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</table>
Division of Administration
Division of Administration (Chancellor's Office)  
Chancellor's Office  

EMPLOYEE LISTING  

Professional, unclassified staff  
James B. Henderson, M.S.A.  
Juanita Epps, B.S.  
Karen J. Musgrove, M.Ed.  
Karen Recchia, M.A.  
Stephanie Rogers, B.A.  
Monette Smith, A.A.  
Stan Wilkins, Ph.D.  
Tom Williams, M.A.  

Classified staff  
Jessie Darby, A.A.  
Mary Tuminello  

DIVISION SUMMARY  

Bossier Parish Community College began the 2009/2010 academic year under the leadership of Chancellor James B. Henderson. Prior to coming to BPCC, Chancellor Henderson served as Senior Vice President of Workforce and Economic Development at the Louisiana Community and Technical College System. He was responsible for overseeing the restructured Louisiana Technical Colleges and administering the Carl Perkins Vocational and Technology programs. Chancellor Henderson worked as Director of Incumbent Worker Training the Louisiana Department of Labor. 

Several changes were made in the Chancellor's Office to realign college operations. The Grants and External Funding Department moved under the Associate Vice Chancellor of Academic Affairs to work closely with Institutional Research; Multicultural Affairs moved to the Student Services Division to work with Recruiting, and Project Moms was moved to Workforce Development. The Chancellor added members to the Executive Council to increase both effectiveness and diversity of the committee.  

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS  

Chancellor James B. Henderson, Outstanding Postsecondary Administrator Award, LA Department of Education, July 30, 2009
<table>
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<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
<th>Professional Development (other location)</th>
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</table>
| James B. Henderson| Diversity at BPCC with Stacey Christophe, Director of Development, Compliance and Equity Programs " 9/17/09  
LACRAO Articulation Workshop 9/3/09  
Emergenetics Workshop for Administration 10/8/09  
Emergenetics Workshop 12/15/09  
Emergenetics Follow-up Workshop 12/18/09 | CRD Conference in California 7/17-21/09  
Meeting at LSUS 7/22/09  
Coordinating and Development Corporation  
Business and Industry Expo 8/21/09  
Natchitoches Event Center-Workforce Development Meeting 8/27/09  
Haynesville Shale Expo 11/13/09  
Military Affairs Council, BAFB 1/28/10  
Greater Shreveport Chamber of Commerce Higher Education Task Force 2/17/10  
"What’s Happening on Capitol Hill with Congressman John Fleming" 2/19/10  
Louisiana Economy, Higher Education and 2010 Legislative Session Governor Bobby Jindal 2/26/10  
LCTCS Annual Conference 3/23-26/10 | CRD Conference in California 7/17-21/09  
Meeting at LSUS 7/22/09  
New Student Orientation 8/3/09  
President, Fast Start 8/3/09  
Caddo Parish Superintendent 8/3/09  
North Louisiana Police Academy 8/3/09  
New Student Orientation 8/6/09  
Greater Bossier Economic Development Foundation and Bossier Chamber of Commerce Reception 8/6/09  
Faculty/Staff Meeting 8/6/09  
Senator Sherry Cheek 8/7/09  
Foundation Board Meeting 8/19/09  
Reception, Congressman John Fleming 8/20/09  
Representative Henry Burns 8/24/09  
Speaker at BPCC Staff Senate Meeting 8/24/09  
Senator Vitter Panel on Healthcare 8/26/09  
Natchitoches Event Center-Workforce Development Meeting 8/27/09  
Foundation Breakfast and Luncheon Meetings 8/31/09  
Foundation Breakfast and Luncheon Meetings 9/1/09  
LACRAO Articulation Workshop 9/3/09  
NLEP Signing Ceremony 9/3/09  
Representative Jane Smith 9/11/09  
MOU Signing Ceremony with NCJA 9/14/09  
Foundation Breakfast Meetings 9/15/09  
Senator B. L. Shaw 9/15/09  
Interview with Channel 3 9/15/09  
Greater Bossier Economic Development Foundation 9/15/09  
Senator Robert Adley 9/22/09  
Washington, DC. 9/22-24/09  
CEO, Harrah’s Louisiana Downs 9/25/09  
PERC 9/28/09  
Executive Council 9/30/09 |
Welcome to prospective students from Providence House Committee of 100 10/1/09
MOU Signing Ceremony with Bossier City Fire Department 10/1/09
Training Logic Meeting 10/1/09
Committee of 100 10/7/09
EnCana Oil and Gas, Community Relations Director 10/7/09
Emergentetics Workshop for Administration 10/8/09
Welcome the U.S. Marshals 10/15/09
Presentation Cellixion 10/20/09
Citizen’s National Bank CFO and President 10.27/09
BPCC Foundation 10/28/09
Bubba Rasberry, BoR Member 11/5/09
Shreveland Construction 11/6/09
iTunes Meeting 11/6/09
BPCC/NSU Articulation 11/9/09
“Hershey Scholarship” Presentation 11/12/09
Speaker at Bossier City Lions Club 11/12/09
Bossier Boy Scout District Meeting 11/12/09
Haynesville Shale Expo 11/13/09
MOU Signing Ceremony with NSU on Five Programs 11/13/09
PERC Commission 11/16-17/09
Executive Council 1/4/10
Louisiana State University Health Science Center 1/5/10
Centers for Excellence Meeting in Baton Rouge 1/6/10
PERC Commission 1/12/10
CERT 1/14/10
Shreveport Chamber of Commerce 1/15/10
Retired Superintendents Meeting, Ruston, LA 1/18/10
University of Phoenix Meeting 1/21/10
Director of LA Workforce Development 1/25/10
Slack, Alost, McSwain, Shreveport Club 1/25/10
Greater Bossier Chamber of Commerce Board 1/26/10
Greater Bossier Chamber of Commerce Education Committee 1/26/10
Shreveport Chamber of
Commerce 1/27/10
Executive Council Meeting 1/28/10
Military Affairs Council, BAFB 1/28/10
Community Foundation of Shreveport-Bossier, Shreveport Club 1/28/10
Chancellor’s Forum for Faculty and Staff 1/29/10
Greater Bossier Chamber of Commerce GAPPC Meeting 2/4/10
President, of University of Louisiana in Monroe 2/4/10
Cyber Innovation Center 2/4/10
Signing Ceremony with ULM, Health Management Degree Program 2/4/10
Sylvia Goodman of Robinson Film Center, Sci-Port 2/5/10
Planning Council Retreat 2/5/10
Formula Funding Meeting in Minden, LA 2/8/10
Leadership and Board Meeting 2/9-10/10
Interview with Stan Stava “Feeling Good in the ArkLA Tex”, KSLA 2/11/10
Barksdale Air Force Base 2/17/10
BPCC Foundation Scholarship Reception 2/17/10
Greater Shreveport Chamber of Commerce Higher Education Task Force 2/17/10
BPCC Foundation Board Meeting 2/17/10
Executive Stakeholder’s Meeting, BPCC 2/18/10
Robinson Film Center Board Meeting 2/18/10
Meeting with BoR Member, Clinton “Bubba” Rasberry 2/18/10
“What’s Happening on Capitol Hill with Congressman John Fleming” 2/19/10
Louisiana Workforce Commission, C-Tech Meeting 2/19/10
Interview with BPCC News Channel 2/22/10
Campus Facilities Inc. Meeting 2/23/10
Bossier Chamber of Commerce Meeting 2/23/10
Mayor’s Breakfast for the Boy Scouts, BPCC 2/24/10
Meeting with Bossier Parish School Board Personnel on
Workforce Development and Telementor Program 2/24/10
Greater Bossier Chamber of Commerce, Annual Banquet 2/25/10
Louisiana Economy, Higher Education and 2010 Legislative Session Governor Bobby Jindal 2/26/10
Executive Council Meeting 3/1/10
BPCC Centers of Excellence Strategies Meeting, Shreveport 3/2/10
BPCC 100 Nascar Meeting 3/3/10
Greater Bossier Chamber of Commerce Meeting 3/4/10
BPCC 1st/Lumina Meeting with Data Facilitators 3/4/10
BPCC 1st/Lumina Meeting/Luncheon 3/4/10
Diversity Training, BPCC 3/5/10
Meeting with Bossier Chamber and Superintendents 3/8/10
Meeting with General Robert Elder and Cyber Innovation Center President 3/8/10
LCTCS Leadership & Board Meeting 3/9-10/10
LCTCS Leadership Development Institute Presentation 3/23/10
LCTCS Annual Conference, New Orleans 3/24/26/10
Bossier Chamber of Commerce Board Meeting 4/1/10
BPCC 100 Meeting 4/1/10
Congressman John Fleming at Bossier Chamber of Commerce 4/5/10
Cargill Associates - 4/5/10
NLEP Meeting 4/6/10
Executive Council with University of Phoenix 4/7/10
Bossier Chamber of Commerce 4/8/10
Oil and Gas Advisory Committee Meeting 4/12/10
LCTCS Leadership Meeting 4/13/10
National Center for Construction Education and Research (NCCER) and LCTCSOnline Meeting 4/13/10
LCTCS Board Meeting 4/14/10
Mentoring LDI Participant from Region 9 4/19-22/10
Cyber Innovation Center with General Elder 4/20/10
Cert Meeting 4/21/10
Executive Council 4/22/10
Meeting with ABC Pelican
Chapter President from Baton
Rouge on Construction
Technology Program 4/22/10
Meeting with Airline High
School Principal 4/22/10
Robinson Film Center 4/22/10
Meeting with President of
Boomtown Casino 4/22/10
BPCC Athletic Banquet 4/26/10
Second Stakeholder Breakfast
4/29/10
Quota Club Event 4/29/10
Airline High School Awards
Ceremony 5/4/10
Construction Technology
Advisory Meeting 5/4/10
Commencement Exercises
5/14/10
Bossier Chamber of Commerce
5/25/10
NISOD Conference, Austin,
TX 6/1–2/10
Bossier Chamber Meeting
6/3/10
BPCC 100 Meeting 6/16/10
BPCC Foundation Meeting
6/16/10

Monette Smith
Diversity at BPCC with Stacey
Christophe, Director of
Development, Compliance and
Equity Programs 9/17/09
BPCC Lions Club Craig Spohn, “
Cyber Innovation Center; Impact of
Government/ Academia/ Industrial
Collaboration” 9/09
Staff Senate “How We Can Become
Better Ambassadors for BPCC” by
Chancellor Henderson 9/22/09
BPCC Lions Club “Food Bank of
NW LA, by Amie Roberts- 10/21/09
Staff Senate “Blood Donor
Education” 10/29/09
BPCC Lions Club : LA Eye
Foundation, by Chris Carlone,
Development Director 11/18/09
Emergenetics Workshop 12/15/09
Emergenetics Follow up Workshop
12/18/09
BPCC Lions Club, Scott Hughes,
Executive Director, Alliance for
Education 1/20/10
BPCC Lions Club, Sarah Lange,
Volunteer Center Coordinator,
United Way 2/17/10
Women’s History Month
Celebration “Women and Body
Reception for new chancellor
sponsored by the GBED and GBCC
8/6/09
Bossier City Lions Club 11/12/09
LCTCS Regional Planning Meeting,
Shreveport 12/2/09
Mayor’s Commission for Women of
Bossier City Annual Celebration of
Women’s Week Meeting/Luncheon
3/10/10
MOU Signing Ceremony for
Dual Enrollment 8/18/09
Reception for Congressman
John Fleming 8/20/09
Staff Senate 8/25/09
Senator Vitter Panel Discussion
on Healthcare 8/26/09
BPCC Lions Club 8/26/09
BPCC Foundation Breakfast
with the Chancellor 8/31/09
North Louisiana Economic
Partnership (NLEP) Signing
Ceremony 9/3/09
BPCC Lion’s Club 10/21/09
BPCC’s Fall Family Fest
10/31/09
BPCC Lions Club 11/18/09
Citizen’s Bank Check
Presentation 12/3/09
Career Compass Meeting
12/3/09
Annual Meeting/Luncheon for
Faculty and Staff 12/14/09
EnCana Oil and Gas Check
Presentation 12/17/09
ULM Signing Ceremony 2/4/10
BPCC Foundation 2010
Scholarship Reception 2/17/10
BPCC Lions Club 2/17/10
SIGNIFICANT CONTRACTS OR GRANTS

The College received $100,000 from Encana Oil and Gas Corporation for the A.D. Oil and Gas program.

STRATEGIC PLANNING

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

Performance Indicators
1. 14th class day headcount enrollment for fall 2009.
2. Dual enrollment headcount.
3. Fall to Spring 2010 retention of first-time, full-time freshmen.

Assessment Results
1. 14th class day headcount enrollment for fall 2009 is 5,430.
2. Dual Enrollment headcount for fall 2009 is 270.
3. Fall to Spring 2010 retention of first-time full-time freshmen is 832.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Establish plans to increase student lead generation, lead conversion, and student retention.
Department Measurable Strategy
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.

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 BPCC Foundation has received $170,000 in private-sector donations. Investment earnings totaled $72,143.
2. The Foundation awarded $38,000 in scholarships to forty-seven students during the 09/10 FY.
3. The Foundation funded professional development activities in the amount of $7,000, and funded school enhancement projects in the amount of $5,000.

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. Success in legislative outcomes.
2. Execution of stakeholder engagement plan.
3. Stakeholder evaluations.

Assessment Results
1. The Centers for Excellence passed. We received full delegation support for the LA GRAD Act. We received full delegation support for restoration of the budget cuts in HB 1.
2. The Chancellor and BPCC Foundation have held a series of stakeholder meetings to garner support for BPCC programs. Chancellor Henderson met with the following legislators:
Senator Sherry Cheek 8/7/09
Congressman John Fleming 8/20/09
Representative Henry Burns 8/24/09
Representative Roy Burrell 8/25/09
Senator David Vitter 8/26/09
Representative Jane Smith 9/11/09
Meeting with legislators at BAFB 12/2/09
Chancellor Henderson attended Postsecondary Education Review Commission (PERC) meetings in Baton Rouge.
Senator B. L. Shaw 915/09
Senator Robert Adley 9/22/09

3. Stakeholder evaluations were mailed April 12, 2010.

**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**

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. Eight grants were funded. Thirty-four grants were submitted. Of those, eleven were federal grants and nineteen were Board of Regent's grants. Of the Board of Regents grants, four are recommended for funding pending availability of funds.

2. $1,549,587 grant dollars were awarded. $127,503 have been recommended for funding but, due to reduction in available funds, may not be funded. If funded, the total awards would amount to $1,677,090.

**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**

Update the “Strategies for Success Plan” for Bossier Parish Community College.

**Performance Indicators**

Plan posted to website.
Assessment Results
The revised "Strategies for Success Plan" has been posted to the BPCC website.

Changes Based on Assessment Outcomes
Completed

Strategy(ies) for the Future

Department Measurable Strategy
Provide professional development training for staff.

Performance Indicators
Emergenetics: Best Strategies for Strategic Impact workshop.

Assessment Results
Education, Research, and Information Services presented an Emergenetics Workshop: "Best Strategies for Strategic Impact" for the BPCC administration on October 15, 2009.

December 15, 2009, ERI Services presented an Emergenetics Workshop: "Leading with the Brain" to sixty-one faculty and staff.

The goal of both workshops was to demonstrate how thinking and behaviors affect participants personally and professionally as they lead, supervise, make decisions, communicate, learn, create, and work in teams. The results are improved effectiveness in collaborative relationships and communication.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Provide professional development training for staff.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Bossier Parish Community College's state appropriations were reduced $1.7 million July 1, 2009, and $996,000 in January 2010. In order to balance the budget, the process of evaluating and realigning college operations to increase productivity and improve performance was necessary. Cost-saving measures have been implemented. Operational units were integrated to leverage talent and resources more effectively. As a result, headcount enrollment increased by over 16 % in spite of the reduction in resources. Streamlining college operations and maintaining the quality and delivery of services to students continues to be priorities of the Chancellor's Office.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Develop and strengthen non-state revenue streams.
Execute performance agreement in accordance of LA GRAD Act, and align enterprise operational model by achieving GRAD Act measures.
Increase stakeholder support of BPCC programs.
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 2009 - 2010 fiscal year, the Office of Alumni & Development executed plans as outlined in Strategies for Success. Initiatives, programs and activities were conducted to positively impact enrollment and enhance the overall level of service and support to the school. Some of those activities included, but are not limited to: Increased Drive income by 66% to $170K; Implementation of E-Tapestry Donor Database; Four (4) new scholarship funds (including one endowment prospect); implementation of the first BPCC 100 Mini NASCAR Fundraiser; $38,000 in scholarship awards, and another $20,000 in professional development and support to the school.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Mrs. Rogers was asked to serve on the National Council for Resource Development (CRD) Governance "Models Review" Committee to examine inefficiencies in current structure of national organization; research other, more effective models and make recommendations (as a team) for new structure to the national headquarters. The organization serves approximately 20,000 community college members nation-wide. She was also asked to serve on the "Awards Review Committee" for the Alliance for Education.
Lumina BPCC 1st Project - Recognized for Outstanding Contribution to the success of the project by project leaders.

## 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>Mary Ann Heim</td>
<td>June '09 - July '09 attended class in Summer session Accounting 201 Oct '09 - Financial Forms Training Meeting</td>
<td>July '09 - attended SkillPath seminar &quot;How to Become a Better Communicator&quot; - Holiday Inn Financial Plaza Nov '09 - attended SkillPath seminar &quot;Managing Multi Projects&quot;, Holiday Inn Financial Plaza.</td>
<td>7/09 - 9/09 BPCC 100 Event Aug '09 - June '10 attended 6 BPCI Foundation Board meetings Aug '09 - May '10 Hospitality Committee meetings Aug '09 - Back to School Breakfast - helped with Hospitality Dec '09 - Staff/Faculty Christmas lunch - helped with Hospitality May '10 - End of Year Employee Luncheon - helped with Hospitality Aug '09 attended Welcome Back with Chancellor Aug '09 - Sept '09 set up Chancellor's &quot;Meet the Staff&quot; Breakfast and lunch meetings Jan '10 attended Employee meeting with Chancellor July '09 - June '10 attended Lions Club Board meetings an Membership meetings July '09 - May '10 attended Sta Senate events Feb '10 - attended Gospel Cho performance Feb '10 - set up 2010 Scholarship Reception</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

"It's About You" Drive Campaign Brochure
2009 BPCC Foundation Scholarship Push Cards
BPCC 100 Brochures

SIGNIFICANT CONTRACTS OR GRANTS

$100,000 EnCana Oil and Gas Technology Grant (Frank Viviano, Math Department)

STRATEGIC PLANNING

Department Measurable Strategy
Increase overall donations to the Foundation by 50% over previous year.

Performance Indicators
Number of pledges and accounts receivables as recorded in monthly financial reports.

Assessment Results
68% increase, with the help of a significant, individual donor.

Changes Based on Assessment Outcomes
Increase giving by 10%.

Strategy(ies) for the Future
Implement "Cavalier Court" Plaza "Brick" fundraiser.

Department Measurable Strategy
Implement new source of revenue to support student scholarship fund via Mini NASCAR fundraiser which will also serve to cultivate new donors within the community.

Performance Indicators
The amount of participants in event and the amount of funds raised from event.

Assessment Results
Created well-organized event that attracted participants and volunteers throughout community.

Changes Based on Assessment Outcomes
N/A - First year, no previous year to compare against. Realized slight profit - did not lose money.

Strategy(ies) for the Future
Monitor proceeds from second year event to assess feasibility of event.

April '10 - attended performance of "The Musical Comedy, Murders of 1940"
Department Measurable Strategy
Implement "Spirit of BPCC" Alumni Volunteer group to engage BPCC Alumni and support professional development initiatives as well as student programs

Performance Indicators
Number of Alums from the workforce who participate in annual campaign and volunteer at events

Assessment Results
3% increase in Alumni giving.
Awarded $6,800 to support professional development.

Changes Based on Assessment Outcomes
Distribute Alumni packets to graduates via Grad packets. Conduct more "Alumni Nights" events.

Strategy(ies) for the Future
Research Alumni giving preferences and create giving campaign focused on Alumni's major studies vs. a general campaign.

Department Measurable Strategy
Implement online survey option to solicit feedback from students, co-workers, alumni and donors

Performance Indicators
Number of respondents surveyed.

Assessment Results
Survey conducted via "Survey Monkey" to solicit feedback and assess the effectiveness of BPCC 100 students, co-workers who served as volunteers and event attendees (donors).

Changes Based on Assessment Outcomes
Implement improvements to upcoming event based on responses for a more well-run, enjoyable and profitable event.

Strategy(ies) for the Future
Monitor effectiveness and smoothness of operations of the event as well as overall outcome.

Department Measurable Strategy
Create On-Line giving option on Foundation website to expand donor support base

Performance Indicators
Number of donations received via website

Assessment Results
Contribution forms now on-line. Development of electronic giving option still in progress.

Changes Based on Assessment Outcomes
Increase giving options for donors.

Strategy(ies) for the Future
Complete the process of identifying an economically feasible on-line giving option.
**Department Measurable Strategy**
Write two new grants to support workforce and entrepreneurship scholarship initiatives

**Performance Indicators**
Number of grant awards

**Assessment Results**
Entrepreneurship no longer BPCC program. Wrote three private foundation grants
1) Capital One - $10,000
2) Community Foundation, $53,000
3) Magale Foundation, 17,000

**Changes Based on Assessment Outcomes**
Entrepreneurship no a longer BPCC program.
One marked for funding - Capital One
One denied - Community Foundation
One pending - Magale

**Strategy(ies) for the Future**
N/A

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall, the Office of Alumni Affairs & Development has been effective in engaging the campus and community to new levels via the scholarship receptions, stakeholder meetings and fundraiser. The office has maintained it's strong level of support to school by awarding more than $37,000 in scholarships, $6,800 to faculty and staff for professional development and $9,500 in additional support for school enhancement projects and chancellor initiatives.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Strengthen Alumni Engagement with on-line newsletter
Implement first Endowed Scholarship
Engage in research of Capital Campaign
Increase private-sector donations by minimum of 50%
Increase proceeds from NASCAR fundraiser to $20,000 ($10,000 min.)
Increase Board membership by at least two members
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. Where necessary, discrepancies noted were brought to the attention of management and corrective action was taken or recommendations were implemented.

PROFESSIONAL DEVELOPMENT

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<tr>
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<tbody>
<tr>
<td></td>
<td>&quot;How We Can Become Better Ambassadors for BPCC&quot; - Chancellor Jim Henderson (09/22/09)</td>
<td>Financial Aid-Audit Findings &amp; Emerging Issues - Dr. Mary Stacy Movable Property - Floyd Rector, LPAA</td>
<td>Veteran's Day Program - Mistress of Ceremony (11/10/09)</td>
</tr>
<tr>
<td></td>
<td>&quot;Blood Donor Education&quot; - Mary Jo Henderson (10/29/09)</td>
<td>Prosecuting White Collar Crime - Van Kyzar, DA</td>
<td>&quot;Women &amp; Body Image&quot; - Dr. Anita Kablinger (03/03/10)</td>
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<td>Emergenetics (12/15/09)</td>
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<td>BPCC 1st Final Coach &amp; Data Facilitator Site visit (03/04/10)</td>
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<td>Mentoring -Career Development Opportunity - Vicki Morehead (03/31/10)</td>
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<td></td>
<td>Financial Forms Training (05/12/10) - Vicki Morehead/Lynn Lyle</td>
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<td>BPCC Campus Lion's Club Meetings</td>
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<td>Staff Senate Development Meetings</td>
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<td>BPCC Safety Meetings</td>
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<td>BPCC Staff Development</td>
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<td></td>
<td>Memberships/Committees: ACUA (Association of College &amp;</td>
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<tr>
<td></td>
<td>BPCC 1st Final Coach &amp; Data Facilitator Site visit (03/04/10)</td>
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<td></td>
<td>Mentoring -Career Development Opportunity - Vicki Morehead (03/31/10)</td>
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<td></td>
<td>Financial Forms Training (05/12/10) - Vicki Morehead/Lynn Lyle</td>
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</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Attend conferences or workshops that would provide continuous professional development in related areas of internal audit.

Performance Indicators
Increase attendance to applicable audit related local and national association conferences.

Assessment Results
LACUA conferences were attended during FY2009-2010. ACUA conference was not due to travel restrictions.

Changes Based on Assessment Outcomes
Examine possible local professional organizations that provide continuing education opportunities.

Strategy(ies) for the Future
Attend at least one semi-annual LACUA conferences during the fiscal year.

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
The documentation of an annual Audit Plan approved by the Chancellor.

Assessment Results
BPCC Annual Audit Plan for fiscal year 2010 was approved by the Chancellor 07/2009. The plan allocation of audit hours included 1,632 hours of planning; training; financial, compliance, and operational areas of the college; and quarterly follow-up testing.

Changes Based on Assessment Outcomes
No current changes required.
Strategy(ies) for the Future

Secure input from LCTCS Director of Internal Audit and any related findings or recommendations.

Implement where necessary follow-up procedures of prior year Legislative Audit findings.

Department Measurable Strategy

Implement the annual BPCC Audit Plan to fulfill the mission of the Internal Audit function.

Performance Indicators

1. Ascertain the extent to which College assets are physically accounted for and safeguarded from losses of all kinds.
2. Evaluate the reliability and adequacy of the College accounting, financial and other records to assess the accuracy.
3. Examine college activities to ensure compliance with operating 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 were considered adequate for the period under review.
4. Internal controls are adequate, effective, efficient and functioning properly based on internal audit review.

Changes Based on Assessment Outcomes

Recommendations were discussed with management, and agreement reached as to correction action required.

Strategy(ies) for the Future

Include additional sample testing during follow-up procedures.

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 2010.

Areas audited:
Athletic Department
Bookstore Buy Backs
Bookstore Inventory
Continuing Education Department
Financial Aid Department
Grants Office
Outside Employment Survey
Results of the 2010 BPCC report card, 93 faculty and staff surveyed, gave the Internal audit department an overall score of 3.08.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Continue to provide the College an independent appraisal of the overall system of internal controls.
2. Attend professional development workshops in the area of audit and compliance.
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, AAS

DIVISION SUMMARY

The Public Relations Office serves as the publication office/media relations office for Bossier Parish Community College. In 2009-2010, the Office produced the following publications for the College: 2009-2010 General Catalog (online and print); all program/degree brochures; the general Viewbook; the Application Packet; the recruitment poster; 26 pushcards for academic and service programs; fall, spring, and summer Academic Bulletins and Schedule of Classes (online and print); the Employee Directory; fall issue of This is BPCC; bi-monthly issues of Inside BPCC; three graduation programs; Fast Facts; and recruitment card--a total of 59 publications. The catalog and academic bulletins continue to be posted online for students' convenience.

The Public Relations Office coordinates all campus memos generated for campus use. This year, the Office logged 1,015 memos for the calendar year. The campus-wide memo system is a positive solution to a major communications dilemma for the College. Through this memo system, information can be channeled to all faculty and staff very quickly and efficiently.

Media relations plays a major role in the daily operations in the Public Relations Office. Each year, the Office submits releases to 23 different news outlets which include print, radio, Internet, and television stations within six different parishes (Bossier, Caddo, Claiborne, Lincoln, Red River, and Webster). This year, the Office issued 1,373 press releases to local media, which reflects a 60.2% increase in the number of releases issued over last year. In addition, all releases are shared with the
Significant Awards, Honors, and Recognitions

System Office in Baton Rouge. The College (its programs, students, faculty, staff) appeared in 866 newspaper articles and on the major television networks numerous times. Again, the coverage received this year reflects a 108% increase over last year.

The Public Relations Office coordinates the Speakers’ Bureau, which is a program comprised of BPCC personnel who agree to speak to civic, community, and educational groups during the year. Thirty member of the faculty and staff agreed to speak; ten actually made presentations. Office personnel have recognized a record-keeping problem with the Speakers’ Bureau and will attempt to solve the issue for 2010-2011.

The Public Relations Office is charged with implementing the First Call Alert System when the campus needs to close immediately. This year, the director engaged the system three times: twice for inclement weather and once for a bomb threat/campus evacuation.

Advanced Degrees or Certifications

Karen Musgrove:
Communications Lead for Lumina Foundation BPCC 1st Initiative.
BPCC United Way representative.
CALL Marketing Liaison for BPCC.

Christy Moore:
Vice President for Staff Senate

Laney Boyd:
Staff Senate Member of the Year 2009-2010

Brenda Williams:
BPCC Campus Lions Club – Club Sponsor
Elected Staff Senate President for 2010-2011

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>Brenda Williams</td>
<td>09/16/09 Staff Development- Constitution Day – presented by Becky Nohse</td>
<td>04/21/10 Seminar-2010 Brand Presentation by Cumulus Radio</td>
<td>07/13/09 BPCC Lions Club Board Meeting 07/14/09 Grants Luncheon</td>
</tr>
</tbody>
</table>
09/22/09  Staff Development-How We Can Become Better Ambassadors for BPCC
10/29/09  Staff Development-Blood Donor Education
03/31/10  Staff Development-Mentoring-A Career Development Opportunity
05/20/10  Seminar-Mobile Applications Designed for Your Business
05/19/10  Presentation-Jackie Whaley-GAP Broadcasting (radio jingles)
07/15/09  Chesapeake Energy vehicle donation to BPCC Foundation (pictures)
07/15/09  BPCC Lions Club Meeting
08/05/09  BPCC 100/NASCAR Meeting (represented BPCC Lions Club)
08/06/09  Bossier Chamber Reception for Chancellor Henderson (attended/pictures)
08/08/10  TLCM Studio (redecorated sets in studio)
08/12/09  NASCAR Meeting-represented BPCC Lions Club
08/13/09  Welcome Back/Safety Meeting
08/14/09  Meet the Chancellor
08/17/09  Registration for fall '09 semester
08/18/09  Student Life Committee Meeting
08/18/09  Christmas Show Committee Meeting
08/20/10  Reception for Congressman John Fleming
08/24/09  BPCC Lions Club Board Meeting
08/25/09  Staff Senate Membership Drive
08/25/09  Advertising Meeting with Chancellor Henderson
08/26/09  BPCC Lions Club Meeting
08/27/09  Photos – Barbara James
08/28/09  Photos – Carl Adkins
08/31/09  Photos – Bob Boykin
09/02/09  Chancellor’s Breakfast
09/09/10  BPCC 100/NASCAR Meeting (represented BPCC Lions Club)
09/15/09  BPCC Lions Club Board Meeting
09/22/09  Staff Senate Coke Float
09/25/09  BPCC 100/NASCAR Race (attended/pictures)
10/01/09  MOU Signing – BPCC and Bossier City Fire Department
10/02/09  Lee National Denim Day (participated)
10/02/09  Photo shoot – BPCC basketball players and coaches
10/13/09  U.S. Marshals’ Meeting (decorated/pictures)
10/22/09  Financial Forms
Training
10/22/09 Photos – Jonathan Grant (Fast Facts booklet)
10/28/09 Cookout at new softball fields (attended and pictures)
10/28/09 Photos – Vic McGee (Fast Facts booklet)
10/29/09 Photos – Anna Dickson (Fast Facts booklet)
10/29/09 Staff Senate Luncheon
10/28/09 Photos – Vic McGee (Fast Facts booklet)
10/29/09 Photos – Anna Dickson (Fast Facts booklet)
11/05/09 Photos – Chancellor Henderson (Fast Facts booklet)
11/05/09 Career Exploration Program receives bags from 1st Baptist Church Benton
11/06/09 Photos – Ms. BPCC (Fast Facts booklet)
11/09/09 Career Exploration Program receives bags from 1st Baptist Church Benton
11/10/09 Photos – BPCC Cavalier (Fast Facts booklet)
11/11/09 Photos – gifts for vanpool students
11/16/09 Decorated for Basketball Reception
11/16/09 Photos – Allison Martin (NISOD award nominee)
11/17/09 Basketball Game and Reception (attended/pictures)
11/18/09 Photos – Jessica Philbrook (NISOD award nominee)
11/19/09 Staff Senate Thanksgiving Luncheon
11/19/09 Photos – Roishene Johnson & Pam Stogsdill (NISOD award nominees)
12/07/09 BPCC Lions Club night at BPCC basketball game
12/10/09 Decorated for fall ’09 graduation
01/11/10 Welcome Back/Safety Meeting
01/12/10 Registration for spring ’10 semester
01/13/10 Christmas Show Meeting
01/13/10 Late Registration for spring ’10 semester
01/14/10 BPCC Lions Club Board Meeting
01/14/10 Photos – Elizabeth Dickson (NISOD award nominee)
01/21/10 Decorated for High School Guidance Counselors’ Meeting
01/21/10 Lobby-Building A-
student seating areas
(arranged/decorated)
01/22/10 Photos – Sandy Todaro (NISOD award nominee)
01/26/10 Student Life-Coffeehouse Series (pictures)
01/27/10 University of Phoenix signing ceremony
01/29/10 Chancellor’s Forum
02/01/10 Photos – Vernon Leggett (LCTCS award)
02/03/10 Photo shoot – MOS Program (publications)
02/04/10 MOU Signing – BPCC and University of Louisiana at Monroe
02/04/10 Photo shoot – Paramedic Program (publications)
02/05/10 Photo shoot – Pharmacy Tech Program (publications)
02/05/10 Photo shoot – PTA Program (publications)
02/08/10 Photo shoot – Medical Assistant Program (publications)
02/08/10 Photos – Adriana Poland (LCTCS award)
02/08/10 Photos – Peggy Fuller (LCTCS award)
02/09/10 Photo shoot – Surgical Tech Program (publications)
02/09/10 Middle School Career Expo Meeting
02/09/10 Photos - 60 Seconds of Fame-commercial for LCTCS Conference
02/10/10 Photo shoot – Phlebotomy Program (publications)
02/10/10 Staff Senate Mardi Gras Come and Go
02/17/10 BPCC Foundation Scholarship Reception
02/18/10 Photos - 60 Seconds of Fame-commercial for LCTCS Conference
02/23/10 Photos – Educational Technology (award)
02/24/10 Student Life-Coffeehouse Series (pictures)
02/24/10 Ms. BPCC Pageant Meeting
02/25/10 Photos – Elizabeth Dickson (award recipient)
02/26/10 Photos – BPCC Gospel Choir performance
03/15/10 LCTCS Leadership
Conference (floral arrangements/decorating)  
03/17/10 LCTCS Leadership Conference (set-up for breakfast/pictures)  
03/18/10 Ms. BPCC Pageant interviews (decorated)  
03/20/10 Ms. BPCC and Miss Tiny Cavalier Pageant (attended/pictures)  
03/22/10 Middle School Career Expo Meeting  
03/22/10 Photos – Science and Allied Health instructors  
03/24/10 Student Life-Coffeehouse Series (pictures)  
03/25/10 Photo shoot – Construction and Tech. Management Prog. (publications)  
04/01/10 Retirement reception for JaVonna Steadman (attended)  
04/07/10 Photos – Chapter Charter for AGC (Construct. Tech. Management Prog.)  
04/08/10 Photo shoot - Commercial shoot for S’port/BC Chambers of Commerce  
04/12/10 Photo shoot – Commercial shoot (Charles Reed’s lab class)  
04/17/10 The Musical Comedy Murders of 1940 (attended)  
04/20/10 Middle School Career Expo Meeting  
04/22/10 At War With the Ants-TLCM movie premiere at Robinson Film Center  
04/26/10 BPCC Facebook Committee Meeting  
04/26/10 Photo shoot – Student in Library (Accelerated Learning publications)  
04/28/10 Photo shoot – Respiratory Therapy Program (publications)  
04/29/10 Facebook Meeting  
05/03/10 Retirement Reception for Becky Nohse (attended)  
05/03/10 Middle School Career Expo Meeting  
05/11/10 Middle School Career Expo (volunteer and pictures)  
05/12/10 Middle School Career Expo (volunteer and pictures)  
05/12/10 Financial Forms Training
Karen Musgrove

9/22/09 How We Can Become Better Ambassadors for BPCC
10/29/09 Blood Donor Education
12/18/09 Emergentics
3/4/10 Recognition for BPCC 1st Initiative
3/5/10 Individual Differences and Diversity
3/31/10 Mentoring: A Career Development and Opportunity

8/14/09 KSLA Marketing Seminar
9/14/09 Criminal Justice Academy Presentation
1/21/10 CALL Marketing meeting in Alexandria

Events
8/15/09 Chesapeake Vehicle donation ceremony
8/6/09 Bossier Chamber Reception for Chancellor Henderson
8/13/09 Welcome Back/Safety Meeting
8/14/09 Meet the Chancellor
8/17/09 Registration
8/18/09 Christmas Show Committee Meeting
8/25/09 Staff Senate Membership Drive
8/27/09 Back to School Bash
9/2/09 Chancellor's Breakfast
9/6/09 Chancellor’s Reception at Ralph & Kacoo’s
9/20/09 Congressman Fleming Reception
9/22/09 Staff Senate Coke Float
9/25-9/26/09 BPCC 100
10/1/09 MOU signing: BPCC and Fire Dept
10/15/09 Hosting US Marshals training
10/20/09 Board of Regents filming project
10/28/09 Cookout at new softball field
10/29/09 Staff Senate luncheon
11/10/09 Veterans Day Ceremony
11/17/09 Basketball Game and Reception for Retirees
11/19/09 Staff Senate Thanksgiving luncheon
12/2/09 Christmas Show at Bossier Civic Center
12/11/09 Phi Theta Kappa Induction Ceremony stage party
1/11/10 Welcome Back/Safety meeting
1/12/10 Registration
1/13/10 Christmas Show
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<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>1/13/10</td>
<td>Committee meeting</td>
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<td>1/21/10</td>
<td>Late registration</td>
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<td>1/27/10</td>
<td>NW Louisiana Counselors Conference</td>
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<td>1/29/10</td>
<td>University of Phoenix signing ceremony</td>
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<tr>
<td>2/4/10</td>
<td>Chancellor's Forum</td>
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<td>2/10/10</td>
<td>MOU signing: BPCC and ULM</td>
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<td>2/17/10</td>
<td>Staff Senate Mardi Gras</td>
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<td>2/19/10</td>
<td>Jazz Band Concert</td>
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<tr>
<td>3/15/10</td>
<td>LCTCS Leadership Conference set up</td>
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<tr>
<td>3/18/10</td>
<td>Ms BPCC Interviews and Reception</td>
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<td>4/8/10</td>
<td>Video filming for Chamber project</td>
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<td>4/17/10</td>
<td>The Musical Comedy Murders of 1940</td>
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<td>4/26/10</td>
<td>Facebook meeting</td>
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<td>4/29/10</td>
<td>Facebook meeting</td>
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<tr>
<td>5/27/10</td>
<td>Registration</td>
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<tr>
<td>5/28/10</td>
<td>Staff Senate End of Year luncheon</td>
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</table>
| 5/28/10    | Filming of Telecommunications Film Production of "College: A Documentary…kind of…"

**Laney Boyd**

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>10/22/09</td>
<td>Financial Aid Forms Training</td>
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<td>10/29/09</td>
<td>Blood Donor Education</td>
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<tr>
<td>3/31/10</td>
<td>Mentoring</td>
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<tr>
<td>5/12/10</td>
<td>Financial Aid Forms Training</td>
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<tr>
<td>4/19/10</td>
<td>Motivational Speakers at CenturyTel Center</td>
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<tr>
<td>7/29/09</td>
<td>Meetings and special events attended</td>
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<tr>
<td>7/30/09</td>
<td>Graduation Meeting</td>
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<tr>
<td>8/17/09</td>
<td>Fall Registration</td>
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<tr>
<td>8/18/09</td>
<td>Welcome Back/Safety Meeting</td>
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<tr>
<td>8-18-09</td>
<td>Graduation Meeting</td>
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<td>8-18-09</td>
<td>Christmas Show Meeting</td>
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<tr>
<td>8/20/09</td>
<td>Representative Fleming meeting set-up - donation</td>
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<tr>
<td>9/1/09</td>
<td>Meet with new Chancellor</td>
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<tr>
<td>10/13/09</td>
<td>Graduation Meeting</td>
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<tr>
<td>10/14-15/09</td>
<td>US Marshals – set up and take down</td>
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<tr>
<td>10/22/09</td>
<td>Financial Forms Training</td>
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<tr>
<td>10-28-09</td>
<td>Softball Fields tour</td>
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<tr>
<td>10-29-09</td>
<td>Blood Donor Education</td>
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<tr>
<td>11-17-09</td>
<td>Deliver flyers to Elementary schools for Bossier Parish</td>
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<tr>
<td>11/17/09</td>
<td>Staff Senate Event</td>
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</tbody>
</table>
12/2/09 – Graduation Meeting
12/3-4/09 – BPCC Christmas Show – attended; decorate foyer; undo trees
12/15/09 Graduation Meeting
12/16/09 – Graduation – attended; committee duties
12/17/09 – Staff Senate Christmas Event
1/11/10 – Faculty/ Staff Meeting
1/13-14/2010 – Spring Registration
1/13/09 – Christmas Show Meeting
1/14/10 – Graduation Meeting
1/21/10 – Chancellor’s Forum
1/21/10 – High School Guidance Counselors meeting set-up
2/10/10 – Staff Senate Event – Mardi Gras
3/18/10 – MS BPCC Interviews set-up
3/20/10 - MS BPCC Pageant
3/31/10 – “Mentoring”
4/4/10 – LSU-S Joint Meeting/help with set-up/clean-up
4/8/10 – New York Shoot/filming of students
4/23-24/10 – LCTCS Conference – set up/clean up
5/12/10 – Financial Forms Training
5/13/10 – Graduation Meeting
5/14/10 – Spring Graduation 9:30/2:30 - decorate; Committee duties
5/27/10 – Summer Registration
5/28/10 Staff Senate End of Year luncheon

Christy Moore 9/2/09 How We Can Become Better Ambassadors for BPCC
10/22/09 Financial Forms Training
10/29/09 Blood Donor Education
3/11/09 Mentoring

7/8/09 Twitter training
7/9/09 Staff Senate meeting
7/15/09 Chesapeake vehicle donation
7/30/09 Summer Graduation-decorated/took pictures
8/17-8/18/09 Fall registration
8/18/09 Welcome Back meeting
8/24/09 Staff Senate meeting
8/25/09 Staff Senate Event – Membership Drive
8/31/09 Breakfast with Chancellor
9/15/09 Christmas Show meeting
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Karen Musgrove
Productions:
Hall of Fame 60-second video production for LCTCS
60-second video production for Shreveport and Bossier Chambers of Commerce websites
Spring registration spot for BPCC: “The Runner”
Summer registration spot for BPCC: “You Can!”
Publications:
Fall 2009 This is BPCC
BPCC 1st : viewbook, 3 pushcards, bookmark
General Catalog
Academic Bulletin and Schedule of Classes: fall, spring, and summer
BPCC Application packet
Carl Perkins: 2 mailing cards, 12 pushcards, bookmark, viewbook, and 12 brochures
BPCC Viewbook
14 academic pushcards
1 college poster

Laney Boyd
Publications:
Academic Bulletin and Schedule of Classes: fall, spring, and summer
Graduation programs: fall, spring, and summer

Christy Moore
Publications
Employee Directory
Catalog
Pushcards (14)
Counseling
Placement Test
Credit by Exam
IWTP
Project READ
WIA
Workplace Literacy
Foundation
Smarthinking
Writing Support Services
Working Adult Support
Prior Learning Assessment
Project MOMs
Electronic Learning
Carl Perkins Grant
Allied Health
Pushcards (8)
Medical Assistant
Medical Office Specialist
Paramedic  
Pharmacy Tech  
Phlebotomy  
PTA  
Respiratory Therapist  
Surgical Technician  
Brochures (8)  
Medical Assistant  
Medical Office Specialist  
Paramedic  
Pharmacy Tech  
Phlebotomy  
PTA  
Respiratory Therapist  
Surgical Technician  
Mailing card  

CDYC-Care and Development of Young Children  
Mailing card  
Viewbook  
Push card  
Bookmark  

CIT-Cyber Information Technology  
Brochure - trifold  
Brochure (3)  
Web Design  
Information Systems  
Networking  

CIT pushcards (3)  
CSEC  
Cyber Information Technology  
Certifications  

Brenda Williams:  
This is BPCC  (contributed)  
Inside BPCC  (4 issues published)  
Fast Facts booklet  
BPCC fall’09 registration print ad (created and designed)  
BPCC spring’10 registration print ad (created and designed)  
BPCC summer’10 registration print ad (created and designed)  
BPCC print ad for Shreveport/Bossier Captain’s baseball program (created and designed)  
BPCC banners installed on light poles - campus and median of Highway 80
STRATEGIC PLANNING

**Department Measurable Strategy**
Determine use of online college catalog and academic bulletin/schedule of classes by employing available technology.

**Performance Indicators**
Monthly data from website tracking system.

**Assessment Results**
This strategy was not followed on a regular basis to provide any major feedback. Periodically, the director would check the effectiveness of advertising during peak advertising campaigns---which showed marked results.

**Changes Based on Assessment Outcomes**
By periodically checking the website tracking data, the director followed the marketing campaign strategies. Hits to the website spiked significantly during peak advertising campaigns.

**Strategy(ies) for the Future**
This strategy will be repeated for next year so more data can be obtained and used in planning.

**Department Measurable Strategy**
Encourage professional growth

**Performance Indicators**
1. Office personnel will attend professional growth seminars both on and off campus.
2. Office personnel will become familiar with technological advancements through Internet (i.e. Iphones).

**Assessment Results**
1. Office personnel attended on campus and local professional development events. Because of budget restraints, none of the PR personnel attended the LCTCS Conference in New Orleans.
2. The director has begun to use an Iphone.

**Changes Based on Assessment Outcomes**
1. By attending professional development events on campus, the PR personnel have maintained a close networking relationship with BPCC staff.
2. This new connection has allowed her to stay in touch more closely with office personnel and the her supervisor--the Chancellor.

**Strategy(ies) for the Future**
As finances allow, office personnel will attend more workshops and seminars. However, all personnel will continue to utilize the free opportunities on campus and any free webinars.
Department Measurable Strategy
Educate people concerning the need for up-to-date skills in the workplace.

Performance Indicators
Paid advertising emphasizing program availability.

Assessment Results
Because of budget restraints, the PR Office was unable to concentrate on this strategy. However, most advertising did focus on program offerings and not just registration. Extra Carl Perkins funding allowed the director to do some target marketing using billboards; the programs marketed in this fashion were Care and Development of Young Children, Allied Health, and Cyber Information Technology.

Changes Based on Assessment Outcomes
More advertising did focus on particular academic programs.

Strategy(ies) for the Future
As money permits, more targeted advertising will be used. Additional Carl Perkins funding for 2010-2011 will allow a greater range of advertising.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Public Relations Office consists of a four-person team. Each member has specific and separate duties; and each member produces separate and distinct publications on a yearly basis. In 2009-2010, the number of publications dropped to 59 (from 80) in an effort to reduce expenses. In addition, Carl Perkins funding paid for a number of publications (27); therefore, the PR budget only funded 32 documents. For 2010-2011, the director will pursue more funding from Carl Perkins grants to again reduce the number of publications paid for by the College.

The BPCC Report Card results for 2009-2010 are as follows: 154 respondents for an average score of 3.07. In the survey results "Clarity of Procedures," Office personnel received the lowest marks; therefore, the personnel will work to explain more clearly what functions we serve at BPCC. The comments section on the survey complimented Office personnel on their hard work.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Establish the official BPCC Facebook page.
Research alternate funding sources for college publications.
Participate in professional training, both on and off campus.
Division of Academic Affairs
Division of Academic Affairs
Vice Chancellor for Academic Affairs

EMPLOYEE LISTING

Professional, unclassified staff
Stan Wilkins, Ph.D.

Classified staff
Donna Branch

DIVISION SUMMARY

The Vice Chancellor for Academic Affairs is responsible for the supervision of the divisions that comprise the Division of Academic Affairs. He manages and leads all operations and activities of the academic departments/divisions and the academic support areas. During the 2009-2010 academic year, the Division of Academic Affairs assisted in improving academic services offered to the various academic divisions of Bossier Parish Community College and to the students.

The Office of the Vice Chancellor for Academic Affairs pursued a very productive and aggressive agenda during the 2009-10 academic year. The foremost accomplishment was the acceptance by the Commission on Colleges of the Southern Association of Colleges and Schools of Bossier Parish Community College’s Second Monitoring Report. This report addressed the last outstanding issue of College general education competencies. No further report was requested. The Vice Chancellor for Academic Affairs continued service as a member of the COC/SACS Board of Trustees and was selected as the chair of the Louisiana Community and Technical College System Chief Academic Officers group. In addition, the division facilitated the approval of five new associate degrees, three new certificates of technical studies, and four new technical competency areas. Also, eight existing academic programs were approved for Internet delivery by the Louisiana Board of Regents.

The Office of Academic Affairs oversaw the development of numerous new academic programs, fostered the completion of several BPCC-to-four-year institution articulation agreements, formulated memoranda of understandings concerning transfer of credit to BPCC, hosted conference calls with stakeholders to promote the College, facilitated meetings with College personnel to improve services of academic affairs to internal constituents, and served to promote the academic success of the college by managing student and faculty concerns and challenges.

Throughout the 2009-10 academic year, the Office of Academic Affairs engaged in the following responsibilities: participated in conference calls with the Louisiana Community and technical College Board of Supervisors and Louisiana Board of Regents staff; engaged in Cyber Innovation
Center activities; promoted articulation activities with university partners; initiated activities
designed to increase the number of successful completers; appointed committees to study various
aspects of academic affairs; promoted the involvement of academic advisory committees in the
College’s academic programs; encouraged the development of the state’s new AALT and ASLT
associate degrees; managed student/faculty concerns; manage academic division
concerns/meetings/interventions; responded to and addressed LCTCS assignments/
directives/mandates; responded to and addressed Board of Regents assignments/directives/
mandates; and attended on-site and off-site meetings in support of academic affairs activities. Also,
the office initiated the Title III cooperative grant with Northwestern State University.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Dr. Stan Wilkins – Elected Moderator of LCTCS Chief Academic Officers Group;
Member, Board of Trustees Commission on Colleges, SACS

**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>Stan Wilkins</td>
<td>BPCC Staff Senate Member</td>
<td>LCTCS Chief Academic Officers</td>
<td>Division of Liberal Arts</td>
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<td>BPCC Foundation Member</td>
<td>Monthly Meetings</td>
<td>Music Recitals</td>
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<td>Deans Council Meetings</td>
<td>Baton Rouge, LA</td>
<td>Division of Liberal Arts</td>
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<td>Executive Council Meetings</td>
<td>Board of Regents and Committee Meetings</td>
<td>Theater Productions</td>
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<td>Planning Council Meetings</td>
<td>Recurring</td>
<td>EnCana Energy Meeting</td>
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<td>Academic Advisory Committee Meetings</td>
<td>Collaboration in Cyberspace</td>
<td>June 10, 2009</td>
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<td>July 22, 2009</td>
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<td>QM Training</td>
<td>General Education Workgroup Meeting</td>
<td>EnCana &amp; Education</td>
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<td>August 6, 2009</td>
<td>August 3-4, 2009</td>
<td>June 24, 2009</td>
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<td>Meetings with Dr. Ed Duffy, Title 3 Grant Evaluator</td>
<td>Consortium for Education, Research, and Technology</td>
<td>Louisiana Association of Oil and Gas Meeting</td>
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<td>January 8, 2010; April 27-28, 2010; May 25, 2010</td>
<td>October 7, 2009</td>
<td>Louisiana Association of Oil and Gas Meeting</td>
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<td>BPCC/Lumina Core Team Meeting</td>
<td>Louisiana Tech Conference</td>
<td>Louisiana Association of Oil and Gas Meeting</td>
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<td>August 10, 2009</td>
<td>Shreveport Convention Center</td>
<td>Louisiana Association of Oil and Gas Meeting</td>
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<td>Safety Seminar</td>
<td>Petroleum Technology Conference</td>
<td>Louisiana Association of Oil and Gas Meeting</td>
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<td>August 13, 2009; January 11, 2010</td>
<td>Shreveport Convention Center</td>
<td>Northwest Louisiana</td>
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<td>LCRP Video Conference</td>
<td>November 13, 2009</td>
<td>Police Academy Meeting</td>
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<td>Learning Center of Rapides Parish</td>
<td>LCTCS Chief Articulation Officers</td>
<td>August 5, 2009</td>
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<td></td>
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<td>Meeting</td>
<td>Reception for John Fleming</td>
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<td>Baton Rouge, LA</td>
<td>August 20, 2009</td>
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<td>November 19, 2009; January 26, 2010</td>
<td>Northwest Louisiana</td>
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</tbody>
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40
Via Video Conference
October 19, 2009; February 23, 2010

Emergenetics
October 8, 2009; December 18, 2009

BPCC First
October 29, 2009

Lumina Meeting
March 4, 2010

Diversity Seminar
March 5, 2010

BPCC/LSUS Annual Joint Administrators Meeting
March 5, 2010

Project Win-Win Meeting
March 10, 2010

Academic, Student Affairs, and Workforce Leaders Meeting
March 16, 2010

“Mentoring”
A Career Development Opportunity
March 31, 2010

SACS-COC Annual Meeting
Atlanta, Georgia
December 5-8, 2009

Cert Board of Directors meeting
La Tech Technology Transfer center
January 14, 2010

Cyber Innovation Meetings
Harrah’s Louisiana Downs
January 20, 2010; February 17, 2010; April 21, 2010

The Coordinating and Development Corporation Meeting
February 25, 2010

Shreveport Chamber
Task Force on Education
March 23, 2010

Shreveport Chamber
Education Master Planning Committee
Dr. Jimmy Clarke
May 13, 2010

SACS-COC Summer Meeting
Birmingham, AL.
June 21-24, 2010

Police Academy
MOU Signing
September 4, 2009

Mini Nascar Event
BPCC 100
September 25, 2009

Bossier City Fire Department
MOU Signing
October 1, 2009

Oil and Gas
Advisory Committee Meeting
October 7, 2009

Party in the Park
Baseball/Softball fields
October 28, 2009

Interview Committee for
Title 3 Co-Op Grant Director
October 29, 2009

BPCC/NSU Meeting to Formulate Articulation Agreements
November 9, 2009

Nursing Program Meeting
NSU College of Nursing
November 12, 2009

Hershey Presentation
November 12, 2009

BPCC/NSU Signing Ceremony
November 13, 2009

Petroleum Technology Degree Meeting
November 14, 2009

PTA Advisory Committee Meeting
November 17, 2009

Allied Health Advisory Committee Meeting
November 30, 2009

EnCana Grant Signing
December 17, 2009

University of Phoenix MOU signing
January 21, 2010

Chancellors Open Forum
January 29, 2010
ULM/BPCC MOU Signing
Healthcare Management
February 4, 2010

“2010 Spring Scholarship Reception”
February 17, 2010

Medical Assistant Advisory Committee Meeting
February 26, 2010

BPCC/Willis Knighton Joint Meeting on Collaboration
March 12, 2010

Video Conference
LTC Region 6
March 19, 2010

BPCC/LSUS Joint Articulation Meeting at LSUS
April 6, 2010

Oil and Gas Technology Advisory Committee Meeting
April 12, 2010

AFCEA Banquet BAFB
Diamond Jacks Hotel
April 22, 2010

Occupational Therapy Advisory Committee Meeting
April 23, 2010

Savoir Faire Reception
April 26, 2010

Construction Technology Advisory Committee Meeting
May 4, 2010

PTK Induction Ceremony
May 7, 2010

Centenary College Meeting on Articulation
May 12, 2010

Louisiana Legislative Women’s Caucus Foundation
Women of Excellence Awards
May 19, 2010
Baton Rouge, LA

Cyber Information Technology Advisory Committee Meetings

Ex-Officio member of Standing and Adhoc
Donna Branch  
BPCC Staff Senate Member  
BPCC Foundation Member  
BPCC Faculty/Staff Meetings  
Safety Meetings  
August 13, 2009; January 11, 2010  
Financial Forms Training  
October 22, 2009  
“Blood Donor Education”  
Presented by Life Share Blood Center  
October 29, 2009  
“Mentoring”  
A Career Development Opportunity  
March 31, 2010  

Bossier Mayor’s Women’s Commission  
LADIES! A FAIR!  
Bossier Civic Center  
June 6, 2009  

College Committees  

Summer Drama Fun Fest  
“Fairy Tales on the Mars Frontier”  
June 5, 2009  

Chesapeake Vehicle Donation  
July 15, 2009  

Reception for John Fleming  
August 20, 2009  

Mini Nascar Event  
BPCC 100  
September 25, 2009  

Party in the Park  
Baseball/Softball Fields  
October 28, 2009  

Student Recital  
October 29, 2009  

Theater Production  
“Do Black Patent Leather Shoes Really Reflect Up”  
October 31, 2009  

BPCC Christmas Luncheon  
December 11, 2009  

Graduation Ceremonies  
December 16, 2009; May 14, 2010  

EnCana Check Presentation  
December 17, 2009  

Chancellor's Forum  
January 29, 2010  

BPCC and ULM MOU Signing  
February 4, 2010  

Staff Senate Social  
February 10, 2010  

BPCC Foundation Scholarship Presentation  
February 17, 2010  

Theater Production of “Goldilocks and the Three Heberts”  
March 2, 2010  

BPCC/LSUS Annual Joint Meeting of Deans
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

SACS Second Monitoring Report
SACS Criteria and Reports Committee Presentations

ACADEMIC PROGRAM REVIEW

The following programs were reviewed during the 2009-2010 academic year: (refer to the individual division reports for analysis and recommendations)

**Associate Degree:**
- Medical Assistant
- Physical Therapist Assistant
- Respiratory Therapy
- Pharmacy Technician
- Paramedic
- General Science
- Criminal Justice
- General Studies
- Theater

**Certificates/Diplomas:**
- Respiratory Therapy Technician
- Surgical Technology
- Phlebotomy
- Medical Assistant
- Pharmacy Technician
- Medical Office Specialist
- Biotechnology
- Construction Technology
STRATEGIC PLANNING

Department Measurable Strategy
Establish Memorandum of Understanding between North Louisiana Criminal Justice Academy and BPCC

Performance Indicators
Signed Memorandum of Understanding

Assessment Results
A Memorandum of Understanding between North Louisiana Criminal Justice Academy and Bossier Parish Community College was signed on September 14, 2009.

Changes Based on Assessment Outcomes
The program was implemented.

Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Initiate Proposals for the following academic programs:
AAS in OTA
AAS in Petroleum Technology
AAS in Veterinary Technology
AAS in Nursing
Associate of Arts
AAS in Healthcare Management
TCA in RSTH
AAS in Construction Technology
CTS in Music

Performance Indicators
Number of proposals

Assessment Results
Associate Degrees:
AAS in Healthcare Management(LCTCS 8/12/09; BoR 12/2/09)
AAS in Oil and Gas Production Technology(LCTCS 12/9/09; BoR 2/25/10)
AAS in Construction Technology and Management(LCTCS 10/14/09; BoR 2/25/10)
AAS in Occupational Therapy Assistant(LCTCS 10/14/09; BoR 3/25/10)
AS in Nursing(LCTCS on 12/9/10; BoR 3/25/10)

CTS's:
CTS in Music(LCTCS 11/11/09)
CTS in Oil and Gas Production Technology(LCTCS 12/9/09; BoR 2/25/10)
CTS in Industrial Control Systems(LCTCS 4/14/10)

TCA's:
TCA in Respiratory Therapy (LCTCS 10/14/09)
TCA in Computer Drafting and Design (LCTCS 12/9/09)
TCA in Manufacturing Technology (LCTCS 12/9/09)
TCA in Medical Transcription (LCTCS 5/12/10)

Approved for Internet Delivery:
AAS in Healthcare Management (LCTCS 8/12/09; BoR 12/2/09)
AAS in Telecommunications via Internet (LCTCS 9/9/09; BoR 12/15/09)
CIT Programs via Internet (6 LCTCS 10/14/09; BoR 12/15/09)

Changes Based on Assessment Outcomes
The programs were implemented.

Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Convert TLCM to Internet

Performance Indicators
Approval by LCTCS/BoR

Assessment Results
The Conversion of TLCM to Internet was approved by the LCTCS on September 9, 2009 and the BoR on December 15, 2009.

Changes Based on Assessment Outcomes
The program was implemented.

Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Delete the following academic programs:
CTS in RSTH
TCA in Dietary Management

Performance Indicators
Approval by LCTCS/BoR

Assessment Results
The deletion of the CTS in Respiratory Therapy was approved by the LCTCS on October 14, 2009 and the BoR on December 2, 2009.

The deletion of the TCA in Dietary Management was approved by the LCTCS on September 9, 2009.

Changes Based on Assessment Outcomes
The programs were deleted.
Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Provide professional development opportunities for faculty and deans

Performance Indicators
Number of opportunities

Assessment Results
There were approximately 100 opportunities for professional development.

Changes Based on Assessment Outcomes
As individuals participated in these professional development opportunities, they gained information to improve their abilities in their jobs.

Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Receive SACS approval of BPCC’s Second Monitoring Report

Performance Indicators
SACS Letter of Approval

Assessment Results
BPCC’s Second Monitoring Report was approved at the December, 2009 meeting of the Board of Trustees of SACS Commission on Colleges. The official letter of approval was received January 7, 2010.

Changes Based on Assessment Outcomes
No changes are necessary.

Strategy(ies) for the Future
Strategy Completed.

Department Measurable Strategy
Provide guidance to the general education assessment committee to improve achievement of BPCC’s general education competencies by 5% for all competencies

Performance Indicators
Plan Implemented

Assessment Results
Administered Educational Testing Services Proficiency Profile to 155 candidates for graduation. Many divisions implemented general education measurements rubrics to measure student learning outcomes within courses.

Changes Based on Assessment Outcomes
The deans are reviewing data from these measures. The General education assessment
committee will review the data.

**Strategy(ies) for the Future**

Strategy Completed.

**Department Measurable Strategy**

Expand Dual Enrollment Student Enrollment by 20% from a baseline of 221 in the fall semester 2008

**Performance Indicators**

Number of enrolled students

**Assessment Results**

Expanded enrollment from 221 in the fall semester of 2008 to 524 for 2009-2010. Student enrollment increased by 137%.

**Changes Based on Assessment Outcomes**

No changes are necessary.

**Strategy(ies) for the Future**

Strategy Completed.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of Academic Affairs had a successful and productive 2009-10 academic year. The office was responsible for preparing the *Second Monitoring Report* for the Commission on Colleges of the Southern Association of Colleges and Schools. The report was accepted with no further reports required.

BPCC had 20 new academic programs approved or existing academic programs designated for Internet delivery---five associate degrees, three certificates of technical studies, four technical competency areas, and eight programs via Internet delivery. This was the most number in any year in the history of the College.

In addition the following continuous activities sustained services to the College community: management of student and faculty concerns and challenges; management academic division concerns, challenges, meetings, and interventions; responding to and addressing LCTCS assignments, directives, and mandates; responding to and addressing Board of Regents assignments, directives, and mandates; and attended on-site meetings and traveled to off-site meetings addressing management of academic affairs.

In addition, the Vice Chancellor for Academic Affairs participated in face-to-face and video and voice conference calls in support of academic initiatives as well as attended standing and ad hoc committee meetings of the faculty and staff in promotion of College endeavors. He participated in signing ceremonies establishing memoranda of understanding with various college stakeholders and higher education institutions. The Vice Chancellor also attended meetings of the LCTCS Board of Supervisors and the Louisiana Board of Regents as well as BPCC standing academic committees. The Vice Chancellor also attended face-to-face meetings of the LCTCS Chief
Academic Officers. Additionally, the Vice Chancellor attended recurring meetings of the College Executive Committee, the BPCC Deans’ Council, the Planning Council and Subcommittees, Title III meetings, Faculty/Staff Meetings, Music/drama events, and college academic advisory committees.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Successful completers:
Increase numbers of graduates in associate degree and certificate programs

Programmatic/curricular:
Initiate AALT and ASLT
Look at moving CIS 105 to a developmental course
Propose AAS in Industrial Technology
Propose TCA in Construction Readiness
Work toward necessary programmatic accreditations
Adjust course offerings to address new enrollment changes/challenges

Title III:
Continue year 2 of Title III Co op grant with Northwestern State University

Articulations:
Increase number of specific BPCC-to-senior level institution articulation agreements

Off Campus:
Increase off campus opportunities via Barksdale Air Force Base
Explore off-campus opportunities in underserved areas of northwest Louisiana
Re-organize and re-locate Minden off-campus site

Dual Enrollment:
Explore additional dual enrollment opportunities with area schools

Quality Enhancement Plan:
Document QEP successes
Present QEP at COC/SACS annual meeting

Populate new programs:
Initiate and locate Oil and Gas Production Technology associate degree
Initiate and locate Construction Management associate degree
Initiate Occupational Therapy associate degree
Initiate and locate Nursing associate degree

Establish BPCC@Grambling
DIVISION SUMMARY

The Office of the Associate Vice Chancellor for Academic Affairs (AVC for AA) has experienced numerous changes during 2009-2010. Staci Phillips, the Director of Institutional Research, resigned in August 2009 and because of budget constraints the position was not filled. Dr. Poole assumed the institutional research and assessment responsibilities with the help of Jonnie Young, the Research Assistant, and Christina Hughes, the Administrative Assistant. In October, the Grants and External Funding Office began reporting to Dr. Poole. In November, Donna Branch was moved to become Dr. Wilkins’ administrative assistant. Christina Hughes was promoted and became Dr. Poole’s administrative assistant. More restructuring took place in December 2009. Lisa Wheeler who was the Assistant Director of Grants and External Funding moved into the Director of Institutional Research position. Penney Carroll-Jeter, the Grants Specialist, was reassigned to the Institutional Research and Assessment Office as an Assessment Specialist. Dr. Poole moved from A 218 to A 114 to more effectively coordinate the functions of the combined areas.

The AVC for AA worked with Lesa Taylor-Dupree and Dr. S. A. Wilkins in the creation of the SACS Second Monitoring Report on Comprehensive Standard 3.5.1 which pertains to College-level Competencies. Data were collected from Learning Outcomes Assessments, Rubrics, the Community College Survey of Student Engagement, the Graduation Exit Survey, embedded questions on exams, and the ETS Measures of Proficiency Profile to show that BPCC has not only identified College-level competencies but measures the extent to which its graduates have attained those competencies through multiple measures. The Second Monitoring Report was accepted by SACS in December 2009 and Chancellor Henderson was notified in a letter from Dr. Belle Wheelan on January 7, 2010, that no additional report was requested. This was fantastic news resulting in BPCC’s accreditation until the new review in 2018.

A thorough analysis of course scheduling was undertaken resulting in a reduction of 89 sections in fall 2009. Data have been compiled showing enrollment trends over the past three years to aid the deans in making decisions about the appropriate number of sections to offer each semester. This has resulted in a significant cost savings for BPCC. A room utilization study was also performed.
The AVC for AA collaborated on the creation of several new degree programs during this year. Dr. Poole worked with Raymond Gaines on the AAS in Healthcare Management, Linda Sonnier on the AAS in Construction Technology and Management, Frank Viviano on the AAS in Oil and Gas Technology, Carolyn Burroughs on the AS in Nursing, and Lisa Wargo on the TCA in Manufacturing Technology. All of these programs have been approved by LCTCS and the associate degrees have been approved by the Board of Regents. The addition of these programs should attract more students to BPCC and serve the needs of business and industry in the area.

Dr. Poole submitted proposals for Cyber Information Technology and Nursing to the Rapid Response Fund. Cyber was funded for $502,599 in 08-09 and $250,000 in 09-10. The Nursing proposal was funded with $565,000 in 08-09 and $600,000 in 09-10. These funds have played an important role in establishing these programs. The CIT programs have shown excellent growth this year under the leadership of Dean Laura Goadrich. Dean Carolyn Burroughs and Nursing Director Sharon Turley are to be commended for completing the applications required for starting a nursing program. BPCC enrollment will show a significant increase with the addition of a nursing program.

As the Chief Articulation Officer for BPCC, Dr. Poole worked with all the Deans to ensure that BPCC courses are correctly included in the Board of Regents Articulation Matrix. Dr. Poole attended several statewide Articulation Council meetings with Lesa Taylor-Dupree where the Associate of Arts and Associate of Science degrees were developed. Articulation dialogue with the University of Louisiana at Monroe, Louisiana Tech University, Louisiana State University at Shreveport, and the University of Phoenix resulted in several agreements.

The AVC for AA created and published final exam schedules for all semesters. Dr. Poole worked with five members of the Faculty Senate to develop academic calendars through spring 2014. This office assisted with placement testing and with the administration of the ETS Proficiency Profile. The Office of Institutional Research provided data to all areas of the campus, conducted numerous surveys, and coordinated the planning and evaluation process for the campus. The Office of Grants and External Funding submitted grants for local, state, and federal funding and provides administrative support for funded grants.

### PROFESSIONAL DEVELOPMENT

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<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How We Can Become Better Ambassadors for BPCC September 22, 2009</td>
<td>Southeastern Association for Community College Research (SACCR) Lexington, KY August 2-5, 2009</td>
<td>Division Deans July 2009- May 2010</td>
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<td>Emergentics Workshop October 8, 2009 and December 18, 2009</td>
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<td>Planning Council August 2009-May 2010</td>
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<td>Blood Donor Education November 11, 2009</td>
<td>Southern Association for Institutional Research Dallas, TX October 17-20, 2009</td>
<td>Institutional Effectiveness Subcommittee August 2009-May 2010</td>
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<td>Individual Differences and Diversity Workshop March 5, 2010</td>
<td>SACSCOC Annual Meeting Atlanta, GA</td>
<td>BPCC 1st Core Team July 2009- May 2010</td>
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<td>Little Old Ladies Laughing Out Loud</td>
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<td>Event Description</td>
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<td>Mentoring a Career Development Experience</td>
<td>March 31, 2010</td>
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<td>Lunch and Learn with PLATO</td>
<td>April 27, 2010</td>
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<td>2010 LCTCS Annual Conference</td>
<td>New Orleans, LA, March 24-26, 2010</td>
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<td>AIR 50th Annual Forum</td>
<td>Chicago, IL, May 29-June 2, 2010</td>
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<td>Lockheed Martin Reception</td>
<td>Shreveport, LA, June 16, 2009</td>
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<td>EnCana Open House</td>
<td>Coushatta, LA, June 18, 2009</td>
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<td>The Woman in Black</td>
<td>July 25, 2009</td>
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<td>Reception for Congressman John Fleming</td>
<td>August 20, 2009</td>
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<td>Superintendents and LCTCS Meeting</td>
<td>Alexandria, LA, September 14, 2009</td>
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<td>BPCC Foundation Breakfast</td>
<td>September 15, 2009</td>
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<td>Chief Articulation Officers Meeting</td>
<td>Baton Rouge, LA, October 2, 2009</td>
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<td>Do Black Patent LeatherShoes Really Reflect Up</td>
<td>October 23, 2009</td>
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<td>Petroleum Technology Advisory Committee Meeting</td>
<td>November 4, 2009</td>
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<td>Performing Arts Jazz Ensemble</td>
<td>November 13, 2009</td>
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<td>BPCC’s Veteran Day Celebration</td>
<td>November 11, 2009</td>
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<td>Performing Arts Fall Concert</td>
<td>November 20, 2009</td>
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<td>Retirement Reception for Karen Moore</td>
<td>December 1, 2009</td>
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<td>LCTCS Campus Update</td>
<td>December 2, 2009</td>
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<td>Criminal Justice Advisory Committee Meeting</td>
<td>December 4, 2009</td>
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<td>Performing Arts Faculty Christmas Concert</td>
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</tbody>
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December 10, 2009
BPCC Foundation Christmas Social Hour
December 16, 2009
Farewell Reception for Luke Dowden and April Ayers
December 17, 2009
Staff Senate – Cookies and Cider
December 17, 2009
EnCana Presentation
December 17, 2009
Statewide Articulation and Transfer Council Meeting
Baton Rouge, LA
January 25, 2010
ULM Memorandum of Understanding
February 4, 2010
Spring 2010 Scholarship Reception
February 17, 2010
Performing Arts Lunchtime Valentine’s Music Reprise
February 19, 2010
BPCC-LSUS Annual Deans Meeting
March 4, 2010
BPCC-LSUS Articulation Meeting
Shreveport, LA
April 6, 2010
BPCC 1st Luncheon
March 4, 2010
Project Win-Win Meeting
March 10, 2010
At War with the Ants
April 22, 2010
The Musical Comedy Murder Of 1940
April 23, 2010
Retirement Reception for Becky Nohse
May 3, 2010
Construction Technology
Advisory Committee Meeting
May 4, 2010

Technical Education Advisory Committee Meeting
May 12, 2010

Dessert Reception Honoring CALL Graduates
May 14, 2010

Bossier Parish Schools Carl Perkins, Basic Grant Meeting
Bossier City, LA
May 18, 2010

Biomedical Research Foundation 2010 Annual Meeting
Shreveport, LA
May 18, 2010

Care and Development of Young Children Advisory Committee Meeting
May 25, 2010

Chesapeake Truck Donation
July 15, 2009

Summer Graduation
July 30, 2009

Financial Aid Appeals Committee Meeting
August 13, September 10, October 8, November 12, and December 10, 2009, January 14, and May 13, 2010

Meet the Chancellor
August 14, 2009

Staff Senate Membership Drive
August 25, 2009

Chancellors Breakfast
September 1, 2009

BPCC 100 Opening Day Celebrations
September 25, 2009

Faculty/Staff Fun Day at the New Ball Parks
October 28, 2009

Veteran’s Day Ceremony
November 11, 2009

Christina Hughes
Welcome Back Breakfast/Safety Meeting
August 13, 2009

Staff Senate Professional Development, “How We Can Become Better Ambassadors for BPCC”, Chancellor Jim Henderson
September 22, 2009

Financial Forms Training
October 22, 2010

Google Docs Workshop
October 22, 2009

Be Back Meeting/Safety Meeting
January 11, 2010

Staff Senate – Mentoring: A Career Development Experience
March 31, 2010

Financial Forms Training
May 12, 2010
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

SACS Second Monitoring Report on Comprehensive Standard 3.51

SIGNIFICANT CONTRACTS OR GRANTS

Two Rapid Response Fund grants
1. $250,000 for Cyber Information Technology
2. $600,000 for Nursing

STRATEGIC PLANNING

Department Measurable Strategy
Assist divisions in proposals for new programs

Performance Indicators
Number of new programs submitted to LCTCS and BOR
Assessment Results

1. AAS in Health Care Management was approved on August 12, 2009, by LCTCS and by BOR on December 2, 2009.
2. AAS and CTS in Oil and Gas Technology was approved by LCTCS on December 9, 2009, and by BOR on February 25, 2010.
3. AAS in Construction Technology and Management was approved by LCTCS on October 14, 2009, and by BOR on March 25, 2010.
4. AAS in Occupational Therapy Assistant was approved by LCTCS on October 14, 2009 and BOR on March 25, 2010.
5. TCA in Manufacturing Technology was approved by LCTCS on December 9, 2009.
6. AAS in Nursing was approved by LCTCS on December 9, 2009, and by the BOR on February 25, 2010.

Changes Based on Assessment Outcomes
Grow enrollment in new programs.

Strategy(ies) for the Future
Assist divisions in proposals for new programs.

Department Measurable Strategy
Coordinate articulation for the College

Performance Indicators
Updated BOR matrix

Assessment Results
Changes were submitted to the BOR by November 25, 2010. BPCC's votes on proposed changes were submitted on March 16, 2010.

Changes Based on Assessment Outcomes
Submit additional courses for inclusion on the 2011-12 matrix.

Strategy(ies) for the Future
Coordinate articulation for the College

Department Measurable Strategy
Organize professional development activities for faculty

Performance Indicators
Names, dates, and attendance of professional development activities offered to faculty

Assessment Results
Professional Development Seminars
August 14, 2010
1. I Tune University by Larry Powell, Louis Williams, and Jonathan Posey - 18
2. Classroom Performance System - Basic by Sandra Partain - 15
3. Dealing with angry/difficult students - Michelle Faith and Crystal Corbin - 15
4. Use of Symposium by Stacey Black and Deanna Hardy - 16
5. How to assemble a promotion packet by Rona Leber - 17
August 18, 2010
1. I Tune University by Larry Powell, Louis Williams, and Jonathan Posey - 5
2. Classroom Performance System - Basic by Sandra Partain - 10
3. Dealing with angry/difficult students by Michelle Faith and Crystal Corbin - 18
4. Use of Sympodium by Stacey Black and Deanna Hardy - 9
5. How to assemble a promotion packet by Rona Leber - 8
6. Quality Matters by Kathleen Gay - 6
7. Techniques for Effective Classroom Presentations by Bob Alexander - 30
8. Prior Learning Assessment by Luke Dowden, Dr. Paul Weaver, and Pat Wyatt - 6

Changes Based on Assessment Outcomes
Offer additional professional development seminars

Strategy(ies) for the Future
Organize professional development activities for faculty

Department Measurable Strategy
Develop electronic data collection procedures for general education and academic programs

Performance Indicators
Creation of databases

Assessment Results
Several programs including Weaveonline and TratDat have been explored for purchase. The creation of internal databases has been discussed. The academic deans were presented with a proposal for collecting learning outcomes using Google docs.

Changes Based on Assessment Outcomes
A campus wide system still needs to be adopted for the collection of outcomes data.

Strategy(ies) for the Future
Adopt a campus wide system for collecting learning outcomes data.

Department Measurable Strategy
Monitor College’s compliance with SACS

Performance Indicators
Submission of any required reports

Assessment Results
A Second Monitoring Report for Comprehensive Standard 3.5.1 was submitted in August 2009.

Changes Based on Assessment Outcomes
A letter from Dr. Belle Wheelen to Chancellor Henderson stated that no additional report is requested.

Strategy(ies) for the Future
Monitor College's compliance with SACS.
OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Associate Vice Chancellor for Academic Affairs served Bossier Parish Community College well this year. Dr. Poole actively worked on five associate degree proposals and one technical competency area, all of which were approved and will result in increased enrollment in coming years. Articulation agreements were made and additions to the statewide articulation matrix were made. Rapid Response Fund proposals brought in $850,000 for new programs. The acceptance by SACS of the Second Monitoring Report means BPCC is accredited until 2018.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Explore more articulation agreements
2. Work with Foundations of Excellence
3. Coordinate professional development activities for faculty
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 2009, one in fall 2009, and two in spring 2010. The number of graduates conferred for the 2009-2010 academic year was 610, an increase of eight (8%) over the previous year. The College awarded 874 associate degrees, certificates, and technical competency areas to the 610 graduates, which was an increase of thirty-six percent (36%) 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 281 regularly scheduled and on demand placement testing opportunities, which was an increase of forty percent (40%) over the last academic year. During the 2009-2010 academic year, 6,062 placement tests were administered, which was an increase of forty-two percent (42%) over the last academic year, and 191 Ability-to Benefit tests were administered, which was an increase of seventy-five percent (75%) over the last academic year. This spring the Division coordinated and administered the Education Testing Service Proficiency Profile which was administered to the associate degree candidates in the spring 2010 graduating class. The information concerning general education competencies gathered from this standardized testing of 155 candidates for graduation will be used for measurement and documentation of general education competencies for graduates for the Commission on Colleges of the Southern Association
of Colleges and Schools. Additionally, during the 2009-2010 academic year, 398 candidates for graduation completed the BPCC Graduation Survey, and this information will be used to review programs.

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, Deans, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants (99 students in the fall semester and 125 students in the spring semester); 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 documentation for the Commission on Colleges of the Southern Association of Colleges and Schools.

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, and Emergenetics. She served as the leader of the Planning Council and was a LCTCS representative on the Statewide General Education Committee. Mrs. Taylor-Dupree served on many committees, councils, and teams including the Planning Council, the Deans Council, the STEP Council, the Executive Council, the SACS Reaffirmation Team, the BPCC First Core Team, an interview committee for hiring college 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 the Christmas Committee and gave several presentations for faculty and staff regarding academic advising and general education competencies. Mrs. Peggy Spilker, the academic planning coordinator, attended meetings focusing on risk management, finances, the Education Testing Service Proficiency Profile, the academic calendar, recruiting, academic planning, and placement testing. Additionally, Mrs. Spilker was a member of the Graduation committee. Mrs. Laura Fowler, the administrative assistant for the Office of the Executive Dean of Instruction, attended meetings focusing on risk management, finances, the Education Testing Service Proficiency Profile, the academic calendar, recruiting, and academic planning. Mrs. Fowler was also a member of the Graduation committee.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lesa Taylor-Dupree:
Statewide General Education Committee
LCTCS Representative
## 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>Lesa Taylor-Dupree</td>
<td>Executive Council Meetings August 2009 – May 2010</td>
<td>Statewide Transfer Council Meeting Baton Rouge, Louisiana July 8, 2009</td>
<td>Active Data Calendar Meeting BPCC June 2, 2009</td>
</tr>
<tr>
<td></td>
<td>Deans Council June 2009 - May 2010</td>
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<td></td>
</tr>
<tr>
<td>BPCC First Core Team (Lumina)</td>
<td>August 2009 - May 2010</td>
<td>“Access, Degree Attainment, and College Costs” SACS-COC Summer Institute Houston, Texas July 20, 2009</td>
<td>Registration Process Meeting BPCC June 15, 2009</td>
</tr>
<tr>
<td></td>
<td>BPCC Staff Senate Member August 2009 - May 2010</td>
<td>“The National Institute for Learning Outcomes Assessment” SACS-COC Summer Institute Houston, Texas July 20, 2009</td>
<td>BPCC Electives Meeting BPCC July 15, 2009</td>
</tr>
<tr>
<td></td>
<td>BPCC Foundation Member August 2009 - May 2010</td>
<td>“Assessing General Education” SACS-COC Summer Institute Houston, Texas July 20, 2009</td>
<td>The Woman in Black BPCC Cavalier Players Production BPCC July 24, 2009</td>
</tr>
<tr>
<td></td>
<td>General Education Assessment and Curriculum Committee August 2009 – May 2010</td>
<td>“Teaching Today’s Learners” SACS-COC Summer Institute Houston, Texas July 21, 2009</td>
<td>General Education Meeting BPCC July 27, 2009</td>
</tr>
<tr>
<td></td>
<td>Ex-officio member</td>
<td>“Techniques in Teaching Today’s”</td>
<td>BPCC Summer 2009 Commencement</td>
</tr>
<tr>
<td>Christmas Committee</td>
<td>August 2009 – May 2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Academic Advising”</td>
<td>July 24, 2009</td>
<td></td>
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<tr>
<td>Safety Seminar</td>
<td>August 13, 2009</td>
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<tr>
<td>Degree Audit Training</td>
<td>August 13, 2009</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Blueprint for Program Success”</td>
<td>September 16, 2009</td>
<td></td>
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</tr>
<tr>
<td>“How We Can Become Better Ambassadors for BPCC”</td>
<td>September 22, 2009</td>
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</tr>
</tbody>
</table>

63
“Emergenetics”  
October 8, 2009  

“Blood Donor Education”  
BPCC Staff Senate  
October 29, 2009  

Mobility in Education Workshop  
November 6, 2009  

Hershey Systems Presentation  
November 12, 2009  

“Emergenetics”  
December 18, 2009  

Safety Seminar  
January 11, 2010  

Elluminate Presentation  
February 8, 2010  

“Individual Difference and Diversity” Comprehensive Public Training Program  
March 5, 2010  

Statewide General Education Meeting  
Baton Rouge, Louisiana  
August 3, 2009  

Statewide General Education Meeting  
Baton Rouge, Louisiana  
September 3, 2009  

Statewide Articulation and Transfer Council Meeting  
Baton Rouge, Louisiana  
September 3, 2009  

NACADA 33rd Annual Conference on Academic Advising  
San Antonio, Texas  
September 30-October 3, 2009  

“Academic Advising and Millenials: An Update Profile of this Intriguing Population”  
NACADA Annual Conference  
San Antonio, Texas  
October 1, 2009  

“Deep in the Heart of Retention: Instituting a Campus-Collaborative Student Success Program”  
NACADA Annual Conference  
San Antonio, Texas  
October 1, 2009  

Commission Meeting: Two-Year Colleges  
BPCC  
July 30, 2009  

New Student Orientation  
BPCC  
August 3-6, 2009  

Degree Audit Meeting  
BPCC  
August 6, 2009  

BPCC First Core Team Meeting  
BPCC  
August 10, 2009  

Welcome Back Breakfast/Meeting  
BPCC  
August 13, 2009  

The Woman in Black  
BPCC Cavalier Players Production  
BPCC  
August 17, 2009  

SACS Monitoring Report Meeting  
BPCC  
August 19, 2009  

Congressman John Fleming Reception  
BPCC  
August 20, 2009  

Chancellor’s Breakfast Meeting  
BPCC  
September 2, 2009  

H1N1 Committee Meeting  
BPCC  
September 9, 2009  

Accelerated Learning Meeting  
BPCC  
September 16, 2009  

Paramedic Program Advisory Meeting  
BPCC  
September 18, 2009  

BPCC 100 Mini NASCAR Race  
BPCC  
September 24-26, 2009  

BPCC First Core Team Meeting  
BPCC  
October 6, 2009
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“Turning Low-Liers into High-Flyers: Motivating Academic Advisors!”
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“Kickin’ It Old School: Developing Face-to-Face Networking Skills for the IM Generation:
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“The Student Advising Guide from Orientation and Beyond!”
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“Getting to the Heart of Advising: 10 Must-Have Tips for the New Academic Advisor”
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“Everything May Be Bigger in Texas, but it’s the Simple Little Things That Make a Difference in Advising Administration”
NACADA Annual Conference
San Antonio, Texas
October 1, 2009

“The Power of Partnership: Enhancing Student Success, Satisfaction, and Retention”
NACADA Annual Conference
San Antonio, Texas
October 2, 2009

“Advising as Teaching and Learning: Best Practices, Tools, and Tips”
NACADA Annual Conference
San Antonio, Texas
October 2, 2009

“Beyond Training: Helping Academic Advisors Develop Professionally”
NACADA Annual Conference
San Antonio, Texas
October 2, 2009

NACADA Annual Conference
San Antonio, Texas
October 2, 2009

Paul Christopher, Cello
Guest Artist Series Performance
BPCC Performing Arts Music Program
October 6, 2009

WIA Funding Source Meeting
BPCC
October 14, 2009

QEP Core Requirement Meeting
BPCC
October 14, 2009

Do Black Patent Leather Shoes Really Reflect Up?
BPCC Cavalier Players Production
BPCC
October 22, 2009

New Ventures of Regis University Meeting
BPCC
October 26, 2009

Student Recital
BPCC Performing Arts Music Program
BPCC
October 27, 2009

Faculty and Staff Fun Day at the Parks
BPCC Baseball and Softball Fields
October 28, 2009

BPCC First Core Team Meeting
BPCC
October 29, 2009

Student Recital
BPCC Performing Arts Music Program
BPCC
November 4, 2009

STEP Committee Meeting
BPCC
November 4, 2009

Student Recital
BPCC Performing Arts Music Program
BPCC
November 5, 2009

Phlebotomy Program Advisory Meeting
San Antonio, Texas
October 2, 2009

“The Unengaged High School Student As First-Year College Student: The Advising Challenge”
NACADA Annual Conference
San Antonio, Texas
October 2, 2009

“Heart to Heart Advising When You are Outnumbered”
NACADA Annual Conference
San Antonio, Texas
October 2, 2009

LCTCS General Education Committee
Work Group Meeting
Baton Rouge, Louisiana
October 8, 2009

General Education Mini Summit
Rapides Learning Center
Alexandria, Louisiana
October 13, 2009

LCTCS General Education Meeting
Baton Rouge, Louisiana
October 22, 2009

SACS-COC Annual Meeting
Atlanta, Georgia
December 5-8, 2009

“Direct and Indirect Measures of Student Learning”
SACS-COC Annual Meeting
Atlanta, Georgia
December 6, 2009

“Middle College: A Second Chance at Success for At-Risk Youth”
SACS-COC Annual Meeting
Atlanta, Georgia
December 6, 2009

Louisiana State Meeting
SACS-COC Annual Meeting
Atlanta, Georgia
December 6, 2009

“Access, Teaching, and Leadership in a Changing Environment”
SACS-COC Annual Meeting
Atlanta, Georgia
December 6, 2009

BPCC
November 6, 2009

BPCC/NSU Articulation Meeting
BPCC
November 9, 2009

Veterans Day Program
BPCC
November 11, 2009

Fall 2009 Festival of One Acts
BPCC Performing Arts Theatre
BPCC
November 12, 2009

BPCC/NSU Articulation Signing
Natchitoches, Louisiana
November 13, 2009

Fall Jazz Concert
BPCC Performing Arts Music Program
BPCC
November 13, 2009

Physical Therapy Assistant Program Advisory Meeting
BPCC
November 17, 2009

Student Recital
BPCC Performing Arts Music Program
BPCC
November 19, 2009

Fall Concert Choir
BPCC Performing Arts Music Program
BPCC
November 20, 2009

Early College High School Advisory Board Meeting
BPCC
November 30, 2009

Karen Moore Retirement Celebration
BPCC
December 1, 2009

LCTCS Campus Update
LTC-Shreveport, Louisiana
December 2, 2009

“America’s Christmas From
SACS-COC Annual Meeting
Atlanta, Georgia
December 7, 2009

“Course, Program, and Institutional Assessment of Student Learning Outcomes”
SACS-COC Annual Meeting
Atlanta, Georgia
December 7, 2009

“College-Bound: Increasing College Access for Underprepared Students”
SACS-COC Annual Meeting
Atlanta, Georgia
December 7, 2009

“Increasing Access to Higher Education Through Innovation Dual Credit/Dual Enrollment Procedures”
SACS-COC Annual Meeting
Atlanta, Georgia
December 7, 2009

“The Wit and Wisdom of Mark Shields”
College Delegate Assembly Business Meeting
SACS-COC Annual Meeting
Atlanta, Georgia
December 7, 2009

Statewide General Education Meeting
Baton Rouge, Louisiana
December 17, 2009

Statewide General Education Meeting
Baton Rouge, Louisiana
January 25, 2010

Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
January 25, 2010

Statewide Articulation Transfer Council/Statewide General Education Meeting
Baton Rouge, Louisiana
February 18, 2010

Statewide General Education Meeting
Baton Rouge, Louisiana
March 8, 2010

LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 24-26, 2010

Keynote Address

Sea to Shining Sea”
BPCC/Bossier City, Louisiana
December 2-3, 2009

BPCC and Citizens National Bank Scholarship Honoring John McConathy
BPCC
December 3, 2009

Criminal Justice Program Advisory Meeting
BPCC
December 4, 2009

Fall Concert of Concert Winds
BPCC Performing Arts Music Program
BPCC
December 4, 2009

Faculty Christmas Concert
BPCC Performing Arts Music Program
BPCC
December 10, 2009

Student Services Division Christmas Meeting
BPCC
December 11, 2009

BPCC Fall 2009 Commencement
BPCC
December 16, 2009

Chancellor's Forum
BPCC
January 29, 2010

Sixty Seconds of Fame Brainstorming
BPCC
January 26, 2010

BPCC/ULM Signing Ceremony
MOU Associate of Science in Health Care Management-Health Studies
BPCC
February 4, 2010

BPCC Homecoming 2010 Basketball Game
BPCC
February 6, 2010

Community Awareness Breakfast
The Robinson Film Center
Dr. Frank Chong
Dr. Glenn DuBois
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 24, 2010

Keynote Speaker
Dr. Curtis Bank
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 25, 2010

State of the System Address
Dr. Joe D. May
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 25, 2010

“Meeting the Challenges of eLearning Course Design”
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 25, 2010

“Improving Louisiana’s Transfer Environment: Implementing Act 356 with Students in Mind”
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 26, 2010

“Sixty-Seconds of Fame College Presentations”
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 26, 2010

Awards Banquet Presentation
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 26, 2010

Statewide General Education/Statewide Articulation Transfer Council Meeting
Baton Rouge, Louisiana
April 29, 2010

Shreveport, Louisiana
February 9, 2010

An Evening of Romantic Valentine’s Day Music
BPCC Jazz Ensemble and Friends
BPCC Performing Arts Music Program
BPCC
February 12, 2010

2010 Spring Scholarship Reception
BPCC Foundation
BPCC
February 17, 2010

BPCC Concert Jazz Ensemble
BPCC Performing Arts Music Program
BPCC
February 19, 2010

“Goldilocks and the Three Heberts”
BPCC Performing Arts Music Program
BPCC
February 26, 2010

BPCC First Core Team Meeting
BPCC
March 4, 2010

BPCC/LSU-S Deans Meeting
LSU-S Shreveport, Louisiana
March 5, 2010

Student Recital
BPCC Performing Arts Music Program
BPCC
March 8, 2010

BPCC/LSU-S Articulation Meeting
LSU-S Shreveport, Louisiana
April 6, 2010

Student Recital
BPCC Performing Arts Music Program
BPCC
April 8, 2010

Spring Concert Jazz Ensemble
BPCC Performing Arts Music Program
BPCC
April 10, 2010
Recruiting and Advising Meeting
Springhill High School Seniors
BPCC
April 12, 2010

The Musical Comedy Murders of 1940
BPCC Cavalier Players
Production
BPCC
April 15, 2010

Savoir Faire Reception
BPCC
April 26, 2010

Drama Voice Recital
BPCC Performing Arts Music Program
BPCC
April 27, 2010

Becky Nohse Retirement Celebration
BPCC
May 3, 2010

Annual Enrollment Meeting
BPCC
May 12, 2010

BPCC Spring 2010 Commencement
BPCC
May 14, 2010

Reception Honoring Call Graduates of Spring 2010
BPCC
May 14, 2010

“Graduation Scene” TLCM Summer Film Production
BPCC
May 17, 2010

Peggy Spilker
Graduation Committee
June 2009 – May 2010

BPCC Staff Senate Member
August 2009 - May 2010

BPCC Foundation Member
August 2009 - May 2010

Safety Seminar
August 13, 2009

Active Data Calendar Meeting
BPCC
June 2, 2009

Active Data Calendar Meeting
BPCC
June 10, 2009

Chesapeake Energy Corporation Vehicle Donation
BPCC
Safety Seminar
January 11, 2010

July 15, 2009
BPCC Summer 2009
Commencement
BPCC
July 30, 2009

New Student Orientation
BPCC
August 3-6, 2009

Welcome Back
Breakfast/Meeting
BPCC
August 13, 2009

H1N1 Meeting
BPCC
September 9, 2009

Chancellor’s Breakfast Meeting
BPCC
September 18, 2009

BPCC 100 Mini NASCAR Race
BPCC
September 25, 2009

Paul Christopher, Cello
Guest Artist Series Performance
BPCC Performing Arts Music
Program
BPCC
October 6, 2009

BPCC Cavaliers Basketball
Game
BPCC
November 17, 2009

Middle College Interest Meeting
BPCC
November 18, 2009

Staff Senate Thanksgiving
Luncheon
BPCC
November 19, 2009

“America’s Christmas From
Sea to Shining Sea”
BPCC/Bossier City, Louisiana
December 3, 2009

Student Services Division
Christmas Meeting
BPCC
December 11, 2009

BPCC Fall 2009
Commencement
December 16, 2009
BPCC Christmas Luncheon
BPCC
December 17, 2009
Chancellor’s Forum
BPCC
January 29, 2010
Graduation Paperwork
Procedural Meeting
BPCC
February 2, 2010
BPCC/ULM Signing Ceremony
MOU Associate of Science in
Health Care Management-
Health Studies
BPCC
February 4, 2010
2010 Spring Scholarship
Reception
BPCC Foundation
BPCC
February 17, 2010
BPCC Concert Jazz Ensemble
BPCC Performing Arts Music
Program
BPCC
February 19, 2010
Miss BPCC and Miss Tiny
Cavalier Contest
BPCC
March 20, 2010
Recruiting and Advising
Meeting
Springhill High School Seniors
BPCC
April 12, 2010
Education Testing Service
Proficiency Profile Meeting
BPCC
April 26, 2010
Annual Enrollment Meeting
BPCC
May 12, 2010
BPCC Spring 2010
Commencement
BPCC
May 14, 2010
New Student Orientation
Laura Fowler

Planning Council Meetings
August 2009 - May 2010

Graduation Committee
June 2009 – May 2010

BPCC Staff Senate Member
August 2009 - May 2010

Safety Seminar
August 13, 2009

Financial Forms Training
Vicki Morehead
October 22, 2009

“Blood Donor Education”
BPCC Staff Senate
October 29, 2009

Safety Seminar
January 11, 2010

“Mentoring”
BPCC Staff Senate
March 31, 2010

Meeting
BPCC
May 17, 2010

“Early Tales on the Mars Frontier”
BPCC Summer Drama Camp Production
BPCC
June 5, 2009

Chesapeake Energy Corporation Vehicle Donation
BPCC
July 15, 2009

BPCC Summer 2009 Commencement
BPCC
July 30, 2009

New Student Orientation
BPCC
August 3-6, 2009

Welcome Back Breakfast/Meeting
BPCC
August 13, 2009

Congressman John Fleming Reception
BPCC
August 20, 2009

H1N1 Committee Meeting
BPCC
September 9, 2009

BPCC 100 Mini NASCAR Race
BPCC
September 25, 2009

Paul Christopher, Cello Guest Artist Series Performance
BPCC Performing Arts Music Program
BPCC
October 6, 2009

Student Recital
BPCC Performing Arts Music Program
BPCC
October 27, 2009

Faculty and Staff Fun Day at the Parks
BPCC Baseball and Softball Fields
October 28, 2009
Student Recital
BPCC Performing Arts Music
Program
BPCC

October 29, 2009

Do Black Patent Leather Shoes
Really Reflect Up?
BPCC Cavalier Players
Production
BPCC

October 22, 2009

Veterans Day Program
BPCC

November 10, 2009

BPCC Cavaliers Basketball
Game
BPCC

November 17, 2009

Staff Senate Thanksgiving
Luncheon
BPCC

November 19, 2209

Student Services Division
Christmas Meeting
BPCC

December 11, 2009

BPCC Fall 2009
Commencement
BPCC

December 16, 2009

BPCC Christmas Luncheon
BPCC

December 17, 2009

Chancellor’s Forum
BPCC

January 29, 2010

BPCC/ULM Signing Ceremony
MOU Associate of Science in
Health Care Management-
Health Studies
BPCC

February 4, 2010

2010 Spring Scholarship
Reception
BPCC Foundation
BPCC

February 17, 2010

BPCC Concert Jazz Ensemble
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Lesa Taylor-Dupree
“BPCC Advising,”
Presenter
BPCC
August 14, 2009

“BPCC General Education Assessment,”
Presenter
BPCC
August 14, 2009

Second Monitoring Report
Commission on Colleges of the
Southern Association of Colleges and Schools
August 27, 2009

General Education Assessment and
Curriculum Committee Presentation
BPCC
September 24, 2009

Second Monitoring Report
Commission on Colleges of the
Southern Association of Colleges and Schools
Accepted – Dr. Belle Wheelan
Reaffirmation Notification
January 7, 2010

General Education Assessment and
Curriculum Committee Presentation
BPCC
January 11, 2010

“Student Services Learning Outcomes, “
Presenter
BPCC
March 18, 2010

“Meeting the Challenge of Student Outcomes
For First Year Students,”
Presenter
LCTCS 2010 Annual Conference
New Orleans, Louisiana
March 25, 2010

STRATEGIC PLANNING

Department Measurable Strategy
Participate in professional development opportunities.

Performance Indicators
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 staff within the Academic Planning Division participated in eighty-five (85) professional development opportunities.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Executive Dean of Instruction and staff within the Academic Planning Division will participate in professional development opportunities for the next academic year.

Department Measurable Strategy
Monitor general education core competency assessments.
Performance Indicators
1. Administration of the Measures of Academic Proficiency and Progress test (MAPP) to associate degree candidates.
2. Collection and review of general education competency assessment results and use of results.
3. Number of candidates for graduation completing the Bossier Parish Community College Graduation Survey each semester.

Assessment Results
1. The College administered the Education Testing Service Proficiency Profile (previously known as the Measures of Academic Proficiency and Progress) to 155 associate degree candidates for graduation in the spring 2010 graduating class.
2. The information gathered concerning the general education competencies from the Education Testing Service Proficiency Profile is being reviewed by appropriate college personnel.
3. The BPCC Graduation Survey was administered to 398 candidates for graduation during the 2009-2010 academic year.

Changes Based on Assessment Outcomes
Testing results and survey results have been provided to the Office of the Executive Dean of Instruction, the Associate Vice Chancellor for Academic Affairs, the Vice Chancellor for Academic Affairs, and the Deans of the academic divisions for their review.

Strategy(ies) for the Future
The Education Testing Service Proficiency Profile and the BPCC Graduation Survey will be administered to candidates for graduation for the next academic year.

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

Performance Indicators
Number of Ability-to-Benefit tests administered.

Assessment Results
The Office of the Executive Dean of Instruction provided 191 Ability-to-Benefit tests during the academic year, an increase of seventy-five percent (75%) over the last academic year.

Changes Based on Assessment Outcomes
No changes are needed. This year, a record number of Ability-of-Benefit tests were administered.

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
Oversee the Planning Council.

Performance Indicators
Number of meetings held of the Planning Council.
Assessment Results
The Planning Council had three (3) regularly scheduled meetings and a Planning Retreat in February, 2010. 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, a review of the BPCC Report Card, and a revision and approval of the Strategies for Success Plan for 2011-2016.

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
Coordinate the student evaluation of faculty instruction of classes.

Performance Indicators
Administration of student evaluation of faculty instruction of classes during the fall semester and spring semester and dissemination of 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 24-30, 2009, and March 22-26, 2010.

Changes Based on Assessment Outcomes
All evaluation results were disseminated to all academic deans and the Vice Chancellor for Academic Affairs. This spring, a committee began a review of the current evaluation instrument.

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 additional scheduled and on demand placement testing opportunities for students.

Performance Indicators
Number of opportunities for scheduled and on demand placement tests during the 2009-2010 academic year.

Assessment Results
The Office of the Executive Dean of Instruction provided 281 opportunities for students to take placement tests, a forty (40%) increase from the previous year. Also, the Office of the Executive Dean of Instruction administered 6,062 placement tests, a forty-two percent (42%) increase from the previous year.
Changes Based on Assessment Outcomes
No changes are needed. 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 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
Dissemination, collection, and review of 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 7-15, 2009 and November 12-20, 2009) during the fall semester for ninety-nine (99) students and twice (March 1-10, 2010 and April 12-20, 2010) during the spring semester for one hundred twenty-five (125) 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
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 eight (8) times during the academic year.
2. The Office of the Executive Dean of Instruction revised and updated graduation information on the College website six (6) times during the academic year.
3. The Office of the Executive Dean of Instruction revised and updated placement testing information on the College website seven (7) times during the academic year.

Changes Based on Assessment Outcomes
No changes are needed.

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.

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 610 graduates during the 2009-2010 academic year. The 610 graduates are an eight (8%) increase in the number of graduates from the previous year. The 610 graduates were awarded 874 associated degrees, certificates and technical competency areas, an increase of thirty-six (36%) over the previous year in the number of credentials awarded. The Division offered 281 placement testing opportunities for the academic year, a forty percent (40%) increase of offerings from the previous year. The total number of tests administered was 6,062 placement tests, an increase of forty-two percent (42%) over the last academic year and 191 Ability-to-Benefit tests, a seventy-five percent (75%) increase from the previous year.

This year, this Division actively participated in many projects which directly affected College policy to enhance student success. The staff members in this Division were involved in many professional development opportunities and responsibilities. This Office engaged in the following responsibilities: monitored all aspects of the graduation process; monitored the Planning Council and scheduled all meetings of the Planning Council; assigned every student an advisor, reassigned students to appropriate advisors as students changed matriculations, and conducted student/advisor audits; coordinated the student evaluations of faculty each fall and spring semester and provided student evaluation statistics to Administration, Division Deans, and faculty; supervised student schedule changes each semester; provided information and monitored the AIM program and the student participants (99 students in the fall semester and 125 students in the spring semester); 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 documentation for the Southern Association of Colleges and Schools. This spring, the Division coordinated and administered the Education Testing Service Proficiency Profile which was administered to the associate degree candidates in the spring 2010 graduation class. The information concerning general education competencies gathered from this standardized testing of 155 candidates for graduation will be documentation of general education competencies for graduates for the Commission of Colleges of the Southern Association of Colleges and Schools. Additionally, during the 2009-2010 academic year, 398 candidates for graduation completed the BPCC Graduation Survey. The primary focus for this Division for 2009-2010 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. Provide faculty with information regarding advising policies and procedures and placement
testing information.
3. Update the Blackboard site for the Planning Council and update the Placement Test site and the Candidates for Graduation site on the BPCC website each semester.
4. Monitor general education core competencies and collect data regarding general education competencies of BPCC graduates.
5. Document the number of candidates for graduation completing the BPCC Graduation survey each semester.
7. Participate in professional development opportunities.
DIVISION SUMMARY

The BPCC@NSU Division has had a successful 2009-2010 academic year as reflected in the creation of the BPCC@NSU/Leesville program and the total enrollment at both Natchitoches and Leesville. More course offerings have been available on semester schedules of classes to provide prospective and current students with additional choices. Enrollment has increased from 140 students in Fall 2005 to 250 students in Fall 2009. New admission requirements for university enrollment will continue to channel students to the BPCC campuses in Natchitoches and Leesville. Northwestern State University continues to work closely with BPCC to insure that the students in the BPCC@NSU programs are potential future students at their four-year institution.

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>NSU Athletic Scholarship Banquet—September 23, 2009</td>
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<td>NSU President’s Home Open House—September 21, 2009</td>
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<td>NSU 11th Annual Basketball Extravaganza @BPCC Athletic Facility—November 3, 2009</td>
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</tbody>
</table>
Winnfield School Job Fair—November 7, 2009

Natchitoches Central High School Recruitment Meeting—October 17, 2009

Many High School Recruitment Meeting—January 5, 2009

Montgomery High School Recruitment Meeting—January 26, 2010

Service Fair at NSU—February 25, 2010

Candidates for NSU Provost—March 3, 2010

Candidates for NSU Provost—March 4, 2010

St. Denis Garden Club’s Northwestern’s 125th Anniversary—March 16, 2010

Tioga High School Recruitment Meeting—March 23, 2010

Pickering High School Recruitment Meeting—April 15, 2010

International Culinary Festival—April 22, 2010

Creole Heritage Center Open House—April 30, 2010

Dedication of Mary and Grits Gresham Bird Trail—May 4, 2010

Spring Commencement Luncheon honoring Tom Carleton—May 7, 2010

End of year dinner and closing at BPCC—May 13, 2010

“One Love” art show by NSU student Josh Stelly—May 17, 2010

Leigh Rush

- Finance Forms Training—March 25, 2009
- EMS Training (Event Management Software)—October 8, 2009
- Purchasing Training—May 2009
- Xerox Training—September 2, 2009

NSU President’s Home Open House—September 21, 2009

St. Denis Garden Club’s Northwestern’s 125th Anniversary
STRATEGIC PLANNING

Department Measurable Strategy
Design and implement course offerings at BPCC@NSU/Leesville.

Performance Indicators
Number of student enrolled (as of the 14th class day) at BPCC@NSU/Leesville.

Assessment Results
Ten students enrolled Fall 2009 at Leesville campus.

Changes Based on Assessment Outcomes
Promote enrollment at Leesville campus coordinating with NSU/Fort Polk.

Strategy(ies) for the Future
Expand course offerings. Promote Leesville program.

Department Measurable Strategy
Promote transfers between and among campuses and colleges at all levels.

Performance Indicators
Number of transfers

Assessment Results
Number of students who continue their college work on other campuses and colleges.

Changes Based on Assessment Outcomes
Review the current numbers and counsel all students.

Strategy(ies) for the Future
At orientation at beginning of each semester, promote the transfer policy as a choice when students complete developmentals and 12 college hours, maintaining a 2.0 GPA.

Department Measurable Strategy
Provide accommodations and services to students with disabilities.

Performance Indicators
Percent change in the number of students with disabilities.

Assessment Results
Five students in BPCC@NSU utilized disability services.

Changes Based on Assessment Outcomes
Inform all students and instructors about disability services at NSU.
Strategy(ies) for the Future
Use current method of information.

Department Measurable Strategy
Streamline process of NSU referrals to BPCC@NSU

Performance Indicators
Percent change in the number of students enrolled (as of the 14th class day) at BPCC@NSU.

Assessment Results
85% of students referred directly from NSU attend bpcc@NSU

Changes Based on Assessment Outcomes
Increase communication with NSU admissions and recruiting office.

Strategy(ies) for the Future
Coordinate with NSU admissions office.

Department Measurable Strategy
Expand efforts to encourage transfer from two-year colleges to four-year universities.

Performance Indicators
Percentage point change in the percentage of first-time, BPCC full-time, degree-seeking freshmen retained to the second year in public postsecondary education.

Assessment Results
75 students chose to transfer from bpcc@NSU to a four-year university.

Changes Based on Assessment Outcomes
Review numbers of students who enter bpcc@NSU and those who chose to attend a four-year university upon complete of transfer requirements.

Strategy(ies) for the Future
Inform students of transfer requirements as a choice in order to encourage more transfers. Send success lists to vice-president of academic affairs and president of Northwestern State University.

Department Measurable Strategy
Expand efforts to encourage transfer from two-year colleges to four-year universities.

Performance Indicators
Percentage point change in the percentage of first-time, BPCC full-time, degree-seeking freshmen retained to the second year in public postsecondary education.

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Changes Based on Assessment Outcomes
Review numbers of students who enter bpcc@NSU and those who chose to attend a four-year university upon complete of transfer requirements.

Strategy(ies) for the Future
Inform students of transfer requirements as a choice in order to encourage more transfers. Send success lists to vice-president of academic affairs and president of Northwestern State University.

**Department Measurable Strategy**

Make available travel monies for professional development opportunities for administrative assistant.

**Performance Indicators**
Number of professional developments administrative assistant attended

**Assessment Results**
Administrative Assistant attended five development workshops.

**Changes Based on Assessment Outcomes**

**Strategy(ies) for the Future**
Send announcements concerning professional development and workshops to administrative assistances via e-mail. Encourage participation and monitor proof of attendance.

**Department Measurable Strategy**

Provide professional development information to faculty and staff.

**Performance Indicators**
Number of individuals accessing professional development information.

**Assessment Results**
Staff attended five development workshops and received money for travel.

**Changes Based on Assessment Outcomes**
Encourage professional development to faculty and staff and provide information for such utilizing email and memos.

**Strategy(ies) for the Future**
Provide professional development information to staff and faculty.

**Department Measurable Strategy**

Interview all applicants.

**Performance Indicators**
Monitor records of all adjunct faculty.

**Assessment Results**
100% of applicants interview with Director of bpcc@NSU.

**Changes Based on Assessment Outcomes**
No changes are needed.

**Strategy(ies) for the Future**
Interview all applicants for positions at bpcc@NSU.

**Department Measurable Strategy**

Hired credentialed faculty.
Performance Indicators
Records of all adjunct faculty.

Assessment Results
100% of faculty members meet credentials.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
Employ the most qualified instructors in their field of study.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

BPCC@NSU Division continues to be successful in attracting students from central Louisiana who do not meet the admission standards to local universities, particularly Northwestern State University. In Fall 2009 260 students enrolled in BPCC@NSU and the newly-established BPCC@NSU/Leesville which indicates the importance of the presence of Bossier Parish Community College in central Louisiana. 75 successful completers of the BPCC@NSU program in 2009-2010 became eligible to attend a university. Five new students used the NSU Office of Disabilities services and 27 students used NSU’s academic center. Our administrative assistant has utilized the professional development opportunities in Bossier City and Natchitoches, and our staff has benefited from information presented about professional development information. The faculty for BPCC@NSU and BPCC@NSU/Leesville is credentialed to teach at the community college in their respective disciplines.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Increase the number of courses offered on an as needed basis at NSU and Leesville campuses, offering an array of courses that will attract students and increase enrollment;

Hire the most highly qualified and experienced instructors available; continue to work with area high school counselors and colleges to promote BPCC@NSU for students who are not admissible to the university directly from high school;

Include the student evaluation of faculty instruction of classes to improve reporting progress.

Operate within the planned program budget for 2010-2011;
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, A.G.S.

FACULTY LISTING

Professor

Dr. Dawn Young, Ed.D.
Kay Boston, M.A.
Dan Cain, M.A.
Barbara James, M.S.

Associate Professor

Brookie Walker, M.A.

Assistant Professor

Ashley Grisham, M.A.
Gail Hendrix, M.Ed.
Sharonda Mikle, M.A.
Becky Nohse, M.Ed
Richard Pool, M.A.
Sandra Theus, M.A.T.
Sandra Todaro, Specialist in School Psychology

Richard Pool, M.A.
Sandra Theus, M.A.
DIVISION SUMMARY

During the 2009-2010 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 realized 40 graduates for the 2009-2010 academic year. The Associate of Science in Teaching realized five graduates; all five students entered teaching programs at Louisiana Tech or LSU-Shreveport. The Associate of Applied Science in Care and Development of Young Children anticipates its first graduates during the upcoming academic year.

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. In September 2009, BPCC’s Criminal Justice program entered into an articulation agreement with the North Louisiana Criminal Justice Academy. The intent of the agreement is to provide expanded education opportunities for peace officers completing the Louisiana POST (Police Officers Standards and Training) Council for law enforcement officers via successful challenge of courses in criminal justice at Bossier Parish Community College in accordance with challenge exam policies. The goal is to reduce duplication of instruction, reduce student time and effort, and minimize student financial obligations. After completing three semester hours in residence at BPCC, students who graduate from the Police Academy and also pass the POST Council will have fifteen semester hours of criminal justice coursework with a grade of “S.” Courses to be credited include Introduction to Criminal Justice, Criminal Investigation, Police Procedures, Criminal Evidence and Procedure, and Police-Community Relations. This articulation agreement will serve as a model for future recruitment efforts with 26 other police academies located across the state of Louisiana, the largest recruitment effort of the criminal justice program to date.

A third addendum to the articulation agreement between BPCC and Northwestern became necessary with the restructure of the Criminal Justice program this academic year. BPCC and
Northwestern continue 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 2009, and with student, community leader, and administrative representation, remains a strength of the program.

The Division also seeks to increase the number of highly qualified and effective teachers in Louisiana’s classrooms. For the 2009-2010 academic year, 21 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). Additionally, the AST program coordinator was asked to serve on the CCTC Academic Advisory Council.

BPCC’s Care and Development of Young Children (CDYC) program officially enrolled its first students in summer 2009 with nineteen (19) students enrolling. Two courses were offered to area childcare workers needing college credits to qualify for an additional “star rating” for Louisiana’s Department of Social Services (DSS) Quality Start Rating System (QRS).

Student interest determined a need for two adjunct positions to teach program courses for fall semester 2009. Eighty-two (82) students were enrolled for fall 2009 semester. Additional program courses were offered for spring semester 2010, including two online courses to area and distant learners. Spring 2009 enrollment was 142 students. Additionally, the program has twenty-seven (27) dually enrolled students from participating area high schools. It is anticipated that many of these students will become BPCC CDYC students in the fall of 2010.

Program coordinator estimates its first CDYC graduates in fall 2010, at which time application for accreditation from the prestigious National Association for the Education of Young Children (NAEYC) will begin. CDYC program coordinator has been attending the National NAEYC Accreditation Meetings annually since 2008.

The CDYC program has implemented a Resource Room which was designed and created for students enrolled in BPCC’s CDYC program. The resource room was funded from BoR and Carl Perkins grants for $70,000(+), both awarded for 2009-2010, to supply CDYC students with equipment, materials, and supplies in order to learn and implement developmentally appropriate care and teaching practices with young children.

Through the redesign of the College Success Skills course, BPCC’s Workforce Development and Division of Behavioral and Social Sciences partnered with Bossier Parish School Board’s Special Education department. Beginning spring 2010 semester, transition students from Bossier Parish Schools commuted to BPCC to take EDUC 099. The instruction was delivered by a local high school special education teacher and was modified for these students. This arrangement was so successful that Bossier Parish School Board requested an official agreement between institutions. This unique transition program will be called “College Life Is Possible” (CLIP). The CLIP Program is designed to provide high school students with significant needs an educational environment and opportunities that are similar to those of their peers. CLIP students will spend a
portion of their day receiving academic instruction and vocational training. The students will be on BPCC’s campus and at various job sites in the community. Also, they will be interacting with other college students on campus in areas such as Student Life, Career Services, Library, Learning Center, and the Technical Resource Center.

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 took an important step toward a higher educational standard by providing valuable and much needed courses in anthropology. Cultural anthropology was approved through Northwestern’s nursing program as a course equivalent to their Cultural Anthropology offering.

ADVANCED DEGREES OR CERTIFICATIONS

Angie Bales successfully completed preliminary examinations for the Ed.D. in Education Leadership with the Louisiana Education Consortium and anticipates beginning residency beginning Fall 2010.

Dee Dee Mitchell - Counselor Intern through the Louisiana Licensed Professional Counselors Board of Examiners 2009-2010.

Linda Scott continues to work as a Counselor Intern through the Louisiana Licensed Professional Counselors Board of Examiners (2009-2010); passed the National Counselor Examination for Licensure and Certification (NCE) for the State of Louisiana on April 9, 2010.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Dan Cain was promoted to the rank of Professor on July 1, 2009.

Gail Hendrix received a certificate on March 4, 2010 for Outstanding Contribution 2007-2010 with the Lumina/BPCC 1st Initiative.

Jeff Lynn - Received the Wood Badge Boy Scout Adult recognition for the highest adult training in the BSA in February 2010.

Dee Dee Mitchell was elected to the Board of Directors for The Betty and Leonary Phillips Deaf Action Center of Louisiana during October of 2009 and continues to be an active member of the Board of Directors for the Board of Directors for Mental Health Solutions. Ms. Mitchell was inducted into the Delta Kappa Gamma Society International for women educators on May 1, 2010.

Sandy Todaro received the NISOD Award of Excellence in November 2009 for her outstanding contribution to teaching and learning.
Karen Ward received an Associate Degree of General Studies on December 16, 2009.

Sandra Willis-Theus received a certificate on March 4, 2010 for Outstanding Contribution 2007-2010 with the Lumina/BPCC 1st Initiative.

### 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>Carol Adkins</td>
<td>Member of the BPCC Promotion Committee.</td>
<td>Germantown Colony Museum Commission, State-appointed management committee member.</td>
<td></td>
</tr>
<tr>
<td>John Agan</td>
<td>Member of the Student Technology Fee Committee.</td>
<td>Germantown Colony Museum Commission, State-appointed management committee member.</td>
<td>Dorcheat Historical Association and Museum Board of Directors Historian.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Board of the Minden Cemetery Association Member.</td>
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<tr>
<td></td>
<td></td>
<td>Member of the Advisory Board Cultural Crossroads of Minden, Inc. - Public Arts</td>
<td>Member of the Board of Trustees - First Baptist Church of Minden, Church Management and Oversight.</td>
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<tr>
<td></td>
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<td></td>
<td>Member of the Heritage Committee - First Baptist Church of Minden - Church History.</td>
</tr>
<tr>
<td>Angie Bales</td>
<td>Member of the BPCC Instituational Research Board.</td>
<td>Member of CCTC STAR Teaching Advisory Board.</td>
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<tr>
<td></td>
<td></td>
<td>Member of the Statewide Teacher Preparation Oversight Committee.</td>
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<tr>
<td>Kay Boston</td>
<td>Member of the Sexual Harrassment Committee.</td>
<td>Attended the LCTCS conference in New Orleans, Louisiana on March 24-26, 2010.</td>
<td>Attended Willis-Knighton's Behavioral Medicine workshop on February 18, March 18, and April 22, 2010 in Shreveport, Louisiana.</td>
</tr>
<tr>
<td>Dan Cain</td>
<td>Member of the Criminal Justice Advisory Committee.</td>
<td>Attended a workshop for persons concerned about crime and other forms of loss in business operations at the Home Builder's Association of NW Louisiana in Shreveport,</td>
<td></td>
</tr>
</tbody>
</table>
Louisiana on February 4, 2010.

<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashley Grisham</td>
<td>Attended &quot;Techniques for Effective Classroom Presentations&quot; workshop on August 18, 2009.</td>
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</tr>
<tr>
<td>Gail Hendrix</td>
<td>Attended &quot;Use of Symposium&quot; workshop on August 14, 2009.</td>
<td>Board member for Mental Health Solutions in Shreveport, Louisiana.</td>
</tr>
<tr>
<td></td>
<td>Attended &quot;Promotion Workshop&quot; on February 17, 2010.</td>
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<tr>
<td></td>
<td>Chair of the Division Promotion Committee for Faculty Promotions.</td>
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<tr>
<td></td>
<td>Core Team Member of the Lumina/BPCC 1st committee.</td>
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<td></td>
<td>Attended &quot;Prior Learning Assessment Training&quot; workshop on February 18, 2010.</td>
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<tr>
<td></td>
<td>Member of the General Education Assessment committee.</td>
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<tr>
<td>Jeff Lynn</td>
<td>Member of the Academic Misconduct Appeals Committee.</td>
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<tr>
<td>Sharonda Mikle</td>
<td>Member of the Curriculum Committee.</td>
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</tr>
<tr>
<td>Dee Dee Mitchell</td>
<td>Attended the following professional development conferences or workshops at BPCC:</td>
<td>Attended meetings and/or special/events:</td>
</tr>
<tr>
<td></td>
<td>Criminal Justice Workgroup on June 12, 2009</td>
<td>Chesapeake Energy Corporation Vehicle Donation on July 15, 2009</td>
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<td>AST (grades 1-5) Workgroup on July 17, 2009</td>
<td>BPCC 1st Luncheon on March 4, 2010</td>
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<td></td>
<td>AST (grades 1 - 5) Advisory Committee Meeting on June 18, 2009</td>
<td>CPTP Diversity Training on February 1, 2010</td>
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<td>BPCC &amp; LSUS Luncheon on</td>
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</tbody>
</table>
LCTCS Leave Policy Changes on June 18, 2009

Dual Enrollment Meeting on June 19, 2009

BPCC 1st Core Team Meeting on August 10, 2009

Seminar on Dealing with Angry/Difficult Students on August 18, 2009

New Grant Orientation on July 14, 2009

BPCC 1st Meeting on June 19, 2009

Motivational Speaker: Chancellor, "How we can become better ambassadors for BPCC" on September 22, 2009

BPCC 1st Core Team Meeting on October 6, 2009

BPCC/NSU Articulation Meeting on November 9, 2009

Defensive Driver Training on November 23, 2009

CJUS Program Advisory Committee Meeting on December 4, 2009

New Faculty and Staff Orientation on January 14, 2009

Promotion Workshop on February 15, 2010

Mentoring: A Career Development Experience on March 31, 2010

College Source Seminar on April 29, 2010

Committees/Organizations:

- Member of Planning Council and Subcommittee: Access and Success
- Staff Senate Member
- BPCC 1st/Luminal Member
- BPCC Lions Club Charter Member

February 1, 2010

Cavalier Connection - New Student Orientation on August 3-6, 2009

Foundation Breakfast with the Chancellor on September 16, 2009

BPCC Fifty-Second Commencement on July 30, 2009

BPCC Lions Club Chapter meeting on July 15, 2009

New Faculty and Staff Orientation on August 14, 2009

Reception honoring Congressman John Fleming on August 20, 2009

Constitution Day - Presented by Becky Nohse on September 15, 2010

MOU signing - BPCC and Bossier City Fire Department on October 1, 2009

BPSB Special Education Department Networking Luncheon at Bossier Instructional Center on November 13, 2009

Emergenetics Workshop on December 15, 2009

LCTCS Campus Update at LTC-Shreveport on December 2, 2009

Presentation: BPCC and Citizens National Bank - BPCC Scholarship Honoring Citizens National Bank Chairman of the Board John McConathy on December 3, 2009

BPCC Fifty-third Commencement on December 16, 2009

BPCC and EnCana Corporation Check Presentation on December 17, 2009

BPCC's 2010 Spring
Scholarship Reception honoring Mrs. Essie Mae Winefield and Mr. Kenneth A. Black on February 17, 2010

W.I.A. Recruiting Event: Verizon Call Center on March 23, 2010

Delta Kappa Gamma Society International Induction on May 1, 2010

BPSB & BPCC: "College Life Is Possible" Presentation on May 10, 2010

BPCC - "Opportunities and Choices: A Career GPS for 8th Graders" on May 12, 2010

BPCC Fifty-fourth Commencement on May 14, 2010

Richard Pool
Member of Violence in the Workplace Committee.

Kathy Porter
Attended Emergenetics workshop on December 8, 2009.

Member of the Student Services Scholarship Committee.


Linda Scott
Attended "Learning Styles" workshop on October 9, 2009.

Attended "Career Exploration" workshop on October 23, 2009.

Attended "Learning Styles" workshop on November 24, 2009.

Attended "Career Exploration" workshop on December 5, 2009.

Attended "Learning Styles" workshop on December 19, 2009.


Attended "Career Exploration" workshop on April 1, 2010.
Attended "New Grant Orientation" on July 14, 2009.

Attended "Use of Sympodium" workshop on August 14, 2009.

Attended "Dealing with Angry/Difficult Students" on August 18, 2009.

Member of the Library Committee.

John Sells


Attended "How to Assemble a Promotion Packet" workshop on August 14, 2009.

Attended "Techniques for Effective Classroom Presentation" workshop on August 18, 2009.


Member of the Disciplinary Hearing Committee.

Sandra Willis-Theus

Attended "Techniques for Effective Classroom Presentations" workshop on August 18, 2009.


Attended "Embracing Diversity in Higher Education" seminar on September 17, 2009.

Attended "Protecting the Integrity of Your Online Exams" workshop on November 20, 2009.


Attended "How to Assemble a Promotion Packet" workshop on February 15, 2010.


Member of the Disciplinary Hearing Committee.

Attended the 35th annual meeting of the Mid-South Sociological Association Conference on November 4-7, 2009.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role/Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandra Todaro</td>
<td>Member of the BPCC Student Life Committee.</td>
</tr>
<tr>
<td></td>
<td>Advisor for the BPCC Maroon Jackets.</td>
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<tr>
<td></td>
<td>Attended &quot;Domestic Violence&quot; workshop in Shreveport, Louisiana in October 2009.</td>
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<tr>
<td></td>
<td>Officer on the Board of Directors for Mental Health Solutions.</td>
</tr>
<tr>
<td>Aaron Vorachek</td>
<td>Attended &quot;iTune University&quot; workshop on August 25, 2009.</td>
</tr>
<tr>
<td></td>
<td>Member of the Athletic Council Committee.</td>
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<tr>
<td></td>
<td>Volunteered at the BPCC 100 Mini Nascar Event on September 25-26, 2009.</td>
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<tr>
<td></td>
<td>Attended &quot;Blood Donor Education&quot; staff development workshop on October 29, 2009.</td>
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<td></td>
<td>Attended Faculty and Staff Fun Day hosted by the Athletics Division on October 28, 2009.</td>
</tr>
<tr>
<td></td>
<td>Attended the CJUS Program Advisory Committee Meeting on December 4, 2009.</td>
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<tr>
<td></td>
<td>Member of the Faculty Senate.</td>
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<tr>
<td></td>
<td>Officer on the Faculty Senate Executive Council, 2nd Delegate to the Planning Council.</td>
</tr>
<tr>
<td></td>
<td>Member of the Academic Calendar Committee.</td>
</tr>
<tr>
<td></td>
<td>Member of the 2009-2010 Division Promotion Committee.</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Kay Boston - Speech given on "Your Brain on Drugs: Brain SPECT Scans" on January 20, 2010.

Dan Cain - Speech given on "Why You Need To Go To College" at the Bossier High School Career Exploration class on February 18, 2010.


Richard Pool - Speech given on "Violence in the Workplace" in Becky Turbeville's special education class on October 28, 2009.

SIGNIFICANT CONTRACTS OR GRANTS

Kathy Porter, CDYC Coordinator, was awarded a Board of Regents Grant in the amount of $70,000 to purchase equipment and supplies for the Care and Development of Young Children program.

Linda Scott was awarded a Board of Regents Grant in the amount of $50,855 to purchase equipment and supplies for the enhancement of the Education 099 College Success Skills course.

ACADEMIC PROGRAM REVIEW

The Criminal Justice Program at Bossier Parish Community College continues to provide students with a progressive and competitive education. The program has experienced much growth over the past five years due primarily to an active Criminal Justice Advisory Board and an outreach to the community through innovative division recruitment efforts. There are three full-time faculty and four adjunct instructors who teach for the program. A thorough review of online offerings became necessary as demands of the workforce were dramatically changing. During 2006, the Criminal Justice Program offered more than 50% of course work online. At this time there were four concentrations within the program: Law Enforcement (80% course work offered online), Corrections (75%), Legal Systems (75%), Medicolegal Death Investigation (60%). During January 2010 it was decided that three of the four concentrations within the Criminal Justice Program would be eliminated. Because the Medicolegal Death Investigation concentration is prescriptive in nature it would remain as a program concentration. A more general Criminal Justice degree would allow more flexibility with criminal justice and corrections courses that students could transfer in from other institutions. Additionally, eliminating concentrations would provide more access to students in course availability within the program.

Partnerships from the past five years -

September 15, 2006:
NSU and BPCC entered into a Memorandum of Understanding for a 2 + 2 program between the two Institutions. The 2 + 2 program will allow students to complete the Associate of Applied Science in Criminal Justice at BPCC all credit hours applied to the AASCJ degree to NSU in partial fulfillment of degree requirements for the Bachelor Degree in Criminal Justice at NSU. This agreement has been important to many of our online students due to NSU’s CJ Program being
offered totally online.

July 29, 2007:
Homeland Security and Emergency Preparedness of Caddo & Bossier entered into a Memorandum of Understanding with BPCC. The purpose of this agreement was to establish a BPCC practicum program at the CBOHSEP that would enhance emergency preparedness and research among our criminal justice students. Students completing the practicum will have hands-on training in two parish emergency management agencies. Training will provide valuable work development skills for those seeking careers in any of the first responder occupations (law enforcement, firefighting, EMS and/or emergency management).

Fall 2007 Semester:
Expanding education access to North Louisiana Criminal Justice Academy (NLCJ) peace officers. Agreement terms as follows: 1) A Criminal Justice instructor will provide classroom instruction at the NLCJ Academy; 2) Classes offered between 6:30 – 9:30 PM one night per week; 3) BPCC personnel will register students at the academy location; 4) Classes can be opened to the general public; 5) All courses offered by BPCC at the academy will be acceptable for a BPCC Criminal Justice Associate Degree.

September 14, 2009:
The North Louisiana Criminal Justice Academy (NLCJ) and BPCC Memorandum of Understanding was intended to provide extended education opportunities for peace officers completing the Louisiana POST (Police Officers Standards and Training) Council for law enforcement officers via successful challenge of courses in criminal justice at BPCC in accordance with challenge exam policies.

The goal of this MOU is to reduce duplication of instruction, reduce student time, and effort, and minimize student financial obligations. After completing three (3) semester hours in residence at BPCC, students who graduate from the Police Academy and also pass the POST Council will have fifteen (15) semester hours of criminal justice coursework with a grade of “S.” Courses to be credited include Introduction to Criminal Justice, Criminal Investigation, Police Procedures, Criminal Evidence and Procedure, and Police-Community Relations. This articulation agreement will serve as a model for future recruitment efforts with 26 other police academies located across the state of Louisiana, the largest recruitment effort of the criminal justice program to date.

STRATEGIC PLANNING

Department Measurable Strategy
Launch anthropology courses: Physical Anthropology (ANTH 201) and Cultural Anthropology (ANTH 202)

Performance Indicators
Offer anthropology courses, ANTH 201 & 202, during spring 2009 semester

Assessment Results
ANTH 201 & 202 were offered during the spring 2009 semester
Changes Based on Assessment Outcomes
No change

Strategy(ies) for the Future
Work towards hiring a full time anthropology instructor.

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

Performance Indicators
Document student success as measures 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 during the fall and spring semester.

Strategy(ies) for the Future
Strategy ongoing

Department Measurable Strategy
Provide professional development workshops to faculty.

Performance Indicators
Documentation of attendance at professional development workshops.

Assessment Results
Division 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
Make changes based on program learning assessments to improve student retention and learning.

Performance Indicators
1. Program learning outcome assessments results;
2. Retention Statistics.

Assessment Results
1. Collect learning outcome assessment results and review;
2. Review Retention Statistics.

Changes Based on Assessment Outcomes
1. Work on division strategies for improving courses within division disciplines;
2. Discuss areas for approvement with instructors.

**Strategy(ies) for the Future**
Work towards students success.

**Department Measurable Strategy**
Launch new course: Psychology of Religion (PSYC 215)

**Performance Indicators**
Offer PSYC 215 during spring 2009 semester

**Assessment Results**
PSYC 215 was added to the spring 2009 schedule.

**Changes Based on Assessment Outcomes**
Due to budget constraints PSYC 215 was taken off the schedule.

**Strategy(ies) for the Future**
No plans to offer this course.

**Department Measurable Strategy**
Hire adjunct faculty for new Care and Development of Young Children (CDYC) program as stipulated in program approval

**Performance Indicators**
Employment of adjunct faculty during fall 2009 and spring 2010 semesters

**Assessment Results**
Hired two adjunct faculty to provide instruction for the CDYC Program

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Hire more adjunct faculty as the program gets larger.

**Department Measurable Strategy**
Apply for NAEYC accreditation for Care and Development of Young Children program

**Performance Indicators**
1. Attend NAEYC & Accreditation Study Conference;
2. Submit application in January 2010

**Assessment Results**
1. Program Coordinator attended National NAEYC Accreditation Conference in November 2009.
2. Did not submit application in January 2010 due to revised NAEYC guidelines requiring that applications be made after the first class of program graduates.

**Changes Based on Assessment Outcomes**
Apply for application after CDYC graduates.

**Strategy(ies) for the Future**
Grant writing, recruiting efforts, and program completion will be the primary focus for the CDYC PROGRAM.

**Department Measurable Strategy**
Implement BOR grant: Resources for Care and Development of Young Children (CDYC) program

**Performance Indicators**
Purchase resources and utilize materials for hands on learning to maximize student achievement

**Assessment Results**
Purchased resources through BOR and Carl Perkins grants to create a hands on Student Resource Room for student learning.

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Write more grants to further enhance Care and Development of Young Children Program Learning Outcomes.

**Department Measurable Strategy**
Implement BOR grant: Enhancing Education

**Performance Indicators**
1. Complete set up of EDUC 099 Lab;
2. Document the number of students using the EDUC 099 Lab

**Assessment Results**
1. Hardware and Software fully operational during spring 2010 semester
2. EDUC 099 student enrollment/attendance sheets

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Update EDUC 099 Lab as needed

**Department Measurable Strategy**
Design Education Technology course

**Performance Indicators**
Submission of Education Technology course to the Curriculum Committee

**Assessment Results**
Courses were approved for delivery

**Changes Based on Assessment Outcomes**
No change

**Strategy(ies) for the Future**
offer courses
Department Measurable Strategy
Implement Memorandum of Understanding between North Louisiana Criminal Justice Academy and Bossier Parish Community College for Post Certification work completed at the Academy for college credit in the area of Criminal Justice.

Performance Indicators
Sign Memorandum of Understanding

Assessment Results
NLCJ Academy and BPCC signed MOU on September 14, 2009

Changes Based on Assessment Outcomes
No change

Strategy(ies) for the Future
Work with all Louisiana Police Academys on similar articulation agreements for the upcoming year.

Department Measurable Strategy
Design history courses: World Civilization I and II

Performance Indicators
Submission of World Civilization Courses to the Curriculum Committee

Assessment Results
Courses were approved for delivery.

Changes Based on Assessment Outcomes
No change

Strategy(ies) for the Future
offer courses

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

2009-2010 has been an eventful and productive year for the Division of Behavioral and Social Sciences. Community outreach has been the primary goal of the Division, and has resulted in partnerships that will be mutually beneficial for all participants. In a time of dwindling resources, the Division continues to think creatively in addressing the needs of the larger community.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1- Formalize College Life Is Possible (CLIP) agreement with BPSB
2- Commence recruiting efforts with all Louisiana POST Academies
3- Pursue NEAYC Accreditation of CDYC program
4- Implement Introduction to Educational Technology course
5- Work in partnership with local professional teaching programs
6- Collaborate with Workforce Develop on community projects
Division of Academic Affairs
Division of Business and Computer Science

EMPLOYEE LISTING

Professional, unclassified staff

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

Classified staff

Lisa L. Fincher
Administrative Assistant III

John Salmon
Lab Coordinator

FACULTY LISTING

Associate Professor

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

Assistant Professor

Steven Fess, M.B.A.
Pamela Milstead, M.S.
Leonard Osborne, M.A.
Dr. Jack Raley, Ph.D.
Barbara Regan, M.S.
Annette Shows, M.B.A.

Instructor

Elizabeth Dickson, B.S.
Mechelle Harris, M.B.A.
Richard Robins, M.Ed.
Chris Shaw, M. Ed.

DIVISION SUMMARY

During the 2009-2010 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 2009, Bossier Parish Community College enrolled 1,922 students. The Business and Computer Science Division had an enrollment of 285. In the fall of 2009 Bossier Parish Community College had an enrollment of 5,430. The Division of Business and Computer Science had an enrollment of 775. In the spring of 2010 Bossier Parish Community College had an enrollment 5,647. The Division of Business and Computer Science had an enrollment of 731. The Division of Business and Computer Science had a total of 140 graduates for the spring 2009, fall 2009, and spring 2010 semesters. During the 2009-2010 academic year the faculty and staff of the Division of Business and Computer Science contributed to the continued success and mission of Bossier Parish Community College through institutional and community service. A major accomplishment of the year was celebrating the division graduates with a breakfast and decorating of the division lobby. The division offered a total of 192 sections, 140 internet sections in the disciplines of Accounting, Business, Computer Information Systems, Culinary Arts, Computer Web Design, and Legal Secretary for the academic year of 2009-2010. Pam Milstead and Annette Shows co-Chaired the Cancer Relay for Life. The team won 1st place for spirit activities and raised over $8,000 dollars representing Bossier Parish Community College. The Division of Business and Computer Science is responsible for the yearly funding of Centurion Technologies (provides security software with technical support), Computer Associates International (provides the wireless network license), the MSDN Academic Alliance (provides media CD’s for student use) and the annual renewal of the licensing for Microsoft Office software for the entire institution. During the 2009-2010 school year the Division of Business and Computer Science had a total $ 3,231.39 of student technology proposals funded.

ADVANCED DEGREES OR CERTIFICATIONS

Mechelle Harris received her Masters of Arts in Teaching from Louisiana Tech University during the 2010 winter quarter. Christopher Shaw received a certificate of Network Security for Computational Science and Engineering Student Conference (CSESC) training in October 2009.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Chef Elizabeth Dickson was nominated for the National Institute Staff and Organizational Development (NISOD) award for teaching excellence during fall of 2009. She was also nominated for the Louisiana Legislative Women’s Caucus award in Culinary Arts. In May of 2010 she was presented the Louisiana Legislative Award in Culinary Arts and had resolution (138) awarded to commensurate her caucus award. Pam Milstead and Annette Shows co-chaired the Cancer Relay for Life Team where the team won the 1st place spirit award and raised over $8,000 dollars.

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>Attended Sofchark Webnair (February 17, 2010)</td>
<td>Judged Regional Engineering and Science Fair</td>
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<tr>
<td>Event</td>
<td>Location</td>
<td>Date</td>
<td>Institution</td>
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<tr>
<td>Attended &quot;Service Learning&quot; Workshop</td>
<td></td>
<td>(April 16, 2010)</td>
<td>Louisiana Academy of Sciences</td>
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<tr>
<td>Attended &quot;LabSim Offers Active Learning in Online Computer Sources&quot; Webnair</td>
<td></td>
<td>(April 21, 2010)</td>
<td>Tutored at MLK Community Center</td>
</tr>
<tr>
<td>Chef Elizabeth Dickson Sympodium Interactive Smart Class Introduction to Blended Learning</td>
<td>NISOD- Austin, TX</td>
<td>(May, 2009)</td>
<td>NISOD Conference</td>
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<td>ICES- St. Charles, IL</td>
<td>(August, 2009)</td>
<td>Louisiana Legislative Womens Caucus Awards Banquet</td>
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<td>Judged Oklahoma Sugar Art Show Tulsa, OK</td>
<td>(October, 2009)</td>
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<td></td>
<td>Judged Capitol Confections Sugar Arts Show Austin, TX</td>
<td>(February, 2010)</td>
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<td>FENI- Chicago, IL</td>
<td>(February 12-16, 2010)</td>
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<td>Judged SKILLS USA Baking competition Shreveport, LA</td>
<td>(April, 2010)</td>
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<td></td>
<td>Taught holiday party ideas ang garnishing class for conco</td>
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<td></td>
<td>Toured Culinary Academy of Austin Campus</td>
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<tr>
<td>Stephen Fess</td>
<td>&quot;Classroom Performance System Basic&quot; seminar</td>
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<td>&quot;Itune University&quot; seminar</td>
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<td></td>
<td>&quot;Mobility in Education Workshop&quot; seminar</td>
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<tr>
<td>Michelle Grant</td>
<td>Certificate of Completion: Division Promotion Committee Training</td>
<td>Oil and Gas Taxation: Fundamentals- Shreveport, LA</td>
<td>Lunch &amp; Learn Course Management by Pearson Publishing (March, 2010)</td>
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<td>(February 2010)</td>
<td>(August, 2009)</td>
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<tr>
<td></td>
<td>Certificate of Appreciation: Faculty Exchange for CALL Accelerated Online Teachers</td>
<td>Oil and Gas Taxation: Advanced-Shreveport, LA</td>
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<td>(March 2010)</td>
<td>(August, 2009)</td>
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<td></td>
<td>Certificate of Completion: Lunch &amp; Learn with PLATO Learning</td>
<td>2009 Estate Planning Workshop-Shreveport, LA</td>
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<td></td>
<td>(April, 2010)</td>
<td>(August, 2009)</td>
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<td></td>
<td>Society of Louisiana Certified</td>
<td>The Best Individual Income Tax Update Course</td>
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</tr>
</tbody>
</table>
Public Accountants
(2009-2010)
Shreveport, LA
(October, 2009)

AICPA- Common Frauds and Internal Course
Shreveport, LA
(October, 2009)

Louisian Ethics for CPAs in Business and Industry
Shreveport, LA
(November, 2009)

Teleconference: Business Fraud and Internal Controls-Shreveport, LA
(November, 2009)

The Complete Guide to Payroll Taxes and 1099 Issues-Shreveport, LA
(December, 2009)

Mechelle D. Harris

Challenge Exam Workshop
(March 17, 2010)

Student Government Association- Spring Fest
(March 20, 2010)

Service Learning Workshop
(April 16, 2010)

Plato Learning Workshop
(April 27, 2010)

Emergentics Workshop

Dr. Kimberly D. Harvell

Attended Department Challenge Exam Creation & Evaluation Training

Attended 2010 LCTCS Annual Conference

Attended Call Graduate Dessert Reception

Attended workshop on College Source Transcript Evaluation System

Participated in the Middle School Career Expo

Attended a workshop on Emergentics

Attended the University of Phoenix Graduation in Baton Rouge, Louisiana

Attended a workshop sponsored by the Cengage Publisher

Spoke at a local Shreveport function

Completed Diversity Training workshop

Attended the comedy play called “The Musical Comedy Murders of 1940”

Attended the BPCC Christmas program

Attended BPCC/LSUS joint luncheon meeting

Attended Graduation Breakfast for Shreveport/Bossier University of Phoenix first graduating class

Attended BPCC’s Veteran's
<table>
<thead>
<tr>
<th>Chef Scott Middleton</th>
<th>Sympodium Interactive Smart Class</th>
<th>Judged &quot;Skills USA&quot; at Caddo Career and Technology Center</th>
<th>Day Celebration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Attended the BPCC Foundation Christmas Social Reception</td>
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<td>Attended the 50 year celebration of the Minden Alumnae Chapter of Delta Sigma Theta Sorority, Inc.</td>
</tr>
<tr>
<td>Pamela Milstead</td>
<td>Division Promotion Committee Training (February 23, 2010)</td>
<td>Course Technology Forum- Dallas, TX (February 19, 2010)</td>
<td>Texas Cake Show; Austin, TX (February, 2010)</td>
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<tr>
<td></td>
<td></td>
<td>Engaging Students in Your Course Webnair (September 21, 2009)</td>
<td>Judged 2010 Region I Science and Engineering Fair (April 30, 2010)</td>
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<td>FETC Virtual Conference Fall 2009 Webnair (October 22, 2009)</td>
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<td>Increase Engagement with Web 2.0 Topics Webnair (November 11, 2009)</td>
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<td>Learn More About Microsoft Office 2010 Webnair (December 2, 2010)</td>
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<tr>
<td>Leonard Osborne</td>
<td>Itunes University Workshop (August 14, 2009)</td>
<td>100 Mini Nascar Event (2009)</td>
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<td>Techniques for Effective Presentations (August 18, 2009)</td>
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<td>Blueprint for Program Success (September 16, 2009)</td>
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<td>Mobility in Education Workshop (November 6, 2009)</td>
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<td>Faculty Exchange Call Online Teachers</td>
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<tr>
<td>Name</td>
<td>Event Description</td>
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<tr>
<td>Dr. Jack Raley</td>
<td>Attended a Technology Workshop in Baton Rouge, LA</td>
<td>(May 17, 2010)</td>
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<tr>
<td>Richard Robins</td>
<td>ITunes University</td>
<td>(August 15, 2009)</td>
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<tr>
<td></td>
<td>Mobility in Education Workshop</td>
<td>(November 6, 2009)</td>
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<td>SAM Training</td>
<td>(January 13, 2010)</td>
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<td>Elluminate Live!</td>
<td>(February 8, 2010)</td>
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<tr>
<td>John Salmon</td>
<td>ITunes University</td>
<td>(September 2009)</td>
<td></td>
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<tr>
<td></td>
<td>Dealing with Unruly Students</td>
<td>(September 2009)</td>
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<tr>
<td>Chris Shaw</td>
<td>How to Assemble a Promotion Packet</td>
<td>(August 18, 2009)</td>
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<tr>
<td></td>
<td>Network Security Instructor Training Workshop</td>
<td>(October 27-30, 2009)</td>
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<tr>
<td>Annette Shows</td>
<td>Division Promotion Committee Training Training</td>
<td>(February 23, 2010)</td>
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<td>Moodle Joule Training</td>
<td>(February-March 2010)</td>
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<td>Course Technology Forum- Dallas, TX</td>
<td>(February 19, 2010)</td>
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<td></td>
<td>Access Projects: Auto-Grading Never Looked so Good Webnair</td>
<td>(March 2, 2010)</td>
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<td>Engaging Students in Your Course Webnair</td>
<td>(September 21, 2009)</td>
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<td>Measuring Student Outcomes: Buzzword or Business Word Webnair</td>
<td>(September 21, 2009)</td>
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<td>FETC Virtual Conference Fall 2009 Webnair</td>
<td>(October 22, 2009)</td>
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<td>Increase Engagement with Web 2.0 Topics Webnair</td>
<td>(November 11, 2009)</td>
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<td>Learn More About Microsoft Office 2010 Webnair</td>
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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

In November of 2009 Achla Agarwal Published a book titled "Problem Solving with Flowcharts and a Flavor of Programming with Python" through Lulu.com.

SIGNIFICANT CONTRACTS OR GRANTS

Mechelle Harris submitted a proposal for a Board of Regents grant for a Qwizdom electronic response device. Achla Agarwal submitted a Board of Regents grant for document cameras and e-beams. Christopher Shaw submitted a fall 2009 technology proposal to replace instructor computers in existing labs. It was approved and funded for $3,231.39.

ACADEMIC PROGRAM REVIEW

No academic programs within the Business and Computer Science Division were scheduled for review during the 2009-2010 academic year.

STRATEGIC PLANNING

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
The result of the assessment is to review, update, and expand the division web site throughout the year.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is the faculty member will include the division web page as a link on Blackboard resources.

Strategy(ies) for the Future
The strategy for the future is that the division would start to use social networking as a recruiting tool and make the division more accessible to current and future students.

Department Measurable Strategy
To simplify the current Division graduate survey and implement it electronically while continuing to keep up with job placement for Division graduates while improving customer service.

Performance Indicators
Review survey results to determine division enrollment and retention in Business and Computer Science.
Assessment Results
The result of the assessment is to simplify the current division graduate survey and implement it electronically while continuing to keep up with job placement for division graduates while improving customer service.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is to review survey results to determine division enrollment and retention in Business and Computer Science.

Strategy(ies) for the Future
The strategy for the future is to set-up the division survey so that each graduate would be able to take the survey electronically.

Department Measurable Strategy
Continue to revise and implement the Division's academic recruitment plan.

Performance Indicators
Increase enrollment in the Division of Business and Computer Science.

Assessment Results
The result of the assessment is to continue to revise and implement the division’s academic recruitment plan.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is to come up with a plan that will help get more students in the classroom from high school and the current workforce.

Strategy(ies) for the Future
The strategy for the future is to assign each faculty member to local schools to assist in recruiting as well as an increased presents at career fairs.

Department Measurable Strategy
Update existing technology though out the Division.

Performance Indicators
Replace outdated equipment in the Division of Business and Computer Science.

Assessment Results
The result of the assessment is to continue to update all technology and equipment to make sure that students are prepared for the workforce.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is to make sure that Technology Proposals and Board of Regent Grants are submitted to update all equipment and technology.

Strategy(ies) for the Future
The strategy for the future is to make sure that the Division of Business & Computer Science utilizing recommendations from faculty, staff and advisory board members to make sure we are meeting the needs of the workforce.
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
The result of the assessment is to offer professional development opportunities' for the Division of Business and Computer Science.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is the documentation of attendance for professional development.

Strategy(ies) for the Future
The strategy for the future is to pursue grants that would pay for professional development that would assist faculty and staff to better assist students.

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
The result of the assessment is to monitor student success with regard to improvements in learning outcomes.

Changes Based on Assessment Outcomes
The change based on the assessment outcome is to tabulate statistics for each course taught in the division.

Strategy(ies) for the Future
The strategy for the future is to make improvements based on tabulated statistics.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2009-2010 academic year, has been a year full of changes for the Division of Business & Computer Science. During the academic year the division had 1,791 students enrolled in the Division of Business & Computer Science. The division graduated 140 students in the Associate of Applied Science in Business Administration, Associate of Applied Science, and Culinary Arts program, Technical Competency Areas, Legal Secretary and Bookkeeping. Through student technology fees equipment was purchased to update instructor computers in the computer lab. During the 2009-2010 academic year, the Associate of Applied Science in Web Development & Design program was cancelled in keeping with workforce needs. A new CIS curriculum was created that would better serve the student allowing them to choose electives that would fit their career.
PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To continue to review, update and expand the division web site.
2. To create a division Facebook page.
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.
6. To establish a stronger connection between the Business & Computer Science Division and the Bossier/Shreveport business community to establish internships and future employment.
7. To have faculty and staff submit grants.
8. 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.
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

Assistant Professor
Chris Rondeau, M. Ed.

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

DIVISION SUMMARY

During the 2009-2010 academic year, the Division of Cyber Information Technology celebrated its first year offering classes and made many contributions toward the continued success and growth of the Bossier Parish Community College Community. The faculty and staff of the Division were excited to have our first graduates in spring 2010. There were two graduates in the Certificate of Technical Studies in Help Desk Support, three in the Associate of Applied Science in Network Security Specialist and two in the Associate of Applied Science in Information Network Specialist. Programs in each of these students participated in an internship with an area company during their final semester.

The Division completed two follow-up reports for the Louisiana Board of Regents relative to the status of the Cyber Technology Instructor in Bossier/Shreveport Area in support of the associate of Applied Science Degrees in Cyber Information Technology. Following the guidelines of the Board...
of Regents, the Division brought in a consultant for accreditation in the Association of Technology, Management, and Applied Engineering. The consultant's findings were encouraging and recommended that the Division to apply for accreditation in fall 2010.

The Division hired two new faculty members in Fall 2009: Jason Cooper, for the area of Information Network Specialist and Chris Rondeau, for the area of Web Analyst Programmer. To meet the growing demand, the Division added a sixth computer lab in building D, shared with the Division of Workforce Development and Continuing Education.

The Division continues to pursue articulation agreements with area four-year intuitions, and currently has an informal agreement with Louisiana State University-Shreveport between their Bachelor of Science at Louisiana State University-Shreveport in Programming and Bossier Parish Community College's Associate of Applied Science in Information Network Security Specialist and the Associate of Applied Science in Web Analyst-Programmer. The Division is also working with Louisiana Technical University, Northwestern State University, University of Louisiana at Monroe and the University of Maryland University College to pursue articulation agreements.

Overall, the Division was able to secure $380,022.96 funding from grants and outside resources. These grants came from federal, state and local resources to ensure the success of the students in the Cyber Information Technology program. One of these grants allowed the faculty and staff to obtain training in our pursuit of becoming a nationally recognized Cisco Academy in fall 2010. Another grant allowed us to offer training classes to area institutions on BPCC's campus.

**ADVANCED DEGREES OR CERTIFICATIONS**

Laura Goadrich
* IC3 Global Standard 3 Key Applications, September 1, 2009
* IC3 Global Standard 3 Computing Fundamentals, September 1, 2009
* IC3 Global Standard 3 Living Online, September 1, 2009
* CompTIA A+ certification December 17, 2009
* Certified to instruct CCNA Exploration May 2010

Jason Cooper
* Network+ Certification, March 25, 2010
* Certified to instruct CCNA Exploration May 2010

Dalia Gumeel
* NSTISSI Certification No 4011 as Information Systems Security Professional, October 30, 2009
* NSTISSI Certification No 4012 as Senior System Manager, October 30, 2009
* NSTISSI Certification No 4013 as System Administrator, October 30, 2009
* NSTISSI Certification No 4014 as Information System Security Officer, October 30, 2009
* A+ Certification, December 17, 2009
* Network+ Certification, April 7, 2010
* IC3 Global Standards Computing Fundamentals, April 14, 2010
* IC3 Global Standards Living Online, April 14, 2010
* IC3 Global Standards Key Applications, April 14, 2010
* Certified to instruct CCNA Exploration May 2010

Eddie Horton
* A+ Certification-701, December 8, 2009
* A+ Certification-702, December 8, 2009
* CCNA Exploration: Network Fundamentals, January 18, 2010
* Network+ Certification, March 11, 2010
* Certified to instruct CCNA Exploration May 2010

Jessica Philbrook
* IC3 Global Standards Computing Fundamentals, April 14, 2010
* IC3 Global Standards Living Online, April 14, 2010
* IC3 Global Standards Key Applications, April 14, 2010
* Certified to instruct CCNA Exploration May 2010

Jennifer Parish
* IC3 Global Standards Computing Fundamentals, April 14, 2010
* IC3 Global Standards Living Online, April 14, 2010
* IC3 Global Standards Key Applications, April 14, 2010

Chris Rondeau
* IC3 Global Standards Computing Fundamentals, August 19, 2009
* IC3 Global Standards Living Online, August 19, 2009
* IC3 Global Standards Key Applications, August 19, 2009
* CompTIA A+ JKO-701, December 16, 2009
* CompTIA A+ JKO-702, December 17, 2009
* CompTIA Network+ JKO-016, April 22, 2010
* Certified to instruct CCNA Exploration May 2010

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Laura Goadrich
* Workplace Learning Coordinator at BPCC Cisco Academy
* Nominated to Leadership Development Institute as BPCC’s 2009-2010 representative
* 2010 National Institute for Staff and Organizational Development Excellence Award recipient

Jessica Philbrook
* 2010 NISOD Excellence Award

Chris Rondeau
* Director's Award at the Region 1 Science and Engineering Fair, March 6, 2010
* Cyber Security Education Consortium Trainer for Louisiana
* Promoted to Associate Professor in spring 2010
<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>How to Assemble a Promotion Packet, August 18, 2009</td>
<td>Cyberspace Research Workshop, Convention Center</td>
<td>The Woman in Black, July 24, 2009</td>
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<td>CiscoTech Talk on the Catalyst 6500 Architecture, August 27, 2009</td>
<td>Air Force Cyberspace Symposium, Convention Center</td>
<td>BPCC commencement, July 30, 2009</td>
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<td></td>
<td>Embracing Diversity in Higher Education, September 17, 2009</td>
<td>How to Become a Better Communicator, July 8, 2009, Holiday Inn- Shreveport</td>
<td>New Student Orientation, August 3-6, 2009</td>
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<td>CampusEAI: Campus Portal Grant Briefing iSeminar, October 14, 2009</td>
<td>Cyber Security Education Consortium 2009 Retreat, July 17-19, 2009, University of Tulsa, OK</td>
<td>Reception Honoring Congressman John Fleming, August 20, 2009</td>
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<td>Blood Donor Education, October 29, 2009</td>
<td>Leadership Development Institute, September 8-11, 2009, Lafayette, LA</td>
<td>BPCC 100 Mini NASCAR does the Boardwalk, August 22, 2009</td>
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<td>Mobility in Education Workshop, November 6, 2009</td>
<td>Cyber Innovation Center Monthly Member Luncheon, August 19, 2009, Harrah’s Louisiana Downs, Bossier City</td>
<td>Breakfast with the Chancellor, September 2, 2009</td>
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<td>The Communities of Practice Initiative: The Next Generation of Professional Learning, November 17, 2009</td>
<td>Southern Association of Colleges of the South Conference, July 19-22, 2009, Houston, TX</td>
<td>TechXpose Initial Committee Meeting, September 1, 2009, Robinson Film Center</td>
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<td>ATMAE consultant, November 29-30, 2009</td>
<td>Cyber Innovation Center Monthly Member Luncheon, September 16, 2009, Harrah’s Louisiana Downs, Bossier City</td>
<td>Planning Council, September 3, 2009</td>
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<td>Information Literacy Workshop by Elizabeth Gomez, January 8, 2010</td>
<td>Cyber Innovation Center Monthly Member Luncheon, September 16, 2009, Harrah’s Louisiana Downs, Bossier City</td>
<td>TechXpose planning meeting, September 30, 2009, LSU-S Technology Building</td>
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<td>CCNA Exploration: Network Fundamentals, January 16, 2010</td>
<td>Leadership Development Institute, September 8-11, 2009, Lafayette, LA</td>
<td>MOU Signing Ceremony BPCC and Bossier City Fire Department, October 1, 2009</td>
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<td>Connecting the Cyber Corridor Meeting, February 18, 2010</td>
<td>Cyber Innovation Center Monthly Member Luncheon, September 16, 2009, Harrah’s Louisiana Downs, Bossier City, LA</td>
<td>LSUS Articulation meeting with Leslie Fife, October 8, 2010, LSUS</td>
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<td>Prior Learning Assessment Training with Janet Colvin, February 18, 2010</td>
<td>“Air Force Global Strike Command Mission” AFCEA</td>
<td>Tour the CIT labs for Amy Jones from Grambling, October 9, 2009</td>
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<td>Dr. Prickel’s Learning Outcomes Workshop, February 18-20, 2010</td>
<td>ArkLaTex Chapter General Membership Luncheon, September 22, 2009, Diamond Jacks Casino, Bossier City, LA</td>
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<td>Event Description</td>
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<td>Individual Differences and Diversity, March 5, 2010</td>
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<td>Network+ training, March 15-19, 2010</td>
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<td>CCNA3, March 31, 2010</td>
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<td>Cyber Information Technology Advisory Committee Meeting, April 9, 2010</td>
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<td>Security+ training, April 26-30, 2010</td>
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<td>ExamForce updates, May 4, 2010</td>
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<td>Spring Financial Forms Training, May 12, 2010</td>
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<td>CCNA4, May 15, 2010</td>
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<td>TechXpose: Technology Demonstration Forum, October 29, 2009, LSUS</td>
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<td>Sci-Port FIRST LEGO League Local Tournament &amp; STEM Career Fair, November 7, 2009, Cope Middle School, Bossier City, LA</td>
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<td>Leadership Development Institute, November 11-13, 2009, Baton Rouge, LA</td>
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<td>Connecting the Cyber Corridor, December 1, 2009, Harrah Downs, Bossier City, LA</td>
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<td>LCTCS Campus Update by Dr. May, December 2, 2009, LTC-Shreveport, Shreveport, LA</td>
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<td>Leadership Development Institute mentor meeting, December 17, 2009, Barksdale, Bossier City, LA</td>
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<td>Cyber Innovational Center Informational Meeting, December 18, 2009, SouthArk Administrative Board Room, El Dorado, AR</td>
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<td>Board Meeting for the Consortium for Education, Research, and Technology of North Louisiana, January 14, 2010, Louisiana Technology University Technology Transfer Center, Shreveport, LA</td>
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<td>Leadership Development Institute mentor meeting, January 19, 2010, Barksdale Educational Center, Bossier City, LA</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, January 20, 2010, Harrah’s Louisiana Downs, Bossier City, LA</td>
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<td>Leadership Development Institute, January 27-29, 2010, Baton Rouge, LA</td>
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<td>AFCEA ArkLaTex Chapter General Membership Luncheon, February 16, 2010, Diamond Jacks Casino, Bossier City, LA</td>
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<td>Leadership Development Institute mentor meeting, February 17, 2010, Barksdale, Bossier City, LA</td>
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<td>Cyber Innovation Center Monthly Member Luncheon, February 17, 2010,</td>
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<td>Staff Senate Halloween Luncheon, October 29, 2009 at BPCC</td>
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<td>Thanksgiving Luncheon for Staff Senate Members, November 19, 2009 at BPCC</td>
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<td>Introducing CIT program to JEM Investments from Ruston, November 19, 2009</td>
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<td>TechXpose Event Planning Meeting, November 20, 2009 at Robinson Film Center</td>
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<td>BPCC Scholarship Honoring Citizens National Bank Chairman of the Board John McConathy, December 3, 2009</td>
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<td>Christmas Luncheon by BPCC Hospitality Committee, December 16, 2009</td>
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<td>BPCC Foundation Christmas Social Hour, December 16, 2009</td>
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<td>CALL graduate breakfast, December 16, 2009</td>
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<td>Read names for telecommunications division at Commencement, December 16, 2009</td>
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<td>EnCana Corporation Donation to BPCC, December 17, 2009</td>
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<td>TechXpose Event Planning Meeting, January 8, 2010 at Robinson Film Center</td>
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<td>Donation to BPCC foundation, January 12, 2010</td>
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<td>MOU signing ceremony between ULM and the Associate of Science in Health Care Management, February 4, 2010</td>
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<td>Caddo Career and Technical Center Job Fair 2010, February 26, 2010</td>
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<td>Meeting with Mr. Henderson, GB Cazes, Craig Spohn, Retired General Elder, March</td>
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</table>
Leadership Development Institute mentor meeting, February 23, 2010, Barksdale, Bossier City, LA

Louisiana Technical University Computer Science Department Programs, February 26, 2010, Shreveport Convention Center

SIGCSE 2010, March 10-13, 2010, Milwaukee, WI

Cyber Innovation Center Monthly Member Luncheon, March 17, 2010, Harrah’s Louisiana Downs, Bossier City, LA

Leadership Development Institute, March 22-24, 2010, New Orleans, LA

Louisiana’s Community and Technical Colleges 2010 Annual Conference, March 24-26, 2010, New Orleans, LA

Cisco Academy training update, April 9, 2010 at Bossier Technical College

Leadership Development Institute Internship with Dr. Sheryl Hale, April 12-16, 2010, Stillwater, OK

Leadership Development Institute mentor meeting, April 19, 2010, Barksdale, Bossier City, LA

Cyber Innovation Center Monthly Member Luncheon, April 21, 2010, Harrah’s Louisiana Downs, Bossier City, LA

New Tech @ Plain Dealing Kick-Off Community Meeting, April 27, 2010, Plain Dealing High School, Plain Dealing, LA

Cyber Security Education Consortium National Visiting Committee, April 29-30, 2010 at Johnson County Community College, Kansas

Cyber Corridor Appreciation Luncheon, May 4, 2010, Harrah Downs, Bossier City, LA

Cyber Storm Competition, May 7,
2010, LaTech, Ruston, LA

LSUS-Shreveport’s Department of Computer Science annual Capstone Project Presentation, May 11, 2010, LSU-S

Organizations:
Association for Computer Machinery (ACM)
Armed Forces Communications and Electronics Association (AFCEA) International

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<tr>
<th>Jennifer Parish</th>
<th>Event Description</th>
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<tr>
<td>2009-2010 New Grant Launch, July 14, 2009</td>
<td>Tech Pose Technology Demonstration Forum, January 21, 2010, The Robinson Film Center</td>
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<tr>
<td>Financial Forms Training, October 22, 2009</td>
<td>Staff Senate Halloween Luncheon, October 29, 2009</td>
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<tr>
<td>Cyber Information Technology Advisory Committee Meeting, April 9, 2010</td>
<td>Caddo Career and Technical Center Job Fair 2010, February 26, 2010</td>
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<tr>
<td>Spring Financial Forms Training, May 12, 2010</td>
<td>Mock Interviews for Cyber Information Technology interns, April 26, 2010</td>
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<tr>
<th>Jason Cooper</th>
<th>Event Description</th>
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<tr>
<td>A+ Essentials training, June 22-26, 2009</td>
<td>CSEC Digital Forensics Workshop, June 1-5, 2009, Oklahoma City, OK</td>
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<tr>
<td>Blood Borne Pathogens Training, September 15, 2009</td>
<td>BPCC 100 Volunteer, September 25, 2009</td>
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<td>Defensive Driver Training, September 15, 2009</td>
<td>Business and Industry Committee Meeting, January 11, 2010</td>
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<tr>
<td>CSEC Principles of Information Assurance, September 15-18, 2009</td>
<td>Spring Schedule Changes, January 15, 2010</td>
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<td>Prior Learning Assessment, February 18, 2010</td>
<td>Spring Hill High School Students Campus Tour, April 20, 2010</td>
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<td>Cyber Colloquium II, March 8, 2010</td>
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<td>Network+ training, March 15-19, 2010</td>
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<td>CSEC Security Electronic Commerce Workshop, April 6-9, 2010</td>
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<td>Cyber Information Technology Advisory Committee Meeting, April 9, 2010</td>
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<td>Security+ training, April 26-30, 2010</td>
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<td>Dalia Gumeel</td>
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<td>A+ Essentials training, June 22-26, 2009</td>
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<td>Classroom Performance System, August 14, 2009</td>
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<td>Use of Symposium, August 18, 2009</td>
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<td>CSEC Principles of Information Assurance, September 15-18, 2009</td>
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<td>Alice Presentation to Bossier High School Faculty and Staff, October 6, 2009</td>
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<td>CSEC Network Security Training Workshop, October 27-30, 2009</td>
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<td>Emergenetics Training Workshop, December 15, 2009</td>
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<td>Prior Learning Assessment, February 18, 2010</td>
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<td>Cyber Information Technology Advisory Committee Meeting, April 9, 2010</td>
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<tr>
<td>Security+ training, April 26-30, 2010</td>
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<tr>
<td>NISOD International Conference on teaching and leadership excellence, May 29, 2009, Austin, TX</td>
<td>ATMAE Accreditation Visit of Cleveland State University, March 21-24, 2010</td>
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<td>Cyberspace Research Workshop, June 15, 2009, Shreveport Convention Center</td>
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<td>Air Force Cyberspace Symposium, June 16-18, 2009, Shreveport Convention Center</td>
<td>New Student Orientation, August 4, 2009</td>
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<td>CCNA Exploration: Network Fundamentals, January 16, 2010, Kilgore, TX</td>
<td>Fall 2009 Registration Schedule Changes, August 20, 2009</td>
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<td>SIGCSE 2010, March 10-13, 2010, Milwaukee, WI</td>
<td>BPCC 100 Volunteer, September 25, 2009</td>
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<td>Cyber Corridor Meeting, February 18, 2010</td>
<td>Lego Robotics Competition, January 30-31, 2010</td>
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<td>Alterative Credentialing Committee Meeting, 2009-2010</td>
<td>Cyber Corridor Meeting, February 18, 2010</td>
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<td>Student Technology Fee Committee Meeting, 2009-2010</td>
<td>Alterative Credentialing Committee Meeting, 2009-2010</td>
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<td>Network+ training, March 15-19, 2010</td>
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<td>BlackHat Web Training: Pen Testing with Firefox, March 18, 2010</td>
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<td></td>
<td>Cyber Information Technology Advisory Committee Meeting, April 9, 2010</td>
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<tr>
<td>Jessica Philbrook</td>
<td>Travel Forms Training, May 7, 2009</td>
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<td>Computer Forensics with FRED, February 1-2, 2010</td>
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<td>BPCC 100 Committee Meetings, August 14 and August 27, 2009</td>
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<td>BPCC 100 Volunteer, September 25-26, 2009</td>
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<tr>
<td>Chris Rondeau</td>
<td>A+ Essentials training, June 22-26, 2009</td>
</tr>
</tbody>
</table>
Laura Goadrich

* “The Role of a Cyber Division Dean”, Fall 2009 Science, Technology, Engineering, and Math (STEM) Forum” for AIMES students and parents, September 29, 2009, Bossier Instructional Center
* “Programming introduction to Alice and Scratch”, for Sally Namie, Tom Daniels and Sheila Woods, October 6, 2009, BPCC
* “Louisiana Community and Technical College System” for the Louisiana Postsecondary Education Review Commission, October 26, 2009, Baton Rouge
* “Cyber Information Technology Introduction” for Marjoree Harper's EDUC 099 class, November 10, 2009 at BPCC
SIGNIFICANT CONTRACTS OR GRANTS

Laura Goadrich received a grant from the Cyber Security Education Consortium (CSEC) supported by the National Science Foundation for $60,826.96 in September 2009. This grant provides funding to allow BPCC to host training sessions for Principles of Information Assurance from September 15-18, 2009, Network Security from October 27-30, 2009, Enterprise Security Management from February 9-12, 2010, and Security E-commerce from April 6-9, 2010 for technology instructors in Louisiana and other CSEC members. Both of these training sessions were taught by BPCC's CSEC trainer, Chris Rondeau. The funding also allowed us to offer three certification classes to Barksdale taught by Eddie Horton and Chris Rondeau. The grant will allow six students and two faculty members to attend Black Hat and compete in DefCon during summer 2010.

Laura Goadrich received funding and executed last year's submission to the Board of Regents grant titled “Equipment and Resources for Cyber IT Programs at Bossier Parish Community College” $50,000 with an additional $7,000 in matching funds from BPCC. This grant provided Microsoft Developer Network Academic Alliance software for our students and classrooms vital to using any Microsoft software in our courses.
The director of grants was able to secure funding to allow Division faculty and staff training from New Horizons in the areas of CompTIA A+, Network+, Security+ and EC-Council Certified Ethical Hacker. This training was vital in ensuring that our faculty have the appropriate credentials and knowledge to teach our certification and training courses.

Laura Goadrich is Co-Principal Investigator on a National Science Foundation Advanced Technological Education grant with the Cyber Innovation Center for $69,196. This grant pays for one fifth of Mrs. Goadrich's salary and benefits. It provided the opportunity to hold professional development meetings with area high school, two-year and four-year institutions and also funded attendance at events across the country to learn about successful Regional Centers of Excellence.

The application to the National Science Foundation's Informal Science Education program to "Expanding Your Horizons- Partnerships with Centenary College and LSUS for STEM Career Days" targeted for $138,418 was not funded but encouraged to reapply.

The application to the National Science Foundation's Advanced Technological Education program to "Cyber Information Technology" targeted for $89,203 was not funded but encouraged to reapply.

In December 2009, the Division received Rapid Response funding totaling $250,000 with the application from Dr. Poole. This funding built on the previous Rapid Response funding of $504,000 from the beginning of the year. This new funding assisted in paying for faculty and staff salaries, classroom furniture for lab rooms, and certification exams for fall 2009, spring and summer 2010 CIT students.

Laura Goadrich is Co-PI on a $3 million grant from the National Science Foundation's Advanced Technological Education program to with the Cyber Innovation Center to create a National Science Foundation Regional Center in the area of Information Assurance. This application was denied in spring, but we were encouraged to reapply in October of 2010.

**STRATEGIC PLANNING**

**Department Measurable Strategy**

Map cyber information technology courses to national certifications.

**Performance Indicators**

List of courses mapped to national certifications.

**Assessment Results**

Eleven of our courses have been mapped to National Certifications. The classes that mapped to certifications include: CIT 101 for CompTIA Network+, CIT 112 for CompTIA A+, CIT 120 for Cisco ICND1, CIT 151 for SCJA Java, CIT 170 for Microsoft 70-291, CIT 220 for ICND2, CIT 225 for CompTIA Security+, CIT 270 for Microsoft ASP .NET, CIT 280 for EC-Council Computer Hacking Forensic Investigator, CIT 282 for CompTIA Project+.

**Changes Based on Assessment Outcomes**
The master syllabi and instructional content were updated currently mapped courses as needed.

**Strategy(ies) for the Future**

The Division will continue to add courses mapped with national certifications as recommended by the Division’s advisory board and update the certifications as needed with the currently mapped courses.

**Department Measurable Strategy**

Coordinate Cisco academy training for cyber information technology instructors.

**Performance Indicators**

Number of instructors trained in Cisco certified instructor classes.

**Assessment Results**

Jason Cooper, Laura Goadrich, Dalia Gumeel, Eddie Horton, Jessica Philbrook, and Chris Rondeau completed training in the Cisco Certified Network Associate 1-4 during the fall and spring semesters. Funding for the training was obtained by the Director of Grants. All five instructors and staff in the Division are now qualified to teach Cisco Certified Network Associate course work.

**Changes Based on Assessment Outcomes**

The Division submitted new courses to the campus Curriculum Committee: CIT 121 CCNA1, CIT 122 CCNA 2. These new Cisco courses were approved in spring 2010 and will be taught once we are an approved Cisco Academy.

CIT 121:CCNA I. (4-4-0)
Develop networking skills based on the Cisco Certified Network Associate (CCNA) curriculum by introducing students to the Cisco Networking Academy Program. The course focuses on the following: Network terminology, Network protocols, Local-area networks (LANs), Wide-area networks (WANs), Open System Interconnection (OSI) model, Cabling, Cabling tools, Routers, Router programming, Ethernet, Internet Protocol (IP) addressing, Network standards. In addition, the course provides instruction and training in the proper care, maintenance, and use of networking software, tools, and equipment.

CIT 122:CCNA II. (4-4-0)
Develop networking skills based on the Cisco Certified Network Associate (CCNA) curriculum by introducing students to the Cisco Networking Academy Program. Architecture, components, and operation of routers, and explains the principles of routing and routing protocols. Analyze, configure, verify, and troubleshoot the primary routing protocols RIPv1, RIPv2, EIGRP, and OSPF. Recognize and correct common routing issues and problems.

**Strategy(ies) for the Future**

The Division has submitted the application to become a Cisco Academy. After receiving approval, the Division will request to add two more courses to the CIT curriculum for Cisco Certified Network Associate 3 and Cisco Certified Network Associate 4.

**Department Measurable Strategy**

Strengthen relationships with area businesses to support our internships.
Performance Indicators
Number of internships.

Assessment Results
First internships with local area companies including: (5) Co-Habitat Shreveport and Red River Psychiatry, (2) Louisiana State University- Shreveport Health Science Center, (1) H&R Block, (1) US Support. All graduating students were enrolled in successful internships during their internship classes.

Changes Based on Assessment Outcomes
No changes were needed. There were internships available for each student.

Strategy(ies) for the Future
To consult with the internship mentors more to improve our internship program to better meet the needs of our students and the companies that host our interns.

Department Measurable Strategy
Recruit students to the cyber information technology programs.

Performance Indicators
Number of new students enrolled and number of recruitment activities.

Assessment Results
The first CIT courses were offered in spring 2009 with 23 students declared in the degree program and 62 students taking CIT classes. In fall 2009, the number of declared students jumped to 78 with 107 students taking CIT classes. In spring 2010, the number of declared students increased to 96 students with 149 students taking CIT classes. Therefore, there has been a total of 73 new students declared in the CIT degree programs with 87 new students taking CIT classes.

There were 18 recruitment activities conducted by the faculty and staff of the Division including participating and speaking at job fairs, posting Billboards, creating advertising materials, speaking at conventions and to interested groups.

Changes Based on Assessment Outcomes
No changes were needed.

Strategy(ies) for the Future
Continue to expand recruitment activities and increase the number of students in CIT courses.

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

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

Assessment Results
There were four CSEC workshops conducted on BPCC campus this year. Principles of Information Assurance on September 15-18, 2009; Network Security on October 27-30, 2009;
Enterprise Security Management on February 9-12, 2010; Security E-commerce - April 6-9, 2010. Another workshop is scheduled for the first week in June.

Changes Based on Assessment Outcomes
No changes were needed.

Strategy(ies) for the Future
Continue to expand CSEC offerings by looking at offering the classes not only at BPCC, but also Hinds Community College in Mississippi and other locations.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Update and increase the courses mapped with National Certifications.
2. Apply for the Association of Technology, Management and Applied Engineering (ATMAE) accreditation.
4. Apply for two Committee on National Security Systems (CNSS) accreditations.
5. Continue to support and expand dual enrollment offerings with Cisco Academy and programming courses.
6. Encourage faculty and staff to pursue related certifications.
Division of Academic Affairs
Division of Innovative Learning

EMPLOYEE LISTING

Professional, unclassified staff
Donna Womack, Dean
Tamika Logan Reynolds, Corporate Accounts Mgr.
Kathy Vercher, Program Coordinator
Susan Stakes, Program Coordinator

Classified staff
Linda N. Lofton,
Administrative Assistant

FACULTY LISTING

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

Patricia Wyatt, MBA, Program Director
for Business Administration

Associate Professor
Raymond Gaines, J.D. and MBA

DIVISION SUMMARY

The Division of Innovative Learning began in 2009-2010. It 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
The mission of the Division for Innovative Learning at Bossier Parish Community College is to contribute efforts that increase the educational attainment levels of adults in Louisiana. The Division of Innovative Learning develops and provides learning centered, student-focused and market-responsive academic certificates and degree programs. Our innovative solutions 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.

During 2009-2010, the Division Dean and Program Directors worked to solidify the workflow processes and policies for three organizational units housed within Innovative Learning: (a) Accelerated Programs, (b) Working Adults Support Program and (c) Off- Campus Studies /Dual Enrollment. Three full-time faculty members, two of whom serve dually as program directors; three full-time staff members, an administrative assistant and a Dean support the operational functions of each unit.

The Division of Innovative Learning currently houses six accelerated associate degree programs and one certificate of technical studies: (a) the Associate of Applied Science in Business Administration, (b) Associate of Applied Science in Computer Information Systems, (c) Associate of General Studies, (d) Associate of Applied Science in Information Network Security Specialist, (e) Associate of Science in Healthcare Management, (f) Associate of Applied Science in Telecommunications with a concentration in Digital Media Studies and a (g) Certificate of Technical Studies in Help Desk Support. 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.

During the 2009-2010 academic year 37 students earned an associate’s degree through the division. Additionally, this organizational unit within Innovative Learning garnered $181,314 in grant funds to expand accelerated course and degree program offerings. The Innovative Learning 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. Innovative 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.

Accelerated Programs
During the 2009-2010 academic year the division focused efforts on developing and launching three new degree programs and one new certificate program. The program faculty and staff will continue to represent BPCC through its involvement as a member of CALL.
Working Adults Support Program
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 accounts manager provides leadership for this unit and works to develop and maintain the Division's 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 ($5000.00 remaining), assisted one company in fully implementing use of BPCC’s third-party payment system, and is currently working with another local company to provide executive level team members with associate degree credentials. The corporate accounts manager regularly attends recruiting events such as job fairs, educational expos, career development fairs and more. The corporate accounts manager is also a member of Louisiana Rapid Response Team, and works hand in hand with the Louisiana Department of Labor (LA Works) to respond to displaced/dislocated workers. This programmatic unit within the Division 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.

Off-Campus Studies/Early Start Program
The Louisiana Early Start Program unit of the Division provides tuition assistance to eligible 11th and 12th grade students from public high schools that enroll in eligible college courses for dual credit at an eligible public or private college or university. Students currently enrolled in high school or home schooled earn high school Carnegie units and BPCC college credits by meeting certain criteria. Students must have an ACT math sub score of 20 to take MATH 102 and an ACT English sub score of 18 to take English 101. Students must meet all other course prerequisites as published in the BPCC catalog.

ADVANCED DEGREES OR CERTIFICATIONS

Dr. Paul Weaver-CIT Certifications
• NSTISSI-National Training Standard for Information Systems Security (INFOSEC) Professionals
• National Information Assurance Training Standard for Senior Systems Managers

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

The Division
• Awarded a Board of Regents “Writing Across the Curriculum” grant for $63,409.00

Raymond Gaines
• Awarded $92,905.00 SELECT grant to implement a Healthcare Management two-year Associate Degree Program.

• Promoted to Associate Professor

Tamika Logan
• Awarded $25,000 Board of Regents “Working Adults Support Program” grant.
• Voted the Greater Shreveport Chamber of Commerce’s Young Professionals Initiative (YPI) group Communications Co-Chair for 2009-2010.

Paul Weaver  
• July 2009 Promoted to Professor

Patricia Wyatt  
• July 2008 Promoted to Professor

**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>Donna Womack</td>
<td>Diversity Training</td>
<td>LCTCS Conference New Orleans, LA</td>
<td>BAFB Air Show April 24-25, 2010</td>
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<td>Emergenetics Seminar</td>
<td>Attended CAP/CAEL National Conference in Chicago, Illinois on “Retaining the Online Adult Learner” November 16-17, 2009</td>
<td>Summer Adult Learning Campaign January 21, 2010</td>
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<td>Summer Adult Learning Campaign</td>
<td>CAP Conference-Alexandria, LA</td>
<td>Bossier Chamber of Commerce Board of Directors 2009-2010</td>
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<td>Tamika Logan</td>
<td>Adult Learners” February 25, 2010 “Departmental Challenge Exam Workshop” conducted by Dr. Kathryn Ley March 17, 2010</td>
<td>Presented at CAP/CAEL National Conference in Chicago, Illinois on “Retaining the Online Adult Learner” November 16-17, 2009</td>
<td>Veteran’s Administration (VA) Job Fair May 20, 2010</td>
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<td></td>
<td>CALL Webinar “Recruiting and Enrolling Online Prior Learning Assessment (PLA) Workshop conducted by Janet Colvin February 18, 2010</td>
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<td>Barksdale Air Force Base AIRSHOW April 24, 2010</td>
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<td>BPCC Foundation Reception Working Adults Support Students” recognized February 17, 2010</td>
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<td>Young Professionals Initiative Committee Meeting (YPI) April 13, 2010</td>
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<td></td>
<td>Participated in TRANE Job Fair-Springhill, LA April 8, 2010</td>
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<td>Participated in Verizon Wireless Job Fair March 19, 2010</td>
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BPCC Science Fair-Bossier
Civic Center March 5, 2010

Adult Bridge Session “How to become a successful online student” March 4, 2010

Adult Bridge Session “Why should I take fast-track courses” February 25, 2010

Adult Bridge Session “Course Options-SORT Tool” February 18, 2010

Adult Bridge Session “How to become a college student” February 9, 2010

Adult Bridge Session “How do I get Money for College” February 2, 2010

Adult Bridge Session “Prior Learning Assessment” January 26, 2010

Adult Bridge Session “How do I pick a Major?” January 19, 2010

Adult Bridge Session “Learning the Language” January 12, 2010

U. S. Support Company Presentation BPCC Academic Program Offerings

Greater Shreveport Chamber of Commerce Women’s Business Council Committee

Hospitality Committee Chairman 2009-2010

Presented at CAP/CAEL National Conference in Chicago, Illinois on “Retaining the Online Adult Learner” November 16-17, 2009

BPCC Mini-Nascar Scholarship Fundraiser September 25-26, 2009

Participated in VA Job Fair July 23, 2009
<table>
<thead>
<tr>
<th>Name</th>
<th>Event/Activity</th>
<th>Location/Date</th>
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<tbody>
<tr>
<td>Kathy Vercher</td>
<td>“Mentoring” A Career Development Opportunity</td>
<td>BPCC Christmas Show</td>
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<td>March 31, 2010</td>
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<td></td>
<td>Prior Learning Assessment Training conducted by Janet Colvin</td>
<td>BAFB Defenders of Liberty Air</td>
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<td>February 18, 2010</td>
<td>Show April 24-25, 2010</td>
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<td>Emergenetics Seminar-Meeting of the Minds</td>
<td>Student Technology Fee Committee</td>
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<td>December 15, 2009</td>
<td>Faculty/Staff Development Committee</td>
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<td>Susan Stakes</td>
<td>PLA Training</td>
<td>LCTCS Conference/ New Orleans</td>
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<td>February 18, 2010</td>
<td>March 24-26</td>
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<td>Webinar/Recruiting and Enrolling Online Adult Learners</td>
<td>Barksdale Air Show 2010</td>
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<td>BPCC First showing at Air Show</td>
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<td>April 24-25, 2010</td>
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<td>Webinar/Effective Practices and Fully Online Programs</td>
<td>Mayors Luncheon/Business Women’s</td>
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<td>Week March 10, 2010</td>
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<td>Webinar/Quality Matters for Online Course Models</td>
<td>Military Affairs Council Luncheon/</td>
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<td>BAFB January 28, 2010</td>
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<td>Linda Lofton</td>
<td>Attended Spring Financial Forms Training – May 12, 2010</td>
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<td>Attended Financial Forms Training – October 22, 2009</td>
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<td>Attended Faculty/Staff Safety Seminar – August 13, 2009</td>
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<td>Attended Electronic Degree Audit Training – August 11, 2009</td>
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<td>Member of New Faculty/Staff Orientation Committee – 2009-2010</td>
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<td>Member of Staff Senate 2009 – 2010</td>
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<tr>
<td>Pat Wyatt</td>
<td>Prior Learning Assessment (PLA) Workshop conducted by Janet Colvin</td>
<td>Presented at CAP/CAEL National</td>
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<td>February 18, 2010</td>
<td>Conference in Chicago, Illinois</td>
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<td>on “Retaining the Online Adult</td>
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<td>Learner” November 16-17, 2009</td>
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<td>Prior Learning Assessment</td>
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<td>PLA Workshop Alexandria, LA</td>
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<td>November 10, 2009</td>
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<td>“Increasing Adult Access to</td>
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<td>Prior Learning Assessment</td>
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<td>Opportunities” November 3,</td>
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SIGNIFICANT CONTRACTS OR GRANTS

Innovative Learning distinguished itself with the receipt of 3 grant awards totaling $181,314.00 additional dollars to support Division and BPCC activities:

- June 2009 Louisiana SELECT Grant
  • $92,905 for Online Healthcare Administration two-year Associate Degree program.

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

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

2009

“Best Practices in Accelerated Learning” September 28, 2009

Prior Learning Assessment
PLA Workshop August 18, 2009

“Meeting the Challenges of Online Course Design” LCTCS Conference New Orleans, LA

LCTCS Conference New Orleans, LA

Presented at CAP/CAEL National Conference in Chicago, Illinois on “Retaining the Online Adult Learner” November 16-17, 2009

“Increasing Adult Access to Prior Learning Assessment Opportunities” November 3, 2009

“Best Practices in Accelerated Learning” September 28, 2009

Prior Learning Assessment
PLA Workshop August 18, 2009

Presented at CAP/CAEL National Conference in Chicago, Illinois on “Retaining the Online Adult Learner” November 16-17, 2009

Chairman of Committee on Committees

Paul Weaver

Raymond Gaines
June 2009 Writing Across the Curriculum
• 63,409.00 to provide writing support services to all students.

June 2009 Working Adults Support Program
• 25,000 to provide personnel training and supplies for the division.

STRATEGIC PLANNING

Department Measurable Strategy
Integrate BPCC student services into Accelerated Learning.

Performance Indicators
1. Creation of orientation for Accelerated Learning students
2. Creation of Adult Bridge for adult learners
3. Informational print and web pieces on Financial Aid process produced
4. Results of debriefings with student services representatives
5. Number of Dynamic Forms integrated into Accelerated Learning Programs
6. Improvements to Web site completed

Assessment Results
1. Orientation for accelerated students was conducted via CALL Informational Sessions held during FALL 2009.
2. The Adult Bridge Program was implemented in the Spring 2010. One module was conducted every week for 12 weeks by the Corporate Accounts Manager. As a result 9 new prospective students were generated from these sessions.
3. Accelerated learning collaborated with the Financial Aid department to produce informational material for prospective students who qualified for Financial Aid.
4. Results of debriefings led to the formation of a student services team with a designated CALL point of contact person within each division.
5. Five dynamic forms were integrated into the Accelerated Learning programs.
6. Improvements to the CALL website were conducted regularly.

Changes Based on Assessment Outcomes
All student services staff participated in continuous collaboration efforts.

Strategy(ies) for the Future
Strategy Complete

Department Measurable Strategy
Support faculty and curriculum development.

Performance Indicators
1. Number of faculty mentored
2. Offer faculty orientation to accelerated and eLearning pedagogy
3. Continue faculty exchange opportunities
4. Improve course model update process
5. Make changes to online accelerated courses based on assessment results

**Assessment Results**
1. All Accelerated Learning adjunct faculty are mentored on a regular basis.
2. Faculty orientation and elearning pedagogy was conducted regularly through faculty exchange meetings.
3. Faculty Exchange meetings as stated above were conducted regularly.
4. Dr. Paul Weaver continuously worked to improve and/ or update course models.
5. Changes to online accelerated courses were conducted on an as needed basis.

**Changes Based on Assessment Outcomes**
Integrated a prescriptive standard button naming and sequence structure into all accelerated courses.

2. 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**
Continue to support faculty and curriculum development.

**Department Measurable Strategy**
Strengthen quality of academic advising and retention.

**Performance Indicators**
1. Course Retention Statistics.
2. Course Success Statistics.
3. Number of Graduates.

**Assessment Results**
1. 91% Retention rate as of Spring 2010
2. 91% Success rate as of Spring 2010
3. During the 2009-2010 academic year CALL graduated 37 students from the Division.

**Changes Based on Assessment Outcomes**
The CALL Staff continuously works to strengthen academic advising and retention policies.

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

**Department Measurable Strategy**
Expand accelerated educational product lines.

**Performance Indicators**
1. Tangible progress toward accelerated programs in already existing disciplines
2. Progress toward new accelerated degree programs
3. Partnerships formed through Economic and Workforce Development for IWTP grants

**Assessment Results**
1. Since inception CALL has contributed to the already existing pipelines of current programs
such as Business Administration, Computer Information Systems, and General Studies. Overall in the three disciplines mentioned, CALL graduated 37 students total in 2009.

2. CALL implemented 2 new Associate degree programs and 1 Certificate of Technical Studies.
3. Members of the CALL staff and the Workforce Development team partnered to deliver NWLA business and industry with a variety of BPCC products and services. CALL staff and IWTP staff are working to train the employees of a major NWLA corporation with Associate Degree credentials.

**Changes Based on Assessment Outcomes**
Continuous improvements are made on an as needed basis.

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

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

**Performance Indicators**
Number of faculty and staff participating in meetings and conferences documented in the 2009-2010 Annual Report.

**Assessment Results**
(3) faculty and (3) staff members presented at and participated in the Commission for Accelerated Programs (CAP/CAEL) National conference in Chicago, Illinois and faculty workshops were held throughout the academic year to promote best practices and facilitate emerging issues in accelerated learning.

**Changes Based on Assessment Outcomes**
None

**Strategy(ies) for the Future**
Continue to facilitate continuous professional development opportunities for all Division full-time and affiliate faculty and staff.

**Department Measurable Strategy**
Strengthen the Accelerated Learning Division internal strategic plan.

**Performance Indicators**
Engage New Ventures of Regis University to assist in the process.

**Assessment Results**
New Ventures visited in October 2009 and recommended changes to enrollment and advising procedures.

**Changes Based on Assessment Outcomes**
CALL faculty will advise all new CALL applicants and conduct transcript evaluations.

**Strategy(ies) for the Future**
Strategy Complete
Department Measurable Strategy
Maximize marketing and enrollment services.

Performance Indicators
1. Number of visits to companies
2. Participation in career fairs
3. Number of inquires generated
4. Number of applicants generated
5. Number of enrollments generated
6. Tracking system enhancements
7. Use of student testimonials in marketing

Assessment Results
1. 3 visits to companies were conducted and presentations were made concerning BPCC products and services.
2. 7 Career Fairs/Educational Expo's were attended as recruiting events.
3. 657 Inquiries were generated from a combination of recruiting events and website hits.
4. 141 applicants were generated from recruiting events and website hits.
5. 84 Enrollments were generated
6. No tracking system enhancements were made.
7. Student testimonials used on the CALL website, push cards, postcards, and billboards, assisted in overall marketing efforts.

Changes Based on Assessment Outcomes
Continuous changes were made when needed to increase enrollment and enhance marketing efforts.

Strategy(ies) for the Future
Strategy Complete.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Grant acquisition for the 2009-2010 calendar year totaled $181,314.00. Grant funded projects produced the following projects and services: Writing Support Services Learning Laboratory and Writing Support Specialists, development and offering of courses in 6 fast-track accelerated degree programs and 1 certificate program, launching 2 marketing campaigns to attract adult learners, creation of a portfolio assessment training process, evaluation and creation of departmental challenge exams training, and supplies for adult learner focused activities.

PRIORITIES FOR THE COMING ACADEMIC YEAR

The Division of Innovative Learning priorities for the 2010-2011 academic year are organized within the major initiatives of the Division:

Enrollment

CALL (Center for Adult Learning in Louisiana)
A primary goal for next year is to continue recruiting students, continue successful revising the retention model as needed, and support students in becoming graduates. Continued emphasis will be placed on delivering and/or developing market responsive online and hybrid accelerated degree programs. During the 2010-2011 academic year the division 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.

Working Adults Support Program  
The Corporate Accounts Manager will continue forming alliances with local area businesses and industries to enhance the enrollment pipeline of working adults accessing BPCC’s courses and programs. Online services will help facilitate the adult learner experience by providing the option of completing coursework at their convenience. Participation at local Job Fairs, Career Fair’s and Educational Expos will also provide a basis for continuous enrollment efforts.

Barksdale Air Force Base Initiative  
The Program Coordinator will implement efforts to address the needs of the Barksdale Air Force Base airmen. Airmen needing core courses for their CCAF degree will access BPCC’s courses and programs through our online environment.

Off-Campus Studies/Early Start Program  
We will continue to be successful in attracting the traditional and non-traditional student to all of our off campus sites. The interest in Dual enrollment opportunities will continue to increase throughout Bossier, Caddo, and Webster parishes as we look for new and innovative ways to deliver our products and services to these locations. We will focus on increasing the number of courses offered on an as needed basis, continue to seek out the most highly qualified and experienced instructors available.

Instruction and Student Services  
Retention and Graduation  
As part of the retention cycle during the 2010-2011 academic year, one staff member was designated to assist in retaining students. The Division implemented a retention model that employed a new referral form and created greater efficiencies for the retention specialist and convenient submissions by the division’s instructors. In order to aid in the retention and graduation of more students, the Division will focus on fully implementing its process for assuring proper contact with students after an incomplete grade has been issued. Finally, the Division will seek approval on a proctor policy that will address the process for instructors to use for face-to-face assessments.
Division of Academic Affairs
Division of Learning Resources

EMPLOYEE LISTING

Professional, unclassified staff
Ginger Bryan, M.L.S., Ed.S., Dean, Professor
Judy R. Spears, B.S.
Pam Harris, A.S., A.A.S., TCA

Classified staff
Stephanie Cox, B.S.
Roxie Johnson, A.S., A.G.S.
Susie McDowell

FACULTY LISTING

Professor
Brenda Brantley, M.L.S.

Assistant Professor
Kristi Lobrano, M.L.I.S.

DIVISION SUMMARY

In October 2009, the Center for Learning Assistance, now named the Learning Center, merged with the Library and the Technology Resource Center (TRC) to become part of the Learning Resources Division. This re-structuring consolidated student learning and resources into one division. The Division Summary for the Center for Learning Assistance (now the Learning Center) will be found in the Division of Library and Information Science’s (now known as Learning Resources) report, while other sections of their report will be found under Center for Learning Assistance. Next academic year the Library, TRC and the Learning Center will be listed under the Division of Learning Resources.

The 2009-2010 academic year brought many changes to the Library. With the addition of the Learning Center to the Library and its TRC, the division will be known as Learning Resources. The Division has numerous resources to provide academic support to the College’s students—direct
access to library professionals as well as print and electronic resources, a student lab that will allow students to become efficient researchers, and a learning lab that provides tutoring and writing support services. Brenda Brantley received the rank of professor and a 15 year service award from the Faculty Senate. Brenda was also the editor of the “BPCC Library News.” Ginger Bryan was appointed Chair of the Louisiana Library Association’s Membership Committee. Kristi Lobrano attended LOUIS systems administration meetings and was responsible for the production of “Who Wants to be a Librarian?” video by the Division of Telecommunications. Laura Jones and Carliss Pierce attended the ATP Annual Conference, a national tutor training conference. All Learning Resources personnel were engaged in a number of professional activities. Each faculty and staff member attended at least one professional workshop and assisted in the design or creation of an exhibit or display.

College activities included faculty and staff involvement in College standing committees, the Faculty Senate, the Staff Senate, Planning Council, and Learning Resources standing committees. Recruitment and marketing activities involved the celebration of National Library Week, the production of “Who Wants to be a Librarian?,” a PLATO Lunch and Learn, and tours of the Division’s resources for a Meadowview fourth grade class and eighth grade classes from Youree Drive Middle School. Campus wide emails, Student Life Blackboard, promotional flyers, and the Cavalier Connection’s C3 were employed to promote learning resources services such as new materials, workshops, and services. The Library published a fall newsletter, “BPCC Library News,” and the Learning Center published “Tutor Talk” monthly. Exhibits ranged from “BPCC T-Shirts” to “Presidential Libraries” to “Robert Burns.” Displays included those for Constitution Week, Banned Books, Black History Month and Women’s History Month. This year’s Christmas exhibit included a tree full of “snow” and a walk through falling “snow flakes.” In January, the Division’s faculty and staff provided pizzas, drinks and cookies as an after practice supper for the basketball team. The Library also served as the backdrop in the shooting of the promotional film, “Sixty Second Hall of Fame,” for the Shreveport and Bossier City Chambers of Commerce.

All Learning Resources faculty and staff volunteered for various community services activities. During the Thanksgiving-Christmas season the Library organized a “Food for the Holidays” food donation drive. Over 2600 pounds of nonperishable food items were collected for the Northwest Louisiana Food Bank under the direction of Stephanie Cox. Brenda Brantley served on the Bossier Parish Student of the Year Committee, and Ginger Bryan was elected a board member of the Friends of the Bossier Parish Library. Roxie Johnson, as chair of the College’s Library Committee, spearheaded and packed 2184 books and magazines collected by the committee for distribution to area nursing homes and Providence House, and 632 children’s books for the children at the Shriners Hospital. Librarians continued their community service project of reading to kindergarten students at Plantation Park Elementary School in Bossier City. Each week a librarian and a student athlete read to a class for total of 18 weeks. The Division’s faculty and staff were very involved in the BPCC Foundation’s BPCC 100 held in the fall. Ginger Bryan, Brenda Brantley, and Kristi Lobrano were chairs and co-chairs of the event’s committees and sub-committees. All total the Division put in over 150 hours of volunteer work.

The Division was busy helping students this year. The Library gave 143 orientations to 4257 students, answered 3640 reference questions, and circulated 15,831 items. Study rooms were used
615 times. By the end of the spring semester students visited the Library 96,705 times in one capacity or another. Total student usage of the Technology Resource Center was 46,751. The Learning Center was visited 30,666 times for 44,692 hours of individual tutoring and gave 150 tours and had over 2000 Plato users. Student surveys for 2009-2010 gave the Library a 97.2 percentage rating for “friendly and helpful staff.” Ninety-seven percent of students agreed that the Learning Center staff was “courteous and friendly”, and 97.2 percent agreed that the TRC staff was “friendly and helpful.” The Division was awarded $154,321 in student technology fee grants and $22,500 in Board of Regents grants.

Norman “Sonny” Bernard, Program Manager in the Learning Center, passed away in the spring semester. Sonny had worked in the center since 1994 and will be greatly missed by colleagues and students.

ADVANCED DEGREES OR CERTIFICATIONS

Stephanie Cox

Pam Harris

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Brenda Brantley
Promoted to Professor, August 2009.

Faculty/Staff Senate. Award for 15 years of service, May 13, 2010.

Ginger Bryan
Chair, Louisiana Library Association Membership Committee, 2009-10.

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>Brenda Brantley</td>
<td>Dealing with Angry/Difficult Students, August 18, 2009.</td>
<td></td>
<td>Faculty Fall Registration meeting: August 17, 2009.</td>
</tr>
<tr>
<td></td>
<td>Embracing Diversity in Higher Education, September 17, 2009.</td>
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<td>Faculty Senate Executive</td>
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<tr>
<td></td>
<td>Emergentecies: Communication &amp; Leadership, October 8, 2009.</td>
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</tbody>
</table>
Get Started with Google Docs, October 22, 2009.

Coping with Seven Disruptive Personality Types in the Classroom, December 1, 2009.

Council Meetings: September 2, 10, October 6, 2009.

Faculty Senate Meeting: September 10, 2009.

Faculty member’s luncheon with Chancellor: September 2, 2009.

BPCC 100 Mini Nascar Race, September 25-26, 2009.

Retirement Reception for Karen Moore, December 1, 2009.

BPCC Graduation ceremonies, December 16, 2009; May 14, 2010.

Faculty and Staff Fun Day at the New Ball Park, October 28, 2009.


Committee on Committee Meeting, Fall 2009 (online communications).

General Education Meeting: August 18, September 17, 2009.

“America’s Christmas from Sea to Shining Sea.” Bossier Civic Center, December 3, 2009.


Judge for Bossier Parish Student of the Year, December 7, 9, 2009.

Safety Meeting, August 13, 2009.

Research with Youree Drive Middle School, April 23, 2010.

Gospel Choir Concert, April 27, 2010.

Reading to Plantation Park Elementary Kindergarteners, Fall 2009; Spring 2010.
Ginger Bryan


Techniques for Effective Classroom Presentations, August 18, 2009.


Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.


Embracing Diversity in Higher Education. September 17, 2009.


Get Started with Google Docs, October 22, 2009.


Individual Differences & Diversity, March 5, 2010.

PLATO’s Lunch and Learn, April 27, 2010.

Benefits Fair, Annual Enrollment meeting, May 12, 2009.

Judge for the PTA Interviews, May 26, 2010.


Reception honoring Congressman John Fleming, August 20, 2009.

BPCC Staff Senate Membership Drive, August 25, 2009.

Breakfast meeting with the Chancellor, September 2, 2009.


Memorandum of Understanding Ceremony and Bossier City Fire Department, October 1, 2009.

Fun Day at the New Ball Park, October 28, 2009.

Faculty and Staff Basketball Team Reception and game, November 17, 2009.

Savoir Faire Reception, December 1, 2009.

Retirement Reception for Karen Moore, December 1, 2009.
“America’s Christmas from Sea to Shining Sea.” Bossier Civic Center, December 2, 2009.

Presentation of BPCC Scholarship honoring John McConathy, December 3, 2009.


BPCC Foundation Christmas Social Hour, December 16, 2009.


EnCana Corporation Donation Meeting, December 17, 2009.

BPCC Staff Senate Cookies and Cider, December 17, 2009.

Memorandum of Understanding Ceremony and The University of Louisiana at Monroe, February 4, 2010.

Homecoming Pep Rally, BPCC, February 5, 2010.


BPCC Foundation 2010 Spring Scholarship Reception, February 17, 2010.

BPCC/LSUS Luncheon for Deans, March 5, 2010.

Retirement Reception for JaVonna Steadman, April 1, 2010.

“At War with the Ants” premier. Robinson Film Center, April 22, 2010.

“The Musical Comedy Murders of 1940.” BPCC Performing
Arts Production, April 25, 2010.


Deans Council meetings,

Athletic Council meetings,

BPCC 100 Committee Chairs meetings, July 22, August 26, September 3 and 22, October 13, 2009; March 3, May 6, 2010.

Reading to Plantation Park Kindergarten classes, Plantation Park Elementary School, October 7 and 28, November 18, 2009; February 3 and 24, March 24, 2010.

Staff Senate End of Year Luncheon. May 28, 2010.

Stephanie Cox


Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.


Get Started with Google Docs Workshop, October 22, 2009.

Hospitality Committee, Meetings: July 30, September 10, October 28, November 24, December 9, 2009; February 17, March 16; April 30, 2010.

Safety Meeting: H1N1 Flu (Swine Flu), August 13, 2009.


Chancellor’s Breakfast, September 1, 2009

Scholarship Recipient Dinner, Savoie’s Restaurant, October 8, 2009.

Veterans Day Celebration, November 10, 2009.

Staff Senate Thanksgiving Luncheon, November 19, 2009.

BPCC Christmas Luncheon,
December 16, 2009.
Lunchtime Valentine’s Music Reprise, February 19, 2010
Black History Month Celebration, February 26, 2010
Benefits Fair, Annual Enrollment Meeting, May 12, 2010.

Pam Harris

Dealing with Angry/Difficult Students, August 18, 2009.
Time Management, August 21, 2009.
Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.
How to Become a Better Ambassador for BPCC, September 22, 2009.

Faculty and Staff Fun Day at New Ball Park, October 28, 2009.
Retirement reception for Karen Moore, December 1, 2009.
Benefits Fair, Annual Enrollment meeting, May 12, 2010.

Roxie Johnson

Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.
How Can We Become Better Ambassadors for BPCC, September

Faculty/Staff Safety Meeting, August 13, 2009.
Staff Senate Membership Drive, August 25, 2009.
Chancellor’s Breakfast, September 1, 2009.
Diversity Health & Wellness Fair, September 15, 2009.
Veterans Day Celebration,
Staff Senate Thanksgiving Luncheon, November 19, 2009.

Retirement Reception for Karen Moore, December 1, 2009.

“America’s Christmas from Sea to Shining Sea.” Bossier Civic Center, December 3, 2009.


Staff Senate Cookies & Cider, December 19, 2009.

Faculty/Staff meeting Safety Workshop, January 11, 2010.

Library Committee meeting, August 18, 2009; January 13, 2010.


Staff Senate Meeting, February 10, 2010.

Retirement Reception for JaVonna Steadman, April 1, 2010.

Gospel Choir Concert, April 27, 2010.

Benefits Fair, Annual Enrollment meeting, May 12, 2009.


Staff Senate End of Year Luncheon, May 28, 2010.

Kristi Lobrano

iTunes U, August 14, 2009.
Dealing with Difficult/Angry Students, August 18, 2009.

Mobility in Education, November 6, 2009.


BPCC 100 Committee meetings, July 6, 21, August 14, 25, 27, September 17, 2009.

Chancellor’s Faculty Lunch Meeting, August 31, 2009.

Faculty/Staff Safety meetings: Workplace Safety, August 13, 2009; January 11, 2010.
Read to Kindergarten class at Plantation Park Elementary community service, September 21, October 21, November 4, December 12, 2009; February 10, March 10, April 21, 2010.

Technology Fee Committee meetings, August 18, September 22, 24, October 20, 2009; January 13, March 2, March 4, April 8, April 13, 2010.

Faculty Handbook Committee meeting, August 18, 2009; January 13, 2010.

Faculty Meeting: Registration, August 14, 2009; January 13, 2010.

Kurzweil webinar, September 9, 2009.


“America’s Christmas from Sea to Shinning Sea.” Bossier Civic Center, December 2, 2009.


Benefits Fair, Annual Enrollment Meeting, May 12, 2010.


Susie McDowell


Faculty/Staff meeting/Safety Seminar, August 13, 2009

Faculty/Staff meeting with Chancellor, August 14, 2009.

Breakfast meeting with the

Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.


Thanksgiving Luncheon, guest speaker: Becky Nohse, Behavioral & social Sciences, November 19, 2009

Chancellor, August 31, 2009.

Scholarship Committee meeting, August 19, 2009; January 18, 2010.

Staff Senate membership drive, August 25, 2009.

BPCC 100 Mini Nascar Event, September 25, 2009.

Faculty and Staff Fun Day at the new ball park, October 28, 2009.

Cavaliers’ first home game reception, November 17, 2009.

Staff Senate Thanksgiving Luncheon, November 19, 2009.

Retirement Reception for Karen Moore, December 1, 2009.


“America’s Christmas from Sea to Shinning Sea.” Bossier Civic Center, December 3, 2009.


Staff Senate Cookies & Cider, December 27, 2009.


Faculty/Staff Safety workshop, January 11, 2010.

Faculty/Staff Meeting, January 13, 2010.


BPCC Homecoming Pep Rally, February 5, 2010.

Staff Senate Mardi Gras celebration event, February 10, 2010.

Retirement Reception for
JaVonna Steadman, April 1, 2010.

Savoir Faire Reception, April 26, 2010.


Benefits Fair, Annual Enrollment meeting, May 12, 2009.


Staff Senate End of Year Luncheon, May 28, 2010.

● Judy Spears


- Library Staff Reference Workshop: Using Outlook and Yahoo Calendars, August 28, 2009.


- “America’s Christmas From Sea to Shining Sea,” Bossier Civic Center, December 2, 2009.

- “Santa’s Security at Christmas From Sea to Shining Sea,” Bossier Civic Center, December 2, 2009.


- Faculty/Staff meeting/Safety seminar, August 13, 2009.

- Faculty/Staff meeting with Chancellor, August 14, 2009.

- BPCC 100 Mini NASCAR Race, September 25-26, 2009.

- Jazz Ensemble Fall Concert, November 13, 2009.

- Concert Winds Fall Concert, December 4, 2009.


- Faculty/Staff meeting, January 13, 2010.

- Jazz Ensemble Spring Concert, April 10, 2010.

- Academic Misconduct Appeals Committee, Spring 2010.

- Jazz Ensemble Spring Concert, April 10, 2010.

- Concert Winds Spring Concert, April 30, 2010.

- Benefits Fair, Annual Enrollment Meeting, May 12,
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Brenda Brantley
BPCC Fall 2009 Library Newsletter.
“Research for Youree Drive Middle School.” Bossier Parish Community College Library, April 23, 2010.
National Library Week Display, Bossier Parish Community College Library, April 11-18, 2010.

Ginger Bryan
“BPCC T-Shirts” exhibit. BPCC Library, August 24-September 18, 2009.
“Constitutional Week” display. BPCC Library, September 17-23.

Cox, Stephanie
Black History Month Display. February 2010.

Roxie Johnson
Christmas display, December 2009.
Black History Month Display. February 2010.

Kristi Lobrano
“Using Outlook and Yahoo Calendars.” Bossier Parish Community College Library, August 28, 2009.
"Women's History Month" display, April, 2009.
“Research for Youree Drive Middle School.” Bossier Parish Community College Library, April 23, 2010.

SIGNIFICANT CONTRACTS OR GRANTS

Ginger Bryan
Louisiana Board of Regents Grant, Mathematics (Pam Stogsdill), Library Portion, $2,500.
Kristi Lobrano  
Bossier Parish Community College Student Technology Fund, October 2009, $69,226.  
Bossier Parish Community College Student Technology Fund, April 2010, $8,630.40.  
Board of Regent Grant for Anatomy (Tara Breeland), Library Portion, $7,000, Fall 2009.  
Board of Regent Grant for Physical Therapy Assistant (Kim Cox), Library Portion, $7,000, Fall 2009.  
Board of Regent Grant for Quality Control and Laboratory Methods (Elaine Cox), Library Portion, $6000, Fall 2009.

STRATEGIC PLANNING

Department Measurable Strategy
Promote Library Services to BPCC Employees.

Performance Indicators
1. Creation of online forms for ordering material, equipment checkout, and instruction services/orientations.
2. Distribution of campus wide email messages and discussions at faculty senate/staff senate meetings, and liaison meetings.

Assessment Results
Online forms for order requests, equipment reservations and scheduling Library class time or orientations were created and posted on the Library website. To advertise the new electronic services, messages were dispersed through campus wide email messages and announcements were made at faculty and staff meetings.

Changes Based on Assessment Outcomes
Email messages and conversations at faculty/staff meetings revealed that adjunct faculty was not aware of Library services.

Strategy(ies) for the Future
Offer subject focused training for adjunct faculty.

Department Measurable Strategy
Implement online student surveys to evaluate Library resources and services.

Performance Indicators
1. Development and distribution of online student surveys via email.
2. Results of online student surveys for Library resources and services.

Assessment Results
Based on print student surveys, online student surveys were created for the Library and the TRC. The surveys were distributed via campus email. The results were documented in spreadsheets and analyzed by the Librarians. Feedback from the surveys was used to improve Library services.

Changes Based on Assessment Outcomes
Library staff enforced quiet zones policies; therefore, noise level was reduced.
Strategy(ies) for the Future
Evaluate location of resources and equipment to improve access.

Department Measurable Strategy
Create or revise online Library tutorials.

Performance Indicators
1. Production of library podcasts available on Library website and iTunes U.
2. Conversion of PowerPoint tutorials into SoftChalk software.

Assessment Results
By collaborating with the Telecommunications Division, a library video was created and posted. The video included an introduction to library in an amusing and humorous manner. Using the SoftChalk software, tutorials on how to search for journal articles and an introduction to the BPCC Library were created and posted.

Changes Based on Assessment Outcomes
Campus and community response to the Library video was very favorable. The video received over 2,500 views.

Strategy(ies) for the Future
Continue to update and create Library tutorials.

Department Measurable Strategy
Incorporate Library resources into Blackboard-Enhanced courses by collaborating with designated faculty.

Performance Indicators
Assimilation of Library resources within Blackboard in specific Telecommunication courses.

Assessment Results
In Blackboard, the Library was incorporated into the Telecommunications 101 course through the addition of the Library quiz. The instructor added it to his Blackboard assignments and gradebook.

Changes Based on Assessment Outcomes
Library quiz was revised for accuracy and relevancy to better serve the classroom and online students.

Strategy(ies) for the Future
Incorporate promotion of Library services.

Department Measurable Strategy
Provide professional development applicable workshops for Library staff.

Performance Indicators
Presentation and documentation of workshops.

Assessment Results
Several staff Reference workshops were presented; they include the areas of Time Management,
Circulation Module Refresher and Using Outlook and Yahoo Calendars. The workshops were documented by recording attendance and soliciting feedback from staff.

**Changes Based on Assessment Outcomes**
Library staff is more familiar with Library services and resources. They are now better equipped to serve students and employees.

**Strategy(ies) for the Future**
Propose workshops to staff for the enhancement of Library services.

**Department Measurable Strategy**
Apply for external funding to enhance the Library’s collection.

**Performance Indicators**
Number of grant proposals submitted.

**Assessment Results**
The Librarians created library sections that were included in numerous Board of Regents grants. Subjects in the grants included but were not limited to Occupational Therapy Assistant, Performing Arts, Construction Technology and Telecommunications.

**Changes Based on Assessment Outcomes**
Lack of state funding has increased the dependency on external funding. Therefore, the librarians applied for as many grants as were advised by the Director of Grants.

**Strategy(ies) for the Future**
Seek avenues for external funding for Library resources.

**Department Measurable Strategy**
Enhance Library’s collection by focusing on specific disciplines.

**Performance Indicators**
1. Purchase materials for Cyber Information Technology courses.
2. Purchase eBooks for Cyber Information Technology courses.

**Assessment Results**
Print books, DVDs and EBooks were purchased to supplement the Cyber Information Technology courses. Additionally, textbooks for several Cyber Information Technology courses were placed on Reserve at the Library.

**Changes Based on Assessment Outcomes**
Library holdings of Cyber Information Technology resources were expanded and a marked increase in materials usage was recorded.

**Strategy(ies) for the Future**
Augment Library collection by focusing on new or updated College programs.

**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 increases each year, confirming that Learning Resources is an important part of student learning and faculty teaching.

Graduate Exit Surveys from spring 2009 reported that 96.3 percent of those answering the survey agreed or strongly agreed that “There were library books and/or resources related to my degree program.” This same survey showed that 90.6 of those surveyed “utilized the Technology Resources Center in the Library,” and 85.5 percent “utilized the Learning Center.” Ninety-two percent of graduates agreed or strongly agreed they had “used and improved my library skills while at BPCC.” Graduate Exit Surveys from summer 2009 reported 98.6 percent agreed or strongly agreed that “There were library books and/or resources related to my degree program.” In addition, 94.4 percent agreed or strongly agreed that they “utilized the Technology Resources Center in the Library,” and 87 percent agreed or strongly agreed that they “utilized the Learning Center.” Ninety-three percent of summer graduates felt their library skills had been used and improved while at BPCC. Graduate Exit Survey from fall 2009 revealed that 94 percent agreed or strongly agreed that “There were library books and/or resources related to my degree program.” The fall survey showed that 92 percent agreed or strongly agreed that they “utilized the Technology Resources Center in the Library,” and 87.6 percent agreed or strongly agreed that they “utilized the Learning Center.” Almost ninety percent of fall students agreed or strongly agreed they had “used and improved my library skills while at BPCC.”

The BPCC Report Card for 2010 reported the Library received a 3.35 out of a 4.0 rating for “Overall quality of service provided,” with an average overall score of 3.33. The Learning Center received a 3.17 out of 4.0 rating for “Overall quality of service provided,” with an average overall score of 3.19.

The 2010 ACT Student Opinion Survey Comparison Report rated the “Library/Learning Resources Center Facilities & Services” 4.42, compared with a national average of 4.25. "College-Sponsored Tutorial Services were rated 4.42, compared with at National average of 4.15. Both the Library and the Learning Center were rated in the "Top 5 for Your Institution" and tied for first place.

Student surveys gave the Library an overall averaged approval rate of 4.15 out of five points for both semesters, including a 4.2 average for “friendly and helpful staff.” Faculty surveys, given every spring, evaluated the Library with a 100 percent overall performance of excellent or good. Student surveys rated the Technology Resource Center with an overall average of 92.6 percent of Satisfactory or better. Ninety-seven percent of students surveyed said the staff of the Learning Center was courteous and friendly and 94.5 percent would recommend the Learning Center to other students.

The Division’s greatest asset is in the strength of its faculty and staff. Their dedication and commitment to service has made the Division a dynamic segment of the Bossier Parish Community College community.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Offer subject focused training for adjunct faculty.
2. Evaluate the location of resources and equipment to improve access to these materials.
3. Continue to update and create Learning Resources tutorials.
4. Incorporate the promotion of Learning Resources services using different media.
5. Propose workshops to staff and tutors for the enhancement of Learning Resources services.
6. Seek avenues for external funding for all Learning Resources.
7. Enhance Library collections by focusing on new or updated College programs.
8. Host a variety of workshops valuable to all BPCC staff and students.
Division of Academic Affairs  
Division of Liberal Arts  

EMPLOYEE LISTING  

Professional, unclassified staff  
Holly French-Hart, M.A., M.A., Division Dean  

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

FACULTY LISTING  

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

Associate Professor  
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  
Yolanda Cooper, M.Ed.  

Instructor  
Cietlia Adams, M.A.  
Bob Alexander, M.A.  
Jessica Cobbs, M.A.  
Jana Crank, M.Ed.  
Anna Dickson, M.L.A.  
Candice Gibson, M.A.  
Karen Guerin, M.L.A.  
Melanie Lea-Birck, M.A.  
Kelly McDade, B.A.  
Jennifer McMullen, 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 2009, the division hired a new Instructor for Speech. In summer 2009, fall 2009, and spring 2010, 143 graduates received the Associate of General Studies degree. Additionally, 119 students received a Certificate of General Studies credential.

Division faculty and staff were very active in student life and promoting student success at the College, both in and outside of the classroom. The student newspaper, Kaleidoscope, and the student literary magazine, Savoir Faire, are now under the supervision of a full-time English faculty member in the Liberal Arts Division. In its efforts to recruit exemplary students and provide academic opportunities for students, the Debate Program hosted an intercollegiate debate tournament. In February 2010, fourteen colleges and universities participated in the Eddy Shell Invitational, which was named in honor of former Speech faculty member Dr. Eddy Shell. During the 2009-2010 academic year, the BPCC debate team competed in tournaments held at University of Arkansas - Monticello, Mississippi College, Henderson State University, University of Central Arkansas, and LSUS. The BPCC Debate Team placed second among community colleges at the national championship tournament.

Throughout the 2009-2010 year, the Liberal Arts Division also made a concerted effort to continue to improve the quality of instruction and promote student success, in spite of fiscal limitations. Through Student Technology Fee grants, the Liberal Arts Division received $3,250.49 for video cameras to be utilized in SPCH110 classes. Faculty attended and presented at several professional development workshops on campus as well as attended state conferences utilizing non-BPCC funds. Staff members within the division also attended several professional workshops in areas such as Financial Forms Training, Academic Advising, and Degree Audit Training. In efforts to improve academic advising, the division created a Liberal Arts Advisor Manual and participated in advising workshops. Additionally, Holly French-Hart, Dean of the Liberal Arts Division, served as the Chair of the Christmas Show Committee and attended several professional development opportunities on campus such as Financial Forms Training, Protecting the Integrity of your Online Exams, and College Source Training. She also attended the SACS Annual Conference as well as workshops regarding the Associate of Arts - Louisiana Transfer degree which will be implemented through the Liberal Arts Division in Fall 2010. Finally, the Liberal Arts Division developed a curriculum for a Memorandum of Understanding with NSU for Art and also began offering Interpretation courses in Spring 2010 with the desire to create an Associate of Applied Science in Sign Language/Interpretation degree program in the future. The implementation of these programs will promote student success and assist the College in meeting the educational and vocational needs of its community and its students.

ADVANCED DEGREES OR CERTIFICATIONS

Rachael Carter, Administrative Assistant III, received her Bachelor’s of General Studies from
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Cieltia Adams

Bob Alexander

Yolanda Cooper
Promoted to Assistant Professor in August 2010.

Jana Crank
Served as President of Lewisville Tri C’s - Community Organization from 2007 - 2010 in Lewisville, Arkansas; as a Judge for Art Poster Contest - Water Resources Festival - U.S. Army Corps of Engineers on April 30, 2010.

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

Candice Gibson
Published the Savoir Faire Literary Magazine for fall 2009 and spring 2010; three issues - Vol. 23 for Kaleidoscope.

Cathy Hammel
Judged Speech for Optimist Club on February 25, 2010.

Gayle Labor
Received a Scholarship from Who's Who in America.

Rona Leber
Received the Excellence in Costume Design from the Kennedy Center American College Theatre Festival: Louisiana Festival at the University of New Orleans on November 21, 2009.

Allison Martin
Enrolled in PhD program, 2nd year, at University of Leicester, Leicester, England for spring 2010 - present and the PhD Program in Linguistics at Birmingham City University, UK from May - July 2009.

Kelly McDade
Received the BPCC Service Award for 5 years of full-time employment on May 13, 2010. Served as a Guest Artist on Decentralized Arts Grants Artist/Art Education Experience in April 2010 and as a Professional Administrator for NEA Arts Grant Professional Experience in May 2010.
### 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>Attended the “Advisors Workshop” on April 9, 2010</td>
<td>Attended the “National Association of African American Studies National Conference called “Beauty is in the Details: A Global View of Persons of Color” in Baton Rouge, LA on February 8, 2010 and the “Louisiana Council for Teachers for English Annual Conference” in Shreveport, LA in October 2009.</td>
<td>Served as the Vice Chair for the New Faculty/Staff Orientation Committee. Served as a member for the following: PTA Interview Committee and Savoir Faire Selection Committee.</td>
</tr>
<tr>
<td>Bob Alexander</td>
<td>Attended the “Faculty Development Seminar – Academic Advising” on August, 13, 2009; “Faculty Development Seminar – Promotion Packets” on August 14, 2009; “Faculty Development Seminar – ITunes U” on August 18, 2009; “Joint meeting of the IPDA Executive Committee and Governing Board” on October 11, 2009.</td>
<td>“Louisiana Intercollegiate Forensics Association Meeting” at LSUS on January 30, 2010; “Joint meeting of the IPDA Executive Committee and Governing Board” at University of Central Arkansas on March 26, 2010; “Southern States Communication Association Conference” in Memphis, TN on April 10, 2010.</td>
<td>Served as a member on the following: Calendar Committee, Faculty Senate and Student Life Committee. Served as Vice Chair on the Financial Aid Appeals Committee.</td>
</tr>
<tr>
<td>Ellen Boose</td>
<td>Attended the “Review of Advising Packet Advisors Workshop” on April 9, 2010 and “Academic Advising” on April 13, 2009.</td>
<td></td>
<td>Served as a member on the General Education Assessment Committee.</td>
</tr>
<tr>
<td>Jessica Cobbs</td>
<td>Attended the “Academic Advising Workshop” on August 13, 2009; “Academic Advising Workshop” on April 9, 2010 and “How to Assemble a Promotion Packet” on August 14, 2009.</td>
<td></td>
<td>Served as a member on the Academic Misconduct Appeals Committee.</td>
</tr>
<tr>
<td>Yolanda Cooper</td>
<td>Attended the “Advisors Workshop” on April 9, 2010</td>
<td></td>
<td>Served as a member on the Scholarship Committee.</td>
</tr>
<tr>
<td>Jana Crank</td>
<td>Attended the “Academic Advising” on August 13, 2009; “Dealing with Angry/Difficult Students” on August 14, 2009 and “Advising Workshop” on April 9, 2010.</td>
<td></td>
<td>Served as Secretary on the Academic Affairs/Curriculum Committee.</td>
</tr>
<tr>
<td>Kathryn DeFatta</td>
<td>Attended the “Advisors Workshop”</td>
<td></td>
<td>Served as the Vice-Chair on</td>
</tr>
</tbody>
</table>
Barattini on April 9, 2010

Anna Dickson


Served as the Chair on the Financial Aid Appeals Committee and selection committee for Savoir Faire.

Linda Fomby


Served as a member on the Hospitality Committee.

Holly French-Hart

Financial Forms Training, October 22, 2009; Workshop: Protecting the Integrity Of Your Online Exams, November 20, 2009; Promotion Workshop, February 15, 2010; PLATO’s Lunch and Learn, April 27, 2010; College Source’s Transcript Evaluation System Training April 29, 2010; Financial Forms Training, May 12, 2010


Candice Gibson

Served as Vice Chair on the Student Life Committee.

Cathy Hammel


Served as the Chair on the Performing Arts – Liberal Arts Division Promotion Committee and as a member on the Academic Appeals Committee.
### SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

**Cieltia Adams**  
Presented “Are ‘Sweat’ and ‘The Gilded-Six Bits’ Stereotypical?: A Critical Analysis of Zora Neale Hurston’s Short Stories Based on Criticism during the Harlem Renaissance and Black Arts Movement” at the National Association of African American Studies national conference on February 8, 2010.
Bob Alexander
Presented Techniques for Effective Presentations workshop on August 18, 2009; Thas swatthime tokkin 'bout: Effective delivery as a key to better communication workshops on January 16, 2010; International Public Debate Association (IPDA) and Discourse on Public Debate workshop on April 10, 2010.


Ellen Boose
Presented the LOL Little Old Ladies Laughing Out Loud in June 2009.

Yolanda Cooper
Appeared in the BPCC Marketing Commercial on April 8, 2010.

Anna Dickson
Wrote the following articles for the BPCC newspaper Kaleidoscope, “This Year is Our Year” in February 2010 and “Trends and Traditions: Tips for Spring fashion” in April 2010.

Karen Guerin
"Vampire and Werewolf Folklore" Presentation, Bossier Optimist Club, October 28, 2009
"Fairy Tales" Presentation, LASC Convention, January 17, 2010

Gayle Labor

Rona Leber
Presented How to Apply for Promotion at BPCC on August 2009; How to Evaluate a Promotion Application on February 2010 and WAC Training for SPCH 110 on January 2010.


Danny Williams
Bubble Wrap 3 accepted two pieces of his artwork to display at Coolspace in Artspace downtown.
SIGNIFICANT CONTRACTS OR GRANTS

Holly French-Hart
Received $3250.49 from the Student Tech Fee Proposal for Video Cameras.

ACADEMIC PROGRAM REVIEW

The Associate of General Studies degree was approved by the Board of Regents in 1988. The College conferred degrees upon its first five graduates in 1989. In the years which have followed, the number of graduates has increased exponentially, and as of May 2010, Bossier Parish Community College has awarded a total of 1,181 Associate of General Studies degrees. Program learning outcomes for the Associate of General Studies degree have been developed and include the following: comprehension of information by reading college-level material across the curriculum; ability to communicate effectively in written English across the curriculum; proficiency in oral communication skills across the curriculum; ability to comprehend and perform course-specific mathematical problems; development of critical thinking skills across the curriculum; ability to use library resources to research topics across the curriculum; ability to utilize and apply current computer technology across the curriculum; and comprehension of basic concepts of art, music, film, theatre, literature, foreign language, history, humanities, and/or philosophy. Individual course learning outcomes across the campus are evaluated yearly to promote student success.

The Division of Liberal Arts will complete an academic program review of the Associate of General Studies degree by July 30, 2010.

STRATEGIC PLANNING

Department Measurable Strategy
Create a Faculty Advisor Manual specific to the programs and needs of the Division of Liberal Arts.

Performance Indicators
A Division of Liberal Arts Faculty Advisor Manual.

Assessment Results
A new advisor manual was created to assist faculty in advising General Studies students. Focus was given to transferability of coursework and suggested electives based on the elimination of concentrations within the General Studies curriculum.

Changes Based on Assessment Outcomes
No changes would have been made, but because of potential changes resulting from the new Associate of Arts degree - Louisiana Transfer, the manual will need to be modified.

Strategy(ies) for the Future
The manual will be updated for the 2010-2011 academic year and will reflect changes based upon the addition of the Associate of Arts - Louisiana Transfer degree and any new, updated information provided by the Executive Dean of Instruction.
Department Measurable Strategy
Develop an Associate of Arts degree program.

Performance Indicators
Curriculum for an Associate of Arts degree program.

Assessment Results
A new Associate of Arts degree - Louisiana Transfer program has been designed based upon the passage of the Nevers bill. Information regarding the curriculum of the program is forthcoming, training is currently underway, and the program will be implemented in Fall 2010.

Changes Based on Assessment Outcomes
The program will be added to the academic degrees offered through the Liberal Arts Division.

Strategy(ies) for the Future
1. A new curriculum sheet will be designed for the program.
2. Appointed faculty will be trained to advise students pursuing the degree. The division may also recruit specific faculty from other divisions to advise students for this degree.
3. The College's graduation rate will increase due to completers in this program.

Department Measurable Strategy
Increase the number of graduates in the Certificate of General Studies program.

Performance Indicators
The number of graduates completing the Certificate of General Studies program during the 2009-2010 academic year.

Assessment Results
During the 2008-2009 academic year, there were no graduates who completed the Certificate of General Studies program. During the 2009-2010 academic year, there were 119 graduates who completed the Certificate of General Studies program.

Changes Based on Assessment Outcomes
No changes are anticipated.

Strategy(ies) for the Future
The Liberal Arts Division will promote this program campuswide so that more students will be eligible to receive a Certificate of General Studies.

Department Measurable Strategy
Align Course Master Syllabi with the assessment of General Education competencies.

Performance Indicators
Revised Master Syllabi of individual courses.

Assessment Results
The Master Syllabus for ENGL101 was redesigned to include a library/research skills component.

Changes Based on Assessment Outcomes
No changes are anticipated.

**Strategy(ies) for the Future**

ENGL101 faculty will use the modified Master Syllabus and will regularly assess the students' achievement of the learning outcomes of the course.

**Department Measurable Strategy**

Offer professional development opportunities for division faculty and staff.

**Performance Indicators**

Documentation of attendance of professional development.

**Assessment Results**

The Dean of the Liberal Arts Division conducted an advising workshop in Spring 2010. Additionally, some division members attended a PLATO workshop offered in Spring 2010 and faculty and staff attending several on-campus workshops focusing on areas such as Financial Forms and the new Degree Audit system.

**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.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The 2009-2010 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. In efforts in increase student success, English and Reading instructors incorporated PLATO as a learning resource for students, and several instructors attended a workshop for the new PLATO online program for future classes. During the course of the academic year, the English faculty redesigned the grading system for English courses to improve assessment. Also, ENGL101 and SPCH110 faculty utilized newly-designed General Education competency rubrics to assess student achievement of those competencies.

The Liberal Arts Division also increased its graduation rates for the Associate of General Studies degree by twenty-six percent compared to the previous year, and the first graduates of the Certificate in General Studies received their credentials with a total of 119 students receiving Certificates.

Furthermore, during the 2009-2010 academic year, Liberal Arts Division added to its course offerings by adding the discipline of Interpretation, and a priority for the coming year is to build upon those offerings to create a new Associate of Applied Science in Sign Language/Interpretation degree. Additionally, the Division will be prepared to implement the new Associate of Arts - Louisiana Transfer degree for BPCC students, and staff have been involved in training in order to
begin the program in Fall 2010.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To incorporate the new Associate of Arts - Louisiana Transfer degree program as part of the Liberal Arts Division academic program offerings.
2. To write a proposal for an Associate of Applied Science in Sign Language Interpretation and a Certificate in Basic American Sign Language, both of which will be presented to the Board of Regents during the 2010-2011 academic year.
3. To provide professional development opportunities for Liberal Arts faculty and staff.
4. To improve recruiting efforts by hosting a high school debate tournament on campus.
5. To improve academic advising for General Studies and Associate of Arts - Louisiana Transfer Students
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

Professor
Donna Densmore, M.Ed.

Associate Professor
Sharon DeCarlo, M.S.
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 Division of Mathematics and Technical Education was involved in many major accomplishments during the 2009-2010 academic year. Two new associate degrees were approved by the Board of Regents on February 25, 2010. The Associate of Applied Science in Construction Technology and Management and the Associate of Applied Science in Oil and Gas Production Technology will begin fall 2010. The Associate of Applied Science in Construction Technology and Management is supported by the AGC Shreveport Chapter and is a 63-semester hour, two-year curriculum emphasizing skills and knowledge essential for employment leading to a management position in the area of construction. The Associate of Applied Science in Oil and Gas Production Technology is a response to the tremendous increase in job opportunities created by the exploration and increasing significance of the Haynesville Shale natural gas reserve in Northwest Louisiana.

The Associate of Applied Science in Industrial Control Systems and the Certificate of Technical Studies in Computer-Aided Drafting were terminated by the Board of Regents because of low completers. However, the Division added the following certificates and technical competency areas: Certificate of Technical Studies in Industrial Control Systems, Technical Competency Area in Computer Drafting and Design, Technical Competency Area in Manufacturing, and Technical Competency Area in Construction Readiness.

Bossier Parish Community College’s new Construction Technology and Management Program petitioned to begin a student chapter of the Associated General Contractors. Chuck Penn, Executive Director of the Shreveport Chapter of the Associated General Contractors, presented the chapter charter to the student group on April 7, 2010.

Bossier Parish Community College and EnCana Corporation have partnered to create a new degree and certificate program in oil and gas production technology at BPCC. College officials welcomed EnCana personnel to the campus for the presentation of a $100,000 donation to jumpstart the degree program on December 17, 2009.

The ISTE (International Society for Technology in Education) announced its 2010 SIGOL Online Learning Award recipients. Each year ISTE receives award nominees who reside in locations all around the globe and who exemplify ISTE’s mission to advance the use of technology to improve education. Donna Densmore was highly commended for her project, “College Algebra Online: Improving Student Engagement.”

Stacey Black and Deanna Hardy gave a presentation for the BPCC faculty on Using the Sympodium.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Donna Densmore was awarded SIGOL Highly Commended Award in the 2010 SIGOL Online Learning Awards - College Algebra Online Improving Student Engagement

Linda Sonnier established 30 Hour Construction Safety Certification as part of Construction Technology and Construction Technology Management programs.
## PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Name</th>
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<th>Meetings and Special Events Attended</th>
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</thead>
<tbody>
<tr>
<td>Stacey Black</td>
<td>Emergenetics Workshop 3/2009</td>
<td>LADE Regional Conference 10/28/09-10/30/09</td>
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<tr>
<td></td>
<td></td>
<td>NSU College Algebra Workshop May 2009</td>
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<tr>
<td>Edward Chopin</td>
<td>Emergenetics Workshop 3/2009</td>
<td></td>
<td>Met with CAD Manager and Director at Cellxion Corporation to discuss CAD needs. 11/09</td>
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<td></td>
<td>Completed Defensive Driver Training 12/11/09</td>
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<td>Sharon DeCarlo</td>
<td>Use of Symposium 8/14/09</td>
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<td>Smarthinking Webinar</td>
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<td></td>
<td>Getting Started with Google Docs 10/15/09</td>
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<tr>
<td>Donna Densmore</td>
<td>Faculty Exchange for CALL Use of Symposium</td>
<td>AMATYC Conference in Las Vegas</td>
<td>LaMsMATYC</td>
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<td></td>
<td>Dealing with Angry/Difficult Students</td>
<td>LaMsMATYC Conference in Jackson, MS</td>
<td>Amatyc Conference</td>
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<td>LCTCS Conference</td>
<td>LCTCS Conference</td>
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<td>Dual Enrollment Campus Visit at SLU</td>
<td>Open Enrollment with Pearson and LCTCS in Indiana</td>
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<td>Virginia Eaves</td>
<td>Use of Symposium 8/14/09</td>
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<td></td>
<td>Get Started with Google Docs 10/15/09</td>
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<td></td>
<td>Women and Body Images 3/3/10</td>
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<tr>
<td>Deanna Hardy</td>
<td>Smartboard Training on the Smart Rear Projection Projector 5/24</td>
<td>LADE Regional Conference 10/28/09-10/30/09</td>
<td>Louisiana Commission for the Deaf quarterly meeting in November 2009, February 2010 and May 2010</td>
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<td>Smartboard Training on the Smart Rear Projection Projector 6/27/09</td>
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<td>AST Advisory Committee</td>
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<td>Emergenetics Workshop 3/2009</td>
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<td>Adhoc Student Evaluation Committee</td>
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<tr>
<td>Miles Hitchcock</td>
<td>Use of Symposium 8/18/09</td>
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<td></td>
<td>How to Assemble a Promotion Packet 8/14/09</td>
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<td></td>
<td>Prior Learning Assessment 8/18/09</td>
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<tr>
<td>Name</td>
<td>Activity</td>
<td>Details</td>
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<tr>
<td>Linda Sonnier</td>
<td>Prior Learning Assessment</td>
<td>Storer Equipment - Sustainability and Existing Building Operation and Maintenance</td>
<td>Storer Equipment Product Show - Program Participant</td>
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<td></td>
<td>Emergenetics</td>
<td>e-notes: integrating course content with softchalk</td>
<td>U S Green Building Council - Louisiana - Cindy, Stanly, Executive Director and John Anderson, President</td>
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<td>Blackboard Online Training</td>
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<td>CTM Advisory Committee Meeting &amp; Luncheon - Organizer</td>
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<td>Pam Stogsdill</td>
<td>Use of Sympodium</td>
<td>LCTCS Annual Conference Various Classes 3/24/10-3/26/10</td>
<td>LCTCS Annual Conference 3/24/10-3/26/10</td>
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<td>Dual Enrollment trip to Hammond SELU 10/20/22-10/22/10</td>
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<tr>
<td>Ed Thomas</td>
<td>Completed Math 250 (Calculus I)</td>
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</tr>
<tr>
<td>Frank Viviano</td>
<td>Use of Sympodium 8/14/09</td>
<td>SACS Annual Meeting, Atlanta, GA 12/2009</td>
<td>Planning Council 2009-2010</td>
</tr>
<tr>
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<td>&quot;Strengthening Intuitions Programs” Reception Honoring Congressman John Fleming 8/20/09</td>
<td>LCTCS Transfer Advising Meeting, Baton Rouge, LA 6/4/10</td>
<td>Assistance in class reductions and reassignment 7/31/09</td>
</tr>
<tr>
<td></td>
<td>BPCC Staff Senate &quot;How We Can Become Better Ambassadors for BPCC” 9/22/09</td>
<td></td>
<td>Vehicle Donation by Chesapeake 7/15/09</td>
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<tr>
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<td>Get Started with Google Docs Workshop 10/15/09</td>
<td></td>
<td>Breakfast meeting with the Chancellor Henderson 9/2/10</td>
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<td>Promotion Workshop 2/15/2010</td>
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<td>MOU Signing Ceremony and BPCC and Bossier City Fire Department 10/1/09</td>
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<tr>
<td></td>
<td>Emergenetics Profile 11/30/09</td>
<td></td>
<td>BPCC First Core Team Meeting 10/6/09</td>
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<td>Comprehensive Public Training Program 3/5/10</td>
<td></td>
<td>AGC of America Proposed Student Chapter 10/16/09</td>
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<td></td>
<td>Improving BPP Challenge Exams, Why, How, What Condition 3/7/10</td>
<td></td>
<td>Basic Well Control simulator by Gary Franklin 10/21/09</td>
</tr>
<tr>
<td></td>
<td>Career Pathways workshop 6/10/10</td>
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<td>Party at the Parks – BPCC new Ball Fields 10/28/09</td>
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<td>BPCC EnCana Corporation meeting 12/17/09</td>
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<td></td>
<td></td>
<td></td>
<td>BPCC and The University of Louisiana-Monroe sign Memorandum of Understanding 2/4/10</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Stacey Black was a presenter for Sympodium Workshop for faculty and staff in fall 2009. Deanna Hardy was a presenter for Sympodium Workshop for BPCC faculty and staff in fall 2009. Donna Densmore gave presentations at LaMsMATYC, Metro Community College, LCTCS conference, Florida State Community College, and Delgado Community College. Linda Sonnier gave a USGBC Green Building 101 presentation 6/25/10. Linda Sonnier upgraded existing coursework, prerequisites and baseline competencies to make program accredited by the A. C. C. E. Linda Sonnier established Student Associated General Contractors Chapter, BIM classes and
instruction and strong advisory committee.

SIGNIFICANT CONTRACTS OR GRANTS

Pam Stogsdill received a Board of Regent's grant of $60,000 for lab computers.
Donna Densmore received a Student Technology Fee grant.
Linda Sonnier received a Campus Green Building 101 Technical Assistance grant for $2,000.
Linda Sonnier received a Planswift software gift for $16,000.
Linda Sonnier received Provisional Funding for two BOR construction safety grants for $54,500.

ACADEMIC PROGRAM REVIEW

The Certificate of Technical Studies in Construction Technology was reviewed.

STRATEGIC PLANNING

Department Measurable Strategy
Conduct a construction advisory committee meeting.

Performance Indicators
Minutes of the construction advisory committee meeting.

Assessment Results
A construction advisory committee meeting was held on May 4, 2010.

Changes Based on Assessment Outcomes
A construction advisory committee meeting will be held in spring 2011.

Strategy(ies) for the Future
No strategies for the future.

Department Measurable Strategy
In the Division, the faculty will attend faculty developmental workshops.

Performance Indicators
Attendance of faculty at professional development workshops.

Assessment Results
Mathematics and Technical Education faculty attended many professional development workshops at BPCC and other locations.

Changes Based on Assessment Outcomes
No changes based on assessment outcomes.

Strategy(ies) for the Future
Continue to encourage faculty to attend faculty development workshops.

Department Measurable Strategy
Write a Board of Regents Workforce Initiative Grant for Construction Technology in order to secure funds for equipment, supplies, utilities, and a temporary space.
Performance Indicators
Submission of the grant to the Board of Regents.

Assessment Results
A safety grant proposal to BoR was written instead of this grant proposal.

Changes Based on Assessment Outcomes
Research other opportunities for grants.

Strategy(ies) for the Future

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 thirteen section of Math 097 pilot classes offered with 237 students. There were thirteen sections of Math 098 pilot classes offered with 312 students. There were two sections of Math 099 pilot classes offered with 98 students.

Changes Based on Assessment Outcomes
The following eight week section classes will be offered: first eight weeks Math 097, second eight week Math 098, first eight week Math 098 second eight weeks Math 099, first eight weeks Math 099 second eight weeks Math 102.

Strategy(ies) for the Future
Document the enrollment in the additional eight weeks classes.

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

Performance Indicators
Documented student success as measured by course learning outcome assessment.

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
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 $3,000 for the library, scientific, and educational equipment 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
Utilize outcomes of program assessments to improve student enrollment, retention, and learning.

Performance Indicators
Program learning outcome assessment results; retention statistics; enrollment data.

Assessment Results
Changes were made on the program learning outcomes for constructions technology.

Changes Based on Assessment Outcomes
Review the results of the program learning outcomes and make changes need to improve results.

Strategy(ies) for the Future
Update the learning outcomes as needed.

Department Measurable Strategy
Submit a proposal for an Associate of Applied Science in Construction Technology and Management to LCTCS and Board of Reagents.

Performance Indicators
The proposal document for an Associate of Applied Science in Construction Technology and Management

Assessment Results
The proposal was approved by the Board of Regents.

Changes Based on Assessment Outcomes
A 12 hour TCA in Construction Readiness was submitted.

Strategy(ies) for the Future
Monitor the enrollment in the each of the construction programs.

Department Measurable Strategy
Administer Pre-tests and Post-tests in Math 097 and Math 098 in which the content is aligned with the learning outcomes.

Performance Indicators
Pre-test and Post-test results
Assessment Results
The Pre-tests and Post-tests data was complied into a spreadsheet to compare results. The results show the results for Pre-test and Post-test for each learning outcome.

Changes Based on Assessment Outcomes
Faculty must make the Pre-test and Post-test a grade for the student.

Strategy(ies) for the Future
Continue to monitor the results of Pre-test and Post-test.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The 2009-2010 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, construction technology, and oil and gas production technology.

The Division proposed and received approval for two new associate degrees. The Associate of Applied Science in Construction Technology and Management and Associate of Applied Science in Oil and Gas Production Technology will begin enrolling students in fall 2010.

The Quality Enhancement Plan of Enhancing Student Learning and Engagement in High Risk Mathematics is showing student success.

The Pre-Test and Post-Test for Math 097, Math 098, and Math 099 is showing student success.

The teaching was at a high level of instruction because the faculty was involved in many professional development opportunities.

A Student Associated General Contractors Chapter was established for the engagement of students in construction industry.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Conduct an advisory committee meeting in Oil and Gas Production Technology.
Conduct an advisory committee meeting in Construction Technology and Management.
Hire a instructor/director for the Oil and Gas Production Technology program.
Submit a proposal to the Board of Regents for an Associate of Applied Science in Industrial Technology.
Secure a laboratory for construction and oil and gas programs.
Research opportunities to implement the oil and gas production and construction programs to the fullest.
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

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**DIVISION SUMMARY**

The 2009-2010 academic year was successful for the Off-Campus Studies Division. Dual Enrollment now known as the "Early Start Program" has had a major impact on the Off-Campus Studies Division and has contributed to the increase in Bossier Parish Community College’s total enrollment.

**PROFESSIONAL DEVELOPMENT**

<table>
<thead>
<tr>
<th>Name</th>
<th>Professional Development (at BPCC)</th>
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<th>Meetings and Special Events Attended</th>
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</thead>
</table>
| Petra Battlefield | “Women and Body Image”  
Professional Development Seminar  
by Office of Multicultural Affairs  3/3/10                                                                 |                                                                                                          | Member-Safety Committee  
Staff Senate Presentation-"How We Can Become Better Ambassadors for BPCC"  
9/22/09  
Staff Senate Presentation-“Blood Donor Education”  
10/29/09  
Veteran’s Day Program  
11/10/09                                                                 |                                                                                                                                                             |

**STRATEGIC PLANNING**

**Department Measurable Strategy**

Increase high school student participation in the Early Start Program.
**Performance Indicators**
Number of participants enrolled in the Early Start Program.

**Assessment Results**
782 participants enrolled in the Early Start Program this academic year.

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

**Performance Indicators**
Course learning outcome assessments.

**Assessment Results**

**Department Measurable Strategy**
Utilize local advertising and provide class schedules to the outlying communities.

**Performance Indicators**
Number of advertisements in the local newspapers and number of class schedules distributed.

**Assessment Results**
10 advertisements in local newspapers and 1,000 academic bulletins distributed.

**Department Measurable Strategy**
Make available, via e-mail, all professional development opportunities to Off-Campus Studies adjunct instructors.

**Performance Indicators**
Monitor participation of adjunct faculty and follow up with each academic discipline.

**Assessment Results**
No adjunct faculty ever participated in the professional development opportunities on campus.

**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**
As of Fall 2009 survey results indicate the following:

87% of 342 students surveyed agree classes are offered at convenient times and meet their needs.

90.1% of students surveyed stated they would take another off-campus class.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**
The overall assessment for the Division is successful and therefore very effective.
PRIORITIES FOR THE COMING ACADEMIC YEAR

Off-Campus Studies/Early Start Program
We will continue to be successful in attracting the traditional and non-traditional student to all of our off campus sites. The interest in Dual enrollment opportunities will continue to increase throughout Bossier, Caddo, and Webster parishes as we look for new and innovative ways to deliver our products and services to these locations. We will focus on increasing the number of courses offered on an as needed basis, continue to seek out the most highly qualified and experienced instructors available.

This program was combined with the Division of Innovative Learning in May 2010.
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.
Bob Boykin, M.S.

Associate Professor
Ty Bryan, M.S
Laura Bryant, M.Ed.
Kim Cox, M.Ed.
Charles Kelley Corkern, M.S.
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
During the 2009-10 academic year, the faculty and staff of the Division of Science and Allied Health contributed to the continued success and growth of Bossier Parish Community College. The Division offered 471 course sections in the disciplines of allied health, biology, biotechnology, chemistry, dietary management, emergency medicine, medical office specialist, microbiology, physical therapy assistant, pharmacy technician, physical science, physics, and surgical technology. The Division experienced record course enrollment of 9389 students (21% increase) and program enrollment of 1562 (20% increase). Two hundred twenty-eight (228) students (13% increase) earned associate degrees and/or certificates in science and allied health disciplines.

Several new faculty and staff joined the Division. Kelly Brandon was hired as the fieldwork coordinator/instructor for the OTA program. New nursing program faculty include Sharon Turley (Nursing Program Director), Angel Alexander, Carole Jorstad, Melanie Petchak, and Amy Williams. Crystal Corbin joined the Division as the Title III Student Success Coordinator. At the end of the spring semester, Associate Professor Kelley Corkern retired after 21 years of service to the College.

The Division academic programs achieved several significant milestones. The Phlebotomy program earned reaccreditation by the National Accreditation Council for Clinical Laboratory Science (NACCLS) and the Surgical Technology program was reaccredited by the Association of Surgical Technologist. The Louisiana Board of Regents granted BPCC the authority to offer the Associate of
Applied Science in Occupational Therapy Assistant (OTA) and the program received initial approval from the Accreditation Council for Occupational Therapy Education (ACOTE). The OTA program is scheduled to admit the first clinical class in summer 2010 with expected graduation in summer 2011. Additionally, BPCC received permission from the Board of Regents to offer the Associate of Science degree in Nursing. The faculty are pursuing permission from the Louisiana Board of Nursing to begin clinical courses in the Fall of 2010. The Louisiana Community and Technical College Board granted BPCC permission to offer the Technical Competency Area (TCA) in Medical Transcription. Due to continued low enrollment, BPCC discontinued the Dietary Management program.

The faculty and staff were actively involved in community and institutional service. The Division sponsored the M.A.S.H./A.H.E.C. program which allowed 10 high school students the opportunity to earn college credit and participate in college level laboratory experiences. The Division also offered numerous tours, demonstrations and laboratory experiences for groups from North Louisiana and East Texas AHEC groups and Shreveport and Bossier Technical School students. The faculty mentored numerous students with development of science fair projects, participated in the Trivia Night for Special Olympics, volunteered at the BPCC 500, participated in the American Cancer Society Walk for Life, judged area science fairs, participated in the Great American Smoke-Out and participated in numerous other community service events. Ty Bryan served as the faculty advisor for the creation of BPCC G.R.E.E.N.; a student organization for student interested in environmental issues.

The faculty participated extensively in professional growth opportunities. Cammie Emory and Judith Coston completed the year-long S.T.A.R. Science teaching program sponsored by the National Science Foundation.

In May 2009, BPCC hosted the SouthCentral Region annual conference of Bio-Link. Forty-four educators and scientist attended from Louisiana, Texas, Ohio, Oklahoma, and Pennsylvania. The four-day conference included presentations about RNA interference and advances in cancer research by Cold Springs Harbor. Other talks were presented by researchers from Louisiana Tech University on plant cell culture and nonmanufacturing. Hands-on molecular biology activities were sponsored by Bio-Rad. The conference included tours of BioSpace 1 and the BioManufacturing facility in Shreveport.

The Region I Science and Engineering Fair was held on March 4 through 6, 2010, at the Bossier Civic Center. Four hundred seventy students from a five parish area (Bossier, Caddo, DeSoto, Red River, Webster) competed for prizes, the ability to continue in competition at the state level, and for trips to the Intel International Science and Engineering Fair.

ADVANCED DEGREES OR CERTIFICATIONS

Michelle Dillon
   Sterile Products National Certification
   Extemporaneous Compounding National Certification
Amy Knighton
- American Heart Association BLS Certification
- American Heart Association PALS Certification
- American Heart Association ACLS Certification

Terri Mundy
- Extemporaneous Compounding National Certification

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Bob Boykin
- Promoted to professor
- BPCC Faculty Senate President

Roishene Johnson
- 2010 National Institute for Staff and Organizational Development (NISOD) Teaching Excellence Award

Vernon Leggett
- 2010 LCTCS Outstanding Faculty Award

Terri Mundy
- ASHP National SAG Committee

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Bob Boykin</td>
<td>Mobility in Education (November 6, 2009)</td>
<td>Project Learning Tree, Project wow and Project Wild workshops - Shreveport, AL (July 30, 2009)</td>
<td>Biolink Regional meeting - Bossier City, LA (May 28 - 31, 2009)</td>
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<td>Blue Print for Program Success (September 16, 2009)</td>
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<td>Embracing Diversity in Higher Education (September 17, 2009)</td>
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<td>Departmental Challenge Exam Creation and Evaluation (March 17, 2010)</td>
<td>HRSA: NN2 Conference - Dallas, TX (October 1, 2009)</td>
<td>LSUS/BPCC articulation meeting - LSUS (March 30, 2010)</td>
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<tr>
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<td>Legal Issues of Allied Health Education - Dallas, TX (October 1, 2009)</td>
<td>South Central Bio-link Meeting 2009 - Bossier City (May 28 - 31, 2009)</td>
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<td>Accreditation - Dallas, TX (October 1, 2009)</td>
<td>Health Works Commission - Baton Rouge, LA (June 18, 2009)</td>
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<td>Collaboration - Dallas, TX (October 2, 2009)</td>
<td>LCTCS Chief Academic Officers - Baton Rouge (August 3, 2009)</td>
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<td>Curriculum - Dallas, TX (October 2, 2009)</td>
<td>Louisiana CCTC Region 7</td>
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<td>Quality - Dallas, TX (October 2, 2009)</td>
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</tr>
</tbody>
</table>
Technology for Allied Health Training 0 Dallas, TX (October 3, 2009)
Individual Differences and Diversity - Bossier City (March 5, 2010)
articulation meeting (June 26, 2009)
Board of Regents - Thibodaux (March 24, 2010)
Statewide Articulation and Transfer Council - Baton Rouge (October 19, 2010)
Statewide Articulation and Transfer Council - Baton Rouge (September 3, 2009)
NN2 22nd Annual Conference - Dallas, TX (September 30 - October 3, 2009)
Louisiana State Board of Nursing - Baton Rouge (December 9, 2009)
LSUS/BPCC Deans meeting (March 5m 2010)

Ty Bryan
Active Learning (August 13, 2009)
Techniques for Effective Classroom Presentation (August 18, 2009)
Dealing with Angry/Difficult Students (August 18, 2009)
Classroom Performance System (August 18, 2009)
Institutional Animal Care and use Committee 101 and 201 Plus - Baton Rouge, LA (February 24 -25, 2010)
Animal Care and Use Committee - LSU Health Science Center Shreveport, LA (2009 - 2010)
South Central BioLink Regional meeting - Bossier City, LA (May 28 - 31, 2009)

Laura Bryant
Active Learning (August 13, 2009)
Gait Biomechanics and Orthotic Application - Bossier City, LA (December 14, 2009)
Medical Errors in Physical Therapy - Bossier City (December 1, 2009)
Alzheimer,s Disease _ Bossier City, LA (December 1, 2009)
Louisiana Board of PT Examiners - Bossier City (September 10, 2009)
Louisiana Physical Therapy Task Force - Baton Rouge (2009 - 10)
Louisiana Physical Therapy Association Fall Conference - Baton Rouge, LA (September 18-19, 2009)

Kim Cox
Active Learning (August 13, 2009)
Gait Biomechanics and Orthotic Applications (December 14, 2009)
Ethical Compass (November 19, 2009)
Online Jurisprudence (November 19, 2009)
Alzheimer's Disease (November 20, 2009)
Foot and Ankle Biomechanics Evaluation and Treatment - Bossier City LPTA meeting (March 3, 2010)
Shreveport District LPTA meeting - LSU Health Science Center (March 31, 2010)
Louisiana Physical Therapy Association Fall meeting - Baton Rouge, LA (September 18 - 20, 2010)
Louisiana Physical therapy Association Spring meeting - Bossier City, LA (March 19-20, 2010)

Elaine Cox
Get Started with Google Docs (October 15, 2009)
Classroom Performance System (August 18, 2009)
Use of the Symposium (August 14, 2009)
Techniques for Effective Classroom Presentation (August 18, 2009)
Active Learning (August 13, 2009)
Inside Cancer - Bossier City (May 31, 2009)
AMA Infection Disease Alert (July 2009)
Campus and Facility Community Emergency Response Team Training - Bossier City (May 21, 2009)
South Central Regional BioLink meeting 2009 - Bossier City, LA (May 28 - 31, 2009)
Kelley Corkern  
Techniques for Effective Classroom Presentation (August 18, 2009)  
Embracing Diversity in High Education (September 17, 2009)  
Dealing with Angry/Difficult Students (August 18, 2009)  
Active Learning (August 13, 2009)  

Rick Jones  
E-College LMS - Webinar (May 2009)  
Active Learning (August 13, 2009)  

Vernon Leggett  
Active Learning (August 13, 2009)  
Techniques for Effective Classroom Presentation (August 18, 2009)  
Classroom Performance System (August 18, 2009)  

Charles Reed  
Active Learning (August 13, 2009)  
Use of the Symposium (August 14, 2009)  
Embracing Diversity in Higher Education (September 17, 2009)  
Classroom Performance System (August 18, 2009)  
Techniques for Effective Classroom Presentation (August 18, 2009)  

Al Smith  
Get Started with Google Docs (August 22, 2009)  
Active Learning (August 13, 2009)  
Itune University (August 18, 2009)  

Pam Tully  
Get Started with Google Docs (October 22, 2009)  
Classroom Performance System (August 18, 2009)  
Active Learning (August 13, 2009)  
Improving BPCC Challenge Exams (March 17, 2009)  

Constance Winter  
Protecting the Integrity of your Online Exam (September 20, 2009)  
Active Learning (August 13, 2009)  
Get started with Google Docs (October 22, 2009)  
Improving BPCC Challenge Exams (March 17, 2009)  

2010 Intel International Science and Engineering Fair - San Jose, California (May 10 - 14, 2010)  

LCTCS Annual Conference - New Orleans (March 24-26, 2010)  

American Association of Medical Assistants - Houston, Texas (September 11-14, 2009)  
ASCLS 2010 Joint Annual meeting - Biloxi, Mississippi (April 7-9, 2010)  

Women and Heart Disease (November 21, 2009)  
Disorders of Calcium Metabolism - ASCLS conference (April 8-9, 2010)  
Developing Effective Training - ASCLS Conference (April 8-9, 2010)  
Microbiology Review - ASCLS Conference (April 8-9, 2010)  
Top 10 List - ASCLS conference (April 8-9, 2010)  

Clinical Ethics - AAMA Conference (September 11-12, 2009)  
Adventures in Attitudes - AAMA Conference (September 11 - 12, 2009)  
Understanding Medical Terminology - AAMA Conference (September 11-12, 2009)  
Urinalysis - AAMA Conference (September 11-12, 2009)  
LEAP Domestic Violence - AAMA Conference (Sept 11-12, 2009)  
Everything you want to know about Medical Ethics -AAMA Conference (September 11-12, 2009)  
What to say when the Diagnosis is
<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
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<tbody>
<tr>
<td>Judith Coston</td>
<td>Think First (March 10, 2010)</td>
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<td>Improving BPCC Challenge Exams (March 17, 2010)</td>
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<td>S.T.A.R. Teaching Institute - LSU Baton Rouge (January 5-6, 2010)</td>
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<td>Inside Cancer (May 31, 2009)</td>
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<td>Campus and Facility Community Emergency Response Team Training - Bossier City (May 21, 2009)</td>
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<td>Cammie Emory</td>
<td>Platos Lunch and Learn (April 27, 2010)</td>
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<td>Service Learning (April 16, 2010)</td>
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<td>S.T.A.R. Teaching Institute - Baton Rouge (January 5 - 6, 2010)</td>
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<td>Commercial Pesticide Applicators License - Shreveport (March 24, 2010)</td>
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<td>Compatible Assessment and Treatment Techniques for sensory Integration and Neurodevelopmental Training - Shreveport (November 16, 2009)</td>
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<td>Louisiana State Board of Physical Therapy Examiners - Shreveport (November 20, 2009)</td>
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<td>Gait Biomechanics and Orthotic Applications - Shreveport (December 14, 2009)</td>
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<td>Ken Franks</td>
<td>Best Practices in Accelerated Learning (November 28, 2009)</td>
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<td>Roishene Johnson</td>
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<td>I-Tune University</td>
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<td>Angel Alexander</td>
<td>Methods and Tools to Help Teach Dosage Calculation</td>
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<td>American Heart Association Core Instructor Course</td>
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<td>Jeff Anderson</td>
<td>Active Learning</td>
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<td>New EMS Education Standards Workshop - New Orleans</td>
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<tr>
<td>Kelly Brandon</td>
<td>Teaching Tools and Organization and Time - Saving Technology Tips for Teachers</td>
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</tbody>
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Tara Breeland
Plato's Lunch and Learn (April 27, 2010)
Service Learning (April 16, 2010)
Classroom Performance (August 18, 2009)

Tom Carson
Classroom Performance System
(October 7, 2009)
Active Learning (August 13, 2009)

Barbara Custer
Active Learning (August 13, 2009)
Classroom Performance System
(August 18, 2009)
Use of the Sympodium (August 14, 2009)

Michelle Dillon
Active Learning (August 13, 2009)
Classroom Performance System
(August 18, 2009)
Techniques for Effective Classroom Presentation (August 18, 2009)
Use of the Sympodium (August 14, 2009)

Carol Jorstad

Amy Knighton
Embracing Diversity in Higher Education (September 17, 2009)
Active Learning (August 13, 2009)
Classroom Performance System
(August 18, 2009)
Use of the Sympodium (August 14, 2009)

Wendy McGee
Quality Matters (August 18, 2009)
Classroom Performance System

Self-Study Preparation Workshop - Bethesda, Maryland (February 19-20, 2010)
Assistive Technology and Federal Mandates Shreveport (January 12, 2010)

2010 Intel International Science and Engineering Fair - San Jose, California (May 10-14, 2010)
AOTA 90th Annual Conference and Expo - Orlando, Florida (April 29 - May 2, 2010)
Program Director's Education Council Meeting - Orlando, Florida (April 27 - 28, 2010)

NLNAC 2010 Self-Study Forum - Atlanta, Georgia (April 12 - 13, 2010)
Nursing Educator Institute 2010 - Branson, Missouri (April 13-15, 2010)
2010 Summit of Nursing Educators - Baton Rouge, LA (March 25, 2010)

EMS State of the Science: A Gathering of Eagles XII - Dallas, Texas (February 26-27, 2010)
Active Learning (August 13, 2009)

Protecting the Integrity of Your online exams (November 20, 2009)
Differentiating Stress Induced Cardiomyopathy (December 24, 2009)
Understanding the 12 lead ECG (December 23, 2009)
Oral Heart Failure Medication, (October 9, 2009)
Campus and Facility Community Emergency Response Team Training - Bossier City (May 21, 2009)
Disaster Preparedness (August 2009)
Women's Prehospital Delay Associated with M.I. (August 2009)
Educational Strategies to Develop Evidence- Based Practice mentors (August 2009)
How Technology Affects your Risk of Medication Errors (August 2009)

Kerry McNamara
Active Learning (August 13, 2009)
Classroom Performance System (August 18, 2009)
How to Assemble a Promotion Packet (August 18, 2009)

Science Educator's Workshop - Dallas, Texas (February 21, 2010)

Terri Mundy
Active Learning BPCC (August 13, 2009)
How to Assemble a Promotion Packet (August 18, 2009)
Use of the Sympodium (August 14, 2009)
Prior Learning Assessment (August 18, 2009)

NPTA Compounding Pharmacy Technician Certification - Houston, TX (December 9 - 10, 2009)
Five Challenges in Teaching Pharmacy Technicians (April 6, 2010)

Louisiana Society of Health System Pharmacist midyear conference - Shreveport (October 27, 2009)

Stephanie Nix
Classroom Performance System (August 18, 2009)
Get Started with Google Docs (October 22, 2009)
Active Learning (August 13, 2009)
Techniques for Effective Classroom Presentation (August 18, 2009)
How to Assemble A Promotion Packet (August 18, 2009)

Breast Cancer Research at Feist Weller Cancer Center - Shreveport, LA (October 16, 2009)
LSU School of Veterinary Medicine - Baton Rouge (April 11, 2010)

2009 LVMA Equine Committee 32nd annual seminar - Shreveport (September 28, 2009)

Melanie Petchak

Maintaining Safety on Inpatient Units - American Psychiatric Nurses Association (April 22, 2010)

Nursing Educator Institute 2010 - Branson, Missouri (April 13-15, 2010)
2010 Summit of Nursing Educators - Baton Rouge (March 25, 2010)

Paula Rhoades
Active Learning (August 13, 2009)
How to Assemble a Promotion Packet (August 14, 2009)
Classroom Performance System (August 8, 2009)
Best Practices in Accelerated

Louisiana Dietary Manager's Association - Lake Charles (August 20 - August 22, 2009)
Signs, Symptoms, and Treatments for Arthritis - Shreveport (July 8, 2009)
Prevalence of Obesity in Ambulatory

Louisiana Dietetic Association Annual Meeting - Lake Charles (April 18 - 20, 2010)
Sharon Turley

Learning (September 28, 2009)
Embracing Diversity in Higher Education (September 17, 2009)
Children with Cerebral Palsy - Shreveport (May 11, 2009)
Behind the Scenes in Healthcare - Shreveport (May 20, 2009)
Diabetes Update - Shreveport (November 10, 2009)
Updates in Pediatric Nutrition - Shreveport (September 8, 2009)
Could It be my Thyroid - Shreveport (August 24, 2009)
Shreveport Dietetic Assn Meeting - Shreveport (March 22, 2010)

Charlotte Ware

Active learning (August 13, 2009)
Techniques for Effective Classroom Presentation (August 18, 2009)
Use of the Sympodium (August 14, 2009)
Classroom Performance System (August 18m 2009)

Outpatient Prospective Payment Systems - Shreveport (March 9, 2010)
2010 Part B Medicare General update - Shreveport (August 22, 2009)
HIPAA, Release of Information and Red Flag Rules - Shreveport (April 13, 2010)
Outpatient Prospective Payment System Changes for 2010 Shreveport(February 27, 2010)

LA State Board of Nursing Education Committee Meeting - Baton Rouge (April 21, 2010)
LCTCS RN Directors Meeting - Baton Rouge (October 26, 2009)
LCTCS RN Directors Meeting - Baton Rouge (November 30, 2009)
Louisiana State Board of Nursing - Baton Rouge (December 9, 2009)
Louisiana State Board of Nursing Education Committee meeting - Baton Rouge (January 20, 2010)
Louisiana State Nursing Association - Baton Rouge 9 (February 26, 2010)
LACANE - New Orleans (February 24, 2010)
Louisiana State Board of Nursing - Baton Rouge (March 17, 2010)
2010 Summit of Nursing Educators - Baton Rouge (March 25, 2010)
LCTCS RN Directors meeting - Baton Rouge (May 19, 2009)
Nursing Educator Institute 2010 - Branson, Missouri (April 13-15, 2010)
NLNAC 2010 Self-Study Forum - Atlanta, Georgia (April 12-13, 2010)

AHIMA 2009 Assembly on Education Symposium and Faculty Development Institute - LasVegas, NV (July 25 - 29, 2009)
Respiratory Coding (August 11, 2009)
ICD-9-CM Updates for 2010 (August 8, 2009)
Insurance and Medicare update (February 9, 2010)

Amy Williams
Nursing Educator Institute 2010 - Branson, Missouri (April 13 - 15, 2010)
2010 Summit of Nursing Educators - Baton Rouge (March 25, 2010)

Tonia Sharp
How We Can become Better Ambassadors for BPCC (September 22, 2009)
Blood Doner Education (October 29, 2009)
Financial Forms Training (May 12, 2010)

Linda Stark
2009 - 2010 New Grants Launch (July 14, 2009)
How We Can Become better Ambassadors for BPCC (September 22, 2009)
Financial Forms Training (October 22, 2009)
Blood Donor Education (October 29, 2009)
"Mentoring" A Career Development Opportunity (March 31, 2010)
Financial Forms Training (May 12, 2010)

Marilyn Persley
Community Emergency Response Team (CERT) (May 21, 2009)
Embracing Diversity in Higher Education (September 17, 2009)
How We Can Become Better Ambassadors for BPCC (September 22, 2009)
Blood Donor Education (October 29, 2009)
Coping with Seven Disruptive Personality Types in the Classroom (December 1, 2009)
Blackboard Online Training (January 20, 2010)
Blood Borne Pathogens Training (February 2, 2010)
Women and Body Language (March 3, 2010)
"Mentoring" A career Development Opportunity (March 31, 2010)

Wanda Buckley
How We Can Become Better Ambassadors for BPCC (September 22, 2009)
**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**

Kim Cox
"Louisiana Practice ACT and BPCC PTA program", Shreveport District LPTA meeting (March 31, 2010)

Pam Tully
"Phlebotomy Variables" American Society of Clinical Laboratory Science 2010 Joint Annual Meeting - Biloxi, Mississippi (April 18, 2010)

Judith Coston
"NASA" - Louisiana Association of Student Councils - Shreveport, LA (January 17, 2010)

Terri Mundy
"This is BPCC - Pharmacy Technician Program" (April 20, 2010)

Michelle Dillon
"This is BPCC - Pharmacy Technician Program" (April 20, 2010)

Roishene Johnson
"Careers in Science," Caddo Middle Career and Technology School - Shreveport, LA (April 30, 2010)
"Active Learning - S.T.A.R. Institute;" BPCC (August 13, 2009)
Tara Breeland
   "Active Learning - S.T.A.R. Institute;" BPCC (August 13, 2009)

Kerry McNamara
   "Chemistry" Louisiana Association of Student Councils - Shreveport, LA (January 17, 2010)

Paula Rhoades
   "Nutrition in the News - Myth Busters" - Louisiana Dietary Managers Association (October 22, 2009)

Charlotte Ware
   "Outpatient Prospective Payment System" - Shreveport, LA (March 9, 2010)

Sandra Partain
   "Development of HCM 299: Internship in Health Care Management" (October 2009)
   "Classroom Performance System - Basic" (August 14 and 18, 2009)
   "Plan for Tomorrow: Caddo's College and Career Fair" (November 10, 2009)

**SIGNIFICANT CONTRACTS OR GRANTS**

"Enhancement of Surgical Technology"; Principal Investigator- Al Smith; Funding Source-Louisiana Board of Regents; Amount: $32,685 (funded)

"Active Learning Strategies for Anatomy Classes at Bossier Parish Community College"; Principal Investigators- Carolyn Burroughs, Tara Breeland; Funding Source- Louisiana Board of Regents; Amount- $ 71,368 (funded)

"Validation and Calibration in Chemistry and Biotechnology Programs at Bossier Parish Community College": Principal Investigators- Dr. Elaine Cox, Judith Coston, Danny Hoston; Funding Source: Louisiana Board of Regents; Amount- $67,075 (funded)

"Enhancing the Physical Therapy Assistant Program at Bossier Parish Community College"; Principal Investigator- Laura Bryant; Funding Source- Louisiana Board of Regents; Amount- $15,764 (funded)

"Preparing Students for Positions as Occupational Therapy Assistants"; Principal Investigator- Barbara Custer; Funding Source- Louisiana Board of Regents; Amount- $34,661 (not funded)

"Incorporating Regulatory Mandates into Health Sciences Programs at Bossier Parish Community College"; Principal Investigators- Charlotte Ware, Jeff Anderson; Funding Source- Louisiana Board of Regents; Amount- $104,740 (not funded)

"Nutrition DVDs"; submitted by Dr. Paula Rhoades; Funding Source- BPCC Student Technology Fund; Amount- $1889 (funded)
"Anatomical Models and Visual Aids"; submitted by Ty Bryan; Funding Source- BPCC Student Technology Fund; Amount- $66,133 (funded)

"Somso Animal Cell Models"; submitted by Cammie Emory; Funding Source- BPCC Student Technology Fund; Amount- $4979 (funded)

"Nikon Microscopes"; submitted by Dr. Elaine Cox; Funding Source- BPCC Student Technology Fund; Amount- $31,223 (funded)

"Group PEAT Purchase"; submitted by Kim Cox; Funding Source- BPCC Student Technology Fund; Amount- $1440 (funded)

"QS1 Software and System Maintenance"; submitted by Terri Mundy; Funding Source- BPCC Student Technology Fund; Amount- $1530 (funded)

"Non-sterile Compounding"; submitted by Terri Mundy; Funding Source- BPCC Student Technology Fund; Amount- $315 (funded)

"Refractometers"; submitted by Dr. Stephenie Nix; Funding Source- BPCC Student Technology Fund; Amount- $1548 (funded)

"Venipuncture Demonstration Arms"; submitted by Pam Tully; Funding Source- BPCC Student Technology Fund; Amount- $1331 (funded)

"3M Encoder Software"; submitted by Charlotte Ware; Funding Source- BPCC Student Technology Fund; Amount- $2346 (funded)

"Student Achievement Leadership Grant"; submitted by Roishene Johnson; Funding Source- National Education Association; Amount- $30,000 (not funded)

**ACADEMIC PROGRAM REVIEW**

All programs offered by the Division of Science and Allied Health were reviewed with regard to program curriculum, financial impact, graduate survey data, enrollment, graduation, licensure, program specific measures, learning outcome assessment and advisory committee input. Based on assessment data, strengths and weaknesses were identified and improvement strategies were developed for implementation during the 2010-11 academic year.

EMT Paramedic

Outcomes for 2009-10 Improvement Strategies: (1) “Implement strategies to improve student success on the National Registry Written Exam.” Additional application and problem solving type questions were included in all exams. Case study scenarios were included in classroom discussions. To date, of the 12 students completing the program in May 2010, six have taken the
exam and all six have passed on the first attempt. (2) “Improve validity and reliability of program exams.” The faculty focused on utilizing better techniques in test item construction to improve content and face validity. (3) “Improve the clinical and field experience through improved preceptor training and assessment instruments.” The program director conducted preceptor training sessions for most of the field preceptors. Students were paired with one main field trainer to guide and evaluate the student’s progress. (4) “Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.” Due to changes in program personnel, all proposed course improvement strategies will be implemented during 2010-11.

Improvement Strategies for 2010-11: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Pursue authorization and implementation of a Certificate of Technical Studies in Paramedic.

General Science

Outcomes for 2000-10 Improvement Strategies: (1) “Complete a program review of the Dietary Management program and apply for renewal of program approval by the Dietary Managers Association.” Based on low program enrollment, financial considerations and poor job prospects for program graduates, the Dietary Management program was suspended. (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.” The EKG program curriculum was reviewed and the clinical course was eliminated. (4) “Implement strategies in science courses to increase critical thinking and encourage active learning.” All science faculty reported an increase emphasis on critical thinking in courses they instruct. The most common strategy was implementation of increased use of case studies. (5) “Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.” A variety of strategies were implemented in science courses to improve student learning and success. Significant increases in student success (grade of “C” or higher) was recognized in Biology 105 (+4%), Biology 110 (+4%), Biology 203 (+13%), Chemistry 107 lab (+4%) and Physics 101 (+24%). Decreases in student success were realized in Science 101 (-6%), Biology 102 (-29%), Biology 106 (-8%) and Biology 120 (-5%).

Improvement Strategies for 2010-11: (1) Expand course offerings and restructure courses to better meet the needs of program students and transfer students. (2) Pursue additional articulation of BPCC Science courses to area four-year colleges and universities. (3) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.

Medical Assistant

Outcomes for 2009-10 Improvement Strategies: (1) "Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcome
Assessment. ALHT 201: Students viewed a study skills presentation. The students were encouraged to use some of the methods presented in the presentation to assist them throughout the semester. In addition, several of the initial PowerPoint lectures demonstrated the use of concept mapping. 88% of fall 2009 students achieved a minimum average score of 70% on all tests compared with 75% of fall 2008 student. The 88% is related to two students withdrawing from the course one week after the start of the semester. The remaining students’ score is 100%. The study skills presentation will continue to be included in ALHT 201. ALHT 209: the student's viewed the National Patient Safety Goals presentation and the Virtual Urinalysis software. The students’ scores increased from last year. The presentation and software will remain as an activity in ALTH 209. ALHT 206L: Faculty incorporated the Practice Kit for Medical Front Office Skills software program. The student's scores increased from 88% to 100%. The software program will continue to be used by the students in MOS 206lab. (2) “To remain compliant with accreditation standards, implement the CAAHEP Standards and Guidelines, as revised in 2008 and made available by the AAMA during 2009.” Created and implemented a new master competency form for ALHT201/203 and removed the intravenous theory content from ALTH 203 to correspond to the new competency standards. The information within the master competency form correlates with the CAAHEP standards and Guidelines listed competencies for medical assistants. The tool includes all of the completed students' exam room competencies which can be made available to the AAMA upon request to maintain accreditation. A job description of the newly created practicum coordinator position was developed. The job description is required to maintain CAAHEP accreditation. Created and revised annual report and the new MAERB review to maintain CAAHEP accreditation. Implemented the new survey forms provide by the MAERB. The policy for student records retention was revised. A data base is currently being developed to contain all the student records required for retention by the MAERB for maintaining accreditation. The data base will include all the requirements listed within the CAAHEP Standards and Guidelines, the MAERB Policies and Procedures, and the Educational Competencies for the Medical Assistant. (3) "Continue to monitor graduate success on the AAMA-CMA exam and implement strategies to improve student success, as needed.” The format of the CMA exam changed from written to electronic for the 2009 graduates. In February, 2010 BPCC received notification that due to the format change a yearly Program Performance Report will be provide in the late summer/ early spring of each year, beginning in 2010. To date, the information is unavailable.

Improvement Strategies for 2010-11: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcome Assessment. (2) To remain compliant with accreditation standards, implement the CAAHEP Standards and Guidelines, as revised in 2008 and made available by the AAMA during 2009. (3) Investigate feasibility of changing course sequence to improve student retention and offering a certificate program in the Medical Assistant curriculum to increase clinical enrollment.

Medical Office Specialist

Outcomes for 2009-10 Improvement Strategies: (1) “Begin to implement a transition plan for changing coding instruction from ICD-9 to ICD-10.” Proposals were submitted for DOL, BoR and Carl Perkins grant funding the program director to attend educational sessions on ICD-10. Plans for transitioning to ICD-10 were discussed with the MOS Advisory Committee, to receive input from
the committee members. (2) “Increase awareness of current BPCC students and potential students
about the coding and transcription programs.” A Technical Competency Area (TCA) program for
medical transcription was developed, approved and will be offered effective in the fall 2010. The
Program Director provided information about the Medical Office Specialist Program at the local
chapter meeting of the AAPC. (3) “Increase student learning and success through implementation
of changes in specific courses identified in the Program Learning Outcomes Assessment.” To
improve student preparation for doing and transcription certification, an exam review text is now
required for MOS 114 and 116. New textbooks and recorded dictations were used for MOS 106
and MOS 216. HCPSCS exercises were added to the MOS 11 class content to assist students in
preparing for the national certification exam. A new learning unit was added to the content of MOS
113 to increase student knowledge of the function and terminology related to use of electronic
health records.

Improvement Strategies for 2010-11: (1) Continue to monitor updates and adjust plans for transition
from the ICD-9 coding system to the new ICD-10 coding system and pursue funding
options/educational opportunities for the Program Director related to the ICD-10 coding system.
(2) Increase awareness of the new TCA program for medical transcription to increase enrollment.
(3) Increase student learning and success through implementation of changes in specific courses
identified in the Program Learning Outcomes Assessment.

Pharmacy Technician

Outcomes for 2009-10 Improvement Strategies: (1) "Pursue student national certification or
credential for sterile products". NPTA sterile products training for PHAR 110 lecture and lab
instructor, Shelly Dillon, was completed in the fall 2009. The Pharmacy Technician program is in
the process of making an application to NPTA to become a "Licensed Training Facility". This will
entitle the student who successfully completes the PHAR 110 course and NPTA requirements, to
graduate with NPTA National Certification in Sterile Products. This change is scheduled to begin
with the fall 2010 semester if approved by the Pharmacy Technician Advisory Board at the May
2010 meeting and if the application is accepted by NPTA. (2) "Correlate laboratory and lecture
instruction with AHSP standards". Continued adherence to the Standards and correlation to the
Model Curriculum was done with emphasis on lab exercise improvement and lecture alignment. (3)
"Increased student learning and success through implementation of changes in specific courses
identified in the Program Learning Outcome Assessment". The "wasp bar code" system lab was not
developed this year but will be considered for next year. A more comprehensive textbook was
adopted for PHAR 110, effective in the fall semester 2010.

Improvement Strategies for 2010-11: (1) Increase student learning and success through
implementation of changes in specific courses identified in the Program Learning Outcomes
Assessment. (2) Implement national certification level training in PHAR 110: Sterile Products
course. (3) Update evaluation and tracking tools, including more effective tracking of graduates and
PTCB exam scores, required for ASHP Standards.

Phlebotomy
Outcomes for 2009-10 Improvement Strategies: (1) "Investigate strategies to increase employment for program graduates." A job market survey was performed at the end of the spring 2009 and fall 2009 semesters and the results were distributed to the clinical students prior to graduation to assist them in finding jobs. Sixty-three percent of 2009 graduates found jobs and 18% were continuing their education. This represents an increase from 38% employed for 2008 program graduates. (2) "Implement strategies to improve pass rate on the ASCP Phlebotomy Technician Examination." A complete review of phlebotomy techniques was included in ALHT 211 prior to the students sitting for the certification exam. Student success rate on the certification exam increased from 81% for students completing the program in 2008 to 91% for students completing the program in 2009. (3) “Aggressively pursue strategies to increase program enrollment.” The quality of the program curriculum was emphasized to current students, the community and the advisory committee. Course enrollment for ALTH 102 increased from 28 students in 2008-09 to 48 students in 2009-10. Clinical enrollment remained unchanged at 13 students. (4) “Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.” The student clinical workbook for ALHT 211 was updated. Students in Allied Health 102 viewed a “National Patient Safety Goals” presentation and performed a virtual urinalysis using interactive software. The faculty found both strategies to be effective in promoting student learning.

Improvement Strategies for 2010-11: (1) Increase clinical pediatric phlebotomy experiences. (2) Implement strategies to improve enrollment in the clinical class through review of all clinical procedures and the application process.

Physical Therapist Assistant

Outcomes for 2009-10 Improvement Strategies: (1) "Review and revise program assessment instruments (Clinical Instructor Evaluation of Student Performance, Graduate and Employer Surveys) to include more specific items that assess the value of serving as a Clinical Instructor after graduation and adequacy of preparation for the use of current and emerging equipment and technology." Items added to the surveys to collect data on graduate preparation/ willingness to serve as Clinical Instructor, and on the academic and laboratory preparation for the use of technology and equipment in the physical therapy clinic. Data from these instruments was collected and used in the assessment of program outcomes. (2) "Continue the process of improving the assessment process by moving all assessment instruments and data collection online and into PDF format for more timely collection and analysis." Employer and Graduate surveys were converted to PDF format and were emailed in a fill-able form to promote a more timely return of responses. Hard copies were still mailed out as a follow-up. (3) "Analysis of items on existing assessment tools related to the review of the clinical education program in a more formal way to assess and devise improvement strategies for the upcoming year." Data was sorted by individual student and site to look for trends and to evaluate the clinical education program. Data was also summarized for the advisory committee and was provided to the CCCE of frequently used clinical sites. Multiple clinical instructors indicated they would like information on working with difficult/challenging students and on modifying instruction based on student learning style or personality. A computer-based continuing education was included in the budget for the 2010 BoR grant proposal that would provide the instruction to all interested clinical instructors. (4) "Implement identified changes to courses and instruction to
facilitate attainment of Course and Program Learning Outcomes.” CPS was used for formative assessment during an increased number of lecture and laboratory activities, this year. It was also used for laboratory competency testing. Students were provided summary feedback on responses so they could track their progress in PTAP 200 and PTAP 202.

Improvement Strategies for 2010-11: (1) Update equipment, technology and supplies to supplement what is available in the PTA laboratory for instruction. (2) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (3) Provide professional development opportunities to clinical instructors for the purpose of teaching strategies to assess the clinical students' affective domain, provide feedback to improve these skills and develop contracts with the challenging student learner about expectations and consequences.

Respiratory Therapy

Outcomes for 2009-10 Improvement Strategies: (1) “Adjust current associate degree curriculum as per current accreditation standards and guidelines, to become an advanced level program.” The Respiratory Therapy faculty restructured the curriculum to ensure that the associate degree program met all accreditation standards and guidelines required for advanced level (Registry eligible) programs. The revised curriculum was approved by the Respiratory Therapy Advisory Board, BPCC Curriculum Committee, Louisiana Technical and Community College Board and the Louisiana Board of Regents. The curriculum will be implemented effective summer 2010. (2) “To improve attrition rate, develop and implement a mandatory “Applicant Orientation” for all respiratory therapy program applicants to ensure that students are aware of the academic, financial, time, and physical demands of the program.” Beginning in the fall 2009 all program applicants were required to attend an application orientation session. The attrition rate for the Associate degree program dropped from 10.3% for the 2008-2009 academic year to 6.4% for the 2009-2010 academic year. (3) “Develop and implement a clinical preceptor training program to improve the effectiveness of the overall clinical experience for both students and clinical sites.” The clinical preceptor handbook was created and the first training session was held summer 2010. The Director of Clinical Education directed the training session. There were 13 participants representing 9 clinical facilities. Topics included during the session were: purpose of the program, student goals during clinical rotations, responsibilities of Faculty, clinical facilities, preceptors and students. Current clinical policies and procedures were also reviewed including and in-depth review of student evaluation process. Two other training sessions are schedule for summer 2010 for the Monroe and Alexandria locations. The program will continue to evaluate success of the clinical preceptor program based on feedback from preceptors and clinical site evaluations from students.

Improvement Strategies for 2010-11: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment. (2) Implement the newly revised Respiratory Therapy curriculum to ensure that associate degree graduates are adequately prepared for the entry-level advanced practice. (3) Successfully complete the self-study and met other requirements to ensure the continued accreditation of the Respiratory Therapy program.
Surgical Technology

Outcomes for 2009-10 Improvement Strategies: (1) “Utilize grant funds to update audiovisual materials and laboratory equipment.” The program received a Board of Regents grant for $32,685. The grant funds were utilized to purchase the SMART Image Base and several 2-D anatomical models, which were incorporated into STEC 120 and 121 courses to enhance the lectures. (2) “Implement strategies to increase attendance and participation in the STEC Advisory Committee.” The Advisory Committee time was changed from noon to 3:00pm., which allowed more committee members to attend. A total of 12 members, including a surgeon, program graduate, current student, Certified Surgical technologist, and several operating room directors were in attendance. (3) “Implement strategies to solicit input from program graduates.” Input from graduates was accomplished by having a program graduate attend the fall advisory committee meeting. Additionally, graduate surveys returned showed an increase of 44% over the previous year return rate. (4) “Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes Assessment.” Course learning strategies were implemented utilizing the SMART Image Base, 3-D anatomical models, and revising the journal review procedure.

Improvement Strategies for 2010-11: (1) Increase student learning and success through implementation of changes in specific courses identified in the Program Learning Outcomes. (2) Increase the return rate for Graduate and Employer surveys. (3) Ensure that all instructors are certified surgical technicians.

STRATEGIC PLANNING

Department Measurable Strategy
Engage in an annual review of all programs and courses.

Performance Indicators
Program and Course review documents.

Assessment Results
A formal review of all science and allied health programs and courses was completed by the program directors, faculty and the Division Dean.

Changes Based on Assessment Outcomes
Based on assessment data, program and course improvement strategies were identified and implemented.

Strategy(ies) for the Future
The effects of implementation of course and program improvement strategies will continue to be monitored and additional strategies will be identified.

Department Measurable Strategy
Improve communication within the division by increasing the use of technology in instructional and administrative processes.
Performance Indicators
Document increased use of technology

Assessment Results
All (100%) of faculty reported an increased use of technology in the classroom. The most commonly identified strategy was the utilization of the Classroom Performance (CPS). The faculty also reported increased use of Black Board to supplement instruction and integration of improved equipment and technology for laboratory instruction. The PTA program faculty utilized technology extensively to collect and analyze assessment data from clinical preceptors, graduates and employers. Facebook pages were developed for sharing information with PTA clinical preceptors. The Division Program Coordinator developed a Division Face Book page which has proven to be a very effective tool for communication with students and potential students. For the first time, the Division offered ALHT 109 as a hybrid course.

Changes Based on Assessment Outcomes
The faculty report increased student involvement and communication as a result of the use of technology. The faculty found the use of technology to be beneficial in the collection of data and communication with clinical preceptors and the public.

Strategy(ies) for the Future
Continue to expand the use of technology to improve student learning, data collection and analysis and communication.

Department Measurable Strategy
Increase the emphasis on critical thinking and other identified course and program improvement strategies

Performance Indicators
Documented implementation of course and program improvement strategies

Assessment Results
All faculty reported an increased emphasis on critical thinking, with the most common strategy involving the use of case studies. The faculty reviewed student success on identified learning outcome assessments and developed and implemented improvement strategies.

Changes Based on Assessment Outcomes
Based on reviews, the faculty implemented changes in 76% of the courses offered by the Division.

Strategy(ies) for the Future
Continue to perform an annual review of all courses and programs for the purpose of identifying strategies to improve student learning.

Department Measurable Strategy
Pursue external funding sources to improve programs, services and professional development opportunities

Performance Indicators
Number of grant submissions
Assessment Results
The faculty and staff wrote and submitted 5 Board of Regents grants, 11 student technology proposals, a NEA grant and several Faculty Senate professional development requests.

Changes Based on Assessment Outcomes
The Division received funding totaling $145,419, which was utilized to improve laboratory equipment, technology and to provide faculty opportunities for professional development. The Division was also approved for Board of Regents funding totaling $154,207 for the 2010-11 academic year for the purpose of expanding and enhancing programs and faculty development.

Strategy(ies) for the Future
The Division will continue to pursue grant funding to improve laboratory equipment, supplement and improve technology and provide for faculty development.

Department Measurable Strategy
Address marketing and recruiting efforts for existing programs and courses and expand course and program offerings

Performance Indicators
Course and program enrollment

Assessment Results
The faculty and staff were involved in a variety of recruiting activities including articles in the Kaleidoscope and Bossier Tribune, C-3 system, program information sessions, appearances on "This is BPCC" and "Coffee Break", tours and informational sessions for high school students, improvements to web pages, and participation in career fairs.

The Division gained approval to offer the Associate of Science in Nursing, the Associate of Applied Science in Occupational Therapy Assistant and the Technical Competency Area in Medical Transcription.

Changes Based on Assessment Outcomes
Enrollment in programs increased by 20% and class enrollment increased by 21%

Strategy(ies) for the Future
The Division will continue to actively recruit students for enrollment in current program and to expand course and program offerings, as the budget allows.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Science and Allied Health provided excellent classroom instruction and service to the community. The Division experienced record enrollment and graduation rates while expanding program offerings. The faculty and staff participated in professional growth and community service and completed a record number of grant applications. The faculty are to be commended for taking on additional responsibilities and facing increased challenges while maintaining a positive, student centered focus.

PRIORITIES FOR THE COMING ACADEMIC YEAR
1. Achieve accreditation of the OTA and Nursing programs while maintaining accreditation of all eligible programs.
2. Increase student learning and success through improvement of instructional skills, use of technology and student support.
3. Increase enrollment and access to programs and courses while maintaining high academic standards.
4. Engage in community and institutional service.
Division of Academic Affairs
Division of Telecommunications

EMPLOYEE LISTING

Professional, unclassified staff
Denise Chambers, B.A.
Eric Crowder, B.S.
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 has experienced continued growth in degree candidates. The Division has over 700 students who have declared Telecommunications as their major. This is an increase of over 300 students for the academic year 2009 - 2010. Bossier Parish Community
College (BPCC) and Northwestern State University (NSU) developed a two plus two agreement in Media Studies and Entertainment Technology. These agreements will help our students in all concentrations transfer seamlessly to NSU. The Division presented an articulation agreement to LSU-S for Computer animation.

The faculty and staff took every opportunity to attend workshops, seminars, and training to stay current with changing technology and methods of instruction. As the community evolves the Division of Telecommunications remains steadfast in changing with the community it serves and meeting the educational needs.

The Division met the economic challenges by reassessing the program and making necessary adjustments while maintaining the professional integrity of the Program. We will continue to excel in academics and in the area of workforce development.

**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

The Division received a Bronze Remi Award at the Houston International Film Festival for "Anything For The Game"
Larry Powell received a Certificate of Appreciation from the Summer Youth Program.
Denise Chambers, Jonathan Posey, and Rusty Johnson received letters of appreciation from Dr. Dennis Wissing, Professor, LSU-S Health Sciences Center for producing the video for the graduate students.
The Division received letters of recognition for assisting in the production of the video for the Shreveport Chamber of Commerce and the Bossier City Chamber of Commerce.
Eric Crowder was elected Secretary of the Staff Senate.
Denise Chambers received a Letter of Appreciation from the Bossier Mayor's Commission for Women.
Denise Chambers received a Certificate of Recognition for participating in the film production of "College: A Documentary…kind of…”
Paula Kaszuba received a Certificate for fifteen years of service to BPCC
Eric Crowder received a Certificate for five years of service to BPCC
Rusty Johnson received a Certificate for five years of service to BPCC
Jonathan Posey received a Letter of Recognition for Pod Casting Workshop

**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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<td>College Sources Transcript</td>
<td>Next Generation of Professional</td>
<td>SIGGRAPH in New Orleans 8/2009</td>
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<td>Accelerated Course Design in E-Pedagogy 9/3/2009</td>
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<td>How to Become Better Ambassadors</td>
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212
for BPCC 9/22/2009
Getting Started With Google Docs Workshop 10/22/2009

Webinar 9/22/2009
Images in Motion, Hot Springs, AR 10/23/2009
Arkansas Film Panel, Hot Springs, AR 10/23/2009
Don't Start Me Talking, Hot Springs, AR 10/23/2009
Bobby Rush Standing the Test of Time, Hot Springs, AR 10/23/2009
Broadband Application Training Workshop, Bossier City 10/15/2009

Attendance and Design of MOU 11/13/2009
Signing of MOU at NSU 11/16/2009
The Coordinating & Development Corporation event 12/3/09
Scholarship Reception at BPCC 2/17/2010

Denise Chambers
"How to become Better Ambassadors for BPCC" 9/22/2009
Getting Started With Google Docs Workshop 10/22/2009
"They Can't Succeed if They Don't Come Back: Effective Practices for Entering Student Success"
NISOD webinar 3/13/10

"Effective Conflict Resolution Strategies" workshop Bossier City, LA 5/14/09
"Ethical Behavior In The Workplace" workshop Bossier City, LA 6/17/09
"Developing A Motivated Work Group" workshop Bossier City, LA 6/24/09
"Coaching Skills for Managers and Supervisors" workshop. Shreveport, LA 7/20/09

LCTCS Board Meeting 6/10/09
Moderator for Municipal Auditorium Fund Raiser 6/13/2009
Lions Club Meeting 8/26/09
BPCC 100 Committee meetings June-September 2009
BPCC 100 event 9/25-26/2009
BPCC student photography exhibit 11/8/2009
Student Technology Fee Committee meetings
All committee meetings for the eighth grade expo fall 2009 - spring 2010
Robinson Film Center Fund Raiser 11/20/09
The Coordinating & Development Corporation event 12/3/09

Bill Bruce
iTunes University Seminar 8/14/2009
How We Can Become Better Ambassadors for "BPCC" seminar 9/22/2009
Get Started with Google Docs Workshop 10/22/2009

All Staff Senate Meetings at BPCC
BPCC 100 9/25-26/2009
The Coordinating & Development Corporation event 12/3/09
"At War With the Ants" premiere 4/22/2010

Eric Crowder
Attended all Professional Development seminars for BPCC staff.

Paula Kaszuba
Online Accelerated Course Design and E-Pedagogy 9/3/09

BPCC 100 Mini NASCAR 9/25-26/2009
Images in Motion Documentary Film Festival, Hot Springs, AR 10/23/09
Arkansas Film Panel, Hot Springs, AR 10/23/2009
Don’t Start me Talking: The Junior Wells Story, Hot Springs, AR 10/23/2009
Bobby Rush: Standing the Test
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<tr>
<th>Name</th>
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<tr>
<td>Jonathan Posey</td>
<td>&quot;Mobility in Education&quot; Workshop 11/6/2009</td>
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<td>Lendah Siah</td>
<td>BPCC New Grant Orientation Workshop 8/2009</td>
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<td>Degree Audit Training 8/13/2009</td>
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<td>Embracing Diversity in Higher Education 9/17/2009</td>
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<td>Judge for Eddy Shell Invitational Speech and Debate Tournament 2/19/2010</td>
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<td>&quot;At War With the Ants&quot; premiere 4/22/2010</td>
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<td>American Society of Administrative Professionals Webinars: Fall 2009 - Spring 2010</td>
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<td>Attitudes and Choices - Part 1-3</td>
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<td>Advanced Skills for Today's Top Assistant - Part 1-3</td>
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<td>GateKeeping Techniques</td>
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<td>Life Skills for the Workplace Professional - Part 1 - 3</td>
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<td>Identify and Leverage Your Strengths- Part 1</td>
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<td>Putting Yourself on the Promotion Path</td>
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<td>Building Interdepartmental Teams for Success</td>
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<td>Star in Your Success - Part 2 - 3</td>
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<td>NISOD Webinars: Making Connections: Every Interaction is an Opportunity for Engagement 12/2009</td>
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<td>Service Learning: Taking Education Beyond the Classroom 12/2009</td>
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<td>Beverly Wasner</td>
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<td>Using Flash Cards, Hot Spots, and Labeling as Learning Activities 11/17/2009</td>
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<td>Red River Revel Volunteer 10/7/2009</td>
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<td>BPCC 100 9/25-26/2009</td>
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<td>Telecommunications Portfolio Board 11/11/2009</td>
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<td>Science Fair Judge 3/4-6/2010</td>
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<td>Louis Williams</td>
<td>&quot;Better Ambassadors&quot; seminar 9/22/2009</td>
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SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

The Division Premiered its seventh full-length film, "At War With The Ants", is completing a documentary featuring Minden's St. Jude Telethon, and began production of its eighth full-length film, "College: A documentary…Kind Of". The Division produced three recruitment/PSA videos for BPCC.

Members of The Division videoed the BPCC Christmas show.
Larry Powell and Rusty Johnson produced a video of the Mini Urban Challenge for CIC.
Denise, Jonathan, and Rusty produced a video for LSUS Health Sciences Center Graduate Students for their final project.
Louis Williams, Jonathan Posey, Larry Powell, Rusty Johnson, Paula Kaszuba, and Peggy Byers produced the video, "Who Wants to Be a Librarian" for the BPCC Library.
Louis Williams provided audio support for over thirty on campus events.
Eric Crowder and Louis Williams taped all of the Bossier City Council meetings.
The Division produced an IAAP video for Lynda Dickson.
Larry Powell, Rusty Johnson, and Eric Crowder in cooperation with SuddenLink Cable televised the Minden, St. Jude Telethon.
Larry Powell, Eric Crowder, and Rusty Johnson produced a commercial for Oakdale Tech College.
Members of The Division assisted with a PSA which will be used by the Bossier Chamber of Commerce and the Shreveport Chamber of Commerce.
The Division hosted the premiere of "At War With The Ants" at the Robinson Film Center.
Jonathan Posey edited all iTunes University content.
Denise Chambers was the producer and host of over 125 television programs.
Jonathan Posey was the Technical Director for over 125 television productions.
Louis Williams and Jonathan Posey provided technical support for Senator David Vitter's Special Forum and Representative John Fleming's Special Forum.
Jonathan Posey was the Project Director for Degree Program to CALL Program Catalog.
Jonathan Posey wrote "College: A Documentary…Kind Of".
Members of the Division supplied technical support for graduations, special meetings and media events as they occurred throughout the year.
The Division was featured numerous times in the Bossier Press Tribune, Shreveport Times, and Springhill Press. Feature stories were broadcast about the Division on KTAL TV and KTBS TV.
Paula Kaszuba was producer and host of "Homework Hotline" which aired Monday - Thursday in the fall and spring semesters.
Mrs. Kaszuba was the executive producer of the radio program, "Lt. Finder Mysteries". Louis Williams edited "Lt. Finders Mysteries". Members of the Division and faculty and staff from other divisions were actors for "Lt. Finder Mysteries".
Larry Powell, Louis Williams and Jonathan Posey were presenters at three iTunes U workshops.
Denise and Jonathan produced a testimonial video for the CALL program.
Larry and Denise videoed Mr. Carleton's last LCTCS board meeting where Mr. Carleton received the honor of Chancellor Emeritus.
Denise was the moderator at the Municipal Auditorium fund raiser, "Author, Author".
Denise was a presenter at the Louisiana Association of Student Councils Convention.
Denise Chambers, Eric Crowder, and Louis Williams were participants at the Middle School Career Expo.
SIGNIFICANT CONTRACTS OR GRANTS

Bill Bruce was awarded a Board of Regents Grant for Mac Pro computers for a Telecommunications "Mini Lab"
Bill Bruce, Darrell Chitty, Pat Divietro, Paula Kaszuba, Jonathan Posey, and Louis Williams were awarded Student Technology Fees Grants totaling $44,625. These grants are used to enhance and upgrade technology which will benefit all concentrations in this Division.

ACADEMIC PROGRAM REVIEW

The Telecommunications Division conducted a five-year program review for the Associate of Applied Science in Telecommunications and the Certificate of Technical Studies. The review indicated a significant growth of 419% in enrollment. As the student body grows, the division has been challenged with the task to meet its academic needs to find qualified instructors who meet the special demands of the curriculum. Additionally the Telecommunications Advisory Board recommended specific needs to address to meet the economic challenges in today's workforce. The focus of the division is set to meet the challenges indicated in the program review.

STRATEGIC PLANNING

Department Measurable Strategy
Establish additional partnerships with educational facilities and the workforce

Performance Indicators
1. Annual meeting with the community media industry.
2. A two plus two or an articulation agreement with other colleges and universities.

Assessment Results
1. By staying in contact with media industry leaders it was determined that the Telecommunications Division is meeting the needs of prospective employers. It was decided that some courses be rewritten due to advanced technology. Other courses were eliminated and new courses added to meet current and future trends.
2. The Division established a two plus two with NSU. The Division met with and recommended an articulation agreement with LSU-S.

Changes Based on Assessment Outcomes
1. The success of the collaboration between the Division and the media industry warrants no change at this time.
2. Market the two plus two and articulation agreements more aggressively to the students and the community.

Strategy(ies) for the Future
1. Encourage increased participation from the media industry.
2. Establish two plus two or articulation agreements with other colleges and universities.

Department Measurable Strategy
Establish a portfolio plan to evaluate the students' success and to prepare them for
"Day One" work in the workforce.

**Performance Indicators**
Design an effective portfolio plan which will be used to evaluate telecommunications students.

**Assessment Results**
A rubric was developed and used to assess the portfolios of twenty-five students. Interviews were conducted for each student to defend their portfolios.

**Changes Based on Assessment Outcomes**
Revise the rubric to be more specific.

**Strategy(ies) for the Future**
Initiate the portfolio requirement for graduation.

**Department Measurable Strategy**
Engage in professional development activities, workshops, webinars, conferences, and college classes that will enhance productivity and effectiveness in their jobs.

**Performance Indicators**
Employees will attend at least one professional development activity, workshop or specialized training activity.

**Assessment Results**
All faculty and staff in the Division attended at least one professional development activity, workshop or training seminar.

**Changes Based on Assessment Outcomes**
There are no changes.

**Strategy(ies) for the Future**
Faculty and staff will participate in workshops, seminars, and training which are specific to their job description.

**Department Measurable Strategy**
Participate in films, documentaries, musical productions, etc. during the academic year

**Performance Indicators**
1. The division will produce at least one documentary and one feature film.
2. Attend either the Remi Film Festival in Houston, Texas or the Hot Springs Documentary Film Festival in Arkansas.

**Assessment Results**
1. The Division produced "At War With The Ants", a feature film and the documentary, "Small Town, Big Heart".
2. Members of the faculty and staff attended both the Remi Film Festival in Houston and the Hot Springs Documentary Film Festival in Hot Springs.

**Changes Based on Assessment Outcomes**
1. Produce documentaries that have universal as well local appeal.

**Strategy(ies) for the Future**

1. Upgrade equipment as the economy allows to be more competitive.

2. Submit our films and documentaries to more festifals. Faculty and Staff will attend more film festivals as the economy allows.

**Department Measurable Strategy**
Enhance and establish new relationships with media related industry in the community.

**Performance Indicators**
The division will hold meetings with local media business leaders.

**Assessment Results**
Local TV, radio, film offices, and print media have become more aware of what the Division has to offer and these businesses have become our strongest supporters.

**Changes Based on Assessment Outcomes**
The Division will maintain a data base of information and suggestions made by our media partners

**Strategy(ies) for the Future**
Increase meetings and contact with members of the local media industry to assure continued success of the Telecommunications Division.

**Department Measurable Strategy**
Recruit additional students to enroll in the programs of the Telecommunications Division.

**Performance Indicators**
Number of students who participate in tours of the facility for the purpose of increasing enrollment during the academic year

**Assessment Results**
The Division conducted a minimum of two organized tours each week. Enrollment in the Division of Telecommunications increased by over 300 students in the 2009-2010 academic year.

**Changes Based on Assessment Outcomes**
Document the number of individuals who tour our facility and respond with a followup "Thank You" email or letter.

**Strategy(ies) for the Future**
Actively seek high schools to participate in tours for recruiting visits.

**Department Measurable Strategy**
Establish additional partnerships with educational facilities and the workforce.

**Performance Indicators**
1. The division will conduct an annual meeting with the community media industry.
1. Add either a two plus two or an articulation agreement with other colleges and universities.
Assessment Results
1. By staying in contact with media industry leaders it was determined that the Telecommunications Division is meeting the needs of prospective employers. It was decided that some courses be rewritten due to advanced technology. Other courses were eliminated and new courses added to meet current and future trends.
1. The Division established a two plus two with NSU. The Division met with and recommended an articulation agreement with LSU-S.

Changes Based on Assessment Outcomes
1. The success of the collaboration between the Division and the media industry warrants no change at this time.
1. Market the two plus two and articulation agreements more aggressively to the students and the community.

Strategy(ies) for the Future
1. Encourage increased participation from the media industry.
1. Establish two plus two or articulation agreements with other colleges and universities.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Division of Telecommunications at Bossier Parish Community College has experienced another successful year with a record number of graduating students. With the economic challenges facing higher education we have creatively restructured the program while maintaining its professional integrity. When asked to work beyond what is required and for no compensation the faculty and staff embraced the challenge to meet and exceed the expectations of the students. Our students are securing employment and/or transferring to four-year universities with limited interruptions. Business and industry are requesting our students for employment even before they complete their degrees.

The Division has been diligent in keeping in touch with the media and entertainment industry to insure that our courses and technology are aligned with their needs.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. Address the academic needs of the students.
2. Incorporate social media into the Division.
3. Increase enrollment.
4. Provide additional exceptional work-related opportunities for the students.
5. Support the faculty in their efforts to provide the highest degree of education possible for our students.
6. Upgrade technology to align with workforce requirements.
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 management and guidance of Kathleen Gay, Dean of the Division, and Dr. Stan Wilkins, Vice Chancellor for Academic Affairs, continued to observe significant growth to the College’s e-Learning initiatives. New and existing technologies, outreach strategies, and innovative training opportunities for faculty/staff and students, contributed to the persistent growth and strength of the College’s Electronic Learning Program. For the 2009-2010 academic year, the final student enrollment in online courses numbered 7,151. This was an increase of 864 (88%) more students from the previous 2008-2009 academic year. BPCC students enrolled in online courses were located in 47 parishes across the state, and throughout the 18 states of Alaska, Arkansas, California, Florida, Idaho, Louisiana, Maryland, Michigan, Mississippi, Nevada, New York, North Carolina, Ohio, Oregon, South Carolina, Texas, Virginia, and Wisconsin. The College also enrolled two armed services students deployed in the Pacific. BPCC students enrolled in courses/programs delivered by videoconferencing technology numbered 210 for the 2009-2010 academic year. The College offered and delivered 299 individual online course sections during the present academic year compared to the 209 individual online course sections the previous academic year. Eighteen new online courses were developed and available for delivery to our students. This is a 56% increase in new online course offerings compared to the previous academic year. These new online courses came from the following academic divisions: Allied Health and Natural Sciences, Behavioral and Social Sciences, Business and Computer Information Systems, Cyber Information Technology, and Telecommunications. The College continued to serve the educational needs of students located at the LTC (Louisiana Technical College) campuses of Regions 6 and 7, by offering the following General Education courses via videoconferencing.
technology: College Algebra, English Composition I, Speech 110, Physical Science, and Introduction to Psychology. Total enrollment for this e-Learning initiative was 222.

In spring 2007, the Division launched a new online version of our student orientation to the online learning environment and our College Course Management System. Since the inception of online orientation back in 2007, the College has witnessed continued growth in the number of students who prefer to participate in the online version of orientation. During the 2009-2010 academic year, 1,241 new online students participated in the online orientation. The total number of accounts in Blackboard numbered 9,982, and the overall usage of Blackboard during 2009-2010 academic year reached 12,804 active unique users. This is an increase of 85% more users of our Course Management System over the previous academic year. In an effort to provide campus-wide technical support, the Division responded to over 1,483 phone calls and emails during the summer 2009 to spring 2010 semesters for faculty and staff during the academic year.

Our Division held training sessions in the utilization of various technologies such as Blackboard, Compressed Video, SoftChalk, CAMTASIA, Quality Matters, “How To Create A Podcast,” and “How to Prevent Cheating in an Online Environment”. Webinars were provided to faculty/staff on “Dealing with Disruptive Personality Types,” Elluminate Synchronous Conferencing tool, CourseEval Software, MOODLE/Joule LMS, and e-College LMS. We continued to improve our Educational Technology webpage (http://www.bpcc.edu/edtech/ex.htm), by adding additional resources and “helpful web links” for faculty/staff and students. The Division worked closely with the CALL (Center for Adult Learning in Louisiana) Program and the College’s Innovative Learning Division during the academic year.

It has been two years since the Division first implemented its online version of the Blackboard Course Management System training. Since then, eighty-four full-time and adjunct instructors have participated in this new training option. Forty-seven of those were new participants during the 2009-2010 academic year. Continued work was initiated in the area of quality assurance for the College’s e-Learning Program. The Division’s online training version of “Quality Matters” was promoted during the spring 2009 semester. Since its inception, a total of seventeen new faculty members to the online teaching environment have participated in this training offer. Eleven of these participants are new trainees for the 2009-2010 academic year. “Quality Matters” is promoted by the Louisiana Board of Regents and the SREB (Southern Regional Education Board).

The staff of the Educational Technology Division attended, participated in, and made presentations at various statewide and national conferences, seminars, and workshops for the purpose of promoting e-Learning “best practices” and the utilization of new and innovative technologies. Kathleen Gay, Dean of the Educational Technology Division, presented at the 2010 Annual LCTCS (Louisiana Community and Technical College System) Conference in New Orleans, LA. Ms. Gay presented on the e-Learning topic: “Quality Does Matter.” Dean Gay worked with the LCTCS online project as the Faculty Coordinator from summer 2008 through fall of 2009. Ms. Gay also presented on Quality Matters for the CALL Adult and E-Learning Strategies webinar series. She also attended the 21st Annual WCET National Conference (Western Cooperative for Educational Telecommunications), serving on the Steering Committee and WOW Award Committee for
WCET. In February 2010, Dean Gay attended the 2010 e-Learning National Conference in Fort Worth, TX. At this conference, the Division was awarded the National ITC (Instructional Technology Council) award for “Excellence in e-Learning Student Support Services.” As a member of BPCC’s Speaker’s Bureau, Dean Gay presented “Time Management and Study Skills Techniques” to area high school students involved in Student Council at their LASC (Louisiana Association of Student Councils) Convention held at Captain Shreve High School. The Division also made several presentations on “Online Learning and Blackboard” to the EDUC 099 College Success classes at BPCC during the academic year. Continued efforts were made in networking with state and local entities for the purpose of developing collaborative partnerships in e-Learning. The Dean continued to serve as the campus/statewide e-Learning Coordinator, and helped to facilitate the endorsement of “best practices” as it applies to electronic learning. Ms. Gay chaired and served on numerous Board of Regents and LCTCS committees, action teams, and councils. Recently, Dean Gay was appointed to the new Board of Regents’ Electronic Learning Strategic Planning Task Force. This Task Force is charged with identifying strategic goals and priorities to guide the state’s electronic learning initiatives. Ms. Gay continued her work with “Quality Matters,” the quality assurance program for e-Learning initiatives endorsed by the LA Board of Regents. As one of three regional independent trainers for QM, she presented training workshops in “Applying the QM Rubric” to course design to the college campuses of Grambling State University, LSU-BR Continuing Education Division, South Arkansas Community College, and University of Louisiana-Lafayette. Dean Gay serves as the chair of the e-Learning Standing Committee at the College.

Charles Cameron, Assistant Director of Educational Technology, aided in the continued promotion of utilizing e-technologies in the College’s online, hybrid, and web-enhanced courses. Mr. Cameron made revisions to many of our training modules and handouts on SoftChalk and CAMTASIA, as well as developing new training materials on “How to Use Podcasting” in online and web-enhanced courses. He was instrumental in creating updates to our Blackboard Online Training by adding language revisions and changes within all the related video tutorials in our training course to reflect new BPCC website navigation items. Charles conducted live orientation sessions for students taking online course or using Blackboard in their face-to-face courses.

Plans to upgrade to level nine in Blackboard are underway for December, 2010, with an implementation date of January 2011. Mr. Cameron created and developed our new online training for Blackboard version 9. Charles continued to work with our CALL Expansion Program as well as attending numerous Board of Regents’ CEP (Council of e-Learning Practitioners) and e-Learning Coordinators’ meetings. He assisted Mr. Gary Ware in providing technical support for Blackboard and related software as well as coordinating the Division’s delivery of courses and programs via compressed video. Charley serves on the College’s Academic Misconduct Appeals Standing Committee.

Gary Ware, Systems Administrator for the College’s Learning Management System, has played a vital role in the implementation and promotion of the many upgrades and improvements made to the Division’s overall services and support provided to our students, faculty, and staff. Mr. Ware has clocked over 7,000 service hours in maintaining the College’s Course Management System, and has devoted many hours in providing technical assistance to the College. He is responsible for co-designing our new online training for Blackboard level nine, to be implemented in January 2011, as
well as designing our new “Help Desk” technical assistance for students, faculty, and staff. The new “Help Desk” function will be launched during the summer 2010 semester. In keeping abreast with new technologies, Mr. Ware has attended numerous webinar trainings in the utilization of upgrades to Blackboard and added tools and features to Blackboard that will enable faculty to deliver content to their students more efficiently and successfully.

Jennifer Legaux, Administrative Assistant III for the Division, was actively involved in providing assistance and support for all our e-Learning initiatives at the College, as well as providing technical assistance to faculty/staff. Ms. Legaux was responsible for the continued upgrades to our Educational Technology website, maintaining the College’s presence on the SREC (Southern Regional Electronic Campus) database, and for the upkeep of our Educational Technology Resource Center within the College’s Course Management System. Jennifer continued with the coordination of our technical support surveys conducted on our campus as well as helping with the implementation of the student evaluations of online courses. Ms. Legaux was instrumental in securing all of our data information on students participating in our online version of student orientation for online learning, as well as our onsite sessions. Jennifer served as the Secretary to the College’s e-Learning Standing Committee for the 2009-2010 calendar year, and is a member of the International Association of Administrative Professionals. Currently, she is working on her Associate of Applied Science in Web Development and Design at the College, and will graduate fall 2010.

Student retention rates in e-Learning courses and program offerings at the College have remained consistently positive. The student retention rate for 2009-2010 in regular semesters and accelerated semesters combined was 82%, while the student retention rate for courses delivered via compressed video technology reached the 99% level. The College continues to increase its outreach to students via electronic learning technologies by providing easy access to online/hybrid, web-based, fast-track, and compressed video courses and programs to students across various geographic locations and college systems within Louisiana and beyond.

ADVANCED DEGREES OR CERTIFICATIONS

Kathleen Gay, Dean of Educational Technology
  Certification in MOODLE Learning Management System
  Certified Regional Independent Trainer for "Quality Matters"

Charles Cameron, Assistant Director of Educational Technology
  Certified "Quality Matters" Peer Reviewer

Gary Ware, System Administrator for Blackboard
  Certification as a GUI Administrator for Blackboard Learning Management System

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Kathleen Gay, Dean of Educational Technology
  Louisiana Board of Regents Electronic Learning Strategic Planning Task Force
Louisiana Board of Regents Council of e-Learning Practitioners

2010 ITC (Instructional Technology Council) National Award for "Excellence in e-Learning Student Support Services"
Emeritus LCTCSOnline Faculty Coordinator

Charles Cameron, Assistant Director of Educational Technology
2010 ITC (Instructional Technology Council) National Award for "Excellence in e-Learning Student Support Services"

Gary Ware, Systems Administrator for Blackboard Learning Management System
2010 ITC (Instructional Technology Council) National Award for "Excellence in e-Learning Student Support Services"

Jennifer Legaux, Administrative III
2010 ITC (Instructional Technology Council) National Award for "Excellence in e-Learning Student Support Services"

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SELECT Grant Writing Seminar  
Blackboard Webinars  
SoftChalk Webinars  
Elluminate Webinars  
Symposium Webinar  
Emergenetics Workshop  
H1N1: Ensuring Continuity of Student Learning & Operations Webinar  
"Embracing Diversity In Higher Education" Seminar  
"CALL Blueprint For Program Success" Seminar  
"Best Practices in Accelerated Learning" Seminar  
"Blood Donor Education" Seminar  
"Prior Learning Assessment Training" Seminar  
"Mentoring" Seminar  
"PLATO Lunch & Learn" Seminar  
"How We Can Become Better Ambassadors for BPCC" Seminar | University of Louisiana Monroe  
MOODLE Learning Management System Webinars  
LCTCSOnline MOODLE/Joule Webinars  
Presented "Applying Quality Matters to Online Course Design" to Louisiana Board of Regents, CEP Meetings  
Grambling State University, South Arkansas Community College & LSU-Baton Rouge Continuing Education Division  
e-College Learning Management Training Webinars  
University of Louisiana Lafayette e-Learning Webinar Series  
"Go To" Webinar  
"Decision Academic" Webinar  
LCTCSOnline "Preparing for e-Books" Webinar  
Proctor "U" Webinar  
Desire 2 Learn Management System Webinar  
MOODLE "Remote" Webinar  
"Going On" MOODLE Webinar | Presentation at 2010 Annual LCTCS Conference  
2010 e-Learning Conference  
21st Annual WCET Conference  
Presentation to the 2010 LASC Conference  
CALL/Innovative Learning Seminars & Meetings  
Statewide e-Learning Coordinators’ Meetings  
Louisiana Board of Regents CEP Meetings  
"Cavalier Connection” New Student Orientation Sessions  
LCTCSOnline Program Meetings  
BPCC Deans’ Meetings  
BPCC Planning Council  
BPCC e-Learning Standing Committee  
LCRP (Learning Center Rapides Parish) Advisory Board Meetings  
BPCC/ENCANA Presentation  
BPCC/ULM Presentation  
Reception for Congressman John Fleming  
Signing Ceremony for BPCC/Bossier Fire Department EMT Program  
Chancellor’s Forum Meeting  
BPCC Environmental Safety |
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Kathleen Gay, Dean of Educational Technology

Meetings
Innovative Learning Graduate Receptions
BPCC Mini Nascar Event
WCET Steering Committee Meetings
WCET “WOW” Awards Committee Meetings
BPCC Veterans Day Program
BPCC Annual Christmas Show
BPCC Staff Senate Events
BPCC summer/fall 2009 and spring 2010 Commencement Programs
BPCC 2010 Family Spring Fest
Spring 2010 BPCC Drama Voice Recital
Spring 2010 BPCC Performing Arts Music Program
BPCC Spring Scholarship Reception
BPCC New Baseball/Softball Fields Event
CALL Expansion Program

Charles Cameron
CAMTASIA Training Seminars
SoftChalk Training Seminars
Blackboard Online Training
Emergenetics Workshop
Tandberg Road Show in Alexandria, LA
Chic-Fil-A Leadership Simulcast
LCTCSOnline MOODLE/Joule Training Webinars
University of Louisiana Monore MOODLE Training Webinars
CALL Expansion Program Meeting
Academic Misconduct Appeals Standing Committee
Louisiana Board of Regents
CEP Meetings
BPCC New Online Students Orientation Sessions

Gary Ware
Blackboard Online Training
"How We Can Become Better Ambassadors for BPCC” Seminar
Tandberg Road Show in Alexandria, LA
Chic-Fil-A Leaderscast Simulcast
Upgrading to Blackboard version 9 training Webinar
Echo 360 Webinar
Blackboard Future of Project NG Webinar
Bing Toolbar with Blackboard Webinar
LCTCSOnline MOODLE/Joule Training Webinars
BPCC Electronic Learning Standing Committee Meetings

Jennifer Legaux
"How We Can Become Better Ambassadors for BPCC” seminar
Cavalier Connection "New Student Orientation' Sessions
Secretary to BPCC's Electronic Learning Standing Committee
"Coke Floats” with the Chancellor
Training seminars presented by Human Resources and Business Department

226
Presentations: The 2010 Annual LCTCS Conference
The 2010 Louisiana Association of Student Councils

Publications: "The Shreveport Times" and "The Bossier Press Tribune"

Productions: Project GOALS (Gaining Online Accessible Learning Through Self-Study)
2010 LCTCS Conference e-Learning Strand Planning Committee Work
Coordinating the development of online courses for LTC Region 8

Charles Cameron, Assistant Director of Educational Technology
Productions: "BOLT" Blackboard Level 9 Online Training Modules
SoftChalk and CAMTASIA Video Tutorials

Gary Ware, Systems Administrator for Blackboard Learning Management System
Productions: "BOLT" Blackboard Level 9 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 of Videoconferencing Telecommunications Services
FY 2009-2010
$ 8,100

Louisiana Board of Regents Funding for "Quality Matters" statewide initiative
FY 2009-2010
$ 25,000

Academic, Library, Science, and Technology Funding
FY 2009-2010
$2,500

BPCC Student Technology Funding
FY 2009-2010
$78,098.28

STRATEGIC PLANNING

Department Measurable Strategy
Increase the number of online courses and programs offered by 10% for the 2009-2010 academic year.

Performance Indicators
1. Number of new courses/programs offered by the academic divisions as indicated in the fall/spring academic bulletins and other college publications.
2. Continued implementation of the "Quality Matters" Assurance Standards and Criteria as a
means of documenting "best practices" in e-Learning and the validity and success of our e-
Learning Program.
3. Documentation of courses reviewed and evaluated; number of trainings presented.

Assessment Results
1. Eighteen new online courses were offered and delivered during the 2009-2010 academic year, as well as twelve online programs in which students can receive an Associates Degree as indicated by the academic bulletins and the SREC database.
2. All online courses offered at the College are assessed using the "Quality Matters" standards. The Division offers training to faculty in "Applying the Quality Matters Rubric" to course design in an online training format. All online courses are evaluated by the Deans of the academic divisions. Seventeen new faculty to the online teaching environment participated in this training. 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 teaching environment.
2. The Division will continue utilizing the "Quality Matters" standards for quality assurance in online course design. Revisions will be made to the online format of training as changes are made to the standards.

Department Measurable Strategy
Increase the scope and value of training efforts in the utilization and application of e-Learning technologies.

Performance Indicators
1. Document faculty/staff participation in onsite and online training formats provided by the Division.
2. Document student participation in onsite and online orientation training sessions.
3. Document participation of faculty/staff in professional growth training opportunities in the utilization and implementation of new technologies.
4. Distribution of a bi-monthly newsletter, splash-sheets, and the posting of support resources for faculty/staff on the college website and on the college Learning Management System.

Assessment Results
1. As a result of the Performance Indicators, the Division documented 107 participants in our ongoing online training formats for Blackboard and "Quality Matters." Participation is documented through sign-on procedures for training and through certificates awarded to faculty/staff upon completion of training modules. All documentation is kept in the office of the Dean and Assistant Director.
2. As a result of the Performance Indicators, 1,241 students participated in the online Blackboard Orientation training as documented by assessment results submitted. Sixteen on-site orientation sessions were presented during the 2009-2010 year, with 68 students participating. Documentation of all student orientation sessions are kept in the office of the Dean.
3. As a result of the Performance Indicators, 125 new online faculty participated in our online and on-site trainings. Documentation is based upon sign-on, 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 promote and provide 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 most innovative technologies and the posting of tutorial videos and resources for "best practices" in course design and delivery.
2. The online version of our student orientation to Blackboard is still the most popular format of training that students prefer. We will continue to offer this training format and limit the number of onsite student orientation sessions offered by the Division.
3. The Division will continue developing professional growth training opportunities for faculty/staff with an increase in the types of training delivered in an online format.

**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**

1. 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, the Division participated in 36 professional growth seminars/webinars, conferences, and training workshops for the 2009-2010 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/webinars and training workshops attended by the Division would be to make sure that the information learned at professional growth opportunities is shared among the Division staff and the College faculty/staff, as well as utilized in the development and implementation of future training opportunities for the College.

**Department Measurable Strategy**

Utilize the assessment and evaluation results of the Division's services provided to BPCC faculty/staff/students in order to improve upon and increase the scope of those services.

**Performance Indicators**

1. Results from the "Student Support Surveys."
2. Results from the "Student Evaluations" of online courses.
3. Results from faculty/staff "Support Surveys."
4. BPCC Report Card results.
5. 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 fashion 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 Indicator, the support surveys and student evaluations of online courses as well as the evaluations of training and student orientations to online learning. Indicate and reflect that support and training are beneficial, needed, and valued. All evaluation results are housed in the office of the Dean.

3. As a result of the Performance Indicator, the faculty/staff Support surveys indicate that the Division does an exceptional job in providing technical support to faculty/staff, and that the Professional Growth training opportunities presented by the Division are helpful in preparing faculty to teach in an online environment. Training sessions are documented by sign-in sheets at each session, as well as evaluation forms completed by participants, and announcements of training through Campus Memo System and Ed. Technology website. All surveys and evaluation results are housed in the office of the Dean.

**Changes Based on Assessment Outcomes**

1. Changes made by the Division in regards to our faculty/student/staff support and training opportunities were based upon survey and evaluation results submitted and the needs of the College. The Division is in its third year of offering an online version of Blackboard Orientation. We are in our second year of offering Blackboard training and Quality Matters training online for our faculty/staff. Online training seems to be the preferred method of receiving training, therefore, the Division again limited the number of onsite orientation sessions offered to students during regular onsite registration, and updated our online training for our faculty/staff.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Division continues to improve and enhance 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 institutions of higher learning within and outside our state. Improvements in training formats were implemented by the Division to meet the growing needs of our College population as far as convenience, access, and flexibility. During the 2009-2010 academic year, collaborative partnerships in e-Learning continued between BPCC and the LTC campuses in Regions 6 and 7. A new partnership was developed between the College and the LTC campuses of Region 8. Through a National Science Foundation Grant, several BPCC instructors designed online courses in general education and technology for the LTC campuses in Region 8. The College under the leadership of the 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 2009-2010 year.

Through the efforts of the Educational Technology Division and the academic divisions of the College, online courses were delivered to students in 18 states and 47 parishes within Louisiana. We enrolled several students in online courses who were deployed overseas as well. There were 299 unduplicated online course sections delivered during the academic year, and the College increased its online course offerings by 18 within the divisions of Allied Health and Natural Science, Behavioral and Social Sciences, Business and Computer Information Systems, Cyber Innovation Technologies, and Telecommunications.
The Division is making plans to implement and promote a new level of the Blackboard Learning Management System during the summer/fall 2010 academic semesters. Blackboard version 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 version nine will require a re-train of all faculty/staff and students, and a redesign of our Blackboard Online Training format. Training on the new version will begin summer 2010 with full implementation of version nine January 2011.

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/hybrid learning environment. In spite of the funding challenges facing the College for the 2010-2011 fiscal year, the College, the Louisiana Board of Regents, and the Louisiana Community and Technical College System, continues to see the need for e-Learning programs; and they continue to find funding and support for e-Learning initiatives across the state. Online course enrollments make up for more than 50% of the total enrollment at the College, indicting that our students want access to courses and programs in formats that fit their busy schedules. Results of the 2009-2010 technology service surveys sent to students, faculty/staff indicated that our Division does an excellent job in providing technical support to those who utilize the College's Learning Management System. The BPCC Report Card used to evaluate services received from an office or division on campus revealed that the Division of Educational Technology performs well at providing technical and academic support for our College. The results from the above mentioned evaluation tools will be utilized by the Division to improve upon the existing services and to implement new support services to fit the needs of our campus.

PRIORITIES FOR THE COMING ACADEMIC YEAR

1. To continue developing online trainings and professional growth opportunities for faculty/staff.
2. To develop and promote online course design templates utilizing Blackboard Learning Management System, level nine, and center these design templates around "Quality Matters" standards.
3. Re-train faculty/staff/students in the utilization of Blackboard level nine.
4. To continue to increase the number of online courses and programs offered at the College.
5. 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.
6. 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  
Grants and External Funding  

EMPLOYEE LISTING  

Professional, unclassified staff  
Ellen Hinton, B.A., 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.  

This fiscal year, 34 proposals were developed and submitted to external funding agencies. Nine were funded and one is pending. The nine funded proposals total $1,475,351. The Grants Office administered and monitored 24 active grants this fiscal year.  

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>Ellen Hinton</td>
<td>Member, Planning Council</td>
<td>Perkins Informational Meeting Sponsored by Bossier Parish School Board - 5/18/10</td>
<td>Meeting with NSU Director of Sponsored Research - 3/1/10</td>
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<tr>
<td></td>
<td>Member, Title III Internal Committee</td>
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<td>Meeting with NSU School of Nursing Faculty on Title III Cooperative Grant - 1/15/10</td>
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<tr>
<td></td>
<td>Member, Title III Administrative Committee</td>
<td></td>
<td>Council for Resource Development Annual Conference in Washington DC - 11/10 - 14/09</td>
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<tr>
<td></td>
<td>Member, Judicial Affairs Committee</td>
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<td>LCTCS Region VII Update Meeting at LTC S/B Campus - December 2, 2009</td>
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<td></td>
<td>Emergenetics Workshop - October 8, 2009</td>
<td></td>
<td>Served on search committee for</td>
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<td></td>
<td>Breakfast with Chancellor</td>
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<td></td>
<td>Henderson, August 2009</td>
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<tr>
<td></td>
<td>Lumina BPCC 1st Initiative</td>
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<tr>
<td></td>
<td>Meeting - March 4, 2010</td>
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</tr>
</tbody>
</table>
Sandra Gay

Disciplinary Hearing Committee
Member

Academic Misconduct Appeals Committee

BPCC Lion’s Club Member


Lion’s Luncheon with Chancellor Henderson – July 15, 2009

Lion’s Luncheon with Don Spohn, Director, Cyber Innovation Center – August 26, 2009

Breakfast with the Chancellor – August 31, 2009

Diversity Health and Wellness Fair – September 15, 2009

Celebration of Constitution Day – September 15, 2009

Lion’s Luncheon with Cliff LeBlanc, President, BPCC Foundation – September 16, 2009

Attended Lion’s meetings on 3rd Wednesday of October, December, January, February, and May

Embracing Diversity in Higher Education – September 17, 2009

Staff Development, How We Can Become Better Ambassadors for BPCC, Chancellor Henderson

BPCC Foundation Mini-Nascar Race – September 25 - 26, 2009

Lee National Denim Day Ceremony – October 2, 2009

Financial Forms Training – October 22, 2009

Google Docs Workshop – October 22, 2009

Faculty & Staff Fun Day at the Parks – October 28, 2009

Staff Development, Blood Donation Education, Life Share Blood Center – October 29, 2009

Veteran’s Day Service – November 10, 2009

Performing Arts Evening Music Program – February 12, 2010

Performing Arts Lunchtime Music Program – February 19, 2010

Women’s History Month Professional Development – March 3, 2010

Lumina BPCC 1ST Initiative 2007-2010 – March 4, 2010

Staff Development, Mentoring, A
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Director:
Presented at Perkins Review Sessions in Pineville LA - Sponsored by Perkins Office - LCTCS - 6/23 - 25/10
Attended and Presented at Meeting with Teri Bradford in Senator Mary Landrieu's Office at U. S. Courthouse in Shreveport Regarding Status of Student Support Services (US Department of Education) Grant Applications - 12/17/09
Presented at Perkins Technical Assistance Workshop in New Orleans - Sponsored by Perkins Office - LCTCS - 9/21 - 23/09

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>MetLife Foundation</td>
<td>The Caregiving Project for Older Americans – Expansion of CNA Program</td>
<td>Donna Womack</td>
<td>$19,935.00</td>
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<tr>
<td>State Perkins Office - LCTCS</td>
<td>Carl Perkins Basic Grant</td>
<td>Ellen Hinton</td>
<td>$382,254.00</td>
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<td>Board of Regents</td>
<td>CALL Operations FY 10</td>
<td>Luke Dowden</td>
<td>$410,000.00</td>
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<td>U. S. Department of Education - CCAMPIS Program</td>
<td>CCAMPIS</td>
<td>Ellen Hinton</td>
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<tr>
<td>National Science Foundation - Informal Science Education</td>
<td>Expanding Your Horizons - Partnership with Centenary College and LSUS for STEM Career Days</td>
<td>Laura Goadrich</td>
<td>$138,418.00</td>
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<td>U. S. Department of Labor</td>
<td>Focus 4 Hazards - BPCC and Association of General Contractors - OSHA Safety</td>
<td>Linda Sonnier</td>
<td>$97,547.00</td>
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<td>U. S. Department of Labor</td>
<td>Fall Prevention BPCC and AGC - OSHA Safety</td>
<td>Linda Sonnier</td>
<td>$76,237.00</td>
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<td>National Science Foundation - ATE</td>
<td>Cyber Information Technology</td>
<td>Laura Goadrich</td>
<td>$89,203.00</td>
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<td>National Science Foundation</td>
<td>CSEC Tulsa</td>
<td>Laura Goadrich</td>
<td>$54,975.00</td>
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<td>MetLife Foundation</td>
<td>Excellence Award: Accelerated Learning</td>
<td>Ellen Hinton</td>
<td>$40,000.00</td>
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<td>Funding Body</td>
<td>Program Description</td>
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<td>U. S. Department of Labor</td>
<td>Healthcare High Growth</td>
<td>Lisa Wheeler, Allied Health and Workforce</td>
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<td>ACT, Inc.</td>
<td>Pathways Out of Poverty</td>
<td>Lisa Wheeler</td>
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<td>U. S. Department of Education - Student Support Services</td>
<td>Student Success Services</td>
<td>Ellen Hinton</td>
<td>Pending</td>
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<td>Board of Regents - Traditional Enhancement Program</td>
<td>Preparing Students for Careers in Performing Arts</td>
<td>Jim Boyter</td>
<td>Not Funded</td>
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<tr>
<td>Board of Regents - Traditional Enhancement Program</td>
<td>Incorporating Regulatory Mandates into Health Sciences Programs at BPCC and Southern University Shreveport</td>
<td>Carolyn Burroughs, Charlotte Ware, Jeff Anderson</td>
<td>Not Funded</td>
<td>$104,740.00</td>
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<tr>
<td>Board of Regents - Traditional Enhancement Program</td>
<td>Response to Healthcare Needs in LA: Preparing Students for Positions as Occupational Therapy Assistants</td>
<td>Barbara Custer</td>
<td>Not Funded</td>
<td>$34,661.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Communication in the Classroom</td>
<td>Achla Agarwal</td>
<td>Not Funded</td>
<td>$18,865.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Adobe Certified Associate: Student and Teacher Skill Validation Through Certification</td>
<td>Lynn Brown</td>
<td>Not Funded</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Test Center Projects: Testing Capacity, Credit-by-Examination Advising &amp; Professional Development</td>
<td>Lynn Brown</td>
<td>Not Funded</td>
<td>$15,739.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Enhancing Physical Therapy Assistant Program at BPCC</td>
<td>Laura Bryant</td>
<td>Funded</td>
<td>$15,764.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Active Learning Strategies for Anatomy Classes</td>
<td>Carolyn Burroughs, Tara Breeeland</td>
<td>Funded</td>
<td>$86,368.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Validation and Calibration in Chemistry and Biotechnology</td>
<td>Elaine Cox</td>
<td>Funded</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Strategic Improvements in Accelerated Learning</td>
<td>Donna Womack</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Compressed Video Equipment for Distance Learning</td>
<td>Kathleen Gay</td>
<td>Not Funded</td>
<td>$132,674.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Tools for Learning: Interactive Classroom Settings</td>
<td>Mechelle Harris</td>
<td>Not Funded</td>
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<td>Program</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Resources for Project MOMS Students</td>
<td>Della Jeter</td>
<td>$48,849.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Enhancement of Post Production Lab Environment</td>
<td>Larry Powell</td>
<td>$56,728.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Fall Prevention for Construction Technology</td>
<td>Linda Sonnier</td>
<td>$41,302.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Focus Four Construction Safety Hazards Training</td>
<td>Linda Sonnier</td>
<td>$61,436.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Technology for Teaching Math</td>
<td>Pam Stogsdill</td>
<td>$80,804.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Strategies to Reduce Recidivism: Construction Technology Training</td>
<td>Shelli Ulrich</td>
<td>$58,003.00</td>
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<td>Board of Regents - Two-Year Institutions Program</td>
<td>Expansion and Enrichment of CAN Program</td>
<td>Donna Womack</td>
<td>$67,265.00</td>
<td>Not Funded</td>
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<tr>
<td>U. S. Department of Education - Title III Year 1</td>
<td>Building Bridges for College and University Transfer and Student Success in Nursing and Allied Health</td>
<td>Ellen Hinton</td>
<td>$384,268.00</td>
<td>Funded</td>
<td>$384,268.00</td>
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<tr>
<td>State Perkins Office - LCTCS</td>
<td>Perkins Carryover</td>
<td>Ellen Hinton</td>
<td>$20,480.00</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>$1,475,351.00</strong></td>
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</tbody>
</table>

**STRATEGIC PLANNING**

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

**Performance Indicators**
Number of submitted proposals versus funded proposals.

**Assessment Results**
Ratio of submitted versus funded grant applications changed this fiscal year to 26%.

**Changes Based on Assessment Outcomes**
Ratio of submitted versus funded grant applications changed this fiscal year to 26%.

**Strategy(ies) for the Future**
Faculty will be encouraged to attend grantwriting workshop.
**Department Measurable Strategy**
Increase number of professional development workshops/activities funded through external funding.

**Performance Indicators**
Number of funded proposals which include professional development activities for faculty and staff.

**Assessment Results**
Two professional development activities were included in the Perkins grant.

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Two professional development workshops are included in FY 2010-11 Perkins application and faculty will attend out-of-state conferences and workshops through BOR and Perkins grants.

**Department Measurable Strategy**
Strengthen understanding of return on investment for writing efforts on funding opportunities.

**Performance Indicators**
Change in ratio of submitted versus funded grant applications.

**Assessment Results**
Ratio of submitted versus funded grant applications changed this fiscal year to 26%.

**Changes Based on Assessment Outcomes**
Faculty will be encouraged to participate in grantwriting activities.

**Strategy(ies) for the Future**
Director will schedule Board of Regents Grantwriting Workshop.

**Department Measurable Strategy**
Attend training to strengthen quality and effectiveness of grant applications.

**Performance Indicators**
Change in ratio of submitted versus funded grant applications.

**Assessment Results**
Ratio of submitted versus funded grant applications changed this fiscal year to 26%.

**Changes Based on Assessment Outcomes**
Faculty will be encouraged to participate in grantwriting activities.

**Strategy(ies) for the Future**
Director will schedule Board of Regents Grantwriting Workshop. Director will attend conferences and workshops to strengthen grantwriting activities.

**Department Measurable Strategy**
Complete a comprehensive evaluation of funded projects and examine reviewers' comments on funded and unfunded projects.
Performance Indicators
1. Final reports completed.
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. Final and interim reports are due to external funding agencies by June 30, 2010 and are being prepared.
2. BOR reviewers' comments were taken into consideration when writing new proposals submitted in Fall 2009.

Changes Based on Assessment Outcomes
no changes

Strategy(ies) for the Future
Final and interim reports will be submitted to external funding agencies by June 30, 2010.
BOR reviewers' comments will be taken into consideration in new proposals submitted in Fall 2010.

Department Measurable Strategy
Implement orientation workshops for project directors of funded projects.

Performance Indicators
1. Develop orientation binder.
2. Participation of faculty and staff of new grants, as evidenced by sign-in sheets.

Assessment Results
An orientation binder was developed and disseminated to new project directors on July 14, 2009 in Launch Meeting. The workshop was attended by 25 people.

Changes Based on Assessment Outcomes
no changes

Strategy(ies) for the Future
A folder will be given to each new project director of new BOR grants and Director will meet individually with each project director and applicable administrative assistant.

Department Measurable Strategy
Conduct thorough inventory tracking procedures to ensure that equipment items purchased by grant funds (Perkins and Board of Regents) are accounted for systematically.

Performance Indicators
Monthly inventory tracking forms.

Assessment Results
Monthly tracking was completed by the Grants Specialist through November 2009.

Changes Based on Assessment Outcomes
A thorough tracking of inventory will be completed in July 2010 for equipment/technology items purchased with FY 2009-10 Perkins and Regents grant funds.

**Strategy(ies) for the Future**

Grants Office staff will track inventory quarterly beginning next FY.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of Grants and External Funding has worked with each division of the College to encourage, facilitate, and assist faculty and staff members in their search and application for external funding. Even with the significant decrease in manpower in the Grants Office, this office has continued to diligently monitor funded projects to ensure (1) compliance with the complex requirements of federal and state laws and regulations and College policies and procedures and (2) fiscal responsibility, working closely with the Finance and Purchasing Offices. The Director completed interim, annual, and accountability reports in a timely manner.

The Grants Office scored an overall 2.82 on the 2009-10 Report Card--with 118 employees evaluating the Grants Office. Comments included that procedures are unclear and that faculty and staff are not enough lead time for information requests. In response, Director states that grant procedures, rules, guidelines, forms, and deadlines are determined and implemented by funding agencies--NOT the Grants Office.

The Grants Office worked with all Divisions of the College to facilitate and assist faculty and staff in the application for external funds and in compliance issues with funded projects.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

The Grants Office will continue to work closely with faculty and staff in preparing grant applications, in increasing the number of professional development workshops/activities funded through external funds, and in strengthening the understanding of grant writing efforts on funding opportunities. The Director and Administrative Assistant will continue to strengthen the relationships with the Finance and Purchasing Offices and to complete interim and annual reports in a timely manner.
Division of Academic Affairs  
Institutional Research and Assessment

EMPLOYEE LISTING

Professional, unclassified staff

Lisa Wheeler, M.Ed.
Penny Carroll-Jeter, M.S.
Jonnie Young, A.A.S.

DIVISION SUMMARY

The Office of Institutional Research and Assessment supplied data and analyses to inform decisions made at Bossier Parish Community College. The IR Office also provided data to the Louisiana Community and Technical 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.

Projects and reports generated by the Office include the fall and spring BoR Employee Salary Data System; Louisiana Performance Accountability System (LaPAS) Quarterly Performance Progress Reports; fall, spring and summer Preliminary FTE and Headcount Census; 2010-2011 Operational Plan; Integrated Postsecondary Education Data System (IPEDS) Registration, Fall Collection, Winter Collection, and Spring Collection reports; summer, fall and spring Graduation Exit Surveys; summer and fall Graduate Assessment Surveys; SACS 2009 Financial Profile and Indicators Data; ACT/COMPASS Score data; ACT Class Profile Data; ACT Institutional Data Questionnaire (ACT-IDQ); Post Secondary Education Transcript Study; fall Non-Credit Enrollment Data; Annual Survey of Colleges; College Board Survey; Title III Enrollment Data; 2009 SACS Institutional Profile; ACT-Student Opinion Survey; fall 2009 Retention Report; Survey of Entering Student Engagement (SENSE); and BPCC Report Card.

The 2008-2009 BPCC Annual Report was completed and published during the fall 2009 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. Jonnie Young made updates to both the Strategies for Success and Annual Report Documents. During the fall 2009 semester, each unit of the College submitted its strategies for the 2009-2010 academic year. Each strategy was approved by a subcommittee of the Planning Council and the
appropriate Vice Chancellor. The IR Office collected this information in an Access database and published the results electronically on the web.

The IR Office coordinated the administration of the ACT-Student Opinion Survey during March 2010. The survey was administered in 71 classes to 1662 students, with 991 surveys completed, resulting in a 60% return rate. Results from the survey will be received in June 2010 and reports will be created and posted to the IR website and sent to individual units across the campus during the summer.

New in the 2009-2010 fiscal year was the administration of The Survey of Entering Student Engagement (SENSE), selected to provide new student perspective on the initial weeks of their education experience at the College. The survey was administered in September 2009 to 50 classes, with 513 surveys returned for return rate of 55%. Results from the survey were received in March 2010 and distributed to the Chancellor, Vice Chancellors, Academic Deans, and departmental directors.

In December 2009 the position of Assessment Specialist was created to strengthen data collection capabilities. Ms. Penny Carroll-Jeter was selected to fill the position. In her new position, Ms. Carroll-Jeter created an online Facebook page to identify and track post-graduate educational and employment progress of students, and to administer the newly-developed Graduate Assessments. Ms. Carroll-Jeter also assisted with the administration of multiple assessments for campus departments, studied training materials on focus group techniques, and began compiling graduate assessment feedback from the Facebook page. Ms. Carroll-Jeter is a member of the Staff Senate and serves on the Hospitality Committee.

Ms. Jonnie Young, Institutional Research Assistant, prepared Retention Reports for Fall 2009 and Spring 2010 semesters, coordinated the distribution and collection of data for the Annual Report, and provided data upon request to on-campus faculty and staff and to personnel at other higher education institutions. Over thirty-five internal data requests were compiled for the College, including requests made by the Division of Academic Affairs, Division of Cyber Information Technology, Division of Liberal Arts, Student Services, Business Affairs and Economic Development, Grants, Administration, Public Relations, BPCC & NSU, and Planning Council. In addition, there were four data requests completed for the Lumina Foundation for Education BPCC 1st Initiative and the Louisiana Community and Technical System. Ms. Young is developing a database to collect learning outcomes data for programs and for general education competencies. Ms. Young is a member of the Staff Senate and serves on the Graduation Committee.

Ms. Staci Phillips resigned from the institution in August 2009, and Lisa Wheeler was named to fill the vacant Director position in December 2009. Because the IR Office had been integrally involved in data collection and analysis for the Lumina Foundation for Education BPCC 1st Initiative for nearly four years, Ms. Wheeler, who previously served as the Budget Lead for the project, assumed the Data Lead duties in December 2009 as the new Director of Institutional Research. She was also selected to assume the role of new overall Project Lead following the departure of Luke Dowden. Support for the Student Success Course, Academic Advising, and Development Math interventions of BPCC 1st 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. Ms. Lisa Wheeler disseminated the results of the Initiative through a series of presentations at NISOD, the annual LCTCS Conference, several regional workshops with high school counselors and administrators, and on campus to administration, faculty, and staff.

The IR Office provided a range of data which will be used to support the SACS-QEP; conducted focus groups; analyzed data, made suggestions for implementation strategies; oversaw the assessment measures; and assisted in the preparation of the update reports. Through Survey Monkey, The IR Office administered 16 electronic surveys on campus, six of which were newly created in the 2009-2010 fiscal year. All were distributed, collected, and analyzed using this electronic method, which continues to demonstrate higher response rates than surveys administrated previously in paper/pencil formats. Included in this electronic collection were surveys for the Advising Center, Academic Planning Office, Human Resources Office, Library, Student Life and Technology Resource Center.

A reorganization of the Office of Institutional Research in Fall 2009 resulted in the reassignment of the Administrative Assistant, Christina Hughes, to the Office of Associate Vice Chancellor of Academic Affairs. Although she now reports to that office and is not reflected on the organizational chart of the Office of Institutional Research, her desk remains in the Institutional Research area and her administrative skills contribute to the successful completion of the IR Office's assignments.

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>Lisa Wheeler</td>
<td>Emergenetics Workshops - October 8 and December 18, 2009</td>
<td>Grants Institute - River Parishes Community College - Board of Regents, National Endowment for the Humanities, National Endowment for the Arts - August 13-14, 2009</td>
<td>Electronic Learning Committee Member Meetings July 1, 2009 - June 30, 2010</td>
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<td>Techniques for Developing Green Jobs Webcast - November 18, 2009</td>
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<td>Breakfast with the Chancellor – August 31, 2009</td>
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<td>Presenters at LCTCS Conference</td>
<td>Embracing Diversity in Higher Education – September 17, 2009</td>
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<td>BPCC Foundation Mini-Nascar</td>
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April 8-9, 2010, New Orleans

Presenter at NISOD, May 30-June 2, 2010, Austin, Texas

Race – September 25-26, 2009

Training Agreement Signing Ceremony with Bossier City Fire Department - October 1, 2009

Financial Forms Training – October 22, 2009

Google Docs Workshop – October 22, 2009

Staff Senate Luncheon Blood Donation Education – October 29, 2009

Veteran’s Day service – November 10, 2009

LCTCS Region VII Update Meeting at LTC S/B Campus - December 2, 2009

Phi Theta Kappa Induction Ceremony - December 11, 2009

EnCana Donation Ceremony - December 17, 2009

Foundation Spring Scholarship Reception - February 17, 2010

Performing Arts Music Program – February 19, 2010

Women’s History Month – March 3, 2010

Lumina BPCC 1ST Initiative 2007-2010 – March 4-5, 2010

USDOL CBJTG Webinar - April 6, 2010

Jonnie Young

“Embracing Diversity in Higher Education” Seminar Presented by Stacy Christophe, Esquire

“How We Can Become Better Ambassadors for BPCC” Presentation by Chancellor Jim Henderson - September 22, 2009

“Get Started with Google Docs” Workshop by Kristi Lobrano - October 22, 2009

“Blood Donor Education”

Graduation committee meetings - July 29, 2009; October 13, 2009; December 15, 2009; April 16, 2010; May 13, 2010

BPCC Graduation ceremonies - July 30, 2009; December 16, 2009; May 14, 2010

Welcome Back / Safety Meeting - August 13, 2009; January 11, 2010
Presentation by Mary Jo Henderson - October 29, 2009

“Mentoring” a Career Development Opportunity Presentation by Vicki Morehead - March 31, 2010

Chancellor’s Breakfast - September 15, 2009

BPCC 100 Mini Nascar Event - September 25, 2009

Staff Fun Day / Opening of new ball park - October 28, 2009

Division Meeting - November 9, 2009

Chancellor’s Forum - January 29, 2010

BPCC 1st / Lumina - February 10, 2010; March 4, 2010

Black History Month Celebration - February 26, 2010

BPCC Gospel Choir Spring 2010 Concert - April 27, 2010

Professional Development “Diversity” Workshop - September 17, 2009

Professional Development “Get Started with Google Docs Workshop” - October 22, 2009

Professional Development “Blood Donor Education” - October 29, 2009

Professional Development “Mentoring”, March 31, 2010

Mayor’s Commission for Women of Bossier City Celebration of Women Week Annual Luncheon - March 10, 2010


2009-2010 Mentor for Girls Empowered to Move Successfully (GEMS)

Volunteers for Youth Justice

2009-2010 New Grants Launch at BPCC - July 14, 2009

Faculty/Staff Welcome Back Breakfast - August 13, 2009

Breakfast with the Chancellor - September 18, 2009

Staff Development with the Chancellor “How we can become better ambassadors for BPCC” - September 22, 2009

BPCC Foundation Mini NASCAR - September 25-26, 2009

Staff Fun Day/Ballpark Opening - October 28, 2009

Staff Senate Luncheon -
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Director presented "BPCC 1st Progress Report" at campus-wide faculty/staff Spring Semester Inservice - January 11, 2010
Director presented "BPCC 1st Progress Report" at EPAS High School Counselor's Breakfast - January 21, 2010
Director hosted BPCC 1st Evaluator's Luncheon and Interviews for Developmental Math Intervention - February 10, 2009
Director hosted BPCC 1st Final Site Visit for Coach and Data Facilitator - March 4-5, 2010
Director presented "BPCC 1st Third Year Update" and "Compression Planning with Storyboarding" at LCTCS Conference - March 25-26, 2010
Director presented "Partnering for Success with BPCC" to Volunteers of America leadership - April 15, 2010
Director presented "Partnering for Success with BPCC" to Veterans Transition Office leadership - April 15, 2010
Director presented "Intentional Efforts Toward Student Success" at NISOD in Austin, TX, June 1, 2010
Director presented "BPCC 1st Third Year Update" to Region VII high school counselors and administrators at the Career Pathways and Dual Enrollment Workshop at BPCC June 10, 2010.

STRATEGIC PLANNING

Department Measurable Strategy
Provide data to units of the College to enhance institutional effectiveness
Performance Indicators
1. Student graduation and retention reports for the fall 2009 and the spring 2010 semesters.
3. ACT-SOS in spring 2010.

Assessment Results
1. Student graduation reports for summer 2009, fall 2009, and spring 2010 have been completed. Retention reports for fall 2009 and spring 2010 have been completed.
2. Strategies for Success 2009-2010 Annual Report has been completed.
3. The ACT-SOS surveys were administered March 2010, results were received May 2010, and distributed to administrators, faculty, and staff.

Changes Based on Assessment Outcomes
SENSE survey will be administered fall 2010 and results distributed. The newly-developed BPCC graduate employment/education survey will be administered 3-6 months after each graduation and results distributed.

Strategy(ies) for the Future
The Office will deliver assessments/surveys to provide data 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
The Office will anticipate report due dates and ensure submission of reports or or before due date.

Strategy(ies) for the Future
The Office will 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. Numbers and types of BPCC professional development events attended by staff.

**Assessment Results**
1. Because there were no significant changes to the format of the strategies and Annual Report, and because there were not significant numbers of employees new to the reporting process, no formal events were hosted. Instead, this training was conducted in a one-on-one format as faculty and staff requested.
2. Nine professional development events were attended by office staff.

**Changes Based on Assessment Outcomes**
1. Institutional Research and Assessment will host training when significant changes are made to the reporting format and database or when IR Office personnel are made aware of significant numbers of employees new to the database and reporting functions.

**Strategy(ies) for the Future**
Opportunities for professional development relating to assessment and measurement will be identified for all office staff.

**Department Measurable Strategy**
Support BPCC's Quality Enhancement Plan

**Performance Indicators**
1. Collection of data for assessment measures
2. Updated data scorecard

**Assessment Results**
1. Data has been collected and supplied as needed to meet the goals of the QEP plan.
2. Sherri Huffman, Data Coach for BPCC 1st Project, provided training for developing a scorecard. A scorecard will be created in 2011.

**Changes Based on Assessment Outcomes**
1. Additional data will be collected yearly to support the SACS-QEP.

**Strategy(ies) for the Future**
The Office will support the SACS-QEP data collected efforts.

**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. An Institutional Research data scorecard will be created.

**Assessment Results**
1. Strategies for Success and Annual Report were collected and reported using an electronic database and linked to the BPCC Institutional Research and Assessment website.
2. The electronic Factbook was updated to include fall 2009 data and is accessible through the BPCC Institutional Research website.
3. The Institutional Research data scorecard was created.

**Changes Based on Assessment Outcomes**

Report structures will be modified as BPCC's organizational structure changes.

**Strategy(ies) for the Future**

The Office will utilize technology to make improvements in the Institutional Effectiveness of the College.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Office of Institutional Research and Assessment has worked with each 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.

The IR Office scored an overall 3.08 on the 2009-2010 BPCC Report Card. One-hundred thirteen employees evaluated the Office this year, compared to 144 last year. Suggestions for improvement included making the campus more aware of the research the IR Office conducts and where results can be found. The College as a whole scored a 2.94 overall average with 213 employees completing the survey. The Coach and Data Facilitator for the BPCC 1st Initiative noted in their final site visit report, "Even with its current resource challenges, BPCC has made a commitment to continue its work in institutional research and to have that work benefit the entire institution. The leadership should be commended for how it has embraced the role of institutional research during this initiative."

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

In the coming academic year, the IR Office will anticipate data needs based on previous years’ requests; share the kinds of research the IR Office conducts and where the results are published; clarify changes in personnel (who to contact for assistance with particular matters) with campus administration, faculty, and staff; strengthen lines of communications with campus personnel, and complete all reports before the due date.
Division of Academic Affairs
Performing Arts

EMPLOYEE LISTING

Professional, unclassified staff

James Boyter, B.A.
Keith Bruce, B.A.
David White, B.A.

FACULTY LISTING

Professor
Stephen W. Slaughter, M.A.

Associate Professor
Ray Scott Crawford, M.A., M.A., Ph.D.

Assistant Professor
Michael D. Hart, M.M., Ed. D.

Instructor
Gulnara Chandler, M.A.

DIVISION SUMMARY

The Performing Arts at Bossier Parish Community College had a very productive and successful year. The Performing Arts includes both the Music Program and the Theatre Program, two outstanding programs in the state of Louisiana. The Music Program offered an Associate of Arts in Music degree and a Certificate of Technical Studies in Music. The Theatre Program offered an Associate of Arts in Theatre degree, a Certificate of Technical Studies in Theatre, and Technical Competency Areas in Acting, Costume Design, Directing, Lighting, Scene Design, Stage or Theatre Management, and Theatre Technician. For the 2009-2010 academic year, four graduates received the Associate of Arts in Music degree and five graduates received the Associate of Arts in Theatre degree. Also, two students received the Certificate of Technical Studies in Music, and ten students
received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (10), Costume Design (1), Directing (7), Scene Design (1), and Theatre Technician (1).

The Performing Arts placed much emphasis on academic preparation for the music and theatre majors. This year the Music Program had twenty-seven majors and the Theatre Program had thirty-six majors. Throughout the year, both programs reviewed and improved the link between program learning outcomes and course learning outcomes for the Associate of Arts in Music degree, the Associate of Arts in Theatre degree, the Certificate of Technical Studies in Music, and the Certificate of Technical Studies in Theatre. Student success rates for the academic year were outstanding: music courses – a ninety-six percent (96%) success rate and theatre courses – a ninety-seven percent (97%) success rate.

Throughout the year, the Performing Arts programs produced many theatrical productions and music events which showcased students, staff, and faculty as well as offered entertainment to the public. All Performing Arts events, both theatrical and musical, were attended by approximately 15,000 people. During the fall and spring semesters, the Music Program held student recitals and juries; produced formal concerts featuring the Jazz Ensemble, the Concert Choir, and the Concert Winds; performed at athletic events and the Fall and Spring Graduation Ceremonies; and accepted invitations to perform off-campus at a variety of venues in the Shreveport/Bossier City area. The Music Program also invited artists to the campus to perform in the Guest Artist Series. Likewise, during the academic year, the Theatre Program produced the Festival of One Acts during the fall and spring semesters, held student juries, and showcased students through apprenticeships which employed students in various venues and professional theatres. At Bossier Parish Community College, the Theatre Program and the Cavalier Players produced, The Woman in Black, Do Black Patent Leather Shoes Really Reflect Up?, The BPCC Christmas Show, Goldilocks and the Three Heberts, and The Musical Comedy Murders of 1940. Three of many highlights of the year were the opportunities for the Theatre Program to present The Woman in Black at the Canterbury Summer Theatre in Michigan City, Indiana, and being named the Best Show of the Year for 2009; the opportunity to compete and present The Woman in Black at the Kennedy Center American College Theatre Festival in New Orleans, Louisiana, winning the Respondent’s Choice Award; and the opportunity for theatre students to compete in the Region VI Irene Ryan Competition as a part of the Kennedy Center American College Theatre Festival in Amarillo, Texas.

In addition to classroom instruction and producing theatrical and music events, the Performing Arts faculty and staff participated in approximately seventy-seven recruiting opportunities and 162 professional development opportunities. Also, the faculty and staff attended local, state, and regional conferences.

ADVANCED DEGREES OR CERTIFICATIONS

Jim Boyter:
Licensed Insurance Producer, State of Louisiana
March, 2010
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Jim Boyter:
BPCC Lion’s Club 1st Vice President
July 2009-June 2010

Kennedy Center American College Theatre Festival award as Respondent’s Choice
November 21, 2009

Kennedy Center American College Theatre Festival award for excellence in Load in/Load out
November 21, 2009

Committee Chair (Signage), BPCC 100 Committee
2010

Keith Bruce:
Kennedy Center American College Theatre Festival award as Respondent’s Choice
November 21, 2009

Kennedy Center American College Theatre Festival award for excellence in Lighting and Sound
November 21, 2009

Kennedy Center American College Theatre Festival award for excellence in Load in/Load out
November 21, 2009

“Best Play of the Year” Michigan City News Dispatch
December 25, 2009

Dr. Michael Hart:
Guest Conductor, Parkway High School Spring 2010 Concert
May 10, 2010

Gulnara Chandler:
Nationally Certified Teacher of Music
Music Teachers National Association
December 22, 2009

Dr. Michael Hart:
Cardio Pulmonary Resuscitation Certificate
April 10, 2010
November 21, 2009

Kennedy Center American College Theatre Festival award for excellence in Load in/Load out
November 21, 2009

“Best Play of the Year” Michigan City News Dispatch
December 25, 2009

PROFESSIONAL DEVELOPMENT

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<tr>
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<th>Professional Development (other location)</th>
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</table>
November 18-22, 2009

Dramatic Productions of the
Louisiana Kennedy Center
American College
Theatre Festival including
Candide, Verses from Jordan,
The Boys Next Door, The Long
Ride Home, Noises Off, The
Woman in Black, For Colored
Girls Who’ve Considered
Suicide, Angels in America,
Parking Lot Babies
New Orleans, Louisiana
November 19 – 21, 2009

Lions Club Board Meeting
Bossier Parish Community
College
January 18, 2010

Lions Club Meeting
Bossier Parish Community
College
January 20, 2010

Lions Club Board Meeting
Bossier Parish Community
College
February 15, 2010

Lions Club Meeting
Bossier Parish Community
College
February 17, 2010

BPCC 100 Committee Meeting
Bossier Parish Community
College
March 3, 2010

Lions Club Board Meeting
Bossier Parish Community
College
March 8, 2010

Lions Club Meeting
Bossier Parish Community
College
March 10, 2010

BPCC 100 Committee Meeting
Bossier Parish Community
College
April 1, 2010

Lions Club Board Meeting
Bossier Parish Community
College
April 19, 2010
Keith Bruce


Kennedy Center American College Theatre Festival
- UNO New Orleans, Louisiana
- November 18, 2009 - November 21, 2009

- Professional Theatre Production of *Cabaret* at Drury Lane Oakbrook
  - Oakbrook (Chicago), Illinois
  - August 23, 2009

- Louisiana Kennedy Center American College Theatre Festival
  - New Orleans, Louisiana
  - November 18-22, 2009

- Dramatic Productions of the Louisiana Kennedy Center American College Theatre Festival including *Candide*, *Verses from Jordan*, *The Boys Next Door*, *The Long Ride Home*, *Noises Off*, *The Woman in Black*, *For Colored Girls Who’ve Considered Suicide*, *Angels in America*, *Parking Lot Babies*
  - New Orleans, Louisiana
  - November 19 – 21, 2009

Gulnara Chandler

- “How to Assemble a Promotion Packet”
  - August 14, 2009

- “Techniques for Effective Classroom Presentations”
  - August 18, 2009

- Workshop: “Get Started with Google Docs”
  - October 22, 2009

Louisiana Music Teachers Association 57th Annual State Convention: Workshops/Recitals
- University of Louisiana-Lafayette
- October 15-17, 2010

- Greater Shreveport Music Teachers Association Program/Book study, “Pianism” by Aiko Onishi
  - Centenary College of Louisiana
  - January 23, 2010

- Louisiana Music Teachers 57th State Convention: Board Meeting and Affiliate Presidents Luncheon
  - University of Louisiana-Lafayette
  - October 15-17, 2009

- Greater Music Teachers Association Meeting
  - BPCC Performing Art Theater
  - August 29, 2009
Ray Scott Crawford

Production Director for the BPCC Summer Theatre production of *The Woman in Black*
July 1 – August 2, 2009

Designed and compiled incidental music for production performance of *The Woman in Black*
July and August, 2009

Contributed art design, writing, editing, and layout of posters, program covers and press releases for *The Woman in Black, Do Black Patent Leather Shoes Really Reflect Up?*, and *The Musical Comedy Murders of 1940*.
July 2009 – April 2010

“How to Assemble a Promotion Packet”
August 14, 2009

Principle Actor in the 2009 Production of the Bossier Parish Community College Recruiting Commercial
September, 2009

Production Director of the BPCC Theatre production of *Do Black Patent Shoes Really Reflect Up?*
August 26 – November 1, 2009

Music Director and orchestration sequencing for BPCC Theatre production of *Do Black Patent Leather Shoes Really Reflect Up?*
August - November 2009

Music Director for the Cavalier Players Christmas Choir
October – December, 2009

Produced student-directed Fall Festival of One Acts, an evening of Scenic Designer for I Ought to Be in Pictures at the Canterbury Summer Theatre
(Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – June 21, 2009

Scenic Designer for I Love a Piano at the Canterbury Summer Theatre
(Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – July 3, 2009

Production Director of I Love a Piano at the Canterbury Summer Theatre
(Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – July 4, 2009

Production Director for the Professional non-Equity Summer Stock presentation of the Canterbury Summer Theatre/BPCC Summer Theatre production of *The Woman in Black*
Michigan City, Indiana
August 20-22, 2009

Production Director for the presentation of BPCC production of *The Woman in Black*
Louisiana Kennedy Center American College Theatre Festival
New Orleans, Louisiana
November 19 – 21, 2009

Assistant Director and Music Director for BPCC/Bossier City Annual Christmas Show
Bossier City, Louisiana
December 2-3, 2009

South Central Division
Competition
Centenary College of Louisiana
January 10, 2010

“The Musicians Club” Meeting
(Professional musicians’ organization, affiliated with Shreveport Opera, Shreveport Symphony and Hurley School of Music)
Shreveport, Louisiana
March 15, 2010

Professional Theatre
Production of Cabaret
Drury Lane Oakbrook
Oakbrook (Chicago), Illinois
August 23, 2009

Shreveport Little Theatre
production of Rumors
Shreveport, Louisiana
September 18, 2009

Louisiana Kennedy Center American College Theatre Festival
New Orleans, Louisiana
November 18-22, 2009

Louisiana Kennedy Center American College Theatre Festival Director’s Forum
New Orleans, Louisiana
November 19 – 21, 2009

New Orleans, Louisiana
November 19 – 21, 2009

Professional production of The Addams Family
Chicago, Illinois
December 30, 2009

Shreveport Little Theatre and the Academy production of Big River
Shreveport, Louisiana
one act plays
November 12, 2009
BPCC Drama Program Professional Juries—served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
December 4, 2009
Created and performed a character in BPCC Radio Drama Series
February 2010
Production Director of the BPCC Theatre production *The Musical Comedy Murders of 1940*
March 1 – April 25, 2008
Produced student-directed Spring Festival of One Acts, an evening of one act plays
March 25, 2010
Composed incidental music for production performance of *The Musical Comedy Murders of 1940*
March and April, 2010
BPCC Drama Program Professional Juries—served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
May 7, 2010
Performed “The Night before Christmas” at the BPCC annual Christmas Show
December 2-3, 2009
Sang the national anthem, “Star Spangled Banner” for Krewe of Gemini Ball Masque (Representing BPCC)
January 30, 2010
Served as a Judge Respondent for the Qualifying Round of the Region VI Kennedy Center American College Theatre Festival Irene Ryan Acting Scholarship Competition.
February 23, 2010
Scenic Designer for *Prisoner of Second Avenue* at the Canterbury Summer Theatre (Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – June 19, 2010
Scenic Designer for *Spitfire Grill* at the Canterbury Summer Theatre (Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – June 30, 2010
Production Director of *Spitfire Grill* at the Canterbury Summer Theatre (Professional non-Equity Summer Stock)
Michigan City, Indiana
June 1 – June 30, 2010

Michael D. Hart
How to Assemble a Promotion Packet
August 14, 2009
Louisiana Music Educators District VIII Fall Meeting Parkway High School, Bossier City August 31, 2009

Stephen W. Slaughter
Production Director for the summer production of *Little Old Ladies Laughing Out Loud*
June, 2009
Designed Set for the summer production of *Little Old Ladies Laughing Out Loud*
June, 2009
Adapted Script for the summer production of *Little Old Ladies*
Laughing Out Loud
June, 2009

Production Director for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009

Designed Set for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009

Contributed poster art and layout for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
December 4, 2009

Production Director of the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Composed Music and Lyrics for the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Designed set for the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Contributed poster art and layout for the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Produced student-directed Spring Festival of One Acts, an evening of one act plays
March 25, 2010

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions for students preparing for performance and technical theatre employment
May 7, 2010

David White Designed scenery and provided
Kennedy Center American College Professional theatre production
July 2009 – April 2010

Theatre Festival 
UNO New Orleans, Louisiana 
November 18, 2009 - November 21, 2009

of Cabaret 
Drury Lane Oakbrook 
Oakbrook (Chicago), Illinois 
August 23, 2009

Louisiana Kennedy Center American College Theatre Festival 
New Orleans, Louisiana 
November 18-22, 2009

New Orleans, Louisiana 
November 19 – 21, 2009

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Jim Boyter: 
The Woman in Black 
BPCC Theatre 
July 24, 2009 - August 18, 2009

Cavalier Connection 
BPCC Theatre 
August 03, 2009 - August 06, 2009

Paul Christopher Cello Recital 
BPCC Theatre 
October 08, 2009

Do Black Patent Leather Shoes Really Reflect Up? 
BPCC Theatre 
October 22, 2009 - November 01, 2009

Veterans Day Event 
BPCC Theatre 
November 10, 2009

Fall Festival of One Act Plays 
BPCC Theatre
November 12, 2009

BPCC Jazz Concert
BPCC Theatre
November 13, 2009

The Woman in Black
BPCC Theatre
November 13, 2009 - November 15, 2009

The Woman in Black
Kennedy Center American College Theatre Festival
UNO Theatre, University of New Orleans
November 19, 2009

BPCC Concert Choir performance
BPCC Theatre
November 20, 2009

BPCC Annual Christmas Show
Bossier Civic Center
December 02, 2009 and December 03, 2009

BPCC Concert Winds performance
BPCC Theatre
December 04, 2009

Faculty Christmas Concert
BPCC Theatre
December 10, 2009

Gemini Ball
Shreveport Convention Center
January 30, 2010

BPCC Jazz Band Valentine Concert
BPCC Theatre
February 12, 2010

60 Seconds of Fame video shoot
BPCC Campus
February 09, 2010 - February 26, 2010

Goldilocks and the Three Heberts
BPCC Theatre
February 26, 2010 - March 09, 2010

Dr. Dan Immel Piano Recital
BPCC Theatre
March 16, 2010

Spring Festival of One Act Plays
BPCC Theatre
March 25, 2010

Spring BPCC Jazz Band Concert
BPCC Theatre
April 10, 2010

*The Musical Comedy Murders of 1940*
BPCC Theatre
April 15, 2010 - April 25, 2010

CIC Conference
BPCC Theatre
April 20, 2010 - April 21, 2010

Ray Scott Crawford Ph.D. Applied Voice Recital
BPCC Theatre
April 27, 2010

Spring BPCC Concert Choir Performance
BPCC Theatre
April 29, 2010

Senator Vitter
BPCC Theatre
April 30, 2010

Spring BPCC Jazz Band Concert
BPCC Theatre
April 30, 2010

HR Benefits Meeting
BPCC Theatre
May 12, 2010

Spring Graduation Ceremony
BPCC Gym
May 14, 2010
Youth Days Sherrie Johnson  
BPCC Theatre  
May 26, 2010

Cavalier Drama Fun Fest  
BPCC Theatre  
June 07, 2010 - June 11, 2010

Cavalier Acting and Audition Workshop  
BPCC Theatre  
June 14, 2010 - June 18, 2010

Cavalier Musical Theatre Camp  
BPCC Theatre  
June 14, 2010 - June 18, 2010

Music Summer Camp  
BPCC Theatre  
June 21, 2010 - June 25, 2010

Keith Bruce:  
*The Woman in Black*  
BPCC Theatre  
July 24, 2009 - August 18, 2009

Summer Graduation  
BPCC Gym  
July 30, 2009

Cavalier Connection  
BPCC Theatre  
August 03, 2009 - August 06, 2009

*The Woman in Black*  
Canterbury Summer Theatre Tour  
Canterbury Theatre Michigan City, Indiana  
August 19, 2009 - August 24, 2009

Paul Christopher Cello Recital  
BPCC Theatre  
October 08, 2009

*Do Black Patent Leather Shoes Really Reflect Up?*  
BPCC Theatre
October 22, 2009 - November 01, 2009

Student Life Talent Show
BPCC Theatre
November 07, 2009

Veterans Day Event
BPCC Theatre
November 10, 2009

Fall Festival of One Act Plays
BPCC Theatre
November 12, 2009

BPCC Jazz Concert
BPCC Theatre
November 13, 2009

*The Woman in Black*
BPCC Theatre
November 13, 2009 - November 15, 2009

*The Woman in Black*
Kennedy Center American College Theatre Festival
UNO Theatre, University of New Orleans
November 19, 2009

BPCC Concert Choir performance
BPCC Theatre
November 20, 2009

Representative Jane Smith/ Boy Scout Honor
BPCC Theatre
November 23, 2009

BPCC Annual Christmas Show
Bossier Civic Center
December 02, 2009 and December 03, 2009

BPCC Concert Winds performance
BPCC Theatre
December 04, 2009

Faculty Christmas Concert
BPCC Theatre
December 10, 2009

PTK Induction Ceremony
BPCC Theatre

December 11, 2009

Fall Graduation
BPCC Gym

December 16, 2009

Cypress Baptist Christmas Recital
Cypress Baptist Church Benton, Louisiana

December 20, 2009

Gemini Ball
Shreveport Convention Center
January 30, 2010

BPCC Jazz Band Valentine Concert
BPCC Theatre
February 12, 2010

Cypress Baptist Valentine Banquet
Cypress Baptist Church Benton, Louisiana
February 14, 2010

60 Seconds of Fame video shoot
BPCC Campus
February 09, 2010 - February 26, 2010

Goldilocks and the Three Heberts
BPCC Theatre
February 26, 2010 - March 09, 2010

Student Life Ms. BPCC Pageant
BPCC Theatre
March 06, 2010

Cain Budds Music Recital
BPCC Theatre
March 12, 2010

Dr. Dan Immel Piano Recital
BPCC Theatre
March 16, 2010
Spring Festival of One Act Plays
BPCC Theatre
March 25, 2010

Spring BPCC Jazz Band Concert
BPCC Theatre
April 10, 2010

*The Musical Comedy Murders of 1940*
BPCC Theatre
April 15, 2010 - April 25, 2010

CIC Conference
BPCC Theatre
April 20, 2010 - April 21, 2010

Ray Scott Crawford Ph.D. Applied Voice Recital
BPCC Theatre
April 27, 2010

Middle College Program Meeting
BPCC Theatre
April 28, 2010

Spring BPCC Concert Choir Performance
BPCC Theatre
April 29, 2010

Senator Vitter
BPCC Theatre
April 30, 2010

Spring BPCC Jazz Band Concert
BPCC Theatre
April 30, 2010

Spring PTK Induction Ceremony
BPCC Theatre
May 07, 2010

Spring Graduation Ceremony
BPCC Gym
May 14, 2010
The Philippian Fragment  
Cypress Baptist Church Benton, Louisiana  
May 14, 2010 - May 16, 2010

Youth Days Sherrie Johnson  
BPCC Theatre  
May 25, 2010 - May 26, 2010

Cavalier Drama Fun Fest  
BPCC Theatre  
June 07, 2010 - June 11, 2010

Cavalier Acting and Audition Workshop  
BPCC Theatre  
June 14, 2010 - June 18, 2010

Cavalier Musical Theatre Camp  
BPCC Theatre  
June 14, 2010 - June 18, 2010

Music Summer Camp  
BPCC Theatre  
June 21, 2010 - June 25, 2010

Dr. Ray Scott Crawford:  
Production director for the BPCC Summer Theatre production of The Woman in Black  
July 1 – August 2, 2009

Designed and compiled incidental music for production performance of The Woman in Black  
July and August, 2009

July 2009 – April 2010

Principle Actor in the 2009 Production of the Bossier Parish Community College Recruiting Commercial  
September, 2009

Production Director of the BPCC Theatre production of Do Black Patent Shoes Really Reflect Up?  
August 26 – November 1, 2009

Music Director and orchestration sequencing for BPCC Theatre production of Do Black Patent Leather Shoes Really Reflect Up?
August - November 2009

Music Director for the Cavalier Players Christmas Choir
October – December, 2009

Produced student-directed Fall Festival of One Acts, an evening of one act plays
November 12, 2009

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions
for students preparing for performance and technical theatre employment
December 4, 2009

Created and performed a character in BPCC Radio Drama Series
February 2010

Production Director of the BPCC Theatre production *The Musical Comedy Murders of 1940*
March 1 – April 25, 2008

Produced student-directed Spring Festival of One Acts, an evening of one act plays
March 25, 2010

Composed incidental music for production performance of *The Musical Comedy Murders of 1940*
March and April, 2010

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions
for students preparing for performance and technical theatre employment
May 7, 2010

Dr. Michael Hart:
KTBS-3 Sports Promo Filming with BPCC Pep Band
Old Parkway High School Stadium
August 26, 2009

KTBS-3 Sports Promo Filming with BPCC Pep Band
Old Parkway High School Stadium
September 23, 2009

Guest Artist Series Recital – Paul Christopher, Cello
BPCC
October 8, 2009

Student Recital #1
BPCC
October 27, 2009
Student Recital #2
BPCC
October 29, 2009

Student Recital #3
BPCC
November 5, 2009

Fall Jazz Ensemble Concert
BPCC
November 13, 2009

BPCC Basketball Home Game
BPCC
November 17, 2009

BPCC – Bossier City Christmas Show (Jazz Band performance)
Bossier Civic Center
December 2 - 3, 2009

BPCC Concert Band Fall Concert
BPCC
December 4, 2009

Freshman Recital
BPCC
December 7, 2009

Faculty Christmas Concert (flugelhorn performance)
BPCC
December 10, 2009

BPCC Graduation – Concert Band performance
BPCC
December 16, 2009

Faculty/Staff Christmas Luncheon Jazz Band Performance
BPCC(building F)
December 16, 2009

BPCC Basketball Home Game (Homecoming)
BPCC
February 6, 2010

Valentine’s Day Evening of Romantic Music (Jazz Ensemble)
BPCC
February 12, 2010

BPCC Basketball Home Game
BPCC
February 20, 2010

Recruiting Presentation
Benton High School
March 2, 2010

Recruiting Presentation
Byrd High School
March 5, 2010

Guest Artist Series Recital – Cain Budds, Classical Guitar
BPCC
March 12, 2010

Guest Artist Series Recital – Dan Immel, Piano
BPCC
March 16, 2010

Student Recital #1
BPCC
March 18, 2010

Student Recital #2
BPCC
March 25, 2010

Student Recital #3
BPCC
April 8, 2010
Jazz Ensemble Performance for Good Samaritan RV Club
State Fair Grounds
April 8, 2010

Jazz Ensemble Spring Concert
BPCC
April 10, 2010

Solo Recital
BPCC
April 20, 2010
Student Recital #4
BPCC
April 22, 2010

Drama Voice Recital
BPCC
April 27, 2010

Recruiting Presentation
Bossier High School
April 28, 2010

Concert Band Spring Concert
BPCC
April 30, 2010

Solo Recital
BPCC
May 3, 2010

Solo Recital
BPCC
May 4, 2010

Red Hot and Jazzed Concert Series – BPCC Jazz Ensemble Performance
Barnwell Center Shreveport - Riverfront
May 13, 2010

BPCC Graduation - Concert Band Performance
BPCC
May 14, 2010

Stephen W. Slaughter:
Production director for the summer production of *Little Old Ladies Laughing Out Loud*
June, 2009

Designed Set for the summer production of *Little Old Ladies Laughing Out Loud*
June, 2009

Adapted Script for the summer production of *Little Old Ladies Laughing Out Loud*
June, 2009

Production Director for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009
Designed Set for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009

Contributed poster art and layout for Christmas production of “Christmas, From Sea to Shining Sea”
December, 2009

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions
for students preparing for performance and technical theatre employment
December 4, 2009

Production Director of the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Composed Music and Lyrics for the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Designed set for the BPCC Theatre production Goldilocks and the Three Heberts
February, 2010

Contributed poster art and layout for the BPCC Theatre production Goldilocks and the Three
Heberts
February, 2010

Produced student-directed Spring Festival of One Acts, an evening of one act plays
March 25, 2010

BPCC Drama Program Professional Juries--served as juror for departmental professional auditions
for students preparing for performance and technical theatre employment
May 7, 2010

David White:
The Woman in Black
BPCC Theatre
July 24, 2009 – August 18, 2009

Children of Eden
Shreveport Little Theatre (Marjorie Lyons Playhouse)
July 23, 2009 – August 2, 2009

Summer Graduation
BPCC Gym
July 30, 2009

Cavalier Connection
BPCC Theatre
August 3, 2009 – August 6, 2009

*A Lesson Before Dying*
Shreveport Little Theatre (Louisiana State Exhibit Museum)
August 14, 2009 – August 15, 2009

*The Woman in Black*
Canterbury Summer Theatre Tour
Canterbury Theatre Michigan City, IN
August 19, 2009 – August 24, 2009

*Rumors*
Shreveport Little Theatre (Women’s Department Club)
September 11, 2009 – September 20, 2009

*Do Black Patent Leather Shoes Really Reflect Up?*
BPCC Theatre
October 22, 2009 – November 1, 2009

*It Runs in the Family*
Shreveport Little Theatre (Women’s Department Club)
November 6, 2009 – November 14, 2009

Student Life Talent Show
BPCC Theatre
November 7, 2009

BPCC Jazz Concert
BPCC Theatre
November 13, 2009

*The Woman in Black*
BPCC Theatre
November 13, 2009 – November 15, 2009

*The Woman in Black*
University of New Orleans Theatre
November 19, 2009

BPCC Concert Choir performance
BPCC Theatre
November 20, 2009

Representative Jane Smith / Boy Scout Honor
BPCC Theatre
November 23, 2009

BPCC Annual Christmas Show
Bossier Civic Center
December 2, 2009 and December 3, 2009

You’re a Good Man, Charlie Brown
Shreveport Little Theatre (Southfield Elementary)
December 3, 2009 – December 13, 2009

BPCC Concert Winds performance
BPCC Theatre
December 4, 2009

PTK Induction Ceremony
BPCC Theatre
December 11, 2009

Fall Graduation
BPCC Gym
December 16, 2009

Same Time Next Year
Shreveport Little Theatre
January 8, 2010 – January 17, 2010

Krewe of Gemini Ball
Shreveport Convention Center
January 30, 2010

Big River
Shreveport Little Theatre (Southfield Elementary)
February 11, 2010 – February 21, 2009

BPCC Jazz Band Valentine Concert
BPCC Theatre
February 12, 2010

Goldilocks and the Three Heberts
BPCC Theatre
February 26, 2010 – March 9, 2010

Dixie Swim Club
Shreveport Little Theatre (Women’s Department Club)
March 5, 2010 – March 14, 2010

Student Life Ms. BPCC Pageant
BPCC Theatre
March 6, 2010

Spring BPCC Jazz Band Concert
BPCC Theatre
April 4, 2010

_The Musical Comedy Murders of 1940_
BPCC Theatre
April 15, 2010 – April 25, 2010

Minden Cotillion
Minden Civic Center
April 24, 2010

CIC Conference
BPCC Theatre
April 20, 2010 – April 21, 2010

Senator Vitter
BPCC Theatre
April 30, 2010

_Don’t Dress For Dinner_
Shreveport Little Theatre (Women’s Department Club)
April 30, 2010 – May 9, 2010

Spring Graduation Ceremony
BPCC Gym
May 14, 2010

_The Philippian Fragment_
Cypress Baptist Church
May 14, 2010 – May 16, 2010

Youth Days Sherrie Johnson
BPCC Theatre
May 25, 2010 – May 26, 2010

Cavalier Drama Fun Fest
BPCC Theatre
June 7, 2010 – June 11, 2010
The year the Performing Arts will complete an academic program review of the Associate of Arts in Theatre degree by July 30, 2010. The Associate of Arts in Theatre degree was approved by the Board of Regents in March of 1999. As of May of 2010, Bossier Parish Community College has awarded a total of fifty Associate of Arts in Theatre degrees. The program learning outcomes for the Associate of Arts in Theatre degree are the following: Recipients will have demonstrated comprehension of basic theories, practices, and techniques used in theatre; proficiency in performance abilities or technical skills, and management situations; comprehension of audition and job interview skills; competency in analysis and research skills; and successful communication within the theatre environment using verbal, written, and basic computer literacy skills. All course learning outcomes in theatre classes have been aligned with the program learning outcomes for the Associate of Arts in Theatre degree. Student success rates in theatre classes are calculated yearly. The student success rate for theatre classes for the 2009-2010 academic year was ninety-seven percent (97%).

SIGNIFICANT CONTRACTS OR GRANTS

Gulnara Chandler:
Grant Awarded to attend Louisiana Music Teachers State Convention
Faculty Senate
November 2, 2010

Dr. Michael Hart:
Faculty Development Grant to attend the South Central Regional Music Conference
BPCC Foundation, Inc.
Spring 2010 (February 25-27)

ACADEMIC PROGRAM REVIEW

The year the Performing Arts will complete an academic program review of the Associate of Arts in Theatre degree by July 30, 2010. The Associate of Arts in Theatre degree was approved by the Board of Regents in March of 1999. As of May of 2010, Bossier Parish Community College has awarded a total of fifty Associate of Arts in Theatre degrees. The program learning outcomes for the Associate of Arts in Theatre degree are the following: Recipients will have demonstrated comprehension of basic theories, practices, and techniques used in theatre; proficiency in performance abilities or technical skills, and management situations; comprehension of audition and job interview skills; competency in analysis and research skills; and successful communication within the theatre environment using verbal, written, and basic computer literacy skills. All course learning outcomes in theatre classes have been aligned with the program learning outcomes for the Associate of Arts in Theatre degree. Student success rates in theatre classes are calculated yearly. The student success rate for theatre classes for the 2009-2010 academic year was ninety-seven percent (97%).

STRATEGIC PLANNING

Department Measurable Strategy
Improve the link between program learning outcomes in the Associate of Arts in Music and music
course learning outcomes.

**Performance Indicators**
Mapped program learning outcomes in the Associate of Arts in Music to music course learning outcomes.

**Assessment Results**
The music faculty reviewed program learning outcomes and course learning outcomes to align all course outcomes with the program outcomes. Additionally, music faculty reviewed the validation of learning outcomes for all music courses for fall 2009 and spring 2010.

**Changes Based on Assessment Outcomes**
Course learning outcomes in several music courses were adjusted.

**Strategy(ies) for the Future**
The music faculty will create instruction based on the course learning outcomes and the annual review of validation of learning outcomes.

**Department Measurable Strategy**
Improve the link between program learning outcomes in the Associate of Arts in Theatre and theatre course learning outcomes.

**Performance Indicators**
Mapped program learning outcomes in the Associate of Arts in Theatre to theatre course learning outcomes.

**Assessment Results**
The theatre faculty reviewed program learning outcomes and course learning outcomes to align all course outcomes with the program outcomes. Additionally, the theatre faculty reviewed the validation of learning outcomes for all theatre courses for fall 2009 and spring 2010.

**Changes Based on Assessment Outcomes**
Course learning outcomes in several theatre courses were adjusted.

**Strategy(ies) for the Future**
The theatre faculty will create instruction based on the course learning outcomes and the annual review of validation of learning outcomes.

**Department Measurable Strategy**
Participate in professional development opportunities.

**Performance Indicators**
Number of professional development opportunities in which the individuals in the Performing Arts participate.

**Assessment Results**
The Performing Arts faculty and staff documented the number of professional development opportunities in which they participated; the faculty and staff participated in a total of 162 professional development opportunities.
Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Performing Arts faculty and staff will be encouraged to participate in professional development opportunities for the next academic year.

Department Measurable Strategy
Increase credential opportunities for students in the area of music.

Performance Indicators

Assessment Results
The Certificate of Technical Studies in Music was created and approved by the Board of Regents in November 2009. This spring the first Certificates of Technical Studies in Music were awarded to students.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Music Program will promote the Certificate of Technical Studies in Music to music majors.

Department Measurable Strategy
Utilize the College website for advertising Performing Arts events.

Performance Indicators
1. Redesigned Performing Arts website.
2. Utilization of the Student Events Calendar for Performing Arts events.
3. Updated Performing Arts Calendar.

Assessment Results
1. The Performing Arts Program Coordinator, faculty, and staff redesigned the Performing Arts website and updated information ten (10) times.
2. The Performing Arts utilized the Student Events Calendar by placing over sixty (60) events on the calendar.
3. The Performing Arts Calendar was updated six (6) times during the academic year.

Changes Based on Assessment Outcomes
Changes and updates were made concerning the Performing Arts events on the Performing Arts website, the Student Events Calendar, and the Performing Arts Calendar.

Strategy(ies) for the Future
The Performing Arts faculty and staff will utilize the Performing Arts website, the Student Events Calendar, and the Performing Arts Calendar for the next academic year.
Department Measurable Strategy
Participate in recruiting activities for the Performing Arts.

Performance Indicators
Number of recruiting activities in which the faculty and staff in the Performing Arts participate.

Assessment Results
The Performing Arts faculty and staff participated in approximately seventy-seven (77) recruiting activities.

Changes Based on Assessment Outcomes
No changes are needed.

Strategy(ies) for the Future
The Performing Arts faculty and staff will be encouraged to participate in recruiting activities for the next academic year.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Performing Arts at Bossier Parish Community College had a very productive and successful year. For the 2009-2010 academic year, four graduates received the Associate of Arts in Music degree, and five graduates received the Associate of Arts in Theatre degree. Also, two students received the Certificate of Technical Studies in Music, and ten students received the Certificate of Technical Studies in Theatre. Additionally, the following Technical Competency Areas were awarded: Acting (10), Costume Design (1), Directing (7), Scene Design (1), and Theatre Technician (1). The Music Program had twenty-seven majors and the Theatre Program had thirty-six majors. Much emphasis was placed on academic success resulting in a student success rate of ninety-six percent (96%) in music courses and a student success rate of ninety-seven percent (97%) in theatre classes for the 2009-2010 academic year.

Both the Music Program and the Theatre Program produced many theatrical productions and music events throughout the year which showcased students, staff, and faculty as well as offered entertainment to the public. These Performing Arts events were attended by approximately 15,000 people, making the college a highly visible part of the community. Both the Music Program and the Theatre Program were featured in two local television programs which were seen by countless numbers of individuals. These events also placed the College on the state and regional stage bringing much success and many opportunities to the students and placing these programs in the spotlight at the state and regional level.

In addition to teaching duties and producing theatrical and musical events, the dedicated faculty and staff of the Performing Arts participated in approximately seventy-seven recruiting opportunities and 162 professional development opportunities. Also, the faculty and staff attended local, state, and regional conferences. The Performing Arts at the College is a shining star and an effective, vital part of the campus environment.

PRIORITIES FOR THE COMING ACADEMIC YEAR
1. Participate in professional development opportunities.
2. Utilize the college website for advertising Performing Arts events.
3. Participate in recruiting activities for the Performing Arts.
4. Provide opportunities for music majors and students interested in music to perform and to showcase their talents.
5. Provide opportunities for theatre majors and students interested in theatre to perform and to showcase their talents.
6. Produce theatrical productions and music events to showcase students and offer entertainment to the college community and to the public.
Division of Academic Affairs
The Learning Center

EMPLOYEE LISTING

Professional, unclassified staff

Ginger Bryan, M.L.S., Ed.S., Dean, Professor
Norman A. Bernard, A.A.
Patrick Jolley, B.A.
Laura Jones, M.A.

DIVISION SUMMARY

During the academic year the Center for Learning Assistance, now named the Learning Center, merged with the Library and Technology Resource Center (TRC) to become the Learning Resources Division. This re-structuring was put into place to consolidate student learning and resources. The Learning Center’s Division Summary for this year will be found in the Division of Library and Information Science’s report. Next academic year the Library, TRC and the Learning Center will be listed under the Division of Learning Resources.

The Learning Center consists of three operational units: 1) the Learning Center; 2) the Writing Support Services Learning Laboratory; and 3) Smart-Thinking On-line Tutoring Service. The Learning Center has continued to make changes to become more student-centered to achieve its mission: “To enhance academic skills by providing high quality instructional support services in the Learning Center with all initiatives in order to assist all learners at all levels in achieving academic success, gaining self confidence, and becoming independent learners.”

In April 2010, the Learning Center experienced a tremendous loss in the death of Norman “Sonny” Bernard. Mr. Sonny served the Learning Center with a passion and commitment to students which may never be matched. He will be missed by every member of the Learning Center family, staff and students alike.
## 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>
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<td>Assisted with fall tutor training/Christmas party, December 17, 2009.</td>
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<td>Assisted with fall tutor evaluations, December 14, 2009.</td>
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<tr>
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<td>Assisted with fall tutor training/Christmas party, December 17, 2009.</td>
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<td></td>
<td>Worked to transition to web-based PLATO.</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Pat Jolley
Produced and distributed Tutor Talk monthly.

Laura Jones
WAC meeting. Best practices for research papers, December 3, 2009.

SIGNIFICANT CONTRACTS OR GRANTS

Laura Jones
BOR Writing Support Services Grant.
BOR Tutor Training Grant.
BOR Writing Across Curriculum Grant.
Bossier Parish Community College Student Technology Fund, October 2009, $25,875.
Bossier Parish Community College Student Technology Fund, April 2010, $59,220.

STRATEGIC PLANNING

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

Performance Indicators
1. Number of Students Served.
2. Student Satisfaction Survey Results.
Assessment Results
1329 students participated in a tutoring session with a Writing Support Specialist during the academic year.

Changes Based on Assessment Outcomes
Additional training sessions were offered. Online writing references were created.

Strategy(ies) for the Future
Continue regular training sessions, host workshops to address composition, and create additional references to aid students on writing assignments.

Department Measurable Strategy
Facilitate continuous professional development opportunities for all Division staff.

Performance Indicators
Number of staff participating in meetings, conferences, and workshops as documented in the 2009-2010 Annual Report.

Assessment Results
All Learning Center staff were trained in Learning Styles and Customer Service workshops.

Changes Based on Assessment Outcomes
Learning Center staff is aware of differences in Learning Styles and better equipped to service students and employees.

Strategy(ies) for the Future
Propose workshops to staff for the enhancement of Learning Center services.

Department Measurable Strategy
Lead final year implementation of Lumina Foundation grant work plan for BPCC 1st Improving Success Outcomes for First Year Students.

Performance Indicators
Benchmarks in work plan achieved.

Assessment Results
When the Learning Center moved to the Learning Resources Division the project stayed with the Division for Innovative Learning.

Changes Based on Assessment Outcomes

Strategy(ies) for the Future

Department Measurable Strategy
Achieve National Tutoring Association Two-Year Program Accreditation.

Performance Indicators
1. Receipt of Two Year Program Accreditation.
2. Credentialing of Learning Center Staff.

Assessment Results
The Learning Center received its accreditation by the NTA.

**Changes Based on Assessment Outcomes**
Changes are not needed.

**Strategy(ies) for the Future**
Continue seeking national accreditation.

**Department Measurable Strategy**
Deliver high quality instructional support services through the Learning Center.

**Performance Indicators**
1. Statistics noting number of student visits, subjects tutored, and profile of student visitors.
2. Student satisfaction surveys conducted and compiled.
3. Print and web-based/online supplemental resources added for students.

**Assessment Results**
TutorTrac reported 35,064 visits to the Learning Center. Student Satisfaction Surveys indicated students were pleased with the tutoring services that they received. Faculty, staff and students referred to the materials in a positive light and encouraged other to use the facilities in the Learning Center.

**Changes Based on Assessment Outcomes**
Students requested more science tutors and tutors wanted additional training.

**Strategy(ies) for the Future**
Add additional training sessions for tutors. Hire more science tutors.

**Department Measurable Strategy**
Augment The Learning Center's Tutor Training Program.

**Performance Indicators**
1. Number of training activities conducted.
2. Number of tutors certified by the National Tutoring Association.

**Assessment Results**
A total of four tutor training sessions were conducted and supplemental references were created and distributed to all tutors. One hundred percent of tutors hired during this academic year received basic certification through the National Tutoring Association.

**Changes Based on Assessment Outcomes**
No changes were made.

**Strategy(ies) for the Future**
Continue to supplement training for tutors.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Learning Center focused heavily on sustaining current services and launching new programs which increased opportunities for student success. Previously awarded grant funds allowed the
Learning Center staff to improve the training procedures and on-going professional development for the Learning Center tutors. The Learning Center staff conducted approximately 150 class tours and continued a number of outreach efforts, including the Mobile Learning Center, classroom visits, and working directly with instructors to provide training materials more appropriate to their specific discipline. Also, an increased effort was made to update the Learning Center’s electronic references, which included adding a number of instructional references to the Writing Support Services website. A series of interactive tutorials were also created informing students of various policies in the Learning Center.

PRIORITIES FOR THE COMING ACADEMIC YEAR

A major goal of the Learning Center in the 2010-2011 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 of a substitute for faculty instruction. Tutors will be more engaged in ongoing professional development, primarily through completion of computer exercises related to their subject area of expertise.
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: Physical Plant, Human Resources, Environmental Health and Safety, Computer Services, Comptroller, Economic Development, Continuing Education, and Purchasing.

The Vice Chancellor is responsible for the overall financial and administrative affairs of the College. His attendance at numerous meetings both on and off campus has been vital in obtaining sufficient funding and has insured that the administrative affairs of the College have run smoothly. He is also responsible for the development and advancement of workforce programs for the purpose of training Louisiana's workforce. Within the Continuing Education Devision, the Vice Chancellor oversees the wide variety of leisure learning, workplace skills training, continued education, computer applications and many online courses being offered at BPCC. The success of these divisions is evidenced by each individual department's Annual Report.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Tom Williams - Member, Louisiana Association of School Executives
Tom Williams - Member, Louisiana Business Incubator Association
Tom Williams - Member, BPCC Lions Club
Tom Williams - Member and Membership Coordinator, Council for Advancement and Support of Education
Tom Williams - Member, APPA: The Association of Higher Education Facilities Officers
PROFESSIONAL DEVELOPMENT

<table>
<thead>
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<td>Executive Council Meetings - 7/8/09, 7/10/09, 7/22/09, 8/10/09, 9/30/09, 11/28/09, 4/7/10, 4/22/10</td>
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<td>Budget meeting with the Chancellor - 7/1/09</td>
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<td>Luncheon meeting with the Chancellor - 7/2/09</td>
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<td>Chancellor's meeting with the Vice Chancellors - 7/6/09</td>
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<td>Chancellor's meeting with Key Business/Economic Development Staff - 7/7/09</td>
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<td>Governor's Luncheon - 7/13/09</td>
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<td>Chesapeake Truck Presentation to BPCC Foundation - 7/15/09</td>
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<td>Dean's Meeting - 7/23/09</td>
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<td>Budget Meeting with the Chancellor - 7/24/09</td>
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<td>Meeting with Chesapeake - 7/24/10</td>
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<td>Meeting with the Mayor 8/3/09</td>
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<td>Chamber of Commerce meeting - 8/6/09</td>
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<td>BPCC First meetings - 8/10/09,</td>
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</table>
Carliss L. Pierce  "How We Can Become Better Ambassadors for BPCC" presented by Chancellor Henderson - 9/22/09

Association of Tutoring Professionals Annual Conference, New Orleans, Louisiana, 3/27 - 3/30/10

Tutor Training Retreat, Shreveport, Louisiana - 5/12/10

BPCC Campus Lions Club Board of Directors meetings - 7/13/09, 8/24/09, 9/21/09, 10/19/09, 12/14/09, 1/19/10, 2/15/10, 3/15/10, 4/19/10, 5/17/10, 6/14/10

BPCC Campus Lions Club meetings - 7/15/09, 8/26/09, 9/23/09, 10/21/09, 12/16/09, 1/21/10, 2/17/10, 3/17/10, 4/21/10, 5/19/10, 6/16/10

BPCC Foundation 2010 Scholarship Reception - 2/17/10

BPCC Campus Lions Club Scholarship Committee meeting - 5/17/10

BPCC Staff Senate meetings - 9/22/09, 10/29/09, 3/31/10,
STRATEGIC PLANNING

Department Measurable Strategy
Increase workforce programs in the Continuing Education Division.

Performance Indicators
Increase Workforce programs in the Continuing Education Division.

Assessment Results
The number of Workforce programs was increased.

Strategy(ies) for the Future
Offer Workforce programs to meet the needs of business and industry.

Department Measurable Strategy
Increase Workforce Development contracts and revenue.

Performance Indicators
Increase revenue and contracts for Workforce Development.

Assessment Results
Six IWTP grants totaling $403,957.76 were awarded during the year.

Strategy(ies) for the Future
Seek and obtain IWTP contracts for area employers.

Department Measurable Strategy
Provide professional development opportunities for workforce staff.

Performance Indicators
Number of professional development activities attended by workforce staff.

Assessment Results
Professional development opportunities were attended by workforce staff.
Strategy(ies) for the Future
Provide professional development activities for workforce staff.

Department Measurable Strategy
Maintain an excellent security operation.

Performance Indicators
Officers are available to quickly respond to calls and emergencies on campus. Security officers are regularly conducting building walk-through and the parking lots are continually being observed.

Assessment Results
Parking lots are continually being observed by security officers. Building walk-throughs are conducted on a regular basis. Responses to calls and emergencies on campus are handled in a timely manner.

Strategy(ies) for the Future
Provide excellent security operation.

Department Measurable Strategy
Plan and evaluate the fiscal and physical properties of the College, while challenging staff to continue excellent reporting.

Performance Indicators
Annual Budget, Space Utilization Report, and End of the Year Fiscal Report.

Assessment Results
Reports were submitted in a timely manner.

Strategy(ies) for the Future
Plan and evaluate the fiscal and physical properties of the College.

Department Measurable Strategy
Complete the athletic fields for use during FY10.

Performance Indicators
Successfully completing the athletic fields for use during the FY10 year.

Assessment Results
Athletic fields have been completed.

Strategy(ies) for the Future
Strategy has been completed.

Department Measurable Strategy
Address funding challenges for FY10.

Performance Indicators
Budgetary challenges are addressed and adjusted as necessary.
Assessment Results
Budgetary challenges were addressed and adjusted as necessary.

Strategy(ies) for the Future
Address budget and funding challenges for FY11.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Business Affairs and Economic Development Division has had a challenging year. During FY10, BPCC received a substantial budget reduction totaling close to $3,000,000. If not for an average 18% increase in student enrollment for fall 2009 and spring 2010 and a 5% legislatively approved increase in tuition and fees, the reduction would have been impossible to overcome. Also assisting in budget reduction management was the receipt of Rapid Response funds from the Board of Regents for our Nursing and Cyber Information Technology programs, the increase in class size for a number of courses, and the faculty agreeing to teach one extra class during fall 2009 without extra compensation.

The Workforce Development and Continuing Education divisions were realigned into one division during the year. Workforce Development continues to obtain IWTP funding and revenues from training; however, the Louisiana Workforce Commission's funding has been cut to only $22 million for distribution.

The BPCC Landscaping and Signage Project is actively progressing towards completion. As part of this project, gateway lighted signs will be constructed at both entrances to the College by Fall 2010.

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 and budgetary issues.
2. Enhance campus security.
3. Complete the Landscaping and Signage Project.
4. Become more reliant on self-generated funds by increasing student enrollment.
5. Reduce spending by eliminating unnecessary travel, cutting overtime, and eliminating extra service contracts for student organization advisors.
6. Integrate a classroom management model which will optimize classroom usage for projected enrollment growth.
7. Restructure the financial model to indicate more clearly the fiscal health of the institution at any given point in time.
8. Promote funding for the Center of Excellence.
9. Secure funding for leasing of facilities to provide academic and administrative space for new programs which are constantly being developed and the enrollment growth they provide.
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 regional workforce, College students, and students attending other colleges. Services include delivery of computer-based industry-based certifications and professional licensure exams, credit-by-examination testing, and proctoring services. In addition to these revenue-generating services, the ACT Center staff provides free Information Technology (IT) exam vouchers and beta testing opportunities to students, teachers, and the general public whenever possible. During Fiscal Year 2009-2010, the ACT Center will provide approximately 1850 revenue-generating test services compared to 1149 for 2008-2009. In 2009-2010, approximately 175 free IT certification exams and beta tests were delivered compared to 173 in 2008-2009.

ADVANCED DEGREES OR CERTIFICATIONS

ACT Center – Castle Worldwide, Inc. Gold Standard Award
Lynn Brown – Internet and Computing Core Global Standard 3 (GS3IC3) Certification
Debra Harmon – Internet and Computing Core Global Standard 3 (GS3IC3) Certification

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Lynn Brown – National College Testing Association Service Award - August 2009

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<td>Lynn Brown</td>
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<td>Pearson VUE Regulatory Training (webcast) February 26, 2010</td>
<td>Faculty and Staff Orientation Committee Meetings July 15, 2009, December 9,</td>
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<td>Event Description</td>
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<td>Blood Donor Education</td>
<td>October 29, 2009</td>
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<td>Emergenetics</td>
<td>December 15, 2009</td>
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<td>Comprehensive Public Training Program</td>
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<td>Individual Differences &amp; Diversity</td>
<td>March 5, 2010</td>
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<td>Financial Forms Training</td>
<td>May 12, 2010</td>
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<td>PAN Verizon Training (webcast)</td>
<td>May 7, 2010</td>
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<td>College Board New CLEP English</td>
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<td>Composition Exams (webcast)</td>
<td>June 16, 2010</td>
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<td>Fall 2010 Welcome Back</td>
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<td>Breakfast and Faculty &amp; Staff Meeting</td>
<td>August 13, 2010</td>
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<td>Fall 2010 Safety Meeting - Swine Flu</td>
<td>August 13, 2009</td>
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<td>Prevention</td>
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<td>Faculty and Staff Orientation</td>
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<td>Committee’s New Employee Orientation</td>
<td>August 14, 2009 and January 15, 2010</td>
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<td>(Tour Guide)</td>
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<tr>
<td>Meet The Chancellor</td>
<td>August 14, 2009</td>
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<td>Business Expo - Bossier Civic Center</td>
<td>August 21, 2009</td>
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<td>Planning Council Programs and Services Subcommittee Meetings</td>
<td>September 9, 2009 and October 18, 2009</td>
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<tr>
<td>Breakfast with Chancellor Henderson</td>
<td>September 16, 2009</td>
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<td>Staff Senate - Coke Floats with Chanceller</td>
<td>September 23, 2009</td>
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<td>BPCC 100 Hospitality Team Volunteer</td>
<td>September 25-26, 2009</td>
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<td>MOU Signing - BPCC and Bossier Fire Department</td>
<td>October 1, 2009</td>
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<td>CALL Open House</td>
<td>October 6, 2009</td>
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</tbody>
</table>
Staff Senate Thanksgiving Luncheon
November 19, 2009

Scholarship Presentation - BPCC and Citizens National Bank
December 3, 2009

Cookies and Cider with Staff Senate
December 10, 2009

BPCC Christmas Luncheon
December 11, 2009

BPCC Commencement
December 16, 2009

CALL Graduate Reception
December 16, 2009

BPCC Foundation Social Hour
December 16, 2009

Staff Senate Social
December 17, 2009

Check Presentation - BPCC and EnCana Corporation
December 17, 2009

Spring 2010 Faculty & Staff Meeting
January 13, 2010

Spring 2010 Safety Meeting - Safety in the Workplace
January 11, 2010

Chancellor's Forum
January 29, 2010

Mentoring: A Career Development Experience
March 31, 2010

Cyber Information Technology Advisory Committee Meeting
April 9, 2010

Barksdale/CIT Meetings
April 19, 2010 and June 15, 2010

BPCC End of Year Luncheon
May 13, 2010

BPCC Staff Senate End of Year Luncheon
May 28, 2010
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SIGNIFICANT CONTRACTS OR GRANTS

Two Board of Regents' Enhancement Grants were submitted. Adobe Certified Associate: Student and Teacher Skill Validation Through Certification was approved for $40,000. Test Center Projects: Testing Capacity, Credit-by-Examination Advising, and Professional Development was approved for $11,739. Unfortunately, due to decreased funding, contracts have not been received for these two grants. Both proposals will be updated and resubmitted at the next opportunity.

STRATEGIC PLANNING

Department Measurable Strategy
Submit a grant that will seek funds necessary to achieve worthwhile objectives related to workforce and academic testing and also provide funds needed to maintain and improve the ACT Center.

Performance Indicators
1. Completion and submission of a grant to the Board of Regents.
2. Identification of other grant opportunities will be reported.

Assessment Results
1. Two Board of Regents' grant proposals were completed and submitted by the ACT Center Director.
2. Microsoft's Elevate America Program has been identified as an opportunity to provide free Certiport exam vouchers to target populations.

Changes Based on Assessment Outcomes
1. Both Board of Regents' grant proposals were approved. Unfortunately, funds available for BoR proposals were significantly reduced. Contracts have not been received for either of the approved grant proposals.
2. The ACT Center staff will deliver Certiport exams to eligible target populations.

Strategy(ies) for the Future
1. Both approved proposals will be updated and resubmitted at the next opportunity.
2. The ACT Center will continue to identify grant-funded projects.

**Department Measurable Strategy**  
Increase participation in professional development opportunities.

**Performance Indicators**
1. Professional development events attended by ACT Center staff.
2. Attendance by BPCC faculty and staff at ACT Center informational seminar and 8th Anniversary Open House.

**Assessment Results**
1. ACT Center staff members attended a variety of professional development events.
2. An open house was postponed because College Board representative was not available to provide CLEP informational seminar.

**Changes Based on Assessment Outcomes**
1. The ACT Center staff will continue to take full advantage of professional development opportunities.
2. Efforts to provide an informational seminar and open house will continue.

**Strategy(ies) for the Future**
1. The ACT Center staff will request permission to attend National College Testing Association annual conference if funds are available. NCTA provides training tailored for college test center personnel.
2. College Board representative will be invited to schedule an informational CLEP seminar and open house.

**Department Measurable Strategy**  
Increase utilization of the ACT Center.

**Performance Indicators**
Comparisons of ACT Center services delivered in 2008-2009 and 2009-2010.
1. Workforce licensure and certification exams.
2. "Credit by examination" (CLEP and DSST).
3. Distance education exams.
4. Beta exams.
5. Information Technology certification exams completed by BPCC students.

**Assessment Results**
1. Workforce licensure and certification exams. FY08-09 - 716; FY09-10 - 1,596
2. "Credit by examination" (CLEP and DSST). FY08-09 - 184; FY09-10 - 126
3. Distance education exams. FY08-09 - 76; FY09-10 - 128
4. Beta exams FY08-09 - 173 FY09-10 - 175
5. IT exams delivered using free vouchers. FY08-09 - 0; FY09-10 - 25

**Changes Based on Assessment Outcomes**
Efforts will continue to identify ways to increase utilization of all test services offered by the ACT Center.
Strategy(ies) for the Future
The ACT Center will attempt to add an additional test service that help meet the needs of students and the regional workforce.

Department Measurable Strategy
Evaluate and improve services delivered in ACT Center.

Performance Indicators
1. ACT Center Report Card completed by test candidates.
2. End-of-year report will include average Report Card score, number of Report Cards completed, and a summary of comments and improvements.

Assessment Results
1. An ACT Center Report Card was available for completion by test candidates.
2. On a 4.0 scale, the average Report Card score was 3.9. 74 Report Cards were completed. With the exception of two comments about noise coming from a classroom, all comments were positive.

Changes Based on Assessment Outcomes
In response to negative comments concerning noise coming from a third floor classroom, tests will no longer be scheduled on Thursday nights. In addition, students using the classroom to work on music projects will be reminded to keep the volume turned down.

Strategy(ies) for the Future
The ACT Center Report Card will continue to be available to test candidates since this assessment tool provides feedback from those who actually utilize the test center and have direct interaction with ACT Center staff.

Department Measurable Strategy
Evaluate software and hardware for monitoring testing workstations.

Performance Indicators
Recommendations submitted for implementation.

Assessment Results
After researching monitoring software and hardware, the ACT Center Testing Coordinator recommends purchasing Vision software at a cost of $800.

Changes Based on Assessment Outcomes
A request will be submitted to Vice Chancellor for approval to purchase Vision software during the 2010-2011 Fiscal Year.

Strategy(ies) for the Future
Once Vision software is purchased, the ACT Center staff will utilize monitoring software to ensure that test candidates are not accessing other websites during their exams.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
Regional usage of the ACT Center's workforce testing services and Campus usage of academic
testing services grew significantly from 2008-2009 (716) and 2009-2010 (1596) with exciting opportunities for continued growth during 2010-2011. A significant portion of the increase resulted from testing students enrolled in Cyber Information Technology (CIT) Information Technology courses and CIT/Barksdale Cyber Security Education Consortium (CSEC) courses.

Distance education proctoring also grew between 2008-09 (76) and 2009-10 (128). Of the 128 students who completed one or more proctored exams, these students were attending 28 different colleges.

The number of students who completed a credit-by-examination exam during 2009-2010 (126) dropped compared to 2008-2009 (184). The reason for this year's drop in credit-by-examination testing is unknown other than that CLEP and DSST exams are expensive with a low pass rate. Potential increased opportunities for CLEP and DSST testing at Barksdale Air Force Base could result in a significant increase for 2010-2011.

In addition to revenue-generating testing activities, the ACT Center staff also provided many free exam vouchers and beta testing opportunities. Free Prometric vouchers were used by approximately 25 CIT students to complete high-stakes Microsoft certification exams. Free Certiport vouchers that the ACT Center earned by participating in Internet and Computing Core Certifications (IC3) beta testing allowed approximately 75 students, teachers, and other individuals to earn one or more IC3 certifications. The most recent beta testing opportunity allowed 11 individuals to complete 19 Microsoft Office 2010 beta exams.

Two Board of Regents grants were submitted and approved for projects totally over $50,000. Unfortunately, funding was reduced statewide and contracts were not received for either grant. Both grants will be updated and resubmitted when funding becomes available.

The BPCC ACT Center report card was completed by 68 faculty and staff members with a rating of 3.03. This is down slightly from 3.06 in 2009 when 83 surveys were completed. The ACT Center staff implemented usage of an ACT Center Report Card to be completed on a voluntary basis by test candidates. Seventy-four test candidates completed this assessment tool with an overall average rating of 3.99 on a 4.0 scale.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

1. Update and resubmit Board of Regents grant proposals for Adobe Certified Associate and to build the testing capacity of the ACT Center.
2. Explore opportunities to provide test services at Barksdale Air Force Base.
3. Explore addition of Federal Aviation Administration testing.
4. Explore use of virtual machine technology for test administration and test delivery.
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.

STRATEGIC PLANNING

Department Measurable Strategy
Provide the student population with required textbooks and materials in a timely and professional manner.

Performance Indicators
Textbooks and required materials are available to students prior to the beginning of each semester.
**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**
1. Display a variety of BPCC logo items in the bookstore's front retail area.
2. Maintain a neat and attractive sales area.

**Department Measurable Strategy**
Provide staff with professional development opportunities.

**Performance Indicators**
Staff members will document what professional development opportunities were attended.

**Department Measurable Strategy**
Ensure efficiency within the bookstore.

**Performance Indicators**
BPCC Report Card, ACT SOS, sales records

**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 2.98 on the BPCC Report Card. ACT Student Opinion Survey 3.91 for BPCC compared to 3.78 for national average of comparably-sized schools.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

The Bookstore effective 4/22/2010 has been leased to Validis Resources. The BPCC employees are now employed by Validis Resources. The Bookstore services remain available to BPCC students, but facilities are leased by Validis Resources and operated by Validis employees.
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. Campus Security is the primary reactor in situations involving criminal acts, medical emergencies, student or civil disturbances, and all parking enforcement on campus. Campus Security is responsible for initiating investigations as situations warrant and maintaining incident reports and supporting documentation.

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>
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</thead>
<tbody>
<tr>
<td>Mike May</td>
<td>Community Emergency Response Training (CERT)</td>
<td>Weekly meetings with personnel from Bossier City Police Department, All intelligence briefing are now conducted through e-mails with the U. S. Attorney's office, the U. S. Office of Homeland Security, and several other agencies designed to assist law enforcement with current intelligence.</td>
<td>On-line publications for faculty and staff.</td>
</tr>
<tr>
<td></td>
<td>Rapid Deployment Training</td>
<td></td>
<td>Handouts for faculty and staff concerning major disaster plan.</td>
</tr>
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<td></td>
<td>Post Certification</td>
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<td></td>
<td>Leadership and Training for the Fight--US Marshalls Seminar Paul Howe</td>
<td></td>
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<tr>
<td></td>
<td>Emergenetics Training session Dec. 15, 09</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

**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. Eight (8) students were eligible for Federal Work Study and worked Campus Watch for fall and spring.
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**
Encourage eligible security staff to attend in-service police training at the North Louisiana Criminal Justice Institute.

**Performance Indicators**
Document training received.

**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**
Provide personnel to monitor parking and enforce regulations and laws.

**Performance Indicators**
1. Document all violations and offenses.
2. Document police patrol of all parking areas and buildings.

**Assessment Results**
1. All parking permits and violations are posted to property accounts.
2. A daily Activity Report from officers document all police patrols.

**Changes Based on Assessment Outcomes**

Assessment complete.

**Strategy(ies) for the Future**

Continue to use of Daily Activity Reports for documentation of police patrols, monitor all parking, and enforce applicable regulations and laws.

**Department Measurable Strategy**

Address safety concerns efficiently and successfully.

**Performance Indicators**


**Assessment Results**

Safety concerns were addressed due to school violence at other colleges.

**Changes Based on Assessment Outcomes**

Assessment complete.

**Strategy(ies) for the Future**

Utilize the public address and “First Call” systems when warranted.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

BPCC is the safest college in Louisiana. Our crime statistics prove this fact. We have never had a major crime occur on our campus. We believe that the reason for this is the proactive police work we accomplish daily. We require Daily Activity Reports from our officers which mandates both walking patrol and moving (vehicular) patrol. Most of our officers have marked police units and park them in areas of high visibility. Our officers are trained professionals and deal with the public and criminal element daily while on duty at the Bossier City Police Department. They know the signs to alert them of crime and have a working knowledge of the local citizenry. They have access to the National Crime Information System and several other law enforcement only tools. Each vehicle is equipped with a computer for police information and networking at BCPD. Original police reports are written on the slightest of crime and filed accordingly at BPCC and BCPD. Respect is shown for all students and the students show respect for the officers.

Our division effectiveness is determined by the amount of crime on campus. It is the goal of this department to insure a safe environment for both students and employees and to increase awareness of crime prevention.

The Department of Campus Security had an outstanding year in terms of crimes committed on campus. There were no major crimes committed and all persons remained safe and secure. There were two (2) arrests on campus in 2009. Each arrest was a non-student and was a drug related arrest. Two training exercises were performed on campus by Bossier City Police Department. The SWAT unit and the Special Response Team (SRT) conducted mock exercises.
Campus memos are distributed at the beginning of each semester reminding faculty and staff of the lock down procedures and classroom security.

The Director of Security is in contact with all area law enforcement agencies, often on a daily basis. In 2009, Senator Vitter and Congressman Fleming held informational talks at BPCC. It was rumored that Senator Vitter would be protested and BPCC initiated a call to area law enforcement to request their aid. Before 8 AM on the day of the visit, there were approximately forty (40) additional police officers on our campus for security. Our liaison with these agencies is outstanding and cooperation of the highest.

**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.
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
Juanita McGinty
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 2009-2010 year. The department implemented remote power off procedures to turn off computers during nights and weekends. These cost-saving measures reduce BPCC's power expense by about $26,000 annually.
STRATEGIC PLANNING

Department Measurable Strategy
Expand wireless internet coverage areas and extend internet access to authorized guests.

Performance Indicators
Determine the number and type of devices that are using the wireless network.

Assessment Results
Identified areas in need of wireless internet coverage.

Changes Based on Assessment Outcomes
Expanded wireless internet coverage and made adjustments to improve coverage in existing areas.

Strategy(ies) for the Future
Continue to expand wireless internet coverage areas and extend internet access.

Department Measurable Strategy
Develop web based applications that improve record keeping and information gathering capabilities.

Performance Indicators
Improved efficiency will eliminate duplicated efforts in gathering and distributing information.

Assessment Results
Identified areas that would benefit from improved record keeping and information gathering capabilities.

Changes Based on Assessment Outcomes
Implemented Library student login documentation system. Implemented first stage of online survey system.

Strategy(ies) for the Future
Continue to expand online survey system. Continue to assist in areas of need.

Department Measurable Strategy
Improve online help and instructions

Performance Indicators
Web statistics and logs will indicate the areas where help is needed. From the collected data, we will improve online applications or the instructions.

Assessment Results
Identified online help areas that need improvement.

Changes Based on Assessment Outcomes
Made updates and changes to provide easy and understandable instructions.

Strategy(ies) for the Future
Continue to identify and update areas that need improvement.
Department Measurable Strategy
Convert current web pages to the new design.

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
3. Email comments and requests to Webmaster from BPCC Faculty and Staff.

Assessment Results
1. Web traffic and error messages reviewed on a periodic basis.
2. Reviewed BPCC report card comments.
3. Reviewed BPCC faculty and staff email comments and feedback.

Changes Based on Assessment Outcomes
Over 80% of web sites converted to new design.

Strategy(ies) for the Future
Convert remainder of old pages to new look.

Department Measurable Strategy
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 established by LCTCS.
3. Preliminary work has been done in preparing for SIS implementation.

Changes Based on Assessment Outcomes
Will implement Performance Indicators according to LCTCS timeline.

Strategy(ies) for the Future
Begin training Computer Services personnel on Oracle database software in anticipation of implementation of SIS.

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 2010 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.

**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 2010 BPCC Report Card Evaluation provided by the Planning Council.

**Strategy(ies) for the Future**
Continue to expand online Live Help.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

According to the Planning Council’s 2010 Report Card 177 faculty and staff surveyed gave the department an overall score of 3.05 out of 4.00.
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 the migration of SIS.
Continue to expand the web site and convert current web pages to the 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
Lisa Wargo, M.A. (11/9/09 - 6/30/10)
Donna Womack, M.S. (7/1/09 - 11/6/09)
Kim Nugent, M.A.

Classified staff
Pamela Brenner
Kathy Byers
Pat Williams

DIVISION SUMMARY

Continuing Education provides 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.

Continuing Education programs declined during the 2009-2010 academic year. The number of non-credit courses conducted decreased by 108, thus dropping student enrollment for non-credit courses by 628 and revenue by $144,372. The most productive Professional Development courses were Certified Nursing Assistant, Real Estate 101 and Notary Public Prep. In the Leisure Learning category, the most popular were Spanish, Zumba Fitness and Belly Dancing. In the category of Computer Training, the most requested were Buying and Buying & Selling on Ebay, Beginning Computers, and QuickBooks for Beginners.

Continuing Education generated customized computer training courses requested by Boomtown Casino and currently in the development stages are Oil and Gas Safety training and Medical Coding Exam Prep. Through a military spouse initiative grant, Continuing Education offered customized training to BAFB. The training included Medical Terminology and Medical Coding.

By request of the local workforce community, Continuing Education offered industry specific courses which included: Food Safety Certification, Real Estate 90 hour pre-licensing program, Private Investigator Training, Construction Training, and Certified Nurse Assistant Training and Paralegal Certificate. 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.

In November, BPCC Administration realigned Workforce Development and Continuing Education into one department under the direction of Dean Lisa Wargo. The Workforce Development and Continuing Education employees began working together to deliver education and training/retraining through customized assessment, leadership and organizational development, customer service, computer software applications and foreign language training. The department implemented a new program designed to offer summer youth opportunities to the community. Camp CAVS consisted of 15 week-long program in a variety of areas (i.e., drama, cyber, cheer, drawing, painting, softball). The department also continues to offer affordable, non-credit courses that address the educational, recreational, and cultural needs of the community.

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<tr>
<td>Kim Nugent</td>
<td></td>
<td></td>
<td>Louisiana Army National Guard Regional Training Institute Ground Breaking Ceremony 10/6/09; Boomtown Casino IWTP trainer provider Meeting 10/28/09;</td>
</tr>
<tr>
<td>Pam Brenner</td>
<td>Economic Principles II Fall Semester 2009; Consumer Nutrition Fall Semester 2009; Business Law Spring Semester 2010; Business Communications Spring Semester 2010;</td>
<td></td>
<td>Chancellor's Meeting 9/1/09; Christmas Committee Meeting 8/18/09, 12/1/09, 12/2/09, 12/3/09, 12/4/09, 1/13/10; Workforce &amp; Continuing Education Combining Meeting 11/16/09, 1/20/10; CE Certified Nurse Assistant Graduation 11/18/09, 4/7/10; End of year Luncheon 11/19/09; CE Database Meeting 12/10/09, 1/21/10; CE Course Development Meeting 1/27/10, 2/9/10, 3/30/10, 5/5/10; SIS Online Registration Meeting 3/2/10, 4/22/10</td>
</tr>
<tr>
<td>Patricia Williams</td>
<td>Staff Development Presentation 9/22/09; Online Registration Training 4/22/10;</td>
<td></td>
<td>CNA graduation 8/14/09, 11/18/09; Library committee meeting 8/18/09, 1/13/10; Breakfast with Chancellor Henderson 9/1/09; Workforce and Community Education meetings</td>
</tr>
<tr>
<td>Kathy Byers</td>
<td>Financial Forms Training 10/22/09; On-Line Registration Training</td>
<td></td>
<td>Member of Faculty/Sfaff Committee for Institutional</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

The Continuing Education schedules of non-credit courses were distributed through the Shreveport Times, Bossier Press and Minden Herald and mailed to students from the past three semesters.
Non-Credit Schedule, Fall 2009. Distributed August 2009.

SIGNIFICANT CONTRACTS OR GRANTS

Boomtown computer training to Bossier and New Orleans properties - $83,800.

STRATEGIC PLANNING

Department Measurable Strategy
Increase overall enrollment in non-credit courses.

Performance Indicators

Assessment Results
Enrollment for 2008-2009 was 3012 compared to 2384 enrolled 2009-2010. The difference noted was largely due to 108 less classes conducted.

Changes Based on Assessment Outcomes
Continue to increase student enrollment by increasing marketing efforts and focusing marketing efforts on media that provides the greatest ROI. Reporting measures will change to provide more specific representation of performance.

Strategy(ies) for the Future
Continue to increase the number of students enrolled by monitoring business/industry and community needs and developing new courses to fit those needs. Track the number of courses offered by category and overall number of student enrollment as well as net revenue earned.

Department Measurable Strategy
Improve quality of non-credit courses offered through Continuing Education.

Performance Indicators
Course evaluations completed by students.
Assessment Results
Continuing Education received and reviewed instructor evaluations provided by students. Evaluations are compiled and the report is provided to 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
Develop new courses and programs that lead to certification or licensure.

   Performance Indicators
   Number of new courses developed that lead to certification or licensure.

Assessment Results
No new certification or licensure courses were developed.

Changes Based on Assessment Outcomes
Focus on new course development that leads to certification or licensure.

Strategy(ies) for the Future
Develop new courses and programs that lead to certification or licensure by increasing business and industry contacts.

Department Measurable Strategy
Activate online registration for non-credit courses.

   Performance Indicators
   Online registration for non-credit courses activated by June 30, 2010.

Assessment Results
Online registration was activated on April 22, 2010 for Summer 2010 Workforce Development and Continuing Education registrations.

Changes Based on Assessment Outcomes
Continue to provide and streamline non-credit online registration in order to become more user friendly.

Strategy(ies) for the Future
Encourage students to register using online registration for non-credit courses. Continue to seek ways to streamline online registration.

Department Measurable Strategy
Increase staff participation in professional development opportunities.

   Performance Indicators
Number of professional development events completed.

Assessment Results
Staff attended professional development and continuing education programs less frequently due to a shortage of staffing.

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

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

Continuing Education provided a wide variety of lifelong learning opportunities to meet the diverse needs of the community. Some of the content areas for which lifelong learning opportunities exist are in social and cultural development, special interest, health and fitness, financial planning, and recreation. Continuing Education employees were 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 services, cost and facilities.

PRIORITIES FOR THE COMING ACADEMIC YEAR

With the realignment of Workforce Development and Continuing Education into one Department, the priorities for the Coming Academic Year were combined with Workforce Development.
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 the use of an Automatic Defibulator
Certified Community Emergency Response Team member
Certified ORM Emergency Response Team member

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Achieved total compliance in the Louisiana Office of Risk Management compliance review
Achieved total compliance in the Louisiana State Fire Marshal inspections
Achieved total compliance in the semi-annual elevator inspections

PROFESSIONAL DEVELOPMENT

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<tr>
<td>David Jones</td>
<td>&quot;How We Can Become Better Ambassadors for BPCC&quot;</td>
<td>&quot;Developing Effective Safety Meetings&quot;</td>
<td>&quot;Blood Donor Education&quot;</td>
</tr>
<tr>
<td></td>
<td>&quot;Blood Donor Education&quot;</td>
<td>&quot;Effective Workplace Safety Inspections&quot;</td>
<td>&quot;Emergenitics&quot;</td>
</tr>
<tr>
<td></td>
<td>&quot;Individual Differences &amp; Diversity&quot;</td>
<td>&quot;Job Safety Analysis&quot;</td>
<td>&quot;ORM Regional Conference&quot;</td>
</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Fall ’09 Employee Safety Meeting - "H1N1 Virus and Preventative Measures"
Winter ’09 Employee Safety Meeting - "Christmas Decoration Safety"
Spring ’10 Employee Safety Meeting - Blood Borne Pathogens
Summer ’10 Employee Safety Meeting - Hurricane Preparedness

STRATEGIC PLANNING

Department Measurable Strategy
Increase efficiency of safety training for adjunct and part time employees.

  Performance Indicators
  Develop a system to distribute safety handouts and document receipt through involvement of various departmental personnel.

  Assessment Results
  Adjunct training successful and in compliance in all audits.

  Strategy(ies) for the Future
  Compose a database of adjunct e-mail and utilize the e-mail system to deliver training

Department Measurable Strategy
Conduct safety meetings quarterly

  Performance Indicators
  Track attendance record to achieve participation at a level of 95%.

  Assessment Results
  Safety meeting attendance in compliance in all audits

  Strategy(ies) for the Future
  Further utilize technology in training delivery
**Department Measurable Strategy**
Maintain rigorous inspection schedules to identify potential physical and litigious hazards.

**Performance Indicators**
Maintain records of all inspections and associated correspondence requesting corrective actions.

**Assessment Results**
Records found to be in total compliance in all audits

**Strategy(ies) for the Future**
Continue established recording process

**Department Measurable Strategy**

**Performance Indicators**
Audit findings and changes made to assure total compliance.

**Assessment Results**
Total compliance achieved in all audits

**Strategy(ies) for the Future**
Continue established inspection process

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall effectiveness is measurable through claim history, audit scores, fire suppression device inspections, 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. Continue to track compliance with the recently changed audit requirements
2. Participate in more continuing education
3. Further refine the delivery system for safety training
4. Continue to work with the Physical Plant Department and the Security Department to minimize risk and loss
5. Establish a budget for expenses related to safety equipment and devices that approach significant maintenance / inspection requirements
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.
Lynn C. Lyle, B.S.
Vicki V. Morehead, A.A., B.A., M.B.A.
Ronald E. Viskozki, B.S.

Classified staff

Anita Drozd
Brenda S. Jones, B.A.
Tammy Kennedy
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 mission 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, the Louisiana Community and Technical College System Internal Auditor, 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 FY10 Annual Operating Budget was completed and submitted prior to the deadline of September 8, 2009, and the FY09 Annual Financial Report was completed and

FY10 proved to be challenging for BPCC from a financial perspective. During FY10, BPCC received a substantial budget reduction totaling almost $3,000,000. The budget reduction would have been impossible to overcome had the college not received an average 18% increase in student enrollment for fall 2009 and spring 2010 and a 5% legislatively approved increase in tuition and fees. Also assisting in budget reduction management was the receipt of Rapid Response funds from the Board of Regents for the Nursing and Cyber Information Technology programs, the increase in class size for a number of courses, and the faculty agreeing to teach one extra class during fall 2009 without additional compensation. Because of the aforementioned factors and the combined efforts of BPCC employees, the College was able to manage the reduction without any layoffs or furloughs. 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 several professional development opportunities throughout the year. All full-time faculty and staff, student worker, part-time, and adjunct payrolls were produced in a timely manner.

ADVANCED DEGREES OR CERTIFICATIONS

Vicki Morehead received her Certificate from LCTCS Leadership Development Institute in Baton Rouge

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Stacey Crawford received the Chancellor's Award for Outstanding Service May 14, 2010

Anita Drozd served as the Staff Senate Treasurer for 2009-2010

Lynn Lyle served as Staff Senate President for 2009-2010

PROFESSIONAL DEVELOPMENT

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<th>Meetings and Special Events Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michelle Brewer</td>
<td>Staff Senate Development &quot;How We Can Become Better Ambassadors for BPCC&quot; by Chancellor Jim Henderson - September 22, 2009</td>
<td>Financial Forms Training by the Finance Department - October 22, 2009 and May 12, 2010</td>
<td>New Grants Launch at BPCC - July 14, 2009</td>
</tr>
<tr>
<td></td>
<td>Participation &amp; Funding of Direct Loans Webinar sponsored by the US Department of Federal Student Aid - March 23, 2010</td>
<td></td>
<td>Safety Meeting &quot;Swine Flu Prevention&quot; - August 13, 2009</td>
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<td>Scholarship Committee Meetings - August 18, 2009 and January 13, 2010</td>
</tr>
</tbody>
</table>
Cash Management of Direct Loans
Webinar sponsored by US Department of Federal Student Aid - March 25, 2010

Joey Brown
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Staff Senate Development "Mentoring" by Vicki Morehead - March 31, 2010

Stacey Crawford
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Emergentecics Workshop - October 8, 2009
Financial Forms Training by the Finance Department - October 22, 2009
Emergentecics Follow-Up Workshop - December 18, 2009
Individual Differences and Diversity in the Workplace Seminar - March 5, 2010
Staff Senate Development "Mentoring" by Vicki Morehead - March 31, 2010

Anita Drozd
Staff Senate Development "Mentoring" by Vicki Morehead - March 31, 2010
Financial Forms Training by the Finance Department - May 12, 2010

CPTP Training in Bossier City "Dealing With Change" - September 10, 2009
CPTP Training in Bossier City "Addressing Emotions at Work" - December 15, 2009

Financial Aid Appeals Committee Meetings - July 16, August 12, September 9, October 15, November 12, 2009 and February 11, April 8, May 13, 2010
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009
Safety Meeting "Swine Flu Prevention" - August 13, 2009
Scholarship Committee Meetings - August 18, 2009 and January 13, 2010
Chancellor's Breakfast Meeting - September 2, 2009
Planning Council Committee Meetings - September 3, November 5, 2009 and January 5, April 8, 2010
Planning Council Subcommittee Meeting - September 8, 2009
STEP Council Meeting - November 4, 2009
LCTCS Campus Update at LTC-Shreveport with Dr. Joe May - December 2, 2009
Safety Meeting "Safety in the Workplace" - January 11, 2010
Chancellor's Forum - January 29, 2010
New Grants Launch at BPCC - July 14, 2009
Staff Senate Meetings - July 9, August 24, September 17, October 20, November 4, 2009 and January 22, April 7, May 18, 2010
Safety Meeting "Swine Flu Prevention" - August 13, 2009
New Faculty & Staff Orientation - August 14, 2009
Business/Industry Committee Meetings - August 18, 2009 and January 11, 2010
Chancellor's Breakfast Meeting - August 31, 2009
Diversity Health & Wellness Fair by Multicultural Affairs - September 15, 2009
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009
Staff Senate Luncheon "The History of Thanksgiving" by Becky Nohse - November 19, 2009
LCTCS Campus Update at LTC-Shreveport with Dr. Joe May - December 2, 2009
Safety Meeting "Safety in the Workplace" - January 11, 2010
Chancellor's Forum - January 29, 2010
Women's History Month Seminar "Women and Body Image" by Dr. Anita Kablinger - March 3, 2010
Lumina Grant Meeting - March 4, 2010

Loren Elwell
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Financial Forms Training by the Finance Department - May 12, 2010

Brenda Jones
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Financial Forms Training by the Finance Department - October 22, 2009 and May 12, 2010
Staff Senate Development

Loren Elwell
Sexual Harassment Committee Meeting - August 18, 2009
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009

Brenda Jones
Safety Meeting "Swine Flu Prevention" - August 13, 2009
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009
Safety Meeting "Safety in the Workplace" - January 11, 2010
"Mentoring" by Vicki Morehead - March 31, 2010

Tammy Kennedy
Staff Senate Development
"Mentoring" by Vicki Morehead - March 31, 2010
Financial Forms Training by the Finance Department - May 12, 2010

Lynn Lyle
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Financial Forms Training by the Finance Department - October 22, 2009 and May 22, 2010
Emergenetics Workshop - December 15, 2009

Vicki Morehead
Staff Senate Development "How We Can Become Better Ambassadors for BPCC" by Chancellor Jim Henderson - September 22, 2009
Financial Forms Training by the Finance Department - October 22, 2009 and May 12, 2010
QuickBooks Webinar Training for The Foundation - January 21 & 22, 2010
Participation & Funding of Direct Loans Webinar sponsored by the US Department of Federal Student Aid - March 23, 2010
Cash Management of Direct Loans Webinar sponsored by US Department of Federal Student Aid - March 25, 2010
1099 Miscellaneous Filing Requirements for State & Local Governments - March 30, 2010
IAAP Workshop in Shreveport "Producing Effective Teams" - October 15, 2009
IAAP Workshop in Shreveport "Communicating Across Generations" - September 17, 2009
IAAP Workshop in Shreveport "Stress Management" - January 21, 2010
IAAP Workshop in Shreveport "Organizational Behavior" - February 18, 2010
IAAP Workshop in Shreveport "Tax Workshop" - November 19, 2009
IAAP Workshop in Shreveport "Marketing Yourself for the 21st Century" - March 18, 2010

Violence in the Workplace Committee Meetings - August 18, 2009 and January 13, 2010
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009
Athletic Council Committee Meetings - August 18, 2009 and January 22, 2010
Planning Council Committee Meetings - September 3, November 5, 2009 and April 8, 2010
Chancellor's Breakfast Meeting - September 15, 2009
BPCC Foundation Board Meetings - August 19, October 28, December 16, 2009 and February 17, April 14, 2010
BPCC Foundation Christmas Social - December 16, 2009
BPCC Foundation Spring Scholarship Presentation - February 17, 2010
New Grants Launch at BPCC - July 14, 2009
Safety Meeting "Swine Flu Prevention" - August 13, 2009
Violence in the Workplace Committee Meetings - August 18, 2009 and January 13, 2010
Staff Senate Luncheon "Blood Donor Education" by Mary Jo Henderson - October 29, 2009
Staff Senate Luncheon “The History of Thanksgiving” by Becky Nohse - November 19, 2009
<table>
<thead>
<tr>
<th>Name</th>
<th>Event Description</th>
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<tr>
<td>Speaker for Staff Senate Development &quot;Mentoring&quot;</td>
<td>IAAP Workshop in Shreveport &quot;How to Assist the Boss&quot;</td>
<td>March 31, 2010</td>
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<tr>
<td>Gene Smith</td>
<td>Government Finance Officers Association Spring Conference in Lake Charles</td>
<td>April 28 - 30, 2010</td>
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<td>CPTP Training in Bossier City &quot;Dealing With Change&quot;</td>
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<td>Ron Viskozki</td>
<td>CPTP Training in Bossier City &quot;Developing Effective Teams&quot;</td>
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<td>Sherry Wilkerson</td>
<td>Staff Senate Development &quot;How We Can Become Better Ambassadors for BPCC&quot; by Chancellor Jim Henderson - September 22, 2009</td>
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<tr>
<td>Cindy Winham</td>
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<td>Staff Senate Development &quot;Mentoring&quot; by Vicki Morehead</td>
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<td>Faculty &amp; Staff Development Committee Meetings</td>
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<tr>
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<td>Faculty &amp; Staff New Hire Orientation Committee Meetings</td>
<td>August 13, August 18, October 19, December 3, 2009, and January 11, May 7, 2010</td>
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<tr>
<td></td>
<td>Faculty &amp; Staff New Hire Orientations</td>
<td>August 14, 2009 and January 11, 2010</td>
</tr>
</tbody>
</table>
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, and Records Retention training seminar to faculty and staff bi-annually.
2. Encourage the Finance Department employees to attend a minimum of three career enhancing professional development opportunities throughout the year.

Assessment Results
1. Financial Forms training was held bi-annually.
2. All of the Finance Department staff had professional development opportunities that they attended.

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
Identify and/or expand cost saving methods for the College.

Performance Indicators
1. Implement electronic fund transfers via the bill payment ACH for payroll vendors.
2. Research with Higher One the feasibility to accept student worker payroll.
3. Provide a report of any possible cost-saving expenses to the Vice Chancellor of Business Affairs and Economic Development on a quarterly basis.
Assessment Results
1. This was implemented for all payroll vendors that qualified for conversion.
2. Due to lack of necessity, this was not pursued.
3. Cost-saving reports were provided.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Identify and/or expand cost saving methods for the College.

Department Measurable Strategy
Expand the BPCC Finance Department website.

Performance Indicators
1. Update the Finance Department website information and forms.

Assessment Results
1. Forms were updated on the Finance Department website.
2. The Finance Department Policy and Procedures were put on the "I" drive and made available to each Finance Department employee.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
Expand electronic information on BPCC website and on CAVS.

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, A.S.  
Joyce Shaw - Copy Center  

DIVISION SUMMARY  

The HR staff attended several training sessions conducted by Civil Service, the retirement systems, Office of Group Benefits and BPCC Professional Development seminars. The HR Department was audited by the Department of Civil Service in March 2009. On July 17, 2009, the audit results were received and the Human Resources Department achieved 100% compliance in 22 of the 23 categories audited. The Human Resources department continues to receive outstanding reports for PPR compliance and data integrity reports from 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. Bossier Parish Community College received several budget cuts from the state and hiring was limited throughout the fiscal year. The Human Resources Office presented twenty-four 5 year pins and nine 10 year pins to employees during End of the Year Meeting. Several dates were scheduled in the HR office for vendors to be available for employee visits. Benefits received several law changes for healthcare benefits, retirement offerings and voluntary 403b annuities. The Annual Benefits fair was held in May 2010 and provided information and enrollment opportunities for employees. Office of Group Benefits changed several health vendors which required all covered employees to make new selections during annual enrollment. Premium rates overall remained the same or lower. Most of the 2009-2010 HR strategies were met during the fiscal year.
The Copy Center continues to provide copy and postage/mail services to faculty and staff. The hours of operation continue to be 7am to 5pm, Monday through Friday, with one employee providing service to staff and faculty. It has been challenging maintaining the Copy Center with one employee but the Human Resources staff has assisted in the area as needed.

ADVANCED DEGREES OR CERTIFICATIONS

Nicki Gilbert awarded Associate degree in Business Administration.

PROFESSIONAL DEVELOPMENT

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STRATEGIC PLANNING

Department Measurable Strategy
Review the HR Manual for ease in locating policies.

Performance Indicators
Updated HR Manual.

Assessment Results
HR Manual reviewed for updates and work began to organize manual into sections for ease of locating policies.

Changes Based on Assessment Outcomes
Organizing the content of the HR Manual by sections related to policy will aid employees in locating needed information more efficiently.

Strategy(ies) for the Future
Continue to update the HR Manual into policy sections.

Department Measurable Strategy
Implement New Employee Survey.

Performance Indicators
Compiled survey results for assessment of services.

Assessment Results
New Employee Survey implemented in January. Survey results reviewed.

Changes Based on Assessment Outcomes
Better understanding of areas of needed improvement related to orientation of new employees.

Strategy(ies) for the Future
Implement a New Employee Checklist for supervisors.

Department Measurable Strategy
Propose a schedule of mandatory training for supervisory through Comprehensive Personnel Training Program (CPTP) to upper management for approval.

Performance Indicators
Approved schedule of mandatory CPTP courses provided to supervisors.

Assessment Results
The idea of mandatory training was discussed with the new Chancellor. Diversity training through CPTP was provided to supervisors in March 2010.

Changes Based on Assessment Outcomes
Supervisors received training of diversity in the workplace.

**Strategy(ies) for the Future**

Implement required training mandated by Act 377 for supervisors of classified employees.

**Department Measurable Strategy**

Provide in-service training related to HR procedures/form to employees as needed.

**Performance Indicators**

List of participants.

**Assessment Results**

On-going one-on-one training for new employees and new supervisors as needed.

**Changes Based on Assessment Outcomes**

Accurate completion of HR procedures and forms.

**Strategy(ies) for the Future**

Continue to provide information of HR procedures / forms to employees and supervisors as needed. Provide in-service training to employees as needed.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

Overall, the Human Resources Department had a successful year. The department staff continues to exceed expectations in quality of service to employees and efficiency of services delivered to employees. The department processed 14 new hires, 30 terminations, 6 promotions and 38 payrolls for the fiscal year of 2009-2010. Seven New Hire Orientation sessions were conducted by the HR staff. Most goals set for the fiscal year of 2009-2010 were accomplished; provide in-service training related to HR procedures/form to employees as needed, a schedule of mandatory training for supervisors through Comprehensive Personnel Training Program (CPTP) to upper management was discussed, implementation of New Employee Survey, and review of the HR Manual for ease in locating policies. The Human Resources department participated in Budget/RIF meetings and provided assistance and data to the Finance department and upper management in determining a financial forecast. 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. Attend Job Fairs to recruit for adjuncts as needed.
3. Implement New Employee Checklist for supervisors.
4. Implement state mandated training for supervisors of classified employees.
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
Barbara James
Juanita Jeter
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 Plant Department work 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.

PROFESSIONAL DEVELOPMENT

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<tr>
<td>Lynda Dickson</td>
<td>1) &quot;How We can Become Better Ambassadors for BPCC&quot;; Staff Senate Sept 2009</td>
<td>1) &quot;Ten Business Etiquette Tips&quot;, Aug 2009, Pelican Chapter (Shreveport) IAAP</td>
<td>1) Athletic Council Meetings; Aug 2009 and Jan 2010</td>
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<td>2) &quot;Blood Donor Education&quot;; Staff Senate Oct 2009</td>
<td>2) &quot;Stress Management in the Workplace&quot;, Jan 2010, Pelican Chapter (Shreveport) IAAP</td>
<td>2) Chesapeake truck donation</td>
</tr>
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<td>4) &quot;We're Not the Boss; We just make the Boss look Good&quot;, April 2010, Pelican Chapter (Shreveport) IAAP</td>
<td>4) Breakfast with the Chancellor - Sept 2009: BPCC</td>
</tr>
<tr>
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<td>5) &quot;Marketing Yourself for the 21st Century&quot;, March 2010, Pelican Chapter (Shreveport) IAAP</td>
<td>5) Annual Celebration of Women Week Luncheon; Bossier City, March 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6) &quot;We're Not the Boss; We just make the Boss look Good&quot;, April 2010, Pelican Chapter (Shreveport) IAAP</td>
<td>6) Race for the Cure Sub Committee Chair - Sept 2009, Shreveport</td>
</tr>
<tr>
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<td>7) &quot;Staying the Course&quot;, May 2010, Texas-Louisiana Division Meeting, Amarillo, TX, IAAP</td>
<td>7) BPCC Lions Club monthly meetings</td>
</tr>
<tr>
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<td>8) &quot;What do I pack for a Remarkable Journey?&quot;, May 2010, Texas-Louisiana Division Meeting, Amarillo, TX, IAAP</td>
<td></td>
</tr>
<tr>
<td>Bill McConathy</td>
<td>LAPP A Spring Conference; April 2010; Natchitoches, LA</td>
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<tr>
<td>Michael J. St.</td>
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<tr>
<td>Andre'</td>
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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**
Number of maintenance requests completed.

**Assessment Results**
Custodial staff are 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 vanpool schedules as students drop or 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 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 the 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
Project MOMS

EMPLOYEE LISTING

Professional, unclassified staff
Della Jeter, B.A.

DIVISION SUMMARY

The Project MOMs (Mothers on the Move) Program assists clients interested in obtaining a GED and college degree, by providing services that promote attendance, retention and educational goal setting for its clients. For fiscal year 2009-2010 Project MOMs continued to support clients.

SIGNIFICANT CONTRACTS OR GRANTS

Submitted Board of Regents Enhancement grant
Wrote grant proposal for mini grant through the BPCC Foundation

STRATEGIC PLANNING

Department Measurable Strategy
Increase number of professional development activities for this office.

  Performance Indicators
  Number of professional development attended.

  Assessment Results
  Attended one professional development activity.

Department Measurable Strategy
Partner with other agencies to expand services for students enrolled in GED and College classes.

  Performance Indicators
  List of partners
Assessment Results
Webster Parish Police Jury.

Department Measurable Strategy
Refer students to agencies in the community when additional services are needed.

Performance Indicators
List agencies that students are referred to.

Assessment Results
Referred clients to The Office of Family Support.
Bossier Office of Community Services
Caddo Office of Family Support
Dress for Success Program
Shreveport Green
Shreveport/ Bossier Community Renewal

Department Measurable Strategy
Enroll students in GED and college classes

Performance Indicators
Number of students enrolled.

Assessment Results
Program helped seventy students to enroll in GED and college classes.

Department Measurable Strategy
Evaluate services offered through the program.

Performance Indicators
List of evaluations.

Assessment Results
Randomly evaluated 10 clients on service received and all were excellent.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS
The overall assessment for the Division is successful and therefore very effective.

PRIORITIES FOR THE COMING ACADEMIC YEAR
This program was closed out in April of 2010.
Division of Business Affairs and Economic Development
Purchasing, Receiving, and Property Control

EMPLOYEE LISTING

Professional, unclassified staff

Gayle Doucet, B.S.
Wayne Villemarette
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. Wayne Villemarette became the Property Control Manager. We achieved our goal of providing quality and timely services to the faculty and staff while adhering to Louisiana Law in reference to procurement laws.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

The Purchasing Department was awarded a Certificate of Appreciation for outstanding participation and support for the 2009 Workforce Investment Act Summer Youth Program.

PROFESSIONAL DEVELOPMENT

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</thead>
<tbody>
<tr>
<td>Gayle Doucet</td>
<td>NIGP Conference - Marksville, LA 11/3/09 - 11/06/09</td>
<td>NLANIGP - Monroe, LA 11/12/09</td>
<td>Planning Council Committee Meeting - 9/3/09, 11/05/09, 2/5/10, 4/4/10 Christmas Faculty/Staff Luncheon/Meeting - 12/6/09</td>
</tr>
</tbody>
</table>
Planning Council Partnership - 9/8/09
Subcommittee Meetings
Sexual Harassment Committee
Staff Senate Member - 2009 - 2010
North Louisiana Chapter of NIGP - 2009 - 2010
Lumina - 3/4/10
Grant Orientation - 7/14/09

Chad Johnston
New Grant Orientation - 7/14/09
How We Can Become Better Ambassadors for BPCC - 9/22/09
"Mentoring a Career Opportunity " - 3/31/10

Les Gongre
"Mentoring a Career Opportunity " - 3/31/10
Attended LCTCS Conference - 3/24/10 - 3/26/10
New Orleans, LA

Martha Peters

Wayne Villemarette
Blood Donor Education - 10/29/10
How We Can Become Better Ambassadors for BPCC - 9/22/10
"Mentoring a Career Opportunity " - 3/31/10

Chad Johnston
Christmas Faculty/Staff Luncheon Meeting - 12/16/09
End of the Year awards - 5/13/10
Staff Senate Member - 2009 - 2010
Staff Senate Officer - Representative - 2009 - 2010

Les Gongre
Supporter of 2009 Annual Drive "It's About You"
2010 member of BPCC Foundation Hospitality Committee - 2009 - 2010
Christmas Faculty/Staff Luncheon Meeting - 12/16/09
End of the Year awards - 5/13/10
Staff Senate Member - 2009 - 2010

Martha Peters
Faculty/Staff Development Committee -
President - 2009 - 2010
Christmas Faculty/Staff Luncheon Meeting - 12/16/09
End of the Year awards - 5/13/10
Staff Senate Member - 2009 - 2010

Wayne Villemarette
BPCC Lions Club board member 2009 - 2010
Participated in the following Lions Club events:
Mini Nascar Race Booth, Eye Screening, Rice Bowl Project, civic activities.
Staff Senate member - 2009 - 2010
BPCC Retention Committee - 2009 - 2010
Member of Aneca Federal Credit Union Board of Directors (BPCC Stakeholder)
STRATEGIC PLANNING

Department Measurable Strategy
Monitor the PBM 120 to verify vendors have received orders and ensure items will be delivered per requested date.

Performance Indicators
The PBM 120 will be monitored by contacting vendors biweekly on purchases not received and recording information on receiving copy of purchase order.

Assessment Results
Monitoring the PBM-120 enabled the orders submitted to be received and delivered by expected delivery date.

Strategy(ies) for the Future
The PBM 120 will be monitored by calling vendors for outstanding purchase orders on a biweekly basis and recording the status on the receiving copy of the PO.

Department Measurable Strategy
Recommend department personnel to attend seminars, workshops & professional development opportunities offered by Bossier Parish Community College.

Performance Indicators
Departmental staff will have the opportunity to attend seminars, workshops & professional development events.

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
Provide new employees the SCT online training needed for processing requisitions.

Performance Indicators
SCT requisition processing manual will be provided to all new employees.

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.
Department Measurable Strategy
Train BPCC employees in the procedures used to process the documents for purchasing, receiving, and property control.

Performance Indicators
Positive feedback from employees via BPCC Report Card.

Assessment Results
Training is provided to all employees along with walk through procedures over the phone. Documents are processed in a timely manner following the rules of the State. The system we use is also controlled by the State and documents are processed accordingly.

Strategy(ies) for the Future
Continue to provide helpful information to employees for successful processing.

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

Lisa Wargo, M.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.

Classified staff

Cindy Watson, Administrative Assistant III

DIVISION SUMMARY

Workforce Development developed and advanced workforce programs for the purpose of providing Louisiana individuals and businesses the most advanced, customized and relevant education and training. Programs housed in the department include [1] Coordinating and Development Corporation to deliver the Workforce Investment Act (WIA) program; [2] Healthcare; [3] Rapid Response for Certified Manufacturing Specialist; and [4] 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 606 employers in the 2009-2010 fiscal year and attended 98 civic and state training functions to offer our services.

Workforce Development met the needs of the local workforce by developing specific courses requested by employers and the community (customer service, banking, icapstone and oil & gas safety).

In November, BPCC Administration realigned Workforce Development and Continuing Education into one Department under the direction of Dean Lisa Wargo. The Workforce Development and Continuing Education employees began working together to deliver education and training/retraining through customized assessment, leadership and organizational development, customer service, computer software applications and foreign language training. The department implemented a new program designed to offer summer youth opportunities to the community. Camp CAVS consisted of 15 week-long programs in a variety of areas (i.e., drama, cyber, cheer, drawing, painting, softball). The department also continues to offer affordable, non-credit courses.
that address the educational, recreational, and cultural needs of the community.

**ADVANCED DEGREES OR CERTIFICATIONS**


**SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS**

Workforce Development received the 2009 Workforce Training / Development Award presented by The Coordinating & Development Corporation on August 27, 2009. Sherrie Johnson was nominated for Bossier Chamber of Commerce Diplomat of the Year. Sherrie Johnson received the Spirit Award for her work on the Bossier Chamber of Commerce Diplomat Team.

**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>Lisa Wargo</td>
<td>Financial Forms 10/22/09; Emergentics 10/8/09; Emergentics Follow-Up 12/18/09;</td>
<td>Louisiana Apprentice Action Clinic 10/27-30/09, Baton Rouge; National Network of Sector Partners &quot;Rooted in Success, Reaching for Success, Reaching for Change&quot; Conference 11/10-14/09, Washington DC; Apprenticeship Action Clinic Follow Up 1/29/10 Shreveport; LCTCS Conference (New Orleans) 3/24-26/10; LABI Legislative Issues Conference 3/10/10, Bossier City;</td>
<td>US Support Meeting 8/18/09; BPCC Support for ADAES/Red River Environmental Job Fair 8/26/09; BPCC Chancellor Forum 1/29/10; BPCC End of Year Luncheon 12/11/09 &amp; 5/13/10; BPCC Faculty/Staff Meetings: 8/14/10 &amp; 1/13/10; BPCC Foundation Scholarship Presentation 2/17/10; BPCC Staff Senate End of Year Luncheon 5/28/10; Business Affairs &amp; Economic Development Meeting: 1/6/10; Workforce Development Staff Meetings: 8/13/09, 9/11/09, 9/22/09; Workforce Development &amp; Continuing Education Staff/Course Development/Camp CAVS Meetings: 1/20/10, 1/27/10, 2/9/10, 2/10/10, 2/17/10, 2/24/10, 3/30/10, 4/20/10, 4/23/10, 5/5/10, 5/20/10 Planning Council Meetings: 9/3/09, 11/5/09, 2/5/10 &amp; 4/8/10; Executive Council Meetings: 7/22/09, 8/10/09, 9/30/09, 1/4/10, 1/28/10, 3/1/10, 4/7/10, 4/22/10</td>
</tr>
</tbody>
</table>

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LCTCS CAO, CSO & CWOFDO Meetings: 11/18-19/09 (Baton Rouge),
Conference Call Mtg 1/14/10, 3/16-17/10 (BPCC);
Continuing Education Database
Meetings: 12/10/09, 2/4/10;
Energy Camp Meeting 12/1/09; 5/18/09;
External Gifts Advisory Board 12/1/09;
Certified Nursing Assistant Meeting with Marilyn Wright 12/8/09;
Fall Graduation 12/16/09;
Encana Check Presentation 12/17/09;
CMS Meeting 1/8/10;
Continuing Education Audit Meeting 1/8/10;
Boomtown Meeting 1/13/10;
ULM MOU Signing 2/4/10,
Music Camp Meeting 2/4/10,
WIA Shreveport Meeting 2/5/10;
WIA 2010 Youth Summit 5/26/10;
Staff Senate Social 2/10/10;
Workforce Development PR Meetings: 9/10/09, 2/18/10, 4/15/10;
On-Line Registration Meetings: 3/2/10, 4/20/10;
Celebration of Women’s Week Luncheon 3/10/10;
Meeting with Southern (Beverly Parker) 3/22/10,
WIA Proposal Meeting 4/1/10;
Cyber Building Tour 4/15/10;
Spring Graduation 5/14/10;
Continuing Ed Database Meeting 12-10-09;
Middle School Expo Committee Lunch and Meeting 12-14-09; Continuing Ed Database Development Meeting 1-4-10;
Certified Manufacturing Specialist Meeting 1-8-10;
Faculty/Staff Meeting and Safety Workshop 1-11-10;
Faculty/Staff Meeting 1-13-10;
Continuing Ed Database Development Meeting 1-17-10;
Departmental Meeting 1-20-10;
Continuing Ed Database Review Meeting 1-21-10;
Command Spanish Continuing ED Class Development
Meeting 1-21-10; Chancellor’s Meeting 1-29-10; Continuing Ed Database Meeting 2-4-10; Departmental Meeting 2-9-10; On-line Registration Meeting 3-2-10; Bossier Mayor’s Commission for Women Lunch 3-10-10; Departmental Meeting 4-20-10

Alisha Crowder
How We Can Become Better Ambassadors for BPCC 9/22/09; Emergenetics 12/15/10; Mentoring 3/31/10;

Skill Soft Online Webinar 1/13/10; Career Step Webinar 5/18/10; Violence in the Workplace Meetings 8/18/09,
Custom Labels Meeting 7/16/09, 8/17/09;
US Support Meeting 7/31/09, 8/18/09, 8/28/09, 9/8/09, 9/17/09;
BPCC Safety and Emergency training 1/11/10;
LWC/IWTP Regional Mtg w/Tia Edwards 2/19/10;
North Shreveport Business Association forum with Senator David Vitter guest speaker 2/19/10;
Hendrix Manufacturing LTD Meeting 8/25/09, 3/24/10,
The Arc of Caddo Bossier Meetings 8/4/09, 1/28/10,
McElroy Metal Meetings 9/18/09, 9/30/09,
Metropolitan Circles Meeting 12/4/09; 1/11/10,
The Shaw Group Meetings 7/29/09, 9/16/09, 10/1/09, 10/28/09, 11/17/09,
Legal Services 1/7/10, 2/11/10, 3/18/10,
BPCC Support for ADAES/Red River Environmental Job Fair 8/26/09;
BPCC Chancellor Forum 1/29/10;
BPCC End of Year Luncheon 12/11/09 & 5/13/10;
BPCC Faculty/Staff Meetings: 8/14/10 & 1/13/10;
CMS Meetings 11/5/09, 1/8/10,
Workforce Development Staff Meetings: 8/13/09, 9/11/09, 9/22/09; 11/9/09;
Workforce Development & Continuing Education Staff/Course Development/Camp CAVS Meetings: 1/20/10, 1/27/10, 2/9/10, 2/10/10, 2/17/10, 2/24/10, 3/30/10, 4/14/09, 4/20/10, 4/23/10, 5/5/10,
Madeline Priest  Financial Forms training 10/22/09  Emergetics 12/15/09

Banker’s Academy online training to develop course offerings 2/2/10
iCapstone Leadership online training 2/19/10

Workforce Development Staff Meetings: 8/13/09, 9/11/09, 9/22/09;
BPCC Support for ADAES/Red River Environmental Job Fair 8/26/09;
Workforce Development and Public Relations Meeting 9/10/09;
CMS Promotional Meetings to Develop Community Partnerships: 10/2/09, 11/13/09, 11/19/09, 11/20/09;
BPCC End of Year Luncheon 12/11/09;
CMS Planning Meeting 1/7/10;
BPCC Safety and Emergency training 1/11/10;
Business and Industry Committee Member meeting 1/11/10;
Informational Meeting with State Representative Henry Burns 1/12/10;
BPCC Faculty/Staff Meetings 8/14/10, 1/13/10;
BPCC Chancellor Forum 1/29/10;
Workforce Development and Continuing Education staff course development/Camp Cavs meetings 1/20/10 1/27/10, 2/9/10 2/10/10, 2/17/10, 2/24/10, 3/30/10, 4/20/10, 5/5/10;
Workforce Development and Continuing Education course development meetings with instructors 1/21/10, 2/2/10, 2/18/10, 2/19/10, 2/22/10, 3/11/10, 3/17/10, 3/18/10,
IWTP Employer and LWC Meetings 7/22/09, 7/23/09, 7/29/09, 8/5/09, 8/18/09, 9/3/09, 9/10/09, 9/15/09, 10/12/09, 10/21/09, 11/9/09, 11/17/09, 11/30/09, 12/4/09, 12/8/09, 12/17/09, 1/20/10, 3/22/10, 4/27/10, 4/30/10, 5/6/10; North Shreveport Business Association event, Senator David Vitter guest speaker 2/19/10; Bossier Mayor’s Commission for Women Celebration of Women’s Week Luncheon 3/10/10; LWC / IWTP Regional Meeting with Tia Edwards 2/19/10; Business Exchange Inc. networking meeting (served as Guest speaker) 4/8/10; Workforce Development and Continuing Education online registration meeting 4/22/10; Partnership meeting with Co-Habitat Foundation 4/28/10; Tracy McGill - Staff Development “How Can We Become Better Ambassadors for BPCC 9/22/09; Financial Forms training 10/22/09; Emergetics 12/15/09 Facebook Guidelines 4/26/09; Adobe Authorized InDesign CS4 Bootcamp 1/4/10-1/7/10; Banker’s Academy online training to develop course offerings 2/2/10; LCTCS Conference (New Orleans) 3/24-26/10; Willis-Knighton/Allied Health informational meeting 4/12/10; BPCC Chancellor Forum – 1/29/10; Departmental support for ADAES/Red River Environmental Job Fair 8/26/09, 8/28/09; BPCC Faculty/Staff Meetings 8/14/10, 1/13/10; BPCC End of Year Luncheon 12/11/09, 5/13/10; BPCC Safety and Emergency training 1/11/10; Business and Industry Committee Member meeting 8/18/09, 1/11/10; Informational Meeting with State Representative Henry Burns 1/12/10; North Shreveport Business Association forum with Senator David Vitter guest speaker 2/19/10; Bossier Mayor’s Commission for Women Celebration of Women’s Week Luncheon 3/10/10; Guest Speaker - Business Exchange Inc. group Weekly
Meeting 4/8/10
Workforce Development and Public Relations Meeting 9/10/09, 2/18/10
KTBS rep meeting – 9/14/09
Workforce Development website organization meeting with Webmaster 12/11/09, 1/10, 2/10
Workforce Development and Continuing Education online registration meeting 3/2/10, 4/22/10, 5/13/10
Continuing Education database meeting 2/4/10,
Workforce Development and Continuing Education staff course development/Camp Cavs meetings 1/20/10
1/27/10, 2/9/10, 2/10/10, 2/17/10, 2/24/10, 3/3/10, 3/30/10, 4/20/10, 5/5/10
Workforce Development Staff Meetings: 8/13/09, 9/11/09, 9/22/09,
IWTP Employer and LWC Meetings 7/1/09, 7/31/09, 7/24/09, 7/28/09, 8/19/09, 8/25/09, 9/30/09, 10/8/09, 10/20/09, 11/17/09, 11/30/09, 12/7/10

Jasmine Horton
Financial Forms training 10/22/09
Emergentech 12/15/09
Chesapeake Energy Truck Donation 7/15/09;
Hospitality Committee Meeting 7/30/09, 9/10/09, 10/28/09;
CMS Meetings 11/5/09, 1/8/10;
CNA meeting 12/8/09;
Encana Check Presentation 12/17/09;
WD & CE meeting 11/9/09, 1/20/10, 1/27/10, 2/9/10, 4/20/10, 5/5/10, 5/11/10;
Celebration of Women’s Week Luncheon 3/10/10;
BPCC100 Tech Team Meeting 4/12/10; 5/6/10
Online Registration meeting 4/22/10;
LA Dept of Education meeting 5/6/10;
8th Grade Career Expo 5/11/10 & 5/12/10;
Metropolitan Circles Meeting 1/11/10;
Legal Services Meeting 3/18/10, 4/22/10, ;

Sherrie Johnson
Diversity Training 3/05/10
Informational Middle College Visits to Virginia to start pilot program for Bossier Youth Leadership Orientation 9/01/09
Middle College at BPCC; LCTCS Conference (New Orleans) 3/24-26/10; Back to School Breakfast - Webster District Attorney’s 9/4/09; Mayor’s Commission for Women’s Student Orientation Resource Fair 9/21/09; Mayors’ Commission Mentoring Program Orientation 9/21/09; Business & Industry Expo at Bossier Civic Center 9/21/09; Bossier Women – Future Leaders of Tomorrow Meetings 9/21/09; City Council meeting & Political Forum 10/6/09, 10/20/09; El Dorado Employment Resource Fair - 10/20/09; Ten Parish Annual Awards Ceremony -11/27/09; Bossier City Benefits Fair - 10/28 & 10/29/09; Legislative Dinner by 26th Judicial D.A.’s Office-11/11/09; Northwest LA War Veterans Home 11/14/09; VOA Resource Fair 2/11/10, 4/16/10; East Bank Theatre 12/13/09; Boy Scouts Fundraising Events Breakfasts 12/24/09, 1/27/10; Job shadowing at BPCC 1/21/10; Awards Banquet honoring law enforcement and BPCC scholarship presentations 2/2/10; Benton Courthouse & Jail Tour 2/10/10; Bossier Chamber Annual Banquet 2/25/10; Bossier Parish Historical Tour 3/13/10; Ladies A Fair Resource Fair-Bossier Civic Center 4/10/10; Bossier Youth Leadership Graduation 5/04/10; David Wade Correctional Center Resource Fair 5/06/10, 5/07/10; Celebration of Women’s Week 3/25/10; Mentoring L.E.A.D. awards Luncheon 4/27/10; Youth Summit Seminar 5/26/10; Diplomat Bossier Chamber of Commerce Leadership Meetings 7/1/09, 7/10/09, 7/20/09, 7/22/09, 7/23/09,
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Meetings and Events</th>
</tr>
</thead>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Workforce Development and Continuing Education Summer 2010 catalog
Guest Speaker - Business Exchange Inc. group Weekly Meeting -- 4/8/10
Guest on “Coffee Break” program – Telecommunications produced show – promoting Camp Cavs and Workforce Development and Continuing Education programs -- 4/6/10
Submitted Camp Cavs listing in BPCC’s Kaleidoscopes newspaper -- 4/10
Submitted numerous Campus Memos advertising Camp Cavs to staff
Speaker and promotion of Camp Cavs programs to Bossier Parish School Board’s AIM program information meeting for 8th grade students -- 4/29/10
Redesign and organization of Workforce Development and Continuing Education web pages on BPCC website
Designed and published ads for Camp Cavs and Workforce/Continuing Education courses in: FORUM NEWS; Bossier Press Tribune; Minden Press Herald; The Times’ Southeast Voices and Bossier Voices; KTBS.com (leaderboard ad and rectangle ad).
Designed and published web banners for BPCC website: Camp Cavs, Continuing Education courses, Middle College, ELNEC workshop.
Designed and published web banner ad for NEON – North Louisiana Opportunities Network website.
Designed and published ads for Bossier’s Public Information channel (SMART) and C3 – BPCC’s in-house network: Continuing Education courses, Middle College and Camp Cavs
Designed and bulk mail distributed Customized Training tri-fold brochure to local Chamber of Commerce businesses
Designed flyers for the following Workforce programs: Certified Manufacturing Specialists program, Camp Cavs, Middle College, Workplace Literacy programs, ACT, GPS: Career Fair, WIA
Editing of Workforce Development and Continuing Education’s section of Summer and Fall 2010 Academic Bulletin and Online catalog.
Submission of information for WD/CE dept. for Inside BPCC
Submission of monthly press release of courses and Camp Cavs listings to Public Relations department for distribution to local media outlets

Association Board Membership

PSA Recording & Broadcast meetings 8/21/09, 11/20/09, 02/23/10;
Angels Food Ministries 2 per month;
Dress For Success 5/11/10, 5/12/10, 5/13/10;
Ladies! A Fair 4/10/10;
Member of New Faculty/Staff Orientation Committee and Staff Senate

Amanda Belcher

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SIGNIFICANT CONTRACTS OR GRANTS

The Coordinating & Development Corporation, WIA, Bossier/Outlying Caddo Parish - $74,366
Healthcare Initiative - $17,319
Rapid Response Manufacturing- $60,000
Incumbent Worker Training Program - Louisiana Workforce Commission (7 grants)
  Agape Hospice - $39,680.56
  Biomedical Research Foundation - $73,397.73
  Clement Industries - $44,509.85
  Dr. Reddy's Laboratories of Louisiana - $101,209.61
  Hematology & Oncology Specialists dba Cancer Care of Louisiana $ 45,978.90
  Hendrix Manufacturing - $79,938.10
  Metropolitan Circles - $63,752.86

STRATEGIC PLANNING

Department Measurable Strategy
Recruit high school dropouts in Northwest Louisiana for training purposes.

  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 by word of mouth have resulted in Workforce Development placing students in the following areas:
  1. Academics - 20
  2. Non-Academic - 10
  3. Workforce Development - 21

  Changes Based on Assessment Outcomes
  Continue to market BPCC academic, non-academic and workforce programs through multi-media, mailouts, referrals and by 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 Investment 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  
Entered into Educational Program - 12  
Show Progress in Literacy Gains - 2  
Found Employment - 5  
Retains Employment - 4

**Changes Based on Assessment Outcomes**
BPCC WIA 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 Programs.

**Department Measurable Strategy**
Seek additional funding sources for customized training opportunities to expand our capacity to deliver workforce training across the state.

**Performance Indicators**
Number of additional funding sources received.

**Assessment Results**
Rapid Response Manufacturing funding in the amount of $60,000 was secured in order to implement the Certified Manufacturing Specialist Program. Received approval to deliver the program as both non-credit and as a Technical Competency Area in Manufacturing Technology for 12 credit hours. The instructor was certified to deliver the program and Spring 2010 was the initial rollout of the program. The program enrolled & completed 4 non-credit students and 1 TCA student.

A Community Based Job Training Grant in Health Information Technology is being pursued but funding hasn't been announced.

**Changes Based on Assessment Outcomes**
Continue to offer the CMS program as both non-credit and as a TCA. Focus on increasing our marketing efforts to grow enrollment.
Will also continue to develop the CBJT in Health Information Technology.

**Strategy(ies) for the Future**
Continue to recruit and certify additional instructors for the CMS program in order to offer the program during the day.
Complete the CBJT-HIT proposal for Medical Coding training.
Continue to pursue other funding opportunities to meet the demands of the community.

**Department Measurable Strategy**
Form new partnerships and continue existing partnerships with IWTP program participants.

**Performance Indicators**
Number of IWTP training grants, total number of participants trained, and the quality of the service we provide to companies involved in the program.

**Assessment Results**
1. Seven IWTP grants awarded, representing $448,467.61. Nine IWTP grants written, representing $1,055,018.68.
2. 2237 employees were trained during the fiscal year.
3. Fifteen grants are in development.
4. The IWTP Customer Satisfaction Report completed by IWTP grant employers gave us an average score of 9.5 out of 10 (very satisfied).
5. IWTP Staff represented BPCC in dialogue with 214 employers across the state this fiscal year. The IWTP staff represented BPCC at 24 civic and community events.

**Changes Based on Assessment Outcomes**
Workforce Development works diligently to identify the training needs of local and state businesses, to effectively and efficiently develop training programs that meet those needs.

**Strategy(ies) for the Future**
Continue to meet the needs of employers in Louisiana 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. Number of yearly workforce conferences attended.
2. Number of LCTCS Workforce Development Meetings attended.
3. Number of IWTP Focus Group Meetings attended.
4. Number of IWTP Regional Meetings attended.
5. Number of local Chamber of Commerce Meetings attended.

**Assessment Results**
Employees of Workforce Development attended numerous business functions throughout the year.
1. Of the eight Workforce Development employees, three attended the LCTCS Conference held in New Orleans, LA, one attended the National Network of Sector Partners "rooted in Success, Reaching for Success, & Reaching for change" Conference in Washington, D.C., one attended the Louisiana Apprentice Action Clinic & Follow up in Baton Rouge, and one attended the LABI Legislative Issues Conference.
2. Of the eight 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 in the process of a restructure within the IWTP.
4. IWTP held various meetings in our Region, of which two employees 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 training participants, vendors, clients, and partners.

Performance Indicators
List of changes.

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.

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 remaining Healthcare funding helped hospice and palliative care nurses receive additional training. With the continual changes in rules and regulations for IWTP grants, coordinators have attended meetings to stay apprised of areas targeting employers of high demand occupations as defined by the Louisiana Workforce Commission. IWTP staff 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] Increase marketing efforts to provide opportunities for increased enrollment in academic, non-academic, and workforce development programs.
[2] Increase Workforce Development and Continuing Education image and brand in the Northwest Louisiana business community through advertising, selling programs and customer service.
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, A.G.S.

DIVISION SUMMARY

Bossier Parish Community College's Workplace Literacy Program is designed to assess, build, and enhance current labor market skills. Programs include GED, adult literacy, pre-employment testing for business and industry, and career exploration/career development courses for middle and high school students.

This year, the Workplace Literacy Program piloted two new projects: Middle College and College Life Is Possible (CLIP). Middle College allows eligible high school drop-outs to enroll in college full-time while working on their GED and participating in a leadership program. CLIP allows Bossier High School students who have completed four years of high school, are categorized as Special Education, and are preparing to transition to adult roles in society the opportunity to learn about college, careers, and develop basic work skills.

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 over 800 eighth graders.

ADVANCED DEGREES OR CERTIFICATIONS

Tiyonda McCoy earned her Associates Degree in General Studies.
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>Shelli Ulrich</td>
<td>Staff Senate, Becoming a Good Ambassador for BPCC, 09/22/09</td>
<td>J Hurricane Reynolds Community College, Middle College program orientation, Richmond, Va., 10/6-10/9/09</td>
<td>North Shreveport Business Association Board Meeting, Board Member, monthly</td>
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<td></td>
<td>Staff Senate, Mentoring, 03/31/10</td>
<td>National Network Sector Partners Conference, Washington DC, 11/10-11/13/09</td>
<td>North Shreveport Business Association Membership Meeting, monthly</td>
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<tr>
<td></td>
<td>Steck Vaughn Read On training, 04/23/10</td>
<td>Leadership/ Teamwork Challenge Course, Camp Forbing, 01/22/10</td>
<td>Bossier Chamber of Commerce, Bossier Youth Leadership Committee, monthly</td>
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<tr>
<td></td>
<td></td>
<td>CERT Training, Bossier Office of Homeland Security, 02/26/10</td>
<td>STEP Regional Workgroup, quarterly</td>
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<tr>
<td></td>
<td></td>
<td>LCTCS Annual Conference, New Orleans, 03/24-3/26/10</td>
<td>Robinson Film Center, Education Committee, monthly</td>
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<tr>
<td></td>
<td></td>
<td>LACES database training, online, 04/16/10</td>
<td>Solutions to Poverty Coalition, bimonthly</td>
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<tr>
<td></td>
<td></td>
<td>Louisiana Workforce Commission Youth Training Providers Technical Assistance, Hammond, 06/8/10</td>
<td>Planning Council, bimonthly</td>
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<tr>
<td>Becky Turbeville</td>
<td>Steck Vaughn Read On training, 04/23/10</td>
<td>Balancing Challenge and Support in Undergraduate Teaching, online, 07/30/09</td>
<td>Northwest Louisiana Literacy Coalition Breakfast, 03/26/10</td>
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<td></td>
<td></td>
<td>Leadership/ Teamwork Challenge Course, Camp Forbing, 01/22/10</td>
<td>8th Grade Expo ACT presenter, 5/11-5/12/10</td>
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<td></td>
<td></td>
<td>CERT Training, Bossier Office of Homeland Security, 02/26/10</td>
<td>Faculty/Staff Orientation Committee, Secretary, monthly</td>
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<tr>
<td></td>
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<td>Kaplan ACT Test Seminar, LSUS, 03/20/10</td>
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<tr>
<td></td>
<td></td>
<td>LACES database training, online, 04/16/10</td>
<td></td>
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<tr>
<td>Tiyonda McCoy</td>
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<td>LACES database training, online, 04/16/10</td>
<td>Northwest Louisiana Literacy Coalition Breakfast, 11/13/10</td>
</tr>
</tbody>
</table>

SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Shelli Ulrich, "Work Readiness and Workforce Development Opportunities at BPCC", Hope for the Homeless Operation Stand Down, November 18, 2009.
Shelli Ulrich, Social Service Session for Bossier Youth Leadership, Bossier Chamber of Commerce, December 1, 2009.
Shelli Ulrich, "Opportunities and Choices: A Career GPS for 8th Graders" hosted over 800 eighth grade students in a career exploration fair on May 11-12, 2010.
Shelli Ulrich presented "College Life Is Possible" at Bossier Parish Schools Annual Transition
Shelli Ulrich presented "Reality Check" at W.I.A. Youth Summit May 26, 2010.

**SIGNIFICANT CONTRACTS OR GRANTS**

Dollar General Literacy Foundation grant $15,242
Board of Regents Two Year Enhancement $84,046
Strategies to Empower People $73,600

**STRATEGIC PLANNING**

**Department Measurable Strategy**
Provide dual enrollment opportunities for GED students.

**Performance Indicators**
Create Middle College program allowing GED students to enroll in college level courses.

**Assessment Results**
Program created, students enrolled, 50% completed all requirements.

**Changes Based on Assessment Outcomes**
Implement case management services.

**Strategy(ies) for the Future**
Provide for individual case management services through W.I.A. staff in an effort to increase retention and completion.

**Department Measurable Strategy**
Provide basic employment skills classes to moderate transition students in Bossier Parish Schools.

**Performance Indicators**
Enroll and train 10 moderate transition students from Bossier high schools in entry level healthcare work skills class.

**Assessment Results**
Healthcare work skills class curriculum proved too advanced for this group of students. Enrolled and trained 17 moderate transition students in career exploration programs.

**Changes Based on Assessment Outcomes**
Continue to adjust program curriculum based on individual student abilities and learning styles.

**Strategy(ies) for the Future**
Formal MOU for "College Life Is Possible" program allowing moderate transition students to participate in classes on BPCC campus.

**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 annually.

Assessment Results
Formal partnerships with Bossier Schools, ADA Carbon Solutions, Harrah's Louisiana Downs, and City of Shreveport formed.

Changes Based on Assessment Outcomes
No changes necessary

Strategy(ies) for the Future
Continue to participate in Chamber of Commerce and North Shreveport Business Association.

Department Measurable Strategy
Provide access to online adult basic education and remediation.

Performance Indicators
Enroll 25% GED and literacy students in online programs to support classroom instruction.

Assessment Results
All literacy students and GED students enrolled in online courses this semester.

Changes Based on Assessment Outcomes
No changes necessary

Strategy(ies) for the Future
Continue to utilize online resources.

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
Over 60% GED graduates enrolled in post-secondary classes upon completion.

Changes Based on Assessment Outcomes
No changes necessary

Strategy(ies) for the Future
This program has transitioned to the Middle College program wherein all GED students are enrolled in post-secondary classes.

Department Measurable Strategy
Provide professional development through participation in national workplace literacy organizations and local training and development.

Performance Indicators
1. Participation in faculty and staff development opportunities on campus.
2. Participate in professional development opportunities off campus as available.

**Assessment Results**
Staff participated in multiple professional development opportunities including on-site training, webinars, online training and off campus staff development.

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

**Strategy(ies) for the Future**
Continue to participate in local, regional, and national professional development opportunities.

**Department Measurable Strategy**
Evaluate and improve quality of instruction and programming.

**Performance Indicators**
Surveys regarding quality of instruction.

**Assessment Results**
Surveys reflect positive evaluation of instructional methods but request shorter class times.

**Changes Based on Assessment Outcomes**
Adjust sessions next semester to shorter sessions.

**Strategy(ies) for the Future**
Continue to monitor student survey results.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The Workplace Literacy program continues to respond to literacy needs of our community. We collaborated with business to offer literacy and GED services to their employees at or near their work sites. Instructors focused on teaching life skills such as drivers license, banking, and job applications in addition to basic reading toward the GED.

The transition of the GED program to Middle College allows students the opportunity to accomplish a greater number of goals in a shorter amount of time. Students are enrolled in post-secondary and have college credit when earning their GEDs.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**

Workplace Literacy will focus on enhancing and expanding basic literacy instruction to accommodate a greater number of students. We will also concentrate on increasing capacity in the Middle College program to allow for evening sessions.
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., A.D.
Mary Vines

DIVISION SUMMARY

The 2009-2010 year brought many successes, challenges, and opportunities not only to the College but also to the Student Services Division. Beginning in July of 2009, the members of the Student Services Division met with Chancellor Henderson and discussed prior methods of conducting business, plans for innovative changes, and perceived road blocks to these changes. Many discussions with the Chancellor ensued, and the Student Services Division emerged in 2010 as a more focused, streamlined, innovative, and dynamic entity committed to improving customer service to our students and to our community.

The Student Services Division consists of eight departments: Admissions/Registrar, Financial Aid, Athletics, Student Life, Recruiting, Career Services, Multicultural Affairs, and the Academic Advising Center. The Office of the Vice Chancellor for Student Services is responsible for the supervision of the eight departments that comprise the Division. In addition, this office is responsible for overseeing the following: student Judicial Affairs; Family Educational Rights and Privacy Act (FERPA) compliance; Title IX Athletic Compliance; and the publication of all documents pertaining to all aspects of the Division. Staff in this office include the Vice Chancellor for Student Services, the Director for Student Services, the Senior Systems Analyst, an Administrative Assistant IV, and an Administrative Assistant III. Together, this staff's mission is to provide support and guidance to the eight 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 provide and to continually improve customer service and satisfaction.

The mission of this Division is to maximize student success in achieving a well-rounded education. In order to achieve this mission, departments within the 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, a Financial Aid Marathon, student focus groups, and 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 provide many talent based scholarships.

Community Service is an integral part of the mission of the Division. Each member in this Division is required to participate in at least two community services projects per year. This year we had 100% participation in community service projects in each department of the Division. These projects include but are not limited to the following: Volunteering at the Red River Revel; BPCC Library Annual Food Drive; BPCC Thanksgiving Blessing Box; Operation Santa Claus; Rice donations for the VOA; NWLA Food Bank Drive; Student Services "Pay It Forward" Project; Susan G. Komen Golf Tournament; Toys for Tots; Bossier Chamber of Commerce Directory Delivery; BPCC NASCAR Race; Life Share Blood Drives; American Red Cross Haiti Relief Fund Donations; FBC Vivian Operation Shoebox Collection for Kids; KTBS Coat Collection; Union Elementary Volunteer work; Highland Development Center Tree Planting; Cara House donations; Shriner's Hospital visits; Toys for Tots Baseball Camp; Christmas in a Shoebox; and Operation Holiday Card.

Professional Development is also an integral part of the 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

Stanley Hippler
Training for Deans on the Degree Audit, August 13, 2009

Nathalie Lamarand
Outstanding Contribution for Professional Excellence, Persistence, and Dedication to the Success of the Lumina BPCC 1st Initiative, 2007-2010

Denise Morgan was invited and joined Phi Kappa Phi Honors Society at Louisiana State University-Shreveport.

PROFESSIONAL DEVELOPMENT

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| Stanley Hippler| "Blood Borne Pathogens" August 13, 2009  
"Workplace Safety" January 11, 2010 | "Assertiveness"-Student Services Division Retreat Princeton, LA June 5, 2009  
Financial Aid Workshop, Marksville, | "Foundation Breakfast with Chancellor Henderson" September 1, 2009  
Operation Santa Clause" |
"Individual Differences and Diversity Training" March 5, 2010
"Academic, Student Affairs and Workforce Leaders Meeting" March 16-17, 2010

"Southern Association of Colleges and Schools (SACS) Annual Conference" Atlanta, GA December 5-8, 2009
"Louisiana Community and Technical College System (LCTCS) Conference" New Orleans, LA March 24-26, 2010

"Cyber Innovation Center Luncheon" October 21, 2009
"BPCC Baseball Team Advising" October 26, 2009
"Blood Donor Education" October 29, 2009
"Pumpkin Carving Contest" November 2, 2009
"Hershey Presentation" November 12, 2009
"Career Compass" December 2, 2009
"Career Compass" December 3, 2009
"Operation Santa Clause" December 11, 2009
"Phi Theta Kappa (PTK) Initiation" December 11, 2009
"2010 Spring Scholarship Reception" February 17, 2010
"BPCC Baseball Advising" April 20, 2010
"Springhill High School Students Mini Registration" April 12, 2010
"Phi Theta Kappa (PTK) Initiation" May 7, 2010
"College: A Documentary…kind of…” May 17, 2010

Academic Admissions and Appeals Committee Ex-Officio
Academic Misconduct Appeals Committee Ex-Officio
Association for Student Judicial Affairs Member
Athletic Council Committee Ex-Officio
BPCC 1st. Administrative Group Member
BPCC Athletic Director
BPCC Campus Lion's Club Member
BPCC Executive Council Member
Business and Computer Science Advisory Board
Cavalier Athletic Foundation
Registered Agent
Certified Member of Community Emergency Response Team
Construction Technology Advisory Board
Council on Law in Higher Education (CLHE) Member
Cyber Information Technology Advisory Board
Disciplinary Hearing Committee Ex-Officio
Financial Aid Appeals
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Nathalie Lamarand
Cavalier Connection New Student Orientation Presentations on the Student Handbook, Code of Student Conduct, FERPA, and CAVS
College Success Courses Presentations on the Student Handbook, Code of Student Conduct, and

Mary Vines
"Blood Born Pathogens" August 13, 2009
"Financial Forms Training" October 22, 2009

"Thanksgiving Blessing Box" November, 2009
"Operation Santa Clause" December 11, 2009
Staff Senate Member
STRATEGIC PLANNING

Department Measurable Strategy
Create a Frequently Asked Questions section on the Student Services web site.

Performance Indicators
The number of students who access the FAQ page.

Assessment Results
The Frequently Asked Questions section has been created and is on the Student Services web site. At this time, Student Services is working with the Web Master to discern a method to track students visiting this site.

Changes Based on Assessment Outcomes
No changes will be made.

Strategy(ies) for the Future
Document the number of students visiting the site; Update the site as necessary.

Department Measurable Strategy
Provide additional drug and alcohol awareness for our students via partnerships through LaHEC.

Performance Indicators
The number of drug and alcohol awareness events held through collaboration with LaHEC.

Assessment Results
LaHeC had a vacancy in administration during this academic year, thus no partnerships have been developed; in addition, BPCC administered the Core Alcohol and Drug Survey, and no major drug/alcohol related issues were identified at the College.

Changes Based on Assessment Outcomes
No changes will be made.

**Strategy(ies) for the Future**
Continue to work with LaHec to enhance alcohol and drug awareness at the College.

**Department Measurable Strategy**
Make all Student Services forms fillable online for electronic submission.

**Performance Indicators**
The number of forms made fillable online by spring 2010.

**Assessment Results**
A major portion of the Student Services online forms have been made fillable for electronic submission.

**Changes Based on Assessment Outcomes**
No changes will be made.

**Strategy(ies) for the Future**
Ensure all Student Services forms will be fillable for electronic submission by summer 2011.

**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 2009-2010 academic year.

**Changes Based on Assessment Outcomes**
No changes will be made.

**Strategy(ies) for the Future**
Continue to require Student Services personnel to attend at least two professional development seminars during the academic year.

**Department Measurable Strategy**
Plan and create an electronic survey in order to evaluate the efficiency of processes and effectiveness of the Office of the Vice Chancellor for Student Services.

**Performance Indicators**
The number of surveys indicating satisfaction with the efficiency of processes and effectiveness of the Office of the Vice Chancellor for Student Services.

**Assessment Results**
Because of other major projects, this strategy was not completed.
Changes Based on Assessment Outcomes
N/A

Strategy(ies) for the Future
Research and plan the best method to create an electronic survey by summer 2011.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Student Services Division had a successful 2009-2010 year. One of the major successes the College as a whole experienced this year was a record enrollment for spring 2010. This record enrollment was partly due to the hard work of Student Services personnel, especially those in Recruiting, Admissions, Financial Aid, Academic Advising, along with the help of the Senior Systems Analyst and the Director for Student Services. The Senior Systems Analyst provided lists of students who had registered and had not made payment arrangements. Recruiting staff, the Director for Student Services, and the Administrative Coordinator set up phone banks to call these students. Several hundred students were able to attend school because of payment arrangement information these students received through this endeavor. It should also be noted that the Finance Department was a tremendous help in this endeavor. Since July 1, 2009, Recruiting has made over 7,000 contacts with students through college fairs, group tours at BPCC, and individual meetings on campus. Admissions streamlined their processes so that these processes became more user-friendly for students to apply and be admitted to school. Academic Advising personnel sent letters to students on academic probation or suspension with information on how to get personal help to return to school. Financial Aid diligently worked through an untold number of lists in order to ensure that every student possible had filled out a FAFSA to see if he or she would be eligible for some type of aid. This department held a FAFSA Marathon on campus in April 2010 to help students with the often daunting task of filling out federal forms. In addition, the Financial Aid Office instigated an Emergency Financial Aid Appeal Process in order to better serve our students and, with the help of the Senior Systems Analyst, implemented an automated process that allowed eligible financial aid students to receive book vouchers to purchase books and also transfer those costs to the students' accounts within twenty-four hours. In Athletics, for fall and spring 2009-2010, eight student/athletes finished the semesters with GPA's of 4.00; sixty-seven student/athletes finished the fall and/or spring semesters with a 3.00 GPA or higher, and all student/athletes participated in various community service projects. Career Services held on-campus job interviews with prospective employees for students and coordinated a campus-wide effort to provide services and accommodations for students with disabilities. Student Life held many and varied activities on campus for our students in order to engage them in campus life and to promote a well-rounded educational and social experience.

Another successful endeavor for Student Services was the partnering with Innovative Learning in conjunction with Career Compass to give often high risk high school students the opportunity to enroll in higher education. This Division along with Innovative Learning and the Office of the Executive Dean of Instruction, held a mini-registration for students from Springhill High School who had filled out applications through Career Compass. In addition, Career Compass visited several North Desoto high schools and Fair Park High School and obtained over seventy-five additional applications. These students have been contacted by Recruiting and invited to attend New Student Orientation.
An innovative change took place within the Student Services Division in March 2010. The Counseling Center was restructured to become the Career Services Center. This Center houses Career Counseling, Disability Services, and Job Placement. This restructuring effectively provides more one-on-one career counseling where students can explore career and employment options. In addition, the creation of a computer lab in this area with computers containing assistive technology software provides the necessary academic support to students receiving special accommodations through Disability Services. Personal counseling is now outsourced, and a Crisis Intervention Plan is in place for students.

As always, student satisfaction is an important indicator of the success of this Division. On the 2010 ACT Student Opinion Survey and the Survey of Entering Student Engagement (SENSE), the various departments of the Student Services Division fared very well compared to the national average or other medium colleges. For example, on the ACT Student Opinion Survey, the College Orientation Program received a 4.19 compared to the national average of a 3.92; Academic Advising/Course Planning received a 4.09 compared to the national average of a 3.91; Financial Aid received a 4.17 compared to the national average of a 4.02; College Sponsored Social Activities received a 4.18 compared to a national average of 4.07; Veteran's Services received a 4.04 compared to a national average of 4.01; and Student Voice in College policies received a 4.04 compared to the national average of a 3.90. On the SENSE, the category "Felt welcomed at this college" received a 4.11 compared to a 3.92 at other medium colleges; "Able to meet with an academic advisor at convenient times" received a 3.82 compared to a 3.71 at other medium colleges; and "College provided me with adequate information about financial assistance" received a 3.63 compared to a 3.31 at other medium colleges. Finally, under "Frequency of Use," 55% of students stated they used Career Counseling Services; 57.7% of students stated they used Job Placement assistance; 80.4% of students stated they used Financial Aid advising; and 95.2% of students stated they would recommend BPCC to a friend. It is evident that in 2009-2010, the Student Services Division achieved its mission to maximize student success in achieving a well-rounded education.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue the partnership with Innovative Learning and Career Compass to provide educational access to high risk students.
Participate in the Foundations of Excellence self-study in order to enhance services to students.
Offer enhanced Safety Awareness programs for students.
Division of Student Services
Academic Advising

EMPLOYEE LISTING

Professional, unclassified staff

Peggy Fuller, M.B.A.
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 2009-10 fiscal year. The Center advised 714 students during the summer 2009 semester, which was a decrease of one percent (1%) over the last summer semester. The Center advised 1,140 students during the fall 2009 semester, which was an increase of twenty-two percent (22%) over the last fall semester, and 1,303 students during the spring 2010 semester, which was a decrease of four percent (4%) over the last spring semester. The number of students advised for the 2009-10 fiscal year was 3,157, an increase of six percent (6%) over the previous year.

The mission of the 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 instructors 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 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 Center's 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 Center's staff to present workshops and travel to many local and national conferences for professional development to enhance the Center's services. The Center implemented a survey for the summer and fall 2010 advanced registration period to assess the services in the Center and the results are as follows:

2009 - 2010 Results Advising Center Student Satisfaction Survey

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Mixed Feelings</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I was treated as an individual with unique needs and interests.</td>
<td>73.3%</td>
<td>23.3%</td>
<td>0.0%</td>
<td>3.3%</td>
</tr>
<tr>
<td>2. I was assisted in identifying realistic goals based on my academic history.</td>
<td>86.7%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>3. The advisor took adequate time to answer my questions and explain information relevant to my individual situation.</td>
<td>93.3%</td>
<td>6.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>4. The advisor was knowledgeable about school policy, courses for my major, and college resources.</td>
<td>90.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. After this advising session, I feel more prepared to pursue my academic goals at Bossier Parish Community College.</td>
<td>96.7%</td>
<td>3.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>6. I would encourage other students to use the services offered by the Academic Advising Center.</td>
<td>90.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
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</table>
At the conclusion of the Fall 2009 semester, the Center contacted eighty-five students who were either on academic probation, suspended one semester, or suspended two semesters. At the beginning of the Spring 2010 semester, only two of these students had contacted the Center requesting an appointment for Academic Counseling for the Spring 2010 semester.

Members of the 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 Northwest Louisiana Food Bank, providing a meal for FCA, Operation Christmas Card from BPCC employees to soldiers overseas; donations of toys to Operation Santa Claus; volunteering for the 2009 Red River Revel; and participating in the American Cancer Society Relay for Life.

ADVANCED DEGREES OR CERTIFICATIONS

Peggy Fuller: Master of Arts in Business Administration from University of Phoenix

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Peggy Fuller
LCTCS Outstanding Professional Support Staff Award
BPCC Chancellor's Award for Outstanding Service
Lumina Award for Outstanding Contribution
Academic Advising Center presentation for College Success classes

Karen Jackson
Academic Advising Center presentation for College Success classes

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<td>Peggy Fuller</td>
<td>Faculty/Staff Meeting with the Chancellor, August 2009</td>
<td>Student Services Annual Retreat-Princeton, LA-June 2009</td>
<td>The Woman in Black BPCC</td>
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<tr>
<td></td>
<td>Emergentecies/STEP &quot;A Meeting of the Minds&quot;, October 2009</td>
<td>Transfer Workshop-Texarkana, TX-June 2009</td>
<td>Cavalier Players' Production, July 2009</td>
</tr>
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<td></td>
<td>Financial Forms Training, October 2009</td>
<td>Financial Aid Security &amp; Availability* Speaker-Mooringsport, LA-August 2009</td>
<td>National Academic Advisor Association (NACADA) Member</td>
</tr>
<tr>
<td></td>
<td>Quality Enhancement Plan meeting, October 2009</td>
<td>NACADA Annual Conference-San Antonio, TX-October 2009</td>
<td>Louisiana Academic Advising Association (LACADA) Member</td>
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<td></td>
<td>BPCC 1st Coach Rick Voorhees Site Visit, October 2009</td>
<td>Meeting Challenge of Success Outcomes for First Year Students Presenter-New Orleans, LA-March 2010</td>
<td>BPCC Staff Senate Member</td>
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<td>Webinair for College Source, November 2009</td>
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<td>BPCC 1st Core Team (Lumina) Member</td>
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<td>Pre-Career Compass Meeting, November 2009</td>
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<td>Disciplinary Hearing Committee Member</td>
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<td>Prior Learning Assessment Training, February 2010</td>
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<td>Judicial Affairs Committee Member</td>
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<td>Informational Meeting for Possible Nursing Program, May 2010</td>
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<td>BPCC Lion's Club Member</td>
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<td>Congressman John Fleming Reception, August 2009</td>
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New Student Orientation, August 3, 2009
Blood Borne Pathogens Safety Seminar, August 13, 2009
Student Athlete Orientation, August 19, 2009
BPCC Night at the Red River Revel Arts Festival, October 2009
Focus Group Education 099 presentation, October 2009
Thanksgiving Blessing Boxes, November 2009
Holiday Food Drive, November 2009
Provided meal for FCA, November 2009
From Sea to Shining Sea BPCC Cavalier Players' Production, December 2009
Operation Santa Clause, December 11, 2009
BPCC Foundation Christmas Social Hour, December 2009
EnCana Corporation Presentation, December 2009
Valentine's Music Reprise
BPCC Music Program, February 2010
BPCC's Black History "Gospel Live' presentation, February 2010
Focus Group Education 099 presentation, February 2010
University of Louisiana Signing, February 2010
BPCC Foundation 2010 Scholarship Reception, February 2010
Outstanding Contribution Lumina Award, March 2010
Individual Differences and Diversity presentation, March 2010
LCTCS 2010 Annual conference presenter, March 25, 2010
LCTCS Outstanding Professional Staff Award, March 26, 2010
Chancellor's Administrator Award, May 14, 2010
The Musical Comedy Murders of 1940 BPCC Cavalier Players' Production, April 2010
Springhill High School Students Mini Registration, April 12, 2010
Informational Meeting for possible Nursing Program, May 25, 2010
<table>
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<tr>
<th>Name</th>
<th>Dealing with Angry/Difficult Students Training, August 2009</th>
<th>Fall Financial Forms Training, October 2009</th>
<th>Transfer Workshop-Texarkana, TX-June 2009</th>
<th>NACADA Annual conference-San Antonio, TX-October 2009</th>
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<td>Lumina Grant Exit Interview, March 2010</td>
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<td>Spring Financial Forms Training, May 2010</td>
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<td>Informational Meeting for Possible Nursing Program, May 2010</td>
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<td>National Academic Advisor Association (NACADA) Member</td>
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<td>Financial Aid Appeal Committee Member</td>
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<td>Book(s) Donation to Library</td>
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<td>Constitution Day Presentation, September 2009</td>
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<td>How We Can Be Better Ambassadors for BPCC presentation, September 2009</td>
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<td>Academic Advising Presentation-Education 099, October 2009</td>
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<td>Staff Senate Lunch/Speaker-Life Share Blood Center, October 2009</td>
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<td>Rice Donation for VOA, November 2010</td>
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<td>Provided meal for FCA, November 2009</td>
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<td>Holiday Food Drive, November 2009</td>
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<td>Staff Senate Lunch/Speaker-Becky Nohse, November 2009</td>
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<td>Read Proposals for Region 7 NACADA Conference, December 2009</td>
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<td>Operation Christmas Card, December 2009</td>
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<td>Operation Santa Clause, December 11, 2009</td>
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<td>Academic Advising Presentation-Education 099, February 2010</td>
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<td>Gospel Live concert, February 26, 2010</td>
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<td>Toni Brown</td>
<td>Dealing with Angry/Difficult Students Training, August 2009</td>
<td>Fall Financial Forms Training, October 2009</td>
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<td>Scholarship Committee Member</td>
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<td>BPCC Staff Senate Member</td>
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<td>Better Ambassadors for BPCC Presentation, September 2009</td>
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<td>Library Annual Food Drive Donation, October 2009</td>
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<td>Thanksgiving Blessing Box Donation, October 2009</td>
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<td>Blood Donor Education presentation, October 2009</td>
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</tbody>
</table>

**SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS**
Director presented at the LCTCS 2010 Annual Conference on March 25, 2010

STRATEGIC PLANNING

Department Measurable Strategy
Update the Academic Advising Center's service information on C3.

Performance Indicators
The number of students who indicate they learned about the Academic Advising Center through C3.

Assessment Results
This did not work for the Academic Advising Center in tracking the number of students that visited the Center.

Changes Based on Assessment Outcomes
The Academic Advising Center will change this to something different next year.

Strategy(ies) for the Future
Create another way for students to learn about the Academic Advising Center's services.

Department Measurable Strategy
Implementation of a device to track and classify students who visit the Academic Advising Center.

Performance Indicators
The number of students visiting the Academic Advising Center who are tracked and classified by spring 2010.

Assessment Results
There were 828 students who were tracked and classified by Spring 2010.

Changes Based on Assessment Outcomes
No changes were made at this time.

Strategy(ies) for the Future
Create an online log-in or purchase software for students to sign in when entering the Center.

Department Measurable Strategy
Update the Academic Advising Center's web page.

Performance Indicators
Completion of the update of the Academic Advising Center's web page by spring 2010.

Assessment Results
Continue to update information as needed on the Academic Advising Center's web page and add new services.

Changes Based on Assessment Outcomes
Added a checklist for completing the Admissions packet.
Strategy(ies) for the Future
Add a GPA calculator to the Academic Advising Center web page.

Department Measurable Strategy
Contact sample group of students on academic probation and suspension after the end of each semester and track the respondents of the sample group through the registration process, appeal process, and through completion of the semester to ensure grades move them to a higher academic status.

Performance Indicators
The number of respondents who reenroll and successfully complete subsequent semesters.

Assessment Results
Out of the eighty-five students contacted, two re-enrolled, and three graduated in the Spring 2010 semester.

Changes Based on Assessment Outcomes
Create additional ways to contact students that are on probation or that have been suspended from the College.

Strategy(ies) for the Future
Continue to contact students that are on academic probation and suspended from the College.

Department Measurable Strategy
Provide professional development opportunities for new faculty and staff.

Performance Indicators
The number of new faculty and staff who attend the professional development opportunities.

Assessment Results
Because of the workload in the Academic Advising Center, no professional development opportunities were offered to faculty and staff.

Changes Based on Assessment Outcomes
Provide professional development opportunities for new faculty and staff.

Strategy(ies) for the Future
Create online training modules for the faculty and staff to enhance services for students.

Department Measurable Strategy
Utilize our assessment component to evaluate the effectiveness of the Academic Advising Center.

Performance Indicators
Tabulated results from the assessment component.

Assessment Results
Seventy-five percent of students surveyed said the Academic Advising Center was effective.

Changes Based on Assessment Outcomes
Administer the online survey each semester after registration.
Strategy(ies) for the Future
Update the survey for students each semester.

Department Measurable Strategy
Create a packet for area high schools and businesses about the services provided by the Academic Advising Center.

Performance Indicators
The number of students who visit the Academic Advising Center after receiving the packet.

Assessment Results
This strategy was not completed for 2009-2010.

Changes Based on Assessment Outcomes
Create a push card to give to all high schools and surrounding businesses about the services provided.

Strategy(ies) for the Future
Distribute push cards to all high schools and surrounding businesses about the services provided by the Academic Advising Center.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The primary focus of this 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 Center has increased services by utilizing current faculty through the Lumina Grant to work in the Center during peak times of the day.

The Center had a busy and successful year: the employees advised and helped 3,175 students during the 2009-2010 year, which was an increase of 6% from the previous year. The Center looks forward to building on accomplishments to achieve expanded goals in 2010-2011.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Utilize the current faculty advisors to enhance services in the Academic Advising Center. Monitor the effectiveness of existing services.
Division of Student Services
Admissions/Registrar

EMPLOYEE LISTING

Professional, unclassified staff

Patricia Stewart, B.A.
Richard Cockerham, A.S., B.S.

Classified staff

Yolonda Anderson
Jennifer Barnes, A.A.S.
Sarah Breaux
Mary Lyle Mitchell
Katherine Sanders
Tiesha Williams, A.S.
Patricia Yorba

DIVISION SUMMARY

The 2009-2010 academic year was a year of changes for Bossier Parish Community College staff, faculty and students. A new Chancellor came on board on July 1, 2009 and brought a new vision for the staff, faculty and students of BPCC. The Admissions/Registrar's Office mission is still to strive to provide and coordinate a registration process that is consistent with the student's needs and to ensure security, confidentiality and integrity of all student records.

The Associate Registrar resigned and moved to a job in the private sector, and an Administrative Coordinator III retired. The staff had to take on more responsibilities which led to cross training in order to meet the needs of the students and to make the office run more efficiently. The staff of this Department continues to participate in both professional development opportunities and community service projects.

Students have been taking advantage of advance registration in record numbers. Students who advance registered for the 2009-2010 academic year are as follows: 1,348 for summer 2009; 3,446 for fall 2009, and 3,701 for spring 2010. The enrollment for the fall 2009 and spring 2010 semesters brought record enrollments with over 5,000 students each semester. The summer 2009 enrollment was 1,922, fall 2009 enrollment was 5,430 and spring 2010 enrollment was 5,647.
The graduation credentials awarded and students receiving the credentials continued to rise for the 2009-2010 academic year. There were 120 credentials awarded and 102 graduates for the summer 2010 semester; 120 credentials awarded and 193 graduates for the fall 2010 semester; 461 credentials awarded and 322 graduates for the spring 2010 semester.

Bossier Parish Community College is now participating in College Source which is a web based product that has four components which include the following: Course Finder, Evaluation Tracker, Equivalency Manager and Advanced Tools. This product makes the process of evaluating transcripts and reviewing equivalencies easier for the Admissions/Registrar's staff, Deans and Executive Dean of Instruction. This product also allows the Admissions/Registrar's staff, Deans and Executive Dean of Instruction to view all catalogs that are on the College Source system.

**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>Yolonda Anderson</td>
<td>Breakfast with the Chancellor presented by Jim Henderson: September 2009</td>
<td></td>
<td>Financial Aid Committee: June 2009-May 2010</td>
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<td>Division Christmas Meeting: December 2009</td>
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<td>Mini Nascar Event: September 26, 2009</td>
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<td>Safety Meeting presented by David Jones: January 10, 2010</td>
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<td>Lee's Denim Day: October 2009</td>
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<td>Rice Collection: November 2009</td>
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<td>Operation Santa Claus: December 2009</td>
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<td>Jennifer Barnes</td>
<td>Breakfast with the Chancellor by Chancellor Jim Henderson: September 2009</td>
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<td>Academic Misconduct Appeals Committee</td>
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<td>Safety Meeting by David Jones: January 2010</td>
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<td>Rice Collection: October 2009</td>
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<td>Operation Santa Claus: December 2009</td>
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<td>Sarah Breaux</td>
<td>&quot;How We Can Become Better Ambassadors for BPCC&quot; by Jim Henderson: September 22, 2009</td>
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<td>Graduation Committee</td>
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<td>Meet the Chancellor by Jim Henderson: September 2009</td>
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<td>Rice Collection: October 2009</td>
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<td>Safety Training presented by David Jones: January 2010</td>
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<td>Operation Santa Claus: December 2009</td>
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<td>&quot;Assertiveness Training&quot;: March 2010</td>
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<td>&quot;Mentoring&quot; A Career Development Opportunity: March 31, 2010</td>
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<tr>
<td>Richard Cockerham</td>
<td>LCTCS Update: December 2, 2009</td>
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<td>BPCC Planning Council Committee</td>
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<td>Emergentetics/STEP &quot;A Meeting of the Minds&quot; by Harold Suire, Chris Weaver and Dr. Greg Brando:</td>
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<td>Disciplinary Hearing Committee</td>
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<td>December 15, 2009</td>
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<td>Operational Santa: December 2009</td>
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<td>Student Affairs Christmas Meeting:</td>
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December 2009
Chancellor's Forum by Jim Henderson: January 29, 2010
LED TES Training: April 29, 2010
Statewide Articulation Council: May 27, 2010

Mary Lyle-Mitchell
"How We Can Become Better Ambassadors for BPCC" by Jim Henderson: September 22, 2009
Financial Forms: October 22, 2009
"Blood Donor Education" by Mary Jo Henderson: October 29, 2009
"Mentoring" A Career Development Opportunity by Vicki Morehead: March 31, 2010
Division Christmas Meeting: December 2010

Katherine Sanders
Breakfast with the Chancellor presented by Jim Henderson: September 2009
Embracing Diversity: September 2009
"How We Can Become Better Ambassadors for BPCC" presented by Jim Henderson September 22, 2009
"Blood Donor Education" presented by Mary Jo Henderson: October 29, 2009

Patricia Stewart
"How We Can Become Better Ambassadors for BPCC" presented by Jim Henderson: September 22, 2009
Breakfast with the Chancellor presented by Jim Henderson: September 2009
"Blood Donor Education" presented by Mary Jo Henderson: October 29, 2009
Emergenetics/STEP "A Meeting of the Minds" presented by Harold Suire, Chris Weaver and Dr. Greg Brandao: December 15, 2009
"Individual Differences & Diversity": March 5, 2010
"Department Challenge Exam Creation & Evaluation Training: March 17, 2010

Tiesha Williams
"How We Can Become Better Ambassadors for BPCC" presented by Jim Henderson: 09/22/2009
Breakfast with the Chancellor presented by Jim Henderson: September 2009
Assertiveness Training: March 2010
"Mentoring" A Career Development Opportunity

Library Work: June 2009-May 2010
Mentor High School Youth: June 2009-May 2010

Violence in the Workplace Committee
Mary Queen of Peach Parish Council: July 2009-December 2009
Blood Donor: December 2009
Operation Santa Claus: December 2009

Judicial Affairs Committee
Lee's Denim Day: October 2009
Rice Collection: November 2009
Blood Donor: November 2009, April 2010
Operation Santa Claus: December 2009
Gospel Choir Judge: August 2009, November 2009 and April 2010

BPCC Planning Council
Mini Nascar Event: September 26, 2009
Operation Santa Claus: December 2010
Telecommunications Film Production: May 17, 2010
LCTCS Enterprise Reporting (ER) Training: September 2009
LCTCS Geniuss Training: April 2010

Business Industry Committee
Holiday Food Drive: October 2010
Operation Santa Claus: December 2010
Department Measurable Strategy
Develop a link on the Computer Access Verification System (CAVS) allowing students 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 2009-2010 academic year.

Strategy(ies) for the Future
Continue to update the degree audit program for potential students, current students and former students.

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 2009-2010 academic year.

Strategy(ies) for the Future
Develop a link on CAVS (Computer Access Verification Systems) which will allow students to see what Admissions requirements are needed to attend BPCC and which requirements the student is missing.

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 Admissions/Registrar's Office Survey results were positive.

Strategy(ies) for the Future
Attend professional development conferences and meetings that relate to International Student.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Admissions/Registrar's Office staff continue to strive to meet the needs of all BPCC students. The goal of the Department is to provide excellent customer service. The BPCC Report Card Evaluation 2009-2010 was 3.13 down from 3.19 for 2008-2009. The ACT Student Opinion Survey of 973 students was done in the spring 2010 semester. The results of this survey showed that the Department was above the national average in all categories: General admissions/entry procedures 4.09 BPCC 3.92 National Average; accuracy of information you received before enrolling 4.09 BPCC, 3.89 National Average; Assistance provided when you entered the college 4.08 BPCC 3.86 National Average; Course catalog/admissions publications 4.06 BPCC, 3.94 National Average; General registration procedures 4.16 BPCC, 3.91 National Average; and Veteran's Services 4.04 BPCC, 4.01 National Average. The Survey of Entering Student Engagement (SENSE) surveyed 511 student in the fall 2009 semester and 79.6% of the students agreed or strongly agreed that they felt welcomed at the College.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to update the degree audit program for potential students, current students and former students.
Develop a link on CAVS (Computer Access Verification Systems) which will allow a student to see what Admissions requirements are needed to attend BPCC and which requirements the student is missing.
Develop a procedural manual for the Admissions/Registrar's Office.
Attend professional development conferences and meetings that relate to International Students.
Division of Student Services
Athletics

EMPLOYEE LISTING

Professional, unclassified staff
Karen Recchia, M.Ed
Martha Belk
Aaron Vorachek, B.S, M.S
Ashley Grisham, B.S, M.Ed
Patrick Jolley, B.A
Courtney Doyle, B.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. The three intercollegiate sports offered are men's basketball, men's baseball, and women's softball. The one intramural team sport offered is women's basketball. 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 or intramural level. Such competition parallels institution goals with a structured sport environment and 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 2009-2010 year as evidenced by the following accomplishments: one hundred percent of the staff participated in professional development seminars and workshops; in fall 2009 four student-athletes finished the semester with a 4.00 grade point average, and thirty-eight student-athletes finished the semester with a 3.00 grade point average or higher; in spring 2010 four student-athletes finished the semester with a 4.00 grade point average.
average, and twenty-nine student-athletes finished the semester with a 3.00 grade point average or higher; five student-athletes graduated.

Baseball
Forty-four student-athletes participated in 2009-2010

GPA
Fall 2009 - 2.857 one student-athlete with a 4.0 and twenty student-athletes with a 3.0 or higher
Spring 2010 - 3.065 one student-athlete with a 4.0 and nineteen student-athletes with a 3.0 or higher
Cumulative - 2.961; a .131 improvement compared to 2008-2009

Four graduates - Four transfers
One receiving scholarship to University North Carolina - Charlotte
One receiving scholarship to University of New Mexico
One receiving scholarship to McNeese State University
One receiving scholarship to University of Arkansas - Little Rock
One receiving scholarship to University of Louisiana - Monroe
One receiving scholarship to Louisiana Tech
One receiving scholarship to University of Texas - San Antonio
One receiving scholarship to Southern Arkansas University
One freshman receiving scholarship and transferring to Texas State

Two student-athletes participated in the Region XIV All Star game
Four student-athletes Region XIV All Conference
One student-athlete Regional XIV All Conference team
Three student-athletes Region XIV All Academic
Two student-athletes NJCAA Academic All American
One student-athlete NJCAA 2010 D1 Big Stick Award (only 10 awards for the entire United States)

Community Service
Summer Baseball Camps
Unloaded cookie dough at Apollo Elementary
BPCC Christmas show clean up
Toys for Tots Baseball Camp and toy collection
Apollo Field Day
Visited children at Shriners Hospital

Basketball
Twenty student-athletes participated in 2009-2010

GPA
Fall 2009 - 2.283 four student-athletes with a 3.0 or higher
Spring 2010 - 2.096 one student-athlete with a 3.0 or higher
Cumulative - 2.190; .393 improvement compared to 2008-2009
Community Service
Basketball games with Wade Correctional Center inmates in Homer, LA
Basketball clinic at Central Park Elementary School

Softball
Twenty-two student-athletes participated in 2009-2010

GPA
Fall 2009 - 3.338 three student-athletes with a 4.0 and fourteen student-athletes with a 3.0 or higher
Spring 2010 - 3.011 three student-athletes with a 4.0 and eight student-athletes with a 3.0 or higher
Cumulative - 3.175; .050 higher compared to 2008-2009

Two graduates - six transfers
Two receiving scholarships to Southern Arkansas University
One receiving scholarship to Dillard University
One receiving scholarship to Arkansas Tech
One receiving scholarship to Louisiana Tech
One receiving academic scholarship to University of Texas
One making a verbal commitment to University of Texas - Dallas
One making a verbal commitment of McNeese State University

Two student-athletes Region XIV All Conference East

Community Service
Jefferson High School softball clinic
Ms. BPCC pageant
"Christmas in a Shoebox"
"Operation Holiday Card"
Concession workers - BPCC basketball games
BPCC Christmas show clean up
Area softball clinic - Meadowview Park

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 purchased sod for the new softball and baseball fields, funded meals, equipment, and an Athletic End-of-the-Year banquet for student-athletes.

PROFESSIONAL DEVELOPMENT

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<tbody>
<tr>
<td>Martha Belk</td>
<td>Active Data Calendar - June 2009</td>
<td>LaHec Conference, Baton Rouge,</td>
<td>Athletic Council</td>
</tr>
</tbody>
</table>
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
Mandate study hall monitored by the coaching staff

Performance Indicators
The number of student/athletes completing the two-hour per week study hall requirement as indicated by Learning Center records.

Assessment Results
Documentation of the number of student-athletes who completed the two-hour per week study hall as recorded by Learning Center records indicate that cumulative GPA's for all sports improved compared to 2008-2009.

Strategy(ies) for the Future
Continue coach-monitored student-athlete study hall.

Department Measurable Strategy
Continue educational opportunities for athletic personnel regarding rules and regulations of the NJCAA

Performance Indicators
The number of athletic personnel attending the professional development opportunity.

Assessment Results
One hundred percent of athletic personnel attended the professional development opportunity. A better understanding of NJCAA rules which will keep the athletic program in compliance.

Strategy(ies) for the Future
Continue to offer professional development opportunities for coaches and staff members.

**Department Measurable Strategy**
Establish a Student/Athlete Council that will discuss ways to promote academics in order to improve retention and the overall college experience.

**Performance Indicators**
Number of student/athletes who complete their two years and the student/athlete evaluation of the Athletic Department.

**Assessment Results**
Six student-athletes graduated in spring 2010 and fifteen accumulated at least forty-eight transferrable hours to move on to a four-year institution.
On the evaluation survey of the Athletic Department, 87% of the student/athletes either strongly agree or agree that the Athletic Department was supportive of their needs.

**Strategy(ies) for the Future**
Continue meetings of the Student-Athlete Council to discuss ways to promote academics, improve retention, and the overall college experience.

**Department Measurable Strategy**
Enhance the fundraising outreach of the Cavalier Athletic Foundation.

**Performance Indicators**
The number of new donors who support the Cavalier Athletic Foundation.

**Assessment Results**
Only one meeting of the Cavalier Athletic Foundation was held in 2009.

**Strategy(ies) for the Future**
Continue to try to enhance the fundraising outreach of the Cavalier Athletic Foundation.

**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. The overall cumulative GPA's in each sport improved compared to 2008-2009.

**PRIORITIES FOR THE COMING ACADEMIC YEAR**
Mandated study hall monitored by the coaching staff.
Continued educational opportunities regarding compliance with NJCAA rules and regulations.
Continued discussion with the Student-Athlete Council regarding ways to promote academics in order to improve retention and the overall college experience.
Enhance the fundraising outreach of the Athletic Department.
Division of Student Services
Career Services

EMPLOYEE LISTING

Professional, unclassified staff
Michele Faith, M.A., LPC, LMFT
Cynthia Robinson, B.A.
Morris Robinson, M.A.

Classified staff
Kathy Busch, A.A.
Angie Cao, B.A.

DIVISION SUMMARY

During the 2009 – 2010 academic year, the Career Services Center, formerly the Counseling Center, has been restructured to better align its mission with that of the College’s vision and mission by providing “Excellence in Education and Service.” The personal counseling component was restructured from providing students an on-campus service, to referring students to an off-campus local facility in order to provide a more comprehensive program of student services and clearly focus on career services.

The Career Services Center provided students a positive atmosphere in which to explore career and employment options. The Career Services staff seek to empower students with the skills needed to excel at a four-year university or in entering the job market. Professional counselors assist students in developing career decision-making skills, in assessing ability, personality, interest, and values and in acquiring information about careers. Current students and alumni are assisted in locating employment which is compatible with their job needs and educational objectives. Job opportunities include full-time, part-time, and temporary employment for both on and off campus. The use of electronic applications for students and employers and OPTIMAL RESUME enables Career Services to be of greater assistance in the registration and employment process for students, alumni, and employers. On campus job interviews with prospective employees are held throughout the year in addition to the annual Career Fairs held each fall and spring. The office provides resume and cover letter writing and interview skills workshops.
Additionally, the Career Services Center continued to coordinate a campus-wide effort in order to provide services and accommodations for students with disabilities. In compliance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, the Disability Services Office ensures that eligible students receive proper classroom modification and serves as a liaison between faculty and students. As the number of students receiving special accommodations increases, Disability Services has provided the assisted technologies required and installed a new computer lab and testing area specifically to meet those students’ needs.

The staff of Career Services and Disability Services continued to provide meaningful workshops and seminars relevant to the general population as well as adapt to meet the needs of various academic areas. Moreover, the staff continued to support the Student Services mission with 100% participation in community services projects and professional development activities.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Michele Faith
Professional Development Committee Co-Chair, Louisiana Counseling Association, 2009-2010
Lagniappe Award, Louisiana Counseling Association, October 2009

Kathy Busch
Bossier Chamber of Commerce Volunteer Diplomat of the Month, July 2009
Bossier Chamber of Commerce Team of the Month member, August 2009 and November 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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</thead>
<tbody>
<tr>
<td></td>
<td>Individual Differences and Diversity in the Workplace, March 2010</td>
<td>Louisiana Counseling Association Annual Conference, October 2009</td>
<td>BPCC 100, September 2009</td>
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<td></td>
<td>Designing Effective Models of Career Service Delivery, March 2010</td>
<td>Applied Suicide Intervention Skills Training, November 2009</td>
<td>BPCC Health Fair, September 2009</td>
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<td>Louisiana Counseling Association Town Hall Meeting, March 2010</td>
<td>Proposal for Associate's Degree - Sign Language Interpretation, September 2009</td>
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<td></td>
<td></td>
<td>Annual Northwest Louisiana Suicide Conference, March 2010</td>
<td>Dean's Meeting, September 2009</td>
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<td>MOU Signing Ceremony, BPCC and Bossier City Fire Department, October 2009</td>
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<td>BPCC Faculty and Staff Fun Day at the new ball parks, October 2009</td>
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<td>Financial Forms Training, October 2009</td>
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<td></td>
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<td></td>
<td>Veteran's Day Program, November 2009</td>
</tr>
</tbody>
</table>
SIGNIFICANT PRESENTATIONS, PUBLICATIONS, AND PRODUCTIONS

Michele Faith
Exploring Careers and College Majors
Career Counseling
College Success Course - Career Assessment and Career Exploration
Policy and Procedures Manual

Cynthia Robinson
Social Security Benefits
Louisiana Rehabilitation

BPCC and Citizen's National Bank Honoring Chairman John McConathy, December 2009
Annual Student Services Division Christmas Meeting, December 2009
Retention Committee, January 2010
ADA Student Interviews with the U.S. Federal Government, February 2010
BPCC and ULM MOU for the A.S. in Health Care Management and Marketing, February 2010

Cynthia Robinson
Blood Borne Pathogens Safety Seminar, August 2009
Annual Student Services Division Christmas Meeting, December 2009
Workplace Safety Seminar, January 2010
Workforce Recruitment Program, February 2010
Student Services Division Staff Retreat, June 2009
Health Fair, September 2009
Black History Month Celebration, February 2010
ADA Transition Forum, April 2010
Caddo Parish School Board Department of Special Education, May 2010

Kathy Busch
Blood Borne Pathogens Safety Seminar, August 2009
HireAbility Workforce Recruitment Program, November 2009
Annual Student Services Division Christmas Meeting, December 2009
Workplace Safety Training, January 2010
Student Services Division Staff Retreat, Princeton LA, June 2009
Uncommon Sense marketing, Bossier Chamber of Commerce, March 2010
Bossier Chamber Ribbon Cuttings & Ground Breakings (21), 2009-2010
Bossier Chamber of Commerce Networking TLA's, 2009-2010
Bossier Chamber of Commerce Diplomat Brown Bag Meetings Scholarship Committee

Angie Cao
Blood Borne Pathogens Safety Training, August 2009
How We Can Become Better Ambassadors for BPCC, September 2009
Student Services Annual Christmas Meeting, December 2009
Workplace Safety Training, January 2010
Student Services Division Staff Retreat, Princeton LA, June 2009
Louisiana Community and Technical College System (LCTCS) Annual Conference, New Orleans LA, March 2010
Everyday is Community and Technical College Day at the Louisiana Legislature, Baton Rouge LA, April/May 2010

Student Services Annual Christmas Meeting, December 2009
Workplace Safety Training, January 2010
Uncommon Sense marketing, Bossier Chamber of Commerce, March 2010
Bossier Chamber Ribbon Cuttings & Ground Breakings (21), 2009-2010
Bossier Chamber of Commerce Networking TLA's, 2009-2010
Bossier Chamber of Commerce Diplomat Brown Bag Meetings Scholarship Committee

401
Independent Living Skills

Kathy Busch
Resume Writing and Interview Skills Workshops, Allied Health students and campus wide
Career Services Information Seminars for College Success Course
BPCC Fall and Spring Job Fair
Louisiana Regional College Career Fair

Angie Cao
Credit Card Debt Awareness Week Exhibit
Drug and Alcohol Safety Awareness Week Exhibit

STRATEGIC PLANNING

Department Measurable Strategy
Provide academic support and guidance to students who receive Career Services.

Performance Indicators
1. The number of students who receive career assessment and career counseling.
2. The number of students who receive career placement services.
3. The number of seminars and job fairs provided during the academic school year.

Assessment Results
One hundred fifty-six students received career assessment and career counseling services. Nine hundred twenty-nine students received career placement services. Twelve seminars were provided.

Changes Based on Assessment Outcomes
Enhance career assessment and career counseling as needed by students.

Strategy(ies) for the Future
Offer relevant career assessment, career counseling, and career placement in order to meet the needs of the changing student and workforce.

Department Measurable Strategy
Provide academic support and guidance to students who receive Disability Services.

Performance Indicators
1. The number of students who receive Disability Services.
2. The number of seminars and outreach programs during the academic school year.

Assessment Results
Approximately 189 students received accommodations in 2009-2010. Seminars and outreach programs during 2009-2010 were as follows: eight disability seminars; six career seminars; and seven personal counseling seminars.

Changes Based on Assessment Outcomes
Continue to provide accommodations to students with disabilities. Enhance seminars and outreach
programming to fit specific needs of disabled students.

**Strategy(ies) for the Future**
Continue to provide accommodations and enhanced seminars for students with disabilities. Provide state-of-the-art assistive technology in order to support the academic success for students with disabilities.

**Department Measurable Strategy**
Provide academic support and guidance to students who receive Personal Counseling Services.

**Performance Indicators**
1. The number of students who receive Personal Counseling Services and referrals.
2. The number of seminars and outreach programs provided during the academic school year.

**Assessment Results**
One hundred ninety-two students received personal counseling services and seven seminars/outreach programs were conducted.

**Changes Based on Assessment Outcomes**
Department was restructured to meet the changing needs of students and personal counseling is no longer offered on campus.

**Strategy(ies) for the Future**
Offer relevant career counseling to both prospective and currently enrolled students.

**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**
Amount of funds allocated for travel.

**Changes Based on Assessment Outcomes**
Travel to conferences was unavailable due to budget constraints.

**Strategy(ies) for the Future**
Focus more on cost-effective web-based training, as well as no-cost professional development opportunities.

**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**
Analysis from all focus group surveys, evaluation of which programs are working, and implementation of changes as appropriate to student programming so as to increase customer satisfaction among all services rendered.
Assessment Results
Focus group survey results indicated student satisfaction with overall services.

Changes Based on Assessment Outcomes
Promote excellent customer service for all services.

Strategy(ies) for the Future
Continue to monitor the levels and changing student needs of all service components.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Career Services Center continues to grow with the changing needs of the College's diverse population, as well as meeting the needs of the changing workforce. In keeping with its mission, the Career Services Center provided individual career assessment and career counseling to prospective and current students, as well as alumni. The staff provide a full range of services to students, including career decision-making, career exploration, and identifying and securing employment opportunities. With the departmental restructuring eliminating on-campus personal counseling, the Career Services Center has been able to focus solely on the needs of students needing pertinent career decision-making services. The College's students are better prepared to meet the demands of the growing workforce.

Disability Services maintains persistence in providing students with disabilities the accommodations they require. With the number of students receiving accommodations on the rise, the Disability Services staff has secured a testing lab complete with computers and private workspace specifically to meet the needs of students. Additional sign-language interpreters have been hired to meet the needs of hearing-impaired students. Outreach programs and seminars personalized for students with disabilities were also provided, as well as ADA Student Orientation programs.

The staff continue to grow professionally by maintaining professional memberships to local, state, and national affiliations, continuing their education and training, and providing countless hours of community service to support the area.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Secure up-to-date assistive technology equipment and software for students with disabilities.
Identify opportunities for professional development, both web-based and onsite, while remaining fiscally responsible.
Network with local public and private ventures for internships, as well as job opportunities for students.
Augment career assessment and career counseling components with relevant workforce information.
Division of Student Services
Financial Aid

EMPLOYEE LISTING

Professional, unclassified staff

Vicki Temple, M.A.
Quintina Miles, B.A.
Jon Carter, A.D.

Classified staff

Alice Joseph, A.D.
Madeline Toloso
Jo Ann Barger
Tamekia Lewis, A.D
Mary Myers
Adriana Poland, A.D.

DIVISION SUMMARY

The Financial Aid office worked very hard to ensure that student financial aid awards for the fall/spring 2009-2010 semesters were processed in a timely and efficient manner. Staff members attended training workshops via webinars. The Financial Aid office awarded $8,736,773.00 in federal Pell grants, $116,648.84 in federal Work-study, $139,352 in Academic Competitiveness grants, $5,333,141.49 in federal Stafford subsidized loans, and $6,084,265.21 in federal Stafford unsubsidized loans along with various other state grants, academic/athletic scholarships, waivers, and third-party scholarships.

Participating in community outreach efforts is very important to our office. 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 to allow those students to complete the online application at the site. This office coordinated this event by
securing the site, building use, personnel from the College, and volunteers from area colleges and universities. Approximately 75-100 families attend this event.

In April, this office hosted an all-day FAFSA Marathon. This event provided an opportunity for all students (new, continuing, and current) to complete the FAFSA with the help of Financial Aid Office staff members. This office coordinated the event by securing the site, advertising the event, contacting high school counselors, and providing staff members to help students complete the FAFSA online. Approximately thirty students attended this event.

ADVANCED DEGREES OR CERTIFICATIONS

Alice Joseph earned an Associate Degree in Business Administration, December, 2009. Adriana Poland earned an Associate Degree in Business Administration, May, 2010.

SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Adriana Poland received the BPCC Outstanding Support Staff award and was recognized at the LCTCS annual conference.

PROFESSIONAL DEVELOPMENT

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<td>Vicki Temple</td>
<td>&quot;How We Can Become Better Ambassadors for BPCC&quot;</td>
<td>SWASFAA Conference, Alburquerque, New Mexico</td>
<td>Operation Rice</td>
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<td>Direct Lending Webinar</td>
<td>LASFAA Spring Conference, Marksville, LA</td>
<td>Toys for Tots</td>
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<td></td>
<td>Sallie Mae Webinar</td>
<td>LCTCS Conference, New Orleans, LA</td>
<td>Help for Haiti</td>
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<td>FSA Webinar</td>
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<tr>
<td>Quintina Miles</td>
<td>Year round Pell Webinar</td>
<td>USA Funds Workshop, Hilton, Shreveport, LA</td>
<td>Operation Rice</td>
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<td></td>
<td></td>
<td>LCTCS Conference, New Orleans, LA</td>
<td>Youth Summit</td>
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<tr>
<td>Jon Carter</td>
<td>ELM Webinar</td>
<td>USA Funds Workshop, Hilton, Shreveport, LA</td>
<td>Blood Donation</td>
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<tr>
<td>Mary Myers</td>
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<td></td>
<td>Assertiveness Training</td>
<td>LCTCS Conference, New Orleans, LA</td>
<td>Toys for Tots</td>
</tr>
<tr>
<td>Tamekia Lewis</td>
<td>&quot;How We Can Become Better Ambassadors for BPCC&quot;</td>
<td>USA Funds Workshop, Hilton, Shreveport, LA</td>
<td>Blood Donation</td>
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<td></td>
<td>Assertiveness Training</td>
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<td>Toy for Tots</td>
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STRATEGIC PLANNING

**Department Measurable Strategy**
Participate in systematic planning, evaluation, and utilization of assessment outcomes for continuous improvement of programs and services

**Performance Indicators**

**Assessment Results**
Strategies for Success and Student Services Assessment report were completed.

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Continue to plan, evaluate, and utilize assessment outcomes.

**Department Measurable Strategy**
Collaborate with IT personnel to begin offering federal fall financial aid award packaging in early May - June versus 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**
Compare number of students packaged before July 1, 2010.

**Assessment Results**
The Financial Aid office was able to package fall aid in late June, slightly earlier than in the past.

**Changes Based on Assessment Outcomes**
No changes

**Strategy(ies) for the Future**
Continue to work with IT department to achieve the goal of early packaging.
Department Measurable Strategy
Provide financial aid opportunities for all eligible students by promoting financial aid awareness.

Performance Indicators
Tally student attendance at financial aid awareness events.

Assessment Results
BPCC hosted College Goal Sunday in February, 2010. Approximately 150 students/parents attended the College event.

BPCC hosted a FAFSA Marathon in April 2010. Approximately 30 students attended the event.

Changes Based on Assessment Outcomes
No changes.

Strategy(ies) for the Future
FAFSA Marathon invitations will be provided to high school students and parents in January/February with follow-up reminders in March and April.

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 who 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 service were favorable.

Changes Based on Assessment Outcomes
No changes

Strategy(ies) for the Future
Continue to move all forms, awards, messages to the webpage so that students have instant
access to financial aid information.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Financial Aid office had a very successful year processing record dollar amounts of financial aid with fewer staff members. We have faced many new challenges due to changes in federal regulations for the Pell grant program, a new transition to Direct Lending, and compiling with new requirements for consumer disclosure. The entire staff of the Financial Aid office strives to make continuous effort to increase our knowledge of all the new regulations so that we may continue to provide our students with financial aid to ensure that their educational goals are met.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to automate the financial aid process by tweaking the automated packaging component to automate packaging year-round.
Placing all financial aid forms on-line.
Communicating with students via electronic means (email, twitter, facebook, etc…) exclusively, eliminating the need for communication via U.S. Postal service.
Division of Student Services
Multicultural Affairs

EMPLOYEE LISTING

Professional, unclassified staff

Cindy Darby, Ph.D.

DIVISION SUMMARY

The Office of Multicultural Affairs (OMA) mission is to provide and promote programming through educational, social, and community events to enhance understanding, knowledge, awareness, and respect of people from all backgrounds by working in collaboration with a variety of divisions and organizations campus wide. The 2009-2010 year brought change for the OMA. In October, OMA was reassigned from Administration to the Student Services Division. The Director of Multicultural Affairs is also a faculty member who teaches Introduction to Criminal Justice and Juvenile Justice in the Behavioral and Social Sciences Division.

This Department accomplished the following goals: sponsored and collaborated with various student organizations and divisions for Awareness Month programs; collaborated with the Student Government Association for National Poetry Month; hosted a Diversity Health and Wellness Fair in collaboration with the Division of Science and Allied Health Physical Therapy Assistant Program; hosted the Embracing Diversity in Higher Education Professional Development Seminar and boasted a record attendance; celebrated Martin Luther King Day of Service in collaboration with the Baptist Ministers Fellowship Conference; hosted a Workforce Recruitment Program that connected federal sector employers nationwide with highly motivated postsecondary students and recent graduates with disabilities; partnered with the Student Government Association for Black History Month Gospel Live; acted as a facilitator for the State of Louisiana Department of Education Fiscal Modeling Training; partnered with the Philadelphia Center for World Aids Awareness Day; collaborated with divisions and student organizations campus wide for Lee National Denim Day, Veteran's Day, and Women's History Month; collaborated with the BPCC Gospel Choir at various schools, community and faith-based organizations in recruitment activities; and partnered with the
American Heart Association for "Go Red for Women" to raise awareness for heart disease and strokes among women.

In spring 2010, in an effort to support the mission of the college and the Student Services Division, this Department implemented the Learning Outcome Assessment for OMA by integrating Learning Outcomes into daily operations of OMA. The Learning Outcomes will serve as a basis for supporting and documenting learning experiences. The "appreciates diversity" component of the OMA’s Learning Outcomes includes understanding, appreciating, and valuing people or groups different than ourselves. In addition, OMA will focus on learning outcomes regarding knowledge of, appreciation of, and awareness of diversity, social, environmental, and aesthetic perspectives that contribute to a person’s identity represented through his or her educational experiences within our community through trips, activities, concerts, and lectures.

The staff of the OMA is active both on campus and within the Shreveport/Bossier communities. OMA collaborated with several faith-based and service-based community entities. The staff participated in several community service events and the types of programs varied greatly. Some of the events focused on being actively engaged in the community, while others focused on distribution of commodities and materials for the needy. Additionally, OMA collaborated with the BPCC Gospel Choir and donated several pounds of canned goods to the Annual Holiday Drive and Christmas Show. Finally, the OMA led marketing initiatives for the 2010 Census count.

One main focus for the OMA has been to maintain the delivery of quality services and programs during the difficult budget constraints. Despite the low level of staffing for the OMA and college budget constraints, this office continues to reach out to students, staff, and faculty in an effort to improve their quality of life experiences. Additionally, the OMA has forged collaborative relationships with other campus departments and student organizations, and these relationships have been vital in garnering support and success. A concerted effort will continue to further anchor connections with students, support resources, and departments to address and develop initiatives that embrace inclusive diversity.

PROFESSIONAL DEVELOPMENT

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</table>
SIGNIFICANT CONTRACTS OR GRANTS

Student Technology Grant $1803
Louisiana Campus Compact Service Learning Travel Grant $810

STRATEGIC PLANNING

Department Measurable Strategy
Facilitate college collaboration partnerships between the college and local communities with a special focus on minority, disadvantaged, and historically underrepresented groups.

Performance Indicators
Number of collaborative partnerships with local community.

Assessment Results
Multicultural Affairs collaborated with five faith and service based entities to offer events to students, faculty, and staff.

Changes Based on Assessment Outcomes
Continue to Build alliances and network with faith and service based organizations

Strategy(ies) for the Future
Continue to collaborate with local organizations.

Department Measurable Strategy
Evaluate programs offered through Office of Multicultural Affairs.

Performance Indicators
Surveys offered through Office of Multicultural Affairs.

Assessment Results
On the BPCC Women's History Month 2010 Seminar Evaluation, an overall 87% of program
participants were satisfied with this event.

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

**Strategy(ies) for the Future**
Evaluate programs sponsored by Office of Multicultural Affairs.

**Department Measurable Strategy**
Provide resources for the staff to attend at least two professional development national or state conferences on student and multicultural affairs annually.

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

**Assessment Results**
Staff participated in several professional development conferences.

**Changes Based on Assessment Outcomes**
Increase support and training by applying for external funding to attend national conferences.

**Strategy(ies) for the Future**
Apply for Professional Development funding and grant opportunities.

**Department Measurable Strategy**
Plan and utilize assessments and evaluations of the programs offered through Office of Multicultural Affairs.

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

**Assessment Results**
On the BPCC Women's History Month 2010 Seminar Evaluation, an overall 87% of program participants were satisfied with this event.

**Changes Based on Assessment Outcomes**
Enhance programming and coordinate events by improving marketing strategies and modify time of events to attract a diverse audience.

**Strategy(ies) for the Future**
Evaluate Office of Multicultural Affairs events and increase and mobilize resources for an array of activities.

**OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS**

The OMA has offered varied programs to students, faculty, and staff and has collaborated with community organizations to promote diversity on campus and throughout the community. The OMA will continue to work and to collaborate with the community and with other divisions to promote student engagement and will strive to evaluate all programs in order to improve programs and services to the College. To this end, Multicultural Affairs will focus on practical ways to
collaborate with college leaders, divisions and student organizations to enhance the college's commitment to diversity.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Redesign and streamline the Office of Multicultural Affairs Website
Establish a Multicultural Advisory Committee
DIVISION SUMMARY

The Office of Recruiting is responsible for recruiting new students to the College. The Director of Recruiting, as well as the recruiters, attended various College and Career Fairs, High School Fairs, and Trade Shows. Presentations were made at area high schools and junior high schools to prospective students.

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 14,000 students (currently enrolled students, as well as prospective students within the last year). Campus tours were conducted on a daily basis by appointment and walk-in basis (by availability). The staff conducted tours on BPCC’s campus to over 240 individuals and more than seventeen groups/organizations during the summer, fall, and spring semesters. Follow-up letters were mailed to all students who inquired about BPCC by phone, email, web, walk-in, or word of mouth. The staff also hosted College Transfer Day in November and March as well as the Zone V LACRAO Articulation Workshop in September.

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 the kindergarten and first grade classes. The organization also sponsored eleven fundraisers throughout the year.

The Recruiting Staff attended three LACRAO (Louisiana Association of Collegiate Recruiters and
Admissions Officers) Articulation Workshops (Grambling, Bossier City, and Pineville) and distributed information about the College to the high school counselors. The staff also attended the LACRAO State Conference held in Lake Charles, Louisiana.

The staff served on the following College and Professional Organization committees:

Bucker, Amy
Cavalier Connection (New Student Orientation) Committee, member
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Ms. BPCC/Miss Tiny Cavalier Pageant Committee, member
Sexual Harassment Committee, member

Herren, Angela
BPCC Foundation Mini-NASCAR Committee, member
Cavalier Connection (New Student Orientation) Committee, chair
Graduation Committee, member
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Middle School Expo Committee, member
Ms. BPCC/Miss Tiny Cavalier Pageant Committee, member
Planning Council, member
Physical Therapist Assistant Selection Committee, member
Student Life Committee, member

Siem, Jessica
Cavalier Connection (New Student Orientation) Committee, member
Louisiana Association of Collegiate Recruiters and Admissions Officers, member
Ms. BPCC/Miss Tiny Cavalier Pageant Committee, member
Student Life Committee, member

The staff participated in nine community service opportunities.

PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Bucker, Amy</td>
<td>Student Services Retreat</td>
<td>LACUSPA Conference --</td>
<td>BPCC 100 Mini NASCAR Race</td>
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<td>Faculty/Staff Safety Training</td>
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<tr>
<td>(August and January)</td>
<td>Student Services Meeting</td>
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<td></td>
<td>LACRAO Conference -- Lake</td>
<td>VOA Donation (Student Life)</td>
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<td>Charles, LA</td>
<td>Operation Santa Claus Donation</td>
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<td>(Student Services)</td>
</tr>
<tr>
<td>Herren, Angela</td>
<td>Student Services Retreat</td>
<td>LACRAO Articulation Workshop -- Grambling, LA</td>
<td>&quot;Breakfast with the Chancellor&quot;</td>
</tr>
<tr>
<td></td>
<td>Faculty/Staff Safety Training</td>
<td>LACRAO Articulation Workshop -- Pineville, LA</td>
<td>&quot;Friends of Scouting” Mayor's Breakfast</td>
</tr>
<tr>
<td>(August and January)</td>
<td>Emergenetics Workshop</td>
<td>LACRAO Articulation Workshop -- Pineville, LA</td>
<td>VOA Donation (Student Life)</td>
</tr>
<tr>
<td></td>
<td>Emergenetics Workshop Follow-Up</td>
<td>LACRAO Articulation Workshop -- Bossier City, LA</td>
<td>Operation Santa Claus Donation</td>
</tr>
<tr>
<td></td>
<td>Planning Council Retreat</td>
<td>LACUSPA Conference --</td>
<td>Operation Santa Claus</td>
</tr>
</tbody>
</table>
STRATEGIC PLANNING

Department Measurable Strategy
Create and generate an electronic letter to send to prospective students.

Performance Indicators
The number of responses received.

Assessment Results
An attempt was made to send an electronic letter, but this attempt did not prove to be successful.

Changes Based on Assessment Outcomes
Broaden social networking attempt beyond the use of student email.

Strategy(ies) for the Future
Promote BPCC and provide information through social networking sites.

Department Measurable Strategy
Create a letter and survey to document satisfaction of campus tours.

Performance Indicators
Number of surveys returned and feedback from the surveys.

Assessment Results
An evaluation tool was not created to provide feedback.

Changes Based on Assessment Outcomes
N/A

Strategy(ies) for the Future
Reconsider creating an evaluation tool for prospective students.

Department Measurable Strategy
Continue to promote professional development within the department.

Performance Indicators
The number of professional development opportunities attended by department staff.
Assessment Results
The staff, as a whole, attended thirty-two 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 professional development to enhance productivity and knowledge within the department.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

The Office of Recruiting overall is assessment is excellent. The work ethic of the staff creates a very effective and well-balanced work environment. The staff has proven to be positive and resourceful considering the budget cuts that were implemented for the 2009-2010 fiscal year.

The prospective student is always first priority in our daily routine. Improvements and changes are continuing to make the department more efficient and effective.

PRIORITIES FOR THE COMING ACADEMIC YEAR

Continue to promote professional development with the department.
Promote BPCC and provide information through social networking sites.
Create a New Student Orientation survey to measure the success of the program.
DIVISION SUMMARY

The Office of Student Life began the 2009-2010 school year with four sessions of Cavalier Connection New Student Orientation in August 2009. Five hundred students attended this all day event in which the students learned about the College, met key faculty and administrators, and registered for fall classes. This was an increase of 113 students from the prior year. This increase can be attributed to the personal phone calls by Orientation staff to students who had turned in their application for admission but had not registered for New Student Orientation or for students who had registered for New Student Orientation but failed to show up on their designed day. In October 2009, there was a personnel change in the department. The position of Administrative Assistant was eliminated and the position of Assistant Director was filled.

During the fall 2009 semester, this office in conjunction with the Student Government Association coordinated the following events and activities for the student body: Back to School Bash, Student Organization Fair, SGA Fall Elections, BPCC Homecoming Elections, and the BPCC Talent Show.

During the spring 2010 semester, many exciting events were programmed by the Student Government Association and the Office of Student Life. Those events included the following: Homecoming Pre-Show featuring awarding winning Natalie Stovall; Homecoming Court Presentation; Homecoming Dance; Concert Coffeehouse Series featuring Josh Cramory, Travis Rocco, Rodney Branigan, and John Taglieri; Spring Family Fest; Spring Fling featuring Street Signs from Coyote on Campus, Coffeehouse Entertainment featuring John Taglieri, Chair Massage On The Go, Poetry Night featuring The Pen and The Paper, and Comedy Night featuring Ron G;
Ms. BPCC and Miss Tiny Cavalier Pageant; Spring SGA Elections, and Fun Day.

In addition to events, activities, and Cavalier Connection New Student Orientation, this office administered 104 talent based scholarships in the fall and 103 talent based scholarships in the spring. The Office is also responsible for making student, faculty, and staff ID cards as well as faculty and staff name tags on a daily basis.

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 many BPCC Student Organizations:

CAVALIER CHEERLEADERS:
Awards:
NCA Summer Camp - Most Improved Squad and a bid to National Competition

Performances:
BPCC/City of Bossier Christmas Show
Princeton Elementary School
Huntington High School
Bossier High School

Community Service:
Christus Schumpert Halloween Carnival

Professional Growth:
NCA Summer Camp - Dallas, TX

CAVALIER EXPRESS
Fundraiser(s):
Pizza Sales (10) - collected $1,023.32
Valentine Sale - collected $225.00

CAVALIER PLAYERS
Fundraiser(s):
Gemini Ball

Performances:
"Do Black Patent Leather Show Really Reflect Up?"
BPCC/City of Bossier Christmas Show
"Goldilocks and the Three Heberts"
"The Musical Comedy Murders of 1940"

Professional Development:
Louisiana Kennedy Center American College Theatre Festival - New Orleans, LA
Region VI Kennedy Center American College Theatre Festival - Amarillo, TX
Workshops and Seminars - New York, NY

GOSPEL CHOIR
Community Service:
Toys for Tots Donation
NW Louisiana Food Bank Donation

Performances:
BPCC/City of Bossier Christmas Show
BAFB National Prayer Breakfast
BPCC Black History Month "Gospel Live"
BPCC Veterans Day Ceremony

LADIES IN GOLD DANCELINE:
Awards:
NDA Summer Camp - Most Improved Squad
Cori Jenkins selected as NDA All American Collegiate Dancer
Shircarra Dobin nominated for NDA All American Collegiate Dancer

Community Service:
Christus Schumpert Halloween Carnival
Cara House Donation

Fundraiser(s):
Donations - collected $400.00

Performances:
BPCC/City of Bossier Christmas Show
Bossier High School

Professional Growth:
NDA Summer Camp - Dallas, TX

STUDENT GOVERNMENT ASSOCIATION
Community Service:
Highland Center Thanksgiving Blessing Boxes Rice Collection
Life Share Blood Drives (5 days)
Arbor Day Tree Planting at Highland Child Development Center
Red Cross Haiti Relief Collection - donated $250.00
Boys and Girls Club Volunteers
NW Louisiana Food Bank
Coats for Kids Collection
Toys for Tots Collection
SIGNIFICANT AWARDS, HONORS, AND RECOGNITIONS

Fundraiser(s):
Pizza Sales - collected $765.00
Candy Sales - collected $347.00
Food Sales - collected $901.00
Raffle(s) - collected $275.00

Professional Development:
Student Government Association Retreat - Bethany, LA
Association for the Promotion of Campus Activities Regional Conference - Houston, TX
Association for the Promotion of Campus Activities Regional Conference - Atlanta, GA
Council of Student Body President's Orientation - Baton Rouge, LA

PHI THETA KAPPA NATIONAL HONOR SOCIETY
Awards:
Gina Rider selected to the All Louisiana Academic Team

Bo Little, Advisor of the Fellowship of Christian Athletes (FCA), was chosen as the College Huddle Sponsor of the Year 09-10

PROFESSIONAL DEVELOPMENT

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| Marjoree Harper | Blood Borne Pathogens, August 2009  
Emergenetics Workshop, December 2009  
Holiday Decoration Safety, December 2009  
Workplace Safety, January 2010  
Individual Differences and Diversity, March 2010 | Student Services Division Retreat - Haughton, LA - June 2009  
NCA/NDA Camp - Dallas, TX - July 2009  
LACUSPA Conference - Alexandria, LA - September 2009  
SGA Retreat - Bethany, LA - October 2009  
APCA Regional Conference - Houston, TX - November 2009  
APCA National Conference - Atlanta, GA - February 2010  
COSBP Orientation, May 2010 | Student Government Association Advisor  
Ms. BPCC Advisor  
Student Life Committee Member  
BPCC Mini NASCAR Committee Member  
Planning Council Committee Member  
Lumina Committee Member  
BPCC 1st Core Team Student Success Intervention Lead  
Life Share Blood Drive Campus Coordinator  
Ms. BPCC Pageant Committee  
Highland Center Thanksgiving Blessing Boxes Liaison  
KTBS / Coats for Kids Collection  
Operation Santa Claus Toys for Tots  
Haiti Relief Fundraiser |
| Regina Terry | Blood Borne Pathogens, August 2009  
Financial Forms Training, October 2009 | Student Services Division Retreat - Haughton, LA - June 2009  
APCA Regional Conference - Houston, TX - November 2009 | Student Life Committee  
KTBS / Coats for Kids Collection  
Ms. BPCC Pageant Committee |
Blood Donor Education - Staff Development, October 2009
Holiday Decoration Safety, December 2009
Workplace Safety, January 2010
Mentoring - Staff Development, March 2010
Michelle Triplet
Active Data Calendar Training - June 2009
Staff Development (BPCC Ambassadors) - September 2009
Staff Development (Blood Donor Education) - October 2009
Workplace Safety - January 2010
Women and Body Image - March 2010
Staff Development (Mentoring) - March 2010
APCA National Conference - Atlanta, GA - February 2010
Student Services Division Retreat - Haughton, LA - June 2009
APCA Regional Conference - Houston, TX - November 2009
Student Life Committee
Member
Phi Theta Kappa National Honor Society Advisor
Financial Aid Appeals Committee
Ms. BPCC Pageant Committee
Red River Revel Volunteer
Thanksgiving Blessing Boxes
Operation Santa Claus
Toys for Tots
Haiti Relief Fundraiser

SIGNIFICANT CONTRACTS OR GRANTS

Sarah Rains, SGA Vice-President, was the first student to submit a Technology Fee proposal since that fee was established. Sarah was awarded $18,715.00 for the purchase of four emergency call boxes. The call boxes will be placed in various locations on campus to enhance the safety and security of students, faculty, staff, and guests at Bossier Parish Community College.

STRATEGIC PLANNING

Department Measurable Strategy
Ensure that each Student Life staff member participates in at least two professional development opportunities.

Performance Indicators
The number of professional development events attended by staff.

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.

Department Measurable Strategy
Make Student Life forms fillable online for electronic submission.

Performance Indicators
The number of forms fillable online by spring 2010.
Assessment Results
At the end of spring 2010, most Student Life forms were available online in a .pdf format.

Changes Based on Assessment Outcomes
Upon evaluation of this goal, the department staff has determined that the forms should be fillable online but do not need to be submitted electronically as original signatures are required on most forms.

Strategy(ies) for the Future
Student Life forms will be updated to become fillable online.

Department Measurable Strategy
Replace the printed Student Life Calendar with an electronic version that can be continually updated.

Performance Indicators
Implementation of an electronic Student Life Calendar by the end of fall 2009.

Assessment Results
The goal was completed in fall 2009 and has been fully implemented at the College.

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

Strategy(ies) for the Future
Continue to promote the use of the Calendar of Events throughout the campus community.

Department Measurable Strategy
Plan, evaluate, and assess the goals and objectives of the Student Life Office in order to enhance the services provided.

Performance Indicators
The number of services enhanced by the end of spring 2010.

Assessment Results
Three out of the four goals were completed this year: Professional development opportunities for staff, evaluating/assessing goals and objectives, and implementation of an electronic calendar of events. The final goal of making forms available online was partially completed this year.

Changes Based on Assessment Outcomes
The goal of making forms fillable online will be reevaluated during 2010-2011.

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.

OVERALL ASSESSMENT OF DIVISION EFFECTIVENESS

According to the 2010 ACT Student Opinion Survey, the College sponsored social activities received a 4.18 compared to the national sample which received a 4.07; the purpose for which
student activity fees are used received a 3.75 compared to the national sample which received a 3.51; the opportunities for personal involvement in campus activities received a 3.84 compared to the national sample which received a 3.71; the Student Government Association received a 3.68 compared to the national sample which received a 3.55; and the campus media (college newspaper, campus radio, etc.) received a 3.73 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.
Revise the Student Life Office mission statement to adequately reflect the goals and objectives of the department.
Create learning outcomes for the Office of Student Life.
Revise Student Life forms so these forms can become fillable online.