earley

Assertiveness Training.
(3/27/09).

Teaching Troubled Students.
(4/30/09).

National Conference of the National Tutoring Association (4/4-8/09).

Received National Tutoring Association recertification as a Tutor Trainer. (July 2008).


The Learning Center and BPCC Athletes. Presentation and orientation of TLC to the BPCC Athletic Department. (8/20/08).

Conducted 68 class tours of TLC (Fall 2008).

Mobile TLC. Bldg. B (9/23/08 and 9/24/08), Bldg. D (9/30/08 and 10/1/08), Bldg. E (10/7/08 and 10/8/08), and Bldg. G (10/14/08 and 10/15/08). Results: 157 recorded students visited the presentation.


Roles of a Tutor. Tutor Training. (12/18/08).


Conducted 57 class tours of TLC (Spring 2009).

Hosted Mobile TLC in Bldg. B (2/10/09 and 2/11/09), Bldg. D
SIGNIFICANT CONTRACTS OR GRANTS

The Center for Learning Assistance Division received three (3) new grant awards totaling $75,069.00 in additional dollars to support activities in The Learning Center. Other awards from previous years have been extended as noted below.

September 2008 BPCC Student Technology Fee Grant
* 1,100 to install extra memory on 43 computers in The Learning Center

April 2009 BPCC Student Technology Fee Grant
* 10,560 to purchase 300 Smarthinking® Online Tutorial Hours for The Learning Center for the 2009-2010 academic year.

April 2009 Louisiana Board of Regents Enhancement Grants
* 63,409 to implement a pilot program integrating Writing Support Services through a Writing Across the Curriculum program during the 2009-2010 academic year.

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

See the "meetings and special events" attended area within the professional development section.

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STRATEGIC PLANNING

Department Measurable Strategy
Improve The Learning Center's online student services.

Performance Indicators
Student Satisfaction Surveys

Assessment Results
1. Student Satisfaction Surveys were collected in TLC during the fall and spring semesters. Based on these surveys TLC staff identified the need for more computers in The Learning Center. Students designated the wait time for computers as the number one problem in TLC.  
2. To further enhance the online resources available to students The Learning Center has contracted with Smarthinking®, INC. to provide tutorial hours online. Tutoring is available in synchronous and asynchronous formats and during peak times is available 24 hours a day. This service supplements the quality face-to-face tutoring that TLC provides.

3. The Student Satisfaction Survey also identified the needs of students participating in online Writing Support Services. While students are using this service, future enhancements could create a more user-friendly online environment for students.

Changes Based on Assessment Outcomes
1. Based on the fall data collected from the student satisfaction surveys and preliminary spring student information The Learning Center staff developed a Student Technology Fee proposal for online licenses for the PLATO learning system. PLATO is a frequent tool used by many students in TLC. With online licenses students would be able to work on PLATO at home leaving TLC computers open to students for other uses.

2. Smarthinking® has been an asset to the services The Learning Center is able to provide. As such, TLC staff compiled a Student Technology Fee proposal to continue Smarthinking in the next academic year. Based on student usage during this academic school year TLC staff requested 300 online tutorial hours. This number of hours, though fewer than last year will fully support the needs of BPCC students.

3. To further enhance WSS online the Program Assistant for WSS has partnered with the Division of Telecommunications to produce an online streaming video to introduce students to the services available and walk them through the basics of WSS.

Strategy(ies) for the Future
1. Use qualitative and quantitative data to improve services.
2. Concentrate staff efforts on learning and implementing good grant management practices.
3. Tutors will visit classes to learn ways to better serve particular faculty 4. Make more materials available online to students.

Department Measurable Strategy
Provide and facilitate continuous professional development opportunities for all Division staff.

Performance Indicators
Staff participation in meetings, conferences, and workshops documented in 2008-2009 Annual Report.

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

Encourage more presentations and production of articles and student guides, course models, etc. by staff

**Department Measurable Strategy**
Expand and improve programs for Writing Support Services.

**Performance Indicators**
Number of persons served

**Assessment Results**
1. During fall 2008 semester, 746 students participated in a one-on-one writing consultation with a WSS specialist. In the spring 2009 semester 512 students had at least one visit with a WSS specialist. A minimum of two English tutors were available to students at all times TLC was open.

**Changes Based on Assessment Outcomes**
1. Conducted a workshop with an instructor for a section of Art 099. WSS staff had at least two consultations with participating students.

2. Added printed reference materials to assist students with writing assignments in additional courses and cater to diverse learning styles.

**Strategy(ies) for the Future**
1. Expand the program to at least one additional course.

2. Create additional electronic references.

**Department Measurable Strategy**
Strengthen The Learning Center’s Tutor Training Program.

**Performance Indicators**
1. Number of training activities conducted.
2. Number of tutors certified.

**Assessment Results**
1. Conducted 5 tutor training activities.

2. Accomplished 100% certification of tutors through the National Tutoring Association with 25 tutors certified and 5 tutors recertified

**Changes Based on Assessment Outcomes**

1. All tutors participated in 1 training activity sponsored by TLC staff during the summer semester and 2 training activities in each of the fall and spring semester.

2. New tutors viewed the tutor training video, “A Look at Productive Tutoring Techniques,” and also read a book, The Way of The Tutor, as a means to NTA certification. Additionally, tutors participated in class visits and in-house workshops.

**Strategy(ies) for the Future**

Implement an assessment of tutor needs and interest in training and provide monthly mini workshops using the training kits and materials purchased using the BOR Tutor Training Grant.

**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. Four Coach and Data Facilitator visits conducted with outcomes documented in reports.

2. Redesigned Student Success Course piloted in fall 2008. Student Success Course instructors reorganized new textbook and participated in a two-day workshop with a national student success course expert.

3. Academic Advising staff and faculty advisors participated in national and regional NACADA conferences. Academic Advising Center implemented new student usage tracking method and a first-time visitor student satisfaction survey. The AAC also began offering the SIGI-3 career assessment.

4. Math Coordinator developed training modules for Math 097 and 098 for tutors in The Learning Center. 100% of math tutors were certified by the National Tutoring Association. Math Coordinator tracked and reported on Learning Outcomes in all sections of developmental math courses.

5. Communication events and Web site successful in sharing early results of the BPCC 1st initiative.

**Changes Based on Assessment Outcomes**

1. Coach and Data Facilitator visits focused 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 were implemented by all instructors in fall 2008 and spring 2009.
3. Academic Advising Center worked more fully implement career assessments and student satisfaction surveys.
4. Math Coordinator expanded and enhanced content developmental math training modules for Learning Center tutors based on year 2 results and provided suggestions to TLC Program Coordinator.
5. The BPCC 1st Web site (www.bpcc.edu/bpccfirst) was updated with a new look.

**Strategy(ies) for the Future**

1. Continue tracking intervention success using data scorecard with only the information most useful for core team members.
2. Review 1 year of Pre-Test and Post-Test data for all EDUC 099 course sections and add a career exploration component to the course.
3. Plan campus wide academic advising best practice sharing sessions.
5. Create and disseminate a series of push cards and other media for BPCC faculty, staff, and students to more clearly explain the interventions.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Center for Learning Assistance focused heavily on sustaining previously launched new programs as well as implementing increased services during the 2008-2009 academic year. As noted throughout this report, these initiatives required new evaluation instruments and assessment measures to accomplish the goals and objectives. New grant awards offered opportunities to improve the hiring, initial training, and ongoing professional development of The Learning Center tutors. While increasing the menu of services offered by the Division’s units, attention was given to consistently improving existing services. 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 staff conducting approximately 125 class tours and participating in a number of outreach efforts through Mobile TLC, classroom visits by the TLC Program Assistant, and working directly with English instructors to develop new curricular approaches for the integration of instructional support services.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Priorities for the Coming Academic Year
The Center for Learning Assistance priorities for the 2009-2010 academic year are organized within the major initiatives of the Division:

The Learning Center
A major goal of this unit in the 2009-2010 academic year is enhanced communication of its mission and services to the BPCC community of faculty, staff, and students. Through additional training of tutors, the staff will strengthen connections with faculty. This goal is important to improving the understanding that tutoring is not supplemental instruction or a substitute for faculty instruction. The Learning Center Program Coordinator and Program Assistants have identified needed improvements to focus on TLC maintaining its two-year program accreditation during an upcoming
2009 visit from the National Tutoring Association. Tutors will be more engaged in ongoing professional development, primarily through completion of computer exercises related to their subject area of expertise.

BPCC 1st Student Success Initiative
During the 2009-2010 academic year, the core team leader expects continued success of this project with emphasis being placed on identifying and sustaining best practices. Ongoing engagement of the new Chancellor on the role of the BPCC 1st initiative and its core team will be very important to the future success of this and other student success and retention initiatives.

Writing Support Services Learning Laboratory
With staffing sustained and an additional Board of Regents Enhancement grant to provide funds for Writing Support Specialists, the focus of this unit will be creating direct curricular linkages to courses outside the English curriculum. Moreover, the Program Assistant will be committed to enhancing quality service and customer quality. This includes researching, creating, and distributing references that appeal to a variety of learning styles. These tools will also be available online to assist a growing student population. 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 strategy.
Division of Academic Affairs
Division of Accelerated Learning

EMPLOYEE LISTING

Professional, unclassified staff

Luke Dowden, Dean
April Ayers, Assistant Director
Tamika Logan, Corporate Accounts Manager

FACULTY LISTING

Professor

Patricia Wyatt, MBA, Program Director
for Business Administration

Associate Professor

Paul Weaver, Ph.D., Program Director for Computer Information Systems

Assistant Professor

Raymond Gaines, J.D. and MBA

DIVISION SUMMARY

Creation of the Division of Accelerated Learning in the 2008-2009 academic year resulted from many factors including early success in the piloting of online accelerated courses and programs coupled with adult-friendly services. Furthermore, the establishment of this academic division aligned with Bossier Parish Community College’s ongoing participation and leadership in the Center for Adult Learning in Louisiana (CALL), which is sponsored by the Louisiana Board of Regents. Preceding the Division’s formation during this past year, a strategic action plan was developed with guidance from New Ventures of Regis University. This group possesses the desired credentials and direct experience assisting institutions that are seeking to develop or enhance adult-learning focused divisions that provide accelerated courses and degree programs. New Ventures experts helped BPCC to articulate its vision for accelerated learning and organize many objectives.
into two overarching goals relating to enrollment and graduation benchmarks for further academic years.

The mission of the Division for Accelerated Learning at Bossier Parish Community College is to contribute efforts that increase the educational attainment levels of adults in Louisiana. The Accelerated Learning Division develops and provides learning-focused, student-centered, and market-responsive academic certificates and degree programs. Innovative solutions offered by Accelerated Learning faculty and staff increase access to educational opportunities in accelerated formats on campus and online that are convenient, flexible, and highly personalized to meet the needs of the adult learner. The Division provides a structure for the academic success and credential attainment of adult learners leading to preparation for advancement into high-skill positions. Furthermore, the Division advocates the creation and implementation of adult-friendly institutional policies and student support services. Accelerated Learning targets working adults with a high school diploma and no college as well as those adults with some college, who stopped short of earning a degree.

During 2008-2009, the Division Dean and Program Directors worked to solidify the workflow processes and policies for two organizational units housed within accelerated learning: (a) Accelerated Programs and (b) Working Adults Support Program. Three full-time faculty members—two of whom serve dually as program directors—two full-time staff members, and a Dean support the operational functions of each unit.

Accelerated programs currently house three accelerated degree programs: (a) the Associate of Applied Science in Business Administration, (b) the Associate of Applied Science in Computer Information Systems with a concentration on Software Applications, and (c) the Associate of General Studies with a concentration in Accounting/Business. Division faculty members have begun work on one certificate and an additional degree with two concentrations, which are planned to launch during the 2009-2010 academic year. Accelerated or “fast-track” courses are taught in 4-week and 8-week lengths each academic semester. Within accelerated programs, fast-track students receive continuous academic advising from a faculty-staff team and are supported through the Division’s unique retention referral system. An accelerated learning staff member is charged with monitoring student usage of BPCC’s online tutoring service, Smarthinking.com. Accelerated Learning Program Directors serve as teaching assistants in all accelerated courses.

During the 2008-2009 academic year, 43 students earned an associate’s degree through the Division. Division personnel consider the 45 graduates to date (including two from spring 2008) an incredible accomplishment considering the Division has not reached its one year anniversary. Additionally, this organizational unit within Accelerated Learning garnered $114,905 in grant funds to expand accelerated course and degree program offerings. Read student testimonials and learn more about accelerated programs at BPCC at www.bpcc.edu/callstudents.

The Accelerated Program unit also houses BPCC’s prior learning assessment portfolio evaluation system. Each semester, the Portfolio 101 workshop is offered in an 8-week format with a Division faculty or administrator serving as the instructor. This course is taught in partnership with BPCC’s Division of Continuing Education at a low cost for participants. Accelerated Learning also works in partnership with the ACT Testing Center and the Office of Academic Planning to keep the BPCC Prior Learning Assessment Course Matrix current. This matrix lists all the courses in which a student can earn credit for prior learning through testing, portfolio, IT certification, or block credit. Since introducing portfolio evaluation to BPCC last summer, three students have attempted to earn credit through portfolio evaluation with two being successful in earning a total of 12 hours of
college credit. For more information about Prior Learning Assessment at BPCC, please email priorlearning@bpcc.edu or review the PLA course matrix located in the BPCC online general catalog.

The Working Adults Support Program unit of the Division houses all services targeting business-to-institution partnerships to increase enrollment in academic courses and programs. A corporate account manager provides leadership for this unit and works to develop and maintain the Divisions relationships with local business and industry. Additionally, all adult learners recruited through accelerated programs, but wishing to begin in a traditional face-to-face program are served by the corporate accounts manager. To date, the Working Adults Support Program has garnered over $15,000 in donations for student scholarships and assisted one company in fully implementing use of BPCC’s third-party payment system. This programmatic unit within the Division recently received a $25,000 Board of Regents Enhancement grant to create an academic bridge program to transition underprepared adults to return to the college classroom, whether face-to-face or online. Learn more about the Working Adults Support Program unit at www.bpcc.edu/workingadults.

ADVANCED DEGREES OR CERTIFICATIONS

Raymond Gaines received his certification in e-college that qualified him to teach for LCTCS Online, an initiative of the Louisiana Community and Technical College System. Mr. Gains earned the Certificate of Professional Achievement as a Prior Learning Assessor from the Council for Adult and Experiential Learning (CAEL) for his completion of the first two prior learning assessment online workshops offered by DePaul University.

Sean Traigle earned certification in Blackboard through the Educational Technology Division’s BOLT training and received recognition for Quality Matters training from Educational Technology.

Paul Weaver received the Certificate of Mastery in Prior Learning from the Council for Adult and Experiential Learning (CAEL) for his completion of all four prior learning assessment online workshops offered by DePaul University. He has completed three of four modules towards a certification in cyber technology.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Raymond Gaines was nominated for the Council on Accelerated Programs “CAP” Outstanding Faculty Award.

Tamika Logan received recognition as a 40 under 40 Young Professionals Initiative Honoree.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>April Ayers</td>
<td>Staff Resource Guide Workshop (06/20/08).</td>
<td>CALL Advisory Board Meeting, Alexandria, LA (08/07/08).</td>
<td>Presentation on Smarthinking® to Sandy Todaro’s Classes (10/02/08).</td>
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<tr>
<td></td>
<td>CALL Faculty “Brown Bag” Lunch</td>
<td>CAP conference call to prepare for</td>
<td></td>
</tr>
</tbody>
</table>
Luke Dowden
Civil Service Performance Planning and Review CPTP course. (7/23/08).

Quality Matters Training presented by Kathleen Gay. (8/6/08).

Student Success Initiative Management and Data Tracking. One-on-one consultation training provided by Drs. Rick Voorhees and Sherri Huffman. (10/2-3/08).

Student Success Initiative Management and Data Tracking. One-on-one consultation training provided by Drs. Rick Voorhees and Sherri Huffman. (11/12-13/08).

Student Success Initiative Management and Data Tracking. One-on-one consultation training provided by Drs. Rick Voorhees and Sherri Huffman. (2/5-6/09).

Achieving the Dream Student Success Strategies in Math at Alamo Community Colleges. Luncheon Workshop with Drs. Jo-Carol Fabianke and Kristine Clark.
Student Success Initiative Management and Data Tracking. One-on-one consultation training provided by Drs. Rick Voorhees and Sherri Huffman. (4/16-17/09).

Learning Outcomes Training presented by Dr. Don Prickel. (2/18-19/09).

CALL Recruiting and Enrolling Adult Learners Workshop presented by the Commission for Accelerated Programs – Alexandria, LA. (6/09/09).

Proposal submitted as a CO-Principal Investigator with Dr. Tracey Rizzato, LSU, Dr. Russell Matthews, LSU, and Dr. Rhonda Jones, ULM. (10/10/08).

A Need for Research on Louisiana Adult Learners. Presentation to LSU Life Course and Aging Center (LCAC) Executive Staff and Researchers. (10/24/08).

Learning-Focused, Student Centered. Presentation to Accelerated Learning Course Designers and Faculty Members. (10/28/08).

Working Adults Support Program. Board of Regents Enhancement Grant Proposal submitted as a CO-Principal Investigator with Tamika Logan. (10/30/08).

Writing Across the Curriculum. Board of Regents Enhancement Grant Proposal Submitted as a CO-Principal Investigator with Laura Jones.

Online Learning Opportunities and Considerations. Presentation to the President’s Council and Deans at the University of Louisiana Lafayette. (12/02/08).

Tapping the Adult Learner Market in Louisiana. Presentation at the University of Louisiana System Board of Supervisors President’s Luncheon. (12/04/08).

BPCC’s Division of Accelerated Learning – Life in the Fast Lane. Presentation Bossier Parish Community College Lion’s Club. (1/21/09).

Louisiana’s Adult Learning Campaign 2007, 2008, & Beyond. Presentation to the Center for Adult Learning in Louisiana Marketing Sub-Committee. (1/29/09).

BPCC 1st, A Student Success Initiative.
Initiative. Co-Presentation with Staci Phillips and Dr. Barbara Poole at the High School Counselor’s Luncheon. (2/06/09).


Accelerated Learning @ Bossier Parish Community College. Presentation to 105 members at the Greater Shreveport Chamber of Commerce Breakfast of Champions. (5/05/09).

Statewide Adult Learning Strategies. Co-Presentation with Al Lind – Kentucky Higher Education Coordinating Board and Houston Davis – Oklahoma Board of Regents at SREB Electronic Campus State Partner’s Meeting – Atlanta, GA. (5/7/09).

The Center for Adult Learning in Louisiana’s Strategic Plan. Presentation to the Louisiana Board of Regents with Co-Presenters Drs. Larry Tremblay and Bruce Chaloux. (5/27/09).
<table>
<thead>
<tr>
<th>Raymond Gaines</th>
<th>Faculty Development Seminar by the Division of Accelerated Learning (08/14/08).</th>
<th>Prior Learning Assessment Workshop by the Center for Adult Learning in Louisiana – University of Louisiana at Monroe (11/17/08).</th>
<th>Early Engagement for the Fast Track Faculty Exchange Training by the Division of Accelerated Learning at BPCC. (03/05/09).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quality Matters Training by the Division of Educational Technology (08/19/08).</td>
<td>CAEL PLAWorkshop1 DePaul University 02/01-28/09</td>
<td>Early Engagement &amp; Pacing for the Fast Track Faculty Exchange Training by the Division of Accelerated Learning at BPCC. (05/12/09).</td>
</tr>
<tr>
<td></td>
<td>Faculty “Brown Bag” Lunch Training by the Division of Accelerated Learning (09/16/08).</td>
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<tr>
<td></td>
<td>Served as Principal Investigator on Board of Regents SELECT grant proposal to create a new degree program in health care management. (10/2009).</td>
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<tr>
<td></td>
<td>Faculty Exchange Training by the Division of Accelerated Learning (10/14/08).</td>
<td>Learning Outcomes workshop by the Division of Grants and External Funding (02/19/09).</td>
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<tr>
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<td>Fast Track Faculty Exchange Training by the Division of Accelerated Learning (03/05/09).</td>
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<tr>
<td></td>
<td></td>
<td>Fast Track Faculty Exchange Training by the Division of Accelerated Learning (05/12/09).</td>
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</tr>
<tr>
<td>Sean Traigle</td>
<td>New Employee Orientation. (11/08). Prior Learning Assessment Workshop</td>
<td></td>
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</tr>
</tbody>
</table>
Blackboard Training. (11/08).
Quality Matters Training Meeting and Online (10/08 and 03/09).

by the Center for Adult Learning in Louisiana – University of Louisiana at Monroe and McNeese State University (11/17-18/08).

Prior Learning Assessment 101 sponsored by the Center for Adult Learning in Louisiana and LCTCS. Learning Center for Rapides Parish, Alexandria, LA (1/27/09).

CALL statewide marketing roundtable – Alexandria, LA (1/29/09).

Faculty Portfolio Assessor Training presented by Fran Kehoe. Learning Center for Rapides Parish, Alexandria, LA (2/27/09).

CALL Recruiting and Enrolling Adult Learners Workshop presented by the Commission for Accelerated Programs – Alexandria, LA. (6/09/09).

**Paul Weaver**

Faculty Development Seminar by the Division of Accelerated Learning (08/14/08).
Quality Matters Training by the Division of Educational Technology (08/19/08).
Faculty “Brown Bag” Lunch Training by the Division of Accelerated Learning (09/16/08).
Faculty Exchange Training by the Division of Accelerated Learning (10/14/08).
Learning Outcomes workshop by the Division of Grants and External Funding (02/19/09).

Fast Track Faculty Exchange Training by the Division of Accelerated Learning (03/05/09).


It’s Your CALL. Editor for Center for Adult Learning in Louisiana Monthly Electronic Prospective Student Newsletter. (2008-2009).


Prior Learning Assessment Workshop by the Center for Adult Learning in Louisiana – University of Louisiana at Monroe (11/17/08).


Presented the Prior Learning Assessment 101 sponsored by the Center for Adult Learning in Louisiana and LCTCS. Learning Center for Rapides Parish, Alexandria, LA (1/27/09).
Accelerated Learning (05/12/09).

Teaching Assistant for all accelerated course sections (Fall 2008, Spring 2009, Summer 2009).

Cyber Consortium Training Series (4 Week-Long Sessions in Fall and Spring 2009 semesters).

Pat Wyatt

Faculty Development Seminar by the Division of Accelerated Learning (08/14/08).

Faculty “Brown Bag” Lunch Training by the Division of Accelerated Learning (09/16/08).

Faculty Exchange Training by the Division of Accelerated Learning (10/14/08).

Learning Outcomes workshop by the Division of Grants and External Funding (02/19/09).

Fast Track Faculty Exchange Training by the Division of Accelerated Learning (03/05/09).

Fast Track Faculty Exchange Training by the Division of Accelerated Learning (05/12/09).


CALL Course Designer Luncheon, Presenter (1/14/09).

Presented at all Faculty Exchanges for Accelerated Learning Division Faculty throughout the school year (9/16/08; 10/14/08; 3/05/09; 5/12/09).

Presented one session at Academic Advising Workshop hosted by the Center for Adult Learning in Louisiana, Alexandria, LA (3/24/09).

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

This items are included in the meetings and special events attended section of the professional development report area for each employee within the Division.

SIGNIFICANT CONTRACTS OR GRANTS

Accelerated Learning distinguished itself with the receipt of 3 grant awards totaling $139,905 in additional dollars to support Division and BPCC activities.

August 2008 CALL Campus Challenge Grant

* $22,000 for marketing, professional and program development for CALL programs housed in the Division of Accelerated Learning.
March 2009 Louisiana Board of Regents SELECT Grant  
* $92,905 for Developing and Implementation of an Online Degree Program in Healthcare Management

April 2009 Louisiana Board of Regents Enhancement Grant  
* $25,000 Board of Regents grant awarded to the Working Adults Support Program for supplies and personnel training.

The Louisiana Board of Regents also contracted with the Bossier Parish Community College’s Division of Accelerated Learning to serve as the fiscal and operational agent of its Center for Adult Learning in Louisiana (CALL), located at the Learning Center for Rapides Parish in Alexandria, LA with a $380,000 budget in 2008-2009. CALL generated an additional $22,000 in contracts from LCTCS for LTC Prior Learning Assessment training and a $47,000 SELECT grant to work with ULM and LSU-BR on a one year research project.

STRATEGIC PLANNING

Department Measurable Strategy  
Provide and facilitate continuous professional development opportunities for all Division full-time and affiliate faculty and staff.

Performance Indicators  
Staff participation in meetings and conferences documented in the 2008-2009 Annual Report.

Assessment Results  
1. One staff member participated in a national academic advising conference.
2. Two faculty and one staff presented at and participated in the Commission for Accelerated Programs (CAP) national conference.
3. Faculty workshops were held throughout the academic year to promote best practices and facilitate emerging issues in accelerated learning.
4. An annual meeting to update campus stakeholders on the Division of Accelerated Learning was held in the fall semester.

Changes Based on Assessment Outcomes  
1. Accelerated programs at BPCC have continued to gain national recognition based on the presentations given by division faculty and staff.
2. The course and program models for the division have continued to improve based on faculty feedback from workshops hosted by the division.
3. The Division of Accelerated Learning is able to operate with the support of individuals across campus based on the transparency of operations.

Strategy(ies) for the Future  
1. Pursue opportunities for the division to participate in organizations and professional development on the state, regional, national and international levels.
2. Use faculty and staff feedback to provide meaningful training on emergent issues in accelerated learning.
**Department Measurable Strategy**
Make changes to online, accelerated courses based on evaluation results.

**Performance Indicators**
1. Student Evaluations
2. Course Evaluations

**Assessment Results**
1. Aggregated student evaluations for all accelerated online courses. These aggregate results show students’ overall happiness with their accelerated learning experience, the course designs, and instructors’ engagement.
2. Course evaluations evidence faculty members engaged in intense feedback to students through a common structured learning environment based on an evolving course design model.

**Changes Based on Assessment Outcomes**
1. Integrated a prescriptive standard button naming and sequence structure into all accelerated courses.
2. Introduced 8 week course sections and hybrid/course sections.
3. Developed a conceptual model of the cycle of developing, teaching, and evaluating online courses to explain process to faculty, staff, and administrators.

**Strategy(ies) for the Future**
1. Focus heavily on continued course preparedness, early student engagement, and retention referrals before students fall too far behind.
2. Emphasize faculty training on accelerated learning pedagogy and instructional techniques.

**Department Measurable Strategy**
Manage the fiscal and operational functions of the Center for Adult Learning in Louisiana (CALL).

**Performance Indicators**
Achieve performance indicators identified in contract with Board of Regents.

**Assessment Results**
1. A strategic plan was completed and delivered to the Board of Regents, where it gained approval at the May 2009 Board meeting.
2. CALL hosted two faculty portfolio assessor training events with one in the Northeast part of Louisiana and the other in the Southwest part of Louisiana. Over 100 faculty members have been trained to this day.
3. CALL staff performed follow up site visits to each CALL campus during the fall 2008 semester and reviewed future distance education capacity.
4. CALL member campuses experienced enrollment growth in the 2008-2009 year. By the spring of 2009, CALL had 647 enrolled students. 150 students have graduated since May 2008.

**Changes Based on Assessment Outcomes**
1. CALL has a ten point strategic plan to guide its future work. Work of the plan will be guided by 4 core strategies: market research, program and service development, adult learning campaigns, and sharing results/informing policy.
2. CALL provide campus challenge grants to each campus member to conduct further training
sessions.
3. Concerning training activities in this area, CALL elected to assess member campuses instead of holding sessions.
4. An enrollment summit was held in June 2009 for CALL members to focus on increase the number of inquiries converting to applicants.

**Strategy(ies) for the Future**

1. CALL will focus on program expansion and grant fund acquisition in FY10.
2. CALL will continue efforts in training faculty and staff statewide on prior learning assessment and portfolio assessment.
3. CALL will increase training opportunities for faculty and staff in key areas of distance education.
4. CALL will implement a statewide market research project with the Life Course and Aging Center (LCAC) at LSUBR to hopefully understand and respond to Louisiana adult learners even better.

**Department Measurable Strategy**

Expand Corporate Recruiting Campaign (Working Adults Support Program) to serve more adult learners in Northwest Louisiana.

**Performance Indicators**

1. Number of inquiries generated.
2. Number of visits to companies/participation in career/job and rapid response events.

**Assessment Results**

1. 186 inquiries have been received in the Working Adults Support Program; students were enrolled for 199 credit hours for fall 2008 semester; and 285 credit hours for spring 2009 semester; $5000 in supplemental assistance was awarded to students who demonstrated a financial need and were gainfully employed.

2. Corporate Accounts manager worked extensively with 1 employer while beginning relationships with 4 other companies as well as participating in numerous Chamber of Commerce related events.

**Changes Based on Assessment Outcomes**

1. Developed a Working Adults website for prospective student inquiries. Supported fast-track retention program.

2. Partnered with the Shreveport Chamber of Commerce to host a “Breakfast of Champions” event on BPCC campus enabling us to showcase our fast-track and traditional programs and services.

**Strategy(ies) for the Future**

Continue to form alliances with local Business and Industry companies. Target companies desiring certifications, and/or professional development opportunities.

Incorporate the Adult Bridge to Success college program designed to assist adults interested in taking fast-track courses but require assistance in such a disciplined environment.
Modify current CALL Retention Referral form to accommodate faculty requests for a one time submission of multiple student referrals per incident.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

With the formation of its Accelerated Learning Division, Bossier Parish Community College embarked on a new venture at the beginning of the 2008-2009 academic year that is already showing positive results. The division was created because of BPCC’s successful involvement in the Center for Adult Learning in Louisiana or CALL, www.yourCALLla.org. In the early months of the academic year, Division leaders were successful in consolidating operations for BPCC’s CALL initiative into a single academic division and realigning faculty and staff duties. Accelerated courses at BPCC were expanded from the original 4-week format to include 8-week courses and developmental math courses taught in hybrid formats.

Enrollment Gains and Student Success

The addition of a new format, 8-weeks, along with continuing the 4-week format for all three degree programs resulted in an increase in course offerings and overall course enrollments. In the fall 2008 semester, the Division offered 32 sections of 24 different courses. In the spring 2009 semester, the Division offered 41 sections of 31 different courses. During the summer 2009 semester, 10 sections of 8 different courses were offered. From the fall 2007 semester when the first accelerated courses were offered in a regular semester to the fall 2008 semester, course enrollments grew by 183. From the spring 2008 semester to the spring 2009 semester, course enrollments grew by 199.

Retention rates for the fall 2008 and spring 2009 semesters improved from the previous respective semesters. Success rates remained consistent with 95% or more of students, who were retained and finished the courses with a C or better. Retention in accelerated courses in the fall 2008 semester equaled 80% with a 98% rate of success with retained students earning a C or better. Retention in accelerated courses for the spring 2009 semester was 86% with a 95% rate of success with retained students earning a C or better. Including two graduates from the spring 2008 semester, the Accelerated Learning Division has graduated 45 students within four semesters. Part of this success is due to the Division’s course development and implementation, retention, and advising processes. Division faculty and staff created conceptual graphics for each process and made them available at http://www.bpcc.edu/call/development.html#redesign. Faculty trainings and ongoing support of teaching assistants in all accelerated course sections are a best practice that was more fully integrated into the Division’s priorities this year.

Division Program Expansion and Service Enhancements

Demonstrating the Division’s responsiveness to the adult learning market, the Division wrote and received $139,905 in grant funds to expand programs and extend services. One grant received is funding a project to develop a transition program to prepare adults for a successful college experience. This program addresses a critical need of the Division to focus on a subset of the adult learner population being recruited by the Working Adults Support program. This subset of adult learners is not fully equipped to participate successfully in higher education. Thus, a bridge program will serve as an orientation experience for them to being a successful online, accelerated
student and managing multiple roles and responsibilities.

Prior Learning Assessment
In addition to 4-week and 8-week online courses, the Accelerated Learning Division also houses BPCC’s Portfolio Assessment, an opportunity for adults to earn college credit for college level learning gained through work, volunteer, or personal experiences. During the 2008-09 academic year, the Portfolio 101 workshop was redesigned and redeployed in an 8 week hybrid format. One Accelerated Learning program director received the Certificate of Mastery in Prior Learning from the Council for Adult and Experiential Learning (CAEL). An Accelerated Learning full-time faculty member earned the Certificate of Professional Achievement as a Prior Learning Assessor from the Council for Adult and Experiential Learning (CAEL) for his completion of the first two prior learning assessment online workshops offered by DePaul University. Five BPCC faculty members participated in faculty portfolio assessor training offered by the Center for Adult Learning in Louisiana.

PRIORITIES FOR THE COMING ACADEMIC YEAR

The Division of Accelerated Learning priorities for the 2009-2010 academic year are organized within the major initiatives of the Division:

CALL (Center for Adult Learning in Louisiana)
The Dean of the Division of Accelerated Learning will continue to function as the Executive Director of the Center for Adult Learning in Louisiana sponsored by the Louisiana Board of Regents. A recently Regents approved strategic plan including ten elements will guide the work of CALL for the next three years. CALL will specifically focus on program expansion and grants acquisition in the 2009-2010 academic year.

Enrollment Growth

Working Adults Support Program
The Corporate Accounts Manager will lead the continuing work of forming alliances with local area businesses and industries to enhance the enrollment pipeline of working adults accessing BPCC’s courses and programs. An emphasis will be placed on creating and piloting the bridge program for new adult learners.

Accelerated Programs
During the 2009-2010 academic year the division will focus efforts on developing and launching one new degree program and at least one new certificate program. Additionally, the Assistant Director of Accelerated Programs will concentrate efforts on revising and fully implementing a communication work flow with prospective students leading to increased enrollments. The program faculty and staff will continue to represent BPCC through its involvement as a member of CALL. Additionally, the Division team members will focus on completing objectives from its strategic action plan.

Instruction and Student Services Enhancements
Retention and Graduation

The Division of Accelerated Learning’s strategic plan outlines the need to develop a sustainable retention model as the division and its programs expand. As part of the retention cycle during the 2008-09 academic year, two staff members were designated to assist in retaining students. This system will remain in place for the coming academic while the Division implements a revised retention model that employees a new referral form and creates greater efficiencies for the retention specialist and more convenient submissions by the division’s instructors. In order to aid in the retention and graduation of more students, the Division will be fully implementing its process for assuring proper contact with students after an incomplete grade has been issued. A formal withdraw policy for Accelerated Learning will be drafted in collaboration with the BPCC Registrar. Finally, the Division will seek approval on a proctor policy that will address the process for instructors to use for face-to-face assessments.

Prior Learning Assessment – Portfolio

The Division will continue managing the portfolio evaluation system for BPCC in the coming year with the plan to offer a maximum of five sessions of Portfolio 101 next year. The Dean and a faculty member will complete the Certificate of Mastery in Prior Learning from the Council for Adult and Experiential Learning (CAEL) during the 2009-2010 academic year. Division staff will increase efforts to educate academic advisors and students about all prior learning assessment opportunities.

Teaching Assistance and Faculty Training

Both Division Program Directors will work together next year on improvement in accelerated faculty performance by: (a) making adjustments to all accelerated learning course models, (b) refining the teaching assistant process, and (c) streamlining the course preparation procedures. Accelerated Learning faculty initial training and ongoing professional development will be continued in strong partnership with the Division of Educational Technology. Additionally, faculty training will continue to occur at the beginning of each semester so any new policies, procedures, and services can be shared.
Division of Academic Affairs
Division of Behavioral and Social Science

EMPLOYEE LISTING

Professional, unclassified staff

Dean
Dee Dee Mitchell, M.A., M.A.

AST Program Coordinator
Angie Bales, M.Ed

CDYC Program Coordinator
Kathy Porter, M.S.

Classified staff

Administrative Assistant III
Karen Ward

FACULTY LISTING

Professor

Dr. Dawn Young, Ed.D.
Kay Boston, M.A.

Associate Professor

Carol Adkins, M.Ed.
Dan Cain, M.A.
Barbara James, M.S
Brookie Walker, M.A.

Assistant Professor

Ashley Grisham, M.A.
Gail Hendrix, M.Ed.
Becky Nohse, M.Ed

Richard Pool, M.A.
Sandra Theus, M.A.
Sandy Todaro, Spec. in School Psychology
During the 2008-2009 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. The AASCJ program experienced nearly a 50% growth in graduation rate, increasing from 28 graduates for the 2007-2008 year to 41 graduates in the 2008-2009 academic year. The Associate of Science in Teaching realized its first five graduates in the spring of 2009; all five students entered teaching programs at Louisiana Tech or LSU-Shreveport. The Associate of Applied Science in Care and Development of Young Children was approved for implementation beginning summer 2009.

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. The Division’s articulation agreement with Northwestern State University continues to offer Criminal Justice graduates full transferability of all hours completed at BPCC. Northwestern’s baccalaureate program in Criminal Justice, offered entirely online, eliminates traditional barriers of scheduling and distance for students wishing to complete their baccalaureate degrees. The Criminal Justice Advisory Board met in early December 2008, and with student, community leader, and administrative representation, remains a strength to the program.

Behavioral and Social Sciences continues its partnership with the Caddo Bossier Office of Homeland Security and Emergency Preparedness. The Division recognizes the need to offer students practical experience in addition to challenging academic coursework. Criminal Justice advisors and Homeland Security program coordinator Gene Barattini recruited for fall 2009 practicum. Due to the limited number of slots, only the most promising and qualified applicants were selected for participation. Practicum participants train with the Shreveport Police Department and regional SWAT team and participate in a full scale regional disaster exercises, testing the concepts of the National Incident Management System (NIMS).

**Instructor**

John Agan, M.A.
Sharonda Mikle, M.A.
Jeff Lynn, M.A.
Linda Scott, M.A.
John Sells, M.A.
John Unger, M.Ed.
Aaron Vorachek, M.S.
Brenda Woods, M.S.A.
The Division also seeks to increase the number of highly qualified and effective teachers in Louisiana’s classrooms. For the 2008-2009 academic year, 19 students were accepted into the program. 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. Funded by a Board of Regents Enhancement Grant co-written with River Parishes Community College, AST participants had the opportunity to participate in a PRAXIS preparatory institute. Those students participating in the institute were reimbursed for the cost of taking the PRAXIS I exam.

In April of 2008, the College was granted conditional approval to offer the Associate of Applied Science (AAS) degree in the Care and Development of Young Children (CDYC). This program will serve the needs of childcare workers in the northwest area of Louisiana. Stipulations for full approval included the hiring of an appropriately credentialed full time Program Coordinator and submission of progress reports to address student need and numbers and progress toward the National Association for the Education of Young Children (NAEYC) associate degree program accreditation. The program coordinator was hired in August 2008, the program was reviewed, and the recommended stipulations from the Board of Regents were addressed. The department received final approval in January 2009. Since being hired, the Program Coordinator has collaborated with regional representatives from QRS and LA Pathways, attended state and regional CDYC Task Force meetings, established partnerships for program field experiences, developed syllabi for new CDYC courses, attended the 2008 NAEYC conference, promoted the CDYC program, and received a $70,000 Board of Regents grant. The purpose of this grant is to provide the newly-approved CDYC program with resource materials, supplies and equipment. This project will satisfy a workforce need by offering most of the program’s required courses online due to long weekday hours that childcare workers experience in the childcare setting. Funding from this grant will accommodate workers by offering online courses with onsite computers, and on-site training using hands-on materials.

In a collaborative effort between BPCC 1st and the Division, College Success instructors piloted the newly redesigned EDUC 099 course. Based upon feedback from those students participating in the pilot offering of the courses, significant changes were implemented. This course, once treated as a study skills course, now assists students in achieving success in academic coursework, demonstrating familiarity with campus life, and developing team building skills. Special recognition for this project goes to BPCC 1st Core Team Leader, Luke Dowden; BPCC 1st Intervention Lead and adjunct instructor for EDUC 099, Marjorie Harper; BPCC 1st Data Lead, Staci Phillips; Dean of Behavioral and Social Sciences and BPCC 1st Core Team Member, Dee Dee Mitchell; and EDUC 099 instructors Linda Scott and Brenda Woods. Linda Scott was awarded a Board of Regents Enhancement Grant in the amount of $50,855, seeking to enhance the EDUC 099 curriculum through infusion of technology. Technology will be used to improve the skill level and knowledge base of students enrolled in the course, thereby improving information retention. Equipment requested in support of these outcomes includes a Sypodium, 31 personal computers, a projector, career interest inventory software, NetLibrary eBook collections, films and other educational media and materials.
To assist the student population attending Louisiana Technical College, the Division continues to offer a compressed video course for the summer semesters. The course, Introduction to Psychology, is taught by Karen Johnson, adjunct instructor, and demonstrates effective use of technology to meet the academic needs of students in remote locations of Region 7.

Bossier Parish Community College will take an important step toward a higher educational standard by providing valuable and much needed courses in anthropology. BPCC remains at the forefront of innovative and progressive instruction, and offering classes in cultural and physical anthropology will be another example of the Division’s commitment to those values. In these times of narrow specialization, anthropological study is refreshingly broad. As a result, students that participate in anthropology courses frequently adopt outlooks on life that are as broad as the discipline itself. Through anthropology, students will study the world's societies - groups from the Pacific, North and South America, Asia, Africa, and Europe, as well as our own nation's Hispanic, Laotian, Japanese, Native American, African-American, and other ethnic minority groups. Exposure to inter-ethnic ways of thinking and feeling will help each student understand the diverse contending motivations at work in today's global economy and how this is related to their chosen discipline and the influence of these motivations on each student as a citizen of the world. Physical and Cultural Anthropology courses will begin to be offered spring 2010.

ADVANCED DEGREES OR CERTIFICATIONS

Angie Bales began working on her Doctorate in Educational Leadership (Ed.D) at Louisiana Tech University during Fall 2008.

Dee Dee Mitchell began working as a Counselor Intern through the Louisiana Licensed Professional Counselors Board of Examiners on June 20, 2008-2009; passed the National Counselor Examination for Licensure and Certification (NCE) for the State of Louisiana on February 13, 2009.

Linda Scott continues to work as a Counselor Intern through the Louisiana Licensed Professional Counselors Board of Examiners (2008-2009).

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Kay Boston was promoted to the rank of Professor (2008-2009).

Dan Cain received the 2008-2009 NISOD Excellence in Teaching Award, BPCC's most prestigious award to a faculty member.

Gail Hendrix was promoted to the rank of Assistant Professor (2008-2009); served a third term as a Board Member for Mental Health Solutions.

Jeff Lynn was awarded the "Wood Badge", the highest adult training in Boy Scouts (community service) on April 16, 2009.

Dee Dee Mitchell was elected to the Board of Directors for Mental Health Solutions on January 19,
2009.

Sandy Todaro was awarded the Certificate of Excellence by the Shreveport Little Theatre for her community service efforts during July of 2008; received the Volunteer of the Year - "Eleanor Colquitt Award" by the Shreveport Symphony Guild during May of 2009.

Aaron Vorachek received the National Junior College Baseball Rankings award for being ranked as high as number 11 in the nation during spring of 2009.

Karen Ward was inducted into Phi Theta Kappa (PTK) International Academic Honor Society on May 8, 2009.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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<tbody>
<tr>
<td></td>
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<td>Accelerated Learning Workshop - August 14, 2008</td>
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<td>Microsoft Windows Vista - September 23, 2008</td>
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<td>Learning Outcomes, Mapping, Assessment and Creating a Flow of Learning Evidence with Dr. Don Prickle - February 19, 2009</td>
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<td>Women's History Month - March 3, 2009</td>
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<td>Committees:</td>
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<td></td>
<td>Faculty and Staff Orientation Officer - Vice Chair</td>
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<td>Faculty Senate Executive Council Officer - Corresponding Secretary</td>
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<tr>
<td>Carol Adkins</td>
<td>Faculty Development Seminar; General Education Competencies - August 14, 2008</td>
<td>Faculty Development Seminar; Learning Outcomes - August 14, 2008</td>
<td></td>
</tr>
</tbody>
</table>
Faculty Development Seminar:
Vista - August 19, 2008

Faculty Development Seminar:
Quality Matters Training - August 19, 2008

Committee:
Bossier Chamber of Commerce -
Education Committee

John Agan Committees:
Dorcheat Historical Association and
Museum Officer - Historian

Minden Cemetery Association

Germantown Colony Commission

Advisory Board of Cultural
Crossroads of Minden, Inc.

Minden South Webster Chamber of
Commerce - Quality of Life
Enhancement Committee

Board of Trustees, First Baptist
Church of Minden

Angie Bales Quality Matters Training - August 22,
2008

Committees/Organizations:
AST Advisory Board Officer - Chair

Institutional Review Board Member

CCTC Advisory Board Member

Alliance for Education - Grant
Reader, 2008-2009

Kay Boston Committee:
Sexual Harrassment Committee
Member

Dan Cain Attended a Learning Outcomes

Committees:
Alternative Credentialing Officer -
Chair

Faculty Senate
Ashley Grisham
Faculty Development Seminar:
General Education Competencies -
August 14, 2008
Faculty Development Seminar:
Learning Outcomes - August 14,
2008
Committees:
Athletic Council Member

Gail Hendrix
Curriculum, Instruction, Assessment
Workshop - August 14, 2008
Learning with Chalk Math
Workshop - March 20, 2009
Committees:
Student Life Academic and Social
BPCC 1st/LUMINA
Division Promotion Committee
Officer - Chair

Barbara James
General Education Competencies -
August 14, 2008
Learning Outcomes - August 14,
2008
Vista - August 19, 2008
Quality Matters Training - August
19, 2008
Microsoft Vista Workshop - August
23, 2008
Microsoft Vista Workshop - August
25, 2008
Test Construction Workshop with
Dr. Jennifer Hurd as presenter -
October 23 - 24, 2008
Learning Outcomes Workshop with
Dr. Don Prickle - February 18 - 19,
2009
Teaching Troubled Students:
Campus Policy and Threat
Assessment - April 30, 2009
Committees:
General Education Assessment and
Curriculum Committee - Faculty
Representative

Jeff Lynn
Learning Outcomes Workshop - February 18-19, 2009
Committee:
Academic Misconduct

Sharonda Mikle
QM Training - August 19, 2009
General Educational Competencies - August 14, 2008
Accelerated Learning Workshop - August 14, 2008
Committee:
Academic Apeals

Dee Dee Mitchell
Attended the following professional development conferences or workshops at BPCC:
Meeting with the data scorecard consultant for the Lumina BPCC 1st Project on June 18, 2008
LCTCS Online Virtual Campus Project Meeting on June 25, 2008
2008-2009 Annual Drive Advisory Committee Meeting on July 11, 2008
BPCC 1st Student Success Course Intervention, Campus visit by Author and Student Success expert Dr. Jill Hurd on July 21 - 22, 2008
Performance Planning and Review for Supervisors (PPR) on July 23, 2008
Quality Matters Training on August 6, 2008
Office of State Travel Training on August 12, 2008
Effective Assessment Design Seminar on August 14, 2008
Using the Sympodioum Seminar on August 14, 2008
Attended the following professional development conferences or workshops at another location:
Supervisor/Counselor Intern Workshop at LSU-S on October 3, 2008
Elected to the Board of Directors for Mental Health Solutions at the Shreveport Office on January 19, 2009
Interagency Meeting for Caddo Parish School System on January 22, 2009
Mental Health Solutions Board Meeting at Shreveport Office on February 26, 2009
CDYC Task Force Meeting at LSU Agriculture Center off HWY 71 on April 3, 2009
Invitation to The President's Networking Session Honoring BPCC Chancellor Tom Carleton held in conjunction with The LCTCS Annual Conference from 5:00 to 6:30 pm on April 24, 2009
Attended meetings and/or special events:
Presented CJUS graduates at BPCC's Summer 2008 Commencement on July 31, 2008
Judged the Music Program Halloween Costume Contest on October 31, 2008
Presented CJUS graduates at BPCC's Fall Commencement on December 17, 2008
Anatomy of a Suicide: 3rd Annual Suicide Prevention Conference at LSU-S on March 27, 2009
Presented CJUS and the first AST (grades 1-5) graduates at BPCC's Spring Commencement on May 15, 2009
College Majors Fair on November 12, 2008
2009 LCTCS Annual Conference on April 23-24, 2009
Presentation: Feeling a little stressed? On September 12, 2008

Moving High Schools Forward by Connecting the Gears on September 15, 2008

Awareness of Suicide from a Parent's Perspective on September 15, 2008

Constitution Day Presentation on September 18, 2008

Parting for Student Success Breakfast for Parish Superintendents and High School Principals on October 2, 2008

U R a Brand Professional Development on October 8, 2008

2008-2009 Annual Drive Advisory Committee Meeting on October 7, 2008

Meeting to discuss the delivery of compressed video to LTC campuses (Minden, Shreveport/Bossier, Natchitoches, and Many) on October 13, 2008

Test Construction Workshop on October 23-24, 2008

Veteran's Day Presentation on November 11, 2008

Check Presentation to support BPCC's Working Adults Program on December 11, 2008

LCTCS President, Dr. Joe May, Presentation to faculty and staff on February 4, 2009

BPCC 1st Coach and Data Facilitator Meeting on February 5-6, 2009

Student Evaluations of Online Courses Meeting on February 6, 2009

Promotion Committee In-Service Workshop for Deans and Division Committee Members on February 12, 2009

Learning Outcomes, Mapping, Assessment, and Creating a Flow of
Learning of Evidence on February 18-19, 2009

BPCC 1st Core Team Luncheon on March 17, 2009

Annual Report Training on March 18, 2009

Spring Advanced Registration Faculty Meeting on March 31, 2009

BPCC and NSU Sign Agreement on April 6, 2009

Division Degree Audit with Registrar's Office on April 7, 2009

Opportunities and Choices: A Career GPS for 8th Graders on April 28, 2009

End of the Year Luncheon Meeting - May 15, 2009

Commitees/Organizations:

Member of Planning Council and Subcommittee: Access and Success

Staff Senate Member

CJUS and AST Advisory Board Member

BPCC 1st/Lumina Member

BPCC Foundation Advisory Board Member

BPCC Lions Club - Charter Member

Becky Nohse

E-College Training - September 8, 2008

Committee:

Faculty and Staff Development

Richard Pool

Committee:

Student Affairs Member

Criminal Justice/Juvenile Justice Workgroup at LTC Campus in Alexandria, LA - November 14, 2008

Statewide Articulation Content Expert Conference in Baton Rouge, LA - November 17, 2008

Criminal Justice/Juvenile
Kathy Porter

Learning Outcomes, Mapping, Assessment, and Creating a Flow of Learning of Evidence on February 18-19, 2009

Meeting to collaborate with childcare directors at Young Years, Southland Park, Highland, Woodlawn Pep-C Center - September 18, 2008

Merlot 101 Peer Review and Beyond - March 11, 18, 25, 2009

Meeting to collaborate with DSS Quality START Program at DSS Building in Shreveport - November 21, 2008

CDYC Task Force Meeting via conference call - April 3, 2009

Caddo Career Fair in Shreveport, LA - December 3, 2008

CDYC Task Force Meeting via conference call - April 6, 2009

Collaboration with LA Pathways at Shreveport Office - January 27, 2009

Blackboard Online Training - April 21, 2009

Meeting to collaborate with Dss QualityStart Program - May 15, 2009

Opportunities and Choices: A Career GPS for 8th Graders on April 28, 2009

Region 7 FACS Workshop at LTC Campus Natchitoches - May 14, 2009

Committees/Organizations:

CDYC Task Force Member

National Association for the Education of Young Children (NAEYC) Member

American Associate Degree Early Childhood Education (ACCESS) Member

Louisiana Early Childhood Association (LAECA) Member

Linda Scott

BPCC 1st Student Success Course Intervention Course Planning Meeting - July 21-22, 2008

Accelerated Learning @ BPCC - August 14, 2008

Faculty Development Seminar - General Education Competencies - August 14, 2008

Faculty Development Seminar - Vista - August 19, 2008

Test Construction Workshop - October 23-24, 2008

EDUC 099 Redesign Meeting - December 9, 2008

Justice Workgroup at LTC Campus in Alexandria, LA - March 6, 2008

LAECA Conference in Lake Charles, LA - October 23 - 25, 2008

NAEYC Conference in Dallas, TX - November 3 - 8, 2008

StART - Second to Postsecondary Start Level Steering Committee - November 16 - 18, 2008

Region 7 FACS (Family and Consumer Science Secondary Teachers) Meeting - May 14, 2009

2008 National Student Success Conference in Oahu, Hawaii - June 17 - 22, 2008
BPCC 1st Datat Facilitator - EDUC 099 Redesign Meeting - February 5, 2009

Women's History Month Program - March 3, 2009

Committees:

Faculty Senate Member

John Sells

Effective Assessment Design - August 14, 2008

Academic Policies and Advising Workshop - August 14, 2008

Using the Sympodium Workshop - August 14, 2008

Vista Workshop - August 19, 2008

Advance PowerPoint Workshop - October 10, 2008

Learning Outcomes Workshop - February 18-19, 2009

Faculty Portfolio Assessment Training - August 25, 2008

Committees:

Disciplinary Hearing officer - Chair

Faculty Senate member

Sandra Theus

Microsoft Vista Workshop - September 25, 2008

PowerPoint Basics Workshop - October 6, 2008

Test Construction Workshop - October 23-24, 2008

Camtasia Studio: Basics Workshop - November 5, 2008

Committees:

Disciplinary Hearing Member

Faculty Senate Member

Faculty Senate Executive Council - 1st delegate to the Planning Council

Planning Council Member

ICS-300 Expanding Incidents at Caddo Correctional Center (CCC) - August 23, 2008

ICS-200 Advanced Incident Command/ Independent Study - August 21, 2008


Anatomy of a Suicide: 3rd Annual Suicide Prevention Conference at LSU-Shreveport - March 27, 2009

LCTCS Annual Conference in Shreveport, LA - April 23-24, 2009
<table>
<thead>
<tr>
<th>Name</th>
<th>Event/Meeting Description</th>
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<tbody>
<tr>
<td>Sandy Todaro</td>
<td>Identifying and Reporting Child Abuse at the State Office Bldg. - April 2009</td>
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<td>Juvenile Justice and Adolescents Workshop - January 2009</td>
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<td>Problems with Caddo Schools at Mental Health Solutions Shreveport Office - February 2009</td>
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<td>Monthly Board of Director Meetings for Mental Health Solutions at the Shreveport Office</td>
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<td>John Unger</td>
<td>Faculty Development Seminar: General Education Competencies - August 14, 2008</td>
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<td>Athletic Council Officer - Chair</td>
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<td>Student Life Member</td>
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<td>Aaron Vorachek</td>
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<td>Promotion Committee In-Service Workshop for Deans and Division Committee Members on February 12, 2009</td>
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<td>Karen Ward</td>
<td>Staff Resource Guide Workshop - June 24, 2008</td>
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<td>2009 LCTCS Annual Conference on April 23-24, 2009</td>
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<td></td>
<td>Alliance for Education at Willis Knighton Shreveport - February 19, 2009</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

John Agan - Publication in Echoes of Our Past, Weekly newspaper column - Minden Press-Herald; presentation given - Minden, Louisiana: 1933 for Speech to Regional Meeting Delta Kappa Gamma Teacher's Sorority on October 18, 2008; speech titles, The old Wire Road: given at the Annual Meeting of the Mt. Lebanon Historical Association on February 22, 2009; T.C. Bloxom-A Minden Institution, speech at The Night for the Museum Dorcheat Historical Association on April 13, 2009; A Brief History of the First Baptist Church of Minden, presentation to the new members class, First Baptist Church of Minden on April 19, 2009.

Angie Bales and Gail Hendrix co-presented in the Curriculum, Instruction, Assessment Workshop - Test Construction on August 14, 2008.

Angie Bales presented a series PRAXIS Institute Workshops to AST students during the months of February and April of 2009.

Jeff Lynn was a historical tour guide for the North Louisiana Historical Association on April 17, 2009

Becky Nohse presented Famous American Presidents in June of 2008; presented The Constitution of The United States on September 18, 2008.

Richard Pool was interviewed by KTBS News/Marcy Novak on Human Behavior, Body Language on February 26, 2009.


Brookie Walker presented a Promotion Committee In-Service Workshop for Deans and Division Committee Members on February 12, 2009.

**SIGNIFICANT CONTRACTS OR GRANTS**

Kathy Porter, Program Coordinator for the Care and Development of Young Children was awarded a Board of Regents grant in the amount of $70,000. These funds will be used to purchase equipment and materials for the new CDYC program.

Linda Scott, Instructor of College Success Course was awarded a Board of Regents Enhancement Grant in the amount of $50,855. This grant will enhance the EDUC 099 curriculum through infusion of technology to improve the skill level and knowledge base of students enrolled in the course.

**STRATEGIC PLANNING**

**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 the fall and spring semester.

**Changes Based on Assessment Outcomes**
Strategies for Improvement were included in the submission of learning outcomes for fall and spring semester.

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

**Department Measurable Strategy**
Make changes based on program learning outcome assessments to improve student retention and learning.

**Performance Indicators**
Program learning outcome assessments.
Assessment Results
CJUS faculty reviewed program learning outcomes and assessment measures.

Changes Based on Assessment Outcomes
No changes are necessary at this time.

Strategy(ies) for the Future
Review yearly

Department Measurable Strategy
Hire full time program coordinator for new Care and Development of Young Children program (birth-4).

Performance Indicators
1) Employment of a full time Program Coordinator;
2) Implementation of CDYC Program.

Assessment Results
1) Full time CDYC Program Coordinator was hired in August 2008;
2) On January 22, 2009 the CDYC Program was approved for implementation (CIP Code 19.0709)

Changes Based on Assessment Outcomes
1) No changes

2) The next progress report to BOR will be due by August 1, 2009.

Strategy(ies) for the Future
1) Required to maintain CDYC program coordinator full time position.

2) Hire CDYC adjunct.

Department Measurable Strategy
Partner with local four year teacher education programs to create transfer documents clarifying the transfer process for AST graduates.

Performance Indicators
Number of transfer documents from local four year teacher education programs.

Assessment Results
Transfer documents include: LSU-S and LA Tech.

Changes Based on Assessment Outcomes
Continue working towards transfer documents with NSU.

Strategy(ies) for the Future
Work with other four year institutions.
Department Measurable Strategy
Implement a 2 + 2 agreement between Northwestern State University and Bossier Parish Community College for the Care and Development of Young Children program (birth-4).

Performance Indicators
Memorandum of Understanding will be signed.

Assessment Results
Statewide articulations are being negotiated and are expected to be finalized during 2009-2010.

Changes Based on Assessment Outcomes
Program Coordinator will attend statewide articulations meetings.

Strategy(ies) for the Future
Move towards statewide articulation with four year colleges and universities.

Department Measurable Strategy
Work toward NAEYC accreditation for new Care and Development of Young Children program (birth-4).

Performance Indicators
Attend NAEYCE meetings and/or conference to gain information about accreditation process for new program.

Assessment Results
CDYC Program Coordinator attended NAEYC Conference on November 3 - 8, 2008

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Apply for NAEYC during 2009-2010.

Department Measurable Strategy
Provide professional development workshops to faculty.

Performance Indicators
Documentation of attendance at professional development workshops.

Assessment Results
Faculty attendance was taken for professional development workshops during the fall and spring semesters.

Changes Based on Assessment Outcomes
No change

Strategy(ies) for the Future
Offer professional development workshops for upcoming academic year

Department Measurable Strategy
Design Anthropology course.
Performance Indicators
Submission of Anthropology course to the Curriculum Committee.

Assessment Results
ANTH 201 and 202 were approved by Curriculum Committee.

Changes Based on Assessment Outcomes
No change

Strategy(ies) for the Future
Offer courses in Anthropology that were designed and approved.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

2008-2009 has been an eventful and productive year for the Division of Behavioral and Social Sciences. The Division realized nearly a 50% increase in the number of Criminal Justice graduates. The Associate of Science in Teaching program had its first five program completers and offered a PRAXIS Institute to assist future teachers in passing the teacher licensure exam. The new Care and Development of Young children program has been implemented and will begin to offer classes summer 2009. EDUC 099 courses have been redesigned to aid in student retention across all divisions.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Hire adjunct faculty for new Care and Development of Young Children program
2. Continue to work toward NAEYC accreditation for CDYC
3. Oversee implementation of EDUC 099 and CDYC labs
4. Develop Education Technology course for online delivery
Division of Academic Affairs
Division of Business and Computer Science

EMPLOYEE LISTING

Professional, unclassified staff

Kimberly D. Harvell, B.S., M.B.A., M Ed., Ed. D., Dean

Classified staff

Kendra Garrison, A.S., Administrative Assistant III
John Salmon, Lab Coordinator

FACULTY LISTING

Associate Professor

Achla Agarwal, M.A.
Michelle Grant, M.B.A., CPA
Paxton Moreland, M.B.A.

Assistant Professor

Steven Fess, 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.
Mechelle Harris, M.B.A.
Pamela Milstead, M.S.
Richard Robins, M.Ed.
Chris Shaw, M. Ed.
Annette Shows, M.B.A.

DIVISION SUMMARY

During the 2008-2009 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 of 2008, Bossier Parish Community College enrolled 1,755 students. The Business and Computer Science Division had an enrollment of 246. In the fall of 2008, Bossier Parish Community College had an enrollment of 4,665. The Division of Business and Computer Science had an enrollment of 803. In the spring of 2009, Bossier Parish Community College had an enrollment of 4,759. The Division of Business and Computer Science had an enrollment of 727. The Division of Business and Computer Science had a total of 141 graduates for the spring 2008, fall 2008, and spring 2009 semesters. During the 2008-2009 academic year, the faculty and staff of the Division of Business and Computer Science contributed to the continued success of Bossier Parish Community College through institutional and community service. Major accomplishments of the year included the hiring of new faculty for the fall 2008: Mechelle Harris, instructor of Business Administration; Chris Shaw, instructor of Computer Information Systems; Mesha Bond-Kemp, instructor of Business Administration; and John Salmon, Lab Coordinator for Culinary Arts. Scott Middleton was promoted to instructor of Culinary Arts. The Division offered a total of 314 sections, including 94 internet 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 2008-2009.

Pamela Milstead and Annette Shows sponsored the Cancer Relay for Life. All faculty and staff were involved in college and program recruiting through participation in the BPCC Majors Fair. 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 CDs for student use), and the annual renewal of the licensing for Microsoft Office software for the entire institution. During 2008-2009, the Division of Business and Computer Science had a total of $78,363.59 of student technology fee proposals approved.

ADVANCED DEGREES OR CERTIFICATIONS

Dr. Kimberly D. Harvell received her Ed. D. from the University of Georgia in Education. Chris Rondeau received the following certifications: NSTISSI 4011 Information Systems Security Professional, CNSSI 4012 Senior System Manager, Web Communication using Dreamweaver Associate Certification, Rich Media Communication Associate Certification. Annette Shows earned the following certifications: Microsoft Office Specialist Master Certification (MOS) and Internet and Computing Core Certification (IC3). Pamela Milstead earned the following certifications: Microsoft Office Specialist Master Certification (MOS) as well as her Internet and Computing Core Certification (IC3). Scott Middleton completed the Chef Certification.com CRT2016 Culinary Nutrition Course.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

The Culinary Arts program received a five year accreditation renewal by the American Culinary Federation. Chris Rondeau was nominated to serve on the People to People Ambassador Programs Delegation to South Africa for the Association for Career and Technical Education and was also nominated to serve on the Cyber Security Round Table Discussion Panel at Oxford University. Achla Agarwal submitted a proposal for a new course "Games and Graphics in C++". She also wrote a program for "The Advising Center," which keeps track of students who come for advising.
She also created a program that puts education software for children on the BPCC server alpha.bpcc.edu/aagame.htm. Mesha Bond-Kemp designed the first Division newsletter and submitted a new course proposal for "Entrepreneurship." Kimberly Harvell was honored by Liberty Christian Center and St. Matthew AME for her outstanding educational and community accomplishments. Elizabeth Dickson won a silver medal in the Language of Flowers Wedding Cake Competition and second place in the Tasting Category at the Oklahoma Sugar Art Show.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Regan</td>
<td>Served on the promotion committee by attending in-service workshops for Deans and Division committee members. Attended Faculty Development Seminar on Vista, Using the Symposium, and Effective Assessment Design. Served on the Business and Computer Science Advisory Board.</td>
<td>Volunteered at the Hospital Hospitality House of Shreveport-Bossier City.</td>
<td>Attended the Business and Computer Science Advisory Board Meeting.</td>
</tr>
<tr>
<td>Richard Robins</td>
<td>Served on the Business and Computer Science Advisory Board.</td>
<td></td>
<td>Attended the Business and Computer Science Advisory Board Meeting.</td>
</tr>
<tr>
<td>Annette Shows</td>
<td>Served on the Alternative Credentialing Committee, Faculty Senate, and Committee on Committees. Attended workshops on Using the Symposium, Learning Outcomes Workshop, Quality Matters Training, and Windows Vista Introduction for BPCC Faculty and Staff. Participated in the ACT Student Opinion survey, schedule changes for Fall and Spring semesters.</td>
<td>Attended Course Technology Forum in Houston, TX, LCTCS Conference, and American Cancer Society Relay for Life.</td>
<td>Attended Business and Computer Science Advisory Board Meeting, SAM 2007 Webinar, and several Alternative Credentialing Committee meetings.</td>
</tr>
<tr>
<td>Kendra Garrison</td>
<td>Served on the Violence in the Volunteers at Sunlight Missionary</td>
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<td>Attended the Business and</td>
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</tbody>
</table>
Workplace committee, Homecoming Pep Rally, Annual Report Training, New Faculty/Staff Orientation, Assertiveness Training, Hot Topics: Lifesaving Tips for students, Monthly Division Meetings, Microsoft Exchange Training, the play "Once Upon A Mattress", and Staff Professional Development.

John Salmon: Prepared and presented food for the following: Culinary Arts Accreditation Site Inspection Reception, Division of Business and Computer Science Advisory Board meeting, Chancellor's Retirement Party, Career Fair, Programming Webinar, and the Louisiana Coalition Against Domestic Violence.

Achla Agarwal: Served on Technology Fee Committee.

Elizabeth Dickson: Prepared the program self study for the American Culinary Federation prior to the site visit, carved ice sculptures for the Miss BPCC competition, prepared and presented food for the Division of Business and Computer Science Advisory Board meeting. Attended the Learning Outcomes seminar and Test construction seminar.

Stephen Fess: Participated in Faculty Development, Seminar on Mathematics course, Seminar on Vista, Seminar on Quality Matters, and Workshop on "Learning Outcomes". Served on the Business and Computer Science Advisory Board.

Michelle Grant: Served on the Business and Computer Science Advisory Board.

Mechelle Harris: Served on the Business and Computer Science Advisory Board. Attended Blackboard Training and Spring 2009 graduation.

Baptist Church on 5th Sundays to enhance the Youth Department.

Computer Science Advisory Board Meeting and Violence in the Workplace meetings.

Attended the LCTCS conference, YWCA one-day training, and was a judge at the Region I Science Fair. Participated in after school tutoring at Martin Luther King Community Center.

Attended the Business and Computer Science Advisory Board Meeting.

Carved ice sculpture for Pregnancy Crisis Center fund raiser, Judged the Oklahoma Sugar Art show, participated in the site visit for Accreditation of Central New Mexico Community College Culinary Arts program, participated in the site visit for Accreditation of the Art Institute Atlanta Culinary Arts and Baking program, participated in a customer service forum for CONCO foods, and demonstrated hunting and safari themed cakes at Louisiana ICES meeting.

Attended the Business and Computer Science Advisory Board Meeting.

Volunteered for Angel Food distribution at Faith Temple.

Attended the Business and Computer Science Advisory Board Meeting.

Attended the Business and Computer Science Advisory Board Meeting.
<table>
<thead>
<tr>
<th>Name</th>
<th>Activities</th>
<th>Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Kimberly Harvell</td>
<td>Served on the Business and Computer Science Advisory Board, attended Breakfast of Champions, participated in Opportunities and Careers: A Career Fair for 8th graders, attended Retirement Reception honoring Chancellor Tom Carleton, attended Promotion Committee Workshop, member of the Cyber Information Technology Advisory Board, attended Dr. Prickle's Learning Outcome Workshop, attended Performance Planning and Review for Supervisors, attended Staff Professional Development Workshop, attended Fall 2008 and Spring 2009 BPCC Commencement, attended Assertiveness Training, attended BPCC's First Ice Carving competition, attended Gov. Bobby Jindal's Press Conferences, participated in E-college Training workshop, Quality Matters Training, Learning Outcomes Seminar, donated to Bpcc Foundation, attended Culinary Arts Advisory Board Meeting, attended Culinary Arts Welcome Reception for certification committee, attended &quot;Once Upon A Mattress&quot; and &quot;Leading Ladies&quot;.</td>
<td>Attended the Business and Computer Science Advisory Board Meeting.</td>
</tr>
<tr>
<td>Scott Middleton</td>
<td>Prepared and presented food for the following: Culinary Arts Accreditation Site Inspection Reception and the Division of Business and Computer Science Advisory Board meeting. Assisted with organizing the first ice carving student competition and professional exhibition.</td>
<td>Assisted with carving, and set up tiara ice sculpture for Pregnancy Crisis Center fund raiser, prepared food donated for Haughton High Tournament, served as a judge for the Louisiana Alligator cooking competition.</td>
</tr>
<tr>
<td>Pamela Milstead</td>
<td>Served on General Education Assessment and Curriculum Committee. Participated in the College Majors Fair, Schedule changes for the Fall and Spring semesters, New Student Orientation, Using the Sympodium Workshop, Learning Outcomes Workshop, Quality Matters Training, SAM 2007 Webinar, and Windows Vista Introduction for BPCC Faculty &amp;</td>
<td>Participated in the American Cancer Society Relay for Life, Course Technology Forum in Houston, TX, and LCTCS Conference.</td>
</tr>
</tbody>
</table>
ACADEMIC PROGRAM REVIEW

There were two program reviews done for the 2008-2009 school year. The first academic program was the Associate of Applied Science in Business Administration which was reviewed with regard to program statistics, learning outcomes, advisory committee and resource availability. The second academic program review was for the Certificate of Technical Studies in Culinary Arts which was reviewed with regard to surveys, program statistics, advisory committee and externships. The program review template adopted by the office of Academic Affairs served as a model by which the degree and the certificate were reviewed. Based on assessment data, strengths and weaknesses that were identified improvement strategies were developed for implementation during the 2009-2010 academic year.

SIGNIFICANT CONTRACTS OR GRANTS

Achla Agarwal submitted a proposal for a Board of Regents grant for Document Cameras and e-Beam. Elizabeth Dickson and Paula Rhodes received a grant through student technology fees to replace and update the learning equipment in F-215 for Culinary Arts. Chris Rondeau submitted a technology proposal for classroom projectors and for classrooms televisions. Chris Shaw's technology proposal for classroom projectors was approved in the amount of $17,392.32. Mechelle Harris's technology proposal for laptop computers with storage cabinets was approved in the amount of $45,734.96. Kimberly Harvell's proposal for color printers in the labs was approved in the amount of $5,036.00. Jessica Philbrook's proposal for a classroom projection screen was approved in the amount of $391.31.

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

The Division of Business and Computer Science published its first newsletter during the Spring 2009 semester.

SIGNIFICANT CONTRACTS OR GRANTS

Achla Agarwal submitted a proposal for a Board of Regents grant for Document Cameras and e-Beam. Elizabeth Dickson and Paula Rhodes received a grant through student technology fees to replace and update the learning equipment in F-215 for Culinary Arts. Chris Rondeau submitted a technology proposal for classroom projectors and for classrooms televisions. Chris Shaw's technology proposal for classroom projectors was approved in the amount of $17,392.32. Mechelle Harris's technology proposal for laptop computers with storage cabinets was approved in the amount of $45,734.96. Kimberly Harvell's proposal for color printers in the labs was approved in the amount of $5,036.00. Jessica Philbrook's proposal for a classroom projection screen was approved in the amount of $391.31.

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STRATEGIC PLANNING

Department Measurable Strategy
Monitor student success with regard to improvements in learning outcomes.

Performance Indicators
Tabulate statistics for each course taught in the division.
Assessment Results
Statistics were tabulated showing that changes were needed in some of the courses taught.

Changes Based on Assessment Outcomes
Computer Information Science faculty are using rubrics based on the results of the tabulated
statistics to assess learning outcomes.

Strategy(ies) for the Future
Division of Business & Computer Science will continue to monitor student success with regards
to learning outcomes.

Department Measurable Strategy
Utilize information from graduation surveys to improve division enrollment and retention in
Business and Computer Science.

Performance Indicators
Review survey results to determine division enrollment and retention in Business and Computer
Science.

Assessment Results
The data collected from the Division of Business & Computer Science graduation survey was
tabulated.

Changes Based on Assessment Outcomes
Some changes were made to the survey based on the results of the data.

Strategy(ies) for the Future
For the Division of Business & Computer Science graduation survey to be simplified and offered
electronically.

Department Measurable Strategy
Offer professional development opportunities for the Division of Business and Computer Science.

Performance Indicators
Documentation of attendance for professional development.

Assessment Results
Faculty and staff of the Division of Business & Computer Science attended Professional
Development workshops.

Changes Based on Assessment Outcomes
Faculty and staff of the Division of Business & Computer Science will implement the training
learned at the professional workshops.

Strategy(ies) for the Future
The Division of Business & Computer Science will continue to attend Professional Development
workshops.

Department Measurable Strategy
Maintain the appropriate accreditation for programs within the Division.
Performance Indicators
Documentation of accreditation status.

Assessment Results
Culinary Arts program went through recertification in November 2008.

Changes Based on Assessment Outcomes
The Culinary Arts program received notification in January 2009 that the program was reaccredited for five years.

Strategy(ies) for the Future
Develop a two-year Associate of Applied Science degree in Culinary Arts.

Department Measurable Strategy
To reactivate the advisory board.

Performance Indicators
The advisory will meet once during the school year.

Assessment Results
Advisory Board was reactivated during the Fall 2008 semester.

Changes Based on Assessment Outcomes
Advisory Board gave suggestions on some improvements to the programs under the Business & Computer Science Division.

Strategy(ies) for the Future
Plan an Advisory Board meeting in the early part of spring semester.

Department Measurable Strategy
To review, update, and expand the Division web pages throughout the year.

Performance Indicators
Faculty member will include the Division web page as a link on blackboard resources

Assessment Results
Webmaster is in the process of updating the entire college website.

Changes Based on Assessment Outcomes
The Division of Business & Computer Science website front page will match all the other divisions.

Strategy(ies) for the Future
Update the webpage content related to the Division of Business & Computer Science.

Department Measurable Strategy
Make changes based on learning outcomes assessment to improve student retention and learning.

Performance Indicators
Program Learning Outcomes Assessment
Assessment Results
Implement Division rubrics to improve students’ learning.

Changes Based on Assessment Outcomes
Computer Information Science faculty was the first to start using rubrics in their classes.

Strategy(ies) for the Future
Incorporate rubrics across the Division in all disciplines.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2008-2009 academic year has been a year full of exhilarating changes for the Division of Business and Computer Science. During the academic year, the Division had 1,776 students enrolled in the Division of Business and Computer Science. The Division graduated 141 students in the Associate of Applied Science in Business Administration, Associate of Applied Science, Culinary Arts program, Technical Competency Areas, Legal Secretary, and Bookkeeping. Through student technology fees equipment was purchased to update computer labs and enhance teaching with updated technology. During the 2008-2009 academic year, the Culinary Arts program was recertified for five years through the American Culinary Federation. The Division of Business and Computer Science entered into a 2+2 agreement with Louisiana State University at Shreveport. We sent out the first Division newsletter to over 800 students, faculty, and staff. The Culinary Arts program offered the first ice carving contest in the history of Bossier Parish Community College. Lastly, the Advisory Board was reactivated for the Business and Computer Science Division.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To continue to review, update and expand the Division Web Page.
2. To simplify the current Division graduate survey and implement it electronically to continue to keep up with job placement for Division graduates while improving customer service.
3. To continue to monitor student success with regards to learning outcomes.
4. To continue to revise and implement the Academic Recruitment Plan.
5. To update existing computer labs as needed.
Division of Academic Affairs
Division of Cyber Information Technology

EMPLOYEE LISTING

Professional, unclassified staff
Laura Goadrich, M.S., M.S., Dean

Classified staff
Jennifer Parish

FACULTY LISTING

Instructor
Jessica Philbrook, M.S.
Eddie Horton, M.Ed.
Dalia Gumeel, M.I.S.

DIVISION SUMMARY

The Division of Cyber Information Technology is proud to be BPCC’s newest Division on campus. The Louisiana Board of Regents authorized the implementation for five Cyber Information Technology associate degrees and a certificate in August 2008. These five degrees and certificate offered by the Division include an Associate of Applied Science in Information Network Security Specialist, an Associate of Applied Science in Information Network Specialist, an Associate of Applied Science in Information Systems Administration Specialist, an Associate of Applied Science in Web Analyst-Programmer, an Associate of Applied Science in Information Programmer-Analyst and a Certificate of Technical Studies in Help Desk Support Specialist.

In fall 2008, Laura Goadrich was hired as the Division’s first Dean. In January 2009, the Board of Regents reviewed and approved the second progress report on the Cyber Information Technology programs. In spring 2009, the Division hired one staff member, Jennifer Parish, Administrative Assistant III and three faculty members: Dalia Gumeel, Jessica Philbrook and Eddie Horton. Dalia Gumeel is the curriculum advisor for Information Programmer-Analyst and Information Systems
Administration Specialist. Jessica Philbrook is the curriculum advisor for Web Analyst-Programmer and Help Desk Support Specialist. Eddie Horton is the curriculum advisor for Information Network Specialist and Information Network Security Specialist. The Division was excited to offer our first eight classes, enrolling a total of sixty-six non-duplicated students.

In collaboration with the Divisions of Business and Computer Science, Liberal Arts, and Behavioral and Social Sciences, the Cyber Information Technology Division created five new shared computer labs on campus: E204, E303, G203, G205, and G315. A Carl Perkins grant in addition to college funds provided the equipment for the computer labs. A Student Technology Fee grant provided Vision6 software for all five labs to allow instructors control of the classroom computers.

The Division hosted two Cyber Security Education Consortium (CSEC) instructor training sessions on BPCC campus. With the use of facilities from Educational Technology, the Division hosted the Network Security Instructor Training Workshop on October 16-19, 2008; and with the use of facilities from Workforce Development, the Division hosted the Secure Electronic Commerce Instructor Training Workshop on March 17-20, 2009. Both training sessions involved collaboration between BPCC and faculty from other CSEC member institutions.

On April 13, 2009, the Veteran Educational Benefits through the VA approved all Cyber programs. The Division’s first advisory panel was held on April 17, 2009, with enthusiastic representation from area businesses, local secondary and post-secondary institutions as well as administrative and academic divisions on campus. The Cyber Information Technology Division will continue to build on the strong foundation that was developed this semester and grow our program to meet the needs of our community.

ADVANCED DEGREES OR CERTIFICATIONS

On October 19, 2008, Laura Goadrich and Jessica Philbrook received NSTISSI Certification No. 4011 as an Information Systems Security Professional and CNSSI Certification No. 4012 as a Senior System Manager, for successfully completing the information assurance instructor training offered by the Oklahoma CareerTech system and satisfying the National Training Standards approved by the Committee on National Security Systems.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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<th>Meetings and Special Events Attended</th>
</tr>
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<tbody>
<tr>
<td>Laura Goadrich</td>
<td>Learning Outcomes Training, August 14, 2008</td>
<td>CSEC Digital Forensics Training, June 2-6, 2008, Tulsa, OK</td>
<td>CyberWatch with Fred Klappenberger, October 10, 2008, Cyber Innovation Center</td>
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<tr>
<td></td>
<td>Quality Matters Training, August 14 2008</td>
<td>CSEC Principles of Information Assurance Training, July 24-27, 2008, Dallas, TX</td>
<td>Interview for CIT Instructor, October 14, 15, 2008</td>
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<td></td>
<td>Stress Management by Staff Senate, September 12, 2008</td>
<td>Member Luncheon by Cyber Innovation Center, September 17, 2008, Harrah's Louisiana Downs</td>
<td>Hanesville Shale Job Fair, October 29, 2008, Bossier City Civic Center</td>
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<td>Event</td>
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<tr>
<td>Test Construction by Dr. Jennifer Hurd</td>
<td>October 23-24, 2008</td>
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<tr>
<td>Skill Sets Online Demo</td>
<td>November 4, 2008</td>
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<td>Camtasia Studio: Advanced Workshop</td>
<td>November 12, 2008</td>
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<td>Compressed Video Training</td>
<td>November 14, 2008</td>
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<td>ExamForce Introduction Webinar</td>
<td>December 19, 2008</td>
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<td>Interactive Learning Activities: A SoftChalk Short Course,</td>
<td>January 20, 2009</td>
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<tr>
<td>Learning Outcomes Dr. Don Prickel</td>
<td>February 18-19, 2009</td>
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<tr>
<td>Higher Ed: E-Learning for Microsoft Business Certification</td>
<td>February 24, 2009</td>
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<td>Financial Forms Training</td>
<td>March 24, 2009</td>
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<td>Teaching Troubled Students: Campus Policy and Threat Assessment</td>
<td>April 30, 2009</td>
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<td>Basic Podcasting Workshop</td>
<td>April 21, 2009</td>
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<td>Committees:</td>
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<td>Planning Council</td>
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<td>Staff Senate</td>
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<td>Business and Computer Science Advisory Board</td>
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<td>Cyber Awareness Summit,</td>
<td>October 7-9, 2008, Shreveport, LA</td>
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<td>Compressed Video Training</td>
<td>November 17, 2008, Bossier Instructional Center</td>
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<td>Member Luncheon by Cyber Innovation Center, November 19, 2008,</td>
<td>Harrah’s Louisiana Downs</td>
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<td>Opportunities and Choices; A Career GPS For 8th Graders, December 9,</td>
<td>Bossier Holiday Inn</td>
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<td>Fourth Annual Cyber Security Seminar,</td>
<td>December 12, 2008,</td>
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<td>Shreveport .NET User Group meeting,</td>
<td>January 19, 2009,</td>
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<td>Member Luncheon by Cyber Innovation Center, January 21, 2009,</td>
<td>Harrah’s Louisiana Downs</td>
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<tr>
<td>Dr. Jocelyn Bell Burnell,</td>
<td>February 12, 2009,</td>
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<td>SIGCSE 2009, March 4-7, 2009, Chattanooga, TN</td>
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<td>Meeting with Paul Miramon about CISCO Academy, March 12, 2009,</td>
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<td>Member Luncheon by Cyber Innovation Center, March 18, 2009,</td>
<td>Harrah’s Louisiana Downs</td>
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<tr>
<td>CISCO Academy meeting,</td>
<td>March 27, 2009, Kilgore, TX</td>
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<tr>
<td>Member Luncheon by Cyber Innovation Center, April 15, 2009,</td>
<td>Harrah’s Louisiana Downs</td>
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<td>Tech Meetup, April 15, 2009, Robinson Film Center</td>
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<tr>
<td>Shreveport .NET User Group meeting,</td>
<td>April 20, 2009, Centenary College</td>
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<tr>
<td>College Majors Fair,</td>
<td>November 12, 2008</td>
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<td>3rd Annual Northwest</td>
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<tr>
<td>Louisiana Veterans’ Job Fair, November 13, 2008, Bossier City Civic Center</td>
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<td>2008 Breath of Life Award Honoring Tom Carleton, November 13, 2008,</td>
<td>Horseshoe Casino</td>
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<td>This is BPCC! Interview with Denise Chambers, November 21, 2008</td>
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<td>BPCC Dual Enrollment with Zac Burson, December 9, 2008, Airline High School</td>
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<td>Lighthouse Project with G.B. Cazes, January 5, 2009, Cyber Innovation Center</td>
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<td>NSU Articulation Meeting,</td>
<td>January 21, 2009</td>
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<td>Dr. Joe May’s presentation,</td>
<td>February 4, 2009</td>
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<td>Caddo Career &amp; Technology Center’s Job/Career Fair, February 27, 2009, Caddo Career &amp; Technology Center</td>
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<td>BPCC/LSU-S Luncheon,</td>
<td>February 27, 2009, LSU-S</td>
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<td>Bossier Parish AIM Expo,</td>
<td>March 26, 2009, Bossier</td>
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<tr>
<td>Interviews for CIT faculty,</td>
<td>April 14-15, 27, 2009</td>
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<tr>
<td>AFCEA ArkLaTex Chapter's Scholarship Awards Ceremony, April 16, 2009, Diamond Jack's Crown Ballroom</td>
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<tr>
<td>CIT Advisory Board Meeting,</td>
<td>April 17, 2009</td>
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</tbody>
</table>
| The President's Networking Session Honoring BPCC Chancellor Tom Carleton, April 15, 2009,
### Jennifer Parish
- **Hot Topics: Life Saving Tips for Students**, April 3, 2009
- **Financial Forms Training**, March 24, 2009

### Dalia Gumeel
- **Quality Matters Seminar**, January 29, 2009
- **Introduction to SoftChalk Lesson Builder**, February 9, 2009
- **Learning Outcomes Dr. Don Prickel**, February 18 - 20, 2009
- **CSEC Secure Electronic Commerce Training**, March 17 - 20, 2009
- **Teaching with Technology: Advancing Student Success with Blackboard**, March 26, 2009
- **Basic Podcasting Workshop**, April 21, 2009

### Eddie Horton
- **CIT Informational Session**, December 4, 2008
- **ExamForce Introduction Webinar**, December 19, 2008
- **Learning Outcomes Dr. Don Prickel**, February 20, 2009
- **CSEC Secure Electronic Commerce Training**, March 17 - 20, 2009

### Committee
- **CSEC Enterprise Security Training**, January 8-11, 2009, Dallas, TX
- **CSEC Enterprise Security Training**, March 4-5, 2009, Southern University
- **Learning Outcomes Dr. Don Prickel**, February 20, 2009
- **Learning Outcomes Dr. Don Prickel**, February 18 - 20, 2009
- **CSEC Secure Electronic Commerce Training**, March 17 - 20, 2009
- **Financial Forms Training**, March 24, 2009

### Meetings
- **LCTCS Annual Conference**, April 23-25, 2009, Shreveport, LA
- **Chapter Carleton's reception**, April 26, 2009
- **GPS Informational Session for 8th Graders**, April 27, 2009
- **Breakfast of Champions**, May 5, 2009
- **CIT Advisory Board Meeting**, April 17, 2009
- **NSU Articulation Meeting**, January 21, 2009
- **CIT Advisory Board Meeting**, April 17, 2009
- **Interviews for new faculty**, April 14 - 16, 27, 2009
- **GPS Informational Session for 8th Graders**, April 27, 2009

### Organizations
- Association for Computing Machinery
- Armed Forces Communications and Electronics Association
Laura Goadrich presented at the Cyber Information Technology Informational Sessions, November 12, 20, and December 4, 2008, at BPCC to perspective students and community members. She
SIGNIFICANT CONTRACTS OR GRANTS

Laura Goadrich received a grant from the Cyber Security Education Consortium supported by the National Science Foundation for $33,320 in September 2008. This grant provides funding for professional development of faculty and staff, stipends for course development and equipment, workshop supplies and marketing materials.

Laura Goadrich obtained funding from the Student Technology Fees for $4,230 in November 2008. This grant provided funding to purchase the Vision6 class management software for all five CIT shared lab rooms.

Laura Goadrich, Ginger Bryan, and Jessica Philbrook obtained a Board of Regent Grant titled “Equipment and Resources for Cyber IT Programs at Bossier Parish Community College” for $50,000. This grant provides funding to add laptops, reference books, textbooks and supportive software to enhance the library resources and supports professional development for faculty and staff.

Laura Goadrich, Dr. Barbara Poole and Jessica Philbrook collaborated on a $136,801 NSF Advanced Technological Education grant for podcasting equipment, professional development, training materials, certification vouchers, industry speakers, student memberships in professional organizations. While this grant was denied, we received positive feedback from reviewers and are preparing to resubmit.

G.B. Cazes and Laura Goadrich submitted a $69,196 NSF ATE in collaboration with the Cyber Innovation Center for professional development. This grant is currently pending.

Laura Goadrich, Dahlia Gumeel, Dr. Katherine Brandl, Associate Professor of Mathematics at Centenary, Dr. Cynthia Brame, Associate Professor of Biology at Centenary, Dr. Cynthia Sisson, Chair of Physics and Chemistry at LSUS, and Dr. Laura Whitlock, Professor of Chemistry-Physics at LSUS submitted a $201,418 NSF ADVANCE grant for “Increasing the Participation and Advancement of Women in Academic Science and Engineering Careers” to plan annual Expanding Your Horizons workshops for secondary women in interested in STEM programs. The funding also included professional development for secondary educators. We were directed to reapply through the NSF’s Information Science Education program.

presented “Working With Computers” to the High School Career Exploration with GPS students on December 4, 2008, at BPCC. She presented “An Overview of Cryptography” at the Fourth Annual Cyber Security Seminar on December 12, 2008 in Oklahoma City, OK. She created a textbook in collaboration with Achla Agarwal, Krishna Agarwal, and Mark Goadrich titled “Problem Solving with Flow Charts, Pseudocode and a Flavor of Python” January 2009 which was used at LSUS in spring and summer 2009. She conducted training for Instructors for Vision 6 on March 30, 2009, at BPCC. She presented “Cyber Information Technology at Bossier Parish Community College” at the LCTCS Annual Conference on April 24, 2009, at the Shreveport Convention Center.
STRATEGIC PLANNING

Department Measurable Strategy
Design at least three Cyber Information Technology (CIT) courses.

Performance Indicators
The master syllabi and section information sheets for the spring 2009 CIT courses.

Assessment Results
Master syllabi, section information sheets and calendars were created for the following twelve CIT courses during the spring 2009 semester.

CIT 101-Network Essentials
CIT 110-Help Desk Tools and Techniques
CIT 112-Support of Emerging Technologies
CIT 120-Network Routing and Switching
CIT 150-Introduction to Java Programming
CIT 151-Advanced Java
CIT 160-Introduction to Cobol
CIT 172-Linux
CIT 220-Managing Firewalls
CIT 235-Web Application Development
CIT 240-Virtual Private Networks
CIT 270-Relational Database Coding

Changes Based on Assessment Outcomes
No Changes were needed.

Strategy(ies) for the Future
To prepare for at least three more CIT classes.

Department Measurable Strategy
Organize Cyber Security Education Consortium (CSEC) workshop for faculty security training.

Performance Indicators
Number of workshops organized in collaboration with CSEC and number of attendees.

Assessment Results
We hosted two instructor training workshops at BPCC in collaboration with CSEC.

1. CSEC Network Security Training on October 16 - 19, 2008, with 10 attendees
2. CSEC Secure Electronic Commerce Training on March 17 - 20, 2009, with 13 attendees

Changes Based on Assessment Outcomes
No Changes were needed.

Strategy(ies) for the Future
We hope to host another training session on campus for our instructors and staff.
Department Measurable Strategy
Create program learning outcomes for all Cyber Information Technology degrees and certificates.

Performance Indicators
2. Learning outcomes for the certificate of technical studies in Help Desk Support Specialist.

Assessment Results
1. Learning outcomes were created and approved for the applied science degrees in Information Systems Administration Specialist, Information Network Specialist, Information Programmer-Analyst, Information Network Security Specialist, and Web Analyst Programmer. These outcomes are available online http://www.bpcc.edu/cit by clicking on the program of choice.
2. Learning outcomes were created and approved for the certificate of technical studies in Help Desk Support Specialist. These outcomes are available online http://www.bpcc.edu/catalog/current/cyberinformationtechnology/cts-helpdesksupport.html

Changes Based on Assessment Outcomes
No Changes were needed.

Strategy(ies) for the Future
We will request updates from our Advisory Panel to help direct our program and ensure that we are meeting the needs of the community.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Cyber Information Technology had a strong first year. As a new division, we focused on recruiting students into the program and training our new faculty in the ever changing areas of education and cyber. The Division structured the curriculum for each individual degree and certificate program. We laid the foundation for embedding national certifications in our courses to better serve our students and strengthen our course offerings. We also founded relationships with multiple area businesses and secondary institutions through job fairs, letters of support for grant applications, and inquiries for student internships.

One of the core achievements of our division was ensuring our faculty are using the most up-to-date techniques through multiple professional development opportunities. These training opportunities are made available to our faculty and staff through on-campus training and extensive travel grants. This year our grant funding totaled $87,550 with three grant opportunities still pending. Our instructors used the knowledge they gained to develop instructional materials in preparation for current and future semesters.

PRIORITIES FOR THE COMING ACADEMIC YEAR
1. Host on campus training for faculty and staff targeted to improve the curriculum.
2. Continue to map courses to national certifications.
3. Train instructors in Cisco courses to allow us to become a Cisco Academy.
4. Strengthen relationships with area businesses to support our internship courses.
5. Recruit qualified students to our program.
Division of Academic Affairs
Division of Liberal Arts

EMPLOYEE LISTING

Professional, unclassified staff
Holly French-Hart, M.A., M.A., Division Dean
James Boyter, B.A.
Keith Bruce, B.A.
David White, B.A.

Classified staff
Rachael Carter, A.G.S.
Linda Fomby, A.G.S.

FACULTY LISTING

Professor
Kathryn DeFatta-Barattini, M.A.
Genevieve Tournebize-Iliev, M.A.
Rona Leber, M.A.
Stephen W. Slaughter, M.A.

Associate Professor
Ray Scott Crawford, M.A., M.A., Ph.D.
Catherine Hammel, M.A.
Gayle Labor, M.A.
Allison Martin, M.L.A.
Danny Williams, M.F.A.

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

Instructor
Cieltia Adams, M.A.
Bob Alexander, M.A.
Guinara Chandler, M.A.
Jessica Cobbs, M.A.
Howard Cooper, M.A., M.B.A.
Yolanda Cooper, M.Ed.
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 2008, the division hired two English instructors and appointed a new Interim Instructor for Speech. Additionally, the division hired a new full-time Speech instructor whose responsibilities include developing a debate program as well as instruction. In summer 2008, fall 2008, and spring 2009, 113 graduates received the Associate of General Studies degree, one graduate received the Associate of Arts in Music degree, and twelve graduates received an Associate of Arts in Theatre degree. Additionally, eight students received a Certificate of Technical Studies in Theatre, and the following TCAs were awarded: Acting (10), Costume Design (1), Directing (4), Lighting Design (2), Scene Design (1), and Theatre Technician (1).

In its efforts to recruit exemplary students and provide academic opportunities for students, the division began laying the foundation for the BPCC Debate Program. A new faculty member was hired to steer the program, and through his efforts, the College hosted two intercollegiate debate tournaments. In January 2009, nineteen colleges and universities participated in the Eddy Shell Invitational, which was named in honor of former Speech faculty member Dr. Eddy Shell; furthermore, in April 2009, twenty-four colleges and universities participated in a BPCC-hosted intercollegiate tournament. BPCC's first debate team was formed, and in its first year, the team finished the season ranked #2 nationally among junior/community colleges in IPDA Debate. Future plans for the program include hosting a high school debate tournament to recruit outstanding high school students.

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 Once Upon a Mattress in fall 2008 and Leading Ladies in spring 2009. They also did a production of The Three Little Pigs for Bossier Parish elementary students. During the 2008 – 2009 year, these performances were attended by approximately 7,500 people. During the academic year, approximately 25 Cavalier Players members were employed in professional theatres and venues as theatre technicians and actors. The theatre program director created seven TCAs for the program, and those received Board approval in June 2008. Additionally, the theatre program director created a Certificate of Technical Studies in theatre, and that program received Board approval in January 2009.
Likewise, the music program promoted student talent through various performances. The instrumental and vocal music ensembles had more than fourteen appearances and concert presentations during the 2008 – 2009 year and performed before audiences totaling more than 3,900 for formal concerts, athletic events, campus recruiting performances, and off-campus appearances. For the first time, the jazz ensemble hosted a Jazz Festival, and they were also invited to perform at the LCTCS Annual Conference. Additionally, twelve student recitals were held during the fall and spring semesters. A Guest Artist Series was initiated, and four guest artists, including faculty from Louisiana Tech, ensembles from the University of Louisiana at Monroe, and local symphonic members, performed.

Through Student Technology Fee grants, the theatre program received $3966.86 for Audio Equipment and $11,095.25 for Lighting Equipment.

Staff members within the division worked with college staff and administration to coordinate numerous events held in the Performing Arts Theatre, including film premiers, speaking engagements, professional development workshops, tours by local organizations, and student orientations. They also attended several professional workshops on such topics as Financial Forms Training, Annual Report Training, Assertiveness Training, Vista Training, and General Education Competencies workshops as well as attended regional theatre conferences.

Mrs. Holly French-Hart, Dean of the Liberal Arts Division, served on the Christmas Show Committee as Vice-Chair and on the Planning Council Institutional Effectiveness Sub-Committee as Recording Secretary. Additionally, Mrs. French-Hart attended several professional development workshops on such topics as Quality Matter, General Education Competencies, Test Construction, and Learning Outcomes.

ADVANCED DEGREES OR CERTIFICATIONS

Linda Fomby, Administrative Assistant II, received her Associate of General Studies degree in May 2009.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Keith Bruce
Received the SB Memory Award in August 2008 for Best Lighting for Dracula; Best Musical Lighting for Oklahoma!; and Best Supporting Actor for Oklahoma!

Jana Crank
Elected President of Lewisville Tri C’s – Community Organization on February 9, 2009 in Lewisville, Arkansas

Ray Scott Crawford
Received SB Magazine Memory Theatrical Award in August 2008 for Best Director of a Theatrical Production for Dracula and Oklahoma!; Best Theatrical Production for Dracula; and Best Musical Production for Oklahoma!
Recognized from June 2008 – March 2009 by the newspaper for production direction of Little
Women (Canterbury Summer Theatre, Michigan City, IN), A Life in the Theatre, Once Upon a Mattress, Leading Ladies (BPCC)
Appointed by Dr. Wilkins in fall 2008 and spring 2009 to serve as a Marshall for BPCC Graduation
Directed Little Women, which was chosen “Best Theatre Pick” for the year by Michigan City News-Dispatch on December 26, 2008

Kathryn Defatta-Barattini
Received a 5 year Service Pin from Girl Scouts of America in fall 2008 – spring 2009

Anna Dickson
Received a Certificate of Completion for completing six hours of Blackboard training on September 5, 2008
Commendation of Appreciation for Outstanding Community Service at the 2008 Red River Revel on October 10, 2008

Holly French-Hart
Elected 2nd Vice-President of Bossier City Quota Club International

Candice Gibson
Published the Savoir Faire Literary Magazine for Fall 2008 and Spring 2009

Karen Guerin
Reviewed a book for The Mythopoeic Society’s monthly publication
Became a Primetime scholar with the Louisiana Endowment for the Humanities (LEH)
Conducted a program at the Multicultural Center of the South in collaboration with a storyteller

Michael Hart
Received the 2008 – 2009 Outstanding BPCC Faculty Member Award
Was the 2nd Representative to the Planning Council for Faculty Senate in 2008 – 2009

Rona Leber
Received SB Magazine’s 2008-2009 Memory Theatrical Award for Best Costume Design for Dracula

Allison Martin
Enrolled in PhD Program in Linguistics at Birmingham City University, UK for 2008-2009

Jennifer McMullen
Received NISOD Excellence Award on May 27, 2009, for teaching excellence in the classroom

Stephen W. Slaughter
Received SB Magazine Award in August 2008 for Best Production of a Play for Dracula; Best Musical for Oklahoma!; and Best Set Design for Dracula
Served as an Adjudicator for the OCTA-Fest 2008 from July 24-27, 2008 and January 15 – 18, 2009
Served as an Adjudicator for SWTFA Conference event—TEN-MINUTE PLAYS from November
6 – 8, 2008
Appointed by Dr. Wilkins in Spring 2009 to serve as a Marshall for BPCC Graduation

David White
Received the SB Magazine Memory Award in 2008-2009 for Best Set Design and Best Musical Set Design

Danny Williams
Selected by William Stover, Curator, Museum of Fine Arts Boston, to jury “Opposites Attract” exhibition in February 2009

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cielia Adams</td>
<td>“Qwizdom Online Training Seminar” on September 17, 2008</td>
<td>“Louisiana Council of Teachers of English 2008 Annual Conference” in Baton Rouge on October 2008</td>
<td>Served as the Treasurer for the Louisiana Council of Teachers of English</td>
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<tr>
<td></td>
<td>“Faculty Placement Test Practice” on August 19, 2008</td>
<td>Attended the “National Association of African American Studies Conference” in Baton Rouge on February 2009</td>
<td>Served as a member on the following: PTA Admissions Committee, Liberal Arts Position Selection at BPCC, English journal selection at BPCC, and New Faculty/Staff Development</td>
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<tr>
<td></td>
<td>“Using the Symposium” on August 14, 2008</td>
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<td>“Accelerated Learning at BPCC” on August 14, 2008</td>
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<tr>
<td>Bob Alexander</td>
<td>“Faculty Development Seminar–Learning Outcomes” on August 14, 2008</td>
<td>“IPDA Governing Board/Executive Committee Joint Meeting” in Monticello, Arkansas, on October 4, 2008</td>
<td>Served as a member on Faculty Senate, Financial Aid Appeals Committee, and Liberal Arts – Speech Faculty Interviewing Committee</td>
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<td></td>
<td>“Library Open House for New Faculty” on August 15, 2008</td>
<td>“Recruiting and Retaining Students of Tomorrow Web Seminar” on November 6, 2008</td>
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<td></td>
<td>“Compressed Video Training” on November 21, 2008</td>
<td>“Louisiana Intercollegiate Forensics Association Executive Committee Meeting” in Bossier City, LA on January 30, 2009</td>
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<td></td>
<td>“Learning Outcomes Workshop” on February 18, 2009</td>
<td>“IPDA Governing Board Meeting and Executive Committee Joint Meeting” in Bossier City, LA on April 2, 2009</td>
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<td></td>
<td>“Test Construction Workshop” on October 23-24, 2008</td>
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<tr>
<td>Ellen Boose</td>
<td>“Learning Outcomes Workshop/Dr. Don Prickel” on February 18, 2009</td>
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<td>Served as a member on the Curriculum General Education Competencies Committee</td>
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<tr>
<td></td>
<td>“Faculty Development Seminar – Using the Symposium” on August 14, 2008</td>
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<td></td>
<td>“Faculty Development Seminar – Gen Ed” on August 14, 2008</td>
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<tr>
<td>Jim Boyter</td>
<td>“Faculty Development Seminar – General Education Competencies”</td>
<td>“Southwest Theatre and Film Association Conference” in Hot Springs, TX on October 14, 2008</td>
<td>Served as the Treasurer for the Christmas Show Committee</td>
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<tr>
<td>Name</td>
<td>Events</td>
<td>Roles</td>
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<tr>
<td>Keith Bruce</td>
<td>“Faculty Development Seminar – Learning Outcomes” on August 14, 2009</td>
<td>Served as a member on the Christmas Show Committee</td>
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<tr>
<td>Rachael Carter</td>
<td>“Staff Development Presentation featuring Peter Bielagus” on November 13, 2008 “Microsoft Windows Vista” on September 23, 2008 “General Education Competencies” on August 14, 2008 “Recruiting and Retaining the Students of Tomorrow” Web Seminar on November 10, 2008 “Word 2007 Getting Started” - Mind Leaders on March 5, 2009 “Stress Management Resisting Stress” - Mind Leaders on March 6, 2009 “2008-2009 Annual Report Training” on March 18, 2009 “Eddy Shell Invitational Debate Tournament” from January 30 – February 1, 2009</td>
<td>Served as the Secretary for the Christmas Show Committee Served as a member on Staff Senate</td>
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<tr>
<td>Gulya Chandler</td>
<td>“LMTA Conference” in Shreveport, LA on October 23 – 24, 2008 “GSMTA Master Class/Workshop” at Centenary College on March 7, 2009</td>
<td>Served as a member on the Christmas Show Committee and Faculty Senate</td>
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</tr>
<tr>
<td>Jessica Cobbs</td>
<td></td>
<td>Served as the Chair on the Library Committee</td>
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</tr>
</tbody>
</table>
Yolanda Cooper
Served as a member on the Scholarship Committee

Jana Crank
―Blackboard Training‖ on September 5, 2008
―Quality Matters‖ on October 2, 2008
―Power Point Basics‖ on October 6, 2008
―Learning Outcomes‖ on February 18-19, 2009
―Vista Training‖ on August 19, 2008
―Faculty Development – Learning Outcomes‖ on August 8, 2008
Served as a member on the Business and Industry Committee

Ray Scott Crawford
―General Education Competencies‖ on August 14, 2008
―Learning Outcomes‖ on August 14, 2008
―Vista‖ on August 19, 2008
Dr. Don Prickel “Learning Outcomes” on February 18, 2009
―Association of Theatre in Higher Education National Conference‖
(presenter for panel discussion “The Truth about Community Colleges”) in Denver, CO from July 31 – August 3, 2008
―Southwest Theatre Associate Annual Conference‖ in Hot Springs, AR from November 6 – 9, 2008
Served as President for the Student Life Committee
Served as a member for the Graduation Committee, Christmas Show Committee, Disciplinary Hearing Committee, Liberal Arts Division Promotion Committee, and College Promotion Committee

Kathryn Defatta-Barattini
Served as a member on the Faculty Evaluation Committee

Anna Dickson
―Learning Outcomes Workshop‖ presented by Dr. Prickel on February 18 – 19, 2009
―Faculty Development Seminar – Learning Outcomes‖ on August 14, 2008
―General Education Competencies‖ on August 14, 2008
―Teaching Troubled Students: Campus Policy and Threat Assessment‖ on April 30, 2009
―New Faculty Orientation‖ in August 2008
―Library Open House for New Faculty‖ on August 15, 2008
Served as a member on the Faculty Senate, Financial Aid Appeals Committee, and Relay for Life Team

Linda Fomby
―Stress Management‖ on September 12, 2008
―Microsoft Vista Workshop‖ on September 25, 2008
―UR a Brand‖ on October 8, 2008
―Peter Bielagus – Distinguished Speaker Series‖ on November 13, 2008
―Women’s History Month – Donna Curtis –Speaker‖ on March 3, 2009
―Eddy Shell Invitational Debate Tournament‖ from January 30 – February 1, 2009 and served as a judge
―Assertiveness Training‖ on March 28, 2009
Attended Once Upon a Mattress on October 23, 2008
Vote for Santa for Christmas on December 3 & 4, 2008
Three Little Pigs on February 26, 2009
Leading Ladies on March 28, 2009
Member of Staff Senate
Attended the “Guest Artist Recital” on September 11, 2008
27, 2009
“Lifesaving Tips for Students” on April 3, 2009

Holly French-Hart
"Staff Resource Guide" Workshop on June 24, 2008
"Quality Matters" Training for Division Chairs on Aug. 6, 2008
"Quality Matters" Training on Aug. 19, 2008
"E-College Training" Workshop on Sept. 8, 2008
"Classroom-based Writing Support Services" Workshop on Sept. 29-30, 2008
"LCTCS Online Faculty Presentation" Webinar on Dec. 16, 2008
"Learning Outcomes" (Dr. Don Prickel) on Feb. 18-19, 2009
"2008-2009 Annual Report Training" on March 18, 2009
"Financial Forms" Training on March 25, 2009
"Assertiveness" Training on March 27, 2009
"Promotion Committee In-Service Workshop" on April 24, 2009

Candice Gibson
“Faculty Development Seminar” on August 14, 2008
“Faculty Development Seminar” on August 19, 2008
“Learning Outcomes Workshop” on February 18, 2009

Karen Guerin

Michael Hart
“Effective Assessment Design” on August 14, 2008
“Learning Outcomes” on August 14, 2008
“Quizdom Online Training Seminar” on September 17, 2008
“Learning Outcomes (Dr. Prickel)” on February 18-19, 2009

“Performance Planning and Review” Louisiana Department of State Civil Service on July 23, 2008
"Southwest Theatre & Film Association Conference" Hot Springs, AR on Nov. 5-9, 2008
"2009 LCTCS Annual Conference" Shreveport, LA on April 23-25, 2009
Alliance for Education Mini-Grant Reviewer in February/March 2009

“A Life in the Theatre in July/August 2008
"Once Upon a Mattress" in October/November 2008
Guest Artist Recital – Dr. Daniel Immel on Sept. 11, 2008
Veteran’s Day Program on Nov. 11, 2008
BPCC Student Recital on Nov. 13, 2008
Holiday Music Faculty Concert on Nov. 18, 2008
BPCC Student Recital on Nov. 20, 2008
BPCC/City of Bossier Christmas Show on Dec. 3-4, 2008
BPCC Student Recital on Dec. 4, 2008
BPCC Jazz Ensemble on Dec. 5, 2008
Fall Music Showcase on Dec. 6, 2008
Cello Duo on March 17, 2009
BPCC Student Recital on April 16, 2009
Leading Ladies in March/April 2009
Fairy Tales on the Mars Frontier on June 5, 2009

Served as a member on the Student Life Activities Committee
Served on the Interviewing Committee for Humanities and English instructor position

Served as Vice-Chairman of the Library Committee
Served as a member on the following: Community College Humanities Association, The Mythopoeic Society, and The C.G. Jung Study Group of Shreveport
Served as the chair on the Graduation Committee and the Liberal Arts/Music & Drama Promotion Committee
Served as a member on the Christmas Committee, Student Life Committee and Alternative Credentialing Committee
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Cieltia Adams
Presented “Light Skin vs. Dark Skin in Ernest Gaines’ Catherine Carmier” at the National
Association of African American Studies conference in February 2009

Bob Alexander
Moderator for the Debate between Republican primary candidates for the 4th Congressional District at LSUS College Republicans Congressional Debate on September 29, 2008, and the BPCC SGA Republican Congressional Debate
Hosted the Eddy Shell Invitational Speech and Debate Tournament from January 30 – February 1, 2009
Hosted the International Public Debate Association National Championship Tournament from April 3-5, 2009
Co-hosted the BPCC/LSUS Red River Swing from November 14-16, 2008
Served as the tabulation room director for Individual Events portion of the LSU-Alexandria Speech and Debate Tournament from March 6 – 8, 2009
Presented Participation and success rates for women and minorities in IPDA debate at the 2009 IPDA National Convention on April 3, 2009
"Becoming a More Competent Communicator: Strategies for Success in Written and Oral Communication" at the monthly meeting of the North Louisiana Story Tellers and Romance Authors on April 11, 2009

Ellen Boose
Presented a Research Paper Workshop on September 6, 2008 and January 31, 2009

Jim Boyter
Served as the Front of House and Box Office Manager for the following productions: A Life in the Theatre from July/August 2008; Once Upon a Mattress from October 23 – November 2, 2008; 2008 BPCC Christmas Show from December 3 – 4, 2008; The Three Little Pigs from February 20 – March 1, 2009; Leading Ladies from March 26 – April 5, 2009; Miss BPCC on April 18, 2009

Keith Bruce
Lighting Tech for the following productions: SGA Talent Show on November 22, 2008; Once Upon a Mattress from October 23 – November 2, 2008; 2008 BPCC Christmas Show on December 3-4, 2008; Three Little Pigs from February 20 – March 1, 2009; Leading Ladies from March 26 – April 5, 2009; Miss BPCC on April 18, 2009

Gulya Chandler
Performed at the Holiday Music Piano Concert on November 18, 2008

Ray Scott Crawford
Was the Scenic Designer for Canterbury Summer Theatre (Professional) for the following: The Perfect Wedding (June 2 – June 22, 2008); Little Women (June 2 – July 5, 2008); Anything Goes (June 20 – July 19, 2008); I Love You, You’re Perfect, Now Change (July 10 – July 23, 2008); Leading Ladies (July 24 – July 30, 2008).
Was the Production Director for Canterbury Summer Theatre (Professional) for Little Women (June 2 – July 5, 2008)
Was the Production Director for BPCC/Cavalier Players for Once Upon a Mattress (August 29 –
November 2, 2008; *Leading Ladies* (January 22 – April 5, 2009)

Was the Production Director for BPCC Summer Theatre and toured show to Canterbury Summer Theatre, Michigan City, IN (Professional presentation of BPCC) *A Life in the Theatre* (July 1 – August 25, 2008)

Wrote and did layout for two issues of the Drama Program Newsletter Cavalier Spotlight for July 2008 and March 2009

Contributed art design, writing, editing, and layout of posters and press releases for *A Life in the Theatre, Once Upon a Mattress* and *Leading Ladies*; poster and program cover design for *Once Upon a Mattress* for Fall 2008 – Spring 2009

Design and compiled incidental music for the production and performance of *A Life in the Theatre* (July and August, 2008); *Leading Ladies* (March and April, 2009)

Sang "The Star Spangled Banner" for the Krewe of Gemini Ball Masque on January 31, 2009

Served as a Juror for the BPCC Drama Program Professional Juries on December 5, 2008 and May 1, 2009

Performed “The Night Before Christmas” at the BPCC/Bossier City annual Christmas Show on November 28-29, 2008

Performed character in BPCC radio drama “Finders Keepers, Loser’s Weepers” (BPCC Radio Drama Series) in March 2009

Music Director and orchestration sequencing for *Once Upon a Mattress* from August – November 2008.

Produced (student directed) Fall Festival of One Acts on November 20, 2008 and Spring Festival of One Acts on April 16, 2009

Was the Assistant Director and Music Director for the BPCC/Bossier City Christmas Show and for the Cavalier Players Choir, December 3 – 4, 2008

Was the BPCC student talent coordinator for the Krewe of Apollo Mardi Gras Ball on January 10, 2009

Kathryn Defatta-Barattini

Served as a Panel Member for the Italian Film Festival sponsored by Robinson Film Center in August 2008

Karen Guerin

Spoke at two middle schools and the Bossier Romance Writers Group on folklore and literature

Michael Hart

Produced the Guitar Master Class, Cain Budds Classical Guitarist on October 29, 2008

Produced the following Music Concerts: ULM Chamber Choir, on November 14, 2008; Jazz Ensemble Concert on December 5, 2008; Fall Music Showcase on December 6, 2008; ULM Chamber Ensemble on January 27, 2009; Red River Woodwind Quintet on February 6, 2009; Cello Duo on March 17, 2009; BPCC Jazz Festival on April 21, 2009; Spring Jazz Ensemble Concert on April 24, 2009; Student Recitals on November 13th and 20th, December 3rd and 9th, April 16th, 23rd and 30th; Solo Recitals on November 14th and 15th, April 28th, May 4th and 5th

Produced the Music Concert (Jazz Ensemble), An Evening of Romantic Valentine’s Day Music, on February 13, 2009

Produced the Reception Music (Jazz Ensemble) for the LCTCS Conference Reception on April 23,
2009 and for the Chancellor’s Retirement Reception on April 26, 2009

Genevieve Iliev
Presented Spanish and Translation speech on February 6, 2009

Rona Leber
Was the Costumer for the following productions: *A Life in the Theatre* (July 25 – August 3, 2008); *Once Upon a Mattress* (October 16 – 26, 2008); Christmas Show (December 3 – 4, 2008); *The Three Little Pigs* (February 20 – March 1, 2009); *Leading Ladies* (March 26 - April 5, 2009)

Kelly McDade
Produced the “Service with a Smile Exhibition & Auction” from August – September 2008

Stephen Slaughter
Wrote, directed, and produced the Children’s Show, *The Three Little Pigs*. Presented the following workshops: “Choosing a Winning Script for AACT-Fest,” at Oklahoma Community Theatre Association’s state festival in Guthrie, Oklahoma on July 25, 2008; Two-Year Swap Shop – an exchange of ideas, at the SWTFA, 08 Conference in Hot Springs, AR from November 6 – 9, 2008
Wrote the Christmas Review, “Vote for Santa for Christmas” for the City of Bossier and BPCC’s Christmas Show in December 2008; the script for Gemini Ball, “Gemini Remembers the 80’s” on January 31, 2009
Wrote, directed, and produced the Children’s Show, *The Three Little Pigs*

David White
Set Designer for the following productions: *A Life in the Theatre* Summer 2008; *Once Upon A Mattress* Fall 2008; BPCC Christmas Show Fall 2008; *The Three Little Pigs* February 2009; *Leading Ladies* March 2009; Miss BPCC April 18, 2009

Danny Williams
Was the Art Director for *Savoir Faire* in 2008-2009

**SIGNIFICANT CONTRACTS OR GRANTS**

Keith Bruce
Received $3966.86 from the Student Tech Fee Proposal for Audio Equipment
Received $11,095.25 from the Student Tech Fee Proposal for Lighting Equipment

Jessica Cobbs
Received $1,350.00 for the Integrating Writing Support Services in English Course Curricula Grant
She created the course design for English 102 and had a Writing Support Specialist available in her class to work with students.

Holly French-Hart
“Integrating Writing Support Services in English Course Curricula” BoR Grant
Served as an Advisor and Instructor for the Classroom Peer Writing Assistant (CPWA) Program

Michael Hart
Received $688.00 from the BPCC Foundation Faculty Development to attend Louisiana Music Educators Assoc Conference (Nov. 20-22, 2009)

Karen Guerin
Received $1,350.00 for the Integrating Writing Support Services in English Course Curricula Grant
She created the course design for English 101 and had a Writing Support Specialist available in her class to work with students.

Jennifer McMullen
Received $1,350.00 for the Integrating Writing Support Services in English Course Curricula Grant
She created the course design for English 099 and had a Writing Support Specialist available in her class to work with students.

ACADEMIC PROGRAM REVIEW

The Associate of Arts in Music program review is being completed and will be submitted to the Vice Chancellor for Academic Affairs on June 30.

No other academic programs within the Liberal Arts Division were scheduled for review during the 2008-2009 academic year.

STRATEGIC PLANNING

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 and Performing Arts faculty and staff attended several professional development opportunities. Off-campus professional development included attendance at the Louisiana Council of Teachers of English in Lafayette, Louisiana; Southwest Theatre Conference in Hot Springs, Arkansas; Louisiana Music Teachers Association (LMTA); Louisiana Music Educators Association (LMEA); South Central Regional Music Conference (SCRM). On-campus opportunities included workshops on Learning Outcomes, General Education Competencies, Accelerated Learning, Vista, Stress Management, Annual Report Training, and Blackboard training.

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

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

**Department Measurable Strategy**
Develop a Certificate for the theatre program

**Performance Indicators**
Submission of Certificate for approval and implementation by the Board

**Assessment Results**

**Changes Based on Assessment Outcomes**
No changes are needed.

**Strategy(ies) for the Future**
The theatre program will promote the achievement of the certificate among its majors.

**Department Measurable Strategy**
Initiate development of an Associate of Arts in Communication degree

**Performance Indicators**
Surveys and reports for viability of the program; proposed curriculum of the program

**Assessment Results**
A proposed curriculum has been designed. However, no further action has been taken due to budgetary concerns and constraints.

**Changes Based on Assessment Outcomes**
The curriculum may be reviewed for better viability of initiation.

**Strategy(ies) for the Future**
During the 2009-2010 academic year, further investigation will be completed to ascertain the viability of the program.

**Department Measurable Strategy**
Evaluate program learning outcomes for theatre and music and their relationship to course learning outcomes

**Performance Indicators**
Revisions made to either course learning outcomes or program learning outcomes

**Assessment Results**
To begin addressing this goal, program directors and faculty attended a professional development workshop conducted by Dr. Don Prickel. Based upon the information in the workshop, program directors then reviewed alignment of program learning outcomes and course learning outcomes. Additionally, course learning outcomes data of Fall and Spring course offerings were reviewed for possible revisions. These reviews did not result in program learning outcomes changes, but changes to course learning outcomes were implemented.

**Changes Based on Assessment Outcomes**
Course learning outcomes of MUSC110, MUSC111, and MUSC120 were revised. Within the theatre program, the director and faculty are currently considering revision of THTR107, THTR108, THTR109, and THTR110 course learning outcomes. Changes would not be implemented until the 2009-2010 year.

**Strategy(ies) for the Future**

Faculty will design instruction based upon the revised course learning outcomes, with end-of-semester evaluations of achievement of those outcomes being conducted regularly. Theatre faculty will enact appropriate modifications for THTR107, THTR108, THTR109, and THTR110 course learning outcomes in the 2009-2010 year.

**Department Measurable Strategy**

Further develop the Music Program through expanded recruiting efforts

**Performance Indicators**

Statistics regarding number of music majors as compared to previous semesters; listing of recruiting activities throughout the academic year

**Assessment Results**

The number of music majors increased from 07-08 to 08-09:

- Music Majors for Fall 2007 - 29
- Music Majors for Spring 2008 - 25
- Music Majors for Fall 2008 - 41
- Music Majors for Spring 2009 - 32

The music program director visited the following schools: Northwood HS, Byrd HS, Haughton HS, Caddo Magnet HS, and Bossier HS.

The music program director hosted a jazz festival on campus, and the following schools participated: Southwood, Airline, Byrd, and Caddo Magnet.

Additionally, the music program set up a recruiting booth at the following conferences:

- Louisiana Music Teachers Association (LMTA) - October 23-24, 2008 (at Centenary College);
- Louisiana Music Educators Association (LMEA) – November 20 – 23, 2008 (Baton Rouge);
- South Central Regional Music Conference (SCRMC) – February, 19-21, 2009 (Monroe).

**Changes Based on Assessment Outcomes**

Statistics indicate an increase in number of students in the program. No changes would be suggested.

**Strategy(ies) for the Future**

Recruiting efforts will be made during the 2009-2010 academic year to promote growth and encourage local high school students to enroll in the program.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The 2008-2009 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 Certificate programs and TCAs 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. The Performing Arts scheduled several drama productions and music concerts productions, and the Liberal Arts Division hosted two Intercollegiate Debate Tournaments, which provided regional exposure. Additionally, recruiting efforts resulted in new students for the College and the theatre and music programs. The division also made a concerted effort to improve the quality of instruction and student success rates in several English courses. For ENGL099, instructors promoted student use of PLATO and the Learning Center to enhance instruction, and student success rates in ENGL099 improved from 83.36% in spring 2008 to 88.56% in spring 2009. A record number of 2,738 visits to the Learning Center for the subject of English was established. Additionally several English faculty worked directly with Writing Support Services to pilot a tutoring program. Classes from ENGL099, ENGL101, and ENGL102 courses were selected, and a Writing Center tutor was paired with the instructor to facilitate learning. Results from this project indicated higher success rates, and consequently, the project will continue for fall 2009.

PRIORITY FOR THE COMING ACADEMIC YEAR

PRIORITY FOR THE COMING ACADEMIC YEAR:
Priorities for the Liberal Arts Division for 2009-2010 are the following:
1. Evaluate course learning outcomes for alignment with assessing General Education competencies.
2. Offer professional development opportunities for division faculty and staff.
3. Promote growth and development of the BPCC Debate program.
4. Promote the Certificate in General Studies among potential graduates.
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, Professor
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.

DIVISION SUMMARY

The 2008-2009 academic year proved to be a very productive one for the Library. All Library faculty and staff were engaged in a number of professional and community activities. Brenda Brantley served as a member of LALINC’s Preservation Committee. Ginger Bryan served as chair of the Louisiana Library Association’s Programming Committee and was appointed to a three year term as a member of LLA’s Membership Committee. Kristi Lobrano was appointed a member of LALINC’s Digital Reference Committee. The dean and Library faculty were instrumental in bringing an ACRL/RA focus group to the campus to discuss a mentorship program. Ginger Bryan represented the Library on the Chancellor’s Retirement Committee, and most of the Library’s faculty and staff were involved in working with that committee by researching and designing a display of Chancellor Carleton’s professional career.
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, and the presentation of a workshop by the Director of Shreveport Green to BPCC faculty, staff, students, and the general public. Campus wide emails, Student Life Blackboard, posters, and the Cavalier Connection’s C3 were employed to promote library services, such as new materials, workshops, and services. The Library published a fall newsletter, “BPCC Library News,” with articles about Library activities and services. To celebrate Bossier Parish Community College’s forty-one years of service the Library held four exhibits on “BPCC around the World.” Exhibits on the Americas; the European Community; Africa and the Middle East; and Asia, Australian, and the South Pacific demonstrated that BPCC faculty and staff have indeed made an impression on the world. The Library’s Christmas exhibit, “Christmas around the World,” showed that the Library faculty and staff are truly talented in making Christmas decorations to represent countries around the world. In addition, the Library set up several displays throughout the year to make students aware of Banned Books Week, Black History Month, and Women’s History 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 4450 pounds of nonperishable food items were collected for the Northwest Louisiana Food Bank. Building G was awarded a Christmas breakfast to celebrate their victory for collecting the most food. The Library’s spring food drive netted 1103 pounds, more than ever collected during the spring semester. The Division also collected eyeglasses to ship to eye projects in developing countries. Members of the Library faculty and staff formed a team to walk in the annual Komen Race for the Cure. Brenda Brantley served on the Bossier Parish Student of the Year Committee. The Division supported the Humane Society of Northwest Louisiana by collecting almost 50 pounds of aluminum cans to put into the Humane Society’s account. The Library’s main community service project this year was reading to kindergarten classes at Plantation Park Elementary School in Bossier City. The librarians and BPCC athletes read to five classes for a total of 20 times. The Library has been asked by the school to continue this project. Library faculty and staff are also involved in the BPCC Foundation’s BPCC Cavalier 100, which will be held in the fall. The Library was busy this year with librarians giving 197 orientations to 4399 students, answering 3400 reference questions, and circulating 12,581 items. Study rooms were used 310 times. Almost 90,000 persons used the Library in one capacity or another. Total student usage of the Library’s Technology Resource Center (TRC) was 40,935. 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 $2700 in Student Technology monies for the 2008-2009 academic year and $43,000 in Board of Regents grants.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Ginger Bryan
Member, Louisiana Library Association Membership Committee, 2008-2011.
Brenda Brantley  
LALINC Preservation Committee.

Kristi Lobrano  
Member, LALINC Digital Reference Committee.

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
</table>
Quality Matters Training for Division Chairs, August 6, 2008.

Office of State Travel training, August 12, 2008.

General Education Competencies, August 14, 2008.

Learning Outcomes, August 14, 2008.


Stress Management, September 12, 2008.


Teamwork, November 4, 2008.

Peter Bielagus, Distinguished Speaker Series, November 13, 2008.

Policy and Procedure: Checking In and Out Inventory Equipment, January 16, 2009.


Women’s History Month, March 3, 2009.


Basic Podcasting Workshop, April 21, 2009.


Articulation Agreement signing between BPCC Telecommunications Division and Grambling State University, August 21, 2008.

Check Presentation from Citizens Bank, September 16, 2008.

Cavaliers for the Cure, Komen Race, September 20, 2008.

Community Service.


Cavalier Players Presentation of “Once Upon a Mattress,” November 1, 2008.

Veterans Day Program, November 4, 2008.

Reception for American Culinary Federation Site Evaluators, November 12, 2008.

Signing ceremony between BPCC and LSUS for Associate of General Studies with concentration in Business/Accounting degree and the Associate of Applied Science in Business Administration, November 17, 2008.

Fall 2008 Savoir Faire Reception, December 2, 2008.

BPCC Gospel Choir Fall 2008 Concert, December 5, 2008.

BPCC Christmas Luncheon Meeting, December 17, 2008.

Dean’s Council Holiday Luncheon, December 18, 2008.

BPCC and Northwestern State University Memorandum of Understanding for 2 + 2 Program signing ceremony, December 18, 2008.

Retirement reception for Bill
Martin, Chief Information Systems Officer, January 7, 2009.

BPCC Faculty/Staff Breakfast, January 12, 2009.

ACRL-LA Academic Librarian Focus Group, February 16, 2009.

LSUS/BPCC Luncheon for Deans, LSUS, February 27, 2009.


Retirement Celebration for Tom Carleton, April 26, 2009.


BPCC Graduation ceremonies: July 31, 2008; December 17, 2008; May 15, 2009.

Required Campus Faculty meetings: August 14, 2008; October 10, 2008; February 4, 2009; March 31, 2009.

Deans Council meetings: August 5, August 8, August 20, September 15, October 27, 2008; January 15, January 26, February 3, February 9, February 16, April 27, May 18, 2009.

BPCC Staff Senate meetings: August 20, September 12, and December 5, 2008.


Reading to Plantation Park Kindergarten classes, October 1, 2008-April 29, 2009.
Stephanie Cox

Library Staff Database Update, August 22, 2008.

Citations and Bibliography in Microsoft August 29, 2008.


Teamwork, November 4, 2008.

Peter Bielagus, Distinguished Speaker Series, November 13, 2008.


Pam Harris

Teamwork, November 4, 2008.

Roxie Johnson

Vista, August 19, 2008.

Library Staff Database Update, August 22, 2008.

Citations and Bibliography in Microsoft Word, August 29, 2008.

Peter Bielagus, Distinguished Speaker Series, November 13, 2008.

TRC Policies and Procedures

Community Service.


Veteran's Day Program, November 11, 2008.

See You at the Pole, September 24, 2008.


Black History Month Celebration, February 11, 2009.

Retirement Celebration for Tom Carleton, April 26, 2009.

Staff Senate End-of-Year Fiesta, May 20, 2009.


Bloodborne Pathogen, January 12, 2009.

Retirement Celebration for Tom Carleton, April 26, 2009.

Staff Senate End-of-Year Fiesta, May 20, 2009.


Safety: Sexual Harassment, August 14, 2008.


BPCC Graduation ceremony, December 17, 2008.

Bloodborne Pathogen January 12, 2009.

Women’s History Month, March 3, 2009.

Retirement Celebration for Tom Carleton, April 26, 2009.

Staff Senate End-of-Year Fiesta, May 20, 2009.


Kristi Lobrano

Accelerated Learning, August 14, 2008.

General Education Competencies, August 14, 2008.

New Faculty Meet and Greet, August 15, 2008.

Faculty Meeting: Student Services, August 19, 2008.

Vista, August 19, 2008.

Teamwork, November 4, 2008.


Division Promotion Committee Training, February 12, 2009.


Women’s History Month, March 3, 2009.


New Faculty/Staff Orientation Committee meetings: August 18, October 2, 2008, January 14, January 21, 2009.


Technology Fee Committee meetings: January 14, February 26, March 3, March 5, 2009.


Calendar Committee meetings: February 2, February 11, 2009.

ACRL-LA Academic Librarian Focus Group, February 16, 2009.


Region I Science Fair, March 6, 2009. Community Service.

Susie McDowell


Vista, August 19, 2008.

Library Staff Database Update, August 22, 2008.

Citations and Bibliography in

Safety: Sexual Harrassment, August 14, 2008.


BPCC Graduation ceremonies:
Microsoft Word: Library Staff Workshop, August 29, 2008.

Stress Management, September 12, 2008.


Teamwork workshop, November 4, 2008.

Peter Bielagus: Distinguished Speaker Series, November 13, 2008.


Dorothy Smith


Vista, August 19, 2008.

Library Staff Database Update, August 22, 2008.

Citations and Bibliography in Microsoft Word, August 29, 2008.

Stress Management, September 12, 2008.


Peter Bielagus: Distinguished Speaker Series, November 13, 2008.


Woman's History Month: Women Taking the Lead to Save Our Planet, March 3, 2009.

Assertiveness Training, March 27, 2009.

Judy Spears

Vista, August 19, 2008.

Library Staff Database Update, August 22, 2008.

Great Artist Series Performance, January 27, 2009.

“An Evening of Romantic
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Brenda Brantley
Black History Month Display, February 1-28, 2009.


BPCC Library Celebrates Women’s History Month, Donna Curtis, Executive Director of Shreveport Green, March 3, 2009.


“BPCC around the World, The Americas” exhibit, August 18-September 27, 2008.

“BPCC around the World, Asia, Australia, and the South Pacific” exhibit, April 16,-May 15, 2009.

Ginger Bryan


Kristi Lobrano


SIGNIFICANT CONTRACTS OR GRANTS

Brenda Brantley
Board of Regent Grant, Telecommunication, $5,000.00.
Board of Regents Grant, Writing Lab-Learning Center, $8,030.00.

Ginger Bryan
Board of Regents Grant, Cyber Information Technology, $10,000.

Kristi Lobrano
Board of Regents Grant, Child Development, $10,041.
Board of Regents Grant, Developmental English, $10,637.

STRATEGIC PLANNING

Department Measurable Strategy
Enhance access to Library resources and services through its website.

Performance Indicators
Number of onsite services converted to online services.

Assessment Results
The Library implemented Live Help chat program for online reference assistance. Additionally, the Library Class Time/Orientation/TRC form was updated.

Changes Based on Assessment Outcomes
Live Help program was not successful due to software issues, mainly one cannot engage a student in a chat session. New guidelines for scheduling orientations were added to the Library Class Time/Orientation/TRC form.

Strategy(ies) for the Future
Explore other online chat programs for chat reference service.

Department Measurable Strategy
Make available more ADA information on the Library's website.

Performance Indicators
Creation of a webpage with ADA information on the Library's website.
Assessment Results
The Systems Librarian created an ADA page listing Library ADA services for students.

Changes Based on Assessment Outcomes
Webmaster verified that entire Library website is WC3 compliant, thereby ensuring that the entire site is in accordance with ADA standards.

Strategy(ies) for the Future
Continue to work with Disability Services Office to improve services to disabled students.

Department Measurable Strategy
Provide avenues for outreach to students.

Performance Indicators
1. Purchase of an internal messaging system.
2. Document results of dissemination of information of library services using campus-wide technology.

Assessment Results
1. Electronic messaging was not ordered due to lack of funding.
2. Sign in sheets were used to document attendance at Library workshops and books that were advertised on C3 system.

Changes Based on Assessment Outcomes
The Library will continue to provide avenues for outreach to students.

Strategy(ies) for the Future
Continue to advertise library events and displays on C3 system and via campus wide email messages.

Department Measurable Strategy
Enhance Library's collection by targeting specific disciplines.

Performance Indicators
1. Purchase of electronic books for CALL program and Cyber Information Technology courses.
2. Purchase of materials for Cyber Information Technology courses.

Assessment Results
1. Electronic Books were ordered and processed for CALL and Cyber Information Technology programs and courses.
2. The purchase of materials for CIT courses will be completed in Fall 2009 with grant money.

Changes Based on Assessment Outcomes
Sets of ebooks are available remotely to all current students as needed.

Strategy(ies) for the Future
Explore needs for materials in Cyber Information Technology and other programs.

Department Measurable Strategy
Apply for external funding to enhance Library's collection and electronic resources.
Performance Indicators
Submission of grant proposals.

Assessment Results
Librarians co-authored numerous Board of Regents with teaching faculty to acquire print, audio-visual and electronic resources.

Changes Based on Assessment Outcomes
Five grants were approved by the Board of Regents. Items will be ordered beginning July 1, 2009.

Strategy(ies) for the Future
Continue to seek external funding.

Department Measurable Strategy
Employ revised methods for evaluating Library instruction.

Performance Indicators
1. Document and analyze results of revised evaluation form for all orientation sessions.
2. Document results of pre-post tests for English 102.

Assessment Results
Distributed evaluation form to all students during orientation sessions. Results displayed favorable opinions about library services and resources.

Changes Based on Assessment Outcomes
Students scores on post tests were higher than pre test, demonstrating an improvement in Library knowledge and skills.

Strategy(ies) for the Future
Investigate online methods for evaluating library instruction.

Department Measurable Strategy
Provide professional development applicable workshops for Library staff.

Performance Indicators
1. Document results of survey for staff workshop needs.
2. Present and document workshops to meet needs.

Assessment Results
Staff workshop needs were surveyed via an email message. The librarians provided four reference workshops (Database updates, bibliographic citations in Word, Capturing images in Word and TRC policies) for library staff. The workshops were documented via certificates.

Changes Based on Assessment Outcomes
Staff are better equipped to serve faculty, staff and students at service desks.

Strategy(ies) for the Future
Continue to survey staff for workshop needs and present workshops as applicable.
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 2008 reported that 95 percent of those answering the survey believed “There were library holdings related to my degree program.” This same survey showed that 87 percent of those surveyed “Utilized the TRC.” Graduate Exit Surveys from fall 2008 reported that 90.2 percent agreed or strongly agreed that “There were library holdings related to their degree program. In addition, 83.2 percent “used and improved my library skills while at BPCC.” The survey also showed that 83.2 percent of those surveyed “utilized the Technical Resources Center.”

The BPCC Report Card for 2009 reported the Library received a 3.39 out of 4.0 rating for “Overall quality of service provided.”

The 2009 ACT Student Opinion Survey Comparison Report rated the “Library/Learning Resources Center Facilities & Services” 4.51, compared with a national average of 4.25.

Student surveys gave the Library a 4.09 approval rating, including a 4.16 rating for “friendly and helpful staff.” Students who used the TRC gave it an overall evaluation of 97.9 percent as satisfactory or better.

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. Promote Library resources on its website.
4. Publicize online order forms for library books and for library equipment checkout.
5. Investigate free online chat services for reference assistance.
6. Update or revise tutorials on Library’s website.
7. Permit all portals to be searched on a single website page.
8. Provide more "librarian availability" to students.
9. Build partnerships with faculty.
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, A.D.  

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  
Edward Chopin, M.S.  

Instructor  
Stacey Black, M.S.  
Deanna Hardy, M.S.  
Miles Hitchcock, Sc. D.  
Allan Pratt, M.S.  
James Scott, M.S.  
Linda Sonnier, B.A.  
Edward Thomas, Ph.D.  

DIVISION SUMMARY  

The faculty and staff of the Division of Mathematics and Technical Education were involved in many activities during the 2008 - 2009 year. The Division of Mathematics and Technical Education celebrated Pi Day (March 14) on March 13, 2009. The Division used Library, Scientific, and
Technology funds to update the classrooms and laboratories. Allan Pratt was awarded a Student Technology Fee grant to purchase new computers for the technical education laboratories.

Linda Sonnier was hired as an interim instructor and Director of Construction Technology.

To assist students attending Louisiana Technical College, the Division offered Math 102 as a compressed video course. The course was taught by Pam Stogsdill.

The Division proposed a concentration in Computer Drafting and Design for the Associate of General Studies to the Curriculum Committee and it was approved. This degree with train individuals to be proficient CADD operators.

BPCC recently underwent a Southern Association of Colleges and Schools (SACS) review in which developmental mathematics was the focus for its Quality Enhancement Plan (QEP). This was an opportunity for BPCC to utilize the outcome-focused work in the Lumina demonstration grant to supplement its SACS obligation and for those working on the QEP to share learning about student progression through developmental mathematics with the Lumina demonstration grant. There are currently three course models that BPCC is developing and will pilot as part of the Lumina-QEP intervention strategy: (1) "full-service" mathematics including three hours of lecture followed by one hour of computer lab reinforcement utilizing MyMathLab; (2) the "2 for 1" model in which students can take Math 097 in the first eight weeks and Math 097 in the second eight weeks; and (3) a Learning-Outcomes Achieved at Mastery Proficiency (LAMP) model.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Donna Densmore was asked to be a Faculty Advocate for MyMathLab (MML)

Deanna Hardy was appointed by Governor Bobby Jindal to the Louisiana Commission for the Deaf.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Scott</td>
<td>Classroom observation: Ms. Eaves, Dr. Thomas, shared techniques of presentation with Mr. Hitchcock</td>
<td>Informal: Reading the Presentation of Topics in Calculus. &quot;Mathematics” Workshop at Northwestern University - Summer 2009.</td>
<td>Learning With Chalk Workshop - 3/20/09 Professional Growth &amp; Development Seminar with Staci Phillips</td>
</tr>
<tr>
<td>Linda Sonnier</td>
<td>New Employee Orientation</td>
<td>Webcast: US Green Building</td>
<td>Evaluation of Building</td>
</tr>
</tbody>
</table>
presented by Faculty Committee

Trouble Students Webinar 4/30/09
Council, LEED program, 4/28/09. Webinar: Advancing Student Success with Blackboard, 3/26/09
Information Modeling software with vendors: Bentley and Graphisoft, 3/30/09 and Revit - 4/13/09

Blackboard Training (in process)
AIA Shreveport Presentation: Building Information Modeling, 2/27/09
Advisory Committee Meeting Presentations - 4/17/09

Financial Forms Seminar - 3/25/09
CE Credit: Controlling Sunlight with Interior/Exterior Sunshades, 4/27/09
TEED 171 & 172, Building Information Modeling,
Construction Certificate of Tech Competency Program,
AAS - Construction Technology and Management Proposal

CE Credit: High Performance Sheathings - 4/27/09
Applied to Clemson University,
School of Construction Science and Management, Master Degree Program for Admission, Fall 2009
Attend Faculty Meetings with Chancellor Candidates, 4/22/09

Pam Stogsdill
Learning With Chalk - 3/20/2009
Studying to take LEED Accredited Professional Exam, June, 2009
Visit to recruit at Caddo Career with Mr. Chopin, 5/4/09

Learning Outcomes - 2/18/09-2/09/09
Studying to take State of Louisiana Architectural Registry Exam Series (9 tests) Summer, 2009
Visit at Bossier Technical School, Ken Knoll Class, 5/7/09.

Faculty Development Seminar Placement Test - 8/19/09

QEP Luncheon - 4/16/09
Administration of the ACT - Student Survey Administration of CCSSE Survey

Accelerated Learning - 8/14/09

Using Sympodium - 4/14/09

QM Training - 8/19/09

Ed Thomas
Attended Mr. Scott's Math 099 and Math102 classes at least twice a week
Attend Mr. Carleton's Retirement Reception 4/26/09

Meeting with Rick Voorhies and Sherri Huffman - 4/16/09

Learning With Chalk - 3/20/09

Learning Outcomes 2/18/09

Frank Viviano
BPCC 1st Student Success Course Intervention - 6/21/09
Recruiting Visits to Parkway High, Bossier High and Associated General Contractors 11/12/08
2008 - 2009 Planning Council Subcommittee Access & Success

Cavalier Connection - 8/4-8/7/08
LSU-S/BPCC Luncheon 2/27/09
2008 - 2009 Annual Drive Campaign Committee 7/11/08

Quality Matters Training for Division Chairs 8/6/08
Chancellor's Welcome Back Breakfast 7/25/08

Mathematics Course Progression/QEP 8/14/08
Faculty/Staff Orientation 8/18/08

Faculty Development Seminar; Vista 8/19/08

e-College Training Workshop 9/8/08

BPCC Staff Senate “Stress Management” 9/12/08

Nominee committee for Excellence in Teaching Award 9/28/08

BPCC and LTC Campuses meeting 10/13/08

Compressed Video’s Meeting 10/13/08

Committee to Revise BPCC Graduation Survey 10/13/08

Advising of Student Athletes for Spring 2009 10/20/08

“Test Construction” Workshop 10/23-10/24/08

QEP Meeting 10/28/08

Committee Meeting to Review Graduation Survey 10/27/08

Financial Forms Training 10/30/08

College Majors Fair 11/12/08

BPCC Staff Senate “Peter Bielagus, Distinguished Speaker Series” 11/13/08

Signing Ceremony for BPCC and LSUS 11/17/08

HR: Interview for Dean of Cyber Information Technology 12/5/08

Check Presentation for BPCC’s Working Audit Program 12/11/08

Signing Ceremony for BPCC and NSU 12/18/08

BPCC 1st Core Team 1/28/09

BPCC 1st Coach and Data Facilitator Meeting 2/5/09

BPCC 1st Partnering for Student Success Luncheon for High School 2008 - 2009 Annual Drive Advisory Committee Meeting

BPCC Summer Graduation 7/31/08

Training presented by Office of State Travel 8/12/08

Schedule Changes 8/21/08

2008 - 2009 Annual Drive; Advisory Committee “BPCC: Changing Lives, Creating Futures” 10/7/08

Veterans Day Ceremony 11/11/08

BPCC Fall Graduation 12/17/08

Faculty/Staff Breakfast 1/12/09

New Faculty/Staff Orientation 1/15/09

Administration of the ACT - Student Opinion Survey to students in selected class. (MATH 102-52) 4/14/09

Administration of the ACT - Student Opinion Survey to students in selected class. (MATH 112-51) 4/14/09

Technical Education Advisory Committee Meeting 4/17/09

LCTCS Annual Conference 4/23-4/25/09

“Breakfast of Champions” 5/5/09

BPCC Graduation 5/15/09
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/6/09</td>
<td>Counselors</td>
</tr>
<tr>
<td>2/18-2/19/09</td>
<td>“Learning Outcomes” Workshop</td>
</tr>
<tr>
<td>3/18/09</td>
<td>2008-2009 Annual Report Training</td>
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<tr>
<td>3/18/09</td>
<td>Achieving the Dream Commu</td>
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<tr>
<td>3/20/09</td>
<td>College Counts</td>
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<tr>
<td>3/20/09</td>
<td>“Learning With Chalk” Workshop</td>
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<tr>
<td>3/27/09</td>
<td>Staff Development “Assertiveness Training”</td>
</tr>
<tr>
<td>4/6/09</td>
<td>BPCC and NSU Signing Agreement</td>
</tr>
<tr>
<td>4/16/09</td>
<td>BPCC 1st Coach and Data Facilitator Meeting</td>
</tr>
<tr>
<td>4/23/09</td>
<td>Chancellor candidates visit</td>
</tr>
<tr>
<td>5/27/09</td>
<td>Groundbreaking for athletic fields</td>
</tr>
</tbody>
</table>

**Stacey Black**

- Learning Outcomes Workshop- 2/18/09-2/19/09
- Using the Sympodium - 8/14/09
- Mathematics Course Progression/QEP - 8/14/09
- Vista Workshop- 8/19/09
- Faculty Placement Test Practice - 8/19/09
- Teaching Troubles Students: Campus Policy and Threat Assessment - 4/30/09
- Quizdom Demostration - 4/9/09

**Edward Chopin**

- Learning Outcomes - 2/18/09-2/19/09
- The CAD Academy at LTC Monroe, La. - 2/18/09
- Using the Sympodium - 8/14/08
- General Education Competencies - 8/14/08
- Faculty Placement Test Practice - 8/13/08
- Vista Workshop - 8/19/09
- Academic Appeals Committee 10/10 Meetings
- Recruiting effort at Caddo Career & Technology Center.
- Six hours administering CAD Challenge Exam to students at the CC&TC.
- Conversation with follow-up letter to principal at North Desoto High School for recruiting purpose/possible
Sharon DeCarlo  
Vista Workshop - 8/19/09  
Recruiting and Retaining the Students of Tomorrow (e-seminar)  
Using the Sympodium - 4/14/09  
Mathematics Course Progression (QEP), Microsoft Vista Workshop, Learning Outcomes - 2/18/09-2/19/09  
Learning with Chalk 3/20/09  

Donna Densmore  
Using the Sympodium - 8/14/08  
Quality Matters Training 8/19/09  
Faculty Placement Test Practice 8/19/09  
e-College Training workshop 9/8/08  
Learning Outcomes 2/18/09-2/19/09  

William Jason Downey  
Learning Outcomes Workshop - 2/18/09-2/19/09  
Attended two seminars hosted by Dr. Richard Mabry at LSU-S which covered selected topics in mathematics and which were relevant in providing applications of math taught at BPCC. (for example, Venn diagrams of high-ordered sets including semetric) Dates of these visits were September 19, 2008 and February 13, 2009.  
October 2, 2008 attended a BPCC 1st meeting with core team with Dr. Rick Vorhees. November 12-13 met with Dr. Vorhees and data facilitator, Mrs. Huffman. January 28, 2009 reviewed data for BPCC 1st with core team. February 5, 2009 met with Dr. Vorhees and Mrs. Huffman concerning intervention data. March 17, 2009 Core team met to discuss final visit from Dr. Vorhees. April 16, 2009 attended lunchen with Dr. Vorhees and Mrs. Huffman along with our Math 097 faculty to discuss intervention strategies.  

Virginia Eaves  
Visit Workshop - 8/19/08  
"Softchalk Innovators" Webinar - 11/20/08  
Test Construction Workshop by Jennifer Hyrd - 10/23/08  
Learning Outcomes Workshop by Dr. Don Prickel - 2/18/09  

Deanna Hardy  
Learning Outcomes - 2/18/09-2/19/09  
LADE Conference in Alexandria - 10/15/09-10/17/09  
Using the Sympodium - 8/14/08  
Mathematics Course  

Learning With Chalk - 3/20/09  
Teaching Troubled Students - 4/30/09  
MyMathLab Development Summit for Pearson Education, Glenview, Illinois 2/13/09-2/14/09  
AMATYC, ICTCM, LCTCS, 4th Annual Indiana Math Teaching & Technology Conference  
Glenview MML Development Summit  
AMATYC, ICTCM, LCTCS, 4th Annual Indiana Math Teaching & Technology Conference  
Glenview MML Development Summit  
ADP Algebra II Judgement Study  

ADP Algebra II Judgement Study  

Member of the Advisory Committee for the Associates of Applied Science at BPCC -
**SIGNIFICANT CONTRACTS OR GRANTS**

The amount for equipment purchased from the Library, Scientific, and Educational Equipment Fund

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**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Donna Densmore wrote PowerPoint slides for Trigsted College Algebra, 1st Edition.

Donna Densmore presented at the ICTCM, College Algebra Option 6, 4th Annual Indiana Math Teach & Technology Conference- Keynotes and two Breakfast Sessions and the LCTCS, My MML Road Trip, Dual Enrollment.

William Jason Downey arranged the "Learning with Chalk" workshop held on March 20, 2009 per the responsibilities outlined in the QEP for his position as Math Coordinator.

Linda Sonnier - Recruiting Poster - Have You Thought About a Career in the Business of Construction? Recruiting Presentation - Self-running narrated presentation describing the program, the career potential and campus life in Construction Technology at BPCC. (in production - completion date 5/01/09) Once approved by public relations department, the CD can be shown to potential students and provided to guidance counselors, professional organizations and the library.

**SIGNIFICANT CONTRACTS OR GRANTS**

The amount for equipment purchased from the Library, Scientific, and Educational Equipment Fund

<table>
<thead>
<tr>
<th>Miles Hitchcock</th>
<th>Vista Workshop - 8/19/08</th>
<th>Quality Matters Advanced Training</th>
<th>Learning With Chalk 3/20/09</th>
<th>Using the Sympodium - 8/14/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cynthia McCreary</td>
<td>Learning With Chalk Workshop - 3/20/09</td>
<td>Served as Secretary on the Technical Education Advisory Committee</td>
<td>Member of the Staff Senate</td>
<td></td>
</tr>
<tr>
<td>Karen Moore</td>
<td>Learning With Chalk Workshop - 3/20/09</td>
<td>Using the Sympodium - 8/14/08</td>
<td>Faculty Placement Test Practice - 8/19/08</td>
<td>Achieving the Dream Strategy Institute - 2/17/09</td>
</tr>
</tbody>
</table>
was $3643 for 2008-2009.

Allan Pratt was awarded a Student Technology Fee Proposal for $20,878 to purchase computers and monitors for the technical education laboratories.

Linda Sonnier reached an agreement by NW Louisiana Chapter of Associated General Contractors to sponsor a Student Chapter of AGC for Bossier Parish Community College Construction Technology students. This opens the door for our students to apply for scholarships through the ACG program, and to participate in their National Student Championship and Outstanding Student Chapter award programs.

Linda Sonnier reached an agreement (in principle) to work with Bossier Parish Technical School principal Carol Jean Johnston with a goal of providing an integrated and sequenced program for students who wish to pursue Construction Technology Certification at BPCC.

Edward Chopin worked with the BPCC grants office to prepare a Carl Perkins Grant for new large format plotter for room E-214, Math/CAD Lab.

ACADEMIC PROGRAM REVIEW

An academic program review was conducted on the Associate of Applied Science in Industrial Control Systems.

STRATEGIC PLANNING

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
Implement the "Early Warning System in Developmental Mathematics."

Performance Indicators
Assessment results of the pilot sections of Math 097.

Assessment Results
The "Early Warning System in Developmental Mathematics" was terminated because the grant
funds were used. It was decided not to continue this program.

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**

**Department Measurable Strategy**
In the Division, the faculty will attend faculty development workshops.

**Performance Indicators**
Attendance of faculty at faculty development workshops.

**Assessment Results**
Mathematics and technocal education faculty attended many professional developmental 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 developmental workshops.

**Department Measurable Strategy**
Secure funds from library, scientific, and educational equipment 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 $24,521 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 Lumina Foundation Grant.

**Performance Indicators**
Documented results from the Lumina Foundation Grant. The number of students enrolled in the Lumina Foundation Grant classes. The number of sessions of training for the faculty.

**Assessment Results**
There were twelve sections offered of Math 097 Lumina Foundation Grant classes with 161 students.

**Changes Based on Assessment Outcomes**
The same number of Math 097 Lumina Foundation Grant sections will be offered for Math 097
and Math 098 for the 2009-2010 academic year.

Strategy(ies) for the Future
No changes in current strategy.

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

Performance Indicators
Program learning outcome assessments.

Assessment Results
Changes were made on the program learning outcomes for construction technology.

Changes Based on Assessment Outcomes
Review the results of the program learning outcomes and make changes needed to improve results.

Strategy(ies) for the Future
Update the learning outcomes as needed.

Department Measurable Strategy
Implement the QEP.

Performance Indicators
Documented results from QEP strategies. The number of students enrolled in the QEP pilot classes, the number of pilot courses offered, and the number of sessions of training for the faculty.

Assessment Results
There were twelve sections of Math 097 pilot classes offered with 154 students. There were twelve sections of Math 098 pilot classes offered with 177 students. There were four sections of Math 099 pilot classes offered with 98 students.

Changes Based on Assessment Outcomes
An additional eight week class of Math 098 and an eight week class of Math 099 will be offered in spring 2010.

Strategy(ies) for the Future
Document the enrollment in the additional eight week class of Math 099 and determine if this improves the QEP offerings.

Department Measurable Strategy
Conduct an advisory committee meeting.

Performance Indicators
Minutes of the advisory committee meeting

Assessment Results
An advisory committee meeting was held on April 17, 2009.
Changes Based on Assessment Outcomes

It was decided to have two advisory committee meetings next year, one for technical education and one for construction technology.

Strategy(ies) for the Future

Conduct an advisory committee meeting for technical education and an advisory committee meeting for construction technology.

Department Measurable Strategy

Implement the Board of Regents Math Computers grant and the Board of Regents Elementary Teachers grant.

Performance Indicators

Final Report to the Board of Regents.

Assessment Results

The equipment was purchased and used in the classroom.

Changes Based on Assessment Outcomes

No changes based on the assessment outcomes.

Strategy(ies) for the Future

Continue to update mathematics and technical education classrooms and laboratories.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2008-2009 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.

To date, 15 AST students have attempted the PPST. All of them have passed math on the first attempt.

Enrollment in the Certificate of Technical Studies in Construction Technology has increased and will continue to increase because of recruitment.

Fall 2008 retention rates were as follows: Math 097 was 91.5%; Math 098 was 89%; Math 099 was 81.8%; Math 102 was 77.3%. This was a small increase from fall 2007.

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 program.

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.

Prepare a proposal to add an AAS in Construction Technology and Management.

Write a Workforce Development grant proposal to be submitted concurrently with the AAS in Construction Technology and Management degree proposal.

Initiate a 2+2 arrangement from BPCC's Associate of Applied Science in Industrial Control Systems to Northwestern State University's Bachelor of Science in Electronics Engineering Technology.
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 Off-Campus Studies Division has had a successful 2008-2009 academic year, as reflected in our total enrollment at our off campus sites of Minden High School and the Willis Knighton Education Center, that includes participation of high school students in the Early Start Program (formerly Dual Enrollment Program). Enrollment has increased from 1109 students in 2007-2008 to 1137 students, which includes 513 high school students enrolled in the Early Start Program. Students participating in the Early Start Program during the fall 2008 semester comprised 4.8% of Bossier Parish Community College's total enrollment and comprised 6% of Bossier Parish Community College's total enrollment for the spring 2009 semester. The Early Start Program continues to make a tremendous impact on our Division and has contributed immensely to the total enrollment as a whole for Bossier Parish Community College.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Petra Battlefield</td>
<td>Christmas Show Committee&lt;br&gt;member/2008-2009&lt;br&gt;Finance Training/Travel-August 12, 2008&lt;br&gt;Microsoft Vista Workshop-September 25, 2008&lt;br&gt;Financial Forms Training-October 30, 2008&lt;br&gt;Staff Development Presentation by Staff Senate-Peter Bielagus-November 12, 2008&lt;br&gt;Annual Report Training by Staci</td>
<td>Jack Sanders concert-November 12, 2008&lt;br&gt;BPCC &amp; LSUS Signing Ceremony-November 17, 2008&lt;br&gt;Christmas Show Committee Meeting-November 18, 2008&lt;br&gt;Staff Senate Appreciation-December 5, 2008&lt;br&gt;Hospitality Committee Christmas Luncheon/Meeting-December 17, 2008&lt;br&gt;Christmas Show Committee</td>
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</tbody>
</table>
Phillips, Director of Institutional Research & Assessment-March 19, 2009
Financial Forms Training-March 25, 2009
Staff Senate-Assertiveness Training presented by Tammi Rider-March 27, 2009

Meeting-January 22, 2009
Guest Artist Series Performance-ULM Music Faculty Recital-January 27, 2009
Guest Artist Series-The Red River Winds-February 6, 2009
Women's History Month-Donna Curtis-Executive Director, Shreveport Green-March 3, 2009
Chancellor Candidates FORUM Day-April 22, 2009
LCTCS Annual Conference volunteer-April 24, 2009
Mr. Carleton Retirement Reception-April 26, 2009
End-Of-Year Luncheon/Meeting-May 15, 2009
Staff Senate "Fiesta"-May 20, 2009
BPCC Foundation "Nascar" event-May 27, 2009

Ron Mitchell
Fall 2008 Innovative Mathematics Courses-August 2008
Division Chair Planning Retreat-August 8, 2008
Staff Senate Luncheon (Stress Management)-September 12, 2008
Microsoft Windows Vista Workshop-September 25, 2008
Financial Forms Training-October 30, 2008

Caddo Parish School Board Spring Showcase of Dual Enrollment Programs-February 25, 2009
LSUS Region VII Service Education Center-Quality Educator's Roundtable Meeting-April 2009
BPSB Carl Perkins, Basic Grant - Bossier Instructional Center-May 4, 2009
Region 7 North Central Annual Meeting-LTC Minden-Dual Enrollment Workshop-May 2009

KTBS Channel 3 Operation A+-August 7, 2008
Articulation Agreement signing-BPCC Telecommunications Department and Grambling State University-August 21, 2008
Under the BPCC Bigtop-August 26, 2008
Early Start Program meeting with Caddo Career & Technology Center-August 11, 2008
BPCC Annual Health Fair-September 9, 2008
Job Placement Office-Job Fair-September 19, 2008
BPCC First-Partnering for Student Success Breakfast-October 2, 2008
Early Start Program presentation-Caddo Career & Technology Center-October 2008
Early Start Program presentation-CPSB principals-October 2008
Fall Family Fest-October 11, 2008
Coffeehouse Series presents Valerie Custer-October 23, 2008
BPCC Student Government Association and the LSU-S College Republicans Debate-October 27, 2008
Veterans Day Program- November 4, 2008
NSU 10th Annual Basketball Extravaganza @ BPCC Athletic Facility-November 10, 2008
Jack Sanders concert-November 13, 2008
BPCC and LSUS Signing Ceremony-November 17, 2008
Savoir Faire reception-December 2, 2008
Greater Bossier Economic Development Foundation check presentation-December 11, 2008
Fiftieth Commencement Exercises-December 17, 2008
BPCC and NSU Signing Ceremony-December 18, 2008
Guest Artist Series Performance-ULM Music Faculty Recital-January 27, 2009
Meeting by Dr. May, LCTCS-February 4, 2009
Spring Family Fest-March 28, 2009
Early Start Program presentation-Southwood High School-March 2009
OGB Benefits Fair-April 14, 2009
LCTCS Annual Conference-April 23-25, 2009
Retirement Celebration for Mr. Carleton-April 26, 2009
BPCC "Working Adults Support Program" and Shreveport Chamber of Commerce "Breakfast of Champions"-May 5, 2009
Fifty-first Commencement Exercises-May 15, 2009
Hospitality End of the Year Luncheon-May 15, 2009
Groundbreaking for Athletic Fields-May 27, 2009

STRATEGIC PLANNING

**Department Measurable Strategy**
Utilize outcomes of service survey to improve service at off-campus sites.

**Performance Indicators**
Off-Campus Studies Service Survey data.

**Assessment Results**
99% of 232 students surveyed agree classes are offered at convenient times and meet their needs.
19% of the respondents gave no answer.

**Changes Based on Assessment Outcomes**
Increase of 8% from academic year 2008-09.

**Strategy(ies) for the Future**
Administer service survey once per academic year.

**Department Measurable Strategy**
Make available all professional development programs and workshops to Off-Campus Studies adjunct instructors 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 notification. There was no participation.

**Changes Based on Assessment Outcomes**
There was no participation reported to the Dean 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 Dean.

**Department Measurable Strategy**
Increase student participation in the Early Start Program.

**Performance Indicators**
Number of participants enrolled in the Early Start Program.

**Assessment Results**
505 unduplicated students enrolled generating a 6.5% increase in enrollment.

**Changes Based on Assessment Outcomes**
Increase of 30 students from 2007-08 to 2008-09.

**Strategy(ies) for the Future**
Remain in contact with high school principals and counselors in an effort to continue the interest in the Early Start Program.

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

**Performance Indicators**
Course learning outcome assessments

**Assessment Results**
Collected course learning outcome assessments from faculty and presented them to the
appropriate Division Dean 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.

**Department Measurable Strategy**
Utilize local advertising and provide class schedules to the outlying communities.

**Performance Indicators**
Number of ads in the local newspaper and number of class schedules distributed.

**Assessment Results**
10 advertisements in local newspapers and 1,000 academic bulletins distributed.

**Changes Based on Assessment Outcomes**
10 advertisements in local newspapers and an increase in distribution from 900-1000 academic bulletins.

**Strategy(ies) for the Future**
Use current methods of advertising and distribution.

**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 505 students is indicative of the importance placed on the Early Start Program by public school systems and administrators. This figure reflects a 6.5% increase in the Early Start Program enrollment from the 2007-08 academic year. The Early Start Program percentage of the total BPCC student enrollment increased from 4.8% in the fall 2008 semester to 6% in the spring 2009 semester.

**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 2009-2010 academic year; promote the Early Start Program in Bossier, Caddo, Webster, and Claiborne parishes; work to establish dual enrollment courses, specifically at Benton High School and Minden High School.
Division of Academic Affairs  
Division of Science and Allied Health  

EMPLOYEE LISTING  

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

Classified staff  
Linda Stark, Administrative Assistant III  
Wanda Buckley-Coody, Administrative Coordinator III  
Tonia Sharp, Administrative Coordinator III  

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.  
Kim Cox, M.Ed  
Rick Jones, M.Ed.  
Vernon Leggett, Jr., D.D.S.  
Charles Reed, M.S.  
Al Smith, M.Ed  
Pam Tully, M.S.  
Constance Winter, M.P.H.  

Assistant Professor  
Judith Coston, M.S.  
Cammie Emory, M.S.  
Kenneth D. Franks, M.S.  
Danny Hoston, M.S.  
Roishene Johnson, M.S.  
Sandra Vickers, M.A.  

Instructor
DIVISION SUMMARY

During the 2008-2009 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 reaccreditation of the Paramedic program, completion of the self-study for reaccreditation of the Phlebotomy program, initial development of the Occupational Therapy program, successful sponsorship of the Region I Science and Engineering Fair, Get Smart teacher institute, and M.A.S.H. program for high school students. We also experienced the continued improvement of student learning through identification and implementation of improvement strategies.

Barbara Custer joined the Division as the program director for the Occupational Therapy Assistant program and Tonia Sharp was hired as an Administrative Coordinator III.

The Division offered 417 course sections in the disciplines of allied health, biology, biotechnology, chemistry, emergency medicine, medical office specialist, microbiology, physical therapy assistant, pharmacy technician, physical science, physics, surgical technology, and zoology. Two hundred two 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 35th Louisiana Region I Science and Engineering Fair was held on February 5 and 6. Five hundred thirty students from grades four through twelve, representing Caddo, Bossier, Red River, Desoto, and Webster parishes competed in seventeen categories. 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 120 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 Reno, Nevada.

In summer 2008, BPCC hosted the "Get Smart" three week training course for thirty third and fourth grade science and math teachers from Bossier, Caddo, and Webster parishes. Two master teachers from the Bossier Parish School system, Cammie Emory, Judith Coston, and Virginia Eaves served as coordinators and facilitators for the program. The training focused on integration of math and science concepts. Teachers attended a combination of lecture, computer-based, and hands-on activities to attain skills that would assist them in teaching state-mandated concepts.

Tara Breeland and Roishene Johnson participated in the year long S.T.A.R. program sponsored by the National Science Foundation. The purpose of the program was to increase science teaching effectiveness with an emphasis on active learning.

The faculty and staff supported the institution through sponsorship of student organizations, involvement in student activities and participation in recruiting activities.

**ADVANCED DEGREES OR CERTIFICATIONS**

* Masters of Healthcare Administration - Jason Bordelon
* Masters of Health Science - Angie Bridges-Cameron
* Advanced Cardiac Life Support Instructor - Angie Bridges-Cameron
* Neonatal Resuscitation Provider - Angie Bridges-Cameron
* Advanced Cardiac Life Support Instructor - Allison Earl
* Basic Life Support Instructor - Michael Houston
* Basic Life Support Instructor - Paul Lowe
* Certified Asthma Educator - Paul Lowe
* Advanced Cardiac Life Support Instructor - Paul Lowe
* Advanced HazMat Life Support Provider and Instructor - Jeff Anderson
* Street Level Airway Management Provider - Jeff Anderson
* Critical Care EMT Paramedic - Jeff Anderson
* Certified ServSafe Instructor and Registered ServSafe Proctor - Paula Rhoades
* Air Command College graduate - Al Smith

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

* Alan Copping Award for Excellence in Teaching - Michael Houston
* NISOD Teaching Excellence Award - Kerry McNamara
* Director's Award, Region I Science and Engineering Fair - Ty Bryan
* 2008 Chancellor's Faculty Award for Outstanding Service - Laura Bryant
* Promoted to Assistant Professor - Sandra Vickers
* Promoted to Associate Professor - Kim Cox
* Promoted to Associate Professor - Al Smith
* Promoted to Assistant Professor - Roishene Johnson

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
</table>
| Jeff Anderson | Critical Care EMT-Paramedic (May, 2008)  
Learning Outcomes by Dr. Prickel (February 8-9, 2009) | Bureau of EMS Instructor Workshop, Bossier City Fire Dept., (November 13, 2009)  
Gatherings of Eagles, Dallas, TX, (February 20-21, 2009)  
NREMT Item Writing Committee, Columbus, OH, (April 16-18, 2009)  
FISDAP Item Writing Workshop, Frisco, TX, (November 27-28, 2009) | |
| Bob Boykin    | Test Construction by Jennifer Hurd (October 23-24, 2008)  
DNA sequencer training (October 3, 2008)  
Learning Outcomes by Dr. Don Prickel (February 20, 2009) | Strategies for Success Science Workshop - Baton Rouge, (October 11, 2008) | |
| Kelley Corkern | Cytoxicity Assay by Jill Williams (May 9, 2008)  
Learning Outcomes by Dr. Prickel (February 20, 2009) | | ISEF, Atlanta, GA (May 9-15, 2008)  
ISEF Research Rules, Washington, DC, January 16-18, 2009 |
| Judith Coston | Basic Podcasting Workshop (April 21, 2009)  
Laboratory Acquired Infections, Ruston, LA, (October 17, 2008) | |
<table>
<thead>
<tr>
<th>Barbara Custer</th>
<th>Learning Outcomes (February 18-19, 2009)</th>
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<tbody>
<tr>
<td></td>
<td>Blackboard training (April 21, 2009)</td>
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<tr>
<td>Cammie Emory</td>
<td>Promotion Committee in-service (February 12, 2009)</td>
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<td>DNA sequencer (October 3, 2008)</td>
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<td>Learning Outcomes with Dr. Prickel (February 18-19, 2009)</td>
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<td>Using the Symposium (December 19, 2008)</td>
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<td>Test Construction (October 23-24, 2008)</td>
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<td>Classroom Performance System Training (June 27, 2008)</td>
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<td>Faculty Placement Test Practice (August 19, 2008)</td>
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<td>VISTA training (August 19, 2008)</td>
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<tr>
<td>Rick Jones</td>
<td>Seminar on Symposium (August 19, 2008)</td>
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<td>Math Classes (August 19, 2008)</td>
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<td>Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)</td>
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<td>Webinar on E-College (April 22, 2009)</td>
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<tr>
<td>Tara Breeland</td>
<td>Using the Symposium (August 14, 2008)</td>
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<td>Effective Assessment Design (August 14, 2008)</td>
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<td>Test Construction by Dr. Jennifer Hurd (October 23-24, 2008)</td>
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<td>DNA sequencer training (December 17, 2008)</td>
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<td>Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)</td>
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<tr>
<td>Ty Bryan</td>
<td>Cytotoxic Assay by Dr. Jill Williams (May 9, 2008)</td>
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<td></td>
<td>Using the Symposium (August 14, 2008)</td>
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<td>DNA Sequencer training by Applied Biosystems (October 3, 2008 &amp; December 17, 2008)</td>
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<td>STAR Mini-Institute on Scientific Teaching Assessment &amp; Resources, LSU-Baton Rouge, LA, (January 6-9, 2009)</td>
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<td></td>
<td>AOTA annual conference &amp; expo, Houston, TX, (April 22-26, 2009)</td>
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<td>National Science Teachers Association, New Orleans, LA, (March 20-21, 2009)</td>
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<td>Health Heart, On-line, (November 29, 2008)</td>
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<td>Bone Health and Disease, On-line, (December 10, 2008)</td>
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<td>LCTCS Annual Conference, Shreveport, LA, (April 23-24, 2009)</td>
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<tr>
<td>Laura Bryant</td>
<td>Accelerated Learning @ BPCC  (August 14, 2008)</td>
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<td>VISTA training (August 19, 2008)</td>
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<td>Part 1 Camtasia Studio (November 5, 2008)</td>
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<td>Part 2 Camtasia Studio: Advanced (November 12, 2008)</td>
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<td>Learning Outcomes (February 18-19, 2009)</td>
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<td>Cytotoxicity Assay (May 9, 2008)</td>
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<tr>
<td>Kim Cox</td>
<td>Accelerated Learning at BPCC (August 14, 2008)</td>
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<td>VISTA training (August 19, 2008)</td>
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<td>VISTA (August 19, 2008)</td>
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<td>Learning Outcomes (August 14, 2008)</td>
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<tr>
<td>Kenneth D. Franks</td>
<td>Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)</td>
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<tr>
<td>Name</td>
<td>Events</td>
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<tr>
<td>Paulette Holt</td>
<td>Effective Assessment Design Seminar (August 14, 2008)</td>
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<td>Learning Outcomes by Dr. Don Prickel (February 18, 2009)</td>
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<td>Multidisciplinary Symposium, LSU-HSC, Shreveport, LA, (September 25-26, 2008)</td>
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<td>EMS State of the Science a Gathering of Eagles XI, Dallas TX, (February 20-21, 2009)</td>
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<td>Danny Hoston</td>
<td>Classroom Performance System Training (June 27, 2008)</td>
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<td>Effective Assessment Design (August 14, 2008)</td>
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<td>Learning Outcomes (February 18-19, 2009)</td>
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<td>DNA Sequencer (October 3, 2008 &amp; December 17, 2008)</td>
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<tr>
<td>Roishene Johnson</td>
<td>Test Construction (December 19, 2008)</td>
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<td>Quality Matters Training (October 1, 2008)</td>
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<td>STAR Mini-Institute on Scientific Teaching Assessment and Resources, LSU Baton Rouge, LA, (January 6-8, 2009)</td>
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<td>Strategies for Success Science, Baton Rouge, LA, (October 2008)</td>
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<td>Vernon Leggett</td>
<td>Learning Outcomes (September 30, 2008)</td>
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<td>PowerPoint Basics (September 30, 2008)</td>
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<td>Wendy McGee</td>
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<td>Teaching Troubled Students (April 30, 2009)</td>
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<tr>
<td>Terri Mundy</td>
<td>Test Construction (October 23-24, 2008)</td>
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<td>Quality Matters Training Workshop (August 19, 2008)</td>
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<td>Mathematics Course Progression-QEP (October 1, 2008)</td>
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<td>Effective Assessment Design</td>
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<td>Management of Respiratory Tract Congestion; Advanced Topics in Medicare Part D; Total Cholesterol Management; New Approaches to the Long-Term Management of Dry Eye Disease, On-line, (Fall, 2008)</td>
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<td></td>
<td>Pharmacy Technician Workforce and</td>
</tr>
</tbody>
</table>
Workshop (August 14, 2008)
VISTA Workshop (August 19, 2008)
Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)

Practical Approaches to Preventing and Treating Osteoporosis, Computer Webcast, (September 9, 2008 & October 10, 2008)
Louisiana Health System Pharmacist (LSHP) Association Mid-Year Meeting Workshops, Shreveport, LA, (October 11-12, 2008)

Stephenie Alexander Nix
Cytotoxicity Assay (May 9, 2008)
Test Construction (October 23-23, 2008)
DNA Sequencing (December 17, 2008)
Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)

AVMA Medical Association Annual Conference, New Orleans, LA, (July 10-22, 2008)
Strategies for Success Science Workshop, Baton Rouge, LA, (October 11, 2008)
LCTCS Conference, Shreveport, LA, (April 24, 2009)

Charles Reed
Test Construction by Dr. Jennifer Hurd (December 19, 2008)
Learning Outcomes by Dr. Don Prickel, (2/20/09)

Paula Rhoades
Using the Symposium (August 14, 2008)
Quality Matters Training (August 14, 2008)
Learning Outcomes (August 14, 2008)
VISTA (August 14, 2008)
Test Construction by Dr. Jennifer Hurd (October 23-24, 2008)
Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)
NISOD Webinar: Teaching with Technology (March 26, 2009)
Basic PodCasting (April 21, 2009)

Shreveport Dietetic Association, Shreveport, LA (May 20, 2008)
National Restaurant Association for Certified ServSafe Instructor and Registered ServSafe Proctor, Shreveport, LA, (July 16, 2008)
Shreveport Dietetic Association, Shreveport, LA, (September 9, 2008)
LA Dietary Managers Association Fall State Meeting, Marksville, LA, (October 16-17, 2008)
Shreveport Dietetic Association, Shreveport, LA, (February 10, 2009)
LCTCS Annual Conference, Shreveport, LA, (April 24, 2009)
Institute for Natural Resources, Advances in Women's Health, Shreveport, LA, (April 30, 2009)

Al Smith
Mathematics Course Progression/QEP (August 14, 2008)
Using the Symposium (August 14, 2008)
VISTA (August 19, 2008)
Test Construction (October 23-24, 2008)
Learning Outcomes (February 18-19, 2009)

Association of Surgical Technologists Annual Conference, Orlando, FL, (May 20-24, 2008)

Pam Tully
Effective Assessment Design (August 14, 2008)
Using the Symposium (August 14, 2008)
PowerPoint Training (October 6, 2008)

LSCLS Current Issues in Biosafety, Ruston, LA, (October 2008)
2008)
Test Construction (October 23-24, 2008)
Camtasia Studio Part I (November 5, 2008)
Camtasia Studio Part II (November 12, 2008)
Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)

Sandra Vickers
Learning Outcome Workshop (February 19-20, 2009)
Test Construction (October 23-24, 2008)
Sequencing and Fragment Analysis w/Genetic Analyzer Training (October 3, 2008 & December 17, 2008)
VISTA (August 19, 2008)
Classroom Performance System Training (June 27, 2008)
QM Rubric Training (October 2, 2008)
Effective Assessment Design (August 14, 2008)
QM Training (August 19, 2008)
Using the Sympodium (August 14, 2008)
Cytotoxicity Assay (May 9, 2008)

Charlotte Ware
Learning Outcomes (August 14, 2008)
Effective Assessment Design (August 14, 2008)
VISTA (August 19, 2008)
Test Construction (October 23-24, 2008)

Juanita Wheeler
Test construction (October 23-24, 2008)

LCTCS Annual Conference, Shreveport, LA, (April 24, 2009)
Obesity and Breast Cancer, Fiest-Willer Cancer Center, LSUHCS Shreveport, LA, (November 7, 2008)
Teaching w/ Technology: Advancing Student Success, NISOD Webinar Series, (April 26, 2009)

Coding & Billing in Practice, Dallas, TX, (May 10, 2008)
Initial Hospital Visit/EM Codes, Shreveport, LA, (May 13, 2008)
Coding Roundtable, Shreveport, LA, (June 13, 2008)
National AAPC Conference Update, Shreveport, LA, (August 12, 2008)
Health Care Quality Improvement, Shreveport, LA, (August 27, 2008)
Beginning the Transition to ICD-10, AHIMA Webinar, (September 9, 2008)
Coding Edge Journal Test, (September 11, 2008)
Pediatric vs. Adult Nephrology, Shreveport, LA, (October 14, 2008)
RACs and Their Effect on Coding, Shreveport, LA, (February 10, 2009)
Coding Roundtable, Monroe, LA, (February 13, 2009)
2009 Insurance Updates, Shreveport, LA, (March 10, 2009)
National AAPC Conference Update, Shreveport, LA, (April 14, 2009)
LHIMA State Convention, Monroe, LA, (April 22-24, 2009)

Bureau of EMS Instructor Update, Bossier City, LA, (November 10, 2008)
<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Constance Winter</td>
<td>Using the Symposium (August 14, 2008)</td>
<td>(August 14, 2008)</td>
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<td>Effective Assessment Design (August 14, 2008)</td>
<td>(August 14, 2008)</td>
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<td>VISTA (August 19, 2008)</td>
<td>(August 19, 2008)</td>
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<td>Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)</td>
<td>(February 18-19, 2009)</td>
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<td>Bioethics of Memory and Mood Control, on-line, (November 22, 2008)</td>
<td>(November 22, 2008)</td>
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<td>Anxiety Disorders, on-line, (November 22, 2008)</td>
<td>(November 22, 2008)</td>
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<td>Angie Bridges-Cameron</td>
<td>SPS Text Analysis for Surveys, On-line, (June 3, 2008)</td>
<td>(June 3, 2008)</td>
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<td>IRB Basics Training and Education, LSUHSC, Shreveport, LA, (September 25, 2008)</td>
<td>(September 25, 2008)</td>
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<td>LSRC Fall Convention, Diamond Jack's Casino &amp; Resort, Bossier City, LA, (October 16-17, 2008)</td>
<td>(October 16-17, 2008)</td>
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<td>LSUHSC Item Writing Workshop, LSUHSC - Shreveport, LA, (February 26, 2009 &amp; April 30, 2009)</td>
<td>(February 26, 2009 &amp; April 30, 2009)</td>
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<td>LSRC State Convention, Baton Rouge, LA, (April 15-17, 2009)</td>
<td>(April 15-17, 2009)</td>
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<td>Ashley Dulle</td>
<td>General Education Competencies Seminar (August 14, 2008)</td>
<td>(August 14, 2008)</td>
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<td>Orientation at the Library for New Faculty (August 15, 2008)</td>
<td>(August 15, 2008)</td>
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<td>Helping Students Succeed, Blackboard Webinar, (May 27, 2008)</td>
<td>(May 27, 2008)</td>
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<td>AARC Summer Forum, Phoenix, AZ, (July 11-13, 2008)</td>
<td>(July 11-13, 2008)</td>
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<td>LSRC Fall Convention, Bossier City, LA, (October 16-17, 2008)</td>
<td>(October 16-17, 2008)</td>
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<td>LSUHSC Item Writing Workshop, LSUHSC Shreveport, LA, (February 26, 2009 &amp; April 30, 2009)</td>
<td>(February 26, 2009 &amp; April 30, 2009)</td>
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<td>LSRC State Convention, Baton Rouge, LA, (April 15-17, 2009)</td>
<td>(April 15-17, 2009)</td>
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<td>Allison Earl</td>
<td>LSRC Fall Convention, Bossier City, LA, (October 16-17, 2008)</td>
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<td>Kimberly Gagnard</td>
<td>LSRC Fall Convention, Bossier City, LA, (October 16-17, 2008)</td>
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<td>LSRC State Convention, Baton Rouge, LA, (April 15-17, 2009)</td>
<td>(April 15-17, 2009)</td>
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<td>Tim Gilmore</td>
<td>LSRC Fall Convention, Bossier City, LA, (October 16-17, 2008)</td>
<td>(October 16-17, 2008)</td>
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<tr>
<td>Name</td>
<td>Courses</td>
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</table>
LSUHSC Item Writing Workshop, LSUHSC Shreveport, LA, (February 26, 2009 & April 30, 2009) |
| Paul Lowe          | LSUHSC Item Writing Workshop, LSUHSC Shreveport, LA, (February 26, 2009 & April 30, 2009)  
AARC International Respiratory Congress, Anaheim, CA, (December 13-15, 2008)  
LSUHSC Fall Convention, Bossier City, LA, (October 16-17, 2008)  
FEMA National Incident Management System Certified, LSUHSC Shreveport, LA, (March 13, 2009)  
LSRC State Convention, Baton Rouge, LA, (April 15-17, 2009) |
| Carolyn Burroughs | Test Construction by Dr. Jennifer Hurd (October 23-24, 2008)  
Classroom Performance System Training (June 27, 2008)  
Course Eval Web-based Course Assessment (January 30, 2009)  
Learning Outcomes by Dr. Don Prickel (February 18-19, 2009)  
Strategies for Success Workshop, Baton Rouge Community College, (October 11, 2008)  
NISOD International Conference on Teaching and Leadership Excellence, Austin, TX, (May 25-28, 2008)  
Pioneering Partnerships Biomed Research Foundation, Shreveport, LA, (June 12, 2008)  
2009 LCTCS Annual Conference, Shreveport, LA, (April 23-25, 2009) |
| Wanda Buckley-Coody| Financial Forms Training (October 30, 2008)  
LCTCS Annual conference, Shreveport, LA, (April 24, 2009)  
National Academic Advising Association Annual Conference, New Orleans, LA (May 4-6, 2009) |
| Sandra Partain     | Financial Forms, (October 30, 2008)  
Assessment of General Education Competencies, (January 14, 2009)  
Learning Outcomes, (February 18-19, 2009) |
| Marilyn Persley    | DNA Sequencer Training, (October 3, 2008 & December 17, 2008)  
Assertiveness Training, (March 27, 2009)  
Cytotoxicity Assay, (April 6, 2009)  
P.A.C.E. - Louisiana Society for clinical Laboratory Science, Current Issues in Biosafety and Laboratory Acquired Infections, Ruston, LA (October 17, 2008) |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

* Bob Boykin - "Team Building", LCTCS Annual Conference, Shreveport, LA; April 23, 2009

* Charles Kelley Corkern - "ISEF Pre-College Research Rules", Atlanta, GA; May 12, 2009

* Laura Bryant - "Supervision and Practice of a PTA in Louisiana", LSUHSC, Shreveport, LA; June 25, 2008

* Elaine Cox - "Eugenics", South wood High School, Shreveport, LA; November 7, 2008

* Elaine Cox - "PTC for LaSip", BPCC, Bossier City, LA; November 1, 2008 and July 25, 2008

* Elaine Cox - "DNA Extraction and Fingerprinting", BPCC, Bossier City, LA; November 21, 2008

* Elaine Cox - "Food-borne Illness", BPCC, Bossier City, LA; September 10, 12, 2008

* Kim Cox - "Careers in Physical Therapy", Caddo Career and Technology Center, Shreveport, LA; October 28, 2008


* Ashley Dulle - "Updates to the Management of Pediatric Asthma", University of Texas Health Science Center, San Antonio, TX;

* Ashley Dulle - "Pediatric Asthma Update: LSRC Fall Convention, Bossier City, LA; October 17, 2008

* Ashley Dulle - "Caring for the Patient with COPD who is Refractory to Therapy", LSRS State
Meet., New Orleans, LA; April 15, 2009

* Roishene Johnson - "Form Follows Function", STAR Institute, Baton Rouge, LA; January 8, 2009

* Wendy McGee - "Cardiac Arrhythmias and ACLS", Barksdale Air Force Base; July 25, 2008

* Sandra Partain - "College Major Fair", BPCC, Bossier City, LA; November 12, 2008

* Sandra Partain - "Caddo School Board's Plan for Tomorrow", Shreveport, LA; December 3, 2008

* Paula Rhoades - "Heart Health Eating", Mooringsport, LA; June 17, 2008

* Juanita Wheeler - "Paramedic Accreditation", Bureau of EMS Instructor Update, Bossier City, LA; November 10, 2008

SIGNIFICANT CONTRACTS OR GRANTS

* Microbiology Equipment - Judith Coston; BPCC Student Technology, $1,825

* Laboratory Balances - Judith Coston; BPCC Student Technology, $1,599

* BROM and CROM - Cammie Emory, Kim Cox; BPCC Student Technology, $4,874

* Camera and Projector - Ty Bryan; BPCC Student Technology, $3,027

* Gel Documentation System - Elaine Cox; BPCC Student Technology, $342

* Gel Electrophoresis - Elaine Cox; BPCC Student Technology, $1,720

* Thermal Printer - Elaine Cox; BPCC Student Technology, $1,484

* Mock Licensure Exams - Kim Cox, Paula Rhoades; BPCC Student Technology, $2,240

* Pharmacy Technician Software - Terri Mundy; BPCC Student Technology, $1,530

* Classroom Presentation Equipment - Paula Rhoades; BPCC Student Technology, $8,116

* Enhancement of Surgical Technology - Al Smith; Board of Regents, $32,685

* Cholestec LDX System - Sandra Vickers; BPCC Student Technology, $6,203

* 3M Encoder Software - Charlotte Ware; BPCC Student Technology, $2,277
ACADEMIC PROGRAM REVIEW

All programs offered by the Division of Science and Allied Health were reviewed with regard to program statistics, resource availability, graduate and employer input, and student mastery of learning outcomes. Based on assessment data, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2009-2010 academic year.

EMT PARAMEDIC

Outcomes for 2008-09 Improvement Strategies: (1) "Increase the clinical experience for paramedic students by improving preceptor training." The faculty worked with the Shreveport Fire Department to improve preceptor training for the field component. The improvements included implementation of the Field Training Officer class and assigning each student to a designated preceptor for the duration of the field experience. The clinical coordinator also developed a preceptor training class which will be offered beginning in the summer of 2009. (2) "Submit necessary documentation to pursue approval of a technical diploma in EMT Paramedic." The preliminary paperwork was completed. The proposal was placed on hold pending lifting of a new program freeze mandated by the Board of Regents. (3) "Implement strategies to improve student performance on the National Registry written exam." A course requirement for each student to achieve the "cut score" on each module of the EMS CAT test was added. (4) "Develop a plan for validation of program exams." All test questions were analyzed by all three faculty members.

Improvement Strategies for 2009-2010: (1) Implement strategies to improve student success on the National Registry Written Exam (2) Improve validity and reliability of program exams (3) Improve the clinical and field experience through improved preceptor training.

GENERAL SCIENCE

Outcomes for 2008-2009 Improvement Strategies: (1) "Implement strategies to improve student retention and success in Biology 101, Chemistry 101, and Zoology 124." Student success and retention in Chemistry 101 increased from 30% to 59%. Student success in Biology 101 increased from 45% to 56%. Student success and retention in Zoology 124 increased from 41% to 44%. (2) "Investigate the feasibility of offering additional technical competency area programs within the General Science curriculum." No new technical competency areas were added. (3) "Implement instructor identified strategies to improve student learning in science courses with an emphasis on improving critical thinking." Seventy percent of science faculty reported placing an increased emphasis on critical thinking. Many faculty implemented requirements for case studies including the ZLGY 125 faculty who restructured the course to emphasize application of physiological concepts and laboratory data to solve case studies. (4) "Seek articulation for biotechnology courses into four-year college programs." No new articulation agreements for biotechnology were finalized. (5) "Revise dietary management program course structure to separate field experience courses from classroom courses." The restructuring of the curriculum was accomplished and will be implemented in the fall 2009. (6) "Restructure the EKG program to provide increased emphasis on anatomy and physiology of the heart in the ALHT 112 course." The curriculum was restructured to allow for increased instructional time in ALHT 112, allowing for increased time on heart anatomy and
physiology.

Improvement Strategies for 2009-2010: (1) Complete a program review of the Dietary Management program and apply for renewal of program approval of the Dietary Managers Association. (2) In biotechnology courses, assess student skills more effectively by employing a variety of methods to check performance levels. (3) Pursue approval of the EKG program to make program graduates eligible for the National Certified ECG Technician exam. (4) Implement strategies in science courses to increase critical thinking and encourage active learning. (5) Implement instructor identified strategies to improve student learning, retention and success.

MEDICAL ASSISTANT

Outcomes for 2008-2009 Improvement Strategies: (1) " Improve student clinical experience by improving communication between BPCC faculty and clinical site preceptors." Previously, 20% of students reported on the clinical evaluation they were begin used as paid employees. To improve communication to preceptors, they received an externship letter in January 2009 prior to the students arriving at the site. The letter included the following: " Since this is a training experience for the student, I ask that the student is not used to replace a paid employee." The letter contained additional information regarding expectations for the student clinical experience. Student reporting on the 2009 clinical evaluation shows the same result. However, the clinical sites listed as "using students as paid employees" are different from the previous evaluation. Continued monitoring and communication will be completed. (2) " Implement changes for certification exam review including the use of practice exams and correlation of practice exam results with student success on the AAMA-CMA exam." Practice exams were taken by the students in the spring of 2009. Student success on the AAMA-CMA exam will be correlated when the results are received in the fall of 2009. (3) "Investigate feasibility of offering a certificate program in the Medical Assistant curriculum." The feasibility of offering a certificate program in the Medical Assistant curriculum was reviewed. The decision was made to not submit the program at this time in part because of a increase in enrollment, 17 students, for the fall 2009.

Improvement Strategies for 2009-2010: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) To remain compliant with accreditation standards, implement the CAAHEP Standards and Guidelines revised in 2008 and made available by the AAMA during 2009. (3) Continue to monitor graduate success on the AAMA-CMA exam and implement strategies to improve student success, as needed.

MEDICAL OFFICE SPECIALIST

Outcomes for 2008- 2009 improvement strategies: (1) "Implement a certification exam pre-test and post-test and utilize analysis of the exam to identify areas of weakness and provide remediation opportunities." A new textbook, CPC Coding Exam Review, was required for MOS 116. This book includes a CD ROM with a certification exam pre-test, chapter by chapter review of exam content areas and a post-test. Students also complete a CPC practice exam. (2) " Implement strategies to increase enrollment in the Medical Office Specialist program." Strategies to increase enrollment
included posting program information on the C3 system and participation in the Coffee Break program. Enrollment in transcription increased to 4 but enrollment in the coding concentration decreased.

Improvement Strategies for 2009-2010: (1) Begin implementation of a transition plan for changing coding instruction from ICD-9 to ICD-10. (2) Increase awareness of the Medical Office Specialist program among current BPCC students and potential students. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

PHARMACY TECHNICIAN

Outcomes of 2008-2009 Improvement Strategies: (1) "Evaluate structure and operation of the advisory committee to ensure compliance with all AHSP regulations and suggestions." The advisory committee was evaluated for number of pharmacists, BPCC employees, students, and pharmacy technicians who had shown an interest in continued involvement in the program. The number of members of the advisory committee was adjusted accordingly. All ASHP suggestions were extensively reviewed at the fall advisory committee meeting. (2) "Implement strategies to ensure implementation of ASHP consultative recommendations." The recommendation to electronically store student work and documentation was implemented. The records were organized and will be stored on the U drive in designated folders. The recommendation to investigate the utilization of electronic advisory board meetings was pioneered in the spring 2009. Voting by members on specific items will occur by e-mail reply. The replies will be tallied and used as votes as well as documentation of attendance. (3) "Update the program website to improve usefulness for enrolled students and use as a recruiting tool for prospective students." The updated PTEC program website was created during the spring semester and will be added to the BPCC website during the summer 2009. It includes FAQs, information about prerequisites, and links to BPCC documents, including the BPCC General Catalog.

Improvement Strategies for 2009-2010: (1) Pursue national certification or credentialing in sterile products for students completing the program. (2) Correlate laboratory and lecture instruction with AHSP standards to ensure that all relevant information is being presented. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

PHLEBOTOMY

Outcomes for 2008-2009 Improvement Strategies: (1) "Update clinical teaching materials to ensure agreement with current procedures and standards." The clinical teaching material was updated by the clinical instructor and utilized by the student beginning in the fall 2008. (2) "Implement procedures to increase program enrollment." To increase program enrollment, a record was kept of all student inquiring about the phlebotomy program. Two letters were sent, one with information about the program and a second letter about registration. Enrollment in ALHT 102 decreased and enrollment in ALHT 211 increased by two students. (2) "Pursue reaccreditation through completion of the NAACLS self-study report and remediation of any deficiencies identified through the self study
Improvement Strategies for 2009-2010: (1) Implement strategies to increase graduate success rate on the ASCP Phlebotomy Technician Examination. (2) Investigate strategies to increase employment of program graduates. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

PHYSICAL THERAPIST ASSISTANT

Outcomes for 2008-2009 Improvement Strategies: (1) "Continue to develop additional clinical student placements that are within a commutable distance, especially in the acute care setting." This area has been addressed through continued contract solicitation and renewal. Although program clinical site numbers were improved during 2009-09 (7 new contracted sites), this area will require constant monitoring to maintain a comfortable surplus of placements for students in acute care. (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." Previously, faculty identified a program weakness that there was not a process for effectively utilizing clinical instructor and clinical rotation feedback in the program assessment process due to unmanageability of the amount of data, number and types of forms. This year the Clinical Instructor Evaluation of Student Performance was reformatted into a PDF fillable form that is a tremendous improvement over the paper and pencil version that had previously been used. The use of PDF forms to collect and move data directly into Excel spreadsheets has improved the ability to analyze, summarize and utilize this data in our Program review. This year's revision of the Program Learning Outcomes Assessment process and format made possible the availability of this data in a more manageable format. Program faculty are very pleased with the result and plan to continue to use the process of conversion of other program surveys and documents into this format as well. (3) "Implement the use of the Classroom Performance System (CPS) with lab competency testing, especially in the review of content areas of modalities and assessment/ interventions of the integumentary system." Based upon two identified weaknesses from 2007-2008 program review: "unfamiliarity with all possible use for the Classroom Performance System for formative and summative assessments and inadequate opportunity to develop the variety of assessment documents to use this system to its full potential" and "two content areas on the NPTE that were targeted for improvement integumentary system and modalities." Program faculty spent additional time becoming familiar with the use of the CPS. Faculty implemented a strategy of imbedding formative assessment within lecture presentations and a process for utilizing the Classroom Performance System to improve student engagement in the review of multiple content areas, with emphasis placed on modalities and the integumentary system. In addition the CPS was used for laboratory competency testing and has improved efficiency in lab competency testing by several hundred percent. Based on the Federation of State Board of Physical Therapy Content area report, the mean scale score of 1st time test takers in integumentary system increased from 624.5 to 692.8. The mean scale score of 1st time test takers in Modalities increased from 626.2 to 643.7.

Improvement Strategies for 2009-2010: (1) Review and revision of assessment measures and
instruments to improve data collection and analysis. (2) Implement identified change to courses and instruction to facilitate attainment of course Learning Outcomes including the continued exploration of additional applications for the Classroom Performance System to improve student engagement and assessment.

RESPIRATORY THERAPY

Outcomes for the 2008-2009 Improvement Strategies: (1) "In order to better assess and document student competency in respiratory skills, develop a laboratory practicum in RSTH 202 and RSTH 221." The laboratory practicum was utilized in RSTH 202. The results of the practicum allowed the staff to ensure students had adequate skills to perform various procedures prior to attending clinical. Due to confusion with lab space and equipment in RSTH 221 the practicum was not used in 2009. It will be implemented in 2010. Clinical grades for floor care remained high and no issues of incompetence were found by any clinical site. (2) "In order to improve student-teacher ratio, increase the number of scheduled laboratory sessions." The program introduced a total of 3 lab sections which allowed there to be a student teacher ration of 7-1. This allowed more one on one time with students and gave more time for each student to practice the lab skills for the day. All lab grades remained high and clinical practicum grades revealed that students had all successfully achieved mastery of skills required for floor care. (3) "Increase the number of expert guest lecturers for identified diagnostic procedures including ECG and PFT." Guest lecturers were utilized for RSTH 275 for the advanced diagnostics course. However, in spite of the use of these lectures overall grades for the course dropped. The instructors believe this is due more to class dynamic than actual results of the lectures.

Improvement strategies for 2009-2010: (1) Adjust current associate degree curriculum, as per current accreditation standards and guidelines, to become an advanced level program. (2) Develop and implement a mandatory Applicant Orientation all respiratory therapy program applicants to ensure that students are aware of the academic, financial, time, and physical demands of the program in order to improve attrition rate. (3) Develop and implement a clinical preceptor training program to improve the effectiveness of the overall clinical experience for both students and clinical sites. (4) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

SURGICAL TECHNOLOGY

Outcomes for 2008-2009 Improvement Strategies: (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." An increase emphasis was placed on the practice content in STEC 101. Also, a review of the material was included in STEC 102. PAE scores in the practice area increased from 27% in 2008 to 73.4% in 2009. (2) "Implement changes in the 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." Beginning in the summer of 2008, the laboratory component of STEC 102 was split into two sections. This allowed for a 1 to 7 teacher-student ratio and allowed for increased hands on practice for the students. Success rate for the course was 100%. (3) "Improve assessment of program
learning outcomes." The program director attended additional training on writing of learning outcomes which resulted in the rewording of several of the program learning outcomes. The program director worked with the Dean to improve the program assessment document and process.

Improvement Strategies for 2009-2010: (1) Utilize grant funds to update audiovisual materials and laboratory equipment. (2) Implement strategies to increase attendance and participation in the STEC Advisory committee. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

**PROGRAM ENROLLMENT**

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### PROGRAM GRADUATION

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**STRATEGIC PLANNING**

**Department Measurable Strategy**
Utilization of technology (web pages, Access data bases, Blackboard platform, e-mail, websites, Excel spread sheets, on-line documents, documents posted to internal "B" drive, etc) to improve recruiting, advising, instruction, assessment, and data collection.

**Performance Indicators**
Documentation of use of technology to include: (1) each program will have produced a specific web page for the program which will include links to information about job placement, career opportunities, salaries, "frequently asked questions", curriculum guides, clinical information and contact information for program directors. (2) faculty who teach on-line courses will have posted to Blackboard the QM rubric (3) faculty of ZLGY 124 will have posted to Blackboard vocabulary study aids for each chapter (4) Access data bases will have been developed so that preceptors of EMT Paramedic students can post student contacts and procedures directly to the data base. (5) e-mail forms will be made available to pharmacy technician preceptors so that they can post and submit student procedures and outcomes (6) checklist and curriculum sheets for each program will be posted to the internal "B" drive so that advisors can electronically track student progress within the curriculum (7) guidelines, training materials and instructions will
have been posted to a website and distributed via e-mail to preceptor of paramedic, PTA, pharmacy technician, medical assistant and phlebotomy students. (8) Access documents will have been made available via the "B" drive to allow faculty to track and order laboratory supplies to ensure smooth operation of the lab classes (9) the BPCC PLA document, Board of Regents cross walk and other relevant advising information will have been posted to the internal "B" drive. (10) spreadsheet documents will be developed for tracking student completion of pre-clinical administrative requirements including physical exam, immunizations, drug screening, physical exam forms, etc (11) spreadsheets will have been developed to track student placement in clinical site and correlated with hospital placement

**Assessment Results**

(1) Twelve of the fourteen programs offered by the Division have a program specific web page. (2) All instructors of on-line courses developed and posted a QM rubric for the course on BlackBoard (3) Eighty percent of ZLGY 124 faculty reported posting vocabulary study aids or other supplemental materials to BlackBoard. (4) Access data bases for paramedic preceptors were not developed. (5) E-mail forms for pharmacy technician preceptors were not developed. (6) Checklist and curriculum sheets were not posted to the B drive. (7) Website for training materials was not developed. (8) Access documents were made available for ordering of supplies. (9) Advising materials were posted to the "B" drive. (10) Spreadsheet documents were utilized. (11) A clinical tracking form was developed.

**Changes Based on Assessment Outcomes**

The use of technology was found to improve the efficiency of the division. However, initial development and implementation was very time consuming.

**Strategy(ies) for the Future**

Continue to utilize technology to improve the efficient operation of the Division

**Department Measurable Strategy**

Develop new programs and courses to be offered by the Division of Science and Allied Health

**Performance Indicators**

Document submission of applications for new programs and courses

**Assessment Results**

Biology 244: Introduction to Human Genetics was developed to meet the needs of pre-nursing students. Dietary Management courses were reorganized to improve the ease of registration for students with food service work experience. The preliminary curriculum for the Occupational Therapy Assistant program was developed and submitted to the accrediting agency for review.

**Changes Based on Assessment Outcomes**

The curriculum for the Occupational Therapy Assistant program will continue to be developed.

**Strategy(ies) for the Future**

The Division will continue to develop new programs and courses to address the needs of the students.

**Department Measurable Strategy**

Provide opportunities for participation of faculty and staff in community service and professional
growth.

**Performance Indicators**
Commendation forms for professional development and community service

**Assessment Results**
All faculty and staff of the Division completed a minimum of 6 hours of continued professional growth while attending over 250 professional development opportunities.

**Changes Based on Assessment Outcomes**
Improve opportunities for faculty and staff to participate in professional growth opportunities.

**Strategy(ies) for the Future**
Increase to 10 hours the minimum requirement for participation in professional growth opportunities.

**Department Measurable Strategy**
Secure additional clinical training sites and improve preceptor training at existing sites.

**Performance Indicators**
Documentation of number of clinical training sites and implementation of preceptor training programs

**Assessment Results**
Twenty-six new clinical training site affiliation agreements were executed. The Respiratory Therapy and Paramedic program faculty each developed new preceptor training programs. The Dietary Management program director improved communication with preceptors through distribution of monthly updates. The Pharmacy Technician program director revised the preceptor handbook.

**Changes Based on Assessment Outcomes**
The Respiratory Therapy program faculty will develop a preceptor training manual and the paramedic faculty will begin to offer a preceptor training course. The Biotechnology program faculty will develop a scoring rubric to assist preceptors in the evaluation of students.

**Strategy(ies) for the Future**
Continue to pursue clinical affiliation agreements and improve preceptor training.

**Department Measurable Strategy**
Improve program standards and procedures through program development and submission of documentation, as required to maintain and/or achieve program accreditation.

**Performance Indicators**
Documentation of submission of required paperwork

**Assessment Results**
The Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the Committee on Accreditation for Educational Programs for the EMS Professions (COAEMSP) granted the paramedic program re-accreditation for 5 years. In February 2009 the phlebotomy program director submitted to the National Accrediting Agency for Clinical Laboratory Sciences
(NAACLS) a program self study for their consideration of re-accreditation of the phlebotomy program. The application for Developing Program Status for the proposed Occupational Therapy Assistant Program was submitted to the Accrediting Council for Occupational Therapy Education.

Changes Based on Assessment Outcomes
In order to maintain the accreditation of programs, the Division faculty will continue to implement changes and improvements as directed by external accrediting agencies.

Strategy(ies) for the Future
Complete paperwork and maintain standards as necessary to maintain accreditation of all eligible programs.

Department Measurable Strategy
Enhance courses and program evaluation with emphasis on assessment of student learning.

Performance Indicators
Student success on identified Learning Outcome indicators

Assessment Results
A complete cycle of collection of learning outcome data, identification of improvement strategies, implementation of strategies and collection of follow up data was completed.

Changes Based on Assessment Outcomes
In the fall 2009, the faculty will analyze learning outcome data to determine the effectiveness of identified improvement strategies and propose subsequent strategies.

Strategy(ies) for the Future
Continue to collect and analyze learning outcome data to develop strategies for the improvement of learning.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Science and Allied Health had a productive year of providing excellent classroom instruction and service to the community and institution.

PRIORITIES FOR THE COMING ACADEMIC YEAR

* Address marketing and recruiting efforts for existing programs and courses.

* Maintain accreditation of eligible programs and seek accreditation of new eligible programs.

* Improve student learning and success through course improvement strategies and faculty professional development.

* Increase emphasis on critical thinking in classes and programs.

* Increase the use of technology in instructional and administrative processes within the Division.
Division of Academic Affairs
Division of Telecommunications

EMPLOYEE LISTING

Professional, unclassified staff
Denise Chambers, B.A.
Russell Johnson, B.A.
Jonathan Posey, B.A.
Larry Powell, M. Ed.
Eric Tuxen, A.D.
Louis Williams, A.D.

Classified staff
Bill Bruce
Lendah Siah

FACULTY LISTING

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

The Division of Telecommunications had another exciting year. Bossier Parish Community College and Grambling State University signed a Memorandum of Understanding (MOU) for film. Another MOU was signed with Northwestern State University for Broadcasting. Telecommunications students who graduate within these two concentrations will have the opportunity to transfer to these universities as sophomores with all of their degree credits being
transferable. The Division expanded its programs on iTunes U and included courses from other divisions. The Division consistently researches the needs of the community, business, and industry, and strives to meet their educational requirements. The Division has enhanced or written new courses, added technology, hired the best instructors, and written grants to strengthen and develop the program to achieve greater educational opportunities for the students.

The Division won Gold at the WorldFest International Film Festival for the student produced film “Ray of Sunshine.” “I Am The Strand,” the Division’s first documentary, premiered on LPB. Selected Telecommunications students, faculty, and staff traveled to Germany to work on a documentary for The Castleberry Foundation. The Division continued its partnership with the community by working on various special projects which would have positive influence on the area we serve. One hundred percent of the faculty and staff attended professional development workshops, seminars, and/or conferences.

**ADVANCED DEGREES OR CERTIFICATIONS**

Jonathan Posey awarded his B.A. in General Studies.
Beverly Wasner: Adobe Certified.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

The Division's documentary, "I Am The Strand" premiered on LPB
Denise Chambers received the "Outstanding Administrator Award" from the Chancellor
Darrel Chitty received the "Outstanding Educator" award for NISOD.
Mrs. Wasner was honored with the dedication of a new building, the Wasner Center at Garland Scout Ranch.
Louis Williams:
  - was Vice President of BPCC campus Lion’s club for 2008-09
  - was Vice Chair of the Technology Committee.
  - Was a member of staff senate.
  - Was 5K Run Committee member.
Paula Kaszuba was promoted to Professor
Bill Bruce coordinated The Federal Communications Commission (FCC) Digital Television Deputy Program

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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<tbody>
<tr>
<td></td>
<td>Dynamic Forms Workshop May 23, 2008</td>
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<td>Worship Facilities Conference, Houston, TX, November 5-7, 2008</td>
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<td>Lumina Grant Workshop June 6, 2008</td>
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<td>Quality Matters Training August 6, 2008</td>
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<td>NISOD Webinar Adobe Acrobat September 18, 2008</td>
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<td>Name</td>
<td>Training Events</td>
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<td>Dynamic Forms Workshop May 23, 2008</td>
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<td>Staff Resource Guide Workshop, June 20, 2008</td>
<td>Learning Outcomes &amp; General Education Competencies, August 14, 2008</td>
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<td>Assertiveness Training, March 27, 2009</td>
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<td>Bill Bruce</td>
<td>Google Radio System Training, May 14, 2008</td>
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<td>Dynamic Forms Workshop May 23, 2008</td>
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<td>Peggy Byers</td>
<td>Quality Matters Training August 6, 2008</td>
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<td>Pat Divietro</td>
<td>Dynamic Forms Workshop May 23, 2008</td>
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<td>Quality Matters Training August 6, 2008</td>
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<td>Test Construction Workshop October 23-24, 2008</td>
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<td>Learning Outcomes Training, February 18-19, 2009</td>
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<td>Rusty Johnson</td>
<td>Google Radio System Training May 14, 2008</td>
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<td>Dynamic Forms Workshop May 23, 2008</td>
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<td>Paula Kaszuba</td>
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<td>Quality Matters Training August 6, 2008</td>
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<td>Jonathan Posey</td>
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<td>Strategies for Supervisory Success, Bossier City, August 6, 2009</td>
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<td>LCTCS Conference, Shreveport, LA, April 23-25, 2009</td>
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<td>Shreveport's Celebration of the Written Word, Shreveport, LA, July 18-19, 2008</td>
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<td>Great Depression/New Deal Meeting, Bossier City, July 23, 2008</td>
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<td>Film Summit, Shreveport, LA, August 1, 2008</td>
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<td>T. Boone Pickens Plan, Shreveport, LA, October 22, 2008</td>
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<td>Worship Facilities Conference, Houston, TX, November 5-7, 2008</td>
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<td>American Lung Association Fund Raiser, Shreveport, LA, November 13, 2008</td>
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<td>LCTCS Conference, Shreveport, LA</td>
<td>April 23-25, 2009</td>
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<td>Quality Matters Training August 6, 2008</td>
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<td>Assertiveness Training, March 27, 2009</td>
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<td>Eric Tuxen</td>
<td>Quality Matters Training, August 6, 2008</td>
<td>LCTCS Conference, Shreveport, LA</td>
<td>April 23-25, 2009</td>
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<td>Film Summit, Shreveport, LA, August 1, 2008</td>
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<td>Stress Management Workshop, September 12, 2008</td>
<td>National Academic Advising Association (NACADA) South Central Region 7 Conference, Baton Rouge, LA, May 4-6, 2009</td>
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<td>UR a Brand Workshop, October 8, 2008</td>
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<td>Learning Outcomes Training, February 18-19, 2009</td>
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<tr>
<td>Louis Williams</td>
<td>Dynamic Forms Workshop, May 23, 2008</td>
<td>LCTCS Conference, Shreveport, LA</td>
<td>April 23-25, 2009</td>
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<td></td>
<td></td>
<td>Advanced Pro Tools training, Dallas, TX, May 7-8, 2009</td>
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</tbody>
</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Produced a Fundraiser video for the Castleberry Foundation's 2008 Palmetto Country Club Four Man Scramble.
Faculty, staff and students produced the Minden St. Jude Telethon helping to raise $3/4 million.
Coordinated with Robinson Film Center to host reception for the Public Service Commission.
Darrell Chitty:
- presented "A Week with Monet" Workshop in St. Francesville, Louisiana.
- presented "Finding Your Artist Spirit" 6 hour Seminar in Des Moines, Iowa.
- presented "Finding Your Artist Spirit" 6 hour Seminar in Myrtle Beach, South Carolina.
- presented "Rediscovering Yourself" Workshop in St. Francesville, Louisiana.
Faculty, staff and students produced full length feature film, "Anything for the Game."
The Division was featured in numerous media venues to include: "Bossier Press-Tribune", "The Times," "The Springhill Press," "This Is BPCC," KTBS, KSLA, KTAL, LPB, "LCTCS Newsletter," Worldfest Publications, LCTCS publication, "Transforming Louisiana's Workforce, "BPCC First," and "a la carte" among others.
Denise Chambers: chaired the coordination of the 7th Annual LCTCS Conference
Producer and host for more than 75 television programs at BPCC
Co-produced 25+ programs at Comcast Cable
Larry Powell and Paula Kaszuba presented a session at the 7th Annual LCTCS Conference.
Staff and faculty coordinated the 7th Annual LCTCS Conference and produced four videos for the conference.
The Division produced several television programs at BPCC for Governor Bobby Jindal.
Denise Chambers and Larry Powell spoke at Louisiana Governor's Entertainment Industry Summit.
The Division was featured in the publication, "Transforming Louisiana's Workforce."
The Division premiered "Anything for the Game."
The Division's documentary, "I Am The Strand" was featured and premiered on LPB.
The Division completed the documentary "Diagnosis; Life." which was shot on location in Germany.

Louis Williams:
- wrote the music for the BPCC Film Institute’s Production of “Anything For The Game”
- wrote the music underscore for the BPCC Film Institute Production’s of “Anything For The Game.”
- worked on production crew for BPCC Christmas show.
- Engineered the audio on BPCC Film Institute’s Production of “Anything For The Game”
- provided audio support for 30+ on campus events.
- Produced Bossier City Council monthly.
- Produced video for Student success workshop.
- Participated in Bossier City Fire Department annual kick-off of “Fire Prevention Week”

Paula Kaszuba and Larry Powell began research for a new Telecommunications Text Book

Rusty Johnson:
- was the voice of BPCC Basketball and Assisted in the production of live broadcasts of BPCC basketball games.
- Edited a commercial spot for the Southern Black Theatre Festival.
- Was the Lighting Director for "Anything for the Game".
- Was the Lighting Director for "Diagnosis: Life".

The Division produced a 30-second commercial for spring 2009 registration

Denise Chambers, Jonathan Posey, & Louis Williams produced a 30 sec. radio spot for "Opportunities & Choices for eighth graders"

Bill Bruce coordinated the broadcast of the student-produced documentary "I Am the Strand" on statewide television, Louisiana Public Broadcasting (LPB)

**SIGNIFICANT CONTRACTS OR GRANTS**

Pat Divietro and Beverly Wasner received a Technology Grant for $71,000 for a new Apple Lab.

Spring 2008 Technology Grants - 7 proposals ($20,310.15), 3 approved for $5,624.41.
- a. Louis Williams - Audio System for College Activities ($2,884.79)
- b. Denise Chambers - Motorola Radios for Movie Set and Security ($2,059.62)
- c. Claiborne Sharpe - System Design Software for Acoustics ($680)

Fall 2008 Technology Grants - 5 proposals ($139,246.67), 5 approved for $139,246.67.
- a. Louis Williams - Foley Sound Stage ($9,079.87)
- b. Darrell Chitty - Photographic Equipment ($28,463.90)
- c. Paula Kaszuba - Avid Media Composer Editing Stations ($21,293)
- d. Pat Divietro and Beverly Wasner - Mac Computer Lab ($71,186)
- e. Eric Tuxen - Wireless Microphones for Movie Production ($9,223.90)

Two Board of Regents grants for two-year institutions submitted for $100,205
- a. Larry Powell - Advanced Computer Technology ($65,295 requested; project not funded)
- b. Bill Bruce - Training Students to be Avid Editors ($34,410 requested; $20,000 funded)
- $25,000 via a Board of Regents Grant to add an additional high definition editing workstation
- $21,293 through Student Technology Funds to purchase three student editing workstations (co-
STRATEGIC PLANNING

Department Measurable Strategy
The Division will schedule and conduct tours for the purpose of increasing enrollment in the Telecommunications program.

Performance Indicators
1. Schedule and conduct tours;
2. Send letters of contact to prospective students;
3. Recruit and speak in local schools and at various civic organizations.

Assessment Results
1. The Division regularly conducts tours 2-3 times each week.
2. Prospective students receive letter of contact after visiting or touring the Division.
3. Various members of the Division recruit and speak at local schools and also at various civic organizations.

Changes Based on Assessment Outcomes
1. The Division will produce a video tour of the facility to enhance the tours.
2. The Division will change the cosmetic look of the contact letters to send to the prospective students.
3. The Division will plan interesting and entertaining presentations appropriate for various groups.

Strategy(ies) for the Future
1. Schedule and conduct tours.
2. Send letters of contact to prospective students.
3. Recruit and speak in local schools and at various civic organizations.

Department Measurable Strategy
Employees in the Division of Telecommunications will engage in professional development activities that will enhance their productivity and effectiveness in their jobs.

Performance Indicators
Employees will attend professional development activities.
Employees will attend workshops.
Employees will attend specialized training activities.
Employees and students will participate in films, documentaries, musical productions, etc. during the school year.
Assessment Results
One hundred percent of all Telecommunications employees attended numerous professional development activities.

One hundred percent of all Telecommunications employees attended numerous professional workshops related to their discipline.

Because of rapid advancement in technology, 100% of all Telecommunications employees attended numerous training activities.

Telecommunication employees and students produced films, documentaries, and musical productions each semester.

One hundred percent of the Telecommunications employees attended numerous professional development activities.

Changes Based on Assessment Outcomes
1. Employees will include webinars as a means of a professional development activities.

2. Employees will attend workshops as they become available.

3. The Division conduct specialized training activities in-house.

4. Employees will refine techniques in producing films, documentaries, musical productions, etc. during the school year.

Strategy(ies) for the Future
1. Employees will attend professional development activities.

2. Employees will attend workshops.

3. Employees will attend specialized training activities.

4. Employees and students will participate in films, documentaries, musical productions, etc. during the school year

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

Performance Indicators
Course learning outcome assessments

Assessment Results
All faculty and adjunct instructors revised and implemented course learning assessments as a component of their instruction. The Dean implemented a common drive for updating these course learning outcomes.
Changes Based on Assessment Outcomes

The faculty will develop a procedure to regularly revise the learning outcome assessments and will update the common drive as required by changes in technology.

Strategy(ies) for the Future

Implement course learning outcome assessments as a component of instruction.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division has increased enrollment for the past four years. The number of graduates in the Division has grown each semester. The Division has increased the number of classes offered through podcasting and has extended its services and influences to all academic divisions on campus for a worldwide impact. The Division has tenaciously sought and received funding from varied sources to improve the curriculum. The Division has increased programming to extend outside the parish, the state, and the nation to increase visibility in the educational community. The Division is being courted by several colleges and universities both in and out of state to develop seamless transfer crosswalks for our students. Quality adjunct instructors are recruited to provide the highest possible level of education in this Division. Employers regularly recruit our students for jobs in the workplace. Telecommunications students are regularly placed in real-world internships and practicums to meet the ever-increasing demands in the industry. The Division has consistently led the education community nationwide in the production of award winning feature films. LPB has recognized the Division as outstanding in the state and has solicited our work for broadcasting. The Division is used as a resource for businesses, industry, government, educational community, civic organizations and eleemosynary institutions. The Division spans the Ark-La-Tex in news reporting though its relationships with KTBS and its use of the internet. Photography instructor, Darrell Chitty, regularly presents workshops and seminars throughout the United States showcasing the expertise he teaches in our Division. The Division's students create original works of music which are shared locally and on the world wide web. The radio concentration has expanded its programming, both student and faculty-produced, to air in the community. A radio drama has been added to the long list of productions. The Business of Makeup concentration has incorporated the professional film industry as an on-location training venue for our students. The Division has been given international recognition in the production of a documentary filmed on location in Prien, Germany. The Division has also begun pre-production on its third documentary to incorporate St. Jude Children's Hospital. Numerous publications and periodicals have chosen to showcase the Division for the noteworthy works it has produced. The Economic Development Commission has featured the Division in its statewide publication for the work that it is doing with the film industry. Through its efforts in the telethon, the Division assisted in raising over three million dollars for the St. Jude Children's Hospital in the four years. It is the ever present goal for the Telecommunications Division to impact the school, community, state, nation, and the world with the work that it does.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Priorities for the coming academic year include:
--refine course learning outcome processes,
--incorporating Portfolio Evaluations for our students,
--increase iTunesU podcasting by incorporating other divisions,
--enhance recruiting efforts to result in increased enrollment, and
--offer in-house technical training for Division employees and/or students.
Division of Academic Affairs
Educational Technology

EMPLOYEE LISTING

Professional, unclassified staff

Merry Kathleen Gay, Dean B.A., M.Ed.
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 Kathleen Gay, Dean of the Division, and Dr. Stan Wilkins, Vice Chancellor for Academic Affairs, continued to witness tremendous growth to our e-Learning Program at Bossier Parish Community College. New technologies, outreach strategies, and alternative training opportunities for faculty/staff and students contributed to the sustained growth and strength of the College’s Electronic Learning Program. During the 2008 – 2009 academic year, the student enrollment in online courses numbered 6,287. This was an increase of 1,118 students from the previous 2007 – 2008 academic year. Students enrolled in online courses were located in 44 parishes across the state, and throughout the 10 states of Arkansas, Florida, Georgia, Louisiana, North and South Carolina, Ohio, Oklahoma, Texas, and Virginia. BPCC students enrolled in courses/programs delivered by compressed video technology numbered 186 for the 2008-2009 academic year. BPCC offered 209 individual online course sections during 2008 – 2009 compared to the 185 individual online course sections the previous academic year. Eight new online courses were developed and delivered this academic year from the following academic divisions: Allied Health and Natural Sciences, Behavioral and Social Sciences, Business and Computer Information Systems, and Liberal Arts. Our e-Learning outreach by compressed video to the LTC (Louisiana Technical College) campuses of Region 7 continued as well as our Respiratory Therapy Program with the Learning Center for Rapides Parish in Alexandria, LA. During the spring 2009 academic semester, we added a new site for course delivery by videoconferencing technology. In an articulation agreement between the College and Loyola University in New Orleans, LA, “Legal Issues in the Music Business,” a telecommunications course, was delivered to students at Loyola by compressed video.
In spring 2007, the Division developed and put into place an online version of our student orientation to the Blackboard Course Management System and to the online environment. This project was in direct response to the demands of our students to have a more flexible and convenient way to participate in orientation sessions. During the 2008 – 2009 academic year, 1,281 students have participated in this training compared to the 951 the previous year. Twenty-seven on-site sessions were also offered during this academic term, in which 58 students participated. The overall usage of Blackboard during the 2008 – 2009 academic calendar reached to 10,887 users. This is over 300 more users than the previous semester. In an effort to provide our students with support, our staff responded to 936 phone calls and emails from students seeking technical support in using Blackboard during the summer 2008 to spring 2009 semesters.

In the Division, the staff continued to develop and put into operation new training and professional growth opportunities for faculty and staff in the usage and deployment of e-technologies. Our Division presented 33 training sessions in which 202 faculty/staff participated, and we clocked 83 hours of training between summer 2008 and spring 2009. We continued to make improvements upon and include additional resources to our Educational Technology webpage (http://www.bpcc.edu/edtech/ex.htm), and extended our technical support and training opportunities to the CALL (Center for Adult Learning in Louisiana) and the College’s online Accelerated Learning Programs. Continual work was done with “Quality Matters” to ensure that our online courses still meet the standards of the national “Quality Matters” Course Design Review Process and “Best Practices” developed by the SREB (Southern Regional Education Board).

During the 2007 – 2008 academic year, the Educational Technology Division worked on designing and developing an online version of our Blackboard Course Management System training for faculty and staff. BOLT (Blackboard Online Training) was initiated during the fall 2008 semester. This project was in direct response to the needs of our adjunct and full-time faculty to have both flexible and convenient access to training opportunities. The online version of Blackboard training allows the faculty member to experience the online learning environment from the student's perspective, including an instructor. Thirty-seven faculty members participated in the self-paced BOLT training with 17 completing the requirements of this training for certification. Our Division also designed an online version of our “Quality Matters” training for online course design. This training was promoted during the spring 2009 semester and was in direct response primarily to the needs of our adjunct instructors who teach online for the College. Six faculty members participated in this training offer during spring 2009, and completed the requirements for certification.

The Educational Technology staff attended, participated in, and presented at various statewide conferences, seminars, and workshops that promoted e-Learning initiatives and the development of new course technologies. Kathleen Gay, Dean and Chair of the Educational Technology Division, presented at the 2009 Annual LCTCS (Louisiana Community & Technical College System) Conference on “LCTCSOnline: A One-Stop Shop In Online Education.” LCTCSOnline is a new pilot project promoted by the System and is one of the first initiatives in the country that offers online registration processes and program delivery from all of its institutions located in one portal, and not only through traditional Internet access, but also through cell phones. Ms. Gay served as the Faculty Coordinator for the LCTCSOnline project for the 2008 – 2009 calendar year. She also
presented seminars on “Workplace Diversity” to the Pelican Chapter of the IAAP (International Association of Administrative Professionals) and “The Importance of Teamwork” to the BPCC Library staff. Kathleen also made several presentations on "Online Learning and Blackboard" to the EDUC 099 classes here on our campus. Continued efforts were made in networking with state and local entities for the purpose of developing partnerships in e-Learning. The Dean continued to serve as the campus and statewide e-Learning Coordinator, and facilitated in the promotion of “Best Practices” in electronic learning by chairing and serving on numerous Board of Regents and LCTCS committees, action teams, and councils. Ms. Gay continued her work with “Quality Matters,” the quality assurance program for e-Learning promoted by the Board of Regents. As one of two regional independent trainers for QM, she presented training in “Quality Matters” for course design to the LTC campus of Lafayette in Region 4, Nunez Community College in Chalmette, LA, LSU-Shreveport, and to Grambling State University in Grambling, LA. The Dean also served as Chair of the e-Learning Standing Committee at the College.

Charles Cameron, Assistant Director of Educational Technology, continued the promotion of utilizing e-technologies in online and web-enhanced courses offered at the College. He presented numerous professional growth trainings to the faculty and staff in the deployment of multi-media software such as beginner and advanced trainings in CAMTASIA, SoftChalk, and PowerPoint. Mr. Cameron was also instrumental in the redesign of our Blackboard training for faculty and staff. The new online version of this training was implemented and promoted during the fall 2008 and spring 2009 academic semesters, and proved to be successful among our new adjunct and full-time faculty. Charles conducted twenty-seven onsite student orientation sessions for our online students during the 2008 - 2009 academic year, facilitated various professional growth trainings, attended numerous Board of Regents CEP (Council of e-Learning Practitioners) and e-Learning Coordinators' meetings for LCTCS, and served on the Academic Appeals Standing Committee at the College.

Gary Ware, Instructional Technology Specialist and Systems Administrator for the College's Blackboard Course Management System, has been instrumental in the implementation and promotion of many upgrades and improvements to the Division's overall services and support that we provide to the faculty/staff and students. Mr. Ware has clocked over 6000 service hours in maintaining the College's Course Management System, and has devoted numerous hours in providing technical assistance to the College. He is responsible for co-designing the redesign of our online version of Blackboard and "Quality Matters" training, as well as facilitating various professional growth opportunities provided by the Division. Gary provided Systems Administration training in Blackboard to other colleagues within the LCTCS and University Systems within the state, and served on the 2008 - 2009 College Library Standing Committee.

Jennifer Legaux, Administrative Assistant III for the Division, continued to be actively involved in providing assistance and support for all our e-Learning initiatives, as well as providing technical support for the College's faculty/staff and students. Ms. Legaux was responsible for the continued updates to our Educational Technology website, facilitation of our classes delivered through compressed video technology, maintaining our SREC (Southern Regional Electronic Campus) database, and the designing and reproduction of our Division's newsletters, information bulletins, and training materials. She also maintained the Educational Technology Resource Center within
Blackboard CMS and coordinated the technical support surveys conducted on our campus. Jennifer participated in the SkillPath Administrative Assistants Conference in fall 2008 and the 2009 LCTCS Conference Day. She attended and participated in several SoftChalk seminars on "Modernizing Student Orientations," Mindleaders online training in "Effective Business Communication," and the College's training in the upgrade to our Email System. Ms. Legaux served as Secretary to the College's e-Learning Standing Committee for the 2008 - 2009 calendar year. Currently, Jennifer is working on her Associate of Applied Science in Web Development and Design at BPCC.

Retention rates in electronic learning have remained consistently favorable since the initiation of our College e-Learning Program eleven years ago. The retention rate for 2008 - 2009 in online courses was at an 86% level, which was up 2% from last year, and the average retention rate in courses delivered by compressed video technology was at a 97% level, which was up by 3% from the previous academic year. The College continues to increase its outreach to students via electronic technologies by providing online and compressed video courses and programs to students across various Systems within Louisiana and beyond.

ADVANCED DEGREES OR CERTIFICATIONS

Kathleen Gay, Dean of Educational Technology
  e-College Certification in Development of Online Courses
  Certified Regional Independent Trainer for "Quality Matters"

Charles Cameron, Assistant Director of Educational Technology
  Certified 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, Dean of Educational Technology
  Louisiana Board of Regents Regional Independent Trainer for "Quality Matters"
  LCTCSOnline Faculty Coordinator
  Invitation to the Oxford Round Table at the Harris Manchester College/University of Oxford in Oxford, England
  "Who's Who" Among Executive and Professional Women Educators
  Empire's "Who's Who"
  Louisiana Board of Regents Council of e-Learning Practitioners
  National Association of Professional Women (NAPW)

Jennifer Legaux, Administrative Assistant III
  BPCC's Sigma Kappa Delta Honor Society

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<tr>
<td>Charley Cameron</td>
<td>CAMTASIA Basic and Advanced Training Workshops/Seminars SoftChalk Basic and Advanced Training Workshops/Seminars</td>
<td></td>
<td>Statewide e-Learning Coordinators' Meetings Statewide CEP (Council of e-Learning Practitioners)</td>
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PowerPoint Basic and Advanced Training Workshops/Seminars
BOLT (Blackboard Online Training) "Assertiveness Training"
Presentations to BPCC EDUC 099 Classes on Blackboard and Online Learning
SE200 Videoconferencing Scheduler Training Webinar
Compressed Video Training for Faculty/Staff
Adjunct Instructor for Telecommunications
BPCC State Travel Seminar
ANGEL LMS Demo Training Webinar
CourseEval Demo Training Webinar

Meetings
WCET Planning Committee 2008
"Cavalier Connection" New Student Orientation Sessions
BPCC Veterans Day Program
BPCC 2008 Thanksgiving and Christmas Faculty/Staff Luncheons
BPCC Academic Appeals Committee Meetings
BPCC Online Student Orientation Sessions
BPCC's Groundbreaking Ceremony for Baseball/Softball Playing Fields
Chancellor Tom Carleton's Retirement Celebration
BPCC Gospel Choir Concert
BPCC Jazz Band Concert
Premiere of BPCC's Film Institute "Anything For The Game"
BPCC Fall 2008 Commencement Exercises
BPCC Educational Technology Staff Christmas Breakfast
Open Forum sessions for meeting candidates for new BPCC Chancellor

Jennifer Legaux
Mindleaders Online Training "Effective Business Communication"
SoftChalk Webinar Training "Modernizing Student Orientation"
ANGEL LMS Demo Training Webinar
BPCC State Travel Seminar

SkillPath Administrative Conference 2009 LCTCS Conference and Leadership Day
"Cavalier Connection" New Student Orientation Sessions
BPCC 2008 Thanksgiving and Christmas Faculty/Staff Luncheons
BPCC Electronic Learning Standing Committee Meetings
BPCC Online Student Orientation Sessions
BPCC Educational Technology Staff Christmas Breakfast
BPCC Groundbreaking Ceremony for Baseball/Softball Playing Fields
Open Forum for meeting candidates for new BPCC Chancellor

Gary Ware
BOLT (Blackboard Online Training) Modules
Blackboard Systems Administrator Training Webinars "Quality Matters" Online Training Modules
ANGEL LMS Demo Training Webinar
CourseEval Demo Training Webinar

"Cavalier Connection" New Student Orientation Sessions
BPCC Veterans Day Program
BPCC 2008 Thanksgiving and Christmas Faculty/Staff Luncheons
BPCC Library Standing Committee Meetings
BPCC's Groundbreaking Ceremony for Baseball/Softball Playing Fields
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Kathleen Gay, Dean of Educational Technology
  Presentations: The 2009 Annual LCTCS Conference Day
  Productions: "Quality Matters" Online Course Design Training Template for BPCC and LCTCSOnline

Charles Cameron, Assistant Director of Educational Technology
  Productions: "BOLT" Blackboard Online Training Modules

Gary Ware, Instructional Technology Specialists
  Productions: "BOLT" Blackboard Online Training Modules
  CD-ROM Production for the Bossier Parish School System's Musical Program

SIGNIFICANT CONTRACTS OR GRANTS

State of Louisiana and Board of Regents Contract Funding for Video Conferencing Telecommunications Services
FY 2008-2009
$8,100

Louisiana Board of Regents Funding for "Quality Matters" statewide initiative
FY 2008-2009
$25,000

STRATEGIC PLANNING

Department Measurable Strategy
Increase the value of and improve training efforts in the utilization and application of e-learning technologies.

Performance Indicators
1. Document faculty/staff participation in online training formats provided by the Division.
2. Document participation of students in online and on-site orientation training sessions.
3. Document participation of faculty/staff in online and onsite training and professional growth session on the utilization and application of new technologies.
4. Distribute a bi-monthly newsletter and the posting of support resources for faculty/staff on BPCC's Learning Management System.
Assessment Results
As a result of the Performance Indicators, the Division documented 43 participants in our online training formats for Blackboard and "Quality Matters." Participation is documented through sign-on procedures for training and through certificates issued to faculty/staff upon completion of training. Documentation is kept in the office of the Dean and the office of the Assistant Director.

2. As a result of the Performance Indicators, 1,281 students participated in the online Blackboard Orientation training as documented by assessment results of that training. Twenty-seven onsite orientation sessions were conducted during the 2008-2009 year, with 58 students participating. Documentation of all student orientation sessions are kept in the office of the Dean.

3. As a result of the Performance Indicators, the Division presented 33 training sessions for faculty/staff in which 202 participants attended. Documentation is based upon sign-in sheets, certificates issued, and online attendance records. All documentation is kept in the office of the Dean.

Changes Based on Assessment Outcomes
1. The Division will continue to offer online formats of training for faculty/staff to meet their needs of flexibility, access, and convenience. We will continue to offer training opportunities on the latest innovative technologies and the distribution of our Educational Technology Newsletter and "tip sheets" for best practices in course design and delivery.

2. Online student orientation sessions seem to be the most popular training format with our students. We will continue to offer this training format and limit the number of onsite student orientations offered by the Division.

3. The Division will continue developing professional growth opportunities for faculty/staff with an increase in the types of training delivered in an online format.

Department Measurable Strategy
Increase the number of online courses and programs offered by 10% for the 2008-2009 academic semester.

Performance Indicators
1. Number of new courses/programs offered by academic divisions as indicated in the fall/spring academic bulletins.

2. Implementation of the "Quality Matters" Assurance Standards and Criteria as a means of documenting the validity and success of our online program.

3. Documentation of courses reviewed; number of trainings presented.

Assessment Results
1. Eight new online courses were offered and delivered during the 2008-2009 academic year as indicated by the academic bulletins and the SREC database. This made a total of 25 new online courses.

2. During the spring 2009 academic semester, the Division implemented an online training course in "Quality Matters" for the faculty at the College. All online courses offered at the College are assessed using the "Quality Matters" rubric standards by the Deans of the academic divisions. The Division conducted 33 training sessions and clocked 83 hours of training over the 2008-2009 year. Documentation of training is kept in the office of the Dean.
Changes Based on Assessment Outcomes

1. The College will continue to increase the number of new courses and academic programs offered online by 10% over the next three semesters. The Division will continue to train faculty in course design and pedagogy for the online learning environment.
2. The Division will continue utilizing the "Quality Matters" rubric standards for quality assurance in online course design. Revisions will be made to the onsite and online training sessions for faculty in the utilization of the "Quality Matters" rubric as changes are made to the standards.

Department Measurable Strategy

Provide for at least two professional development opportunities per academic year for the staff in the Division of Educational Technology.

Performance Indicators

Participation and evaluation records of professional growth seminars and trainings attended by the Division staff.

Assessment Results

1. As a result of the Performance Indicators, participation in professional growth seminars and training workshops attended by the Division numbered 40 for the 2008-2009 academic year. Attendance and participation is documented through sign-in sheets, certificates, agendas, conference programs, as well as portfolio documentation kept in the office of the Dean.

Changes Based on Assessment Outcomes

1. Changes made in regards to professional growth seminars and training workshops attended by the Division would be to make sure that the information learned at professional growth seminars and workshops is shared among the Division staff and the faculty/staff at the College, as well as utilized in the development and implementation of future training opportunities for the College.

Department Measurable Strategy

Utilize the assessments and evaluations of the Division's services provided to BPCC faculty/staff/and students.

Performance Indicators

1. Results from the "Student Support Surveys."
2. Results from Student Evaluations of Online Courses.
3. Results from Faculty/Staff Support Surveys.
4. Professional Growth Evaluation Forms submitted by faculty/staff.

Assessment Results

1. As a result of the online "Student Support Surveys," the response time in effectively assisting our students in a timely manner was excellent and the support provided to them was helpful. Evaluation Results are housed in the office of the Dean.
2. As a result of the Performance Indicators, the support surveys and evaluations of training and student orientations to online learning reflect that support and training are needed and valued. All evaluation results are housed in the office of the Dean.
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 Trainings presented by the Division are helpful in preparing faculty/staff to teach in the online & web-enhanced learning environments. The Division presented 33 professional growth training sessions and clocked 83 training hours during the 2008-2009 academic year. This is documented by sign-in sheets at each training session, as well as evaluation forms completed by participants, and announcements of training through the Campus Memo System, Ed. Technology Website, and flyers placed in Deans/Faculty campus mailboxes. All survey and evaluation results are housed in the office of the Dean.

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 submitted and the needs of our students, faculty, and staff. The Division is in its second year of offering an online version of Blackboard Orientation. This online version of student orientation to the online learning environment is very popular with BPCC online students. Because of this, the Division limited the number of onsite orientation sessions offered during regular onsite registration. Revisions were made to the self-assessment that students take at the end of the online orientation. Students now can go back and change their answer to a question until they get it correct and score at least a 70%. The Division also made this self-assessment available to our students who attend onsite orientation sessions. The results of the self-assessment are used to improve upon our support services and in the preparation of students for the online learning environment.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division continues to perfect and improve upon the e-Learning Program at the College. Opportunities in electronic delivery of courses and programs are encouraged through memorandums of understanding and collaborative partnerships with other higher education institutions within and outside our state. Improvements in faculty/staff/student training delivery formats were implemented within the Division to meet the growing needs of our College population as far as convenience, access, and flexibility. During the 2008-2009 academic year, collaborative partnerships in electronic learning continued between BPCC and the LTC Campuses of Region 7, as well as Rapides Learning Center in Alexandria. A new partnership was developed between BPCC and Loyola University in New Orleans, LA. The College, under the leadership of the LCTCS (Louisiana Community and Technical College System) and the Louisiana Board of Regents, continued the training partnership with "Quality Matters" Project of Maryland Online, Inc. for the 2008-2009 year.

Through the efforts of the Educational Technology Division and the academic divisions of the College, online courses were delivered to students in 10 states and 44 parishes within Louisiana. There were 209 unduplicated online course sections delivered during the academic year, and the College increased its online course offerings by 8 within the divisions of Allied Health and Natural Science, Behavioral and Social Sciences, Business and Computer Information Systems, and Liberal Arts. The College's projected number of unduplicated online course sections for summer 2009 is 67, and for fall 2009, the number is 79. This is an overall increase of 22 courses from the previous 2008 summer and fall semesters.
The Division is making plans to implement and promote a new level of the Blackboard Course Management System during the summer/fall 2009 academic semesters. Blackboard Level Nine will allow online instructors to improve upon the quality of their online course design and delivery, as well as provide their students with additional technologies for interacting with the course content and with each other. This upgrade to level nine of Blackboard will require a re-train of faculty/staff and students, and a redesign of the BOLT (Blackboard Online Training) format.

In the fall 2008 and spring 2009 semesters, the Division put into operation the new BOLT and "Quality Matters" training for faculty and staff. These new online training formats will allow adjunct and full-time faculty the flexibility to participate in training that is more convenient to their schedules. With the increased demand for online and web-enhanced courses, the College and the Division strives to keep up with the latest innovative technologies on the market that will enhance the students' learning of content in the online and hybrid course environments. In spite of funding challenges, the College, the Louisiana Board of Regents, and the Louisiana Community and Technical College System, continue to fund and support electronic learning initiatives at BPCC and across the state. Online course enrollments make up more than 50% of the total enrollment at the College, indicating that students want courses and programs delivered in formats that are convenient and flexible to their busy schedules. Results of the 2008-2009 technology service surveys sent to students and faculty/staff indicted that our Division does an excellent job in providing technical support to those who utilize the Blackboard Course Management System. The BPCC Report Card used to evaluate services received from an office or division on the campus, revealed that the Division of Educational Technology performs well at providing technical and academic support for our College. The results from this assessment will be utilized by our Division to improve upon existing services and to implement new support services to fit the needs of our campus.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To increase and improve upon the technological/academic support service personnel in the Division by adding an Instructional Designer to aid in the development and or re-design of online and web-enhanced courses and programs.
2. To continue developing online trainings and professional growth opportunities for faculty/staff.
3. To develop and promote online course design templates utilizing Blackboard Level 9 centered around "Quality Matters" standards.
4. Re-train faculty/staff/students in the utilization of Blackboard Level 9.
5. To continue to increase the number of online courses and programs offered at the College
6. To continue efforts in establishing collaborative partnerships with public and private institutions for the purpose of delivering academic, workforce, and technical courses/programs utilizing online, hybrid, and compressed video delivery formats.
7. To continue participation in collaborative efforts between the LCTCSOnline, LA Board of Regents, statewide 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

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 (LCTCS); submitted mandatory federal and state reports; created internal surveys and oversaw survey administration; completed surveys for outside agencies; compiled data for College departments; conducted focus groups; provided data and support for grants; kept electronic minutes for all the College committees; and coordinated the planning and assessment documentation for the College.

Some of the projects and reports generated by the Office include the fall and spring BoR Employee Salary Data System; LaPAS Q4, Q3, Q2, and Q1 Performance Progress Report; fall, spring and summer Preliminary FTE and Headcount Census; 2009-2010 Operational Plan; IPEDS Registration, Fall Collection, Winter Collection, and Spring Collection reports; summer, fall and spring Graduation Exit Surveys; SACS 2008 Financial Profile and Indicators Data; Fall 2008 International Student Enrollment Survey; ACT/COMPASS Score data; ACT Class Profile Data; ACT-IDQ; Post Secondary Education Transcript Study; fall Non-Credit Enrollment Data; Annual Survey of Colleges; College Board Survey; Title III Enrollment Data; 2008 SACS Institutional Profile; LCTCS Credit Hour Report; ACT-Student Opinion Survey; Community College Survey of Student Engagement; fall 2008 Retention Report; BPCC Report Card; and Legislative Letters.

The 2007 - 2008 BPCC Annual Report was completed and published during the fall 2008 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. Ms. Young made updates to both the Strategies for Success and Annual Report Documents. During the fall 2008 semester, each unit of the College submitted its strategies for the 2008-2009 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
The Office coordinated the administration of the ACT Student Opinion Survey during March 2009. The survey was administered in seventy-two classes with a target population of 1387 students. Eight-hundred forty-four surveys were completed resulting in a 61% return rate. Results from the survey will be received in June 2009 and reports will be created and posted to the IR website and sent to individual units across the campus during the summer.

The Office of Institutional Research and Assessment coordinated the administration of the Community College Survey of Student Engagement (CCSSE) during March 2009. The survey was administered in fifty-five classes with a target population of 1333 students. Eight-hundred nineteen surveys were completed resulting in a 61% return rate. Results from the survey will be received in the latter part of summer 2009 and will be distributed to the appropriate College personnel.

The Office of Institutional Research and Assessment supported the BPCC 1st Lumina Foundation for Education Initiative. Staci Phillips served as the Data Team Lead for the three-year BPCC 1st student success initiative. The BPCC 1st Core Team placed an increased focus on data collection and analysis for the three student success initiatives: Student Success Course, Academic Advising, and Developmental Math early interventions. This focus led to the creation of a new survey for the Academic Advising Center, Pre and Post-Tests for the Student Success Course, multiple Focus Group sessions, and success/retention tracking for Mathematics. To coordinate the massive amounts of data, the Office designed and began implementation of a data scorecard to aid in the collection of data for this project. The Office provided a plethora of data (much of which will be used to support the SACS-QEP also); conducted focus groups; analyzed data; made suggestions for implementation strategies; oversaw the assessment measures; and assisted in the preparation of the update reports. Ms. Phillips gave five presentations on the data collection.

The Office of Institutional Research and Assessment through the Lumina Foundation Grant purchased and implemented Survey Monkey, a new electronic method for providing surveys on campus. Five new surveys were created, distributed, collected, and analyzed using this electronic method. There was a tremendous increase in the response rate for these surveys compared to the paper surveys, on average there was a 31% increase in the response rate. Included in this electronic collection were surveys from the Advising Center, Academic Planning Office, Human Resources Office, Planning Council, and Technology Resource Center. Additionally, five paper surveys were created for various departments of the College, including the Library, Public Relations, and the Center for Learning Assistance. Over twenty-five internal data requests were compiled for the College, including requests made by the Division of Mathematics and Technical Education, Division of Allied Health, Division of Telecommunications, Division of Accelerated Learning, Division of Behavioral Science, Grants, Administration, Library, Human Resources, Center for Learning Assistance, Academic Advising Center, Admissions, Public Relations, and Off-Campus Studies. In addition, there were over thirty data requests completed for the Louisiana Community and Technical College System, Louisiana Board of Regents, Lumina BPCC 1st project, and SACS.

The Office of Institutional Research and Assessment scored an overall 3.31 on the 2009 BPCC
Report Card. One-hundred forty-four employees evaluated the Office this year, compared to 111 last year. The College as a whole scored a 3.05 overall average with 267 employees completing the electronic survey.

The entire Office of Institutional Research and Assessment strives to make continuous improvements in the Institutional Effectiveness measures of the College.

**PROFESSIONAL DEVELOPMENT**

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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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<tr>
<td></td>
<td>2008</td>
<td>Louisiana Association for Institutional Researchers Conference, Lake Charles, LA : April 15 - 17, 2009</td>
<td>Institutional Effectiveness Subcommittee : September 4, 2008; September 9, 2008; September 19, 2008; October 22, 2008; February 11, 2009</td>
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<td></td>
<td>VISTA workshop : September 23, 2008</td>
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<td>Graduation committee meetings : November 6, 2008; December 16, 2008; January 14, 2009; May 14, 2009</td>
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<td>“UR a Brand” Workshop by Becky Turbeville : October 8, 2008</td>
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<td>BPCC Graduation ceremonies : December 17, 2008; May 15, 2009</td>
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<td>Financial Forms Training : March 25, 2009</td>
<td>LCTCS Conference Day, Shreveport Convention Center : April 23 - 25, 2009</td>
<td>BPCC 1st Core Team Meetings : June 18, 2008; October 2 - 3, 2008; November 12 - 13, 2008; January 28, 2009; February 5 - 6, 2009; March 17, 2009; April 17, 2009</td>
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<td></td>
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<td>Association for Institutional Research Annual Forum, Atlanta, GA : May 30 to June 3, 2009</td>
<td>BPCC Faculty/Staff Breakfast : January 12, 2009</td>
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<td>LCTCS Informational Meeting : February 4, 2008</td>
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<td>BPCC 1st Principal's Luncheon : February 6, 2009</td>
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<td>Reaching for the Stars Tutor : March 4, 2009</td>
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<td>Developmental Math Workshop Luncheon : March 20, 2009</td>
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<td>Faculty meeting : March 31,</td>
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BPCC and NSU Agreement Signing: April 6, 2009
Escort for BPCC Chancellor Search: April 22, 2009
Retirement Celebration for Tom Carleton: April 26, 2009

Jonnie Young
“Stress Management” Presentation by Tammi Rider - September 12, 2008
Vista workshop - September 23, 2008
“ UR a Brand” Workshop by Becky Turbeville - October 8, 2008
“Jumpstart Your Personal Finances” by Peter Bielagus, Distinguished Speaker Series - November 13, 2008
“Assertiveness Training” Presentation by Tammi Rider - March 27, 2009

Christina Hughes
“Stress Management” Presentation by Tammi Rider: September 12, 2008

Safety: Sexual Harassment-August 14, 2008
Graduation committee meetings - July 30, 2008; August 21, 2008; November 6, 2008; December 16, 2008; January 14, 2009; May 14, 2009
BPCC Graduation ceremonies: July 31, 2008; December 17, 2008; May 15, 2009
Cavalier Players Presentation of Once Upon a Mattress - November 1, 2008
BPCC Faculty/Staff Breakfast- January 12, 2009
Spoken Word/Poetry by Jon Goode (Sponsored by the Student Government Association & the Office of Student Life) - February 10, 2009
Spoken Word/Poetry by Gabriela Garcia Medina (Sponsored by the Student Government Association & the Office of Student Life) - March 10, 2009
Faculty meeting- March 31, 2009
BPCC and NSU Agreement Signing - April 6, 2009
Retirement Celebration for Tom Carleton- April 26, 2009
Baseball and softball field groundbreaking- May 27.
State Travel : August 12, 2008
Welcome Back : August 14,
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Staci Phillips - "Partnering for Success"  BPCC 1st Presentation to area high school Principals and Dignitaries, October 2, 2008

Staci Phillips - "Partnering for Success"  BPCC 1st Presentation for area high school Counselors, February 6, 2009


STRATEGIC PLANNING

Department Measurable Strategy
Provide data to units of the College to enhance institutional effectiveness

Performance Indicators
1. Production of student graduation and retention reports for the fall 2008 and spring 2009 semesters.

Assessment Results
1. Student graduation reports for summer 2008, fall 2008, and spring 2009 have been completed. Retention reports for fall 2008 and spring 2009 are being compiled.
2. Strategies for Success 2008-2009 was compiled. The 2007-2008 Annual Report was published and information for the 2008-2009 Annual Report is now being collected.
3. The CCSSE and ACT-SOS surveys were administered in March 2009 and the results should be arriving later this summer.

Changes Based on Assessment Outcomes
CCSSE will not be administered again until Spring 2011. No other changes will be made. The
Office will continue to produce/administer the other reports.

**Strategy(ies) for the Future**
The Office will continue to provide data to units of the College to enhance institutional effectiveness

**Department Measurable Strategy**
Demonstrate accountability of Bossier Parish Community College through federal and state reports

**Performance Indicators**
1. Submission of Integrated Postsecondary Education Data System (IPEDS) reports.
2. Submission of Board of Regents Reports.
3. Submission of 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 were submitted on time in the fall, spring, and summer.
2. All Board of Regents reports and requests were submitted on time.
3. All four quarters of LaPAS reports were 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**
The Office will continue to demonstrate accountability of Bossier Parish Community College through federal and state reports

**Department Measurable Strategy**
Participate in professional development opportunities

**Performance Indicators**
1. Number of strategic planning and evaluation training events and documentation of staff members present.
2. Number of "BPCC data" informational sessions and documentation of faculty and staff members present..
3. Numbers and types of BPCC professional development events attended by staff.

**Assessment Results**
1. The Office presented an Annual Report training session in March 2009. Twenty-eight staff members attended the training.
2. The Office presented the data collected for the BPCC 1st and SACS-QEP projects in three different meetings: October 2, 2008; February 6, 2009; and April 24, 2009.
3. Over 25 Professional Development events were attended by office staff.

**Changes Based on Assessment Outcomes**
No changes needed.

**Strategy(ies) for the Future**
The Office will continue to participate in professional development.
Department Measurable Strategy
Support BPCC's Quality Enhancement Plan

Performance Indicators
1. Collection of data for assessment measures
2. Creation of a data scorecard for organizing and reporting assessment

Assessment Results
1. Data has been collected and supplied as needed to meet the goals of the QEP plan.
2. The data scorecard has been created.

Changes Based on Assessment Outcomes
1. Additional data will be collected yearly to support the SACS-QEP.
2. The data scorecard will be updated as needed.

Strategy(ies) for the Future
The Office will continue to support the SACS-QEP.

Department Measurable Strategy
Support the BPCC 1st Lumina Grant

Performance Indicators
1. Collection of data for assessment measures
2. Creation of a data scorecard for organizing and reporting assessment

Assessment Results
1. Data has been collected and supplied as needed to meet the goals of the intervention plans.
2. The data scorecard has been created.

Changes Based on Assessment Outcomes
1. Additional data will be collected yearly to support the BPCC 1st Initiative.
2. The data scorecard will be updated as needed.

Strategy(ies) for the Future
The Office will continue to support the BPCC 1st Lumina Grant.

Department Measurable Strategy
Utilize technology in planning and assessment

Performance Indicators
1. Strategies for Success and Annual Report will be collected and reported through database.
2. Electronic Factbook will be updated.
3. General Education Competencies and Program Learning Outcomes databases will be revised.

Assessment Results
1. Strategies for Success and Annual Report were collected and reported using an electronic database and linked to on the BPCC Institutional Research and Assessment website.
2. The electronic Factbook was updated to include fall 2008 data and is accessible through the BPCC Institutional Research website.
3. General Education Competencies and Program Learning Outcomes databases are still being
Changes Based on Assessment Outcomes
1. Strategies for Success and Annual Report will be modified as needed.
2. The electronic Factbook will be updated and revised as needed.
3. General Education Competencies and Program Learning Outcomes databases will be created if a decision is made to create an internal document.

Strategy(ies) for the Future
The Office will continue to utilize technology to make continuous improvements in the Institutional Effectiveness of the College.

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. The Office has increased its capability to gather and distribute documents electronically. Most surveys were created in an electronic format making it easy to distribute and obtain qualitative data for various departments. Entries for Strategies for Success and the Annual Report were collected in an ACCESS database. Strategies for Success and the BPCC Annual Report were published on the Office website. The electronic Factbook was updated. Reports, requests, and surveys have been completed in a timely manner. The Office worked with all areas of the College to improve the effectiveness of programs and services at BPCC and has promoted the documentation of the planning and evaluation process.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Develop new databases for collecting results for learning outcomes and general education competencies.
Create and Institutional Effectiveness Plan for the College.
Offer workshops on Strategic Planning and Assessment.
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 ensured 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

Carliss Pierce - Received BPCC Campus Lions Club "Lion of the Year" award for the 2007-2008 academic year 
Carliss Pierce - Received the BPCC Campus Lions Club "Membership Excellence Year-Round Growth" award
## PROFESSIONAL DEVELOPMENT

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<tr>
<td>Tom Williams</td>
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<td>Planning Council Meetings,</td>
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<td>9/4/08, 11/18/08, 2/5/09, 4/2/09</td>
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<td>Executive Council Meetings</td>
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<td>STEP Meetings 10/23/08, 12/1/08</td>
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<td>CIC Press Conference, 5/29/08</td>
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<td>Senate Vo-Tech Committee, 3/25/09</td>
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<td>Member</td>
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</table>

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STRATEGIC PLANNING

Department Measurable Strategy
Plan and evaluate the fiscal and physical properties of the College.

Performance Indicators
Annual budget; end of the year Fiscal Report; Space Utilization Report.

Assessment Results
The Annual Budget, End of the Year Fiscal Report and the Space Utilization Report were planned and reviewed during the 2008-09 fiscal year.

Changes Based on Assessment Outcomes
None

Strategy(ies) for the Future
Challenge staff to continue excellent reporting.

Department Measurable Strategy
Complete the construction of the athletic fields.

Performance Indicators
Successfully completing first stage construction of athletic fields.

Assessment Results
The first stage of construction of the athletic fields has been completed with a groundbreaking ceremony on May 27, 2009.

Changes Based on Assessment Outcomes
None

**Strategy(ies) for the Future**
Complete fields for use during FY10.

**Department Measurable Strategy**
Conducting building walk-through on a regular basis. Security Officers present and available to respond to calls in all buildings as well as in the parking lots.

**Performance Indicators**
Adequately maintaining security and safety measures.

**Assessment Results**
Building walk-throughs are conducted regularly. Security officers are present in all buildings and parking lots. Officers are more visible and available to respond to calls.

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
Continue excellent security operation.

**Department Measurable Strategy**
Provide professional development opportunities for faculty and staff.

**Performance Indicators**
Attendance of faculty and staff at professional development activities throughout the year.

**Assessment Results**
Faculty and staff have attended significant amount of professional development activities which were offered on and off campus.

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
Continue to provide professional development opportunities.

**Department Measurable Strategy**
Provide professional development for the workforce staff.

**Performance Indicators**
Participation of workforce staff in local, regional and statewide workforce training and development organizations.

**Assessment Results**
Workforce staff attended local, regional and statewide workforce training and participated in development workshops.

**Changes Based on Assessment Outcomes**
Strategy(ies) for the Future
Continue to provide workforce staff with professional development opportunities.

Department Measurable Strategy
Work with System Office to maintain stability of state funding for the System and its institutions.

Performance Indicators
As indicated by the stability of state funding for the System and its institutions.

Assessment Results
Funding remained stable for FY09.

Changes Based on Assessment Outcomes
Look at funding issues for FY10.

Strategy(ies) for the Future
Address funding challenges for FY10.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Business Affairs and Economic Development Division has had a very successful year. Individual Annual Reports submitted by each department within the division will demonstrate the successfulness of the Division of Business Affairs and Economic Development.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Address funding issues.

2. Complete construction of the athletic field.

3. Enhance campus security.

4. Increase Workforce Development contracts and revenue.

5. Increase workforce programs in Continuing Education.
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 provides high-stakes testing services to the workforce, College students, and students attending other colleges. Services include delivery of industry-based certifications and professional licensure exams, credit-by-examination testing, and proctoring services. During Fiscal Year 2008-2009, it is estimated that the ACT Center will provide 1149 test services compared to 1056 for 2007-2008.

ADVANCED DEGREES OR CERTIFICATIONS

Lynn Brown - Microsoft Certified Application Specialist - Microsoft Word (Office 2007)
Debra Harmon - Microsoft Certified Application Specialist - Microsoft Word (Office 2007)

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

The ACT Center is a member of the Consortium of College Testing Centers.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lynn Brown</td>
<td>State Travel Training, 8/12/08</td>
<td>National College Testing Association Conference (Exhibitor Committee), Baltimore, MD, 9/3/08 - 9/6/08</td>
<td>Planning Council Meetings, BPCC, 9/4/08, 11/18/08, 4/2/09</td>
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<tr>
<td></td>
<td>Safety Training, 8/14/08 and 2/14/09</td>
<td>College Board CLEP Workshop, Baltimore, MD, 9/2/08</td>
<td>Cyber Information Technology Board Meeting, BPCC, 4/17/09</td>
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<tr>
<td></td>
<td>&quot;Stress Management&quot; Presentation, 9/12/08</td>
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<td>Faculty/Staff Orientation Committee Meetings, BPCC, 8/08 - 5/09</td>
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<td>&quot;U R a Brand&quot; Presentation, 10/8/08</td>
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<td>&quot;Assertiveness Training&quot; Presentation, 3/27/09</td>
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</tbody>
</table>
New Faculty and Staff Orientations, BPCC, 9/18/08 and 1/21/09

8th Grade Expo Volunteer, BPCC, 4/28/09

American Society of Training and Development, University Club - Shreveport, 8/11/08, 9/8/08, 10/13/08, 11/10/08, 12/8/08, 2/9/09, 3/9/09, 5/11/09

ASTD Management Insights Committee Meetings, LSU-Shreveport, 7/17/08, 7/24/08, 8/7/08, 8/14/08, 8/21/08, 8/28/08, 9/4/08, 9/11/08

ASTD Management Insights Committee Meetings, LSU-Shreveport, 7/17/08, 7/24/08, 8/7/08, 8/14/08, 8/21/08, 8/28/08, 9/4/08, 9/11/08

Debra Harmon

State Travel Training, 8/12/08

Safety Training, 8/14/08 and 2/14/09

Financial Forms Training, 3/25/09

"Stress Management" Presentation, 9/12/08

"U R a Brand" Presentation, 10/8/08

"Assertiveness Training" Presentation, 3/27/09

National College Testing Association Conference (Exhibitor Committee), Baltimore, MD, 9/3/08 - 9/6/08

College Board CLEP Workshop, 9/2/08, Baltimore, MD

ASTD Management Insights, LSU-Shreveport, 9/25/08

Retention Committee Meetings (Vice-Chair), BPCC, 8/20/08 and 1/14/09

Cyber Information Technology Board Meeting, BPCC, 4/17/09

LCTCS Annual Conference, Shreveport Convention Center, 4/23/09 - 4/25/09

8th Grade Expo Volunteer, BPCC, 4/28/09


ASTD Management Insights Committee Meetings, LSU-Shreveport, 7/17/08, 7/24/08, 8/7/08, 8/14/08, 8/21/08, 8/28/08, 9/4/08, 9/11/08

**STRATEGIC PLANNING**

**Department Measurable Strategy**

Utilize Certiprep practice exams to develop Microsoft Office 2007 skills.

**Performance Indicators**

As indicated by Director and Testing Coordinator successfully completing at least one Microsoft Certified Application Specialist exam.
Assessment Results
Director and Testing Coordinator both earned Microsoft Certified Application Specialist certification for Microsoft Word (Office 2007).

Changes Based on Assessment Outcomes
Director and Testing Coordinator will continue to seek professional development opportunities available at BPCC and through the National College Testing Association.

Strategy(ies) for the Future
We will participate in training available at the College, as required by testing services, and by the National College Testing Association.

Department Measurable Strategy
Review Irregularity Reports to identify technical problems and other areas needing improvement.

Performance Indicators
A year-end summary will be prepared to identify problem areas and steps taken to correct any problems.

Assessment Results
The ACT Center Irregularity Report is a 60-page document.

Changes Based on Assessment Outcomes
Although 60 pages is a large document, almost all irregularities have to do with technical issues that must be reported in detail. Few irregularities have anything to do with Test Candidates, and few irregularities appear to be preventable.

Strategy(ies) for the Future
We will continue to review Irregularity Reports in an effort to identify areas needing improvement.

Department Measurable Strategy
Market customer service and food safety industry-based certifications available in ACT Center.

Performance Indicators
Monthly Business and Industry report will provide record of marketing efforts.

Assessment Results
72 entries were made in the Business and Industry Report by ACT Center personnel.

Changes Based on Assessment Outcomes
Increased effort will be made to market new and existing test services including beta testing opportunities.

Strategy(ies) for the Future
We will concentrate marketing efforts on high-stakes IT testing, state regulatory testing, and beta testing.

Department Measurable Strategy
Encourage students, faculty and staff to improve their Microsoft Office 2007 skills by utilizing
Certiprep practice tests in The Learning Center and Technology Resource Center.

Performance Indicators
A log will be maintained to document the number of students, faculty and staff who register to use the Certiprep practice tests.

Assessment Results
Daily logs document that 10 Certiprep MS Office 2007 practice tests, 139 Certiport GS3 Beta Tests, and 24 WorkKeys Observation Beta Tests were delivered by the ACT Center.

Changes Based on Assessment Outcomes
Although students were encouraged to do so, few students took advantage of the Certiprep practice tests. Beta testing, especially when made available to high school students, was considerably more successful.

Strategy(ies) for the Future
We will seek additional opportunities to offer Beta testing to BPCC students, faculty, staff, high school students, and the local and regional workforce.

Department Measurable Strategy
Identify and add a new test service to help meet local workforce testing needs.

Performance Indicators
Complete steps necessary to add a test service.

Assessment Results
Two major test services were added. Prometric Testing and Pearson VUE State Regulatory Testing are now available in the ACT Center.

Changes Based on Assessment Outcomes
The addition of Prometric will enable the ACT Center to provide high-stakes Microsoft IT certification testing. The addition of Pearson VUE State Regulatory Testing will allow the ACT Center to offer International Code Council testing for Inspector Certifications and Contractor/Trade Licensing.

Strategy(ies) for the Future
The ACT Center will continue to identify test center services needed by BPCC academic divisions and the regional workforce.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
The ACT Center's effectiveness as a regional high-stakes workforce testing center increased with the addition to two major testing services, Prometric and Pearson VUE State Regulatory testing. The addition of Prometric allows the ACT Center to offer Microsoft high-stakes certification exams, and the addition of Pearson VUE State Regulatory testing allows the ACT Center to offer International Code Council Inspector Certifications and Contractor/Trade Licensing exams. The ACT Center's effectiveness as an academic testing center expanded when CompTIA Network+, A+, and Linux+ exams were approved as equivalent to academic courses offered by the College's Cyber Information Technology division. These CompTIA exams now appear in the CALL
Program's Matrix along with CLEP, DSST, and MCAS exams. The ACT Center is able to sell exam vouchers to College students as a considerable discount as a result of E2C and IT Academy membership. The number of colleges and students utilizing the ACT Center for distance education proctoring continued to grow over the past year. The ACT Center had several opportunities to participate in beta testing. While ACT and Certiport beta testing did not generate revenue for the ACT Center, it did give many high school and college students an opportunity to experience high-stakes industry-based certification testing at no cost. The ACT Center staff continues to work well as a team and is looks forward to the coming academic year. The ACT Center received a score of 3.06 on the BPCC Report Card with 83 surveys returned. The ACT Center continuously seeks to expand testing services and improve its customer service in order to maintain its reputation as a high-quality high-stakes regional testing center.

PRIORITIES FOR THE COMING ACADEMIC YEAR

[1] Increase utilization of existing workforce test services, credit by examination, and distance education proctoring.
[2] Identify additional beta testing opportunities.
[3] Develop an ACT Center Test Candidate Report Card to provide feedback following testing appointments.
[4] Develop an online newsletter for Test Candidates and others who are interested in the ACT Center.
[5] Continue to provide professional development through participation in local, regional and nationwide workforce and academic testing and training organizations.
Division of Business Affairs and Economic Development
Bookstore

EMPLOYEE LISTING

Professional, unclassified staff
JaVonna Steadman, MA
Christy Wells, BS

Classified staff
Holly Burcham
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.

PROFESSIONAL DEVELOPMENT

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<th>Name</th>
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<tr>
<td></td>
<td>&quot;UR a Brand&quot; Workshop by Becky</td>
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<td>Violence in the Workplace</td>
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STRATEGIC PLANNING

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
We will continue to provide a large variety of logo items such as t-shirts, sweatshirts, jackets, folders, cups, pens, pencils, umbrellas, key chains, etc.

Department Measurable Strategy
Provide the student population with required textbooks and materials in a timely and professional manner.
**Performance Indicators**
Order textbooks and materials within a specific time frame. Secure delivery and processing of textbooks before semester begins.

**Assessment Results**
Ordered textbooks and materials for the student population in a timely manner. Ordered fall books in June and July, spring books in October and summer books in March. 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**
We will continue to provide students with required textbooks and materials in a timely and professional manner.

**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**
We will continue to provide staff members with additional professional development opportunities.

**Department Measurable Strategy**
Ensure efficiency within the bookstore.

**Performance Indicators**
BPCC Report Card; ACT SOS; sales records

**Assessment Results**
Scored 99% on the Bookstore Evaluations from Academic Deans. The Bookstore scored 3.03 on the BPCC Report Card.

**Changes Based on Assessment Outcomes**
Continue to ensure efficiency within the bookstore.

**Strategy(ies) for the Future**
We will continue to provide evaluations to Academic Deans and evaluations for faculty and staff for the Report Card.
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 3.03 on the BPCC Report Card and scored a 99% on the Bookstore Evaluation by Academic Deans.

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.

Classified staff

Renee Ryan

DIVISION SUMMARY

The Department of Campus Security is responsible for the safety and security of all persons and property at Bossier Parish Community College. Vehicle parking, parking permits, traffic enforcement and continual police patrols are conducted on a daily basis. Daily activity reports are completed by each officer confirming the areas patrolled. Patrol consists of both mobile and walking. Visibility of our officers greatly enhances the security of the campus and gives all persons on campus a secure atmosphere.

The use of police K-9 patrol in certain areas alerts students that Bossier Parish Community College has the resources available for combating any situation that arises.

The Director of Security maintains an excellent working relationship with all area law enforcement agencies. Weekly and often daily communication is necessary to gather information on current activities that could affect Bossier Parish Community College.

The Security Department is responsible for all emergency closures of the campus. An intercom system is available to close one building or all buildings on campus. The "First Call" network is an additional warning messaging system that all persons on campus may sign up for.

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Mike May</td>
<td>POST Certification</td>
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<td>Monthly Judicial Affairs - Vice Chair, Committee on Committee, Planning Council</td>
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<tr>
<td>Renee Ryan</td>
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<td>Monthly Financial Aid Appeals Committee</td>
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SIGNIFICANT CONTRACTS OR GRANTS
Two Police Information Technology Grants

STRATEGIC PLANNING

**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 Bossier Parish Community College are versed in police procedures and applicable laws.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Continue in-service training at Bossier Parish Community College when available.

**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**
1. All parking permits and violations are posted to proper accounts.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Continue the use of Daily Activity Reports for documentation of police patrols, monitor all parking, and enforce applicable regulations and laws.

**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**
1. Five (5) students were eligible for Federal Work Study and worked Campus Watch for fall and
spring semesters.
2. There were no requests from faculty or staff for campus watch personnel.

**Changes Based on Assessment Outcomes**
Assessment complete.

**Strategy(ies) for the Future**
Continue hiring students for Campus Watch who are eligible for Federal Work Study.

**Department Measurable Strategy**
Address safety concerns as they occur.

**Performance Indicators**
Evaluation by Safety Committee and crime statistics.

**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. "First Call" Emergency Notification System installed for all persons on campus.

**Strategy(ies) for the Future**
Utilize the public address and "First Call" systems when warranted.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Department of Campus Security had a very successful year in terms of crimes committed on campus. There were no major crimes committed and all persons remained safe and secure. The "First Call" Emergency Notification System was added to aid all persons on campus who want to receive it. This system is designed to text message persons during emergencies or school closure. Two grants were received in 2008-2009 for the Security Department. The first grant, Physical Security Enhancement, was $18,900.00. BPCC purchased 73 Motorola radios for use in the classrooms. Most, if not all, teachers now have direct contact with the Security Department. The second grant, Informational Technology, was for $14,700.00. The Security Department purchased an upgraded security camera system. The cameras are strategically located and monitored in the Security Office. A new large screen monitor was also added for viewing weather-related or school violence-related news channels. Our Security Department must be aware of any school violence to prepare for "copy-cat," random, or planned acts of violence against our school.

**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.S.
Wesley Bange, B.S.
Wendy L. Billingsley
R. Randall Case, A.A.S.
Joe Driskill, Jr.
Gloria A. Freeman, A.D.
Kori Hearon, A.D.
Gary L. Hollatz
Donna Moncrief
Chad Owen, B.B.A.
Edwin A. Smith, B.A., M.A

Classified staff
Ashley N. Fontenot, A.A.S.
Suzanne Brooks
Penny Lindsey

DIVISION SUMMARY

In addition to the Computer Services department activities listed as Measurable Strategies, the following was done during the 2008-2009 year:
Computer lab upgrades and swap outs.
Configured/installed a new DNS server to allow more reliable DNS resolution.
Lime Survey – configured and installed a local server based survey solution for BPCC use.
Password Complexity – Changed login password complexity for employees to bring us into complete compliance with OIT standard: IT-STD-009 and as outlined in OIT Policy: IT-POL-006
Updated Active Directory Information to contain current and correct information for all employees as outlined in OIT Standard: IT-STD-007.
Updated/Changed email backup procedure/mechanism to allow email to be backed up in a more efficient manor with more finite control of both the backup and restoration process. This will allow us to better address the needs of users related to lost/deleted email and institutional email retention.
Connected the BPCC network to LONI. The LONI network gives BPCC access to high-speed computing platforms at other institutions. The move to LONI also provided a cost savings of $2,800 per month in internet fees.
ADVANCED DEGREES OR CERTIFICATIONS

PROFESSIONAL DEVELOPMENT

<table>
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<tr>
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<th>Professional Development (at BPCC)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Chad Owen</td>
<td></td>
<td>Completed training on Nortel telephone system operation</td>
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STRATEGIC PLANNING

Department Measurable Strategy
Continue to prepare for Student Information System (SIS) installation/transition. (Dependent upon LCTCS selection of SIS software provider.)

Performance Indicators
1. Establish implementation budget
2. Develop an implementation time line
3. Designate staffing and work assignment

Assessment Results
1. Preliminary budget established to purchase hardware, support software, and training to prepare for new SIS.
2. Timeline dependent on when LCTCS makes final selection of SIS.
3. 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.

Department Measurable Strategy
Migrate BPCC email from PMDF to MS Exchange. This is one step of migrating all processes from our legacy "mainframe". (In order to continue with PMDF email services our current sever platform would have to be replaced due to its age and lack of parts.) Also, this migration puts BPCC in compliance with State Office of Information Technology IT STD-003. (Microsoft Exchange as is the only email software permitted by the standard.)

Performance Indicators
We will measure improved email function from both the user side and the administration side. Users will be provided additional features such as shared calendars and improved password management. In general BPCC faculty and staff will have their email tightly integrated with the
software they already use. From an administration standpoint, we have only one person on staff that is trained to oversee the email server. Once the email is migrated, we will have several staff members already trained to handle many of the email admin tasks

**Assessment Results**
The migration from PMDF to Exchange was completed successfully with all faculty and staff users now using the new system. This also moves BPCC in compliance with State Office of Information Technology IT STD-003. The initial user reaction, post migration, has been very positive with most users pleased with the functionality and operation of the new email system. No loss of email occurred during the migration. Most problems during the migration were in relation to users setting up their new email accounts and were addressed on a case by case basis in a timely manner.

**Changes Based on Assessment Outcomes**
Although the new system is fully operational, it is too soon to determine what, if any, long term changes or additions will need to be made. We will continue to monitor the system, as well as response and input from the users, to make any needed adjustments.

**Strategy(ies) for the Future**
Continue to supporting the new system and its users while offering additional training that will allow better utilization of the new/additional features found in Exchange.

**Department Measurable Strategy**
Update design and functionality of BPCC website.

**Performance Indicators**
1. Measure web traffic and error messages at http://www.bpcc.edu/cgi-bin/awstats.pl?config=bpccwww
2. Comments from Planning Council BPCC Report Card Evaluation

**Assessment Results**
1. Web traffic and error messages reviewed on a periodic basis.
2. Reviewed BPCC report card comments.

**Changes Based on Assessment Outcomes**
Over 25% of web site converted to new design with increase in "user-friendliness".

**Strategy(ies) for the Future**
Continue to convert old pages to new look.

**Department Measurable Strategy**
Monitor Help Desk requests for service needs.

**Performance Indicators**
Completed Help Desk requests; BPCC Report Card

**Assessment Results**
Completed Help Desk Requests.
Changes Based on Assessment Outcomes
Improved Average Score (over prior year) on 2009 BPCC Report Card Evaluation provided by the Planning Council.

Strategy(ies) for the Future
Continue to expand online Live Help.

Department Measurable Strategy
Inform department staff of on-campus and off-campus professional development opportunities and encourage attendance.

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 2009 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 of encouraging current and new staff to participate in professional development.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

According to the Planning Council’s 2009 Report Card, 228 faculty and staff surveyed gave the department an overall score of 2.95 out of 4.0.

The Computer Services Department continues to expand and improve its services to faculty, staff, and students by continuously upgrading BPCC’s computing environment and providing new features. The department is committed to support the mission of the college.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue preparation for migration of SIS.
Continue to convert current web pages to new design.
Expand wireless network to improve reception of BPCC Link.
Division of Business Affairs and Economic Development
Continuing Education

EMPLOYEE LISTING

Professional, unclassified staff
Donna Womack, MS
Kim Nugent, MA
Kathy Vercher, AGS

Classified staff
Pamela Brenner
Kathy Byers
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 an extensive assortment of interests, professional development opportunities to provide the community workforce skills training and continuing education, computer applications training, and a variety of online courses.

The Continuing Education program continued to grow during the 2008-2009 academic year. The number of non-credit courses offered increased by 13.4% and student enrollment for non-credit courses increased 8%. Revenue has also increased 33% over last year. The most productive courses for Leisure Learning were Summer Drama Fun Fest, Spanish I, and Photography. In Professional Development the most productive courses were Landman 101–Louisiana Style, Certified Nurse Assistant, and Real Estate 101. Computers (Beginning), MS Excel, and QuickBooks were the most productive courses in Computers. Our most productive course in Corporate Training was Sandia Safety Training.

Continuing Education continued to meet the needs of the local workforce by generating specific courses requested by employers and the community. Customized safety training for Sandia Drilling Company included OSHA 10-hour certification, CPR/First Aid/Blood Borne Pathogens certification, IADC (International Association of Drilling Contractors) Certified 8-hour introduction and 30-hour Wellcap training. By request of local judges, Louisiana Civil Procedure training was created to educated employees in the legal industry on the procedural rules applicable to civil actions and proceedings. Through a military spouse initiative grant, Continuing Education offered
customized training to BAFB. The training included Medical Terminology and Medical Coding. The Continuing Education department began an assessment for determining the type of training needed for companies who have been participating in local drilling of the Haynesville Shale.

By request of the local workforce community, Continuing Education offered industry specific courses. Courses included: Basic Floral Design, Certified Hazardous Materials Manager Exam Prep, National Electrical Code training, Louisiana Landman, Paralegal, Private Investigator Training and Real Estate 90-hour pre-licensing program. It also provided continuing education opportunities for medical personnel, private investigators, and real estate appraisers. By partnering with the Telecommunications Division, Continuing Education was able to meet the needs of the local entertainment industry by offering enrollment in academic courses for non-credit.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donna Womack</td>
<td>Business Builder Workshops - Quarterly</td>
<td></td>
<td>BPCC Lion's Club - monthly</td>
</tr>
<tr>
<td></td>
<td>Disney Leadership Institute - Oct 08</td>
<td></td>
<td>American Lung Association</td>
</tr>
<tr>
<td></td>
<td>Louisiana Workforce Commission Seminar - Nov 08</td>
<td></td>
<td>Fund Raiser - Nov 08</td>
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<td></td>
<td>LCTCS State Conference - April 09</td>
<td></td>
<td>LCTCS Workforce Council - Aug 08, Oct 08</td>
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<td></td>
<td>FBI Citizens Academy - May 09</td>
<td></td>
<td>Bossier Parish Chamber of Commerce - bimonthly</td>
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<tr>
<td></td>
<td>Homeland Security CERT Training - May 09</td>
<td></td>
<td>Business Service &amp; Support Committee of Bossier Chamber - monthly</td>
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<td></td>
<td></td>
<td></td>
<td>Haynesville Shale Job Fair - Oct 08</td>
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<td></td>
<td></td>
<td></td>
<td>Bossier Economic Development Foundation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Breakfast - Dec 08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Participated in Staff Development - Quarterly</td>
</tr>
<tr>
<td>Kim Nugent</td>
<td>LCTCS State Conference - April 09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kathy Vercher</td>
<td>Adobe Photoshop - Spring Semester 09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pam Brenner</td>
<td>Stress Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat Williams</td>
<td>MS Publisher Workshop - Feb 09</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>MS Publisher Advanced Workshop</td>
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<td></td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

The Continuing Education schedules of non-credit courses were distributed through The Shreveport Times and mailed to students from the past three semesters.
Non-Credit Schedule, Summer 2008. Distributed May 2008

SIGNIFICANT CONTRACTS OR GRANTS

Participated in Louisiana Economic Development Workforce Development and Training Program for Sandia Drilling, LLC.
Participated in a military spouse initiative grant for Barksdale Air Force Base.

STRATEGIC PLANNING

Department Measurable Strategy
Increase overall enrollment in non-credit courses.

Performance Indicators

Assessment Results
Student enrollment in non-credit courses increased by 8%.

Changes Based on Assessment Outcomes
Continue to increase student enrollment by marketing classes through The Shreveport Times, mail and email schedule to past students, and create ads for BPCC Smart Channel.

Strategy(ies) for the Future
Continue to increase the number of students enrolled by keeping a close community connection and awareness of new course opportunities. Continue to insert schedule in The Shreveport Times, mail and email schedule to past students, and create ads for BPCC Smart Channel.

Department Measurable Strategy
Increase staff participation in professional development opportunities

Performance Indicators
The number of staff development programs completed.
Assessment Results
The number of professional development programs attended by staff members increased.

Changes Based on Assessment Outcomes
Continue to provide favorable conditions for employees to attend professional development events.

Strategy(ies) for the Future
Continue to encourage staff members to participate in professional development opportunities.

Department Measurable Strategy
Evaluate each non-credit course to ensure quality

Performance Indicators
Non-credit course evaluations

Assessment Results
Continuing Education received and reviewed instructor evaluations provided by students. Evaluations are compiled and the report is provided to the instructor as well as reviewed by office staff.

Changes Based on Assessment Outcomes
Instructors will be encouraged to improve weak areas noted in evaluations. Courses have been modified to make improvements.

Strategy(ies) for the Future
Continue to monitor non-credit courses and instructor evaluations and make any necessary changes to improve quality of courses.

Department Measurable Strategy
Recruit Corporate Training Clients

Performance Indicators
The number of corporate training clients

Assessment Results
Enrollment in Corporate Training courses increased by 185 students.

Changes Based on Assessment Outcomes
Continue to network with community to recruit corporate training clients.

Strategy(ies) for the Future
Network with community to become aware of local industry needs for opportunities to recruit corporate training clients.

Department Measurable Strategy
Increase enrollment options for non-credit courses by providing online registration.

Performance Indicators
Online registration for non-credit courses activated by June 30, 2009.
Assessment Results
Online registration has not been activated for non-credit courses. Despite our eagerness to bring the convenience of electronic registration to our non-credit students, we have been unsuccessful in our attempts to proceed.

Changes Based on Assessment Outcomes
Resolve any issues blocking our progress to providing our students with the convenience of online registration.

Strategy(ies) for the Future
Continue to pursue online registration.

Department Measurable Strategy
Promote entrepreneurship services by offering Continuing Education courses related to entrepreneurship to the public.

Performance Indicators
Number of courses offered

Assessment Results
Two entrepreneurship courses were offered.

Changes Based on Assessment Outcomes
Offer more entrepreneurship courses.

Strategy(ies) for the Future
Through community networking, obtain motivated intelligent instructors to instruct industry desired entrepreneurship courses.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Continuing 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, summer programs for children 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.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Increase overall enrollment in non-credit courses.
2. Develop new courses and programs that lead to certification or licensure.
3. Activate online registration for non-credit courses.
Division of Business Affairs and Economic Development
Environmental Safety

EMPLOYEE LISTING

Professional, unclassified staff
David Jones, B.S.

DIVISION SUMMARY

The Department of Environmental Health and Safety establishes safety policies and procedures for the Bossier Parish Community College campus. The department works closely with the Security Department to document all injury and loss incidents. In addition to documentation, the department investigates the 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 filing 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 guests.

ADVANCED DEGREES OR CERTIFICATIONS

Certified defensive driving instructor
Certified in automatic defibulator use
Certified Community Emergency Response Team member
Certified ORM Emergency Response Team member

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Achieved total compliance in the annual Louisiana Office of Risk Management compliance review
Achieved total compliance with the State of Louisiana Fire Marshal inspections
Achieved total compliance during the semi-annual elevator inspections
Received a statewide Dedication Award from the Louisiana Emergency Preparedness Association
PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Jones</td>
<td>Stress Management - Sept '08</td>
<td>Orm New Audit Training - Jan '09</td>
<td>LACUSPA Panel Discussion -</td>
</tr>
<tr>
<td></td>
<td>2008 - 2009 Annual Report</td>
<td>Effective Workplace Safety</td>
<td>Campus Safety - Spet '08</td>
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<tr>
<td></td>
<td>Training - Mar '09</td>
<td>Inspections - May '09</td>
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<td>Job Safety Analysis - May '09</td>
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<td></td>
<td></td>
<td>Developing Effective Safety</td>
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<td></td>
<td></td>
<td>Meeting - May '09</td>
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</tr>
</tbody>
</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 Homeland Security and Emergency Preparedness.

STRATEGIC PLANNING

Department Measurable Strategy
Maintain rigorous inspection schedules to identify potential physical and litigious hazards.

Performance Indicators
Maintain records of all inspections and associated correspondence to others requesting corrective actions.

Assessment Results
Record keeping meets or exceeds ORM requirements

Changes Based on Assessment Outcomes

Strategy(ies) for the Future
Continue to develop new forms to better fit the new audit requirements

Department Measurable Strategy
Increase safety meetings for full time employees from twice yearly to four times yearly.

Performance Indicators
Track attendance through sign-in sheets to assure the 95% attendance requirement mandated by the Office of Risk Management.

Assessment Results
Did not achieve goals

Changes Based on Assessment Outcomes
Need to have more involvement by departments

Strategy(ies) for the Future
Establish departmental safety meeting for mid - semester training
Department Measurable Strategy
Develop safety training for adjunct and part-time employees.

Performance Indicators
Have Deans and Supervisors distribute safety handouts at contract signing and provide signed receipts for reconciliation.

Assessment Results
Total compliance achieved

Changes Based on Assessment Outcomes
Increase the number of safety handouts distributed

Strategy(ies) for the Future
Provide handouts quarterly rather than semi-annually

Department Measurable Strategy
Maintain total compliance through constant training and compliance audit.

Performance Indicators
Analyze audit findings and make necessary changes to assure total compliance.

Assessment Results
Total compliance achieved

Changes Based on Assessment Outcomes
Strategy(ies) for the Future
Continue established procedures

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Overall effectiveness is measurable through the claim history, audit scores, fire suppression device inspection, and State Fire Marshal reviews. These inspections have found no significant problems and the environmental health and safety program designed for the campus has been proven to be effective.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Become more familiar with the new audit requirements
2. Continuing education
3. Continue to work with the Physical Plant Department and the Security Department to minimize risk and loss
Division of Business Affairs and Economic Development
Finance Department

EMPLOYEE LISTING

Professional, unclassified staff

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. Viskozki, B.S.

Classified staff

Anita Drozd
Tammy S. Grill, A.S.
Brenda S. Jones, 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 and as well as the liaison between the legislative auditors and various departments on campus. The FY09 Annual Operating Budget was completed and submitted prior to the deadline of August 18, 2008, and the FY08 Annual Financial Report was completed and
submitted before the deadline of August 25, 2008. At the present time, the College is operating within budget constraints and it is predicted this will continue through June 30.

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 some form of 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.

The Finance Department is constantly looking for ways to save the College money and accomplished this goal by implementing the Higher One Debit Card refund system to students in Spring 2009. With a Higher One Debit Card, students are able to access their funds more expeditiously than in the past. They have the option of receiving their refund via the Higher One Debit Card, a personal bank account, or a paper check. Students can elect to be notified via text message upon a refund being deposited to their account. We continue to receive enormous positive feedback from the students regarding the implementation of the card.

### PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Michelle Brewer</td>
<td>Fair and Actual Credit Transactions ACT - Identity Red Flags Video Conference - October 22, 2008</td>
<td>LCTCS Demonstration for Selecting a Statewide Computer System in Baton Rouge - February 2 - 5, 2009</td>
<td>Higher One Kick-Off Meeting - July 15, 2008 Higher One Cards/Refunds Committee/Marketing Meetings - July 18, July 25, August 1, August 8, August 29, September 5, October 10, October 24, November 7, and December 17, 2008 Financial Aid Appeals Committee Meetings - September 11, October 9, November 13, December 11, 2008, January 8, February 12, March 12, April 9, May 14, 2009</td>
</tr>
<tr>
<td></td>
<td>Staff Senate Development &quot;Learn How to Jumpstart Your Personal Finances&quot; by Peter Bielagus, Financial Advisor - November 13, 2008</td>
<td>LCTCS Annual Conference in Shreveport - April 23, 2009</td>
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<tr>
<td></td>
<td>Financial Forms Training by the Finance Department - March 25, 2009</td>
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<tr>
<td></td>
<td>Staff Senate Development &quot;Assertiveness Training&quot; - March 27, 2009</td>
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</tr>
<tr>
<td>Joey Brown</td>
<td>Staff Senate Development &quot;Stress Management&quot; - September 12, 2008</td>
<td></td>
<td>Higher One Kick-Off Meeting - July 15, 2008 Higher One Cards/Refunds Committee/Marketing Meetings - July 18, July 25, August 1, August 8, August 29, September 5, October 10, October 24, November 7, and December 17, 2008 Financial Aid Appeals Committee Meetings - February 12, March 12, and May 9, 2009 Chancellor Search Forum -</td>
</tr>
<tr>
<td></td>
<td>Staff Senate Development &quot;Learn How to Jumpstart Your Personal Finances&quot; by Peter Bielagus, Financial Advisor - November 13, 2008</td>
<td></td>
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<tr>
<td></td>
<td>Team Building Seminar - April 7, 2009</td>
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</tr>
<tr>
<td>Name</td>
<td>Event Description</td>
<td>Date</td>
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</tr>
</tbody>
</table>
| Stacey Crawford | State Travel Seminar with Tammy Toups - August 12, 2008  
Financial Forms Training by the  
Finance Department - March 25, 2009  
Staff Senate Development "Stress Management" - September 12, 2008  
LCTCS Demonstration for Selecting a Statewide Computer System in Baton Rouge - February 2 - 5, 2009  
LCTCS Annual Conference in Shreveport - April 24 - 25, 2009  
Higher One Conversion Kick-Off Meeting - July 15, 2008  
Scholarship Committee Meetings - August 19, 2008 and April 16, 2009  
Planning Council Partnerships Subcommittee Meetings - September 23, 2008  
Chancellor Search Forum - April 22, 2009 |
| Anita Drozd   | Speaking engagement with Dr. Joe May, President of LCTCS - February 4, 2009  
Financial Forms Training by the Finance Department - March 25, 2009  
Staff Senate Development "Assertiveness Training" - March 27, 2009 | Chancellor Search Forum - April 22, 2009 |
| Loren Elwell  | Staff Senate Development "Learn How to Jumpstart Your Personal Finances" by Peter Bielagus, Financial Advisor - November 13, 2008  
Staff Senate Development "Assertiveness Training" - March 27, 2009 | Higher One Kick-Off Meeting - July 15, 2008  
Higher One Cards/Refunds Committee Meetings - July 25, August 8, September 5, and October 24, 2008  
Back to School Pledge Drive - August 14, 2008  
Scholarship Committee Meeting - April 16, 2009 |
| Tammy Grill   | Financial Forms Training by the Finance Department - March 25, 2009  
Staff Senate Development "Assertiveness Training" - March 27, 2009 | Higher One Kick-Off Meeting - July 15, 2008  
Higher One Cards/Refunds Committee Meetings - July 18, August 1, August 8, August 29, October 10, and November 7, 2008  
Sexual Harassment Committee Meeting - August 21, 2008 and January 16, 2009 |
| Brenda Jones  | State Travel Seminar with Tammy Toups - August 12, 2008  
Financial Forms Training by the Finance Department - October 30, 2008 & March 25, 2009  
Teaching Troubled Students: Campus Policy & Threat Assessment" online seminar - April 30, 2009 | Faculty/Staff Development Committee Meeting - August 19, 2008  
Speaking engagement with Dr. Joe May, President of LCTCS - February 4, 2009  
Chancellor Search Forum - April 22, 2009 |
| Glenda Loftin | Staff Senate Development "Stress Management" - September 12, 2008  
Staff Senate Development "Assertiveness Training" - March 27, 2009 | Institutional Review Board for Research Committee Meeting - January 14, 2009 |
<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
</tr>
</thead>
</table>
| Lynn Lyle       | Staff Senate Development "Learn How to Jumpstart Your Personal Finances" by Peter Bielagus, Financial Advisor - November 13, 2008  
LCTCS Annual Conference in Shreveport on April 24 -25, 2009  
Staff Senate Development "Assertiveness Training" - March 27, 2009  
Financial Forms Training by the Finance Department - October 30, 2008 and March 25, 2009 |
| Vicki Morehead  | Performance Planning and Review (PPR) Training for Civil Service Supervisors - July 23, 2008  
Safety Training (managing conflict) - August 14, 2008  
State Travel Seminar with Tammy Toups - August 12, 2008  
Financial Forms Training by the Finance Department - October 30, 2008 & March 25, 2009  
"Managing Stress in the Workplace" IAAP Workshop in Shreveport - August 21, 2008  
"Mapping Your Financial Future" IAAP Workshop in Shreveport - September 18, 2008  
LCTCS Leadership Development Institute in Baton Rouge - October 8 - 10, November 12-14, 2008  
January 28-30, March 18-20, and April 20-22, 2009  
"Hiring the Right Staff" IAAP Workshop in Shreveport - November 20, 2008  
"Fraud & White Collar Crime" IAAP Workshop in Shreveport - February 19, 2009  
"Business Ethics" IAAP Workshop in Shreveport - April 23, 2009  
Institutional Review Board for Research Committee Meeting - January 14, 2009 |
| Gene Smith      | Staff Senate Development "Stress Management" - September 12, 2008  
Staff Senate Development "Learn How to Jumpstart Your Personal Finances" by Peter Bielagus, Financial Advisor - November 13, 2008  
Staff Senate Development "Assertiveness Training" - March 27, 2009  
Faculty/Staff Development Committee Meetings - August 19, 2008 & January 14, 2009  
Chancellor Search Forum - April 22, 2009 |
| Ron Viskozki    | Staff Senate Development "Stress Management" - September 12, 2008  
Staff Senate Development "U R a Brand" - October 8, 2008  
Financial Forms Training by the Finance Department - October 30, 2008  
Staff Senate Development "Learn How to Jumpstart Your Personal Finances" by Peter Bielagus, Financial Advisor - November 13, 2008  
Staff Senate Development "Assertiveness Training" - March 27, 2009  
Higher One Kick-Off Meeting - July 15, 2008  
Higher One Cards/Refunds Committee Meetings - July 18, July 25, August 1, August 8, August 29, September 5, October 10, October 24, and November 7, 2008  
Violence in the Workplace Committee Meetings - August 19, 2008 & January 14, 2009  
Chancellor Search Forum - April 22, 2009 |
| Sherry Wilkerson| Staff Senate Development "Stress Management" - September 12, 2008  
Staff Senate Development "U R a Civil Service/CPTP "Ethical Behavior in the Workplace" in Bossier City - August 21, 2008  
Retention Committee Meetings - August 19, 2008 and January 14, 2009 |
STRATEGIC PLANNING

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. Provide the Financial Forms Reference Guide, Budget Forms, & Records Retention training seminar to faculty and staff bi-annually.
2. Encourage Finance Department employees to attend a minimum of three career enhancing professional development opportunities throughout the year.

Assessment Results

1. The training was held bi-annually.
2. All of the Finance Department staff had a minimum of three professional development opportunities, some of which included college level educational courses.

Changes Based on Assessment Outcomes

No changes.

Strategy(ies) for the Future

Provide training and information to campus departments on the Finance Department forms and web page and promote professional development within the Finance Department.

Department Measurable Strategy

Expand the BPCC Finance Department website.

Performance Indicators

Update the Finance Department website in order to provide the most current information, and make policies and procedures available online for the Finance Department staff.

Assessment Results

All updated financial forms were provided to Computer Services for the website.
Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Expand the BPCC Finance Department website.

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. Implement electronic funds transfer via the bill payment feature.
4. Research implementing refunds to students via a Third Party.

Assessment Results
1. Credit cards were researched and we are receiving the best rates.
2. The research was done and found that it would be beneficial to wait for LCTCS to make a decision on the software system that we will be changing to in the future.
3. Implementation was successful.
4. BPCC contracted with Higher One to process student refunds electronically beginning January 2009.

Changes Based on Assessment Outcomes
1. No changes.
2. No changes.
3. To include ACH for payroll vendors next year.
4. No changes.

Strategy(ies) for the Future
Identify and/or expand costs saving methods for the College.

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. Continue to provide training and information to campus departments on the Finance Department forms and web page and promote professional development within the Finance Department.
2. Continue to identify and/or expand cost saving methods for the College.
3. Continue to expand the BPCC Finance Department website.
4. Continue to 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, B.S.

Classified staff
Nicki Gilbert
Susan Harlan - Copy Center
Joyce Shaw - Copy Center

DIVISION SUMMARY

The HR Staff attended several training sessions conducted by Civil Service, the retirement systems and BPCC Professional Development Seminars. The HR Department was audited by the Department of Civil Service in March 2009. As of June 2009, BPCC has not received the results of the audit from the Department of Civil Service. BPCC was the site for several Civil Service and Office of Group Benefit training sessions that were coordinated by the HR Department staff. The Governor implemented an Executive Order for a limited hiring freeze beginning January 15th to June 30th that halted several replacement positions and limited hiring. Civil Service implemented an On-line application system that BPCC uses for classified and unclassified positions. The Human Resources Department assisted the LCTCS President with the BPCC Chancellor's Search. On-campus PPR training was provided to the BPCC supervisors by the HR Director. The HR Director participated in the LCTCS on-going search for a new HRS/payroll system as loss of technical support from our current vendor is imminent. The LCTCS goal is to implement a centralized payroll system for all community and technical colleges. The Human Resources Office presented fifteen 5 year pins and twelve 10 year pins to employees during End of the Year Meeting. Civil Service introduced the WeSave program and the Benefits Manager distributed WeSave packets to employees in October 2008. Several dates were scheduled in the HR office for vendors to be available for employee visits. The Annual Benefits fair was held in April 2009 and provided information and enrollment opportunities for employees. Most of the 2008-2009 HR strategies were met during the fiscal year.
The Copy Center continues to provide copy and postage/mail services to faculty and staff. Joyce Shaw, a BPCC graduate, joined the Copy Center staff in October 2008. The Copy Center received new copier machines in April 2009 under a new contract with CFBiggs.

**ADVANCED DEGREES OR CERTIFICATIONS**

Jamie Heller received her Bachelor of Science in Business Administration/Applied Management in August 2008. Nicki Gilbert is working on an Associate Degree in Business Administration. Shannon Jones earned her Insurance license, type A, Producer from the State of Louisiana April 2009.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

December 2008-The BPCC Human Resources Department was recognized by Civil Service Director for the "Outstanding" rating our agency received for PPR reporting.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamie Heller</td>
<td>Staff Resource Guide Workshop June 24, 2008</td>
<td></td>
<td>Fiesta Festival - May 20, 2009</td>
</tr>
<tr>
<td>Shannon Jones</td>
<td></td>
<td>CPTP HR Module 7: Lasers Agency Training - November 18, 2008</td>
<td>BPCC Planning Council Meeting - April 2, 2009</td>
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<td></td>
<td></td>
<td>ING Planwithease Webcast - December 10, 2008</td>
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<td></td>
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<td>LASERS Solaris Employer Contribution Reporting Training - March 25, 2009</td>
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<tr>
<td></td>
<td></td>
<td>Office of Group Benefits - Employer Annual Enrollment Meeting - March 17, 2009</td>
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</tr>
<tr>
<td>Donna Wallace</td>
<td></td>
<td>Civil Service - LA Careers training (On-line Application System) February 4, 5, 2009</td>
<td>Fiesta Festival- May 20, 2009</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Civil Service - ISIS Data Integrity April 2, 2009</td>
<td>End of the Year Meeting - May 15, 2009</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Civil Service - ISIS Organizational Management April 3, 2009</td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Establish training for supervisors.

Performance Indicators
List of course recommendations for supervisors.

Assessment Results
A list of training for supervisors was determined which included PPR training, conflict resolution, motivation for employees training, etc.

Changes Based on Assessment Outcomes
None to report.

Strategy(ies) for the Future
Completed this strategy.

Department Measurable Strategy
Implement New Employee Survey

Performance Indicators
Compiled survey results for assessment of services.

Assessment Results
This survey implementation was delayed to review the results of the use of the electronic survey system - Survey Monkey.

Changes Based on Assessment Outcomes
None to report.

Strategy(ies) for the Future
Continue to implement New Employee Survey using electronic survey system - Survey Monkey.

Department Measurable Strategy
Offer voluntary training/courses on campus through Comprehensive Personnel Training Program (CPTP).
Performance Indicators
CPTP courses utilized by BPCC employees.

Assessment Results
A limited amount of CPTP course were offered at BPCC due to scheduling conflicts and state budget restrictions. A total of three employees enrolled in CPTP courses on campus.

Changes Based on Assessment Outcomes
None to report.

Strategy(ies) for the Future
Continue to advertise CPTP courses to employees and continue to offer CPTP courses on the campus when space is available.

Department Measurable Strategy
Implement on-line application process in conjunction with Department of Civil Service.

Performance Indicators
A pool of on-line applicants for vacant positions.

Assessment Results
Received an adequate pool for vacant positions that were electronically forwarded to hiring supervisor. It also created a pool of adjunct and Continuing Education applicants for hiring supervisors.

Changes Based on Assessment Outcomes
On-line applications eliminated paper copies of applicants and decreased the amount of paper stored in files. The on-line process is more efficient for HR and the hiring supervisor.

Strategy(ies) for the Future
Based on phone calls and emails received, applicants have a little trouble navigating to the on-line application on the CS website so the BPCC website information will be reviewed to see if on-line application instructions can be more user friendly.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Overall, the Human Resources Department had a successful year. The department processed 33 new hires, 21 terminations, 13 promotions and 38 payrolls for the fiscal year of 2008-2009. Most goals set for the fiscal year of 2008-2009 were accomplished; implementation of the on-line application system, the New Employee Survey was not implemented this fiscal year in order to review a new delivery method; several CPTP training courses were held on the BPCC campus; several BPCC employees attended the CPTP training courses on the BPCC campus and creation of a list of courses recommended for supervisors. 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. Re-design the HR Manual on the website.
2. Establish procedures related to personnel management.
3. Implement New Employee Survey through Survey Monkey.
4. Present list of supervisor training to management for approval and discussion of mandatory training for supervisors.
5. Provide in-service training related to HR procedures/forms to employees as needed.
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
Kenneth Shaw
Robert Smith
Anita Taylor
Willie Taylor
Dianne Tillman
Gary Van Wert
Miranda Wallace
Willie Washington
R. L. Wells
Drucilla Williams
Frank Zator
DIVISION SUMMARY

The staff of the Physical Department works diligently to make sure the facilities at the College are maintained. Throughout the year, different divisions/departments request help from the custodial staff for assistance with their activities. This includes setting up tables and chairs for meetings and erecting the BPCC tent when requested. The custodial staff is responsible for the complete set up for graduation(s). Employees of the Physical Plant attended bi-weekly staff meetings, safety meetings and mandatory campus-wide meetings.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Larris Clark, Custodial Supervisor 1, received the Chancellor's Staff Award for Outstanding Service, May 2009.

PROFESSIONAL DEVELOPMENT

<table>
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</thead>
<tbody>
<tr>
<td></td>
<td>&quot;Vista&quot;, Aug 2008</td>
<td>2) &quot;Hiring the Right Stuff (Staff)&quot;, Nov 2008, Pelican Chapter (Shreveport) IAAP</td>
<td>2) LCTCS Annual Conference, Shreveport, April 2009</td>
</tr>
<tr>
<td></td>
<td>&quot;U R a Brand&quot;, Oct 2008</td>
<td>4) &quot;Cultural Diversity in the Workplace&quot;, March 2009, Pelican Chapter (Shreveport) IAAP</td>
<td>4) Athletic Council Meetings (BPCC), Aug and Jan</td>
</tr>
<tr>
<td></td>
<td>&quot;Annual Report Training&quot;, March 2009</td>
<td>5) &quot;Understanding, Developing, and Implementing Ethics&quot;, April 2009, Pelican Chapter (Shreveport) IAAP</td>
<td>5) Race for the Cure Sub-Committee Chair, Sept 2008, Shreveport</td>
</tr>
<tr>
<td></td>
<td>&quot;CERT Training&quot;, May 2009</td>
<td></td>
<td>7) BPCC Lions Club monthly meetings</td>
</tr>
</tbody>
</table>

Willie Taylor

Documenting for Performand and Discipline, Nov 2008
Strategies for Supervisory Success, Nov 2008
Civil Service Essentials for Supervisors, April 2009

Leo English

Performance Planning and Review, July 2008
STRATEGIC PLANNING

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 to each building.

Changes Based on Assessment Outcomes
No changes necessary.

Strategy(ies) for the Future
Facilitate the maintenance requests/needs of the campus to ensure a clean and safe 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
Adjustments are made to routes as students drop/add classes.

Changes Based on Assessment Outcomes
No changes necessary.

Strategy(ies) for the Future
Increase the efficiency of the vanpool service.

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 use of electronic form for all maintenance requests from faculty and staff.

Performance Indicators
Campus wide email with instructions on use of Maintenance Requests online.

Assessment Results
Maintenance Requests are received online.

Changes Based on Assessment Outcomes
No changes necessary.

Strategy(ies) for the Future
Increase use of electronic form for all maintenance requests from faculty and staff.

Department Measurable Strategy
Evaluate and assess the maintenance of the college.

Performance Indicators
Completed work orders; BPCC Report Card

Assessment Results
Staff assigned to specific areas to ensure complete maintenance of College.

Changes Based on Assessment Outcomes
No changes necessary.

Strategy(ies) for the Future
Evaluate and assess the maintenance of the college.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The first impression visitors receive is from the appearance of the buildings and grounds of the College. The entire staff of the Physical Plant Department make it a priority to maintain the campus to enhance that first impression. The Physical Plant staff make adjustments to their workload to accommodate the needs of the faculty and staff of the campus. Electronic
Maintenance Requests and verbal requests are handled quickly and efficiently. Vanpool drivers make sure that 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 to make sure the campus remains an asset to the community. As the buildings age, preventative maintenance will be done to ensure the learning environment is kept at a safe and secure level. 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. Chad Johnston was promoted to Purchasing Agent.

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.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
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<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>LCTCS Conference - Shreveport, LA 4/23/09 - 4/25/09</td>
<td>Christmas Faculty/Staff Luncheon/Meeting - 12/17/09</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NLANIGP - Shreveport, LA 4/27/09</td>
<td>Planning Council Partnership - 9/18/08, 10/9/08, 3/12/09</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Subcommittee Meetings Sexual Harassment Committee - 8/21/08, 2/11/09</td>
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<td></td>
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<td>North Louisiana Chapter of NIGP - 2008 - 2009</td>
</tr>
<tr>
<td>Eric Crowder</td>
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<tr>
<td></td>
<td>Safety - DHR Committee - 8/18/08 - 1/14/09</td>
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</tbody>
</table>
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
The PBM 120 will be monitored by calling vendors for outstanding Purchase Orders on a bi-weekly basis and recording the status on the receiving copy of the PO.
Assessment Results
Monitoring the PBM 120 continues to help the arrival of orders on a timely basis.

Strategy(ies) for the Future
Continue to monitor the PBM 120 to help the arrival of orders on a timely basis.

Department Measurable Strategy
Encourage department personnel to attend workshops, seminars and professional development opportunities offered by Bossier Parish Community College.

Performance Indicators
Staff members will have the opportunity to attend various workshops, seminars and staff development activities.

Assessment Results
Each staff member will be given the opportunity to attend various workshops that will enhance professionalism and growth.

Strategy(ies) for the Future
Continue to encourage department personnel to attend workshops, seminars and professional development opportunities offered by Bossier Parish Community College.

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
Continue to improve services related to delivery of materials and supplies ordered.

Department Measurable Strategy
Provide training to new employees on the SCT online requisition procedure.

Performance Indicators
Document training will be provided to all new employees for 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
Continue to provide training to new employees on the SCT online requisition procedure and familiarize all employees with purchasing policies and procedures.
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 have promoted 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.
Tracy McGill, B.A.
Madeline Priest, M.A.
Wayne Villemarette
Lisa Wargo, M.A.

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 Coordinating and Development Corporation to deliver the Workforce Investment Act (WIA) program; Healthcare Initiative; and Louisiana Workforce Commission to deliver the Incumbent Worker Training Program (IWTP). Programs are developed through business partnerships which allow us to create training that is relevant, effective, and specific to a company's business and education needs. Staff members contacted 587 employers in the 2008-2009 fiscal year and attended 41 civic and state training functions to offer our services.

ADVANCED DEGREES OR CERTIFICATIONS

Tracy McGill, National Professional Certification in Customer Service issued by National Retail Foundation to deliver NRF Customer Service Training.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Sherrie Johnson, Bossier Chamber of Commerce, Diplomat Team of the Quarter
Sherrie Johnson, Award Recognition for serving as Co-Chair of Mayor's Commission for Women of Bossier City's Mentoring Program
Sherrie Johnson, Award Recognition for serving as Vice-President of Mayor's Commission for Women of Bossier City

**PROFESSIONAL DEVELOPMENT**

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</thead>
<tbody>
<tr>
<td>Lisa Wargo</td>
<td>&quot;Stress Management&quot; Presentation by Tammi Rider</td>
<td>LCTCS Conference, Shreveport</td>
<td>Planning Council Member, Executive Council Member, Partnership Subcommittee, Recorder/Seretary, Protocol Committee Member, Staff Senate Member, IWTP Staff Meetings, Workforce Development Meetings, LCTCS Workforce Development Council, Baton Rouge, LCTCS Regional Meeting with Dr. Joe May, BPCC, Medical Management IWTP Grant Meetings, New Orleans, Bossier Women's Commission Luncheon, Bossier City, SHAW, Baton Rouge, IWTP Regional Meeting, Shreveport, IWTP Regional Meeting, Baton Rouge, Shreveport Mayor's Women's Commission, Shreveport, LCTCS Leave Policy Changes</td>
</tr>
<tr>
<td></td>
<td>&quot;U R a Brand&quot; Presentation by Becky Turbeville</td>
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<td></td>
<td>Office 2007 New Features Training</td>
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<td>Safety Training</td>
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<td></td>
<td>Emergency Procedures Training</td>
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<tr>
<td>Sherrie Johnson</td>
<td>Emergency Procedures Training</td>
<td>LCTCS Conference, Shreveport</td>
<td>Workforce Development Meetings, LCTCS Convention Planning for Conference, Volunteer Worker, Food Chairman for Mr. Carleton’s Retirement, Staff Senate Kick-Off Annual Planning Workshop, Solutions to Poverty Coalition, Bossier Chamber of Commerce, Youth Leadership Committee, Bossier City Mayor's Women's Commission, Vice-President, Bossier Chamber of Commerce, Diplomat, Staff Senate Member, Safety Committee Member</td>
</tr>
<tr>
<td></td>
<td>Safety Training</td>
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<tr>
<td></td>
<td>Emergency Procedures Training</td>
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<tr>
<td>Amanda Belcher</td>
<td>Safety Training</td>
<td>LCTCS Conference, Shreveport</td>
<td>Angel Food Ministries, Dress For Success, Workforce Development Meetings, Faculty/Staff Development</td>
</tr>
<tr>
<td></td>
<td>Emergency Procedures Training</td>
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</tbody>
</table>
Wayne Villemarette  The Secrets Behind: Facebook & Myspace.com by Tom Kreiglstein
Team Building with Bob Boykin Workshop
Staff Resource Guide Workshop
“Stress Management,” presented by Tammi Rider, LCSW
LCTCS Conference, Shreveport
Member of the ANECA Federal Credit Union Board of Directors
Governor’s “System Support Team for the Red Cross” and the BPCC “Arkansas Shelter Assessment Team”
Workforce Development Meetings
IWTP Staff Meetings
Lions Club Officer
Lions "Children Eye Screening”
Lions "Rice Bowl Collection"
Lions "Summer Camp Program"
Lions "Scholarship Fund” for BPCC Students
Staff Senate Member
Committee on Committees Member
Safety Committee Chairman

Alisha Crowder  “Stress Management” Presentation by Tammi Rider
“U R a Brand” Presentation by Becky Turbeville
Safety Training
Emergency Procedures Training
Office 2007 New Features Training
DACUM Training - 2009 LCTCS Perkins Conference, Monroe
LCTCS Conference, Shreveport
ASTD Telling Ain’t Training Conference, Chicago
LERN Member
ASTD Member
Workforce Development Meetings
IWTP Staff Meetings
LWC Employer Seminar, Bossier City
Hampton Inn/Town Place Suites Business Networking Luncheon
Bossier Women’s Commission Luncheon, Bossier City
SHAW, Baton Rouge
Mike Shaw Motors dba Honda of Slidell IWTP Meeting
IWTP Regional Meeting, Shreveport
IWTP Regional Meeting, Baton Rouge
IWTP Staff Member
Staff Senate Member
Violence in the Workplace Committee

Madeline Priest  Safety Training
Emergency Procedures Training
Office 2007 New Features Training
DACUM Training - 2009 LCTCS Perkins Conference, Monroe
LCTCS Conference, Shreveport
ASTD “Telling Ain’t Training” Conference, Chicago
LERN Member
ASTD Member
IWTP Staff Meetings
Workforce Development Meetings
LWC Employer Seminar, Bossier City
Hampton Inn/Town Place Suites Business Networking Luncheon
LCTCS Regional Meeting with Dr. Joe May, BPCC
IWTP Regional Training Meeting, Shreveport
IWTP Staff Member
Business and Industry Committee Member

Tracy McGill  “Stress Management” Presentation by Tammi Rider
Safety Training
Emergency Procedures Training
NRF Customer Service Training - 2009 LCTCS Perkins Conference, Monroe
LCTCS Conference, Shreveport
IWTP Department Meetings
Workforce Development Meetings
IWTP Regional Training
SIGNIFICANT CONTRACTS OR GRANTS

Coordinating & Development Corporation, WIA, Bossier/Outlying Caddo Parish - $74,366
Healthcare Initiative - $17,319
Incumbent Worker Training Program - Louisiana Workforce Commission (17 grants)
  Allen Millwork #2 - $180,125
  ARC of Caddo Bossier #2 - $149,121
  Clement - $76,647.48
  Continental Structural Plastics #2 - $108,542

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Tracy McGill wrote an article on Legal Services’ IWTP grant in BPCC’s Economic Development Fall 2008 newsletter.

SIGNIFICANT CONTRACTS OR GRANTS

Coordinating & Development Corporation, WIA, Bossier/Outlying Caddo Parish - $74,366
Healthcare Initiative - $17,319
Incumbent Worker Training Program - Louisiana Workforce Commission (17 grants)
  Allen Millwork #2 - $180,125
  ARC of Caddo Bossier #2 - $149,121
  Clement - $76,647.48
  Continental Structural Plastics #2 - $108,542
Harvey of Bossier #2 - $81,587
Highland Clinic #3 - $51,905
Ivan Smith #2 - $145,723
Legal Services #2 - $46,714
McElroy Metal #2 - $186,123
Medical Management #2 - $52,624
Mike Shaw Motors - $151,772
Progressive Care - $86,359.85
Springhill Medical Center - $262,618.15
Shreveport Bossier Convention and Tourism Bureau - $43,641
Trane - $192,401
USA Agencies - $159,757
Voith Fabric #2 - $119,365

STRATEGIC PLANNING

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 proposals written, the total number of participants trained, and the quality of the service we provide to companies involved in the program.

Assessment Results
[1] 13 IWTP grants written, representing $2,449,520.95. 7 IWTP grants approved, representing $731,821.45.
[2] 2,660 employees trained during FY
[3] 15 grants in the writing process; 5 grants awaiting approval, representing $363,315.59 in training funds requested
[4] 9 IWTP grants brought to completion during the FY, representing $1,016,698
[5] The IWTP Customer Satisfaction Reports completed by IWTP grant employers gave us an average score of 9.5 out of 10 (very satisfied).
[6] IWTP staff represented BPCC in dialogue with 65 employers across the state this fiscal year. The staff represented BPCC at 17 civic and community events.

Changes Based on Assessment Outcomes
Workforce Development works diligently to identify training needs of local and state businesses, to effectively and efficiently develop 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
Continue to meet needs of Louisiana employers for immediate, short-term, and long-range training needs through the IWTP program.

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 10 Workforce Development employees, 5 attended the ASTD "Telling Ain't Training" conference. Additionally, 8 of the 10 attended the LCTCS Conference held in Shreveport, 2 attended the DACUM training and 1 attended the NRF Customer Service Training at the LCTCS Region 8 Perkins Conference.
2. Of the 10 Workforce Development employees, one is designated to attend the LCTCS Workforce Development Meetings. All meetings were attended.
3. IWTP held no focus group meetings this year as they were out of funding from August 2008 - April 2009.
4. IWTP held Regional Meetings across the state. Six attended the Shreveport meeting and two attended the Baton Rouge meeting. Additionally, they held the following: Employer Seminar (3 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 BPCC employee. Workforce Development 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**
Make changes based on feedback from assessments completed by participants, vendors, clients, and partners.

**Performance Indicators**
Achievement will be measured by the assessment results.

**Assessment Results**
Assessments reflected a "very satisfied" rating, 5 on a scale of 5.

**Changes Based on Assessment Outcomes**
Continue current efforts.

**Strategy(ies) for the Future**
Continue to monitor assessment results to ensure clients are satisfied.

**Department Measurable Strategy**
Recruit Corporate Training clients.

**Performance Indicators**
The number of corporate training clients recruited.

**Assessment Results**
A partnership with Bossier Parish School Board began the GPS for Job Seekers program which began September 11, 2008. Area business leaders met with 30 area high school students for 10 sessions addressing employer expectations, high demand occupations and career pathways.

**Changes Based on Assessment Outcomes**
Continue to seek corporate training clients to partner with on grant projects and training projects.

**Strategy(ies) for the Future**
Continue to serve corporate clients, seeking ways to bridge them to other grant programs we can offer. GPS for Job Seekers will be moved to Workplace Literacy under the direction of Shelli Ulrich.

**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 proposals written for additional funding sources.

**Assessment Results**
Four Workforce Development proposals were written for funding through LCTCS Rapid Response funding.

[1] Construction Proposal - $583,715  
[3] GPS for Jobs (High Demand) - $210,450  
[4] CMS - $50,000

In late June we did receive notification that we would receive $50,000 to start the Certified Manufacturing Specialist program. We were also granted permission to complete the Healthcare funding issued in 2008, allowing us to offer additional ELNEC training to nursing professionals.

**Changes Based on Assessment Outcomes**
Continue to development 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.

**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**
Marketing efforts through multi-media, mailouts, referrals and word-of-mouth have resulted in Workforce Development placing students in the following areas:
[1] Academics - 8

**Changes Based on Assessment Outcomes**
Continue to market BPCC academic, non-academic, and workforce programs through multi-media, mailouts, referrals and word-of-mouth.

**Strategy(ies) for the Future**
Continue to track Workforce Development's marketing results for student placement in academic, non-academic and workforce development programs.

**Department Measurable Strategy**
Recruit, provide training and/or education 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 Inventory Act (WIA) 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**
Completed Training Program - 4
Gained Credential or Diploma - 4
Show Progress in Literacy Gains - 2
Found Employment - 3
Retains Employment - 2

**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**
Continue to offer WIA Youth Program following guidelines.

**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 GPS for Job Seekers program (partnership between BPCC and Bossier Parish School Board) will continue and provide opportunities for students, as well as expand into future workforce development programs. The corporate partnership with the Bossier School Board and local
businesses provided valuable training information and opportunities for high school students, which led to the April launch of a new eighth grade program. The remaining Healthcare funding helped hospice and palliative care nurses receive additional training. With the continual changes in rules and regulations for IWTP grants, our coordinators have attended many meetings to stay apprised of these changes and are targeting employers of high demand occupations as defined by the Louisiana Workforce Commission. IWTP utilizes surveys for employees to rate instructors and employers to rate Project Coordinators and vendors. We continually receive high ratings in all areas. Workforce Development staff continues to develop their skills through training and education to provide excellent service to our clients, vendors, students and BPCC staff.

PRIORITIES FOR THE COMING ACADEMIC YEAR

[1] Continue to seek IWTP grants from the Louisiana Workforce Commission on behalf of area employers.
[2] Seek additional sources of grant funding to expand our capacity to deliver a variety of workforce training options.
[3] Continue to review feedback received for services delivered.
[5] Continue to provide professional development through participation in local, regional, and nationwide workforce training and development organizations.
[6] Continue to serve WIA program participants.
[7] Continue marketing efforts to place students in academic, non-academic, and workforce development programs.
Division of Business Affairs and Economic Development
Workplace Literacy

EMPLOYEE LISTING

Professional, unclassified staff

Shelli Ulrich, B.S.
Becky Turbeville, M.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 preemployment testing for business and industry.

This year, the Workplace Literacy Program concentrated efforts to increase retention in GED and Project READ, add basic job skill offerings to adult education population, and career exploration activities for area youth.

Adult Education students now sign an attendance contract requiring 75% attendance of available class days. This initiative has increased attendance by 30%, or average daily attendance from 15 to 21 students per class. In addition, Workplace Literacy created two basic job skill classes for our GED and Literacy students offering them the opportunity to learn basic computer and healthcare concepts while working on their GED.

Career GPS for High School students and the "Opportunities and Choices: A Career GPS for 8th Graders" offered career exploration activities, networking opportunities with employers, and high demand career pathways to 24 high school students and 500 eighth graders.

ADVANCED DEGREES OR CERTIFICATIONS

Becky Turbeville, M.B.A. LSUS December 2008

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Becky Turbeville, Commendation of Service from Institutional Research for administering the Community College Survey of Student Engagement, April 2009

PROFESSIONAL DEVELOPMENT
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Shelli Ulrich, Workplace Literacy Director, presented "Applying Business Principles to Adult Education" at the American Association of Adult and Continuing Education Annual Conference in Denver, Colorado.

Shelli Ulrich, Workplace Literacy Director, served on the educational panel at League of Women Voters Forum "Connecting Learning and Work for All through Career Pathways", Robinson Film Center.

Shelli Ulrich, Workplace Literacy Director, presented "Outcomes from the First Annual 8th Grade Career Expo" to Altrusa of Bossier City.

Shelli Ulrich, Workplace Literacy Director, gave the Commencement Speech at C.N.A. Spring Graduation Ceremony.

Shelli Ulrich, Workplace Literacy Director, Literacy Challenges and Services in Northwest Louisiana Inservice to Hope for the Homeless providers, Salvation Army Central Office, Shreveport.

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Workplace Literacy</td>
<td>Staff Senate Professional Development Series: &quot;Stress Management&quot; September 2008</td>
<td>LCTCS State Conference, Shreveport Convention Center April 2009</td>
<td>Solutions to Poverty Coalition Bimonthly</td>
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<td></td>
<td>Blackboard Online Training January 2009</td>
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<td>Northwest Louisiana Literacy Coalition Quarterly</td>
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<tr>
<td>Shelli Ulrich,</td>
<td>&quot;U R A Brand&quot; Self Branding Staff Senate Presentation October 2008</td>
<td>STEP Regional meetings Quarterly</td>
<td>STEP Regional meetings Quarterly</td>
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<tr>
<td>Workplace Literacy</td>
<td>&quot;Managing Burnout&quot; Staff Senate Presentation September 2008</td>
<td>Department of Education: Option III Design Team Annually</td>
<td>Department of Education: Option III Design Team Annually</td>
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<tr>
<td>Director</td>
<td>LCTCS State Conference, Shreveport Convention Center April 2009</td>
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<td>Annually</td>
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<td></td>
<td>AAACE National Conference, Denver, Colorado November 2008</td>
<td>Pro-Literacy Annual Conference</td>
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<td>Literacy Tutor Training, Northeast</td>
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<td>Literacy Council, Longview, Texas</td>
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<td>February 2009</td>
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<td></td>
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<td>Literacy Tutor Training, Texarkana, Arkansas April 2009</td>
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Tiyonda McCoy, Project READ Coordinator

"U R A Brand" Self Branding Staff Senate Presentation October 2008
"Managing Burnout" Staff Senate Presentation September 2008
Pro-Literacy Annual Conference
Little Rock, Arkansas October 2008
Literacy Tutor Training, Northeast
Literacy Council, Longview, Texas February 2009
Literacy Tutor Training, Texarkana, Arkansas April 2009
Shelli Ulrich, Workplace Literacy Director, Workkeys Inservice to Northwest Louisiana Literacy Coalition, Goodwill Industries, Bossier City
Shelli Ulrich, Workplace Literacy Director, Programs and Services available at Bossier Parish Community College, Webster Parish School Board Transitions Summit, Webster Parish School Board
Becky Turbeville, Workplace Literacy Instructor presented "U R A Brand", a professional development opportunity to Staff Senate members.
Tiyonda McCoy, Project READ Coordinator, Commencement Speech at Job Corps for Spring 2009 Graduation Ceremony
Tiyonda McCoy, Project READ Coordinator, Programs and Services available at Bossier Parish Community College, Webster Parish School Board Transitions Summit, Webster Parish School Board

SIGNIFICANT CONTRACTS OR GRANTS

Board of Regents Two Year Enhancement award of $84,000. This project promotes dual enrollment of GED students in job training programs at the Shreveport Region Technical College as well as provides for case management services in an effort to increase retention and completion of literacy and GED classes.
Strategies to Empower People award of $70,000 providing tuition assistance to students on public assistance.
Dollar General Literacy Foundation award of $18,000 to increase capacity and expand scope of services for GED and literacy programs.

STRATEGIC PLANNING

Department Measurable Strategy
Promote and encourage college enrollment upon completion of GED classes.

Performance Indicators
Annually enroll 25% BPCC GED graduates in post-secondary classes at BPCC.

Assessment Results
56%, or 14 of the 25 GED graduates enrolled in college level courses the semester following GED completion.

Changes Based on Assessment Outcomes
Continue current efforts.

Strategy(ies) for the Future
Add case management staff to work with students in setting long-term educational goals and college enrollment process.

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 formal partnership with at least two new businesses per year.

**Assessment Results**
Formal partnership with Pratt Industries and Bossier Parish Fire Department to offer pre-employment testing.

**Changes Based on Assessment Outcomes**
Continue current efforts.

**Strategy(ies) for the Future**
Continue to participate in Chamber of Commerce programs.

**Department Measurable Strategy**
Provide professional development through participation in national workplace literacy organizations and local training and development.

**Performance Indicators**
1. Attendance at national workplace literacy conference
2. Participation in faculty and staff development opportunities offered on campus

**Assessment Results**
Attended American Association of Adult and Continuing Education national conference, Pro-Literacy training offerings, and professional development opportunities available on campus.

**Changes Based on Assessment Outcomes**
Continue current efforts.

**Strategy(ies) for the Future**
Continue to participate in local and national professional development programs.

**Department Measurable Strategy**
Adjust program based on student, customer, and instructor evaluation results.

**Performance Indicators**
Increased program enrollment and completion.

**Assessment Results**
Student evaluations reflected a demand for basic job skills.

**Changes Based on Assessment Outcomes**
Create basic job skill classes for GED and Literacy students. Basic Computer Skills and Universal Precautions in Healthcare offered Spring 2009.

**Strategy(ies) for the Future**
Additional basic job skill course offerings in the future.

**Department Measurable Strategy**
Purchase software providing literacy and reading instruction to Project READ students.

**Performance Indicators**
Increase transition from Project READ to GED classes by 10% annually.
**Assessment Results**

Project READ increased completion by 21% or 4 students.

**Changes Based on Assessment Outcomes**

Continue current efforts.

**Strategy(ies) for the Future**

Add case management staff to support high risk student population and address drop-out issues with individual students.

**Department Measurable Strategy**

Increase capacity of literacy program to serve students after work hours

**Performance Indicators**

Create and enroll a minimum of 20 students in evening literacy classes.

**Assessment Results**

Evening literacy classes created for working students and 31 students enrolled.

**Changes Based on Assessment Outcomes**

Continue current efforts.

**Strategy(ies) for the Future**

Purchase software to increase capacity.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Workplace Literacy program continues to increase capacity and diversity of services. This year, enrollment in Project READ classes increased by 50% (or 15 students) with the addition of an evening class. Average daily attendance in both GED and Literacy classes was greatly improved with the continued enforcement of the attendance policy. The creation of basic job skills classes for GED and Literacy students addresses both basic employment skill deficiencies of unemployed students as well as encouraging retention in GED/Literacy classes.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Priorities for 2009-2010 will be to provide case management activities to support high risk populations in addressing barriers to attendance, setting both short-term and long-term goals and enrolling in college level courses upon completion of GED. Project READ will concentrate on rebuilding tutor training sessions and volunteer tutor support. The Workplace Literacy program will concentrate efforts on developing dual enrollment opportunities for GED/Literacy students.
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, B.A.
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, Career Services, 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 Director for Student Services, an Administrative Assistant IV, and the Senior Systems Analyst. Together, this staff's mission is to provide support and guidance to the nine departments under the Student Services Division, to work across departmental boundaries to help other areas of the College, 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 and Credit Card Awareness exhibits, offer online student elections and voting, and provide many 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 in each department of the
Significant Awards, Honors, and Recognitions

Student Services Division. These projects include but are not limited to the following: reading to classes at Plantation Park Elementary; visiting children at Shriner's Hospital and Sutton Children's Hospital; donations to St. Jude's Children's Hospital; Career Day at Benton Elementary School; tutoring at Rusheon Elementary School; donations to the America Highland Center, Northwest Louisiana Food Bank, YWCA Family Violence Center, and Hurricane Gustav victims; participation in the American Cancer Society Relay for Life; volunteering at the Red River Revel; volunteering for Special Olympics; donations to Toys for Tots and Operation Santa Claus; basketball, baseball, and softball camps for children in the community, and hosting the state-wide Financial Aid College Goal Sunday for the community. In addition, student organizations, under the auspices of the Student Life Department participated in many community service projects including but not limited to the following: Disability Awareness Day at BPCC; sponsored U.S. Government job interviews for persons with disabilities; church school uniform and book drives; Thanksgiving Blessing Boxes; free eye screening for the community during the Fall and Spring Family Fests; participation in the Asbury UMC Pumpkin Patch; participation in the Christus Schumpert Wellness Halloween Carnival; participation in community service by reading to kindergarten children at six local elementary schools; participation in the Susan G. Komen Race for the Cure; donations to the Gingerbread House; participation in the Run for the Nuns Against Child Abuse; and sponsorship of two Life Share Blood Drives.

In 2008, within the Office of the Vice Chancellor for Student Services, the Student Service Specialist became the Director for Student Services in order to restructure the position to add additional duties and to provide seamless customer service from this office. The Director for Student Services is responsible for many duties including but not limited to spring, summer, and fall registration, Student Tech Fee oversight, website management, Judicial Hearing management, student conduct issues, alcohol and drug prevention, and campus safety awareness.

Professional Development is also an integral part of the Student Services Division. This year we had 100% of the Student Services staff to participate in one or more professional development opportunities. A detailed listing of these professional development activities are listed in each Department's annual report. The staff in the Office of the Vice Chancellor for Student Services had 100% participation in both community service and professional development opportunities.

Significant Awards, Honors, and Recognitions

Nathalie Lamarand: Staff Senate President for 2008-2009.

Professional Development

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<tr>
<td></td>
<td>VISTA Training, August 2008</td>
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<td>American Cancer Society</td>
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<td>Risk Management and Safety Presentation, August 2008</td>
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</table>
Stress Management Seminar, September 2008
Veterans Day Celebration, November 2008
Bloodborne Pathogens Workshop, January 2009
Assertiveness Training, March 2009

LCTCS Statewide Conference - Shreveport, LA - April 2009
Roast, November 2008
Operation Santa Clause, December 2008
College Goal Sunday, February 2009
BPCC 1st Partnering for Student Success Luncheon, February 2009
Congressional Update, April 2009
Cyber Information Technology Advisory Board
Business and Computer Science Advisory Board
Cavalier Athletic Foundation Board Member - Registered Agent
Community Emergency Response Team Member
BPCC Lion's Club Member
Staff Senate Member
Phlebotomy Advisory Board
PTA Advisory Board
Planning Council Member
Access and Success Subcommittee Member
Executive Council Member
Student Technology Fee Ex-Officio Judicial Affairs Committee Ex-Officio
Academic Misconduct Appeals Committee Ex-Officio
LCTCS Chief Academic and Student Services Officers Committee Member
LCTCS Chief Student Services Officers (CSSO) Member
LCTCS Interview Committee
BPCC Lion's Club Member
Louisiana Association of School Executives (LASE) Member
Louisiana Association of Women in Higher Education (LAWHE) Member
Louisiana Higher Education Coalition to Reduce Alcohol, Tobacco, and Other Drugs in Collegiate Communities (LaHEC) Member
Council on Law in Higher Education (CLHE) Member
Louisiana Association of College and University Student Personnel Administrators (LACUSPA) Board Member
National Association of Student Personnel Administrators (NASPA) Member
Nathalie Lamarand  
Harassment in the Workplace,  
August 2008  
Stress Management Seminar,  
September 2008  
U R a Brand Seminar, October 2008  
Financial Coaching Seminar,  
November 2008  
Bloodborne Pathogens, January 2009  
Assertiveness Training, March 2009  
Annual Report Training, March 2009  
Teaching Troubled Students:  
Campus Policy and Threat Assessment Webinar, April 2009  
FERPA Compliance Webinar, April 2009  
Clery Act Compliance: Getting the Big Picture Webinar, May 2009  
Community Emergency Response Team Training, May 2009  
Annual Student Services Retreat - Princeton, LA - June 2008  
Louisiana Higher Education Coalition against Alcohol, Tobacco, and other drugs in Collegiate Communities (LaHEC) Summit - Baton Rouge, LA - June 2008  
Staff Senate Executive Council Retreat - Benton, LA - July 2008  
Achieving the Dream (AtD) Strategy Institute - San Francisco, CA - February 2009  
LCTCS Statewide Conference - Shreveport, LA - April 2009  
Summer Graduation Commencement Speaker, July 2008  
BPCC 1st Partnering for Student Success Breakfast, October 2008  
BPCC 1st Partnering for Student Success Luncheon, February 2009  
Everyday is Technical and Community College Day at the Legislature, April 2009  
BPCC Chancellor Candidate Escort, April 2009  
American Cancer Society Relay for Life, April 2009  
Everyday is Technical and Community College Day at the Legislature, May 2009  
BPCC 1st Communications Lead  
HigherOne BPCC Debit Card Marketing Team  
Planning Council Member  
Institutional Effectiveness Subcommittee Vice-Chair  
Judicial Affairs Committee Chair  
Disciplinary Hearing Committee Liaison  
Academic Misconduct Hearing Committee Liaison  
Student Technology Fee Liaison  
LACUSPA Member  
National Association of Student Personnel Administrators (NASPA) Member  
LaHEC Campus and Community Coalition Liaison  
Staff Senate President  
BPCC Foundation Board Member  
BPCC Foundation MiniNASCAR Committee Member  
Council on Law in Higher Education (CLHE) Member  
American College Personnel Association (ACPA) Member  
Association for Student Judicial Affairs (ASJA - ASCA) Member  

Stanley Hippler  
Risk Management and Safety  
Annual Student Services Retreat -  
Student Technology Fee
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Karen Recchia
Athletic Title IX Compliance Manual
Athletic Orientation
Cavalier Connection New Student Orientation FERPA Presentation
Code of Student Conduct/FERPA Presentations to College Success Courses
FERPA Compliance Manual
Student Services Division Annual Retreat Presentations

Nathalie Lamarand
BPCC 1st Spring Newsletter
BPCC 1st Student Focus Groups
Cavalier Connection New Student Orientation CAVS Presentation
Code of Student Conduct/FERPA Presentation to College Success Courses
HigherOne BPCC Debit Card Exhibit
Judicial Affairs Disclosure Notification
Safety Awareness Week Exhibit
Student Handbook

Denise Morgan
Presentation,
August 2008
Bloodborne Pathogens Workshop,
January 2009
Princeton, LA - June 2008
LCTCS Statewide Conference -
Shreveport, LA - April 2009
LCTCS Vendor Demonstrations -
Baton Rouge, LA - February 2009

Denise Morgan
Staff Resource Guide Workshop,
June 2008
Risk Management and Safety Presentation,
August 2008
Stress Management Seminar,
September 2008
Driving Class, September 2008
U R a Brand Seminar, October 2008
Bloodborne Pathogens Workshop,
January 2009
Annual Report Training, March 2009
Financial Forms Training, March 2009
Assertiveness Training, March 2009
E-mail Training, May 2009
Community Emergency Response
Team Training, May 2009
Twelve hours at LSUS towards
baccalaureate degree

Nathalie Lamarand
BPCC Night at the Red River
Revel Arts Festival, October 2008
Thanksgiving Blessing Boxes, November 2008
Holiday Food Drive, November 2008
Veterans Day Celebration, November 2008
Operation Santa Clause, December 2008
BPCC’s Production of The
Three Little Pigs, February 2009
BPCC’s Production of Leading
Ladies, March 2009
Scholarship Committee Chair
BPCC Lion’s Club Board
Member
Staff Senate Member
Disabled American Veterans
Commanders Club Bronze
Leader

Production of Hansel and
Gretel, June 2008
Annual Student Services Retreat -
Princeton, LA - June 2008
Clinical Education Conference -
Lexington, KY - November 2008
Clinical Education Conference -
New Orleans, LA - April 2009
Clinical Education Conference -
Baton Rouge, LA - November 2009

Denise Morgan
Community Emergency Response
Team Training, May 2009
Twelve hours at LSUS towards
baccalaureate degree

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Department Measurable Strategy
Enhance the Judicial Affairs page of the Student Handbook to make it more interactive and user friendly for students.

Performance Indicators
Completion of the enhancement of the Judicial Affairs page by spring 2009.

Assessment Results
The Judicial Affairs page was enhanced and made more interactive and user friendly for students.

Changes Based on Assessment Outcomes
No changes need to be made.

Strategy(ies) for the Future
Continue to ensure that all pages under Student Services are enhanced to become more interactive and user friendly for students.

Department Measurable Strategy
Promote 100% participation in LiveHelp by all departments in the Student Services Division.

Performance Indicators
One hundred percent (100%) of the Student Services Division will participate in LiveHelp by spring 2009.

Assessment Results
One hundred percent of the Student Services Division participated in LiveHelp.

Changes Based on Assessment Outcomes
Continue to ensure that one hundred percent of the Student Services Division continue to participate in LiveHelp.

Strategy(ies) for the Future
Ensure that Student Services personnel continuously monitor LiveHelp and answer the students' and the community's questions in a timely manner in order to enhance our services.

Department Measurable Strategy
Create a Student Services newsletter for all Student Services staff in order to better keep the staff informed of policies, procedures, and changes so that the Student Services Division can continue to improve its programs and services.

Performance Indicators
Creation of the Student Services newsletter by fall 2008.
**Assessment Results**
One Student Services newsletter was published during fall 2008.

**Changes Based on Assessment Outcomes**
The Student Services newsletter paralleled too closely to the Inside BPCC newsletter. Therefore, we will not publish another newsletter.

**Strategy(ies) for the Future**
Look for other ways to showcase the Student Services Division and to keep Student Services personnel connected.

**Department Measurable Strategy**
Require Student Services personnel to attend at least two professional development seminars in order to enhance job performance and promote growth within the division.

**Performance Indicators**
One hundred percent of Student Services personnel will attend at least two professional development seminars during the academic year.

**Assessment Results**
One hundred percent of Student Services personnel attended at least two professional development seminars during the academic year.

**Changes Based on Assessment Outcomes**
No changes need to be made.

**Strategy(ies) for the Future**
Continue to require one hundred percent of the Student Services personnel to attend at least two professional development seminars during the academic year.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of the Vice Chancellor for Student Services is extremely proud of the work accomplished by all departments within the division during the 2008-2009 academic year. The Student Services Division had a successful year and met its mission in maximizing student success in achieving a well-rounded education. The Office of Student Life hosted over twenty events for our students; each student organization participated in numerous professional development and service to the College activities; the Athletics Department had a record number of baseball students graduating for the year and had numerous student/athletes receive scholarships to four-year institutions; The Academic Advising Center advised 2,975 students, a 30% increase over the previous year and instituted an academic counseling program to contact and aid students on academic probation and academic suspension; the Admissions/Registrar's Office was an integral part of the planning and implementation of the LCTCSOnline program for all LCTCS colleges; The Counseling Center hosted the College Majors Fair for all BPCC students and the ADA Student Orientation Program; the Job Placement Office held two job fairs and participated in the Louisiana Regional College Career Fair, which hosted ninety-nine employers; The Financial Aid Office coordinated and was the host site for the state-wide College Goal Sunday, and has begun the process of implementing a Personal Financial Aid Counselor program in order to give students a
more personal touch in the financial aid process; and the Office of Recruiting served over 7,000 prospective students this year through campus visits, College and Career Fairs, community sponsored events, and email contacts. The Student Services Office coordinated and participated in two student visits to Baton Rouge for "Everyday is Community and Technical College Day at the Legislature." Thirteen BPCC students participated in this event by traveling to Baton Rouge, visiting the Capitol, meeting Legislators, and on one occasion, meeting the Governor. In addition, the Student Services Office took part in the national initiative to administer the CORE Survey to BPCC students on alcohol, tobacco, and other drug use. The data will be used to build cooperative coalitions that will guide collegiate substance abuse prevention programs for the College.

Several key components for enhanced administration of the Student Information System (SIS) were implemented for student convenience and overall efficiency. BPCC’s Continuing Education and BPCC@NSU programs were created for SIS. Configuration of the “date of last attendance,” online admissions applications, and PARS Financial Aid packaging were accomplished. Additionally, an automated “Drop” and “Add” service charge function was added to the Computer Access Verification System (CAVS), the students’ records management platform.

Each area of the Student Services Division continues to use LiveHelp in order to better serve the needs of our students. Students have been very pleased with the personal contact they receive from LiveHelp. In addition, each event and activity from the various departments promoted and enhanced the success of our present and future students at the College.

Finally, student satisfaction is an important indicator of the success of the Student Services Division. On the 2009 ACT Student Opinion Survey, Job Placement Services increased from a 3.93 to a 3.96; college sponsored social activities (Student Life) increased from a 4.08 to a 4.26; the college orientation program increased from 4.07 to 4.19; Veteran's Services (Admissions) increased from 3.81 to 4.21; Academic Advising/Course Planning Services increased from 4.04 to 4.08; Financial Aid Services scored a 4.24 to a national average of 4.02; and student voice compared in college policies scored a 3.77 as compared to a national average of 3.58. Clearly, in 2008-2009 the Student Services Division achieved its mission to maximize student success in achieving a well-rounded education.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Creation of a Frequently Asked Questions section on our Student Services web site.

Provide additional drug and alcohol awareness for our students via partnerships through LaHEC.

Make all Student Services forms fillable online for electronic submission.
DIvision of Student Services
Academic Advising

EMPLOYEE LISTING

Professional, unclassified staff

Peggy Fuller, B.S.
Karen Jackson, M.S.

Classified staff

Toni Brown, A.S.

DIVISION SUMMARY

The Academic Advising Center was involved in many academic and extracurricular activities at Bossier Parish Community College and in the community during the 2008-2009 fiscal year. The Center advised 722 students during the summer 2008 semester, which was an increase of thirty-eight percent (38%) over the last summer semester. The Center advised 896 students during the fall 2008 semester, which was an increase of sixteen percent (16%) over the last fall semester, and 1,357 students during the spring 2009 semester, which was an increase of thirty-four percent (34%) over the last spring semester. The number of students advised for the 2008-2009 fiscal year was 2,975, an increase of thirty percent (30%) over the previous year.

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. To achieve this mission, the Center provides students with a wide range of services including the following: quality academic advising to help students grow academically; academic support and guidance to students in the decision-making process related to their choice of majors and academic programs; referrals to appropriate academic divisions; interpretation of information on articulation agreements for students who intend to transfer to four year universities; and promotion of students’ self-responsibility in defining and achieving their educational goals. In addition, students are given the opportunity to take make-up tests as determined by their instructor; students taking math courses are allowed to take tests throughout the semester; and students may use center computers as needed. The academic advisors use the highest ethical principles and standards of practice while providing these services to all students.
The Academic Advising Center is participating in BPCC 1st, a three-year initiative focused on one priority area: improving success outcomes for first-year students. Lumina Foundation for Education has provided a $225,000 grant with a $100,000 match from Bossier Parish Community College to support the initiative. A planning grant from the Louisiana Community and Technical College System (LCTCS) made the grant award from the Lumina foundation possible. The Academic Advising Center staff has developed and implemented a full service intake model in which all students will be served, with a primary focus on new first-time students. These grants have allowed the Academic Advising Center staff to present workshops and travel to many local and national conferences.

Through the Carl Perkins Basic grant, the Center was awarded two (2) computers and two (2) printers. One computer serves as a student computer where students sign in upon entry in the Center and where students complete a survey after being advised. The Lumina Foundation for Education grant provided the Adobe Acrobat Professional 9.0 and the SIGI³ (System of Interactive Guidance and Information) software programs and licenses to enhance student use on computers in the Center. The SIGI³ software includes tools to provide students with occupational information, majors, videos, course lists, surveys, comparisons, analysis tools, links, job finding, a portfolio (in which to store important information), and step-by-step guides for finding students' majors.

At the conclusion of the fall 2008 semester, the Center contacted 232 students who were either on academic probation, suspended one semester, or suspended two semesters. Seventy-seven of the students contacted the Center for an academic counseling session. Forty students registered for summer 2009 classes with one student planning to graduate in July. Sixteen students have registered for fall 2009 classes with one student planning to graduate in December.

At the conclusion of the spring 2009 semester, the Center contacted 216 students who were either on academic probation, suspended one semester, or suspended two semesters. As of June 11, 2009, sixty-two of the students contacted the Center for an academic counseling session. Twenty-two students registered for summer 2009 classes; fifteen students have registered for fall 2009 classes.

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 the following: donations to the America Highland Center, Northwest Louisiana Food Bank, YWCA Family Violence Center, and the Hurricane Gustav victims; donations of toys to Operation Santa Claus; volunteering for the 2008 Red River Revel; and participating in the American Cancer Society Relay for Life.

PROFESSIONAL DEVELOPMENT

<table>
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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
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<tbody>
<tr>
<td>Peggy Fuller</td>
<td>Data Score Card Training, June 2008</td>
<td>Student Services Annual Retreat - Princeton, LA - June 2008</td>
<td>CALL Graduate Breakfast Reception, July 2008</td>
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<td>Dynamic Forms Workshop, June 2008</td>
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<td>BPCC 1st Coach and Data</td>
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<td>Workforce Legislation Conference,</td>
<td>NACADA (National Academic)</td>
<td>Facilitator Site Visit, , October</td>
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<td>Name</td>
<td>Events</td>
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<tr>
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<td>2008 Once Upon a Mattress BPCC Cavalier Players' Production, October 2008 AFC Site Visit for Culinary Arts, November 2008 BPCC 1st Coach and Data Facilitator Site Visit, November 2008 CALL Graduates Breakfast, December 2008 BPCC 1st Coach and Data Facilitator Site Visit, February 2009 BPCC 1st Partnering for Student Success Luncheon, February 2009 CALL Graduate Dessert Reception, May 2009 BPCC 1st Core Team Academic Advising Intervention Lead LACADA (Louisiana Academic Advisor Association) Member NACADA (National Academic Advisor Association) Member Planning Council Member BPCC Staff Senate Member Disciplinary Hearing Committee Member Judicial Affairs Committee Member</td>
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<td>Protocol Committee Member Academic Advisory Board Member LACADA (Louisiana Academic Advisor Association) Member NACADA (National Academic Advisor Association) Member Nominating Committee for Who's Who Among American Junior Colleges Commissioner for Mock Zoning Commission Hearing, December 2008 and April 2009 Read and evaluated 11 proposals for NACADA Annual Conference San Antonio, TX for October, 2008 and February, 2009 BPCC 1st Partnering for Student Success Breakfast, October 2008 Scholarship Committee Member BPCC Staff Senate Member</td>
<td></td>
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</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Peggy Fuller
  Academic Advising Center presentation for College Success classes
  Speaker for the Cyber Program Com Cast Cable Company Bossier City, LA, June 2008

Karen Jackson
  Academic Advising Center presentation for College Success Classes
  Shooting for Success weekly seminars with BPCC basketball team
  Hot Topics: Lifesaving Tips for Students New Staff Workshop presentation

STRATEGIC PLANNING

Department Measurable Strategy
The expansion and updating of the Academic Advising Center's web page by the end of spring 2009.
  Performance Indicators
  Utilize, expand, and update the Academic Advising Center's web page.
  Assessment Results
  The Academic Advising Center's web page was supplemented with informational links relevant to the student's needs and with the "Quick Reference Guide" for pertinent informational assistance.
  Changes Based on Assessment Outcomes
  The Academic Advising Center's web page has become more enlightening and user friendly to the student.
  Strategy(ies) for the Future
  Continue to utilize, expand, and update information as needed on the Academic Advising Center's web page.

Department Measurable Strategy
Provide professional development opportunities for faculty and staff.
Performance Indicators
Number of workshops
Number of participants

Assessment Results
The Academic Advising Center provided a Professional Development Workshop for staff with two (2) advising sessions for implementation of a Quick Reference Guide. The workshop was attended by 113 staff members.
The Academic Advisor Center coordinated and presented a Professional Development Workshop on "Hot Topics: Lifesaving Tips for Students" for new staff of the College on April 3, 2009. Twenty (20) staff members attended the workshop.

Changes Based on Assessment Outcomes
The current and new staff employees were given significant information and handouts regarding the mission and purpose of the Academic Advising Center.

Strategy(ies) for the Future
Update workshop modules for new and currently employed faculty/staff on advising techniques.

Department Measurable Strategy
Define services provided by the Advising Center.

Performance Indicators
Creation of a handbook for use by staff in the Advising Center.

Assessment Results
A handbook is being created for the staff to better serve the students.

Changes Based on Assessment Outcomes
No change.

Strategy(ies) for the Future
Create a handbook for use by the students.

Department Measurable Strategy
Track students who visit the Advising Center.

Performance Indicators
1. Creation of an online sign-in for students who visit the Academic Advising Center.
2. Implementation of a device to track and classify these students.

Assessment Results
Not enough time has elapsed since the implementation of the tracking process to identify the need for change.

Changes Based on Assessment Outcomes
The online sign-in program was placed on a computer for students entering the Academic Advising Center.

Strategy(ies) for the Future
Implemented a tracking instrument to classify all students.

**Department Measurable Strategy**
Implement an assessment component to evaluate the effectiveness of the academic advising programs and services.

**Performance Indicators**
1. Creation of a survey for faculty input concerning the Advising Center.
2. Creation of a survey for students to determine satisfaction with the Advising Center services.

**Assessment Results**
A survey was created for faculty input concerning the Advising Center.
An online survey was created for students to determine their satisfaction with the Academic Advising Center services.

**Changes Based on Assessment Outcomes**
An online survey was created and set up on a computer for quick access following the student's advising session.

**Strategy(ies) for the Future**
Continue implementation of both surveys to assess satisfaction with the Academic Advising Center.

**Department Measurable Strategy**
Advertise to students the services provided by the Academic Advising Center.

**Performance Indicators**
1. Update the Academic Advising Center's service information on the C3.
2. Create a packet for area high schools and businesses about the services provided by the Academic Advising Center.

**Assessment Results**
The Academic Advising Center's service information on the C3 was updated.
No change.

**Changes Based on Assessment Outcomes**
No change.
No change.

**Strategy(ies) for the Future**
Continue to update services and information for the Academic Advising Center on C3.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

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 increased services by administering the Career Assessment test and by proctoring math tests for students taking math courses at the College.
The Academic Advising Center had a busy and successful year: the employees advised and helped 2,975 students during the 2008-2009 year, which was an increase of 30% from the previous year. The Academic Advising Center looks forward to building on accomplishments to achieve expanded goals in 2009-2010.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to monitor effectiveness of existing services.

Expand and update the Academic Advising Center's web page.
Division of Student Services
Admissions/Registrar

EMPLOYEE LISTING

Professional, unclassified staff
Patricia Stewart, B.A.
Richard Cockerham, A.S., B.S.
Nicole Shelby, B.S., M.S.

Classified staff
Yolonda Abner
Jennifer Barnes, A.A.S.
Sarah Breaux
Mary Lyle Mitchell
Katherine Sanders
Shirley Walker, A.S., B.S.
Tiesha Williams, A.S.
Patricia Yorba

DIVISION SUMMARY

During the 2008-2009 academic year many changes were made in the structure of the Admissions/Registrar's Office. Ann Jampole, Director of Admissions, retired effective July 1, 2008, after twenty years of service. The Admissions/Registrar's Office was restructured in the fall 2008 semester. The Director of Admissions and Assistant Director of Admissions titles were eliminated. Nicole Shelby was promoted to Associate Registrar, and Richard Cockerham was promoted to Assistant Registrar. Yolonda Abner was promoted to Administrative Coordinator III. Jennifer Barnes and Mary Lyle Mitchell joined the Admissions/Registrar's Office team. The Admissions/Registrar's Office is currently fully staffed.

The mission of the Admissions/Registrar's Office is to strive to provide and coordinate a registration process that is consistent with the students' needs and to ensure security, confidentiality and integrity of all student records. The Admissions/Registrar's Office assists with spring, summer, and fall registration; spring, summer, and fall graduation; class schedules; CAVS (Computer Access Verification System); and Web for Faculty.

For the 2008/2009 academic year, the Admissions/Registrar's Office staff processed 394 readmission applications for the summer 2008 semester, and 288 students registered; new applications processed
totaled 881, and 572 students registered. The staff processed for the fall 2008 semester 881 readmission applications, and 623 students registered; new applications processed totaled 2,294, and 1,649 registered. The staff processed for spring 2009 semester 836 readmission applications, and 623 students registered; 1,574 new applications were processed, and 1,067 registered.

The 2008-2009 academic year brought the largest graduation classes in the history of Bossier Parish Community College. There were 88 summer 2008 graduates, 180 fall 2008 graduates, and 299 spring graduates with a total of 567 graduating for the academic year. There were ninety-five degrees, Certificates and TCAs awarded for the summer 2008 semester, 202 for the fall 2008 semester, and 344 for the spring 2009 semester with a total of 641. Graduation rates continue to rise each academic year.

The Louisiana Community and Technical College System (LCTCS) added the new LCTCSOnline program and officially opened registration in January 2009 for the spring 2009 semester. LCTCSOnline is a single website where students register and attend online courses offered at the state's community college campuses. The students select a home college from the participating community colleges: Bossier Parish Community College, Delgado Community College, Elaine P. Nunez Community College, River Parishes Community College and South Louisiana Community College. Tuition for courses offered by the LCTCSOnline is $63.00 per credit hour. Nicole Shelby and Patricia Stewart were a part of the planning and implementation of this program from the Admissions/Registrar's Office at Bossier Parish Community College. Bossier Parish Community College had eleven students who participated in the LCTCSOnline courses for the spring 2009 semester.

Bossier Parish Community College is now one of the many participating colleges in e-SCRIP-SAFE, the Global Electronic Transcript (e-Transcripts) Delivery Network. eSCRIP supplements traditional paper transcripts and provides colleges and universities official transcripts delivered in a secure environment. Delivery of eSCRIP-Safe transcripts is instantaneous and easy. eSCRIP-SAFE interfaces with BPCC's student information system, and the transcripts are sent through a secure internet connection. This is a fast and secure way to send transcripts.

The Admissions/Registrar's Office staff supported the mission of community service by participating in at least one community service project during the 2008-2009 academic year. The community service projects included food drives at local churches, Toys for Tots, Special Olympics, Lee National Denim Day, Thanksgiving Blessing, Northwest Louisiana Food Bank, St. Jude's Children's Hospital and the Louisiana Blood Bank.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Yolonda Abner</td>
<td>Student Services Staff Retreat -</td>
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<td>Presidential Elections,</td>
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<td></td>
<td>Princeton, LA -</td>
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<td>November 2008</td>
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<td></td>
<td>June 2008</td>
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<td>Operation Santa Claus,</td>
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<td>December 2008</td>
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<td></td>
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<td></td>
<td>Dr. Eddy Shell Speech &amp;</td>
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<tr>
<td>Name</td>
<td>Activities</td>
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<tr>
<td>Jennifer Barnes</td>
<td>Risk Management, November 2008 Financial Forms Training, March 2009</td>
<td>Debate Judge, January 2009 Financial Aid Appeals Committee Member</td>
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<td>Staff Senate Fiesta, May 2009</td>
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<tr>
<td>Sarah H. Breaux</td>
<td>Staff Resource Guide Workshop, June 2008 Safety/Security Refresher Seminar, March 2009</td>
<td>Graduation Committee Member</td>
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<tr>
<td>Richard Cockerham</td>
<td>Staff Resource Workshop, June 2008 U R a Brand, October 2008 Assertiveness Training, March 2009 Community Emergency Response Team Training, May 2009</td>
<td>Planning Council Member Disciplinary Hearing Committee</td>
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<tr>
<td>Katherine Sanders</td>
<td>Staff Resource Workshop, June 2008 U R a Brand, October 2008</td>
<td>Academic Misconduct Appeals Committee Member Gospel Choir Audition Judge</td>
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<tr>
<td>Nicole Shelby</td>
<td></td>
<td>Veteran's Day, November 2008 Planning Council Member Faculty/Staff Development Committee Member BPCC 1st Core Team Member Lions Club Member Chancellor Search Committee Member</td>
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<tr>
<td>Patricia Stewart</td>
<td>Stress Management, September 2008 Veteran's Day Program, November 2008 Assertiveness Training, March 2009</td>
<td>LCTCS Online E-College Meeting, March 2009 LINKS (Louisiana Immunization Network for Kids Statewide) Planning Council Member Judicial Affairs Committee Member LCTCS Online Lion's Club Member</td>
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<tr>
<td>Shirley Walker</td>
<td>Quick Reference Guide, June 2008 U R a Brand, October 2008</td>
<td>Business and Industry Committee Member</td>
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<tr>
<td>Tiesha Williams</td>
<td>Staff Resource Guide, June 2008 Showers of Blessings Presentation, May 2009</td>
<td>Business and Industry Committee Member</td>
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<tr>
<td>Patricia Yorba</td>
<td>Staff Resource Guide, June 2008 URA Brand, October 2008</td>
<td>Athletic Council Committee Member</td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Implement the degree audit program for students who are transferring hours to Bossier Parish Community College.

Performance Indicators
A report from the Student Information System documenting the number of students, faculty and staff using the degree audit program.

Assessment Results
The degree audit program is currently in test mode and should be available to students, faculty and staff by the fall 2009 semester.

Strategy(ies) for the Future
Continue to enhance and monitor the degree audit program.

Department Measurable Strategy
Develop a link on the Computer Access Verification System (CAVS) allowing the student to check for completion of Admissions records.

Performance Indicators
A report which shows the number of students accessing the link.

Assessment Results
This has not been achieved for the 2008-2009 academic year.

Strategy(ies) for the Future
Completion of the development of the link on CAVS.

Department Measurable Strategy
Train BPCC@NSU staff to utilize the Student Information 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 2008-2009 academic year.

Strategy(ies) for the Future
Ensure training of BPCC @ NSU staff is completed by Spring 2010.

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 results of the Admissions/Registrar's Student Survey were positive.

Strategy(ies) for the Future
Continue to utilize the Admissions/Registrar's Student Survey to ensure student satisfaction.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Admissions/Registrar's Office staff continually strive to make the admissions process more efficient and effective for potential students, current students, and former students. The Admissions/Registrar's Office will continue to improve the customer service given to students. The BPCC Report Card Evaluation for 2008-2009 was 3.19, up from 3.14 in the 2007-2008 academic year. The Admissions/Registrar's Student Survey was conducted during the spring 2009 semester. There were 128 surveys given to students ranging in age from under eighteen (18) through age thirty-four (34), and they rated the Admissions/Registrar's Office as Excellent 10.9%, Good 44.5%, Satisfactory 6.3%, Needs Improvement 0.8%, Unsatisfactory 0.8% and No Response 36.7%. The Registration process was divided into three categories: advanced, general, and late. Only forty-nine of the total 128 surveys included Registration data. The results for Advanced Registration are Good 63.3%, Satisfactory 14.3%, Needs Improvement 10.2%, and Unsatisfactory 2.0%. The results for General Registration are Good 53.1%, Satisfactory 26.5%, Needs Improvement 4.1%, and Unsatisfactory 0.0%. The results for Late Registration are Good 55.1%, Satisfactory 8.4%, Needs Improvement 6.1%, and Unsatisfactory 0.0%.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to find ways to automate the admissions procedures to better meet the needs of potential students, current students, and former students.

Implement a degree audit so that the faculty and staff may meet the needs of the students.

Train BPCC@NSU staff to utilize all areas of the Student Information System.
Divison of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff

Louis Bonner, B.S
Martha Belk
Aaron Vorachek, B.S, M.S
Chris Bagwell, B.A
Ashley Grisham, B.S, M.Ed
Patrick Jolley, B.A
Courtney Doyle, B.S
Jason Stephens, A.A.S

DIVISION SUMMARY

The Bossier Parish Community College Athletic Department is responsible for overseeing the three intercollegiate sports and one intramural team sport offered at the College. Intercollegiate soccer was discontinued after the fall 2008 semester, and women’s intramural basketball was added. The three other intercollegiate sports offered are men’s basketball, men’s baseball, and women’s softball. 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 mission of the Athletic Department is to assist the student athlete in achieving a total educational experience while competing at the intercollegiate level. Such competition parallels institutional goals with a structured sporting environment that enhances the student/athlete’s personal growth and development. The Athletic Department strives to ensure that each student/athlete receives but is not limited to the following: the best educational opportunity; an athletic environment that enhances physical, mental, psychological, and social growth; the highest standards of health and safety during practice and games; and an understanding of and commitment to citizenship and community activity.

The Athletic Department had a successful 2008-2009 year as evidenced by the following accomplishments: one hundred percent of the staff participated in professional development seminars and workshops; in fall 2008 three (3) student/athletes finished the semester with a 4.00 grade point average, and thirty-one (31) student/athletes finished the semester with a 3.00 grade point average or higher; in spring 2009, four (4) student/athletes finished the semester with a 4.00 grade point average, and twenty-one (21) student/athletes finished the semester with a 3.00 grade point average or higher; six (6) baseball students graduated which is a school record; and the athletic web page was updated to include athletic news stories, stats, box scores, camp information,
and former player accomplishments.

Baseball
Forty-five (45) student/athletes participated in 2008-2009

GPA
Fall 2008 – 2.827   seventeen (17) student/athletes with a 3.0 or higher
Spring 2009 – 2.830  one (1) student/athlete with a 4.0 and eleven (11) student/athletes with a 3.0 or higher
Cumulative – 2.830 .233 improvement compared to 2007-2008

Six (6) graduates – one (1) transfer
One (1) receiving scholarship to University of Louisiana at Monroe
One (1) receiving scholarship to Georgia State
Three (3) receiving scholarships to LSU-Shreveport

Three (3) student/athletes participated in the Region XIV All Star game
One (1) student/athlete named Region XIV All Conference
One (1) student/athlete named NJCAA Academic All-American

Community Service
Read to classes at Plantation Park Elementary
Visited children at Shriner's Hospital
Visited children at Sutton's Children Hospital
Extra Innings Pitching Camp for Bossier Little League
Extra Innings Hitting Camp for Bossier Little League
BPCC Christmas show clean up
Unloaded cookie dough at Apollo Elementary

Basketball
Fifteen (15) student/athletes participated in 2008-2009

GPA
Fall 2008 – 2.185
Spring 2009 – 1.409
Cumulative – 1.797 .334 lower compared to 2007-2008

Four (4) transfers
Two (2) receiving a scholarship to LSUS

Community Service
Christmas Show – clean up crew
Read to Plantation Park Elementary School
Participated in Career Day at Benton Elementary School
Airline Church of Christ Basketball Camp
Family Worship Center Basketball Camp

Soccer
Fourteen (14) student/athletes participated in 2008-2009

GPA
Fall 2008 – 2.590 six (6) student/athletes with a 3.0 or higher
Spring 2009 – 3.383 two (2) student/athletes with a 4.0 and three (3) student/athletes with a 3.0 or higher
Cumulative – 2.987 .159 lower compared to 2007-2008

One (1) graduate – one (1) transfer
One (1) going to University of Louisiana at Monroe

Softball
Twenty-one (21) student/athletes participated in 2008-2009

GPA
Fall 2008 – 3.141 three (3) student/athletes with a 4.0 and eight (8) student/athletes with a 3.0 or higher
Spring 2009 – 3.110 one (1) student/athlete with a 4.0 and seven (7) student/athletes with a 3.0 or higher
Cumulative – 3.125 .044 lower compared to 2007-2008

Four (4) transfers
Two (2) receiving scholarships to University of Arkansas at Monticello
One (1) receiving a scholarship to Southern Arkansas University
One (1) going to LSU-Shreveport

One (1) student/athlete named Player of the Week – Region XIV
One (1) student/athlete named Pitcher of the Week – Region XIV
Two (2) student/athletes name 2nd Team All-Region

Community Service
Tutored at Rusheon Middle School

BPCC Cavalier Athletic Foundation
President, Tommy Clark; Vice President, Ray Tromba; Secretary, Keith Roberison; Treasurer, Pat McConathy,
Advisor, Billy Wayne Montgomery; members, Jeff Wiese, Bob Griffin, and Darrell Rebouche
The Cavalier Athletic Foundation funded meals, equipment, medical assistance, and an Athletic End-of-Year banquet for student/athletes.

PROFESSIONAL DEVELOPMENT
### Professional Development (at BPCC)
- Martha Belk: Staff Resource Guide Workshop, June 2008
- Chris Bagwell: Managing Burn-out Stress Management Seminar, September 2008
- Louis Bonner: Stress Management Seminar, September 2008
- Courtney Doyle: Hot Topics Life Saving Tips for Students, April 2009
- Jason Stephens: BPCC 1st Lifesaving Tips for Students, April 2009

### Professional Development (other location)
- Martha Belk: Student Services Retreat - Princeton, LA - June 2008
- Chris Bagwell: Student Services Retreat - Princeton, LA - June 2008
- Louis Bonner: Student Services Retreat - Princeton, LA - June 2008
- Courtney Doyle: Student Services Retreat - Princeton, LA - June 2008
- Jason Stephens: Student Services Retreat - Princeton, LA - June 2008

### Meetings and Special Events Attended
- Martha Belk: Cavalier Athletic Foundation Executive Secretary
- Chris Bagwell: Student Life Council Athletic Council
- Louis Bonner: Fall Region XIV meeting, October, 2008
- Courtney Doyle: Spring Region XIV meeting, February 2009
- Jason Stephens: LCTCS Roundtable Athletic Council

### SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Athletic Department Policies and Procedures, Department of Education Equity in Athletics Report, and Department of Education Graduation Report

### STRATEGIC PLANNING

**Department Measurable Strategy**
Enforce three-hour per week mandated monitored study hall for all student/athletes.

**Performance Indicators**
- Documentation of the number of student/athletes completing the three-hour per week study hall requirement.
- More student/athletes meeting the GPA requirements for athletic eligibility to move on to a four-year school to compete in their perspective sport.

**Assessment Results**
- Documentation of the number of student/athletes who completed the three-hour per week study hall requirement.
hall as recorded by Athletic Administration.

**Strategy(ies) for the Future**
Continue coach-monitored student/athlete study hall.

**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. The scores made by the athletic personnel on the NJCAA rules test given each school year.

**Assessment Results**
All coaches were required to complete the NJCAA Coaches' Exam. The average grade was a "B" which is a great improvement over the scores in 2006-2007.

**Strategy(ies) for the Future**
Continue to use the NJCAA Coaches' Exam to improve the overall knowledge of the BPCC coaching staff.

**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, 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 the overall experience of student/athletes while attending BPCC.

**Strategy(ies) for the Future**
Create a Student/Athlete Council for the upcoming fall and spring semesters 2009-2010 in order to assess effectiveness of the Athletic Department.

**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 sports participated in many and various community service projects, thus furthering the College's mission of service to the community. After completing the NJCAA Coaches' Exam, the athletic staff had a better understanding of the NJCAA rules and regulations in regards to eligibility, financial aid, practice definition, recruiting, transfers and other policies.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**
Mandated study hall monitored by the coaching staff.
Continued educational opportunities regarding rules and regulations of the NJCAA.

Establishment of a Student/Athlete Council that will discuss ways to promote academics in order to improve retention and the overall college experience.

Enhance the fundraising outreach of the Cavalier Athletic Foundation.
Division of Student Services
Counseling Center

EMPLOYEE LISTING

Professional, unclassified staff

Michele Faith, M.A., LPC, LMFT
Crystal Corbin, LPC
Morris Robinson, M.A.
Cynthia Robinson, B.A.

Classified staff

Kathy Busch, A.A.
Angie Cao, B.A.

DIVISION SUMMARY

During the 2008-2009 academic year, the Counseling Center provided services to BPCC students with four key components: Career Counseling, Personal Counseling, Disability Services, and Job Placement. The mission of the Counseling Center is to enhance the academic, career, personal, and social development of BPCC students.

Included in the Counseling Center mission is providing quality career counseling through career assessment and guidance to students in the decision-making process related to major choice, academic programs, and career selection. The Center was able to provide a myriad of services to both traditional and non-traditional students to include an array of career assessments for career exploration and career decision-making and articulation agreements for transfer to four-year colleges and universities. Based upon limited budget funding, the Center added the Myers-Briggs Type Indicator (MBTI) to our career assessment offerings. Response from students receiving individual career counseling sessions have been overwhelmingly positive. Two sessions of career assessment and exploration were conducted for one section of the EDUC 099 course using the MBTI. During the first session, students took the MBTI career assessment. The following session included teaching students how to use online resources to explore career options, gather information to make career decisions, and match college majors to careers. The Center obtained a successful outcome and positive feedback from students in the class. The process of linking college majors and careers in the first year cannot be emphasized enough. By using an integrated approach to career development, students are able to ascertain a career plan and identify correlating college majors. In the past few years, an entire body of retention literature has been published to substantiate these findings. Student retention and customer satisfaction rates substantially increase when students participate in career/life planning coupled with educational/academic planning. This activity can be accomplished in individual or group career counseling sessions or in the classroom setting. It is the desire of this Center eventually to be able to hire additional professional staff who
can provide psychotherapy and career counseling services. With hiring the appropriate level of staff, the Center would be able to facilitate career programming in the EDUC 099 classes in conjunction with other campus outreach activities. Student retention rates, overall customer satisfaction of career counseling, and the college student experience as a whole would increase.

The Center continues to sponsor the "College Majors Fair" for all BPCC students with representatives from each academic division participating. Students are able to investigate college majors and link career paths with their respective interests. This event continues to be a successful approach to reaching the undecided college student.

An integral component of the Center's mission is to provide the student body with short-term individual counseling, couples and marriage and family counseling, crisis intervention, consultation with faculty and staff, and referrals to community resources. This year BPCC hired one licensed professional counselor. This new employee is the only licensed counselor on campus other than the Director. With student enrollment approaching 5000, being fully staffed with licensed personnel is a major concern for the Center and for the College. It is this Center's desire that in the future BPCC will be able to maintain a minimum staffing ratio of one professional counselor to 1000-1500 students as recommended by the International Association of Counseling Standards. Nationwide, colleges and universities are experiencing a surge in the number of students who enroll in college and seek professional counseling services. Part of this is due to the newer psychotrophic drugs which allow more people to enter the higher education environment than in previous years. The latest statistical data from the CDC, Center for Disease Control, indicates that suicide is the second leading cause of death among 25-34 year olds and the third leading cause of death among 15-24 year olds. Among 15-24 year olds, suicide accounts for 12.3% of all deaths annually. An important mission of the Counseling Center is to hire and develop the appropriate number of personnel to serve the needs of students. However shortly staffed, the Center continues to strive to meet the student's needs on a personal level through services and resources in the Shreveport-Bossier community. The Center provides individual and group counseling for educational, career, developmental, and relationship issues. Counseling services include programming and outreach interventions aimed at the developmental needs of students. The Center helps students acquire new knowledge, skills and behaviors, encourages positive and realistic self-appraisal, fosters personal, academic and career choices, and enhances the ability to relate meaningfully to others. Last fall, the Center hosted a "Suicide Awareness Program" with the Regional Advisory Council and the Louisiana Department of Health and Hospitals - Region 7 team. This program was held in the BPCC Theatre and was free and open to the public. Mayor Lo Walker and Chancellor Tom Carleton opened the meeting with a welcome and introductions. Speakers with crisis and suicide expertise spoke to the audience on this very important issue. Crisis intervention and emergency services are provided to students who are experiencing acute emotional distress or are in need of immediate hospitalization. Consultation services are provided to College administrators, faculty, and staff to identify and address issues and problems which may impede the progress of students. Referral resources within the College and in the local community are provided to meet the needs of students whose problems are outside the scope of services at the Counseling Center.

Providing special services and accommodations for students with disabilities is afforded to all BPCC students. As national statistics indicate, Counseling Centers across the nation are seeing the
number of students with autism and Aspergers rise. In the past two years, the number of deaf and hearing-impaired students has more than doubled. This Center foresees a potential problem with securing interpreters for the deaf and hearing impaired students since there are a limited number of qualified and certified interpreters in the Shreveport/Bossier area. The Center has been fortunate to have two veteran interpreters on staff for the past eight years. The Center hired two additional interpreters this year to meet the students' needs. A number of outreach programs and seminars especially tailored for this client population was provided via on-campus workshops and through requests from the various academic divisions. The Center continues to offer the ADA Student Orientation program two weeks prior to New Student Orientation. Students with special needs and their families were presented information pertinent to ADA accommodations and standards for the higher education setting. Students were able to get answers to important questions and submit applications and forms to the Disability Services department prior to registration. The Center continues to facilitate ADA testing with over 400 tests and exams administered this year. Staff in the Center have used office space, the waiting room, and the storage room to accommodate ADA student testing. It is the desire of the staff that BPCC will be able to identify a designated testing room for the coming academic year.

Job Placement continues to support students seeking both full-time and part-time employment opportunities on campus and in the surrounding community. Total new student applications were 610 which included 202 Internet applications. Student sign-in requests for job information included 1097 with 749 internet requests. Student worker applications were 294 with seventy-two (72) internet applications. Total job opportunities listed were 457. The staff conducted thirty (30) presentations on Interview Skills and Resume Writing for Allied Health and EDUC 099 classes as well as the general student population. Three key job fairs were held this year. The fall 2008 Job Fair hosted eighteen (18) employers and the spring 2009 Allied Health Job Fair had eight (8) employers. In April 2009, the Center collaborated with colleges and universities in North Louisiana and participated in the first "Louisiana Regional College Career Fair" with ninety-eight (98) employers and 786 students/alumni attending. Participating colleges and universities in North Louisiana included Louisiana State University in Shreveport, Bossier Parish Community College, Centenary College, Grambling State University, Louisiana Tech University, Northwestern State University, Southern University Shreveport, and University of Louisiana at Monroe. The Career Services personnel of LSU-S sponsored this event with the City of Shreveport. The event was held at the Shreveport Convention Center on Saturday, April 4th, from 12:30 p.m. to 5:30 p.m. The Job Placement staff member serves as a Diplomat on the Bossier City Chamber of Commerce and actively promotes awareness of BPCC by attending monthly "Brown Bag Meetings," forty (40) Bossier Chamber Ribbon Cuttings and Ground Breakings, and seven (7) TLA's (The Last Appointment).

At the end of this academic year, Job Placement and Career Counseling were merged to create "Career Services." Guided by the philosophy that career development is a lifelong process of exploration and decision-making, the Center will continue offering students a full range of services and resources to help them reach their career goals. Beginning with Career Counseling, students will take career tests which assess their personality, skills and abilities, and values in relation to the world of work. Career information and exploration sessions will be provided on an individual and group counseling basis to help students explore possibilities and move towards a career goal and an
significant awards, honors, and recognitions

academic major plan. Workshops and seminars will be provided to the general student population as well as programming tailored to meet the needs of various academic entities. Job search strategies including resume and letter writing, dress for success, and special events will be held to promote a professional appearance and approach to securing future employment. Job fairs and other employment opportunities will continue throughout the academic year. A new and improved "Career Services" website is forthcoming.

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. The staff supported the Student Services mission with 100% participation in community service projects and professional development activities.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Michele Faith:
Co-Chair, Professional Development Committee, Louisiana Counseling Association

Kathy Busch:
Diplomat of the Year, Bossier City Chamber of Commerce

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michele Faith</td>
<td>Quality Matters Training, August 2008</td>
<td>Student Services Staff Retreat - Princeton, LA - June 2008</td>
<td>ADA Student Orientation, July 2008</td>
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<tr>
<td></td>
<td>Suicide Awareness Program, September 2008</td>
<td>Louisiana Counseling Center Annual Conference - Baton Rouge, LA - October 2008</td>
<td>New Student Orientation, August 2008</td>
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<td>LCA Town Hall Meeting, LSUS Campus - Shreveport, LA - February 2009</td>
<td>BPCC Health Fair, September 2008</td>
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<td>LCTCS Annual Conference - Shreveport, LA - April 2009</td>
<td>BPCC Library Canned Food Drive, October 2008</td>
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<td>Veterans Day Program, November 2008</td>
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<td>Rice Donation/Food Drive, November 2008</td>
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<td>Food for the Holidays, December 2008</td>
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<td>Toys for Tots, December 2008</td>
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<td>ADA Interviews with U.S. Federal Government, February 2009</td>
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<td>BPCC Theatre, The Three Little Pigs, February 2009</td>
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<td>Regional College Career Fair, April 2009</td>
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<td>Financial Aid Appeals Committee Member, August 2008 - May 2009</td>
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<td>Planning Council Member, August 2008 - May 2009</td>
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362
<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Busch</td>
<td>Staff Resource Guide Workshop, June 2008&lt;br&gt;Dynamic Forms Workshop, June 2008&lt;br&gt;Assertiveness Training, March 2009</td>
</tr>
<tr>
<td>Kathy Busch</td>
<td>Student Services Staff Retreat - Princeton, LA - June 2008</td>
</tr>
<tr>
<td>Cynthia Robinson</td>
<td>Awareness of Suicide from Parent's Perspective, September 2008</td>
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<tr>
<td>Cynthia Robinson</td>
<td>Student Services Staff Retreat - Princeton, LA - June 2008</td>
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<tr>
<td>Cynthia Robinson</td>
<td>NACADA Southern Region Conference - New Orleans, LA - May 2009</td>
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<tr>
<td>Morris Robinson</td>
<td>Staff Resource Guide Workshop, June 2008&lt;br&gt;Stress Management, September 2008&lt;br&gt;Peter Bielagus Distinguished Speaker, November 2008</td>
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<tr>
<td>Morris Robinson</td>
<td>Suicide Prevention, Contemporary Quality Care, April 2009&lt;br&gt;Student Services Staff Retreat - Princeton, LA - June 2008</td>
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<tr>
<td>Morris Robinson</td>
<td>New Horizons Board Meetings, January - March 2009</td>
</tr>
<tr>
<td>Morris Robinson</td>
<td>Health and Wellness Fair, September 2008</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Michele Faith - Presentations and Publications
Exploring Careers and College Majors
EDUC 099, College Success - Career Assessment and Career Exploration
Policy and Procedure Manuals for the Counseling Center, Career Services, and Disability Services

Kathy Busch - Presentations
Resume Writing and Interview Skills Workshops for Allied Health classes and all students
Career Services Information Seminars for EDUC 099

Morris Robinson - Presentations
Independent Living Skills
ADA and the Alternatively-Abled Student
Disability Awareness

Crystal Corbin - Presentations
Social Skills
Managing Stress
Strategies for Single Parents
Community Resources
Substance Abuse
Sexual Assault Awareness

STRATEGIC PLANNING

Department Measurable Strategy
Provide academic support and guidance to students who receive Career Counseling.

Performance Indicators
The number of students who obtain Career Counseling. The number of seminars and outreach programs provided during the academic school year.

Assessment Results
Seventy six (76) students received Career Counseling Services. Five (5) seminars / outreach
programs were provided during the academic year including the College Majors Fair.

**Changes Based on Assessment Outcomes**
Enhance Career Assessment and Career Counseling Services as needed by students. Expand 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 in order to meet the needs of the diverse set of needs of the community college student body.

**Department Measurable Strategy**
Provide academic support and guidance to students who receive Personal Counseling Services.

**Performance Indicators**
The number of students who receive Personal Counseling Services and referrals. The number of seminars and outreach programs provided during the academic school year.

**Assessment Results**
One hundred eighty four (184) students received Personal Counseling Services. Seven seminars / outreach programs were provided during the academic year.

**Changes Based on Assessment Outcomes**
Continue to offer personal counseling services as needed by students. Enhance seminars and outreach programs tailored to the students' needs throughout the academic year.

**Strategy(ies) for the Future**
Hire two full-time counselors with LPC/LMFT credentials to meet the continuing student demand for psychotherapy and career counseling services.

**Department Measurable Strategy**
Provide academic support and guidance to students who receive Disability Services.

**Performance Indicators**
The number of students who receive Disability Services. The number of seminars and outreach programs during the academic school year.

**Assessment Results**
Sixty six (66) students received Disability Services with 400 visits during the academic year. Seven (7) seminars / outreach programs were provided during the academic year.

**Changes Based on Assessment Outcomes**
Improve disability services to a diverse student population. Enhance seminars and outreach programming to fit the specific needs of disabled students.

**Strategy(ies) for the Future**
Continue to offer enhanced 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
The number of students who receive Job Placement services and referrals. The number of seminars and job fairs provided during the academic school year.

Assessment Results
One thousand seven hundred and seven (1,777) students received Job Placement services and referrals. Thirty (30) seminars were offered to classes and BPCC students; three major job fairs were held.

Changes Based on Assessment Outcomes
Offer programming specific to academic divisions and the general student population. Expand networking 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, offer major Job Fairs each semester to meet the needs of current and graduating students, and provide appropriate programming to meet the needs of academic divisions and the greater student population.

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 Director 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 professional counselors / licensed marriage and family therapists.

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 in order to increase customer satisfaction among all services rendered.

Assessment Results
Focus group surveys results indicated that students are satisfied overall with the services...
rendered through the Counseling Center.

**Changes Based on Assessment Outcomes**

Promote excellent customer service for all services.

**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.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Counseling Center continues to grow with new programming in place to reach the diverse community college student population. During August 4-7, 2008, the Center participated in four sessions of New Student Orientation. A separate session specifically tailored for ADA students, "Disabled Students Orientation," was held on July 23, 2008. During this meeting, disabled students and their families were informed about the policies and procedures for ADA students in the higher education setting. Time was well spent with a question and answer period afterwards.

The Center continues to provide individual counseling for students experiencing psychological, psychosocial, and developmental difficulties. BPCC's student population consists of both traditional and non-traditional students from various socio-economic and educational backgrounds. Consultation with College administrators, faculty, and staff was provided. A variety of outreach programs to promote college student mental health and human development were facilitated.

During this academic year, we operated with only one licensed counselor. This is a major concern as BPCC has a student enrollment approaching 5000. Although BPCC has incurred budget constraints with hiring and spending freezes for the past few years, it is hopeful that the College will be able to hire additional licensed professional counselors in the future to meet the critical psychological needs of the students.

Career services will continue to serve current BPCC students and alumni, employers, and faculty. The staff will continue helping students with a full array of career services to include career decision-making, career exploration, and identifying and securing employment opportunities in their selected career fields.

The Center will continue to improve the customer service provided to students. The 2008/2009 BPCC Report Card Evaluation for Counseling and Disability Services was 2.95 and Job Placement was 3.12. The Fall 2008 Graduation Exit Survey yielded excellent results for the category of "I was aware that student services, such as financial aid, counseling, academic advising, and job placement, were available" with ninety-five (95) Strongly Agree and forty-eight (48) Agree. Departmental effectiveness and customer service will improve overall with the hiring of additional qualified staff to meet the needs of the students.

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 continuing education and training and community service rendered in the Shreveport/Bossier area.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Hire two licensed professional counselors with the State of Louisiana LPC/LMFT credentials.
Provide funding for the Director to attend one national conference and one state conference to renew professional licenses.
Identify and secure a testing room for ADA students who need special testing accommodations.
Meet the mental health, career, and special services needs of a diverse community college student population.
Increase retention efforts by continuing to provide quality student services.
Allocate budget dollars for additional soundproofing, purchases of career assessments, and upgrades in physical facilities.
Create a reception area that provides a comfortable and private waiting area for students.
Purchase and install ADA automatic doors in each building on campus.
Continue to educate the BPCC student population on all services offered through the Counseling Center.
Continue updating the Counseling Center, Career Services, and Disability Services webpages.
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, A.D
Mary Myers

DIVISION SUMMARY

The Financial Aid Office is currently fully staffed with the workload evenly distributed. A full staff allows the Office to process student files efficiently with fewer errors. Several staff members were able to attend state and national conferences to provide much needed professional development. All student files submitted prior to the June 1, 2008, deadline were processed in time for fall registration. Additionally, files that were submitted to the Financial Aid Office after the June 1, 2008, priority processing deadline, but before July 30, 2008, were also processed in time for fall registration.

The Financial Aid Office participated in a statewide event called “College Goal Sunday.” Bossier Parish Community College was a host site for the event, which is held annually and invites area students and family members to attend a Financial Aid workshop to learn about financial aid awards and also allow those students to complete the online application at the site. The Financial Aid Office coordinated this event by securing the site, building use, personnel from the College, and volunteers from area colleges and universities.

The Financial Aid Office awarded $4,390,432.00 in federal Pell Grants; $121,906.00 in federal Work-Study; $89,928.00 in Academic Competitiveness grants; $4,082,136.00 in federal Stafford Subsidized loans; and $4,550,812.00 in federal Stafford Unsubsidized loans along with numerous other state grants, academic/athletic scholarships, waivers, and third-party scholarships.
The Financial Aid Office plans to implement a process for the upcoming semester where students are assigned a specific financial aid counselor. A favorable response is anticipated from students who are looking for that “personal” touch. Assigning a specific counselor to each student will allow that student to have one point of contact through whom he/she will receive financial aid information. This new process will enhance the student’s financial aid experience greatly.

ADVANCED DEGREES OR CERTIFICATIONS

Tamekia Lewis earned an Associate Degree in Business Administration, July, 2008.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Adriana Poland received the "Spirit of Service" award from Americorp, July, 2008, and the "Outstanding Corp Member" award from Shreveport Green, July 2008.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Alice Joseph</td>
<td>Stress Management, September 2008&lt;br&gt;Student Services December Division meeting, December 2008</td>
<td>USA Funds Fall Financial Aid workshop, Hilton - Shreveport, LA - October 2008&lt;br&gt;USA Funds Spring Financial Aid</td>
<td>Thanksgiving Blessing Box, November 2008&lt;br&gt;Operation Santa Claus, December 2008</td>
</tr>
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</table>
STRATEGIC PLANNING

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**
Did not package early due to major changes in federal legislation that hindered the timely receipt of federal updates from Sunguard.

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

**Strategy(ies) for the Future**
Continue to work with the IT department to achieve this goal of early packaging.

**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 Northwest Louisiana.
2. Tally total number of event participants.

**Assessment Results**
BPCC hosted College Goal Sunday on February 15, 2009: approximately seventy-five students/family members participated

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

**Strategy(ies) for the Future**
Continue to host College Goal Sunday annually to allow students and parents the opportunity to learn about financial aid from financial aid professionals.

**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 members attended or participated in professional development events.

**Assessment Results**
All staff members attended/participated in at least two professional development events

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

**Strategy(ies) for the Future**
Continue to encourage staff members to participate in professional development opportunities.

**Department Measurable Strategy**
Utilize student and staff member focus groups as well as an assessment survey to determine the best way to streamline the financial aid process.

**Performance Indicators**
Responses from Financial Aid Office Satisfaction and Expectation Survey and student and staff
member focus groups regarding the financial aid process.

**Assessment Results**
Student/staff responses regarding services were generally favorable.

**Changes Based on Assessment Outcomes**
Add more forms to the webpage so that students are able to complete all forms online.

**Strategy(ies) for the Future**
Endeavor to make all forms available on-line.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Since the Financial Aid Office is fully staffed, the workload is evenly distributed allowing student files to be processed efficiently and in a timely manner with little or no overtime hours. The Financial Aid Office is able to honor the priority processing promise to students who submit their information before the deadline date. According to student surveys, BPCC students are pleased with the service provided by the Financial Aid Office. The Financial Aid Office will continue to go the extra mile to provide quality service and prompt processing.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Continue to automate the financial aid process by developing a packaging strategy that is fully automated year round.
Place more financial aid forms online for interactive use.
Ensure that students are made aware of all available financial aid opportunities.
Division of Student Services
Recruiting

EMPLOYEE LISTING

Professional, unclassified staff

Bucker, Amy, B.A.
Herren, Angela, A.D.
Siem, Jessica, A.D., BA

DIVISION SUMMARY

The Office of Recruiting is responsible for recruiting new students to the College. The Recruiting staff 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.

The Office of Recruiting served over 7,000 prospective students this year through campus visits, College and Career Fairs, community-sponsored events, and email contacts. Birthday post cards were also mailed to over 17,000 students (currently enrolled students, as well as prospective students within the last year). Campus tours were conducted on a daily basis by appointment and by walk-in basis. The staff conducted tours on BPCC’s campus to over 125 individuals and more than seven groups/organizations during the summer, fall, and spring semesters.

The staff also hosted College Transfer Day in November 2008 and April 2009. Follow-up letters were mailed to all students who inquired about BPCC by phone, email, web, walk-in, or word of mouth. A “keep us in mind” letter was also mailed to more than 3,000 prospective students during the spring 2009 semester.

The student recruiting team, Cavalier Express, assisted with most of the recruiting events. They also assisted with recruiting presentations and group tours as well as visiting local elementary schools and reading to kindergarten and first grade classes. The organization hosted several fundraisers throughout the year.

The Recruiting Staff attended three articulation workshops with the Louisiana Association of Collegiate Recruiters and Admissions Officers (LACRAO), located in Alexandria, Monroe, and Shreveport and distributed information about the College to high school counselors. The staff also attended the LACRAO State Conference held in Hammond, Louisiana.

The Recruiting staff participated in several community service events such as Operation Santa, Red River Revel Arts Festival, and Highland Center Blessing Boxes.
## SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Angela Herren - Staff Senate Vice President 2008-2009

### PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>U R a Brand Workshop, October 2008</td>
<td>LCTCS State Conference - Shreveport, LA - April 2009</td>
<td>Louisiana Association of Collegiate Recruiters and Admissions Officers Member</td>
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<tr>
<td></td>
<td>Money Management Workshop, November 2008</td>
<td></td>
<td>Ms. BPCC/Miss Tiny Cavalier Pageant Committee Member</td>
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<tr>
<td></td>
<td>Assertiveness Training Workshop, March 2009</td>
<td></td>
<td>Sexual Harassment Committee Member</td>
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<tr>
<td></td>
<td>Annual Report Training, March 2009</td>
<td>LACRAO State Conference - Hammond, LA - November 2008</td>
<td>BPCC Foundation Mini-NASCAR Committee Member</td>
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<tr>
<td></td>
<td>Assertiveness Training Workshop, March 2009</td>
<td>LCTCS State Conference - Shreveport, LA - April 2009</td>
<td>Louisiana Association of Collegiate Recruiters and Admissions Officers Member</td>
</tr>
<tr>
<td></td>
<td>Community Emergency Response Team Training (CERT), May 2009</td>
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<td>Ms. BPCC/Miss Tiny Cavalier Pageant Committee Member</td>
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<td></td>
<td></td>
<td></td>
<td>Planning Council Member</td>
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<td>Access and Success Subcommittee Member</td>
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<td></td>
<td></td>
<td></td>
<td>Physical Therapist Assistant</td>
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<td></td>
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<td>Selection Committee, member</td>
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<td>Staff Senate Vice President</td>
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<td></td>
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<td>Student Life Committee Member</td>
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<td>Member</td>
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<td></td>
<td></td>
<td>HigherOne BPCC Debit Card Marketing Team Member</td>
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<td></td>
<td>Louisiana Association of College and University Student</td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Meet the needs of prospective students.

Performance Indicators
Campus Tour Evaluations

Assessment Results
The current evaluation process did not prove to be accurate.

Changes Based on Assessment Outcomes
Administer an evaluation by mail accompanied by a thank you letter the day after the campus tour. A stamped envelope will also be included with the evaluation in hopes the prospective student will return the evaluation to BPCC.

Strategy(ies) for the Future
Evaluate campus visits using the new process.

Department Measurable Strategy
Broaden the recruitment process to include more community service programs and business programs.

Performance Indicators
The number of programs attended.

Assessment Results
The Recruiting Staff attend more than ten community/business related programs.

Changes Based on Assessment Outcomes
Continue to broaden the recruitment process through community service programs and businesses.
Strategy(ies) for the Future
Continue to promote community/business programs throughout the department.

Department Measurable Strategy
Implement a recruiting event on BPCC's campus for high school seniors during the fall semester.

Performance Indicators
The number of seniors that attend.

Assessment Results
Due to the costs incurred for this event and budgetary constraints, this event was postponed indefinitely.

Changes Based on Assessment Outcomes
Alternative campus events will be implemented.

Strategy(ies) for the Future
Consider alternative opportunities for hosting campus events for high school seniors.

Department Measurable Strategy
Continue to promote professional development within the department.

Performance Indicators
The number of professional development opportunities attended.

Assessment Results
The staff as a whole attended over forty professional development opportunities.

Changes Based on Assessment Outcomes
Continue to promote professional development to enhance productivity and knowledge within the department.

Strategy(ies) for the Future
Continue to promote and encourage professional development.

Department Measurable Strategy
Document results from the Prospective Student Campus Visit Evaluation.

Performance Indicators
Results received from the survey.

Assessment Results
A new evaluation tool needs to be created. The current evaluation tool did not prove to be accurate based on the number of students that visited the College.

Changes Based on Assessment Outcomes
Create and implement a new evaluation prior to the fall 2009 semester. An evaluation, as well as a thank you letter, will be mailed to each prospective student the day after his/her campus visit. A stamped envelope will be included with the evaluation in hopes of the prospective student will return it to BPCC.
Strategy(ies) for the Future
Evaluate campus visits using a new evaluation tool.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Recruiting’s overall assessment has improved. On the ACT Student Opinion Survey, under "Accuracy of College Information Received Prior to Enrolling," the Office scored a 4.07, compared to the national average of 3.89, and improved from a 4.06 to a 4.07 as rated by BPCC students. The work ethic of the staff makes for a very effective and well-balanced work environment. The prospective student is first priority for the Office of Recruiting. Improvements are continuing to make the department more efficient and effective.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Create and generate an electronic letter to send to prospective students.

Create a letter and survey to document satisfaction of campus tours.

Continue to promote professional development within the department.
Division of Student Services
Student Life

EMPLOYEE LISTING

Professional, unclassified staff

Marjoree Harper, M.A.
Michelle Triplet, A.D.

Classified staff

Tammy Kennedy

DIVISION SUMMARY

The Office of Student Life began the 2008-2009 school year with four (4) sessions of Cavalier Connection New Student Orientation in August 2008. Three hundred eighty-seven students attended this all day event in which the students learned about the College, met key faculty and administrators, and registered for their fall classes. During the fall 2008 semester, the Office of Student Life in conjunction with the Student Government Association coordinated the following events and activities for the student body: Under the BPCC Big Top/Back To School Bash, Student Organization Fair, SGA Fall Elections, BPCC Homecoming Elections, Concert Coffeehouse Series featuring Shevy Smith and Valerie Cluster, Fall Family Fest, Open Mic for BPCC Students, Distinguished Speaker Series featuring Peter Bielagus, and the BPCC Talent Show.

In December of 2008, the Assistant Director of Student Life transferred to the Athletic Department leaving the Office of Student Life one staff member short. Despite the reduction in personnel, the spring 2009 semester continued to be as busy as the fall semester. One session of Cavalier Connection New Student Orientation was held in January 2009 with forty-one (41) students attending that event. Spring 2009 events and activities that were sponsored by the Office of Student Life and the Student Government Association were as follows: Student Organization Fair, Homecoming Court Presentation, Homecoming Dance, Coffeehouse Poetry Series featuring Jon Goode and Gabriel Garcia Mendina, Spring Family Fest, Open Mic, Ms. BPCC and Miss Tiny Cavalier Pageant, Spring SGA Elections, and Fun Day.

In addition to events, activities, and Cavalier Connection New Student Orientation, the Office of Student Life administered 114 talent based scholarships in the fall and 116 talent based scholarships in the spring.

Student Organizations at the College continue to provide students with the opportunity for community service, leadership, service to the college, professional growth and development, and education outside the classroom. The following list details the events for each BPCC Student Organization:
ADAPTS
Community Service:
   American Cancer Society
   YWCA
Fundraiser(s):
   Candy Sales - collected $15.78
Professional Development
   Sponsored Disability Awareness Day at BPCC
   Sponsored U. S. Government job interviews for persons with disabilities

ALPHA ETA SOCIETY
Service to the College
   Sponsored the Cavalier Closet

GOSPEL CHOIR
Community Service:
   AmeriCorps
   Toys for Tots
   Avenue Baptist Church School Uniform Drive
   Paradise Baptist Church Children's Book Drive
   Stonewall Baptist Church Children's Book Drive
   Volunteers of America Highland Center Thanksgiving Blessing Boxes
   NW Louisiana Food Bank
Performances:
   Veterans Day
   BPCC/City of Bossier Christmas Show
   Bellaire Baptist Church Concert
   Paradise Baptist Church Concert
   Stonewall Baptist Church Concert
   Zion Baptist Church Concert
   Grambling State University
   BPCC Black History Month Celebration
Professional Development:
   Women's History Month
   LCTCS Student Equity Conference
Service to the College:
   Distributed pamphlets and applications at Stonewall Baptist Church, Zion Baptist Church, and Avenue Baptist Church
   Distributed pamphlets to ministers and local churches at the 13th District Ministerial Association meeting
LIONS CLUB
Community Service:
  Free Eye Screening at Fall Family Fest and Spring Family Fest
  Volunteers of America Highland Center Thanksgiving Blessing Boxes
  Sponsored a child to attend Lions Club Children's Camp
  Collected eye glasses for recycling

Fundraiser(s):
  Pizza sales - collected $135.10

Professional Development:
  Accelerated Learning - Luke Dowden
  Homeland Security - Gene Barattini
  Fire Safety - Brian Crawford
  Junior Achievement

Service to the College:
  Established a scholarship to be permanently endowed for a BPCC student

CAMPUS MINISTRIES
Community Service:
  Asbury UMC Pumpkin Patch

CAVALIER CHEERLEADERS
Community Service:
  Jamfest Cheer Competition
  WSA Cheer Competition
  American Cancer Society Race
  Christus Schumpert Wellness Center Halloween Carnival

Performances:
  Back To School Bash
  Pep Rally (2)
  BPCC/City of Bossier Christmas Show
  Fun Day

Professional Development:
  NCA Camp - Dallas, TX

CAVALIER EXPRESS
Community Service:
  WT Lewis Elementary School
  Meadowview Elementary School
  Plantation Park Elementary School
  Legacy Elementary School
Apollo Elementary School
Bossier Elementary School

Fundraiser(s):
  Pizza Sales (9) - collected $692.59
  Valentine Fundraiser - collected $441.70

CAVALIER PLAYERS
Fundraiser(s):
  Gemini Ball - collected $3,500
  "The Three Little Pigs" - collected $3,500

Performances:
  "Once Upon a Mattress"
  BPCC/City of Bossier Christmas Show
  "The Three Little Pigs"
  "Leading Ladies"

Professional Development:
  Southwest Theatre and Film Association Conference - Hot Spring, AR

CONCERT CHOIR
Fundraiser(s):
  Halloween Bake Sale

Performances:
  BPCC/City of Bossier Christmas Show
  Fall Concert
  Spring Concert

HANDS ON WELLNESS
Community Service:
  Susan G. Komen Race for the Cure
  BPCC/City of Bossier Christmas Show
  American Cancer Society Relay for Life

Fundraisers:
  Sponsorship t-shirt drive - collected $1,155.00
  El Chico Night - collected $271.88

INSTRUMENTAL MUSIC
Fundraiser(s):
  Halloween Bake Sale - collected $110.00
  Valentine's Day Bake Sale - collected $120.00
Performances:
   Fall Jazz Concert
   Fall Concert Band Concert
   Basketball Games (2)
   BPCC/City of Bossier Christmas Show
   Valentine's Day Jazz Band Concert
   Jazz Festival
   Spring Jazz Concert
   Chancellor Carleton's Retirement Reception
   LCTCS Conference Concert
   Concert Band Final Concert
   Graduation

LADIES IN GOLD
Community Service:
   Christus Schumpert Wellness Center Halloween Carnival
   Gingerbread House
   Volunteers of America Highland Center Blessing Boxes

Fundraisers:
   Car Wash - collected $560.00
   Sponsorships - collected $450.00

Performances:
   Back To School Bash
   Strand Stars of Shreveport
   BPCC/City of Bossier Christmas Show
   Fun Day

Professional Development:
   NDA Camp - Dallas, TX

MAROON JACKETS
Community Service:
   Over 4,100 books donated to five local elementary schools and one non-profit organization:
   Providence House, Lakeshore Elementary School, Ingersoll Elementary School, Bossier Elementary
   School, Plain Dealing Elementary School, and Werner Park Elementary School

Service to the College:
   All Performing Arts Events (Theatre and Music)
   Registration (3)
   Graduation (2)
   Veteran's Day
   PTK Induction Ceremony
   LCTCS Conference
Career GPS: 8th Grade Expo  
End of the Year Faculty/Staff Luncheon  
Blood Drives (2)

PHI THETA KAPPA NATIONAL HONOR SOCIETY  
Community Service:  
Run for the Nuns Against Child Abuse  
Northwest Louisiana Food Bank  
Operation Santa Claus  
Maroon Jacket's Book Drive  
Blood Drive (2)

Fundraisers:  
Bistros - collected $2,651.00  
BBQ - collected $975.00  
Breakfast - collected $1369.00  
Ice Cream Sales - collected $570.00  
Hot Dog Sales - collected $638.00  
Duct Tape Purse - collected - $1,945.00  
Candy Sales - collected $1,300.00

SAVOIR FAIRE LITERARY MAGAZINE  
Community Service:  
Distributed copies to Starbucks, PJ's Coffee, Bossier High School, Goodwill, and Books A Million

Service to the College:  
Published fall and spring editions

STUDENT GOVERNMENT ASSOCIATION:  
Community Service:  
Northwest Louisiana Food Bank  
BPCC/City of Bossier Christmas Show  
Better World Book Drive

Fundraiser(s):  
Talent Show - collected $140.00  
Homecoming Dance - collected $285.00  
Giant Easter Stocking Raffle - collected $207.00  
Ms. BPCC Pageant - collected $594.00

Professional Development:  
SGA Retreat - Bethany, LA  
Association for the Promotion of Campus Activities Conference - Houston, TX  
Council of Student Body Presidents Meetings - throughout the state of Louisiana
Service to the College:
- Back To School Bash
- Fun Day
- Coffeehouse Concert Series (3)
- Coffeehouse Poetry Series (3)
- Pep Rallies (2)
- Fall Family Fest
- Spring Family Fest

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Marjoree Harper, LACUSPA Past President
Tammy Kennedy, Staff Senate Secretary
Michelle Triplet, Staff Senate Treasurer

**PROFESSIONAL DEVELOPMENT**

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

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SIGNIFICANT CONTRACTS OR GRANTS

Michelle Triplet was awarded $1,360.92 from the Technology Fee for the purchase of a new digital camera and accessories

STRATEGIC PLANNING

Department Measurable Strategy
Convert departmental and student organization forms, applications, etc. to an online submission format.

Performance Indicators
1. The number of online forms created by the end of spring 2009.
2. The number of online forms submitted by the end of spring 2009.
Assessment Results
Eleven (11) online forms were created by the end of spring 2009.
Zero (0) forms were submitted by the end of spring 2009.

Changes Based on Assessment Outcomes
This is a work in progress as all forms that are used must be recreated by the Media Specialist and sent to the Webmaster for posting. Due to the high demand of the College for web updates, this goal will continue to be a priority for the Media Specialist.

Strategy(ies) for the Future
Ensure that at least two forms are created and submitted online by the end of spring 2010.

Department Measurable Strategy
Develop an interactive online orientation to offer as an alternative to face to face new student orientation.

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 2009.

Assessment Results
Due to the reassignment of the Assistant Director of Student Life, this goal was not accomplished.

Changes Based on Assessment Outcomes
No changes are needed at this time since the modules have not been created.

Strategy(ies) for the Future
Evaluate the importance of an online new student orientation for BPCC students.

Department Measurable Strategy
Increase usage on the Student Life LiveHelp links.

Performance Indicators
The number of hits on the LiveHelp line.

Assessment Results
Zero hits were received

Changes Based on Assessment Outcomes
More promotion of this link is needed.

Strategy(ies) for the Future
Ensure that the LiveHelp is promoted and marketed on brochures, websites, promotional material, etc.

Department Measurable Strategy
Plan, evaluate, and assess the goals and objectives of the Student Life Office.

Performance Indicators
Review evaluation results received in order to enhance the services provided.
Assessment Results
Three (3) out of the five (5) goals were achieved/completed this year: Professional development opportunities for staff, evaluating/assessing goals and objectives, and conversion of departmental and student organization forms, applications, etc. to an online submission format.

Changes Based on Assessment Outcomes
Two goals were not achieved this year: Increasing usage on the Student Life LiveHelp links and developing an interactive online orientation to offer as an alternative to face to face new student orientation. These goals will be revaluated during 2009-2010.

Strategy(ies) for the Future
In order for the Office of Student Life to grow, we will continue planning, evaluating, and assessing the goals and objectives.

Department Measurable Strategy
Ensure that each Student Life staff member utilizes professional development opportunities.

Performance Indicators
The number of agendas, conference programs, or attendance certificates from the professional development opportunities will be provided to the Director of Student Life.

Assessment Results
The staff participated in several professional development programs as indicated in the Professional Development section.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
Continue to make professional development opportunities available for staff members.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

According to the 2009 ACT Student Opinion Survey, the College sponsored social activities received a 4.26 compared to the national sample which received a 4.07; the College Orientation Program received a 4.19 compared to the national sample which received a 3.92; the purpose for which student activity fees are used received a 3.73 compared to the national sample which received a 3.51; the opportunities for personal involvement in campus activities received a 3.89 compared to the national sample which received a 3.71; the Student Government Association received a 3.76 compared to the national sample which received a 3.55; and the campus media (college newspaper, campus radio, etc) received a 3.78 compared to the national sample which received a 3.58.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Ensure that each Student Life staff member utilizes professional development opportunities.

Plan, evaluate, and assess the goals and objectives of the Student Life Office.
Replace the printed Student Life Calendar with an electronic version that can be continually updated.

Create online forms that may be submitted online to the Office of Student Life.